

2008 Member Satisfaction Survey

for the Family Care and Family Care Partnership and PACE Programs

Executive Summary

The eight Family Care, Partnership and PACE managed care organizations (MCOs) distributed 8,265 member satisfaction surveys and 3,063 were returned for a completion rate of 37.1%. The ten core questions were developed by the Quality Close to Home project workgroup. MCO and Department of Health Services (DHS) staff worked together to finalize the wording of the survey and the survey process. This document summarizes the level of satisfaction the responders experienced. Surveyors cannot determine the level of non-responders' satisfaction or how similar the experiences are between the responders and the non-responders.

Overall, the level of satisfaction with the programs is very positive. In responses to open-ended questions, members commented about how the programs have helped them remain in their home and how they worry less about getting needed health care.

At least 92% or more of the members responded that they were “always” or “most of the time” satisfied with each of the following statements:

- The work that my care manager and nurse (or team) does for me;
- My nurse or team listens to my concerns;
- My nurse or team talks to me so I can understand;
- I get help from my nurse or team when I need it;
- I am happy with the services I receive;
- I feel comfortable asking questions.

Less satisfaction was reported for the two following statements:

- 81.0% of the members responded that they can “always” or “most of the time” select the people who help me with my personal care;
- 84.4% of the members responded that they “always” and “most of the time” participate in planning and making decisions about the services they will receive.

The MCOs summarized the findings and added varying amounts of text to explain the findings and how the information would be used. Several of the MCOs described making changes to improve their member's satisfaction with the program. This report is available on the DHS Family Care website at <http://dhs.wisconsin.gov/LTCare/ResearchReports>.

Description of Survey Process

Developing the questions Staff from the Department of Health Services (DHS) and the managed care organizations (MCOs) providing the Partnership, PACE, and the Wisconsin Family Care Programs planned the first Member Satisfaction Survey using a core set of questions, which are shown in the table on pages 3 and 4. By using core questions, more statewide comparisons can be made between the organizations while allowing each MCO to explore issues of unique local priority or interest.

DHS and the MCO staff reviewed the core questions for terminology and specificity. A couple of the questions asked about a specific team member. For example, 6a states “My care manager talks to me so I can understand him/her.” The MCO staff could substitute a local term for ‘care manager’ to improve clarity for the respondents. The MCOs were able to add additional questions to meet their specific needs.

- 1) Some of the MCOs asked if the *team* listens to concerns and some MCOs asked separate questions for the nurse practitioner, nurse, or social worker. In those cases the individual workers were averaged to become the team.
- 2) All the MCOs except one used a five-choice Likert scale indicating agreement with a statement Always, Most of the Time, Sometimes, Almost Never and Never. Community Care of Central WI used a four-choice Likert scale with Strongly Agree, Agree, Disagree and Strongly Disagree. “Sometimes” was not included as a choice so it was given a zero value.

Selecting the samples Table 1 shows how members were selected for the survey. The sample selected by Care Wisconsin First (Care WI) was performed in a way that limits its comparability to that of the other MCOs. During 2008, one Dane County Partnership site closed, and more than 300 of its members joined Care WI on May 1. Because of the challenges of this unprecedented transition of both staff and members, Care WI sent the satisfaction survey to every member who joined Care WI—not a sample—as a result of the closure. The overrepresentation of the new members’ responses in the results affects the overall results for Care WI; satisfaction levels among the newly transferred members were notably lower than those among Care WI’s original members.

- 3) Care WI differentiated between transfers from the closed program, who were younger adults with physical disabilities, from the elderly members whom Care WI served before enrolling members from the closed program. There were three statistically significant differences between the two groups:
 - 90% of the people ages 55 and older (55+) and 70% of the transferred members would “always” or “most of the time” recommend the program to a friend;
 - 93% of the 55+ and 73% of the transferred members “always” or “most of the time” get equipment or additional help in a timely manner; and
 - 92% of the 55+ and 78% of the transferred members “always” or “most of the time” feel that the nurse practitioner listens to them.

Care WI staff provided an aggregate sum for the 55+ and transfers in the “always” and “most of the time” categories but no detailed data for the other response choices. Thus this report combines all Care WI Partnership members.

Table 1
Survey process and response rates, by MCO and Program

MCO	Selection Process	# Surveys Sent	# Surveys Completed	% Surveys Completed	95% confidence level and confidence interval of:
Care WI Partnership 55+	50%	500	203	40.6%	6.0
Care WI Transfers	All with 4 mos enrollment	341	105	30.8%	7.8
Care WI Family Care	All with 4 mos enrollment	841	117	48.0%	8.4
Community Care PACE & Partnership *	Random 25%	290	106	36.6%	8.9
Community Care Family Care	Random 25%	979	313	31.0%	5.2
Milwaukee County Family Care	Random 10% of each CMU	947	367	38.8%	<5
CHP (The nine FC responses were combined into total.)	Random & enough for statistical significance	700	354	50.6%	<5
Western WI LaCrosse	Entire population	1,880	714	38.0%	<5
Creative Care Options FDL	Entire population	1,039	355	34.2%	<5
Community Care of Central WI	Random by Telephone	299	299	100%	<5
Southwest Family Care Alliance	Entire Richland Co.	449	130	29.0%	6.5

*We combined the 20 responses from Community Care Partnership members with PACE because the number was so small and the responses were very similar to the PACE members.

Satisfaction Survey Results

Table 2 shows the results for each of the ten questions, across all MCOs for both Family Care and Family Care Partnership. ‘Favorable’ responses include both “always” and “most of the time;” ‘unfavorable’ responses include both “almost never” and “never.” The two columns do not add to 100% due to “sometimes” responses.

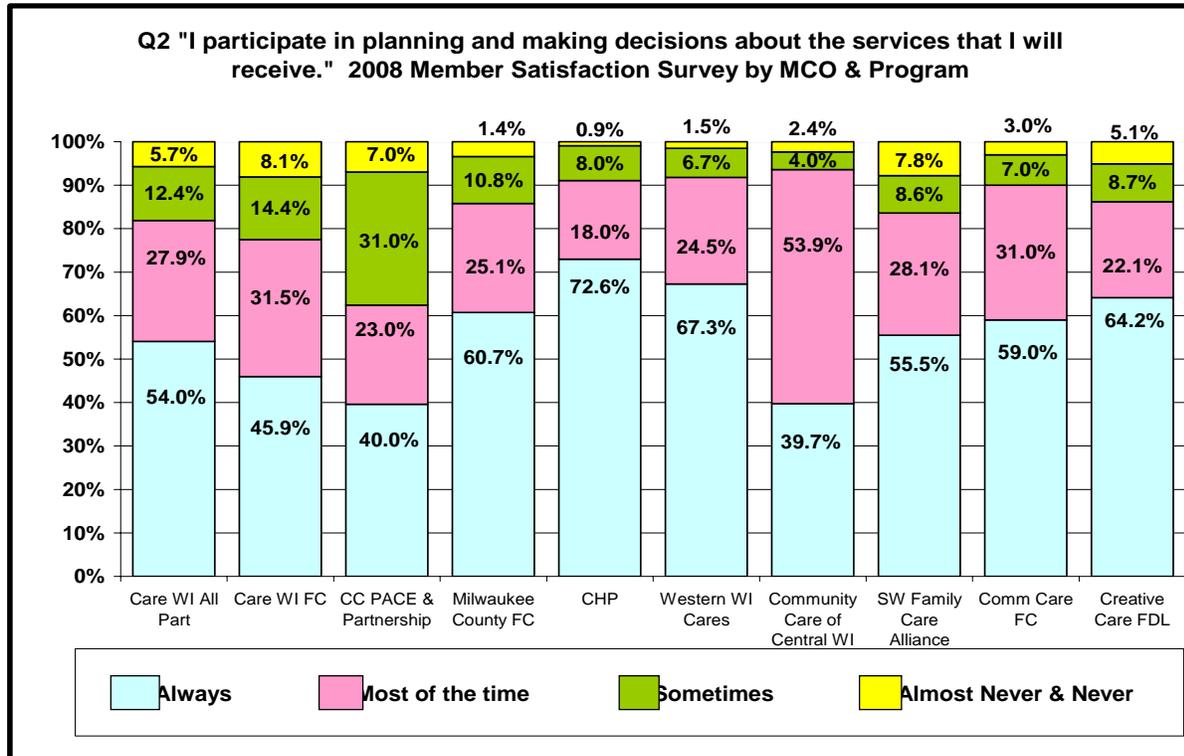
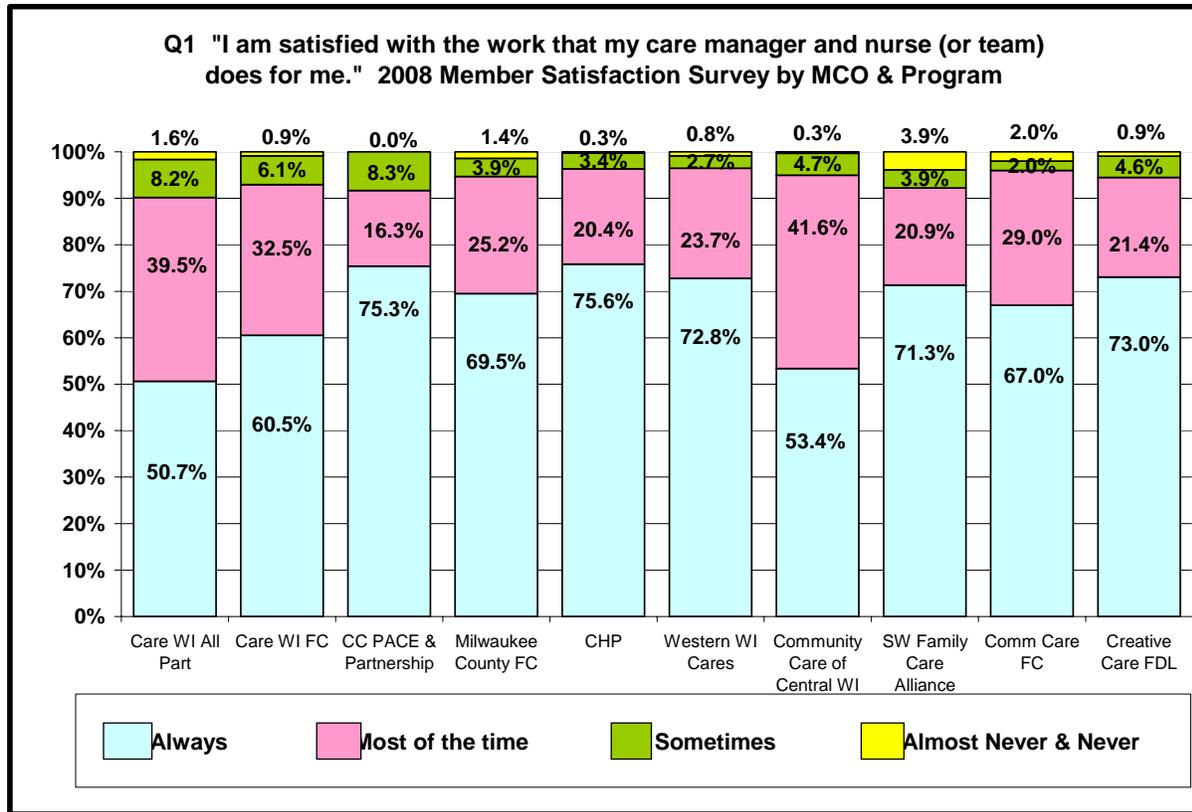
Table 2
Overall satisfaction/dissatisfaction among Members, 2008

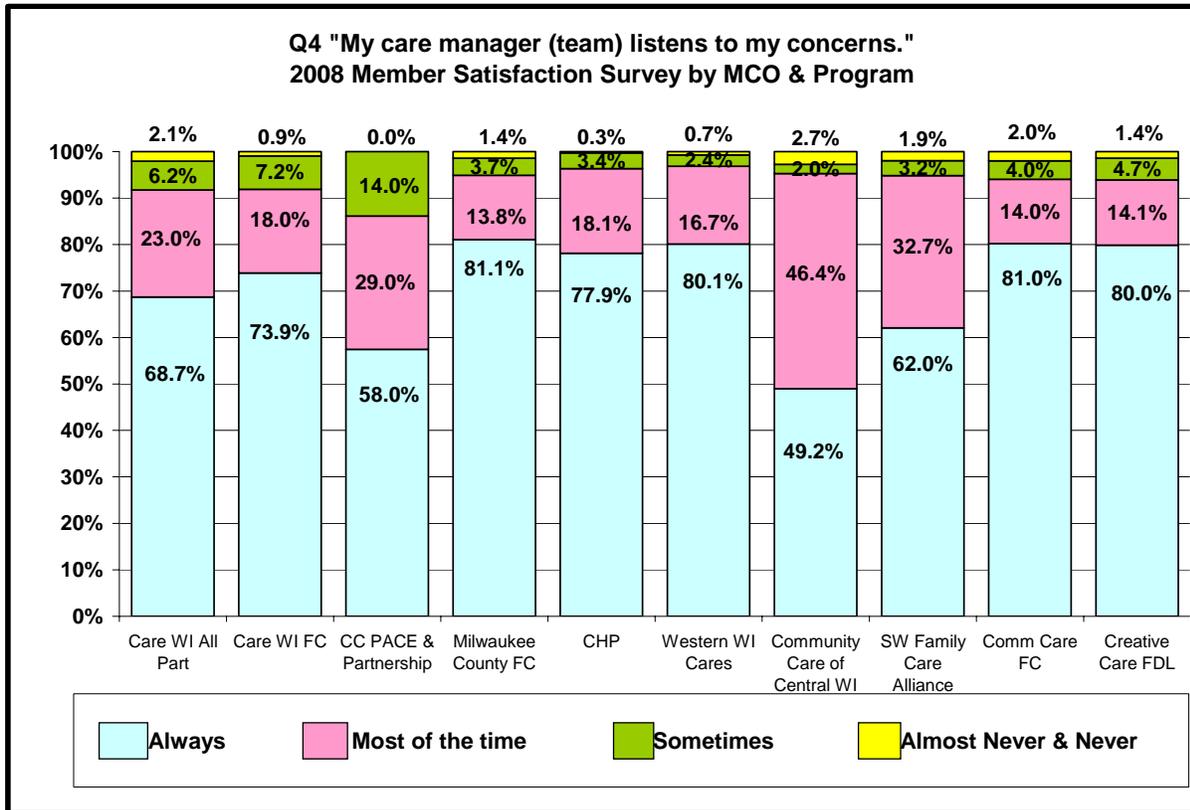
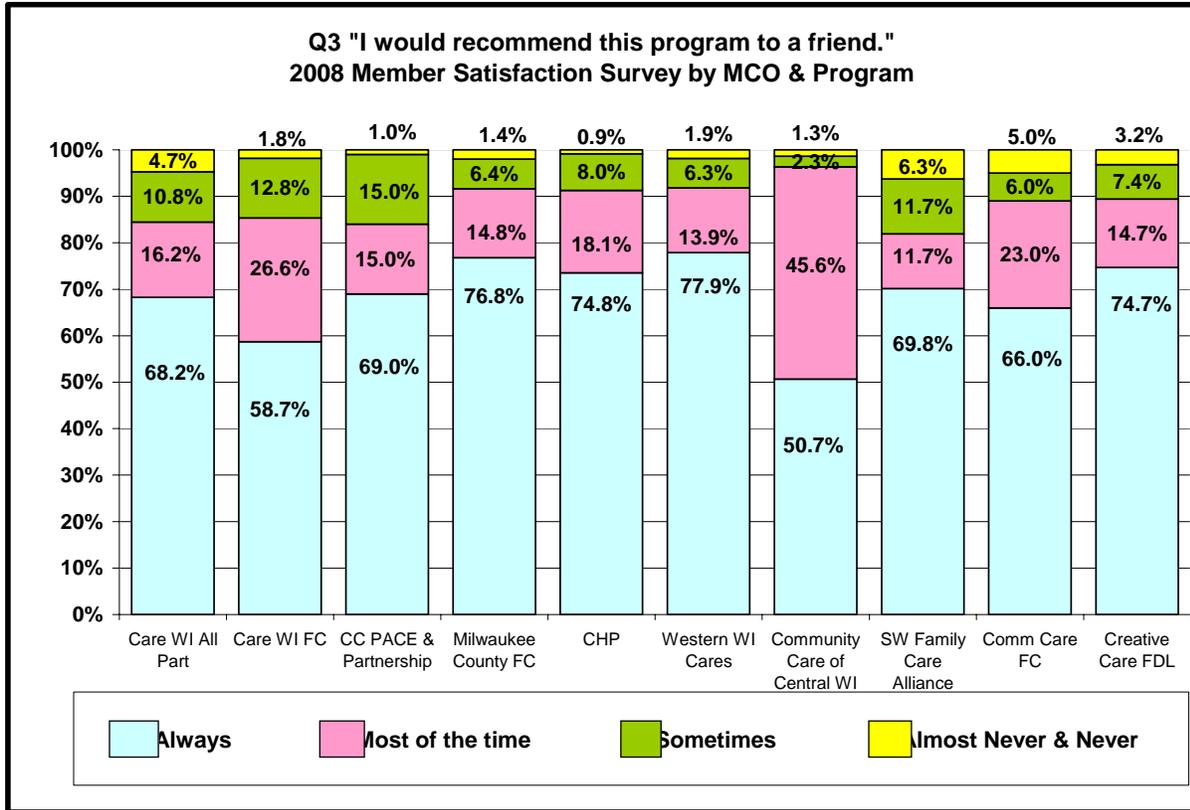
	Favorable	Unfavorable
Q1 I am satisfied with the work that my nurse or team does for me.	94.0 %	1.2 %
Q2 I participate in planning and making decisions about the services I will receive.	84.4 %	4.5 %
Q3 I would recommend this program to a friend.	88.6 %	2.8 %
Q4 My nurse or team listens to my concerns.	93.8 %	1.3 %
Q5 I get help from my nurse or team when I need it.	93.2%	1.4 %
Q6 My nurse or team talks to me so I can understand.	93.7%	1.5 %
Q7 I feel comfortable asking questions about my care.	92.6 %	1.9%
Q8 I can select the people who help me with my personal care.	81.0 %	7.1 %
Q9 I am happy with the services I receive.	93.3 %	1.2 %
Q10 I get equipment or additional help that I need in a timely manner.	91.5 %	1.6 %

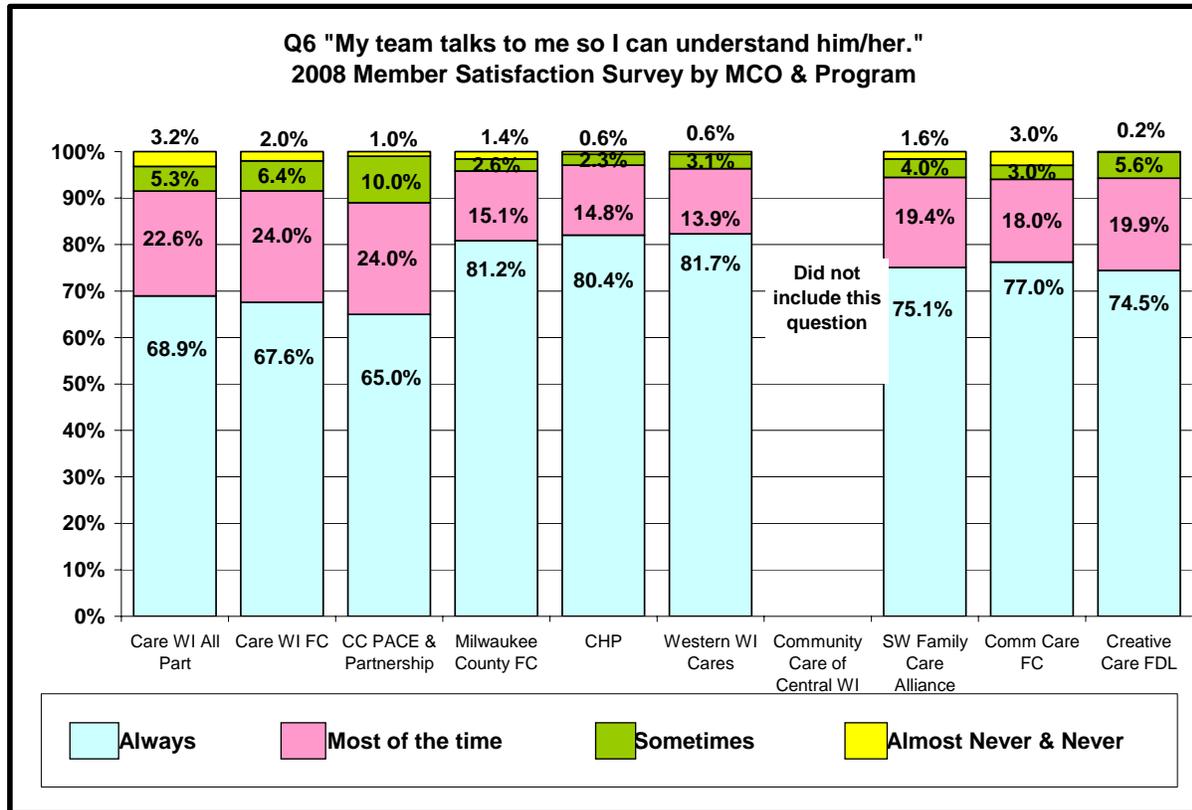
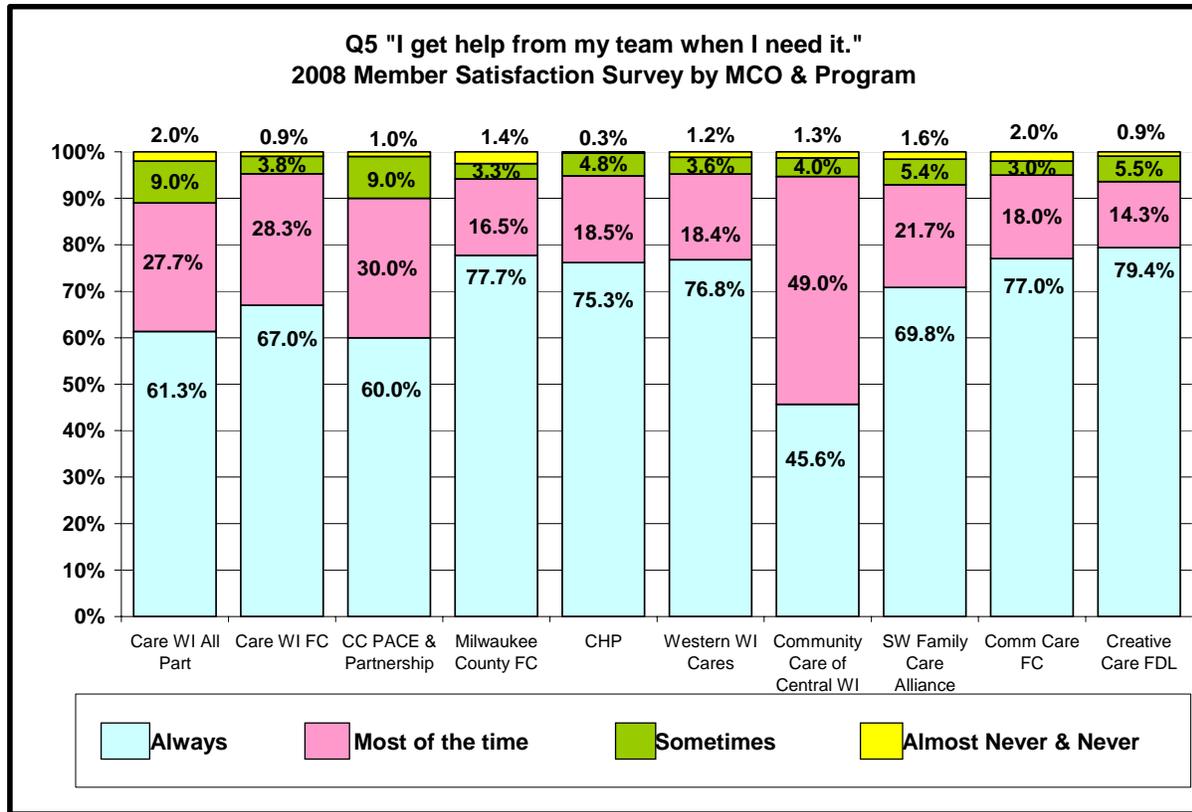
Responses were least favorable to questions two and eight. Question two, “I participate in planning and making decisions about the services I will receive” garnered 84.4% favorable and 4.5% unfavorable responses. Community Care PACE and Partnership had just 63.0% favorable and 7.0% unfavorable responses. Question eight, “I can select the people who help with my personal care” garnered 81.0% favorable and 7.0% unfavorable. Predictably, the lowest levels of satisfaction for selecting their personal care workers were found among the 86 responding members of the PACE program, which by design offers personal care at a central location rather than in the members’ homes. Among the PACE respondents, 67.0% responded favorably and 14.0% responded unfavorably to the question of how often they could select the people who will help with personal care. In contrast, however, the PACE enrollees were least likely to report that they would never or almost never recommend the program to a friend (only 1% unfavorable, compared to 2.5% overall).

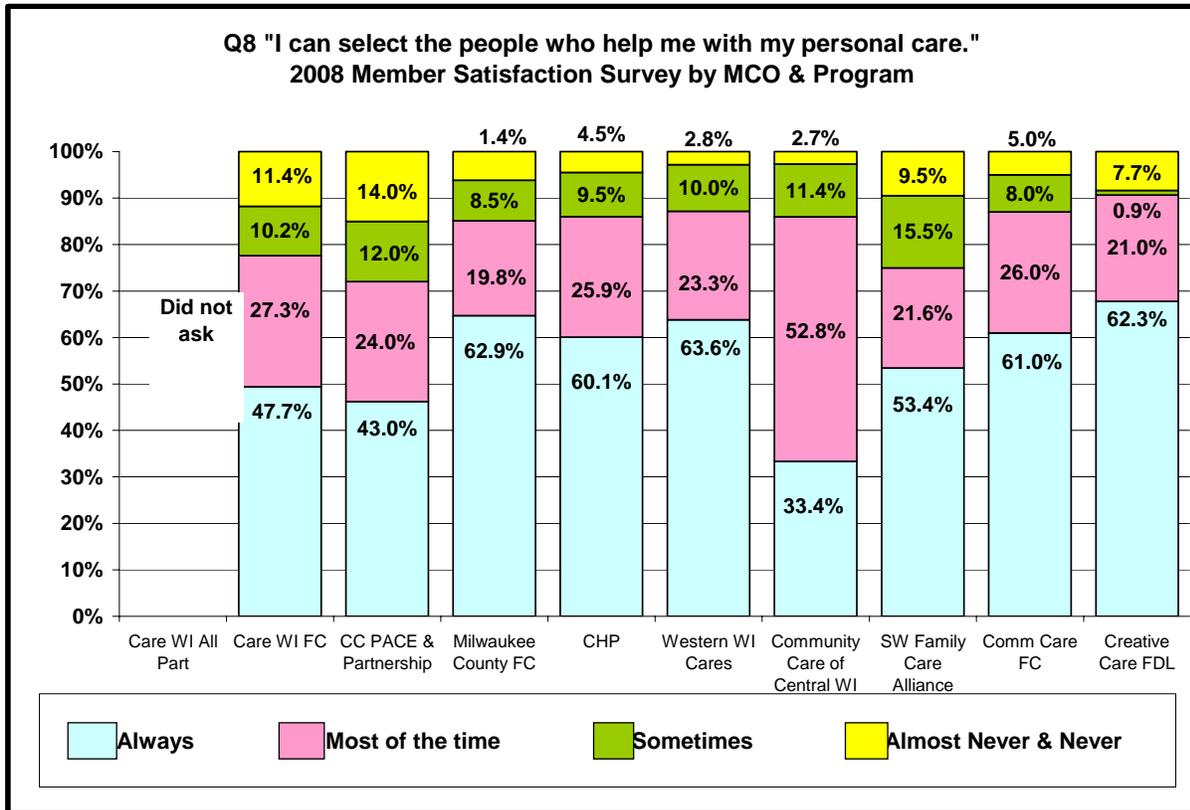
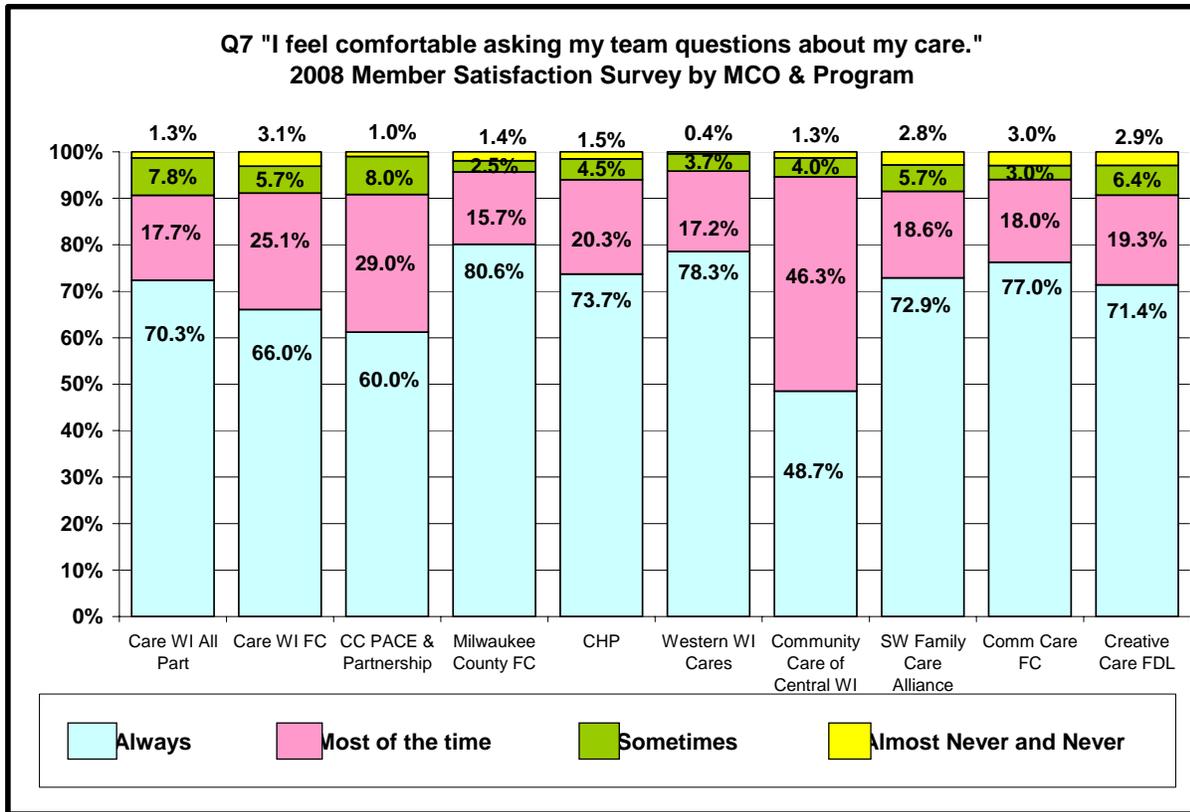
Responses were most positive for questions one and four. Question one, “I am satisfied with the work that my nurse or team does for me” garnered 94.0% favorable and only 1.0% unfavorable responses. Question four, “My nurse or team listens to my concerns” garnered 93.8% favorable and only 1.3% unfavorable responses. CHP, Western WI Cares, Community Care of Central WI, and Community Care Family Care achieved more than 95% favorable responses for both questions one and four.

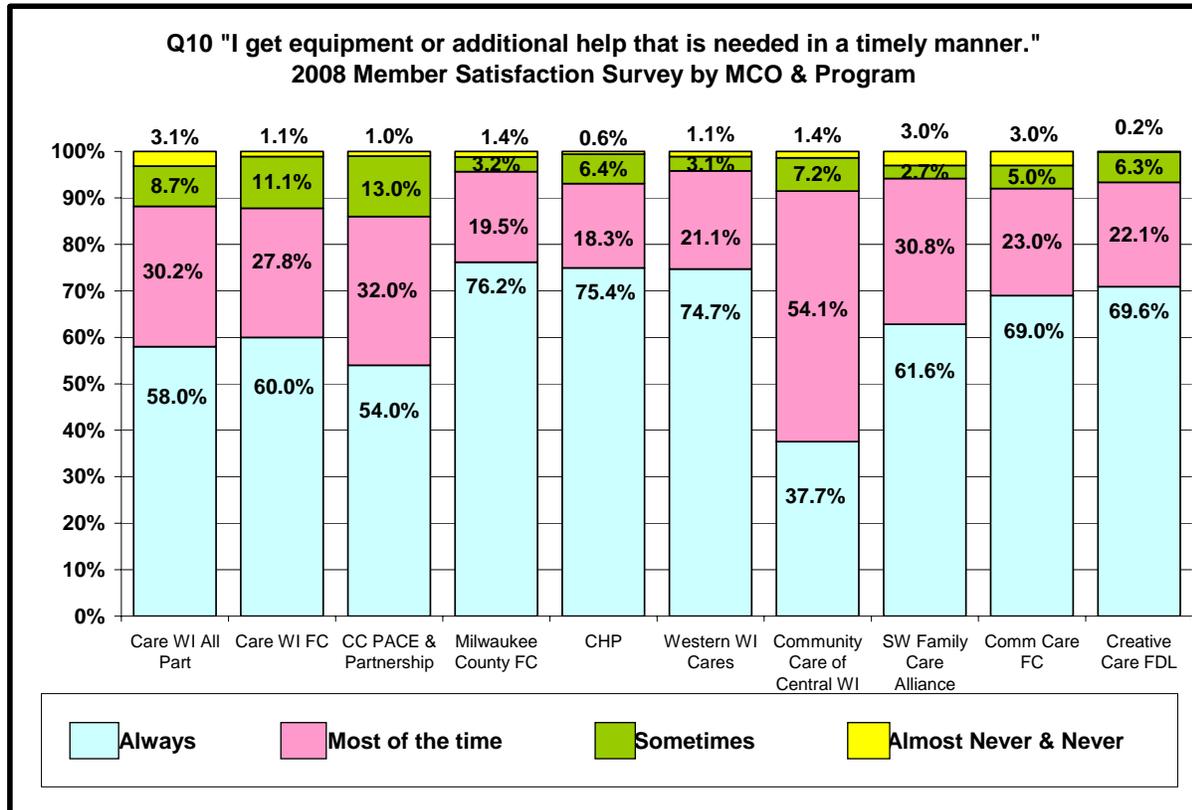
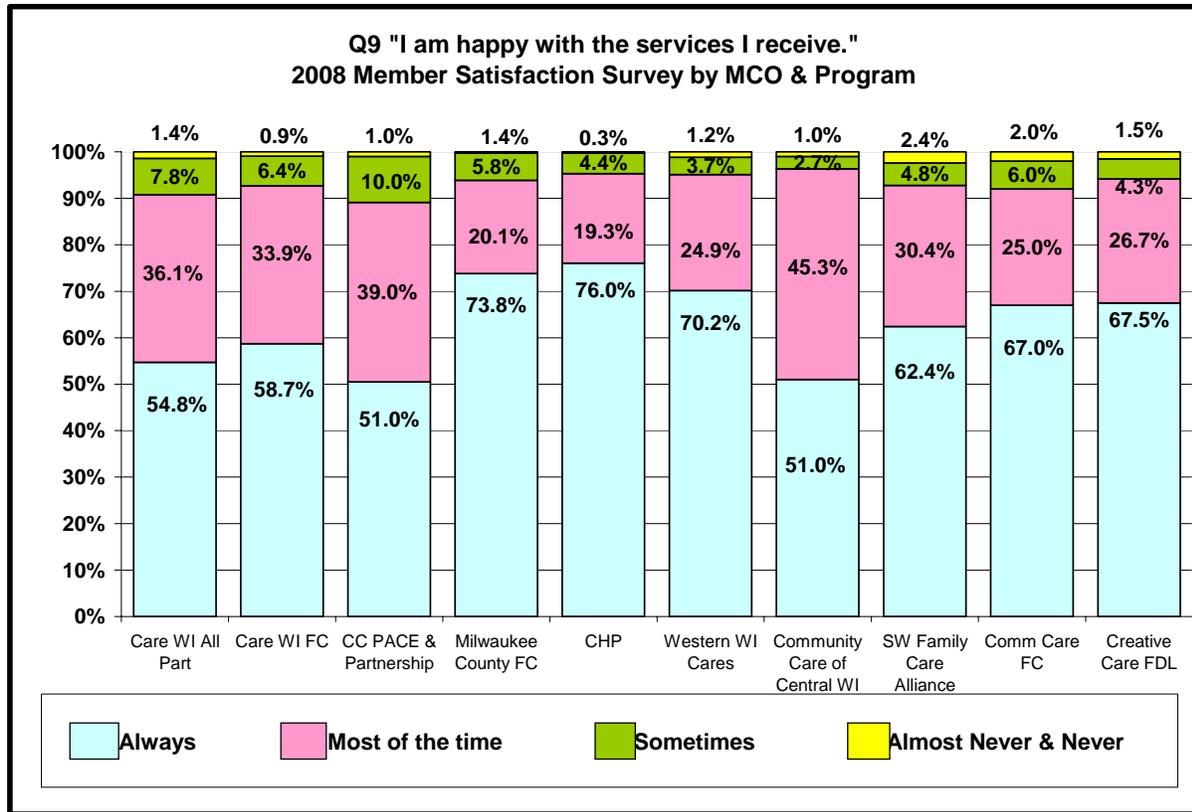
Charts of Member’s Responses by MCO and Program











Statistical Terminology The **confidence interval** is the plus-or-minus figure usually reported in opinion poll results. For example, if you use a confidence interval of 4 and 47% percent of your sample picks an answer you can be "sure" that if you had asked the question of the entire relevant population between 43% (47-4) and 51% (47+4) would have picked that answer.

The **confidence level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers use the 95% confidence level.

The standard deviation is a simple measure of the variability of a data set. A low standard deviation indicates that the data points tend to be very close to the same value, the mean while a high standard deviation indicates that the data are "spread out" over a large range of values. Generally 68% of observations fall within one and 95% of observations fall within two standard deviations of the mean.

Survey Observations Greater Than Two Standard Deviations From the Mean:

There were no responses in the positive direction that exceeded two standard deviations from the mean, largely because of natural limitations--two standard deviations from the mean often required less than 0% responses or more than 100% response level.

Staff combined the responses of "always" and "most of the time" and those of "almost never" and "never" and identified only two instances where the response level exceeded two standard deviations from the mean in a negative way: 3.9% of Southwest Family Care Alliance members indicated that they "almost never" and "never" are satisfied with the work that the care manager and nurse does, (mean 1.2%), and just 87.0% of Community Care PACE and Partnership members responded favorably about how the team listens to them, (mean 93.8%).

There were many cases where the response level varied by more than one (but not two) standard deviation above or below the mean. The variation is less significant but does indicate that there is a positive or negative difference. The instances where the response level varied by one standard deviation from the mean **positively** and **negatively** by MCO and program include:

Care WI Partnership

As noted previously, the overrepresentation of the transferred members' responses in the results affects the overall results for Care WI; satisfaction levels among the transferred members were notably lower than among Care WI original members. Thus these results may not be comparable to the other MCOs. However, the findings may help focus upon areas that would benefit from more attention:

- 88.1% of Care WI Partnership members responded favorably about feeling comfortable asking questions about their care, (mean 92.6);
- 89.0% of Care WI Partnership members responded favorably to getting help when needed, (mean 93.2%);
- 90.8% of Care WI Partnership members responded favorably to being happy with the services received, (mean 93.3%);

- 4.7% of Care WI Partnership members responded that they “almost never” and “never” would recommend the program to a friend, (mean 2.8%). Importantly, 90% of Care WI Partnership 55+ members would “always” and “most of the time” recommend the program to friends but only 70% of the Transfer members would;
- 3.2% of Care WI Partnership members responded that their team “never” and “almost never” talks in a way that the member understands, (mean 1.5%)
- 3.1% of Care WI Partnership members indicated that they “almost never” and “never” get equipment timely, (mean 1.6%);
- The most positive survey response came from question four—91.8% of the members responded favorably to how the team listened to them.

Care WI FC

- 8.1% of Care WI FC members indicated that they “almost never” and “never” participate in planning and making decisions about the services that they would receive, (mean 4.5%);
- The most positive survey response came from question five—95.3% of the members responded favorably to getting help when needed.

Community Care PACE and Partnership

- None of the Community Care (CC) PACE and Partnership members indicated dissatisfaction (meaning they checked “never” and “almost never”) with the work of their team, (mean 1.2%);
- None of the Community Care PACE and Partnership members indicated dissatisfaction with how their team listened to them, (mean 1.3%);
- A strange contradiction from the previous find, just 87.0% of CC PACE and Partnership members responded favorably about how the team listens to them, (mean 93.8%);
- 67.0% of the CC PACE and Partnership members responded favorably to being able to select the people who help with personal care, (mean 81.0%) and 14.0% indicated that they “almost never” and “never” can select these workers, (mean 8.0%);
- 89.0% of CC PACE and Partnership members responded favorably about feeling comfortable asking questions about their care, (mean 92.6%);
- 89.0% of CC PACE and Partnership members responded favorably about the team talking to them in a way that they understand, (mean 93.7%);
- 90.0% of CC PACE and Partnership members responded favorably to getting help when needed, (mean 93.2%);
- 86.0% CC PACE and Partnership responded favorably to getting needed equipment or help in a timely manner, (mean 91.5%);
- 90.0% of CC PACE and Partnership responded favorably to being happy with the services received, (mean 93.3%);
- The most positive survey response came from question one—91.6% of the members responded favorably to the work done by the team and no members responded unfavorably to this statement.

Milwaukee County Family Care (FC)

- Only .3% of Milwaukee County FC members indicated dissatisfaction with the services that they receive (mean 1.2%);
- 96.2% of Milwaukee County FC members responded that their team “always” and “most of the time” speaks to them so that they understand, (mean 93.7%);
- 96.3% of Milwaukee County FC members responded that they “always” and “most of the time” felt comfortable asking questions about their care, (mean 92.6%);
- 2.6% of Milwaukee County FC members responded that they “never” and “almost never” get help when needed, (mean 1.3%).

CHP

- .9% of CHP members indicated dissatisfaction with how they participate in planning and making decisions about the services that they will receive, (mean 4.5%);
- .9% of CHP members responded that they would “never” and “almost never” recommend the program to a friend, (mean 2.8%);
- .3% of CHP members indicated dissatisfaction with how their team listened to them, (mean 1.3%);
- .3% of CHP members indicated dissatisfaction with getting help from their team when they needed it, (mean 1.3%);
- .3% of CHP members indicated dissatisfaction with the services that they receive (mean 1.2%);

Western WI Cares

- 1.5% of Western WI Cares’ members indicated dissatisfaction with how they participate in planning and making decisions about the services that they will receive, (mean 4.5%);
- .4% of Western WI Cares’ members responded that they “never” and “almost never” felt comfortable asking questions about their care (mean 1.9%) and 95.6% responded that they “always” and “most of the time” felt comfortable asking questions (mean 92.6%);
- 2.8% of Western WI Cares’ members responded that they “never” and “almost never” can select the people who help them with personal care, (mean 7.1%);
- .2% of Western WI Cares’ members indicated dissatisfaction with getting equipment on a timely basis, (mean 1.6%);
- 96.5% of Western WI Cares’ members responded that they “always” and “most of the time” are satisfied with the work of their team, (mean 94.0%);
- 96.9% of Western WI members responded that their team “always” and “most of the time” listens to them, (mean 93.8%).

Community Care of Central WI

- 2.7% of Community Care of Central WI members responded that they “never” and “almost never” can select the people who help them with personal care, (mean 7.1%);

- 93.6% of Community Care of Central WI members responded that they “always” and “most of the time” participate in planning and making decisions about the services that they receive, (mean 84.4%);
- 96.3% of Community Care of Central WI members responded that they “always” and “most of the time” would recommend the program to a friend, (mean 88.6%);
- 2.7% of Community Care of Central WI members expressed dissatisfaction with how their team listened to them, (mean 1.3%).

Southwest Family Care Alliance

- 7.8% of Southwest Family Care Alliance members indicated that they “almost never” and “never” participate in planning and making decisions about the services that they would receive, (mean 4.5%);
- 81.6% of Southwest Family Care Alliance members would “always” and “most of the time” recommend this program to a friend, (mean 88.6%);
- 6.3% of Southwest Family Care Alliance members responded that they “almost never” and “never” would recommend the program to a friend, (mean 2.8%);
- 3.0% of Southwest Family Care Alliance members indicated that they “almost never” and “never” get equipment timely, (mean 1.6%);
- 81.6% of Southwest Family Care Alliance members responded that they would “always” and “most of the time” recommend the program to a friend, (mean 88.5%);
- The most positive survey response came from question four—94.7% of the members responded favorably to how the team listened to them.

Community Care FC

- 5.0% of Community Care FC members responded that they “almost never” and “never” would recommend the program to a friend, (mean 2.8%);
- 3.0% of Community Care FC members responded that their team “never” and “almost never” talks in a way that the member understands, (mean 1.5%);
- The most positive survey response came from question one—96.0% of the members responded favorably to the work done by the team.

Creative Care Options in FDL County

- .2% of Creative Care Options’ members indicated dissatisfaction about how their team talks to them so that they can understand, (mean 1.5%);
- The most positive survey response came from question one—94.4% of the members responded favorably to the work done by the team.

Summary

Overall, the level of satisfaction with the programs is very positive. In responses to open-ended questions, members commented about how the programs have helped them remain in their homes and how they worry less about getting needed health care.

At least 92% or more of the members responded that they were “always” or “most of the time” satisfied with each of the following statements:

- The work that my care manager and nurse (or team) does for me;
- My nurse or team listens to my concerns;
- My nurse or team talks to me so I can understand;
- I get help from my nurse or team when I need it;
- I am happy with the services I receive;
- I feel comfortable asking questions.

Less satisfaction was reported for the two following statements:

- 81.0% of the members responded that they can “always” or “most of the time” select the people who help me with my personal care;
- 84.4% of the members responded that they “always” and “most of the time” participate in planning and making decisions about the services they will receive.

Care WI’s satisfaction levels were adversely affected by overrepresentation of transferred members who had distinctly lower levels of satisfaction than the original members. It will be interesting to see their satisfaction levels next year.

DHS and the MCO staff will work together to develop a consistent Likert scale and core questions for the 2009 Member Satisfaction Survey.

The MCOs summarized the findings and added varying amounts of text to explain the findings and how the information would be used. Several of the MCOs described making changes to improve their members’ satisfaction with the program.