

## **Wisconsin Partnership Program Consumer Generated Quality Criteria**

Interviews with consumers from the Partnership Program revealed several areas that consumers identified as important quality issues. These were generally the areas that Partnership consumers felt were most important for them to be centrally involved in the planning, decision making and evaluation of their care and programs.

### **Elderly**

Side effects of medication  
Risks  
Residence  
Transportation  
Personal care worker  
Primary care provider  
Intensity of treatment  
Scheduling, sequencing of services

### **Physically Disabled**

Provider has appropriate expertise  
Provider (staff) comfort with disabilities  
Provider listens/responds  
Quick, unimpeded access to experts  
Hospital staff trained in disability  
Personal care workers:  
    Show up (reliably)/back up  
    Respectful  
    Responsive/helpful/cooperate  
    Trained/skilled (new techniques)  
    Oversight by others  
    Scheduling (facilitating)  
Assistive technology  
Access