

Goal 4: Caregiving that Works

OC Paid Provider Survey

A separate survey was offered to paid providers, defined as those providing direct services in their professional role by working, communicating and/or interacting directly with patients, clients or consumers of health or social services. Paid providers were also those who provided services to individuals 50 years and older. The survey used a convenience sample and was voluntary for those who completed it, resulting in some opting to not answer all questions. There were a total of 942 providers after surveys were validated to ensure respondents met the defined criteria for being a paid provider.



Paid Provider's Self-Identified Field of Work*



Slightly over half of paid providers provided in-home nursing care or supportive services

*Providers were able to select more than one response.

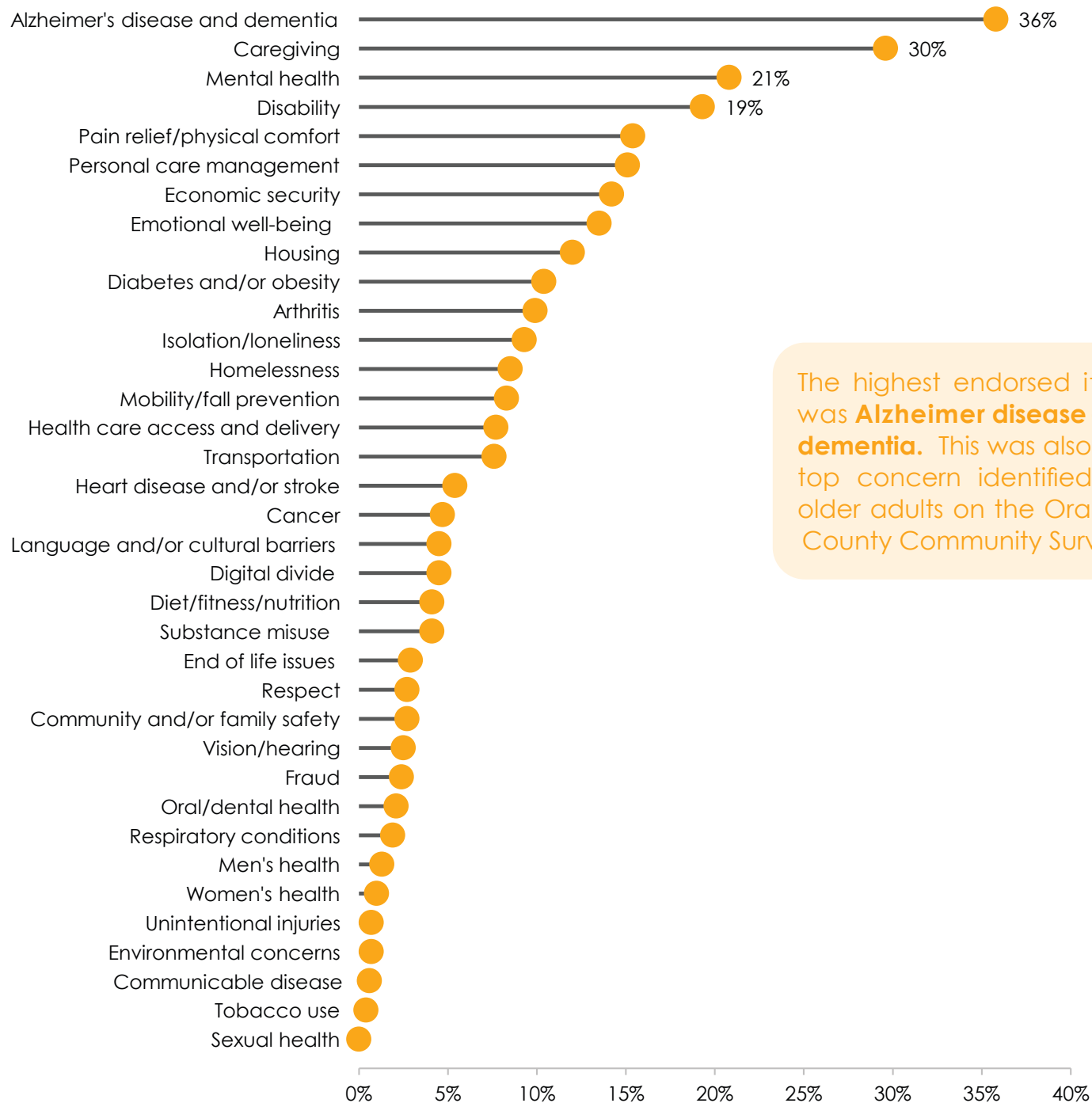
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Paid Provider Survey

Top Three Most Pressing Health and Social Issues Paid Providers are Seeing in the Communities they Serve

Participants selected up to three items



The highest endorsed item was **Alzheimer disease and dementia**. This was also the top concern identified by older adults on the Orange County Community Survey.

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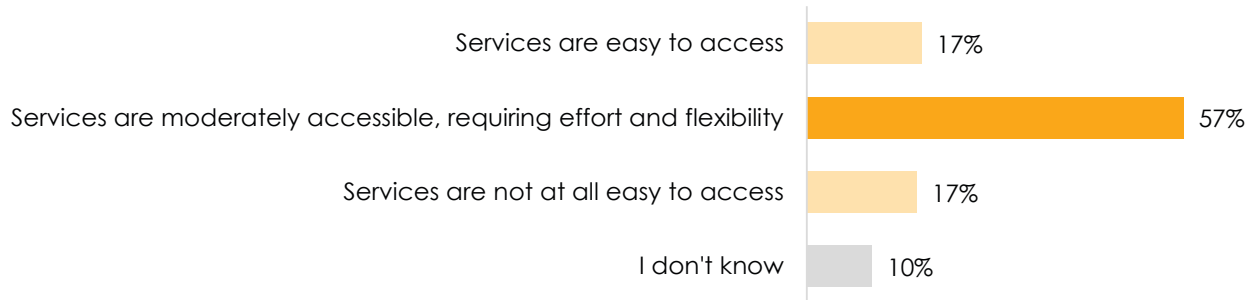
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Paid Providers' Opinions of Older Adult Services

Paid providers were asked two questions related to services for older adults living within the communities they serve:

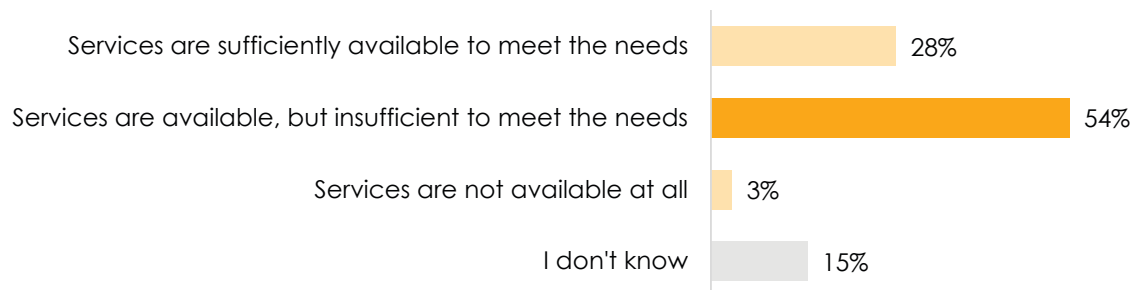
When asked, **“How easy is it to access services for older adults in the communities you serve,”** three out of four providers indicated that services were either easily or moderately accessible for older adults. All of the results are provided in the graph below.

Ease of Access to Services for Older Adults



Providers were also asked, **“Overall, is the capacity of services in the communities you serve sufficient to meet the needs of older adults in your community?”** As shown in the graph below, over one-quarter thought services were sufficiently available and over half thought that services were available but insufficient to meet the needs. Only 3% thought services were not available.

Capacity of Services for Older Adults



Paid Provider's Knowledge Related to Programs & Services

On a scale ranging from 0 ("easy") to 10 ("difficult"), providers indicated how easy it was for them to keep up with new programs and services for older adults. The average rating fell at about the midpoint at 5.3.

Paid Provider Key Findings

According to paid providers responses, the top health or social concerns amongst the clients they serve are in order of highest concern; (1) "Alzheimer disease and dementia" (2) "caregiving" (3) "mental health" and (4) "disability." These findings are consistent with many of those identified by older adults and caregivers. Although more than half of paid providers indicated it was moderately easy to access services for older adults, nearly one in five indicated services were "not at all easy" to access. Providers also indicate it required at least a moderate level of effort to stay current on available programs and services. Finally, a little over half answered that services for older adults were generally available but not at the level needed to meet the needs of the communities in which they worked, suggesting that County of Orange may be able to close service gaps and increase capacity through education and promotion of existing resources rather than building up a new infrastructure of services and supports.