



State of Wisconsin
Department of Health Services

Jim Doyle, Governor
Karen E. Timberlake, Secretary

For Immediate Release
July 13, 2010

Contact: Beth Kaplan
(608) 267-3810

FAMILY CARE SURVEY SHOWS HIGH MEMBER SATISFACTION LEVELS
Levels increase since 2008 survey

MADISON -- Satisfaction levels among members served by Family Care and Family Care Partnership and PACE Programs increased, a 2009 survey shows, with a large majority reporting they were “always satisfied” with their care.

“It is very gratifying to see that the individuals receiving services through Family Care report that they are very happy with that care,” said Karen Timberlake, Department of Health Services Secretary.

Started in 1998, the program provides cost-effective, comprehensive and flexible long-term care that fosters independence and quality of life for people with physical disabilities, developmental disabilities and frail elders.

More than 10,000 member satisfaction surveys were distributed by the program’s 11 managed care organizations (MCOs), with a 40% return rate. Satisfaction levels increased for nine of the 10 core questions, with statistically significant increases for six questions. The surveys were conducted during a year of significant expansion for the MCOs and increased provider participation in the program.

Questions covered members’ satisfaction with their care team, participation in planning and decision-making about services, and communication quality.

In responding to the surveys, members often added personal comments about their favorite aspects of the program. One member noted, “...the excellent care, the ability to live in my own apartment...knowing I don’t have to give up my dog or not be able to care for her and myself. If it was not for Family Care helping me I would not be able to take the medications I need and would not be able to stay in my apartment.”

One member’s daughter wrote, “My mom’s quality of life is significantly richer! They treat us like family. The equipment they purchased, like alarms and her high-low bed, gave us the security we needed!”

The survey was first developed in 2008 by Department of Health Services and MCO staff. Participants were randomly selected Family Care members.

Family Care currently serves nearly 32,000 people in 53 counties, or 68% of the state. Remaining counties are currently in the planning stages to meet the Department’s goal of providing services statewide by the end of the 2011-2013 biennium.

Family care also supports Aging and Disability Resource Centers (ADRCs) that provide a single location for information and assistance. There are now ADRCs in 57 of 72 counties.

###