

Safe Harbor Enrollee Survey

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Background: Safe Harbor

- **Mission Statement:** Navy Safe Harbor Command is the Navy's focal point for the non-medical case management of wounded, ill and injured Sailors and their family members. Providing a lifetime of care, we support and assist Sailors through recovery, rehabilitation, and reintegration.
- **Guiding Principle:** Numquam Navigare Solus—Never to Sail Alone



Background: Safe Harbor Population



- All severely wounded, ill, or injured Sailors and their families
 - OIF/OEF casualties
 - Shipboard accidents
 - Liberty accidents (MVAs, motorcycle accidents)
 - Critical medical conditions (e.g., cancer)
- High risk non-severely wounded, ill, or injured Sailors and their families
 - Families in crisis
 - Special Interest

Objective



- Annual Care Survey of participants in the Safe Harbor Program needed to provide program metrics and assess effectiveness
- Compare key results from 2011 survey to 2010 and 2009 baseline
- Survey helps meet Initiative 1.2 of 2009 Safe Harbor Strategic Goals & Objectives: *"Develop and implement a mechanism to survey recipients and address concerns, needs, and/or requests"*
- Survey assesses customer satisfaction levels, determine the effectiveness of the program's Care Managers and infrastructure

Survey Methodology



- Participants were sent an invitation letter inviting Enrollee and a family member (Caregiver) to participate in the survey
- This introductory letter told recipients, if they wanted to participate in the survey, to use a link to a website which connected to the survey
- Reminder letter and several reminder emails were sent after the first invitation

Survey Sections



- Demographics
- Services used and needed
- Customer satisfaction with and effectiveness of Care Managers, services, facilities, resources, information, and communication
- Use of related programs
- Challenges and barriers to successful care
- Suggestions for program improvement

Survey Administration/Response Rates

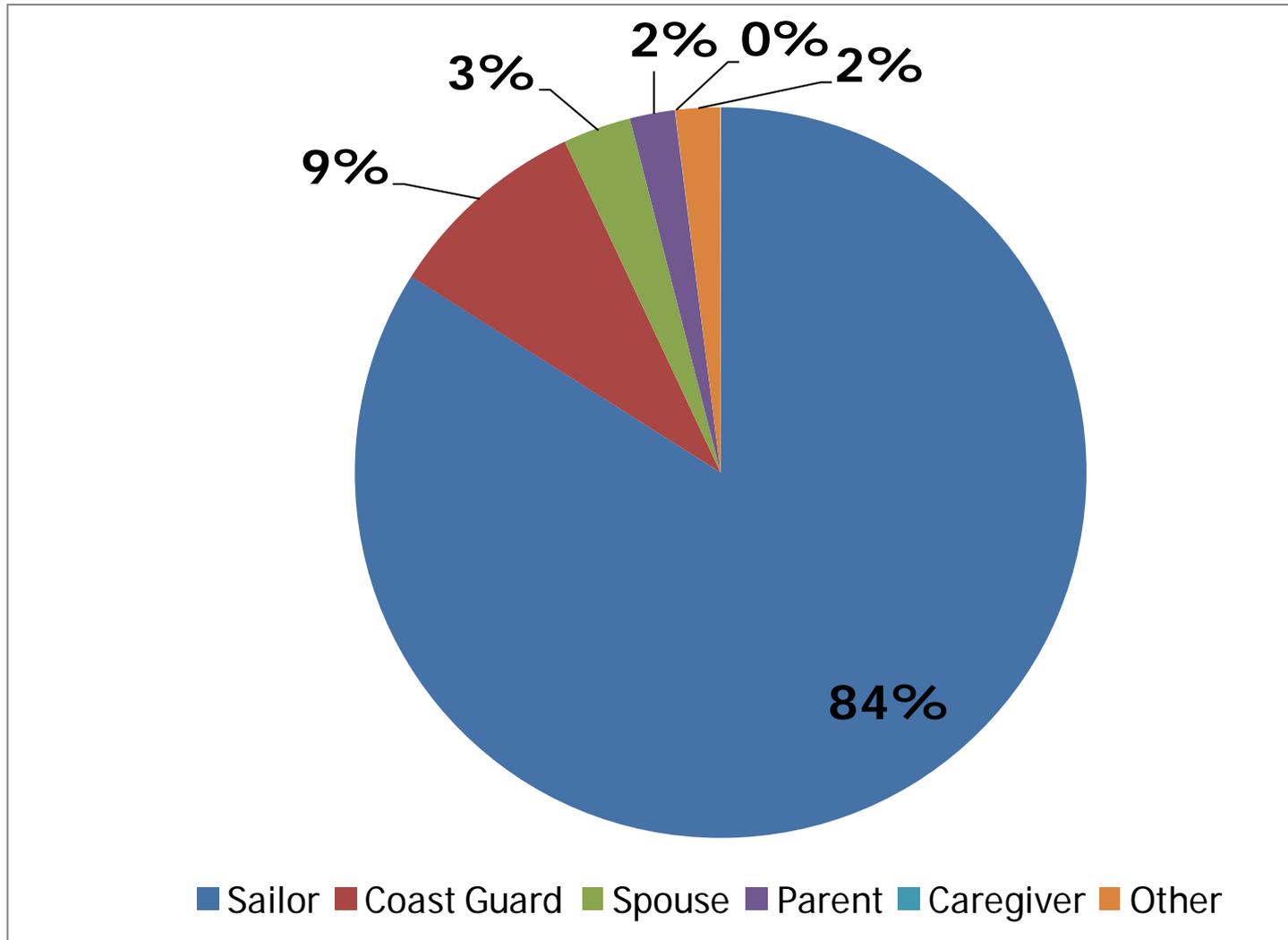
Start date: 10 January 2012
End date: 22 May 2012

Mailed Sample:	763
Returned to Sender:	122
Eligible Sample	641
Eligible Returns-Sailor	108
Response Rate	17%

The 2010 return rate was 17%. Navy wide response rates are about 20-25%.

Demographics/Background

Demographics – Survey Respondents



Demographics When Entering Safe Harbor Program

Paygrade	%
E-1 to E-3	5
E-4 to E-6	54
E-7 to E-9	12
W-1 to O-3	10
O-4 to O-6	18
O-7 and above	0

Status	%
Active (AC)	77
Reserve (RC)	4
Retired/ Separated	19

Gender	%
Male	87
Female	13

Demographics (cont'd)

Current Marital Status		%
Single, never married		17
Married		63
Divorced		18
Widowed		0
Separated		2
Length of Service		Years
Total Time of Service (AC)		Mean: 14 years
Total Time of Service (RC)		Mean: 5 years
Age		Years
Age		Mean: 40 yrs
Reason for enrollment in Safe Harbor program		%
Injury		50
Illness		50

Primary Medical Treatment Facility

Item instructions were "Mark ALL that apply"



Facility	Injury %	Illness %
BAMC San Antonio	12	6
WRNMMC Bethesda	27	13
NOB Norfolk	2	0
NMC Portsmouth	10	38
NHCC New England	4	4
NH Jacksonville	2	2
NH Camp Lejeune	4	0
VA Tampa	2	0
NHC Great Lakes	4	0
NMC San Diego	17	13
VA Palo Alto	0	0
NH Bremerton	10	6
VA Richmond VA	2	2
Other	19	25

Reason for Enrollment-Injury

Item instructions were "Mark ALL that apply"

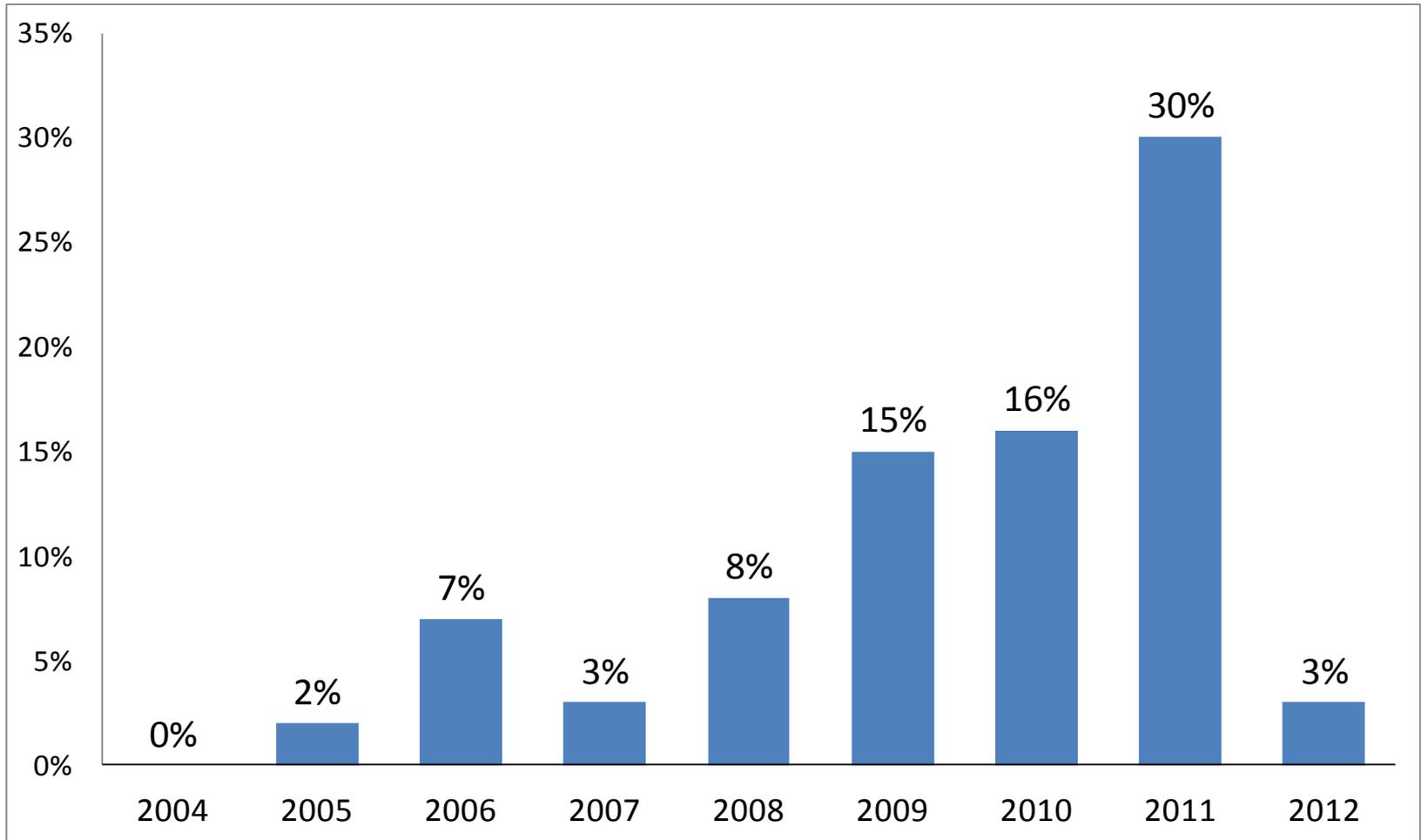
Injury	Percent		
	2009	2010	2011
Orthopedic Injury	25	37	26
Paralysis	3	8	6
Head Injury	31	29	19
Burns	9	6	9
Amputation	4	6	7
Facial Trauma	3	4	4
Sensory Loss	12	6	5
Internal Organ Injury	3	9	5
Other	17	6	13

Reason for Enrollment - Illness

Item instructions were "Mark ALL that apply"

Illness	Percent		
	2009	2010	2011
Cancer	12	24	22
Neuro	11	20	9
Ortho	4	13	1
Psychological	15	18	5
Auto-Immune	3	1	6
Cardiac	2	1	2
Diabetes	1	2	4
Ear	1	2	3
Hypertension	6	4	2
Lung	4	1	2
PTSD	-	-	5
Renal	1	1	1
Other	16	14	9

Entered Safe Harbor Program



Safe Harbor Program Satisfaction

(Note: Responses “No interaction...”, “Does not apply/Do not know” excluded from analysis)

Safe Harbor Programs Utilized

Program	2009 Total %	2010 Total %	2011 Total %
Pay & Personnel	40	25	33
Invitational Travel Orders	12	18	9
Housing & Lodging	18	13	9
Child & Youth Programs	0	1	2
Recreation & Leisure	10	11	13
Transportation Needs	5	9	6
Legal & Guardianship Issues	13	15	7
Employment Opportunities	10	11	12
Education & Training Benefits	20	11	9
Commissary & Exchange Access	7	11	10
Respite Care	1	2	3
TBI/PTSD Services	29	11	9
Anchor Program	-	-	7
Adaptive Athletics	-	-	7
Other	36	20	21

Safe Harbor Non-Medical Care Manager (NMCM)

Percent "Agree"/ "Strongly Agree"	2009 Total %	2010 Total %	2011 Total %
Was responsive to my needs	79	87	85
Was responsive to my family's needs	77	78	82
Was reliable in providing me what was promised	74	75	80
Was reliable in providing my family what was promised	75	69	77
Was sensitive to my concerns	79	83	87
Was sensitive to my family's concerns	79	79	87

Safe Harbor Non-Medical Care Manager (NMCM)

	2009	2010	2011
Percent "Agree"/ "Strongly Agree"	Total %	Total %	Total %
Was professional	84	91	89
Gave me helpful information	74	81	85
Gave my family helpful information	74	83	86
Was caring to me	80	90	86
Was caring to my family	89	81	87

Safe Harbor Non-Medical Care Manager (NMCM)

	2009	2010	2011
Percent "Agree" / "Strongly Agree"	Total %	Total %	Total %
Anticipated needs	73	70	73
Anticipated family's needs	70	66	73
Was available	77	76	81
Resolved problems promptly	67	68	77
Gave me updated material	68	68	73
Went the extra mile for me	68	70	76
Went the extra mile for my family	70	70	78

Recovery Care Plan: 21 had RCPs

The NMCM and/or RCC...	Percent Agree		
	2009 Total	2010 Total	2011 Total
Worked with me to develop a Recovery Care Plan	-	-	72
Worked with my family to develop a Recovery Care Plan	-	-	67
Worked with me to update/review the Recovery Care Plan periodically	-	-	71
Worked with my family to update/review the Recovery Care Plan periodically	-	-	71
Worked with me/my family to develop a Recovery Care Plan	50	42	-
Worked with me/my family to update/review the Recovery Care Plan periodically	51	40	-
The Recovery Care Plan...			
Is easy to understand	52	55	63
Sets realistic goals for me	-	58	80
Sets realistic goals for my family	-	47	79
Clearly lists actions for me to meet my goals/family goals	51	50	73
Clearly addresses my transition needs	50	48	75
Includes contact information for post-transition services	46	53	69

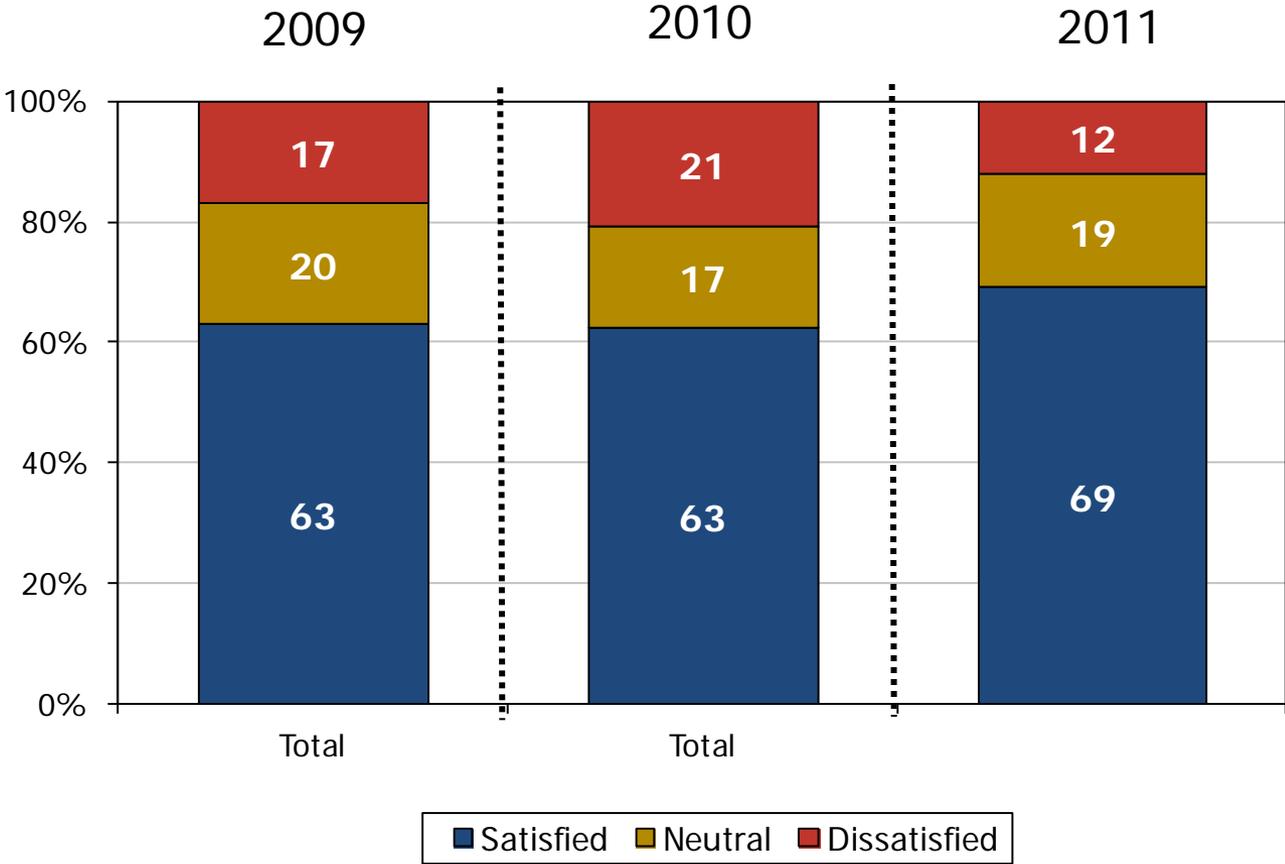
Other Programs

Are you aware of the...	Yes %
Anchor Program	28
In 2010, 18% responded "yes"	
National Resource Directory	22
Wounded Warrior Resource Center	55
Navy Safe Harbor 24 hour call center (1-877-746-8563)	47
Navy Safe Harbor website (www.safeharbor.navy.mil)	66
Adaptive Athletics Program	41
Utilize/access Navy Safe Harbor Facebook Page	10

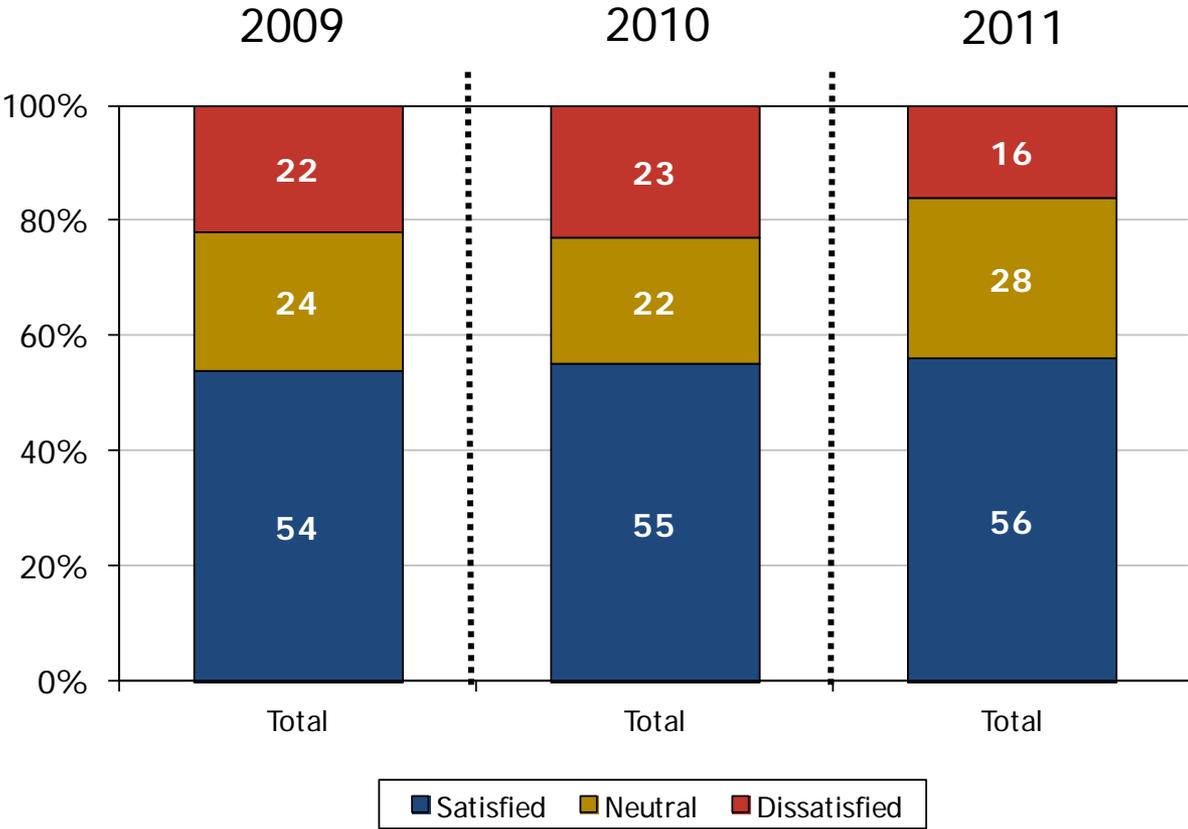
Contact with Program Representative

	2009	Percent 2010	2011
Frequency of Contact			
0 times	19	25	29
1-10 times	46	40	42
11-20 times	18	15	11
21-30 times	8	5	7
31-40 times	4	2	4
41-50 times	2	1	3
Over 50 times	5	12	4
Satisfaction with Contact Frequency			
Satisfied/Very Satisfied	62	65	67
Rate Quality of Contact			
Just the Right Number	60	62	68
Not Enough	37	37	32
Too Many	3	1	0

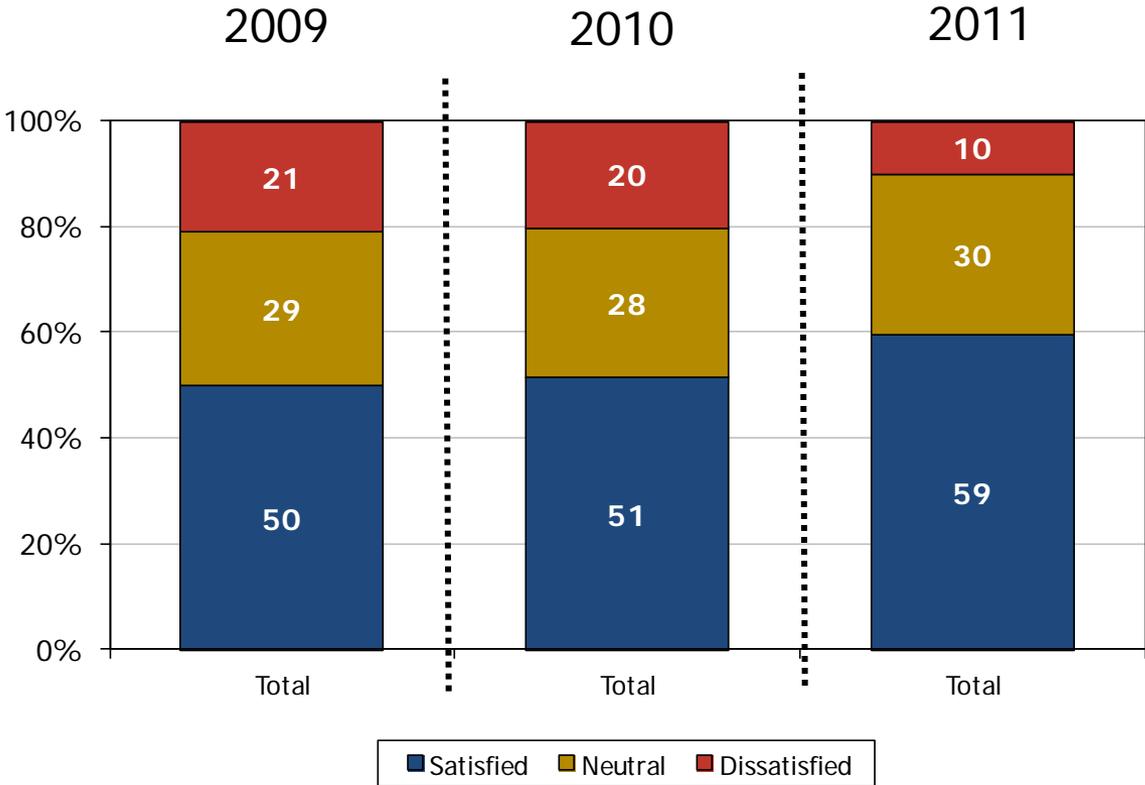
Satisfaction: NMCM Support



Satisfaction: Enrollee Quality of Life



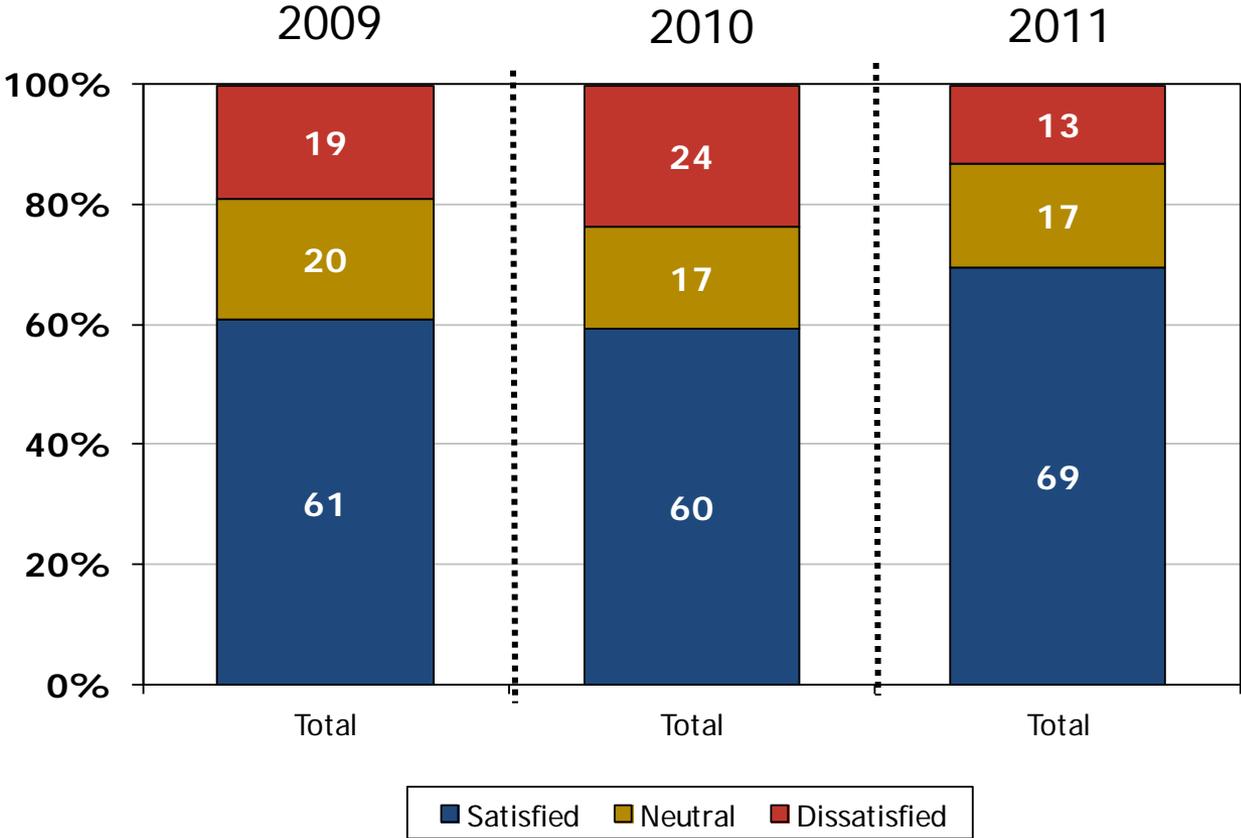
Satisfaction: Family Quality of Life



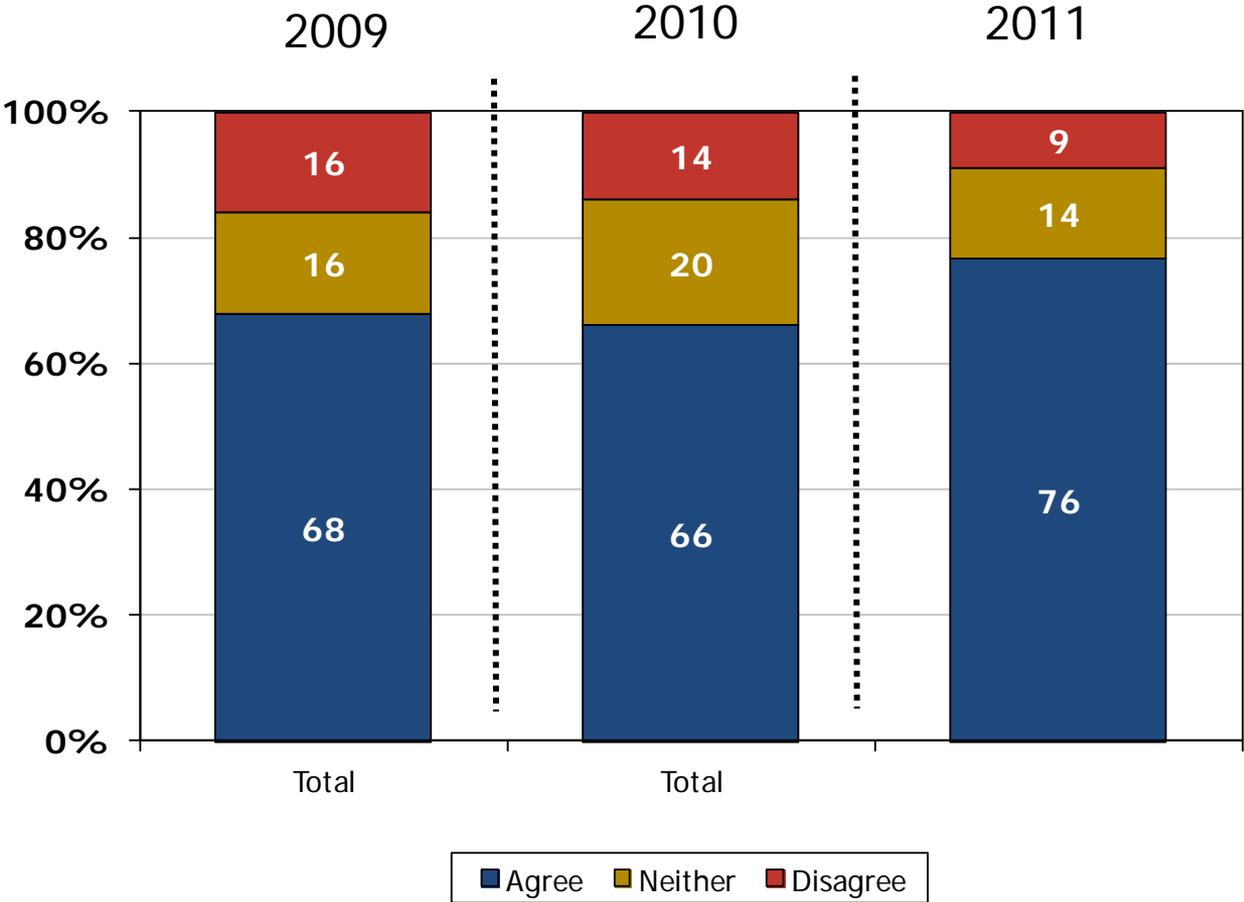
Quality of Life: Better or Worse?

		2009	2010	2011
Compared to before Safe Harbor enrollment, has your Quality of Life become...		Total %	Total %	Total %
N/A, Less than a month in Safe Harbor		1	1	2
Much Better	% selecting "Better/Much Better" increased from 42% to 51% to 53%	19	17	23
Better		23	34	30
Neither Better nor Worse		40	37	41
Worse		11	7	2
Much Worse		5	4	2

Overall Program Satisfaction



Recommend Program to Others



Comments: Top Three Issues/Concerns

- Opportunities for employment, education & socialization
- Having help with and understanding benefits & paperwork
- Financial problems and pay issues
- Lack of quality communication and support from Safe Harbor employees
- Distance/Travel/Relocation
- More help or resources for caregivers
- Family support
- Future/retirement planning
- Legal assistance
- Psychological aid for self & family
- Awareness of Safe Harbor program & other programs available
- Recovery and reintegration
- Housing

Comments: Three Things Liked Best About Program

- Single point of contact
- Emails/information about programs, discounts, events & benefits
- Not feeling abandoned
- Frequent check-ups from case managers
- Positive attitudes from case managers – caring, professional, etc
- Extensive program
- Case managers are someone to turn to/reach out to
- Sports program
- Prompt attention to needs
- All of it

Comments: Three Most Important Things to Improve Program

- Better knowledge of the VA system
- More frequent & consistent contact between reps/case managers and enrollees
- More follow-up with enrollees
- More involvement, information, and resources for families
- Better long range recovery plans
- Chains of Command need to know about program
- More awareness of program and benefits
- Make program more similar to Wounded Warriors program
- More 1-on-1 care and attention from case managers
- More staff or less cases per manager

Summary (1 of 3)



- Half in program due to injury
 - Orthopedic and head injury most prevalent
 - Cancer and neurological top illness reasons
- 64% entered program since 2009
- Pay/Personnel most utilized services followed by recreation and employment

Summary (2 of 3)



- Non-Medical Care Manager performance rated higher this year compared to past in almost all areas of customer service
 - Most noticeable in family issues
- Recovery care plans show improved ratings from previous surveys
 - Also improved in family issues
- Awareness of some programs remains (Anchor, National Resource Directory, Call Center) and contact with Representatives can be improved

Summary (3 of 3)

- Satisfaction with QOL about the same or better than in the past
 - 53% say QOL “Better/Much Better” compared to 42% in 2009 and 51% in 2010
 - » Only 4% report “Worse/Much Worse”, less than in 2009, 2010
 - QOL of family rated higher (59% in 2011, 51% in 2010, 50% in 2009)
- Overall program satisfaction higher in 2011 (69%) (61% in 2009, 60% in 2010)
- More (76%) would recommend program to others compared to past (68% in 2009, 66% in 2010)

Recommendations



- Safe Harbor program rated overall very well for those who use it
 - Some confusion noted in length of participation in program
 - » Include user suggestions in marketing
- Low participation in survey may indicate multi-media approach needed for future surveys
 - Letter and phone calls from NMCM
- Standardize surveys with other service Wounded Warrior programs to determine best practices