

2002 Employee Advance Care Directives Survey
Executive Summary

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Objectives and Methodology

In January 2002, a survey was conducted and distributed to all Excellus employees in the upstate region. This survey was intended to identify their level of knowledge of advanced care directives, dependent on their region, age, and medical background. Of the 6537 total employees surveyed, the response rate was 35% (2272 returns). Each region, with the exception of the Western New York region, had the option of responding by paper copies or email.

Plan	Email	Paper	Total	% of total
Rochester	564	163	727	32%
CNY	358	305	663	29%
WNY	1	650	651	29%
Utica	96	94	190	9%
Southern Tier	15	12	27	1%
Utica	96	94	190	9%
Total	1034	1238	2,272	

Key Findings

Knowledge of Advance Care Directives

Of the 2272 respondents, 77% or 1757 people reported knowing what an advance care directive is. This familiarity varied by Plan, ranging from 71% of the Utica respondents to 89% of the Southern Tier respondents. The scores steadily increased as age increased. However, when the responses of individuals with medical background were compared to those without medical background, no real differences were noticed.

Appointed a health care proxy

When asked if they had ever appointed a health care proxy, only 30% (672 out of 2272) of the respondents reported that they had. Of the individuals who said that they knew what an advanced care directive is (77% or 1757 people), only 34% of those people have appointed a proxy. Conversely, 66% of people with knowledge have not appointed a health care proxy. The percentage of respondents who have appointed a health care proxy varied by region (19% in Utica to 34% in Rochester) and increased directly with age.

However, medical background was not a determinant (*30% of those with a medical background had a proxy versus 29% of those without a medical background*).

Completed a living will

Overall, 18% (*412 out of 2272*) of the total respondents said that they have completed a Living Will. Of the people who stated that they have knowledge of advance care directives, 20% have completed a living will, while 80% of people with knowledge have not yet completed one. The percentage of responses in each region ranged from 23% in Rochester to 14% in Utica and Western New York. The percentage of people who have completed a Living Will increased dramatically with age. There were slightly more people with medical background that have a Living Will compared to those without a medical background (*20% vs 17% respectively*).

Information regarding advance care directives

Thirty-nine percent of the total respondents said that they would like to have more information regarding advance care directives. The Utica region had the highest response to this (51%). As noted above, this region had the lowest response in knowledge, appointing a health care proxy, and completing a will. Rochester had the lowest response rate with 36%. The 25 - 34 and 35 - 44 age ranges had the most people who requested more information (*40% and 41% respectively*). The 65+ age range had the lowest percentage of people that requested information.

State-specific Health Care Proxy and Living Will Forms

Overall, 40% of the total respondents requested state-specific health care proxy and living will forms. The highest response was in the Utica region with 57%, while the lowest response was in the Southern Tier with 30% (*which was the region with the highest percentage of knowledge*). The percentage of people that said yes increased with age until the 45 - 54 age range and then began to decline.

Information regarding artificial nutrition and hydration

Nineteen percent of the total respondents requested information regarding artificial nutrition and hydration. The Southern Tier had the highest percentage of 26%, while

Central New York had the lowest percentage of 16%. The percentages rose directly with age (*up to 26%*) with the exception of 65+, which only had 19%.

Noontime informational meeting about advance care directives

Twenty-four percent of the total respondents said that they would like to attend a noontime informational meeting about advance care directives. Of this 24%, the vast majority (75%) of these people already claimed to have prior knowledge of advance care directives. Utica had the highest response with 29% and the Southern Tier had the lowest response with 19% (*these two regions had opposite results in regard to knowledge*). The percentages continually increased with age until the 65+ age range in which the percentage dropped to 10%.

Review and Update advance care directives

Twelve percent of the total respondents said that they would like to review and update their advance care directives. Rochester had the highest percentage with 14%. This region also had the highest percentages for appointing a health care proxy and completing a Living Will. The lowest percentage was in Central New York with 8%. The percentages slightly increased with age, with the exception of the 65+ age range that had a 0% response.

Employment Area

The Rochester region has the largest employment base, however, this region had the lowest response rate. Utica and Western New York had the highest response rate, with 50% and 49% respectively.

Age Group Range

The highest amount of respondents fell into the 35 - 44 age range with 35%, whereas the 65+ age range turned out to be only 1% of the total respondents. Central New York had a surprisingly low percentage (2%) of the 25 - 34 age range.

Employment Background

Thirty-seven percent of the total respondents said that they have some form of medical background. The Western New York region had the highest percentage with 53%, while Utica only had 26%.

The results are further itemized in the tables attached in Appendix A.

Appendix A – Employee Advance Care Directives Survey Results 2002

Survey Tabulation/ Views

Total number of respondents: 2272

Respondents Itemized by Plan

Plan	Email	Paper	Total	% of total
Rochester	564	163	727	32%
CNY	358	305	663	29%
WNY	1	650	651	29%
Utica	96	94	190	9%
Southern Tier	15	12	27	1%
Utica	96	94	190	9%
Total	1034	1238	2,258*	99%

* Regional data missing for 14 people

Question 1: Would you say that you know what an Advance Care Directive is?

Yes 1,757 (77% of total respondents)

No 515 (23% of total respondents)

Total 2,272

Table 1.1 - Knowledge of an Advance Care Directive – by Plan

	CNY (n = 663)	Rochester (n = 727)	Southern Tier (n = 27)	Utica (n = 190)	WNY (n = 651)
Yes (t = 1757)	79%	78%	89%	71%	77%
No (t = 515)	21%	22%	11%	29%	23%

Table 1.2 - Knowledge of an Advance Care Directive – by Age

	18-24 (n =83)	25-34 (n =430)	35-44 (n =800)	45-54 (n =712)	55-64 (n =214)	65+ (n =21)
Yes (t = 1757)	49%	71%	79%	81%	83%	81%
No (t = 515)	51%	29%	21%	19%	17%	19%

Knowledge of an Advance Care Directive—by Plan and Age

Table 1.3

	18-24	25-34	35-44	45-54	55-64	65+
CNY	11-46%	106-72%	176-79%	162-87%	62-83%	6-100%
Rochester	12-48%	90-76%	223-80%	180-77%	53-84%	5-100%
Southern Tier	1-100%	5-83%	14-88%	3-100%	1-100%	0
Utica	3-50%	23-72%	54-72%	36-67%	18-86%	1-50%
WNY	14-52%	82-66%	159-80%	193-84%	43-81%	5-63%

No knowledge of an Advance Care Directive—by Plan and Age

Table 1.4

	18-24	25-34	35-44	45-54	55-64	65+
CNY	13-54%	42-28%	47-21%	25-23%	13-17%	0-0%
Rochester	13-52%	28-24%	56-20%	55-23%	10-16%	0-0%
Southern Tier	0-0%	1-17%	2-12%	0-0%	0-0%	0
Utica	3-50%	9-28%	21-28%	18-33%	3-14%	1-50%
WNY	13-48%	43-34%	41-20%	37-16%	10-19%	3-38%

**look at question #5 for denominators (% of each age range in each region compared to the total of that age range with that region)

Knowledge of an Advance Care Directive—by employment background
(number/total employment background)

Table 1.5

	With medical background (n = 850)	Without medical background (n = 1,422)	Total
Number	699	1058	1757
Percentage	82%	74%	

No knowledge of an Advance Care Directive—by employment background

Table 1.6

	With medical background (n = 850)	Without medical background (n = 1,422)	Total
Number	151	364	515
Percentage	18%	26%	

Question 2a: Have you ever appointed a Health Care Proxy

Yes 672 (30% of total respondents)
 No 1,600 (70% of total respondents)
 Total 2,272

Total number that said yes and has knowledge of an Advance Care Directive: 599

- 34% of people with knowledge have appointed a proxy (599/1757)
- 89% of people that have appointed a proxy have knowledge (599/672)

Total number that said no and has no knowledge of an Advance Care Directive: 442

- 86% of people with no knowledge have not appointed a proxy (442/672)
- 28% of people that have not appointed a proxy have no knowledge (442/1600)

Total number that said yes and has no knowledge of an Advance Care Directive:73

- 14% of people with out knowledge have appointed a proxy (73/515)
- 11% of people that have appointed a proxy do not have knowledge (73/672)

Total number that said no and has knowledge of an Advance Care Directive: 1158

- 66% of people that have knowledge have not appointed a proxy (1158/1757)
- 72% of people that have not appointed a proxy have knowledge (1158/1600)

Appointed a proxy—by Plan

Table 2a.1

	CNY (n=663)	Rochester (n=727)	Southern Tier (n=27)	Utica (n=190)	WNY (n=651)
Number	213	248	8	36	164
Percentage	32%	34%	30%	19%	25%

Has not appointed a proxy—by Plan

Table 2a.2

	CNY (n=663)	Rochester (n=727)	Southern Tier (n=27)	Utica (n=190)	WNY (n=651)
Number	450	479	19	154	487
Percentage	68%	66%	70%	81%	75%

Appointed a proxy—by Age

Table 2a.3

	18-24 (n=83)	25-34 (n=430)	35-44 (n=800)	45-54 (n=712)	55-64 (n=214)	65+ (n=21)
Number	13	100	214	241	88	11
%	16%	23%	27%	34%	41%	52%

Has not appointed a proxy—by Age

Table 2a.4

	18-24 (n=83)	25-34 (n=430)	35-44 (n=800)	45-54 (n=712)	55-64 (n=214)	65+ (n=21)
Number	70	330	586	471	126	10
%	84%	77%	73%	66%	59%	48%

Appointed a proxy—by Plan and Age

Table 2a.5

	18-24	25-34	35-44	45-54	55-64	65+
CNY	3-12%	40-27%	68-30%	66-35%	34-45%	2-33%
Rochester	4-16%	29-25%	89-32%	96-41%	25-40%	4-80%
Southern Tier	0-0%	2-33%	5-31%	1-33%	0-0%	0
Utica	1-17%	1-3%	11-15%	14-26%	9-43%	0-0%
WNY	5-19%	28-22%	40-20%	64-28%	19-36%	5-63%

Has not appointed a proxy—by Plan and Age

Table 2a.6

	18-24	25-34	35-44	45-54	55-64	65+
CNY	21-88%	108-73%	155-70%	121-65%	41-55%	4-67%
Rochester	21-84%	89-75%	190-68%	139-59%	38-60%	1-20%
Southern Tier	1-100%	4-67%	9-69%	2-67%	1-100%	0
Utica	5-83%	31-97%	64-85%	40-74%	12-57%	2-100%
WNY	22-81%	97-78%	160-80%	166-72%	34-64%	3-38%

**look at question #5 for denominators (% of each age range in each region compared to the total of that age range with that region)

Employment background that has a proxy (number/total employment background)

Table 2a.7

	With medical background (n=850)	Without medical background (n=1,422)	Total
Number	255	417	672
Percentage	30%	29%	

Employment background that does not have a proxy

Table 2a.8

	With medical background (n=850)	Without medical background (n=1,422)	Total
Number	595	1005	1600
Percentage	70%	71%	

Question 2b: Have you ever completed a Living Will?

Yes 412 (18% of total respondents)
 No 1,860 (82% of total respondents)
 Total 2,272

Total number that said yes and has knowledge of an Advance Care Directive: 360
 -20% of people with knowledge have filled out a will
 -87% of people that have filled out a will have knowledge

Total number that said no and has no knowledge of an Advance Care Directive: 463
 -90 % of people without knowledge have not filled out a will
 -25% of people that have not filled out a will do not have knowledge

Total number that said yes and has no knowledge of an Advance Care Directive: 52
 -10% of people with out knowledge have filled out a will
 -13% of people that have filled out a will do not have knowledge

Total number that said no and has knowledge of an Advance Care Directive: 1397
 -80% of people that have knowledge have not filled out a will
 -75% of people that have not filled out a will have knowledge

Completed a living will—by Plan

Table 2b.1

	CNY (n=663)	Rochester (n=727)	Southern Tier (n=27)	Utica (n=190)	WNY (n=651)
Number	120	166	5	26	94
Percentage	18%	23%	19%	14%	14%

Has not completed a living will—by Plan

Table 2b.2

	CNY (n=663)	Rochester (n=727)	Southern Tier (n=27)	Utica (n=190)	WNY (n=651)
Number	543	561	22	164	557
Percentage	82%	77%	81%	86%	86%

Completed a living will—by Age

Table 2b.3

	18-24 (n=83)	25-34 (n=430)	35-44 (n=800)	45-54 (n=712)	55-64 (n=214)	65+ (n=21)
Number	4	50	136	160	52	9
%	5%	12%	17%	22%	24%	43%

Has not completed a living will—by Age

Table 2b.4

	18-24	25-34	35-44	45-54	55-64	65+
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	(n=83)	(n=430)	(n=800)	(n=712)	(n=214)	(n=21)
Number	79	380	664	552	162	12
%	95%	88%	83%	78%	76%	57%

Completed a living a will—by Plan and Age

Table 2b.5

	18-24	25-34	35-44	45-54	55-64	65+
CNY	1-4%	16-11%	43-19%	38-20%	21-28%	1-17%
Rochester	1-4%	16-14%	60-22%	71-30%	15-24%	3-60%
Southern Tier	0-0%	2-33%	1-6%	2-67%	0-0%	0
Utica	1-17%	1-3%	7-9%	10-19%	6-29%	1-50%
WNY	1-4%	14-11%	25-13%	39-17%	10-19%	4-50%

Has not completed a living will

Table 2b.6

	18-24	25-34	35-44	45-54	55-64	65+
CNY	23-96%	132-89%	180-81%	149-80%	54-72%	5-83%
Rochester	24-96%	102-86%	219-78%	164-70%	48-76%	2-40%
Southern Tier	1-100%	4-67%	15-94%	1-33%	1-100%	0
Utica	5-83%	31-97%	68-91%	44-81%	15-71%	1-50%
WNY	26-96%	111-89%	175-87%	191-83%	43-81%	4-50%

**look at question #5 for denominators (% of each age range in each region compared to the total of that age range with that region)

Completed a living will—by employment background

Table 2b.7

	With medical background (n=850)	Without medical background (n=1,422)	Total
Number	166	246	412
Percentage	20%	17%	

Has not completed a living will—by employment background

Table 2b.8

	With medical background (n=850)	Without medical background (n=1,422)	Total
Number	684	1176	1860
Percentage	80%	83%	

Question 3: Indicate if you are interested in any of the following:

Part 1: Information regarding advance care directives

Yes 882 (39% of total respondents)
 No 1,390 (61% of total respondents)
 Total 2,272

Total number that are interested in information regarding advance care directives and said to have knowledge regarding them: 605 (69%)

Would be interested in information—by Plan

Table 3a.1

	CNY (n=663)	Rochester (n=727)	Southern Tier (n=27)	Utica (n=190)	WNY (n=651)
Number	248	262	12	97	257
Percentage	37%	36%	44%	51%	39%

Would be interested in information—by Age

Table 3a.2

	18-24 (n=83)	25-34 (n=430)	35-44 (n=800)	45-54 (n=712)	55-64 (n=214)	65+ (n=21)
Number	31	171	328	272	73	4
%	37%	40%	41%	38%	34%	19%

Would be interested in information—by Plan and Age

Table 3a.3

	18-24	25-34	35-44	45-54	55-64	65+
CNY	8-33%	48-32%	94-42%	73-39%	23-31%	2-33%
Roch	12-48%	47-40%	103-37%	78-33%	21-33%	0-0%
ST	0-0%	2-33%	8-50%	1-33%	1-100%	0
Utica	1-17%	17-53%	44-59%	25-46%	9-43%	1-50%
wny	10-37%	57-46%	74-37%	95-41%	18-34%	1-13%

*People who said yes within a particular age and region/total amount of people in that age and region group: 18-24 age group in CNY: 8/24=33% (see question 5 for numbers)

Part 2: Would like state-specific Health Care Proxy & Living Will Forms

Yes 905 (40% of total respondents)
 No 1,367 (60% of total respondents)
 Total 2,272

Total number that would like state-specific forms and have knowledge of advance care directives: 681 (75%)

Would be interested in state-specific forms—by Plan

Table 3b.1

	CNY (n=663)	Rochester (n=727)	Southern Tier (n=27)	Utica (n=190)	WNY (n=651)
Number	255	264	8	108	266
Percentage	38%	36%	30%	57%	41%

Would be interested in state-specific forms—by Age

Table 3b.2

	18-24 (n=83)	25-34 (n=430)	35-44 (n=800)	45-54 (n=712)	55-64 (n=214)	65+ (n=21)
Number	20	167	313	314	85	3
%	24%	39%	39%	44%	40%	14%

Would be interested in state-specific forms—by Plan and Age

Table 3b.3

	18-24	25-34	35-44	45-54	55-64	65+
CNY	5-33%	49-33%	88-39%	85-45%	27-36%	1-17%
Rochester	8-32%	43-36%	95-34%	94-40%	23-37%	1-20%
Southern Tier	0-0%	1-17%	6-38%	0-0%	1-100%	0
Utica	1-17%	18-56%	44-59%	32-59%	12-57%	1-50%
WNY	6-22%	56-45%	77-39%	103-48%	21-40%	0-0%

Part 3: Information regarding artificial nutrition and hydration

Yes 421 (19% of total respondents)
 No 1,851 (81% of total respondents)
 Total 2,272

Total number that requested information regarding artificial nutrition and hydration and have knowledge of advance care directives: 323 (75%)

Would like information regarding artificial nutrition and hydration—by Plan
 Table 3c.1

	CNY (n=663)	Rochester (n=727)	Southern Tier (n=27)	Utica (n=190)	WNY (n=651)
Number	109	126	7	46	129
Percentage	16%	17%	26%	24%	20%

Would like information regarding artificial nutrition and hydration—by Age
 Table 3c.2

	18-24 (n=83)	25-34 (n=430)	35-44 (n=800)	45-54 (n=712)	55-64 (n=214)	65+ (n=21)
Number	12	60	129	159	56	4
%	1%	14%	16%	22%	26%	19%

Would like information regarding artificial nutrition and hydration—by Plan and Age
 Table 3c.3

	18-24	25-34	35-44	45-54	55-64	65+
CNY	5-21%	12-8%	35-16%	38-20%	18-24%	1-17%
Roch	2-8%	22-19%	42-15%	47-20%	13-21%	0-0%
ST	0-0%	2-33%	4-25%	0-0%	1-100%	0
Utica	2-33%	6-19%	15-20%	15-28%	7-33%	1-50%
wny	3-11%	18-14%	30-15%	59-26%	16-30%	2-25%

Part 4: Like to attend a noontime informational meeting about advance care directives

Yes 553 (24% of total respondents)
 No 1,719 (76% of total respondents)
 Total 2,272

Total number that would like to attend a noontime informational meeting and have knowledge of advance care directives: 415 (75%)

Number within each region

Table 3d.1

	CNY	Rochester	ST	Utica	WNY
Number	153	182	5	56	153
Percentage	23%	25%	19%	29%	24%

Number within each age range

Table 3d.2

	0	18-24	25-34	35-44	45-54	55-64	65+	Total
Number	1	5	77	197	199	72	2	553
%	8%	6%	18%	25%	28%	34%	10%	100%

Each age range within each region

Table 3d.3

	0	18-24	25-34	35-44	45-54	55-64	65+
MA	0-0%	0	0-0%	3-43%	0-0%	1-100%	0
CNY	0	0-0%	22-15%	52-23%	54-29%	24-32%	1-17%
Roch	0-0%	2-8%	25-21%	74-27%	59-25%	22-35%	0-0%
ST	0	0-0%	0-0%	4-25%	0-0%	1-100%	0
Utica	0	0-0%	6-19%	24-32%	18-33%	8-38%	0-0%
wny	1-13%	3-11%	24-19%	40-20%	68-30%	16-30%	1-13%

Part 5: Would like to review and update my advance care directives

Yes 269 (12% of total respondents)
 No 2,003 (88% of total respondents)
 Total 2,272

Total number that would like to review and update their advance care directives and have knowledge about them: 205 (76%)

Number within each region

Table 9.1

	Missing	CNY	Rochester	ST	Utica	WNY	Total
Number	3	52	105	3	25	81	269
Percentage	21%	8%	14%	11%	13%	12%	100%

Number within each age range

Table 9.2

	0	18-24	25-34	35-44	45-54	55-64	65+	Total
Number	1	5	45	90	100	28	0	269
%	8%	6%	10%	11%	14%	13%	0%	100%

Each age range within each region

Table 9.3

	0	18-24	25-34	35-44	45-54	55-64	65+
MA	0-0%	0	0-0%	1-14%	1-33%	1-100%	0
CNY	0	2-8%	9-6%	12-5%	22-12%	7-9%	0-0%
Roch	0-0%	2-8%	15-13%	41-15%	36-15%	11-17%	0-0%
ST	0	0-0%	0-0%	2-13%	0-0%	1-100%	0
Utica	0	0-0%	2-6%	12-16%	9-17%	2-10%	0-0%
wny	1-13%	1-4%	19-15%	22-11%	32-14%	6-11%	0-0%

Question 4: Employment Area

Total respondents: 2272 (35% of 6537 employees)

Table 10.1

City	Number	Percentage	Total Area	% of respondents
CNY	663	35%	1905	29%
Rochester	727	25%	2864	32%
ST	27	46%	59	1%
Utica	190	50%	377	8%
WNY	651	49%	1332	29%

*Area Missing: 14
 (number/people in total area)

Question 5: Age group range

Total number of each age range

Table 11.1

	0	18-24	25-34	35-44	45-54	55-64	65+	Total
Number	12	83	430	800	712	214	21	2272
Percentage	1%	4%	19%	35%	31%	9%	1%	100%

Each age group within each region

Table 11.2

	0	18-24	25-34	35-44	45-54	55-64	65+
MA	2-14%	0	1-7%	7-50%	3-21%	1-7%	0
CNY	0	24-4%	148-22%	223-34%	187-28%	75-11%	6-1%
Roch	2-14%	25-3%	118-16%	279-38%	235-32%	63-9%	5-1%
ST	0	1-4%	6-22%	16-59%	3-11%	1-4%	0
Utica	0	6-3%	32-17%	75-39%	54-28%	21-11%	2-1%
wny	8-1%	27-4%	125-19%	200-31%	230-35%	53-8%	8-1%

Question 6: Employment background

Total with medical background: 850 (37% of total respondents)

Total without medical background: 1422 (63% of total respondents)

Table 12.1

	Missing	CNY	Rochester	ST	Utica	WNY	Total
Med. bkg	7	231	209	12	49	342	850
percentage	50%	35%	29%	44%	26%	53%	100%

(number/people in area)

Appendix B - Employee Advance Care Directives Survey



Date: January 7, 2002
To: All Excellus Employees
From: Kevin Hill, C.O.O. and Executive V.P., Excellus Health Plan
Patricia Bomba, M.D. and Excellus Medical Director, Geriatrics
Re: Advance Care Directives: Planning for Important Health Care Decisions

Excellus is a co-sponsor of a community-wide goal to promote awareness and completion of advance care directives. It is important, however, that we start at home. Therefore, our first step in this initiative is to make sure that awareness is raised in our own company.

Please take a moment to complete this short survey. It will help us determine how we can best serve our company and the community.

As a thank you, we will make a \$2 donation to Genesee Region Home Care Hospice or the local Hospice in each respective region for each completed survey. The information you provide will be handled with strict confidence.

1. Would you say that you know what an Advance Care Directive is? Yes No
(Health care proxies and living wills are types of advance care directives.)
2. Have you ever: Appointed a Health Care Proxy? Yes No
Completed a Living Will? Yes No
3. Please indicate whether you are interested in any of the following: *(Please check all that apply):*
 - I would like more information regarding advance care directives.
 - I would like state-specific Health Care Proxy & Living Will Forms.
 - I would like information regarding artificial nutrition and hydration.
 - I would like to attend a noontime informational meeting about advance care directives.
 - I would like to review and update my advance care directives.
4. Where are you employed?: Rochester Central NY Utica Southern Tier Buffalo
5. Into which of the following age groups do you fall?
 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 and over
6. Check your employment background: Corporate/Insurance/Other Medical/Health/Home Care

Please return via interoffice mail. Fold in half & staple. (Address on back.)
Your response is appreciated by January 25th. Thank you for your participation.

Look for upcoming informational opportunities.

Appendix C – 2002 Employee Advance Care Directives Survey Team

Dr. Patricia Bomba, Corporate Medical Director, Geriatrics

Robyn Schmierer, College Intern

Julian Puretz, Management Consulting

Shirley Noone, Management Consulting

Pete Cost, Management Consulting

Phil Kur, Case Management

Chris Grizzanti, Quality Management