

# Final

## 2007 Member Satisfaction Survey Wisconsin Partnership Program and PACE Program, Results By Sites

Staff from the Department of Health & Family Services (DHFS), and the Wisconsin Partnership and PACE Programs planned the third Member Satisfaction Survey to be used by both Partnership and PACE Programs. Staff enlarged the sample size so that the results would be statistically significant by each Partnership organization. This report highlights the findings by individual site. Please see the aggregate report for that information.

DHFS staff randomly selected more than 1100 members with at least 6 months enrollment during 2007. Members who had guardians or power of attorney were not included. DHFS staff mailed the surveys in December and January. 662 surveys were returned.

**Table 1: Number of Surveys Completed**

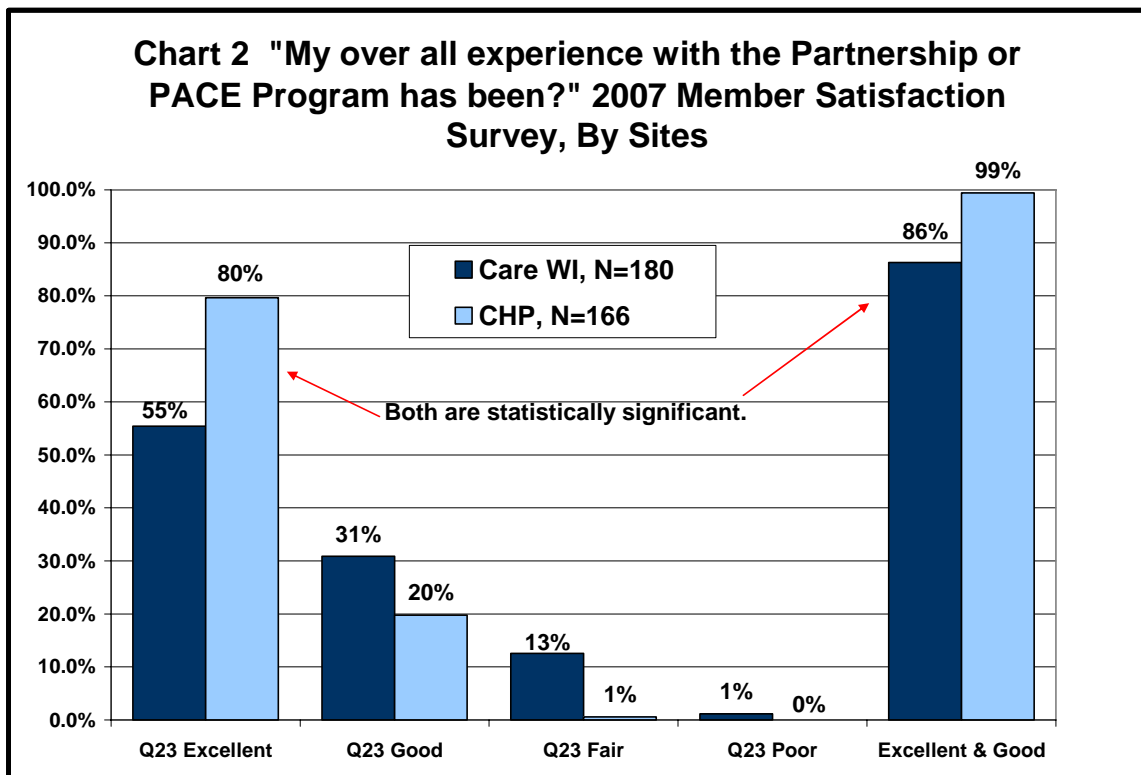
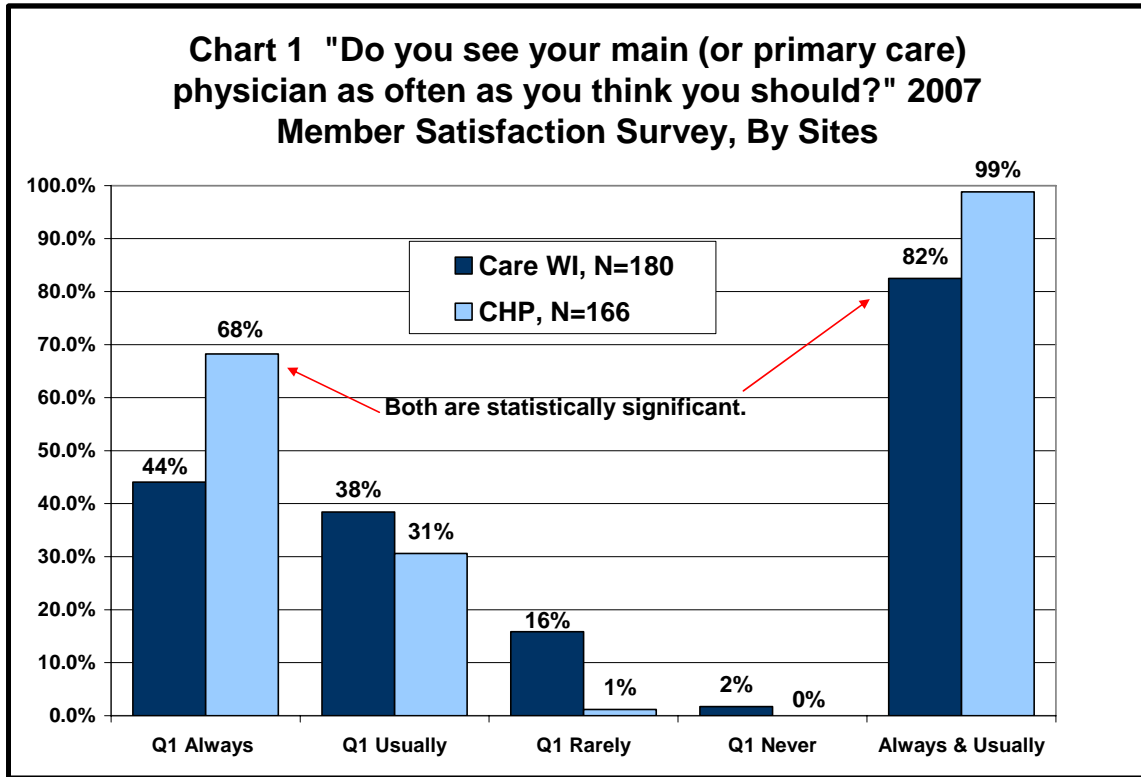
	# Surveys Sent	# Surveys Completed	% Surveys Completed	95% Level of Confidence & Confidence Interval of:
CCE	145	48	33.1%	10
CHP	361	173	47.9%	6
PACE	232	88	37.9%	8
CLA	137	46	33.6%	11
Care WI	290	185	63.8%	5
<b>Aggregate</b>	<b>1,165</b>	<b>540</b>	<b>46.4%</b>	<b>3</b>

The results are statistically significant by Partnership organization with a 95% level of confidence and confidence interval between 5 and 11 as noted in Table 1. The low response rate and large confidence interval for CLA and CCE makes statistical significance more difficult to obtain. Say for example, 60% of CLA members and 40% of CCE members describe “always” being treated with respect by their team. A person looks at the absolute value of 60% and 40% and sees a big difference. However, a statistician knows that with a 95% level of confidence and confidence interval of 11 that 49% to 71% of CLA members are “always” treated with respect and 30% to 50% of CCE members are “always” treated with respect. There is no statistical significance since the two confidence intervals of 49-71% and 30-50% overlap. Because of the low response rate and resulting large confidence interval, it’s recommended that the responses for CCE and CLA be considered informational.

Many of the following charts show a statistically significant difference between sites as to the percentages of people who answer “**always**” to questions. In Chart B 55% of Care WI members said they were “always” satisfied with the services of their main physician compared to 69% of CHP members. The difference is statistically significant. However, if one combines the “always” and “usually” responses for that question the difference becomes minor. 94% of Care WI members are “always” or “usually” satisfied with the services of their main physician compared to 97% of CHP members. The difference between 94 and 97% is not statistically significant. It is difficult to quantify the difference between “**always**” being satisfied and “**usually**” being satisfied.

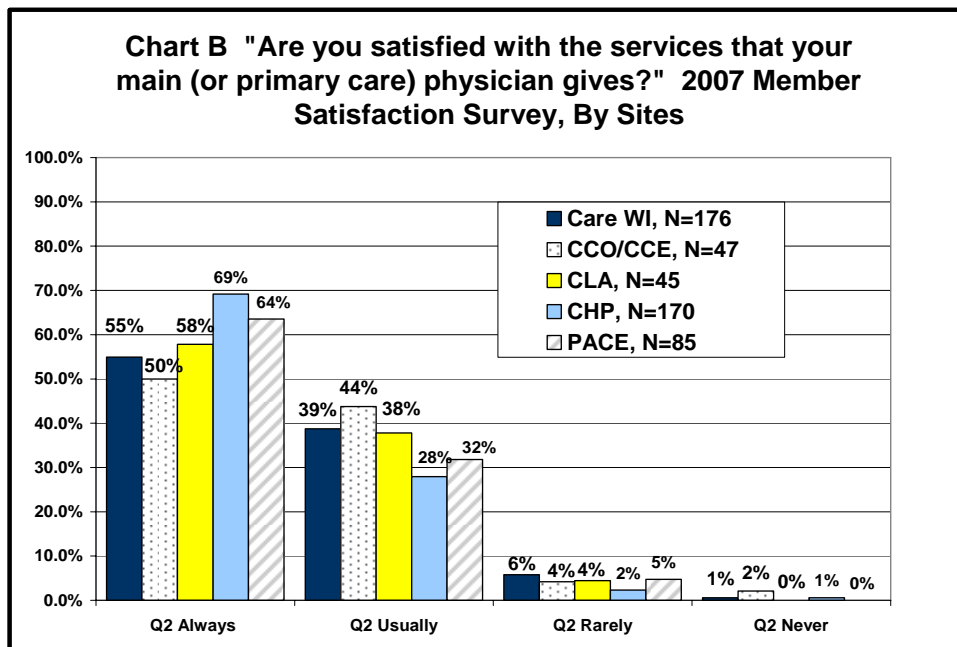
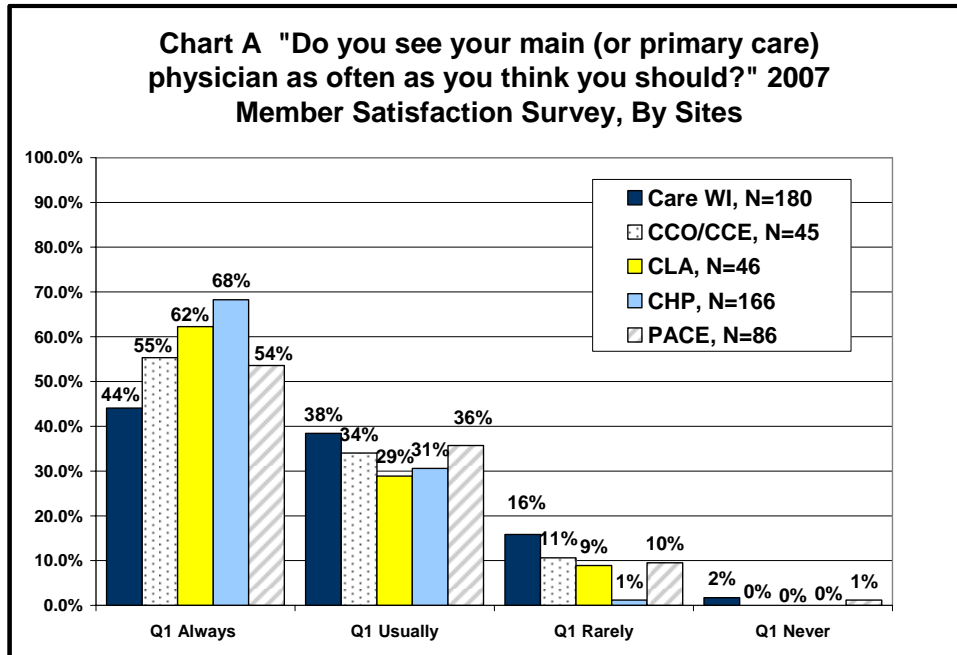
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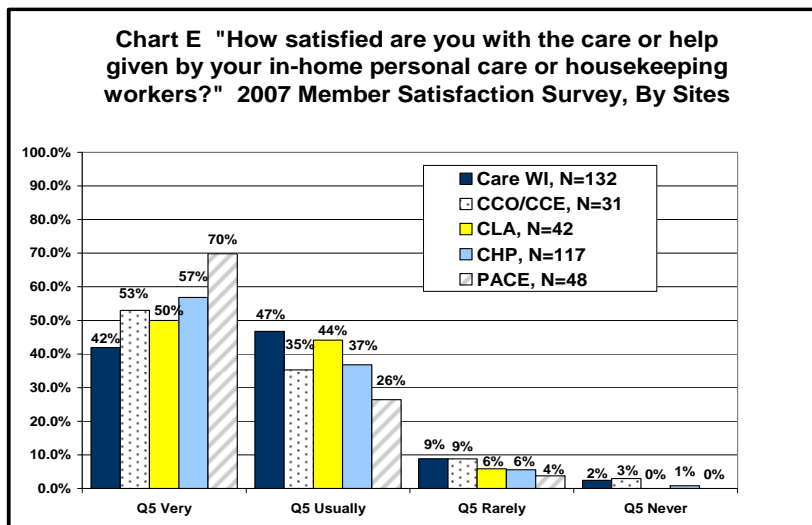
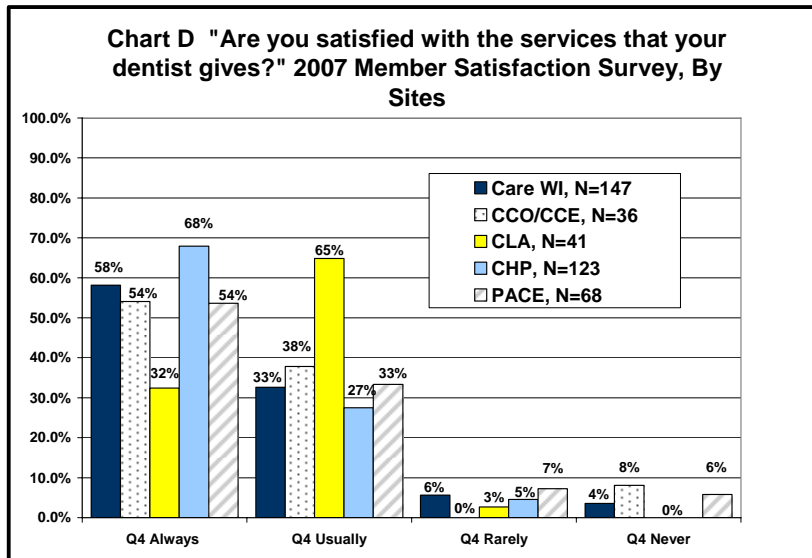
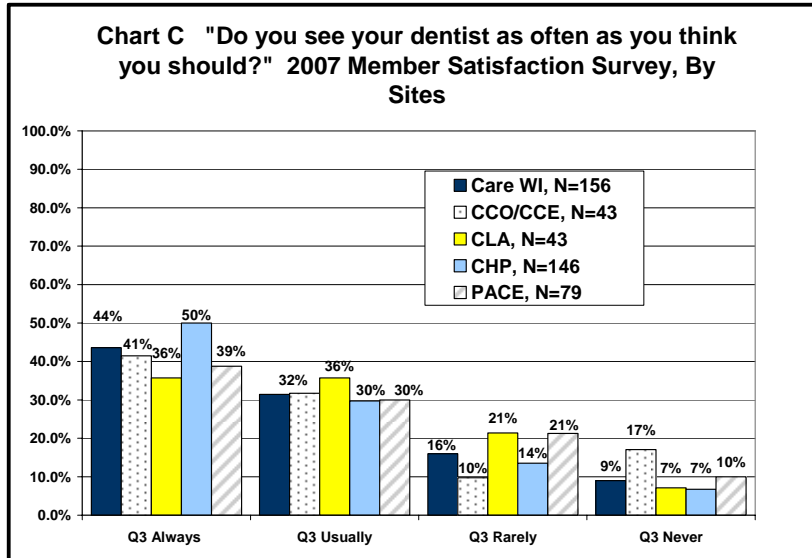
Charts 1 & 2 show statistically significant differences between “always” comments and also when “always” and “usually” are combined.

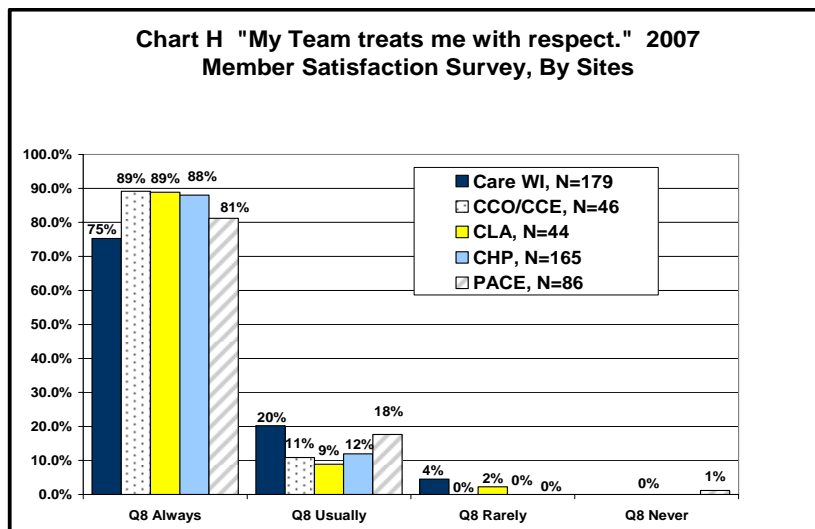
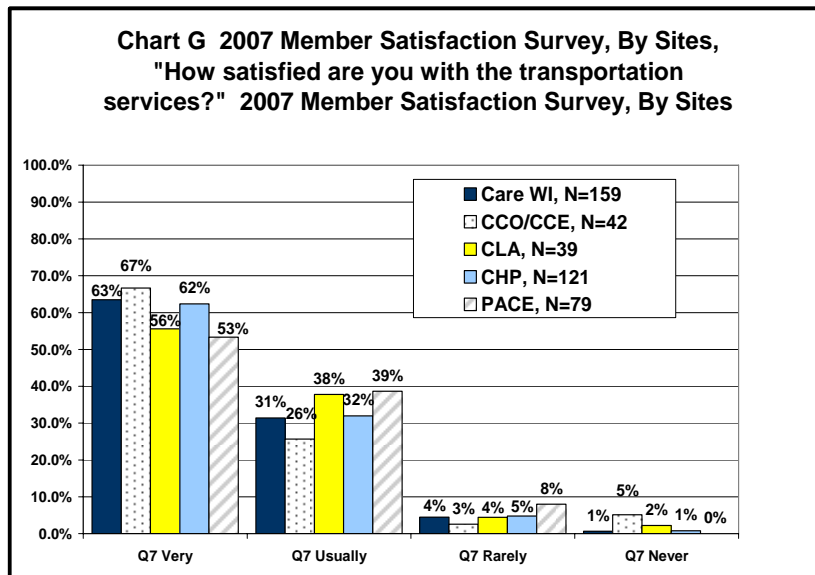
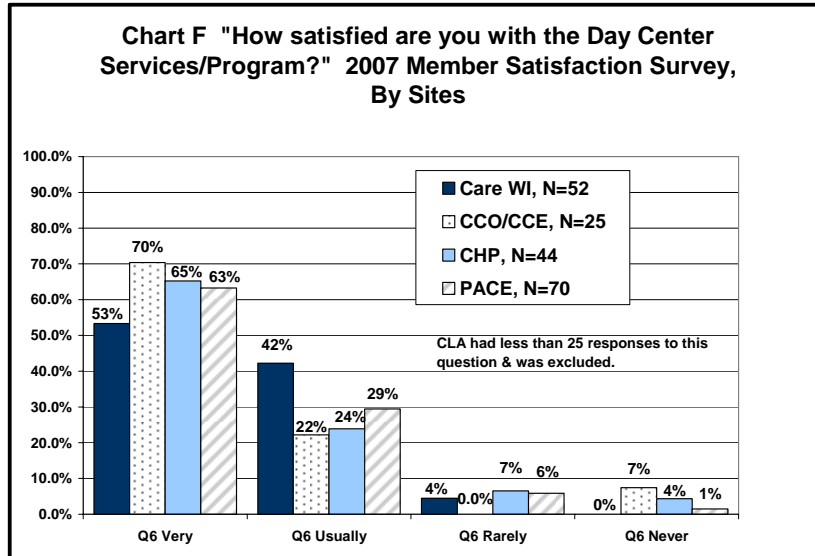


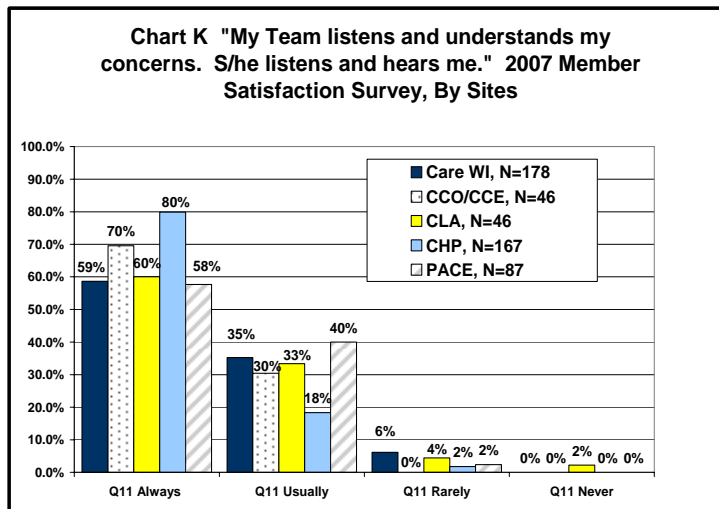
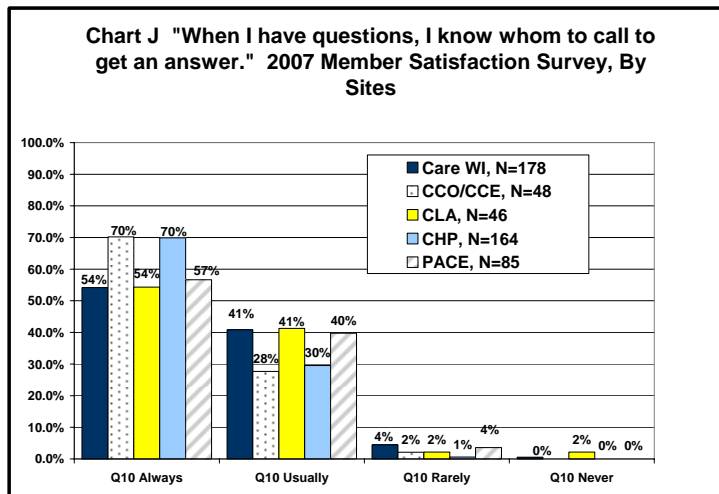
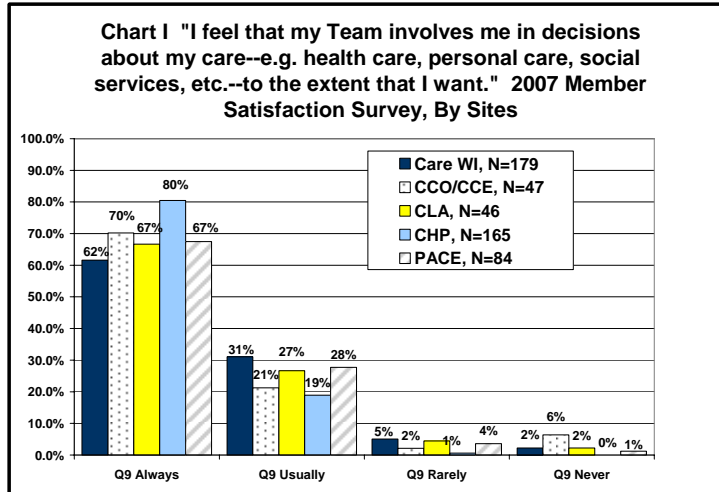
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The following charts show the member's response to all of the questions by site along with the number of members who answered that specific question. Questions with less than 25 responses by an organization were not included in the chart.

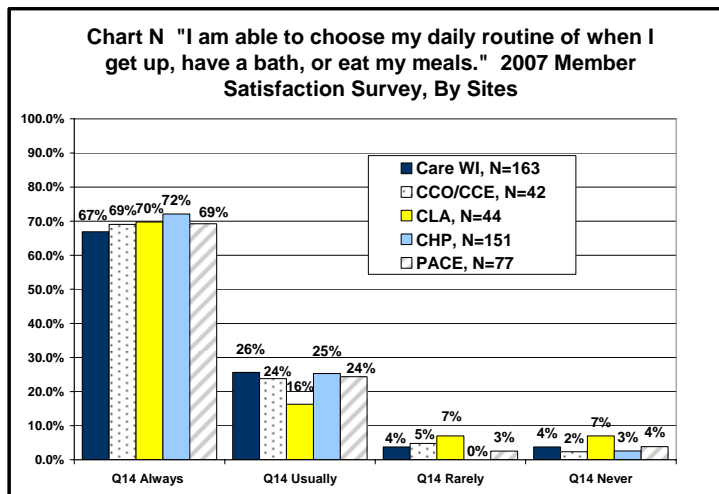
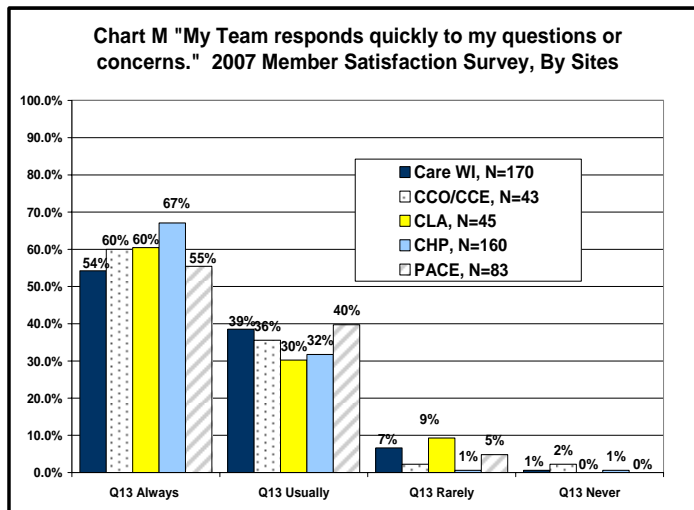
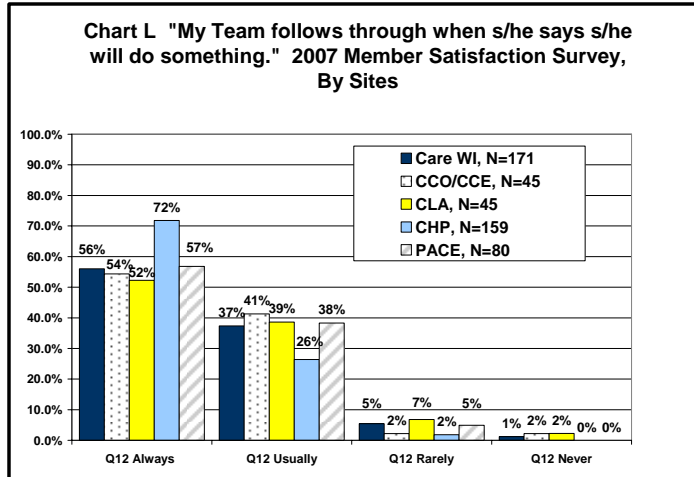


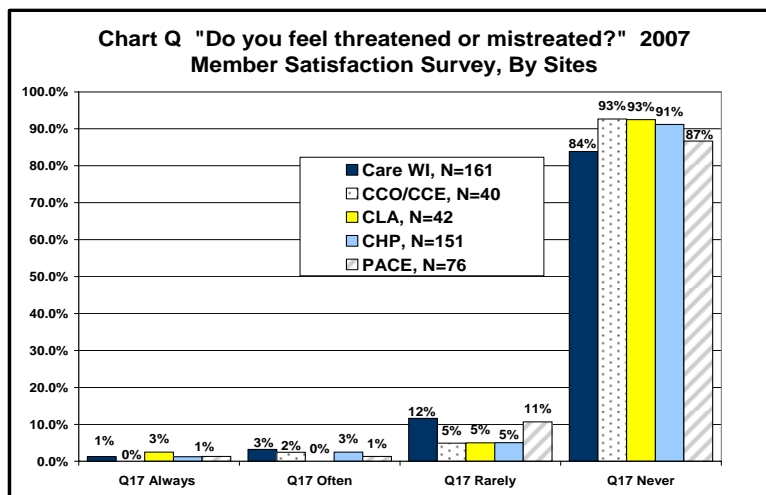
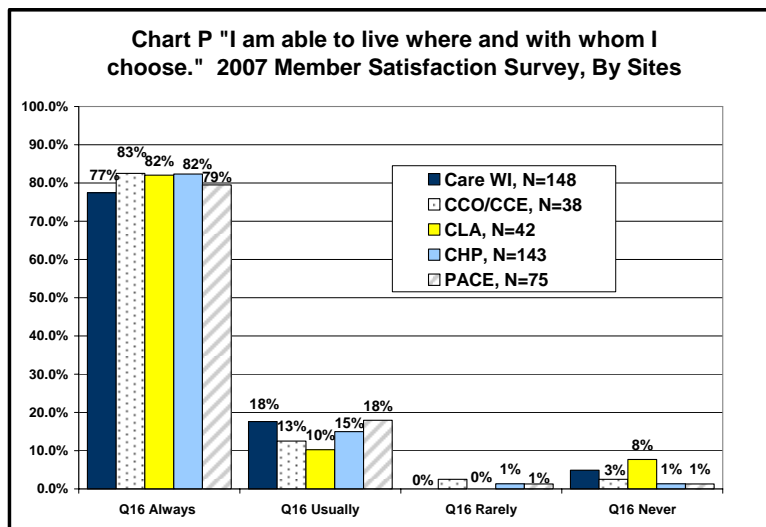
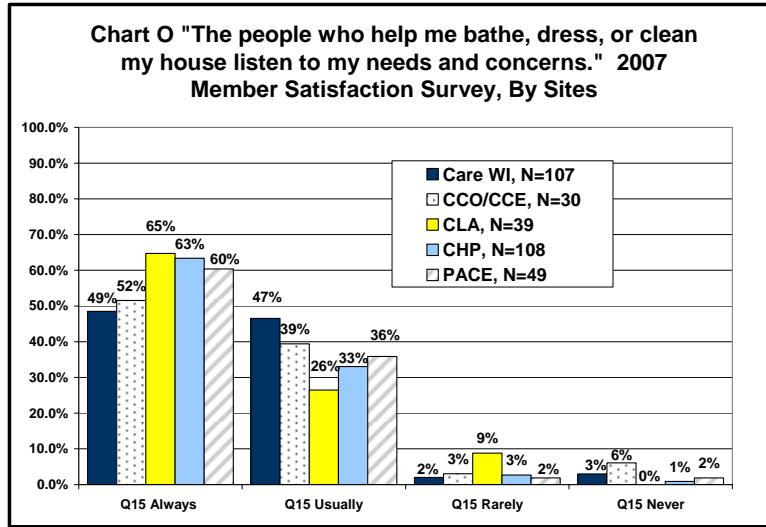


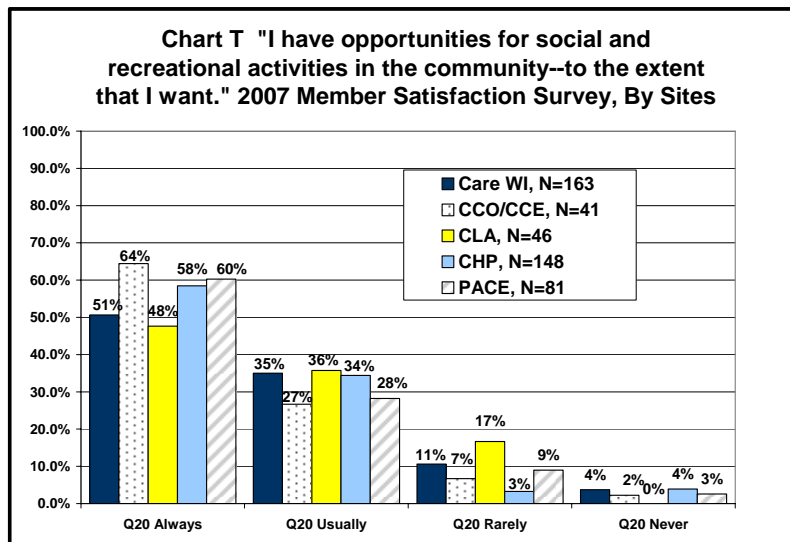
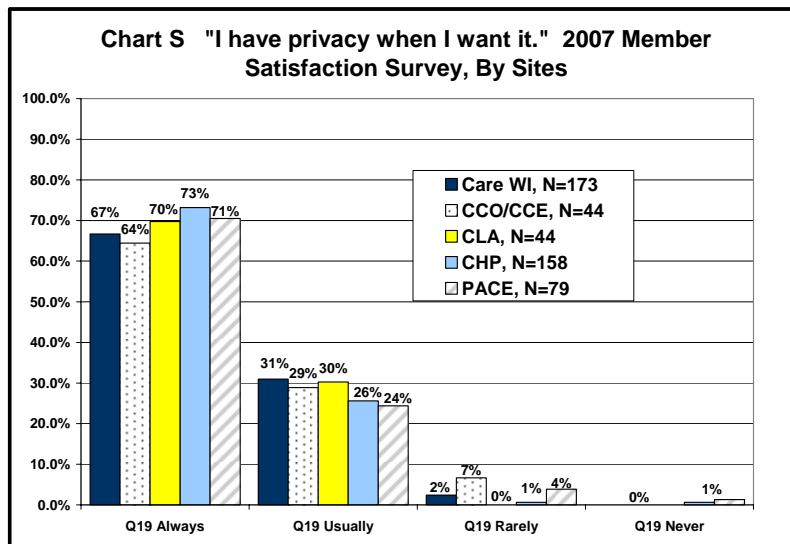
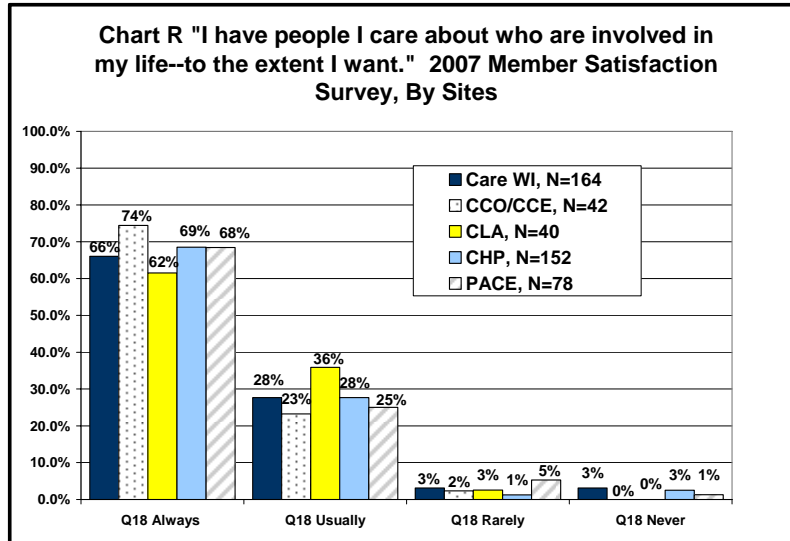


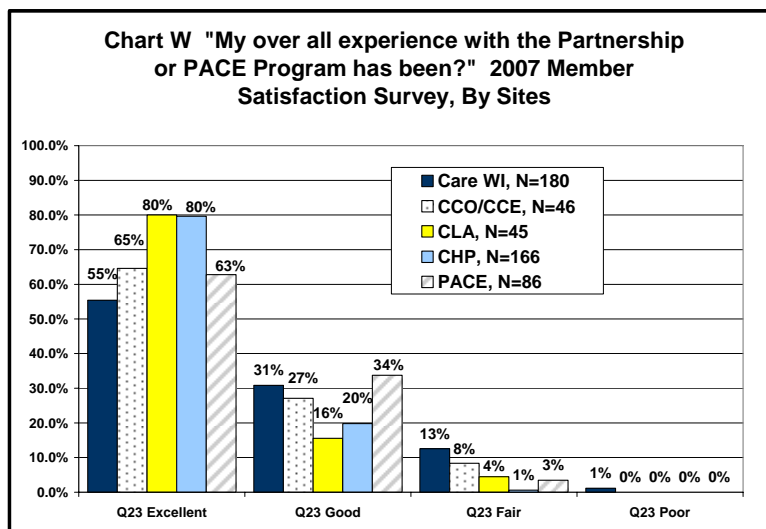
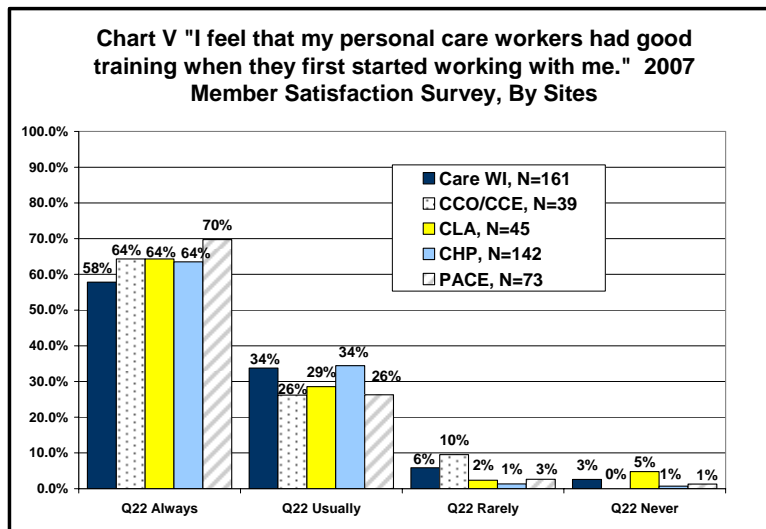
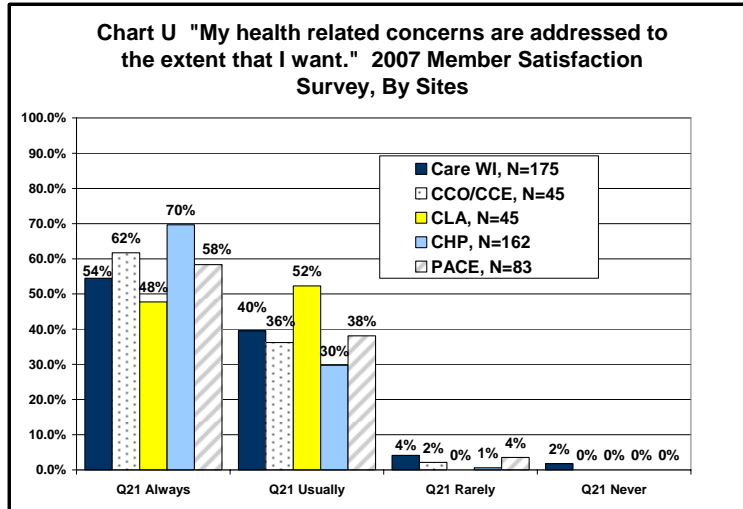


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## Summary about the findings by site:

- 1) The overall level of satisfaction is very positive and is supported by the written comments on the survey.
- 2) The aggregate level of this survey noted more negative comments regarding limited access to the member's PCP and less satisfaction with the in-home personal care workers and housekeeping staff than in previous surveys. This trend was more pronounced at the site level. Staff at those sites may want to increase training to in-home staff. It was unclear whether the PCP or the Team impeded access to the PCP but it is worthwhile for staff to understand that some members believe they have insufficient access to their PCP.
- 3) Several members noted a concern of staff turnover and the organization growing too fast. It's worthwhile to be sensitive to how staff changes affect members and to identify ways to minimize such changes.
- 4) CHP, Care WI and the PACE responses can be compared for statistical significance using the confidence interval displayed in Table 1.
- 5) Because of the low response rate and resulting large confidence interval, it's recommended that the CCE and CLA responses be considered informational.
- 6) Though not always statistically significant, CHP had the greatest positive response rate on 13 of the 23 questions;
- 7) The smallest differences between sites occurred in the questions about living where and with whom they wanted, having privacy when desired and choices in their daily routine. About 75% of members responded that they "always" had these choices and an additional 20-22% said they "usually" had these choices.
- 8) The least satisfaction came in the response to "Do you see your dentist as often as you think you should?" with 25% responding "rarely" or "never".
- 9) The largest differences between sites occurred in the questions about satisfaction with in-home workers and services from the dentist.
- 10) Notable differences between sites occurred in the questions about the team treating the member with respect, listening to and understanding the member's concerns, follow through and a prompt response by the team, knowing whom to contact for questions, involvement in making decisions, and addressing the member's health related concerns.

The survey asked members to identify things that were better and were not better for them since joining the program. Many more positive comments were written than negative ones. Many members expressed thanks for their staff and that they believe that the program has helped them remain in their home. Members described having less stress as a result of the program and being able to afford medications.

Some members wrote no additional comments. Table 3 displays the most frequently expressed and notable comments.

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**Table 3**

	<b>Better since joining Partnership or PACE</b>	<b>Not better since joining Partnership or PACE</b>
Care WI	Health care, being able to live at home, life is better, great care by the staff, feel more secure, less stress, financially better, able to have medications	Housekeeping staff are not trained well and not ambitious, workers stay just 20 minutes not the scheduled hour, staff turnover, don't see the Dr. as often as wanted
CCO/CCE	Less stress, feel better about self, can afford medications, health care is better, professional staff can help when needed	Six month update is time consuming to meet with everyone
CLA	Health care, independence, access to community, transportation, financial help, better pain management, obtained suitable housing, no longer have to choose between health care and food	Some PLAs and housekeeping staff are not well trained, DME takes a long time to get, bad luck with PLAs and they "pad" their timesheet, I would like to work
CHP	Independence, better health, less pain, everything is better, able to live together with husband in a safe place, without CHP I would be in a nursing home, family life is much better	Some housekeepers are not thorough, CHP has grown fast and seems short of help, staff turnover seems high
PACE	Better life, caring staff, health care, less stress, access to Doctor and dentist	Don't get results of tests, lunch food needs improvement, can't leave early from day program, day center workers goof off too much

Nancy Crawford  
Outreach Specialist