

2009 Member Satisfaction Survey

for the Family Care and Family Care Partnership and PACE Programs

Executive Summary

Satisfaction levels among Family Care, Partnership, and PACE members increased between 2008 and 2009. A large majority of members in each MCO report being satisfied ‘always’ or ‘most of the time’ in each of the ten measures.

The eleven managed care organizations (MCOs) distributed more than 10,000 member satisfaction surveys and 4,178 were returned for a completion rate of 40.1%. The responses are statistically significant with a confidence interval of ± 5 and 95% confidence level. Two MCOs were not included in the survey summary—Northern Bridges started enrolling members on May 1, 2009 and Community Care Partnership had only 34 returned surveys.

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. The 2009 survey is the same as the 2008 survey. The MCOs are able to add specific questions of interest. This document summarizes the level of satisfaction the responders reported. Surveyors cannot determine the level of non-responders’ satisfaction or how similar the experiences are between the responders and the non-responders.

Previous survey summaries combined the ‘always’ or ‘most of the time’ ratings into one positive response. The Quality Managers Workgroup asked that the ‘always’ rating be reported separately. This summary compares the 2009 ‘always’ rating with the 2008 ‘always’ rating. **The level of ‘always satisfied’ increased in six of the ten core questions and the change is statistically significant.** This increase in satisfaction level occurred during a period of significant MCO expansion, hiring and training of new staff, and the addition of new providers.

The 2009 Survey was unique in the amount of satisfaction variation between the MCOs and how certain MCOs rated higher in almost all categories. In previous years, MCOs tended to be high in certain areas and low in others. For each of the ten core questions, staff identified the MCO with the largest and smallest ‘always’ rating and included any other MCOs that were within 3 percentage points. This year, five MCOs accounted for all of the largest ‘always’ ratings and five MCOs accounted for all of the smallest ‘always’ ratings. Only one MCO, CHP FC, was among the MCOs with the largest ‘always’ rating for some questions and among the MCOs with the smallest ‘always’ ratings for others.

There appears to be some correlation between rapid expansion and lower satisfaction ratings. However, one MCO—CCCW—experienced a growth of 48.3% between 2008 and 2009 and yet maintained the second highest level of satisfaction after MCDA. DHS staff also considered staff turnover and found that one of the MCOs with a high rate of turnover of 29% had high overall satisfaction ratings. One MCO suggested that an increase in the

proportion of people living in AFH and CBRF resulted in a decrease of members being able to select who helps with their personal care.

More than 75% of the members responded that they were 'always' satisfied with each of the following statements from the core questions:

- My care team listens to my concerns. (78.5%);
- I feel comfortable asking my team questions about my care. (75.7%), and
- I get help from my team when I need it. (73.7%).

MCOs could also ask more specific questions about a team member:

- I feel comfortable asking my nurse questions about my care. (76.6%), and
- My nurse listens to my concerns. (80.7%).

Less than 65% of the members responded that they were 'always' satisfied with the following statements:

- I understand information from my team (64.0%);
- I participate in planning and making decisions about the services I will receive (62.2%),
- I can select the people who will help me with my personal care (57.4%).

Many members added personal comments about what they liked best about the program. Positive comments significantly outweighed criticisms. Some positive comments are:

- ❖ The quality of my life has improved far beyond my expectations ever. I wish there were some way to show my gratitude. I know everyone on my team does their jobs--I never thought they would do it so well.
- ❖ Helped me stay as independent as possible for as long as possible. Does paperwork and makes sure medication is ordered and delivered.
- ❖ Our daughter is 39 and has always lived at home. One thing we have now and never had before are opportunities for our daughter to receive care & services outside of the home. It has been just wonderful for us to have some time alone once in a while.
- ❖ The help that I receive as far as my personal needs. I feel that the SW and RN are always concerned about my dignity.
- ❖ I guess the FCP (Family Care Partnership) leaves it up to me to choose what is best for my son. It is just great!
- ❖ To be able to talk about problems and get advice from the Care Team.
- ❖ We like that they come to our house. They tell us new things and seem to have our interests at heart. They are looking down the road for what might be needed.
- ❖ The program takes some of the stress out of caring for an elderly loved one.
- ❖ The people, 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.
- ❖ 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 give us the security we needed!
- ❖ I am your 94-yr young recipient of the best health care I've ever had. A million thanks! I could get up on a soapbox and tell everybody what a happy, contented, satisfied member I am. The whole organization of 'workers' is kind, caring, helpful, and very efficient--from the van drivers all the way up.

Members also noted things that they did not like about the program. The most frequently noted criticisms included a reduction in the amount of personal or supportive home care, staff changes, and a delay in returning phone calls.

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. The 2009 Member Satisfaction Survey report and other information about Family Care is available on the DHS Family Care website at <http://dhs.wisconsin.gov/LTCare/ResearchReports>.

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For the Family Care and Family Care Partnership and PACE Programs

Overview

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Previous survey summaries combined the 'always' or 'most of the time' ratings into one positive response. The Quality Managers Workgroup asked that the 'always' rating be reported separately. This summary compares the 2009 'always' rating with the 2008 'always' rating. The level of 'always' increased in six of the ten core questions and the change is statistically significant.

Table 1 shows the aggregate 'always' response for 2008 and 2009 and indicates the changes which are statistically significant. The charts display the individual MCO's level of satisfaction.

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 second Member Satisfaction Survey using the same core set of questions as used in the 2008 survey. Consistent with the 2008 survey, MCO staff could substitute a local term for 'care manager' to improve clarity for the respondents and could add additional questions to meet their specific needs.

Selecting the samples All members were selected randomly for the survey. Community Care of Central WI conducted their survey via the telephone.

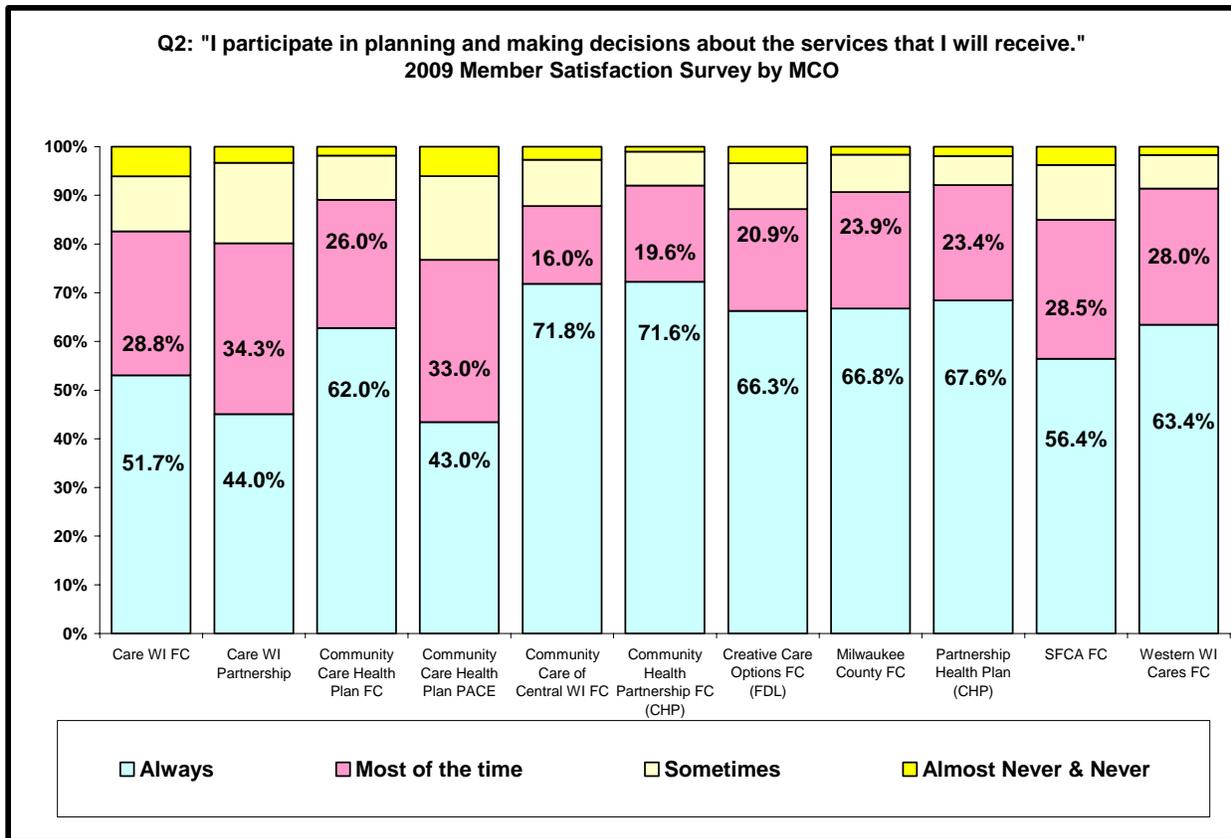
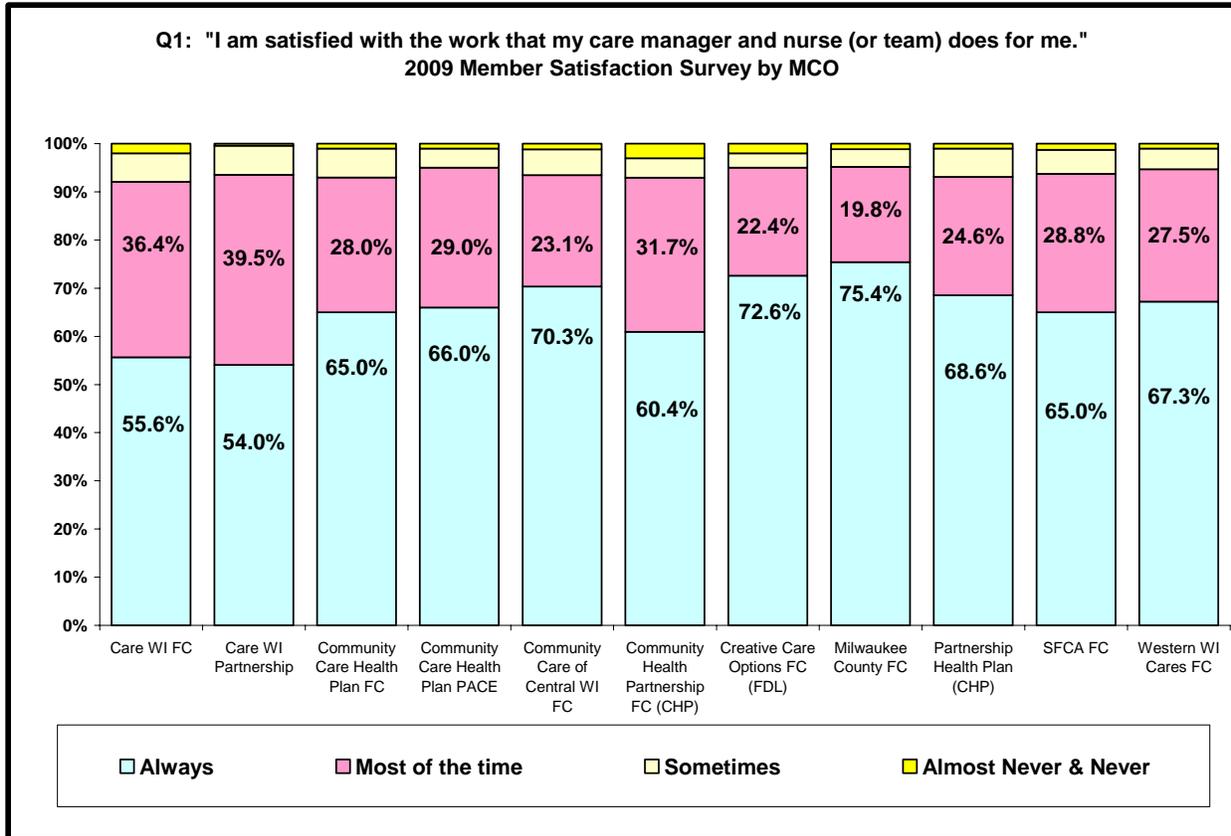
Satisfaction Survey Results

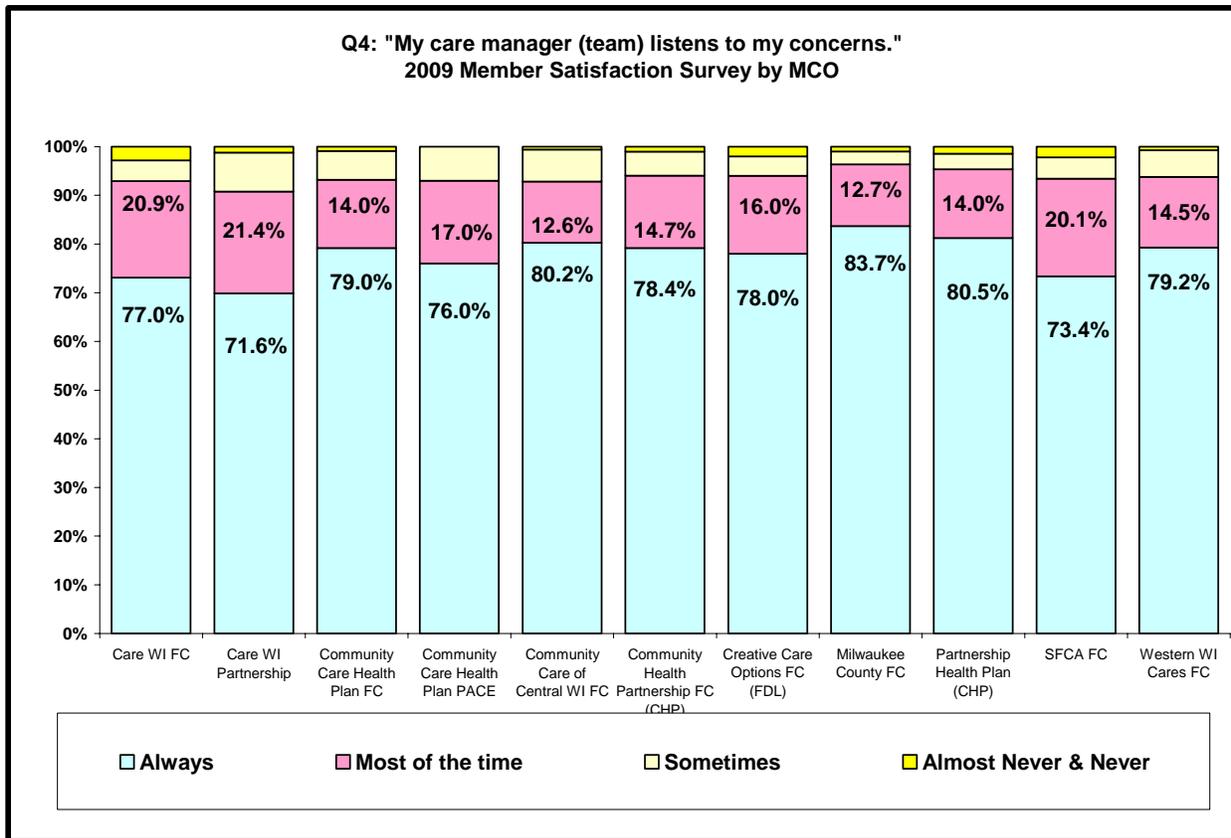
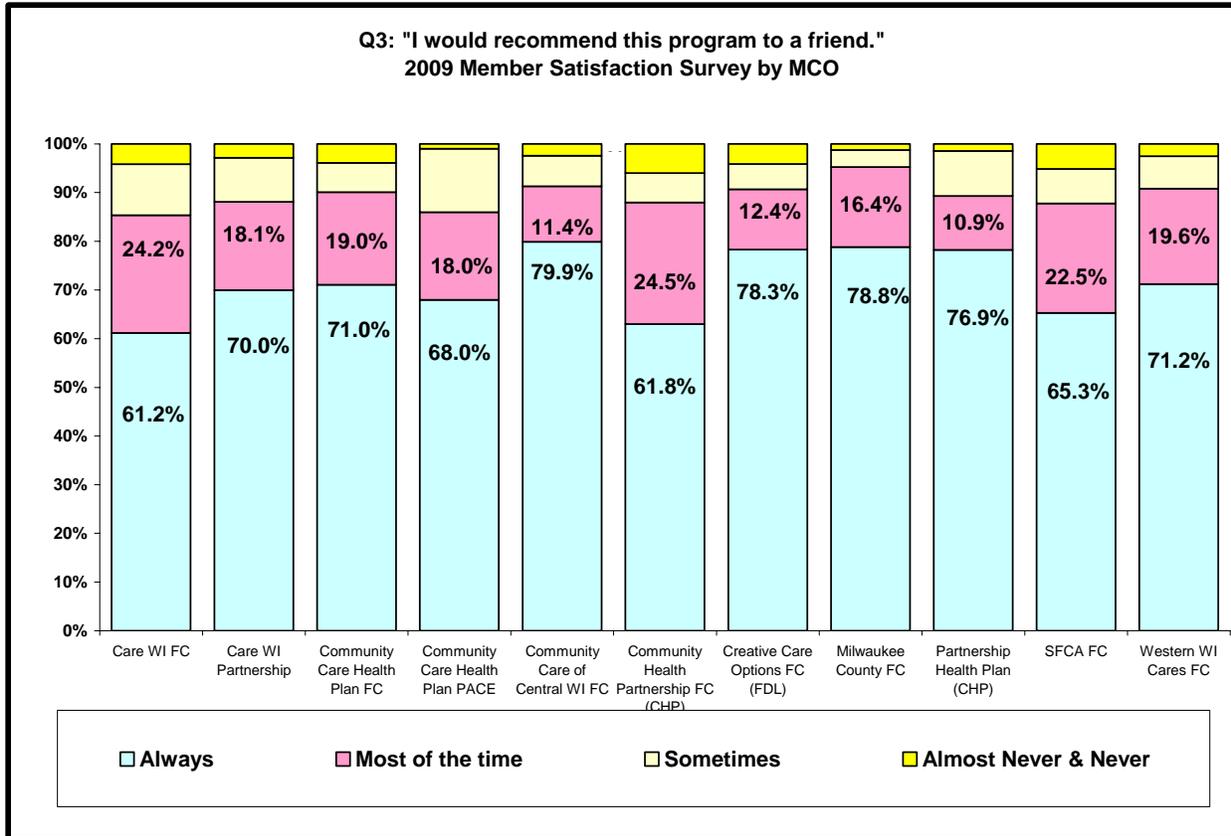
Table 1
Aggregate ‘Always’ Satisfaction Level among Members, 2008 & 2009
Statistically Significant Changes are in Bold & Shaded
2009 ‘Never’ Satisfied—No Significant Changes

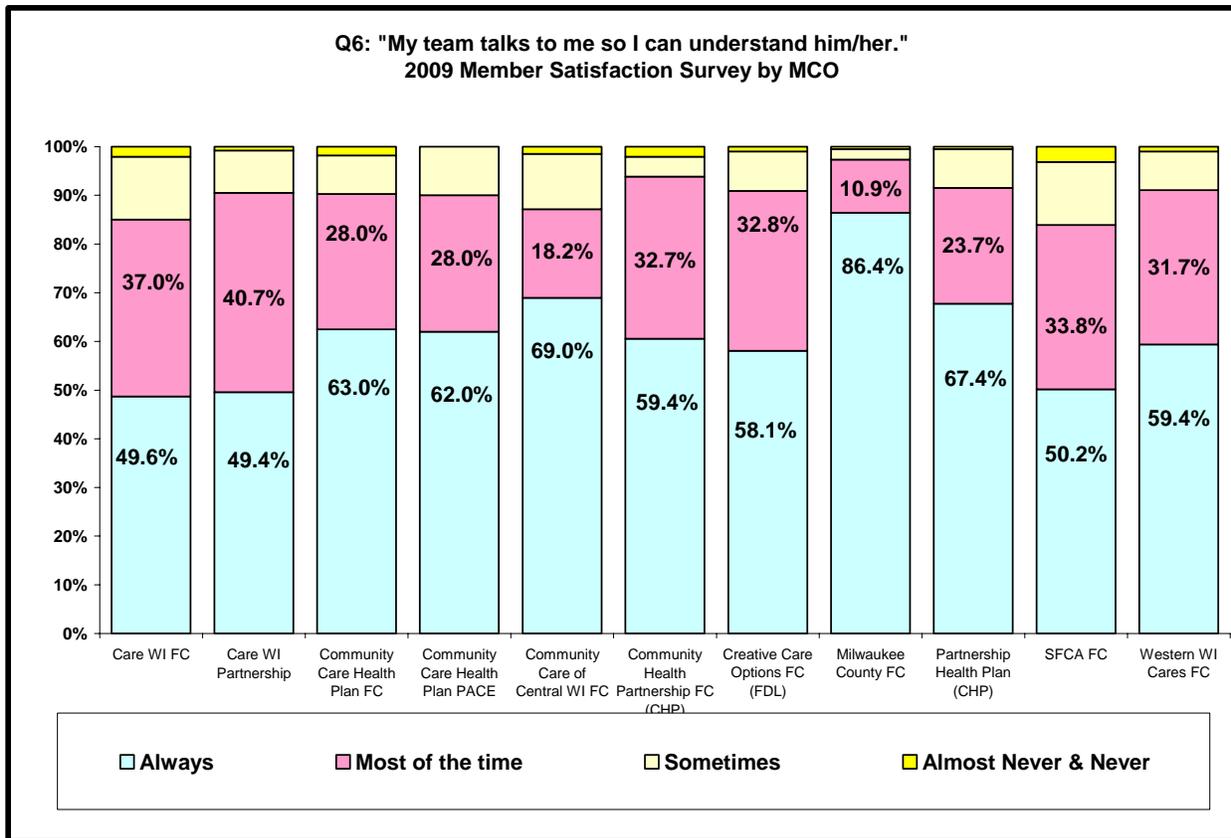
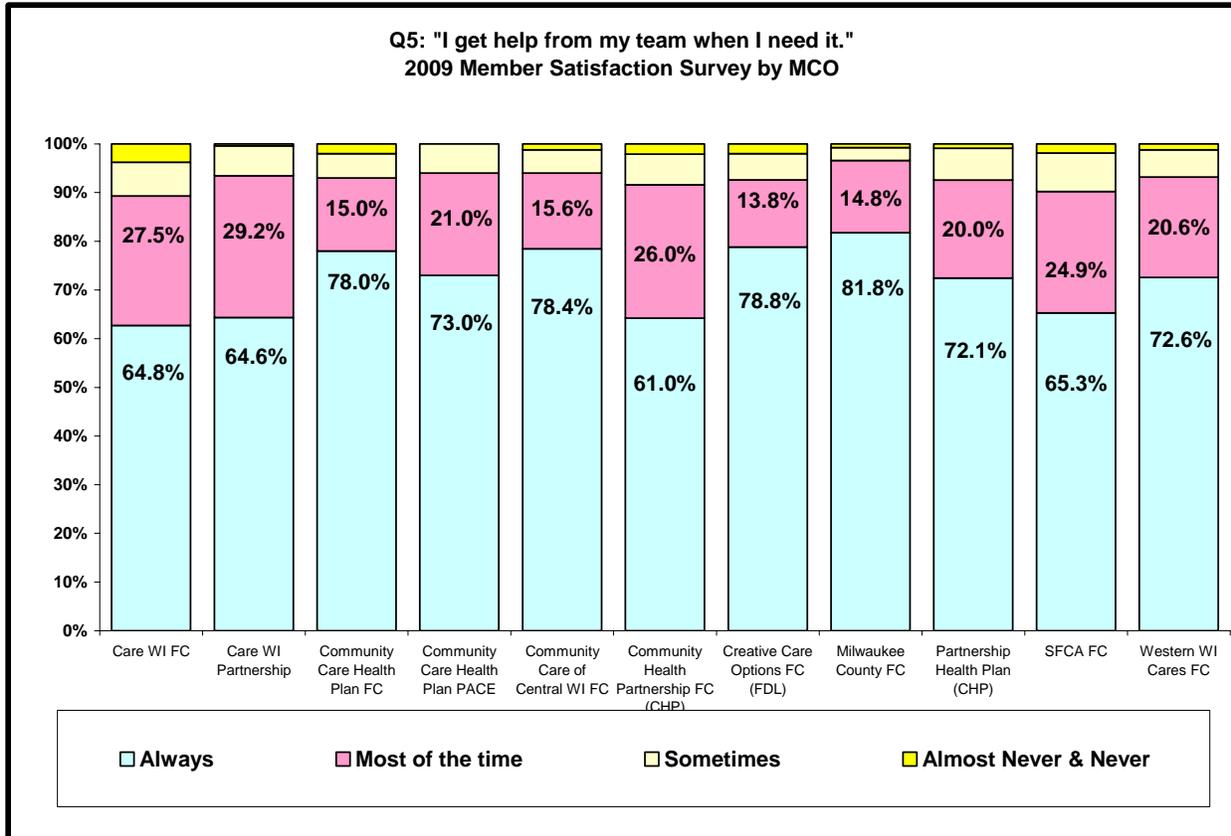
	Always 2008	Always 2009	Never 2009
Q1 I am satisfied with the work that my nurse or team does for me.	66.1 %	67.2 %	0.4 %
Q2 I participate in planning and making decisions about the services I will receive.	53.7 %	62.2 %	1.2 %
Q3 I would recommend this program to a friend.	68.2 %	72.5 %	1.8 %
Q4 My nurse or team listens to my concerns.	68.9 %	78.5 %	0.4 %
Q5 I get help from my nurse or team when I need it.	66.7 %	73.7 %	0.5 %
Q6 My nurse or team talks to me so I can understand.	65.0 %	64.0 %	0.4 %
Q7 I feel comfortable asking questions about my care.	68.8 %	75.7 %	0.6 %
Q8 I can select the people who help me with my personal care.	49.5 %	57.4 %	4.1 %
Q9 I am happy with the services I receive.	60.7 %	65.7 %	0.7 %
Q10 I get equipment or additional help that I need in a timely manner.	66.8 %	69.2 %	0.9 %

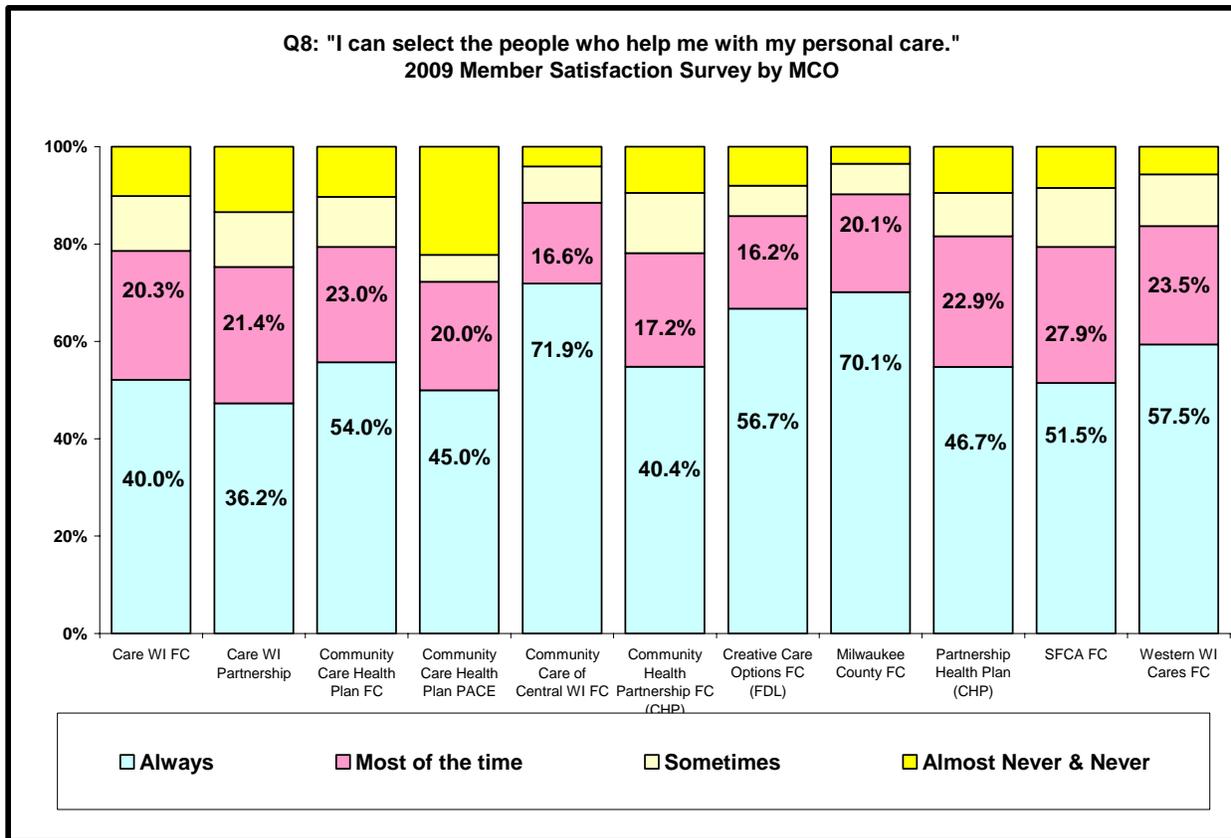
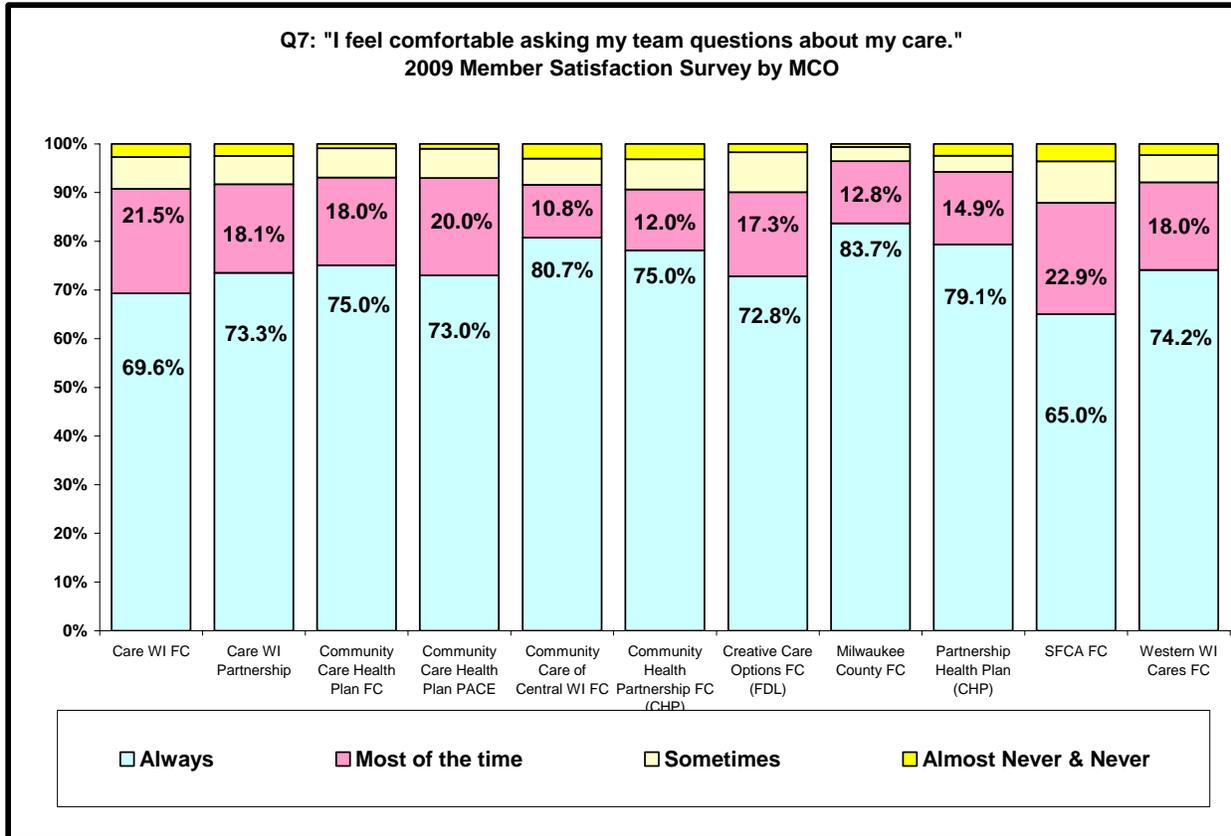
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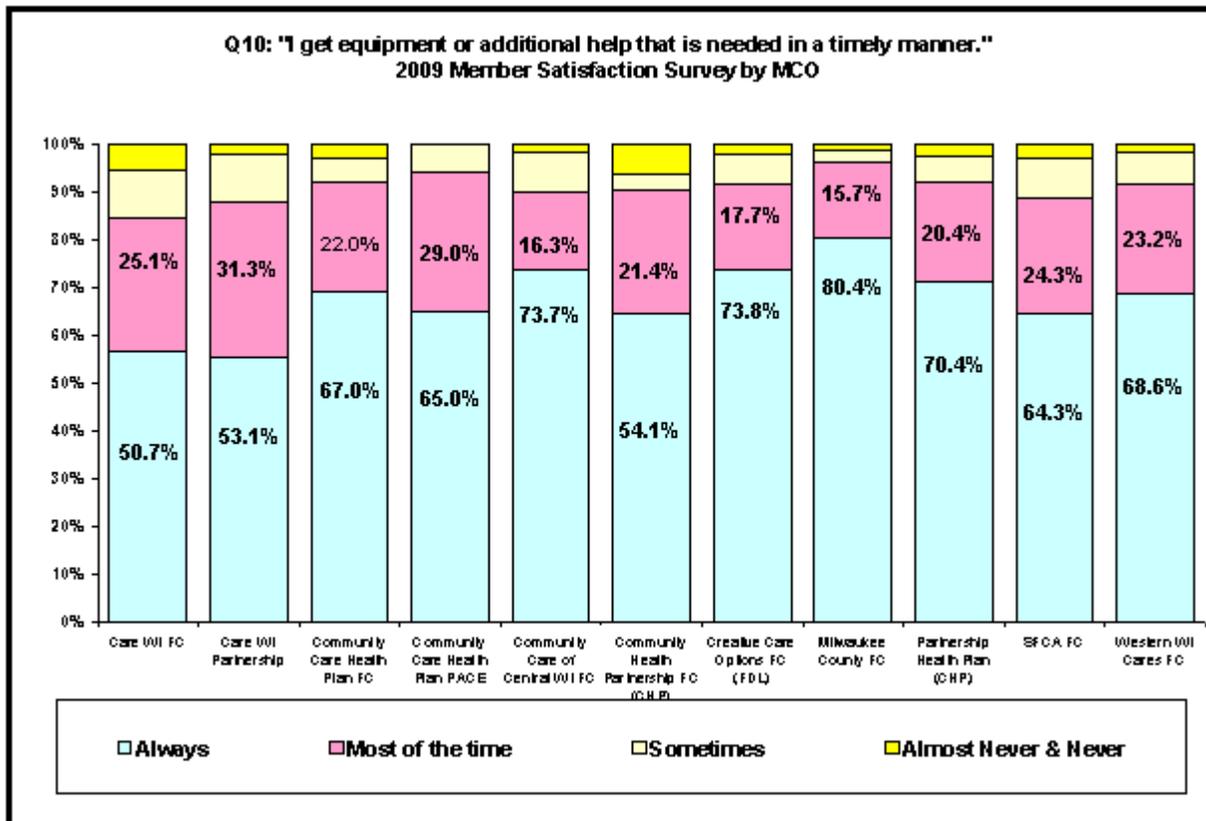
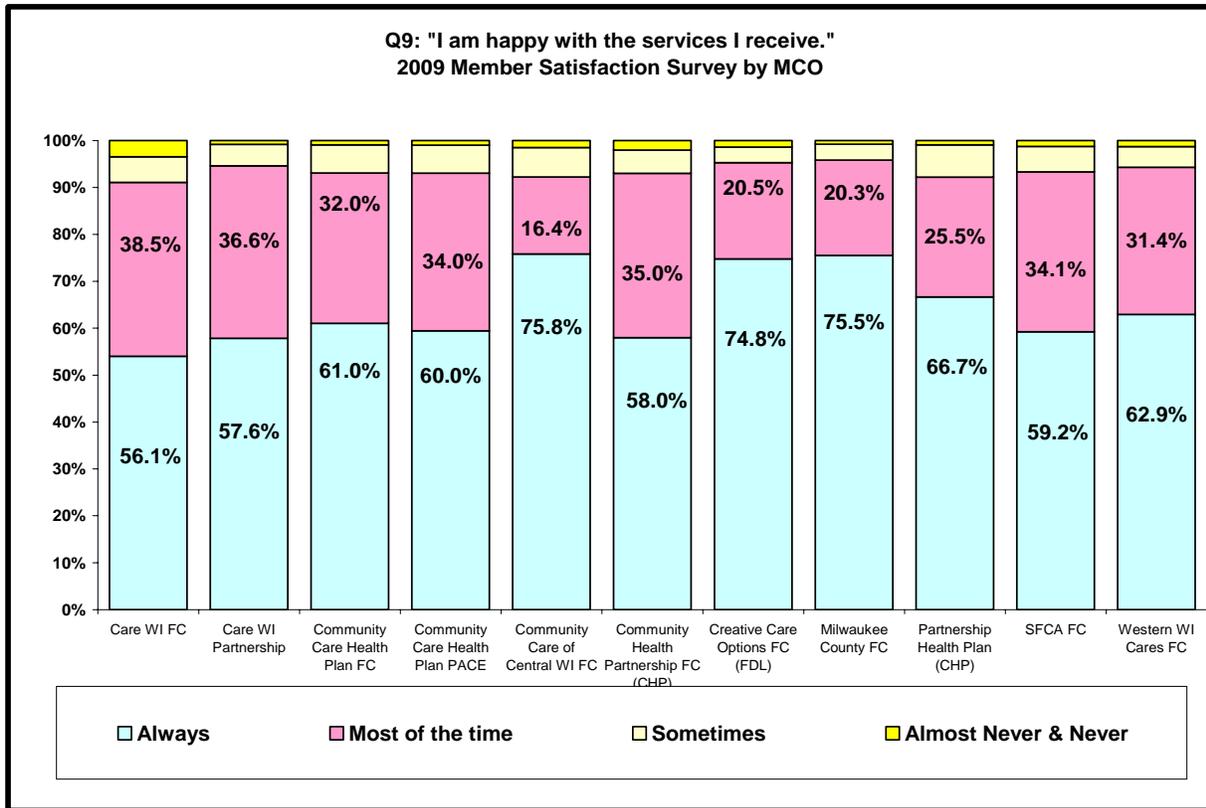
Question 8, “I can select the people who help me with my personal care” continues to be the most challenging area. MCO and DHS staff noted that some members do not respond to that question because they do not need personal care services or they do not want to select the person who will help them. The member’s living situation may also have affected the response. The ability of members who live in an adult family home, CBRF or nursing home to select or change the people who help them may be limited by the facility.











Summary of Findings

Members continue to express very positive levels of satisfaction and positive comments about the Family Care Program. In aggregate, there is a statistically significant gain in the level of satisfaction for the six questions highlighted in Table 1. **The level of ‘always satisfied’ increased in six of the ten core questions and the change is statistically significant.** This increase in satisfaction level occurred during a period of significant MCO expansion, hiring and training of new staff, and the addition of new providers. Those questions and the changes are:

	Always 2008	Always 2009
Q2 I participate in planning and making decisions about the services I will receive.	53.7 %	62.2 %
Q4 My nurse or team listens to my concerns.	68.9 %	78.5 %
Q5 I get help from my nurse or team when I need it.	66.7 %	73.7 %
Q7 I feel comfortable asking questions about my care.	68.8 %	75.7 %
Q8 I can select the people who help me with my personal care.	49.5 %	57.4 %
Q9 I am happy with the services I receive.	60.7 %	65.7 %

The 2009 Survey was unique in the amount of satisfaction variation between the MCOs and how certain MCOs rated higher in almost all categories. In previous years, MCOs tended to be high in certain areas and low in others. For each of the ten core questions, staff identified the MCO with the largest and smallest ‘always’ rating and included any other MCO that was within 3 percentage points. Five MCOs accounted for all of the largest ‘always’ ratings and five MCOs accounted for all of the smallest ‘always’ ratings.

In a few cases, the individual MCO results of the 2009 survey could not be compared with those of 2008 because of a different rating scale or an insufficient number of responses. The level of satisfaction for Community Care of Central Wisconsin members was consistently and dramatically higher in 2009 than in 2008. Members in Community Care Partnership and PACE and the Milwaukee County Disability & Aging Department also indicated higher levels of satisfaction in 2009 than in 2008. The other MCOs had improved levels of satisfaction for some questions and less satisfaction for other questions.

DHS staff considered whether expansion was a determinant in satisfaction ratings. There appears to be some correlation between rapid expansion and lower satisfaction ratings. However, one MCO—CCCW—experienced a growth of 48.3% between 2008 and 2009 and yet maintained the second highest level of ratings after MCDA. DHS staff also considered staff turnover and found that an MCO with a high rate of turnover of 29% had high overall satisfaction ratings.

DHS and the MCO staff will work together for the 2010 Member Satisfaction Survey.