

2010 Member Satisfaction Survey

for the Family Care and Family Care Partnership and PACE Programs

Executive Summary

Family Care, Partnership, and PACE members were surveyed during 2010 regarding their satisfaction with nine key features of the services they received from their managed care organizations (MCOs). On every question, more than 60 percent of respondents chose “Always,” the most favorable of the five possible responses. On no question did more than 12% of respondents select a response less favorable than “most of the time.”

Satisfaction levels overall remained generally consistent with those reported by the members surveyed in 2009.

Satisfaction Statement to which members responded	Percent responding “Always”
I am satisfied with the work that my nurse or team does for me.	65.8
I participate in planning and making decisions about the services I will receive.	62.9
I would recommend this program to a friend.	71.0
My nurse or team listens to my concerns.	76.8
I get help from my nurse or team when I need it.	71.8
My nurse or team talks to me so I can understand.	60.7
I feel comfortable asking questions about my care.	73.6
I am comfortable with the people who help with my personal care.	68.8
I am happy with the services I receive.	67.1

As in previous years, satisfaction levels were observed to vary among MCOs. Generally, the MCOs with the highest satisfaction in 2009 found higher satisfaction levels in 2010; MCOs with lower satisfaction among their members in 2009 found lower levels in 2010.

Eight MCOs distributed almost 14,000 member satisfaction surveys for the thirteen Family Care, Partnership and PACE programs. Members and guardians returned 4,963 surveys for a completion rate of 36%, sufficient for statistical significance. Each MCO’s survey was required to contain the nine core questions listed above, which are developed by a state-level workgroup. Several MCOs included additional questions on their surveys.

Additional information, including previous years’ satisfaction survey results, can be accessed at <http://dhs.wisconsin.gov/LTCare/Reports>.

2010 Member Satisfaction Survey

for the Family Care and Family Care Partnership and PACE Programs

Final Report

Introduction: Program-wide results

Annually, each managed care organization (MCO) that provides Family Care, Family Care Partnership, and PACE program services administers a satisfaction survey to its members. While each MCO chooses the method of survey administration and sample size, all MCOs include a set of standard state-wide questions to support production of comparable information and an overall measure of satisfaction among consumers of managed long-term care programs. To allow for comparability over time, few changes are made in the core questions from year to year. The MCOs have the option of including additional questions to gather information for quality-improvement activities specific to that MCO, and all surveys must include an open-ended question to solicit comments.

The standard questions take the form of a statement to which the member is asked to respond with one of five choices: Always, Almost always, Sometimes, Hardly ever, and Never. The MCOs' quality managers have chosen to present results not as a numerical average (e.g., 4.3 on a scale of 5), but to focus attention on the percent of the membership indicating the highest level of satisfaction: "Always."

Table 1 presents the questions and results for the most recent three years, aggregated across all MCOs. Satisfaction levels increased notably from 2008 to 2009. This increased satisfaction level was maintained in 2010, which was a real challenge given the expansion and addition of several thousand members.

Table 1
Percent of Members Indicating 'Always' Satisfied
 All MCOs, 2008 - 2010
 Statistically Significant Changes in bold

	2008	2009	2010
I am satisfied with the work that my nurse or team does for me.	66.1	67.2	65.8
I participate in planning and making decisions about the services I will receive.	53.7	62.2	62.9
I would recommend this program to a friend.	68.2	72.5	71.0
My nurse or team listens to my concerns.	68.9	78.5	76.8
I get help from my nurse or team when I need it.	66.7	73.7	71.8
My nurse or team talks to me so I can understand.	65.0	64.0	60.7
I feel comfortable asking questions about my care.	68.8	75.7	73.6
I can select the people who help me with my personal care. (2008 & 2009)	49.5	57.4	--
I am comfortable with the people who help with my personal care. (2010)	--	--	68.8
I am happy with the services I receive.	60.7	65.7	67.1

On every question, more than 60 percent of respondents chose “Always,” the most favorable possible response. On no question did more than 12% of the respondents select a response less favorable than “most of the time.”

Areas of the highest satisfaction were:

- My nurse or team listens to my concerns. (76.8% always & 16.2% most of the time);
- I feel comfortable asking questions about my care. (73.6% always & 17.6% most of the time);
- I get help from my nurse or team when I need it. (71.8% always & 20.2% most of the time).

For two questions, fewer than 65% of the respondents reported that they were always satisfied:

- I participate in making decisions about the services I will receive. (62.9% always & 24.8% most of the time);
- My nurse or team talks to me so I can understand. (60.7% always & 29.0% most of the time).

Methodology

The 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 2010 survey is the same as the 2009 survey except for the question noted in Table 1 about personal care. An earlier question about satisfaction with the timeliness of services became an optional question, because “timeliness” can start following a request by the member, an authorization is given, or a piece of DME is ordered.

**Table 2
Selection Process & Statistical Significance**

MCO	Member Selection	Enrollment	Surveys Sent/Returned	Statistical Significance
Care WI FC	Random sample of people with 6 months in the program	3,082	855 / 342 (40%)	95% & + or – 5
Care WI Partnership	Random sample of people with 6 months in the program	1,158	724 / 215 (30%)	95% & + or – 6
CCI FC	23% random stratified sample	6,316	1,169 / 395 (30%)	95% & + or – 5
CCI PACE & Partnership	100% of members were sent a survey	1,240	1,257 / 406 (32%)	95% & + or – 5 PACE 95% & + or – 8 Partn
CCCW FC	Random stratified sample of 23% of members	2,685	1,087 / 512 (47%)	95% & + or – 4
CHP Partnership & FC	30% random selection weighted by county & target group, 6 months in program	3,028	755 / 359 (48%)	95% & + or – 5.8 Partn 95% & + or – 8.8 FC
Lakeland	All members with 6 months in program	2,477	1,337 / 384 (29%)	95% & + or – 5
Milwaukee FC	25% random sample of members with 60+ program days	7,461	1,859 / 703 (38%)	95% & + or – 3.5
NorthernBridges FC	Random sample	1,866	418 / 183 (44%)	95% & + or – 7
SFCA	All members with 6 months in program	1,718	1,233 / 404 (33%)	95% & + or – 4.3
Western WI Cares	All members with 6 months in program	3,278	3,081 / 1,060 (34%)	95% & + or – 2.5

Eight MCOs distributed almost 14,000 member satisfaction surveys for the thirteen Family Care, Partnership and PACE programs. The ninth MCO, iCare, did not administer a satisfaction survey because the enrollment was less than 100.

Members and guardians returned 4,963 surveys for a completion rate of 36%. This response rate allows for statistically significant results, with a confidence interval of ± 5 and 95% confidence level. Surveyors cannot determine the level of non-responders' satisfaction or how similar the experiences are between the responders and the non-responders.

Results among individual MCOs

While a majority of members in each MCO report being satisfied 'always' in each of the core measures, satisfaction levels differ noticeably among the MCOs, as shown in Table 3.

Table 3
Percent of Highest Possible Total, by MCO
 100% would indicate that every respondent replied 'Always' to every question

Managed Care Organization	Percent of Total possible 'Always' responses
Community Care of Central Wisconsin	75.3%
Lakeland	73.4%
Milwaukee County Family Care	70.7%
Community Health Partnership (Partnership)	70.6%
Western Wisconsin Cares	70.3%
Community Care, Inc – Family Care	69.6%
Care Wisconsin – Family Care	69.4%
NorthernBridges	66.9%
Community Care, Inc – Partnership	66.8%
Care Wisconsin - Partnership	64.7%
Southwest Family Care Alliance	62.1%
Community Care, Inc – PACE	58.5%
Community Health Partnership (Family Care)	52.9%

For several questions, the levels of satisfaction within individual MCOs changed in a statistically significant manner, as shown in Table 4. Generally, the MCOs with the greatest level of satisfaction in 2009 increased member's 2010 level of satisfaction and the MCOs with lower satisfaction levels in 2009 experienced decreased levels of satisfaction in 2010.

**Table 4
MCOs with Statistically Significant Changes, 2009 - 2010**

Question	MCOs that Gained Greater Satisfaction*	MCOs that Lost Satisfaction*
Q1. Satisfied with the work of the team.....	Care WI FC Care WI Partnership	CCI PACE CHP FC & CHP Partnership Milwaukee Dept of FC
Q2. Participate in making decisions....	Care WI FC Care WI Partnership	CHP FC
Q3. I would recommend this program.....	Care WI FC	CCCW FC CHP FC
Q4. My care team listens to me.....		CHP FC
Q5. I get help from my team when needed.....	Care WI FC	CCI PACE Milwaukee Dept of FC
Q6. My teams talks to me so I understand.....	Care WI Partnership	CCI PACE CHP FC Milwaukee Dept of FC
Q7. I feel comfortable asking my team questions.....	Care WI FC	CCI PACE CHP FC & CHP Partnership Milwaukee Dept of FC
Q8. I am happy with the quality of services.....	Care WI FC CCI FC SFCA FC Western WI Cares	Milwaukee Dept of FC
Q9. I am comfortable with the people who help with my personal care.....	Care WI FC & Care WI Partnership CCI FC & CCI PACE Lakeland SFCA FC Western WI Cares	

*NorthernBridges was new in 2009 so did not conduct a survey & CCI Partnership had too few responses in 2009.

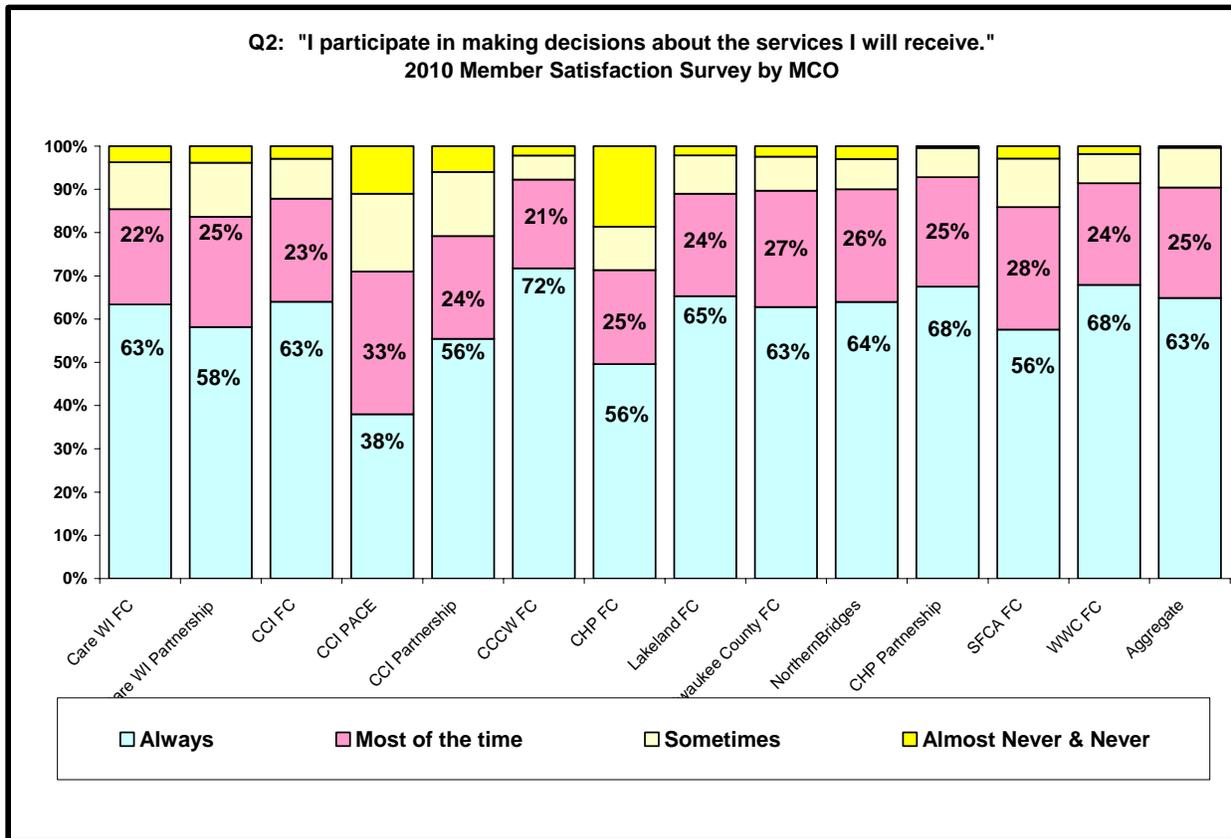
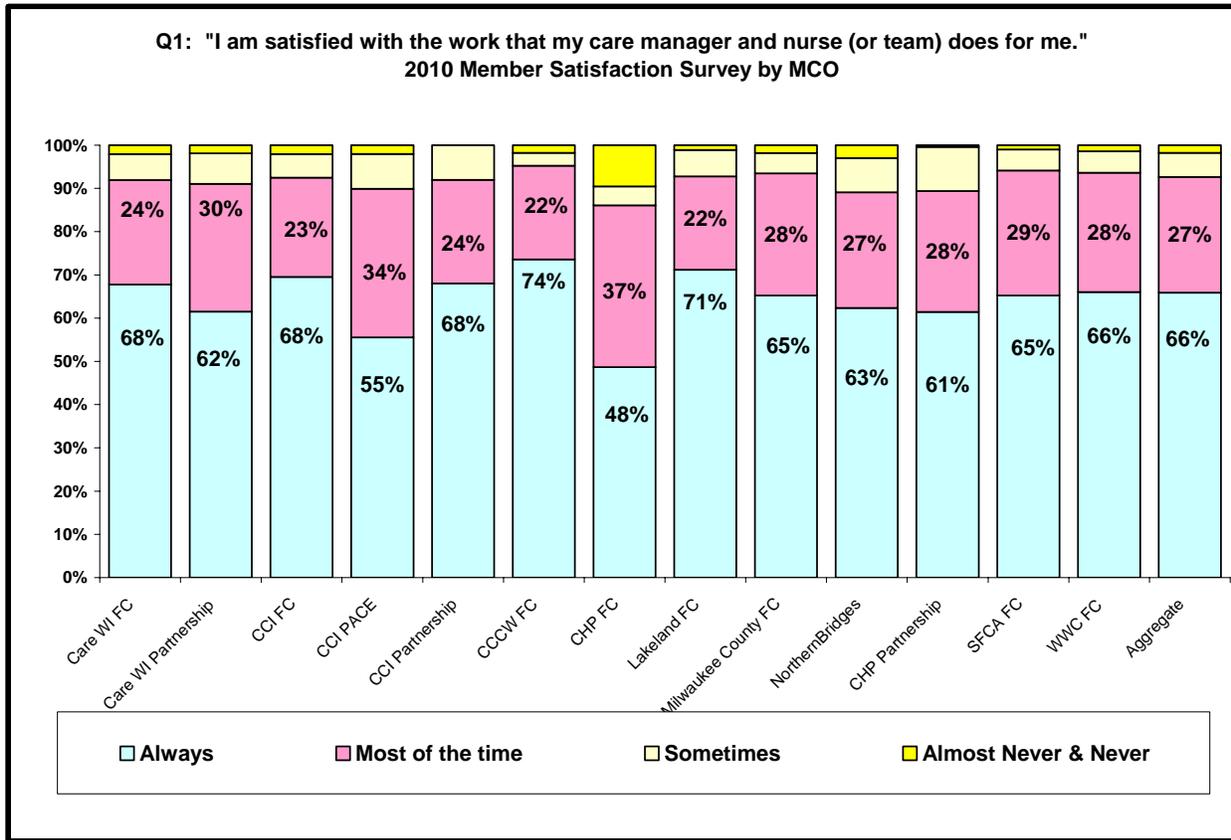
Open-ended questions asked about what the member liked best and similar questions about how the MCO could improve. Positive comments outnumbered negative comments by about four to one. Illustrative or typical positive comments included:

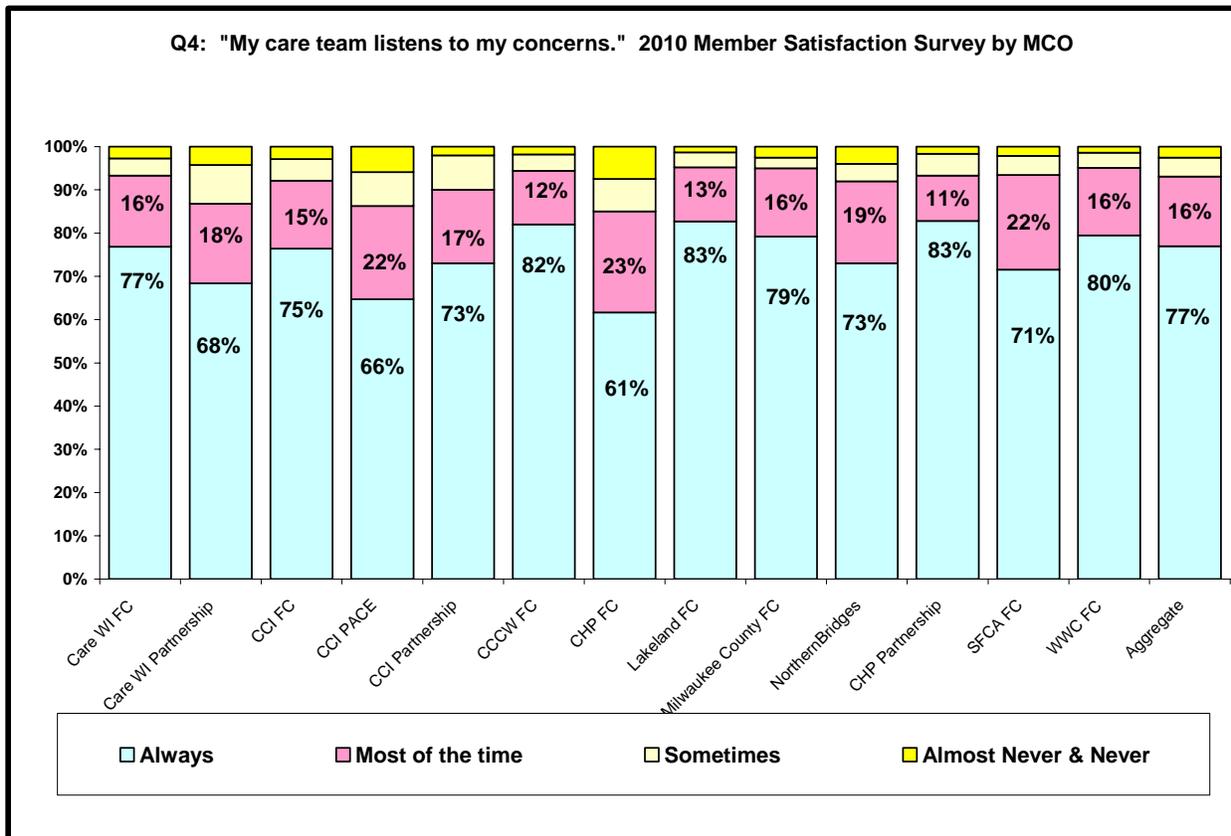
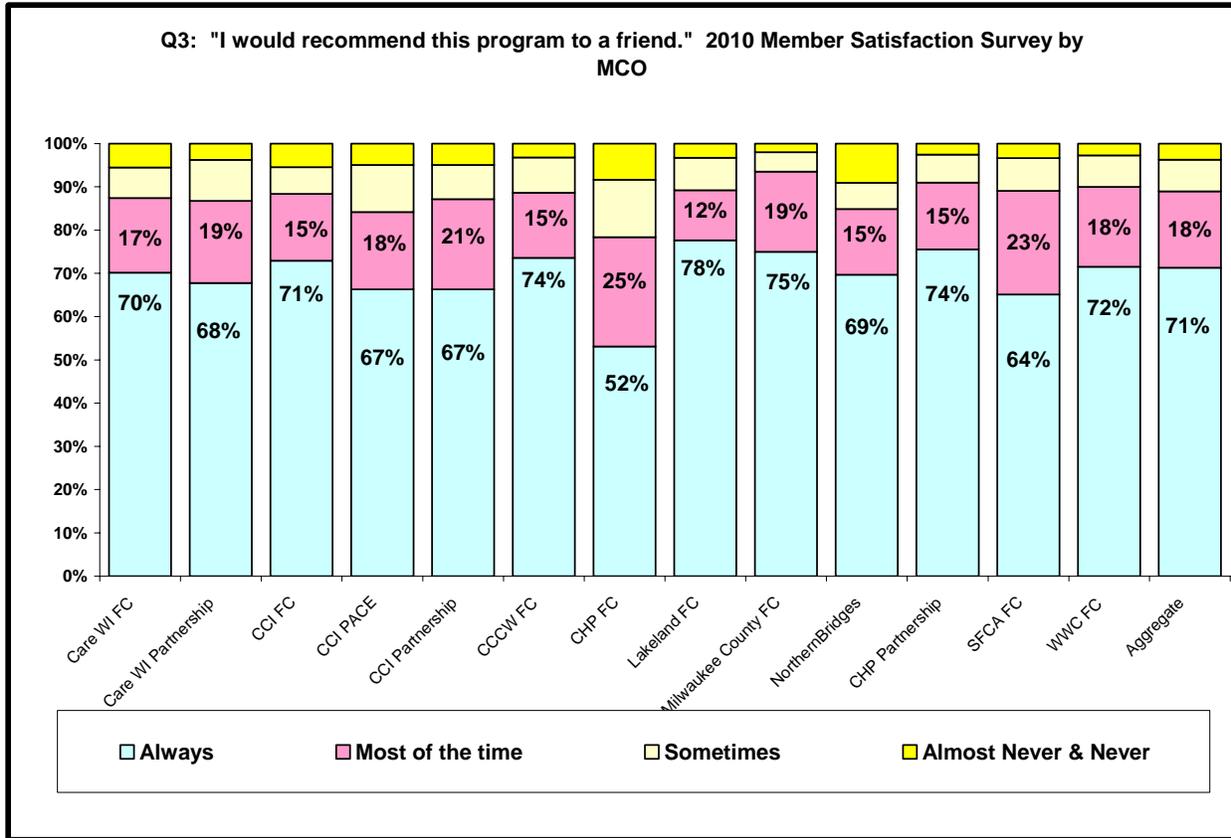
- 1) Being included in decisions about my care.
- 2) Staff are friendly and really care!
- 3) Ability to live where I want and get the services I need.
- 4) High quality and the amount of services provided to family members.
- 5) Allows me to stay in my home.
- 6) The team is terrific! They are knowledgeable, professional, dedicated, positive, and supportive. We appreciate everything they have done for Mom and feel they always have her best interests at heart!
- 7) I don't know how we would have been able to care for my father. One of us would have had to stop working. Thank you.
- 8) I am now 87 years old and have MS. If it were not for the care I have received from my team, I would not be here. Thank you for helping me make it thru these 10 years.
- 9) I am so grateful for the excellent care. I was doing a lot for my mother—laundry, med set-up, doctor's appointments, food shopping, etc. I have my life back. Thank you!
- 10) A lot of the worry regarding my health and what I need (meds, appointments) is taken off my shoulders.

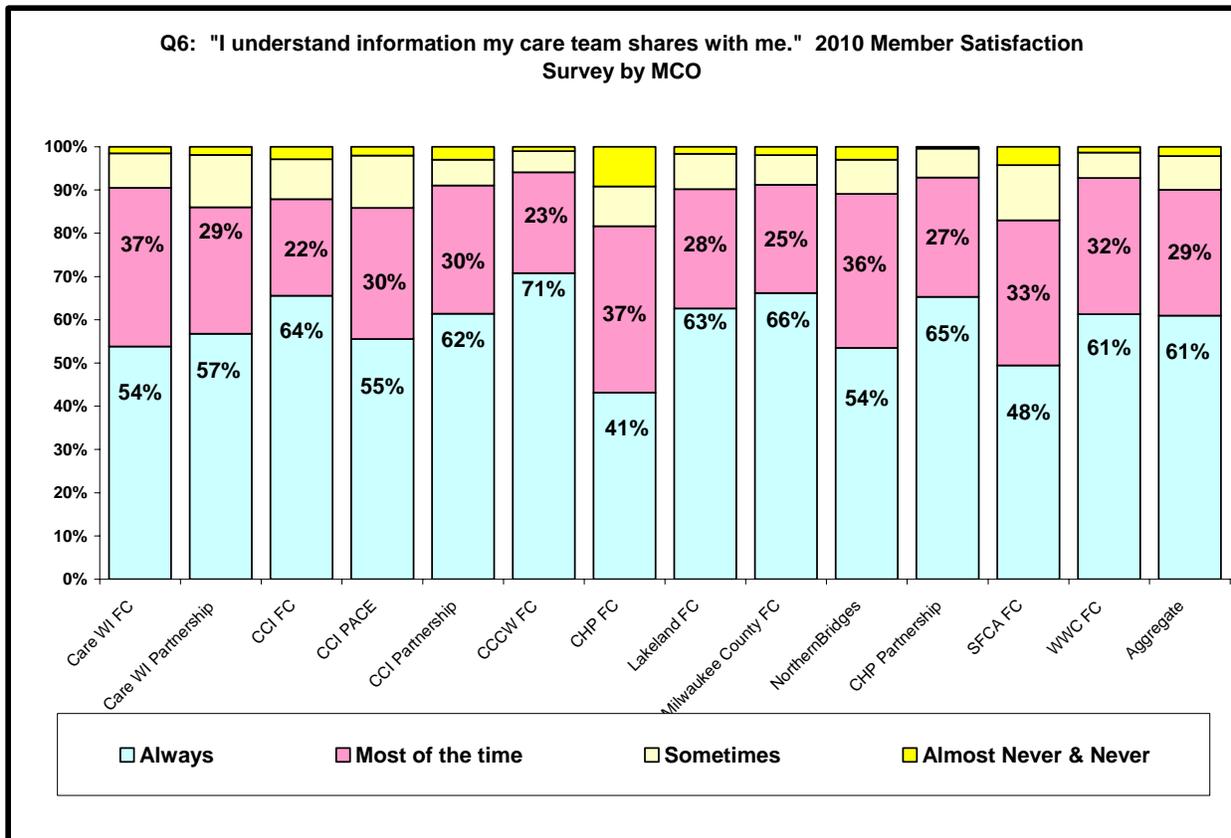
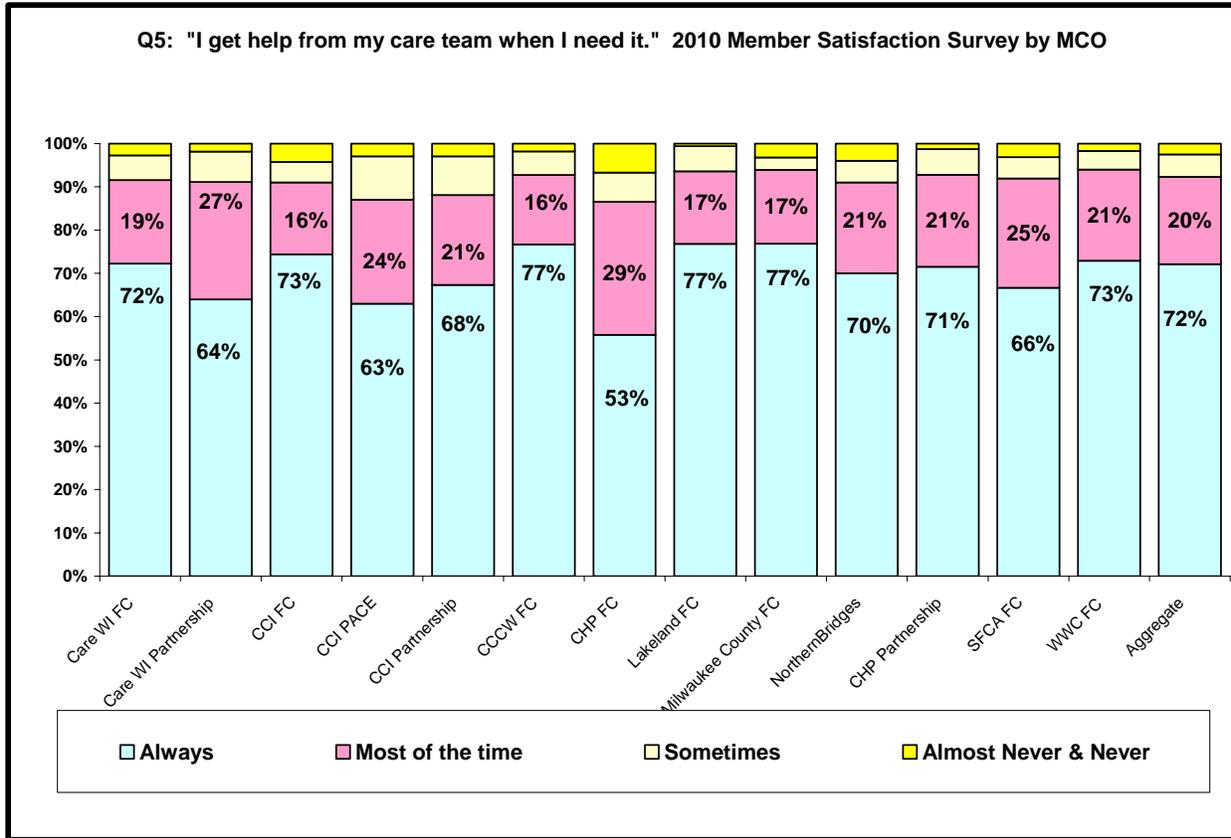
Illustrative or typical responses to open-ended questions about opportunities for improvement included:

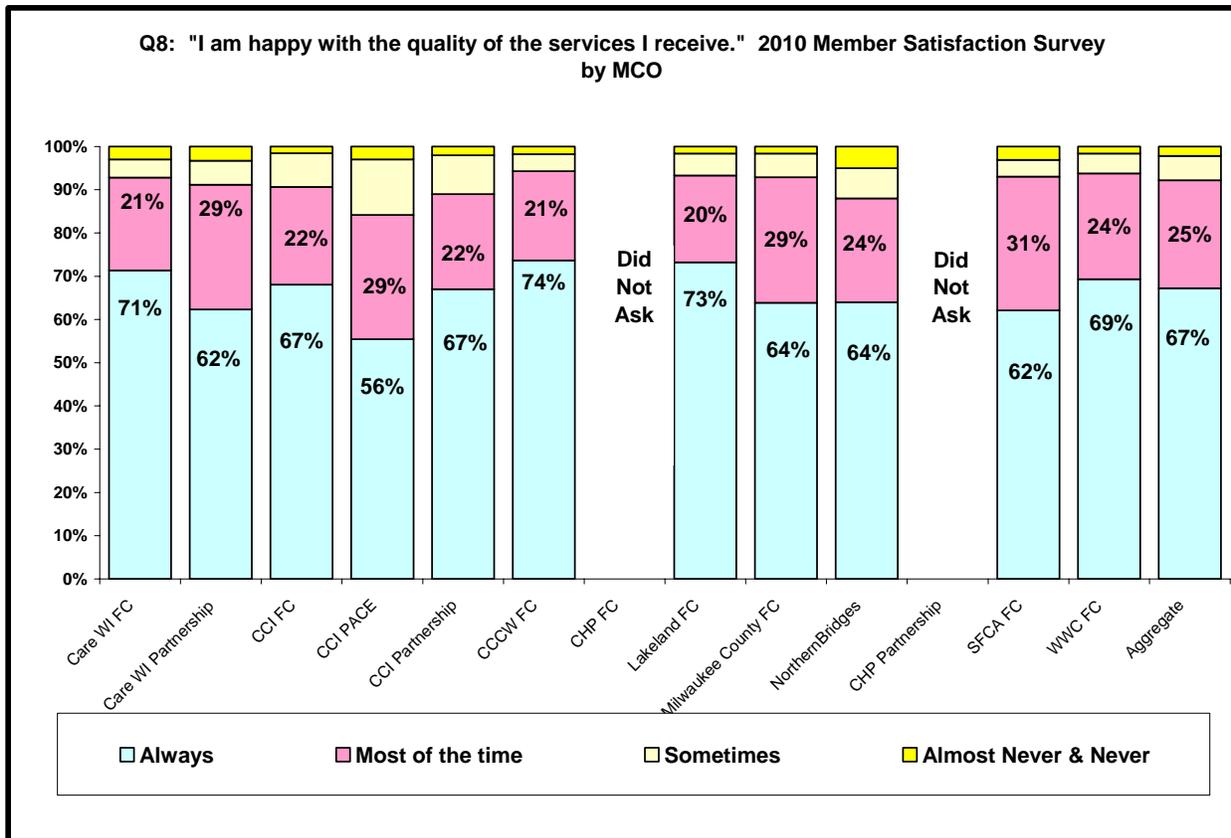
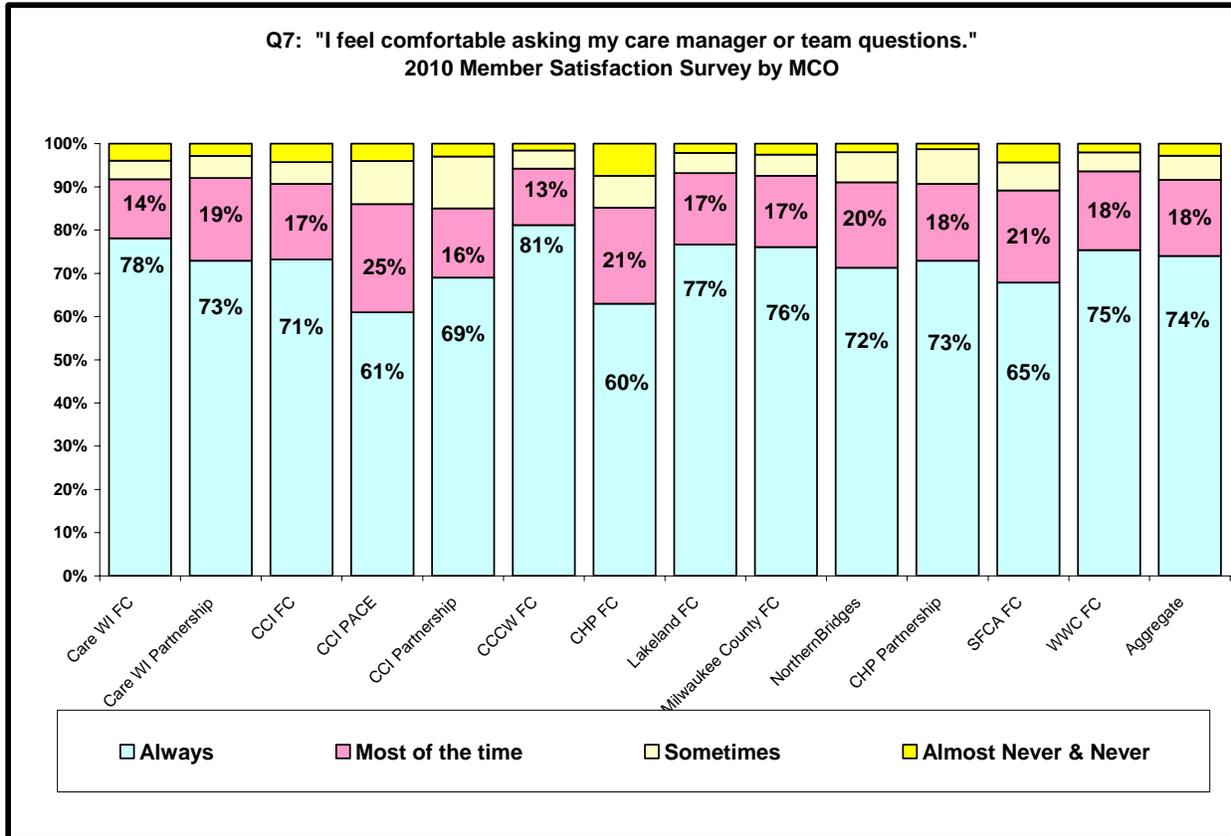
- 1) Turnover of nurse/care manager
- 2) Don't see the team as often as I would like
- 3) Timeliness of return phone calls
- 4) Want better communication about policies and cost share
- 5) Want more activities—more opportunities to get out
- 6) You (the MCO) are so under-staffed & rushing around. Listen to me more.

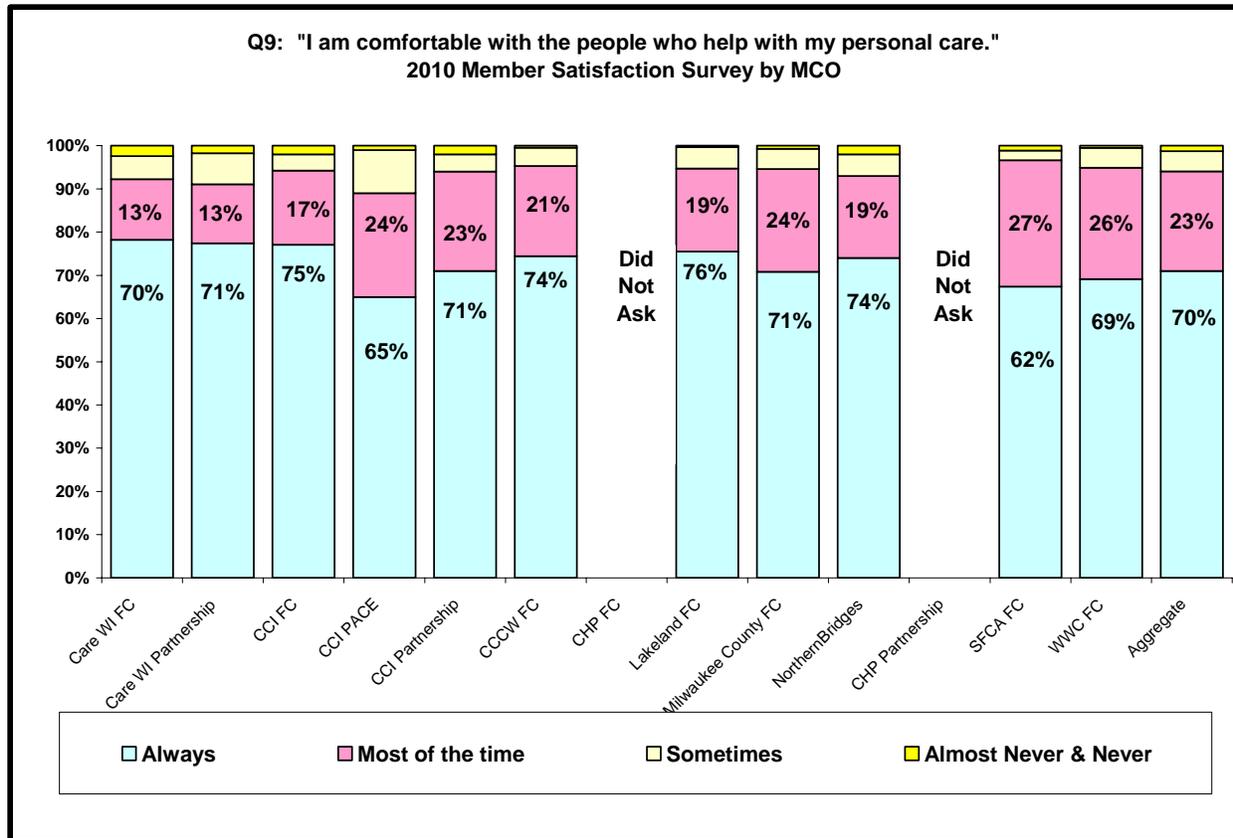
The following graphs display each MCO's level of satisfaction on each of the core questions. The Department notes that CHP did not in 2010 include two of the required core questions on its member satisfaction survey.











Several MCOs added questions of interest, and reported the following results.

MCO	Question(s) Asked	Findings
Care WI FC	Do you have adequate opportunities to take part in activities that are rewarding to you? If no, what would you like to do more?	90% said "Yes" "No" members want more family/friends & religion time (18 each), hobbies & volunteer (15 each), & education (10).
Care WI Partnership	Do you have adequate opportunities to take part in activities that are rewarding to you? If no, what would you like to do more?	81% said "Yes" "No" members want more family/friends & hobbies time (22 each), religion (18), volunteer (14), & education (8).
CHP FC	I feel the Self-Directed Supports (SDS) option gives me the choice and control over the services that support my outcomes.	24 of 30 (80%) responding said "Always" & remaining 20% said "Most of the time."
CHP Partnership	I feel the Self-Directed Supports (SDS) option gives me the choice and control over the services that support my outcomes.	34 of 48 (69.3%) responding said "Always" & 20% said "Most of the time."

Southwest Family Care Alliance	# Responses	Always	Most of the time	Sometimes	Almost Never	Never
I feel the distance I travel to receive services is reasonable.	311	61.3%	27.6%	3.3%	0.6%	0.6%
I feel my service providers are qualified & do a good job for me.	386	66.8%	28.5%	3.6%	0.8%	0.3%
To the extent I desire & am able, I have met my employment objectives.	215	54.9%	36.3%	5.6%	0.9%	2.3%
Services I requested last year began within 72 hours of team approval.	304	49.7%	38.2%	6.6%	3.0%	2.6%
I feel my quality of life is better because of the Family Care Program.	375	64.3%	25.3%	7.5%	1.6%	1.3%
I find it easy to contact my care manager when I need to.	372	55.6%	32.3%	8.3%	2.7%	1.1%
I find it easy to contact my nurse when I need to.	350	53.1%	35.4%	6.6%	2.6%	2.3%
I feel my transportation needs are being met.	338	67.2%	24.0%	6.8%	0.9%	1.2%

Additional information, including previous years' satisfaction survey results, can be accessed at <http://dhs.wisconsin.gov/LTCare/Reports>.

The MCOs summarized the survey findings and added varying amounts of text to explain how the information would be used. Several of the MCOs described using the information to improve their member's satisfaction with the program. Interested parties can access each of these MCO's findings at the MCO's website.