

# **2013 Family Care Member Survey Results**

Includes  
Family Care, Family Care Partnership, and PACE  
Programs



Wisconsin Department of Health Services  
Division of Long Term Care  
Bureau of Managed Care

P-00717 (12/2014)

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## INTRODUCTION

Family Care (FC), Family Care Partnership (FCP), and PACE (Program of All-Inclusive Care for the Elderly) members were surveyed during 2013 regarding their experience with key features of the services they received from their Managed Care Organization (MCO). This survey is part of the overall Bureau of Managed Care (BMC) Quality Management Strategy (QMS) and is intended to provide data from the members to BMC and MCOs for use in quality improvement efforts. Each MCO was required to include the following core set of statements in their survey:

- My care manager listens to my concerns.
- My nurse listens to my concerns.
- I feel comfortable asking my care manager questions.
- I feel comfortable asking my nurse questions.
- I get help from my care manager when I need it.
- I get help from my nurse when I need it.
- I would recommend (put the name of your MCO here) to a friend.
- I understand information my nurse shares with me.
- I understand information my care manager shares with me.
- I participate in making decisions about the services I will receive.
- I am satisfied with the work that my care manager and nurse (or team) does for me.
- I am happy with the timeliness of the services I receive.
- I am happy with the quality of services I receive.
- I am comfortable with the people who help with my personal care.

Respondents were able to select from five answers:

- Always
- Most of the time
- Sometimes
- Almost never
- Never

Each MCO is responsible for administering its own survey. The survey administration methods are not standardized and the methods used vary from MCO to MCO. This variation may cause differences in the way members responded to the survey.

## MCO Abbreviations

The following MCO abbreviations are used throughout this document.

<b>MCO Name/Program</b>	<b>Abbreviation</b>
<b><i>Family Care (FC)</i></b>	
Community Care Connections of Wisconsin <sup>1</sup> – FC	CCCW - FC
Community Care, Inc. – FC	CCI - FC
Care Wisconsin – FC	CW - FC
Lakeland Care District – FC	LCD - FC
Milwaukee County Department of Family Care – FC	MCDFC - FC
Northern Bridges – FC	NB - FC
ContinuUs	CONT - FC
Western Wisconsin Cares – FC	WWC - FC
<b><i>Family Care Partnership (FCP)</i></b>	
Community Care, Inc. – FCP	CCI - FCP
Care Wisconsin – FCP	CW - FCP
iCare – FCP	iCare - FCP
<b><i>PACE</i></b>	
Community Care, Inc. – PACE	CCI - PACE

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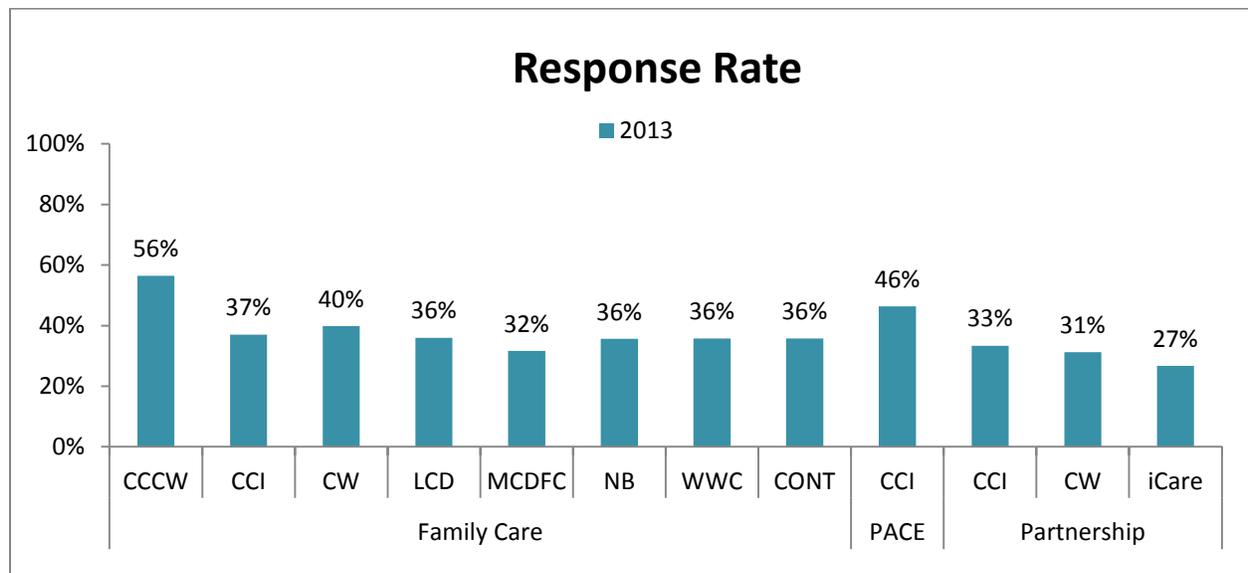
<sup>1</sup> Formerly Community Care of Central Wisconsin

## Section 1 - RESPONSE RATES AND DEMOGRAPHICS

### Response Rate

The overall response rate for the member surveys administered in 2013 was 38%. This is slightly higher than the response rate has been in the past. The margin of error overall was plus or minus 1.0%. The response rate varied by MCO and ranged from 27% to 56%. When evaluating the applicability of the survey results to the total population, it is useful to consider the margin of error. A margin of error of plus or minus 5% is desirable. Two Family Care Partnership MCOs had a margin of error of more than plus or minus 5.0%.<sup>2</sup>

#### Response Rate by MCO



### Demographics

#### Gender Distribution of Respondents<sup>3</sup>

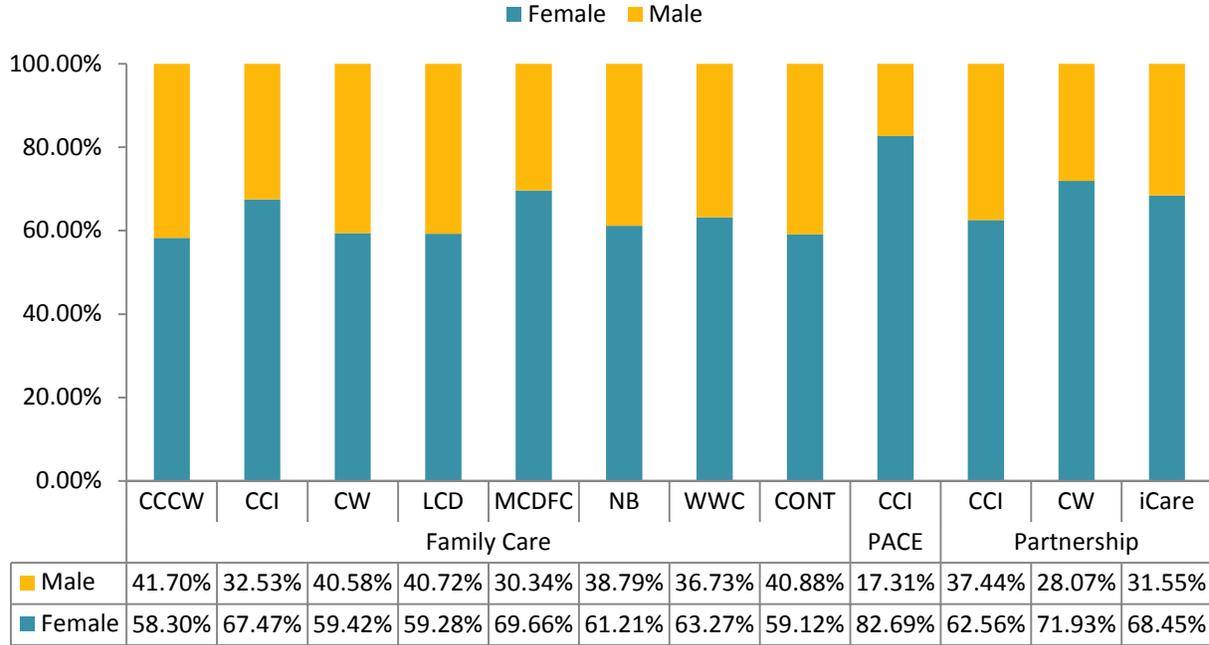
About 63% of respondents were female, which is about 4% higher than the overall managed long-term care population. Male respondents accounted for 37%, which is about 4% lower than the overall population. The PACE program had the highest rate of response by female members.

<sup>2</sup> Details on the response rate and margin of error, including data by MCO, are in the Appendix.

<sup>3</sup> In the tables on gender and age distribution, “respondent” refers to the MCO member for whom the response is being made, regardless of who actually answered the questions.

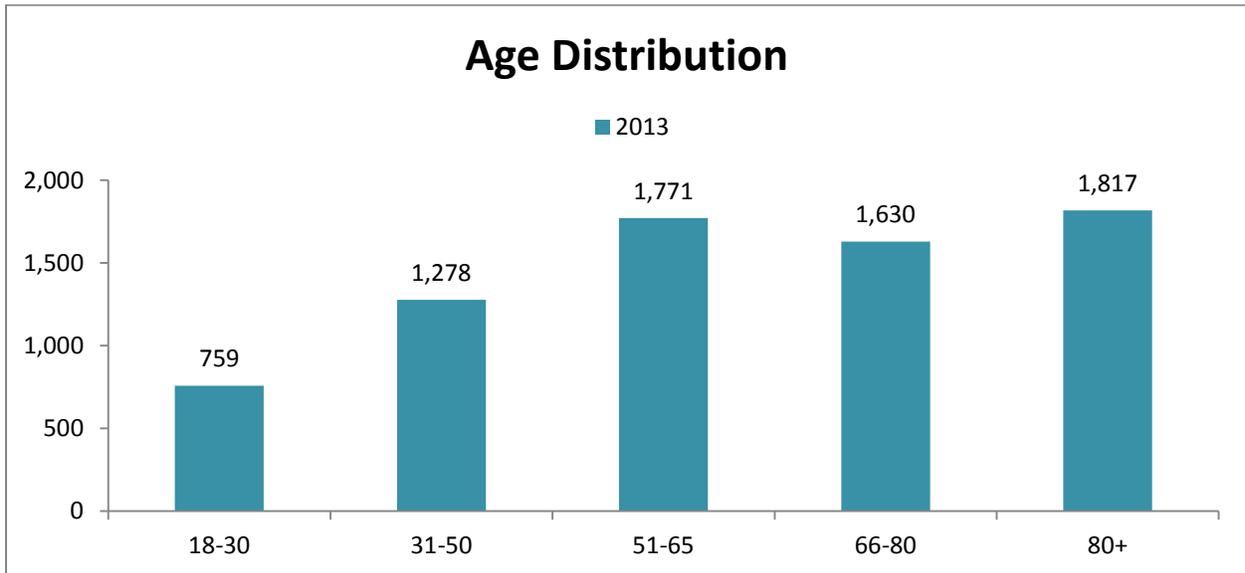
## By MCO

### Gender Distribution



## Overall Age Distribution

The following table reflects the ages of respondents across all three programs. This closely reflects the age breakdown of the Family Care, Family Care Partnership and PACE population overall.



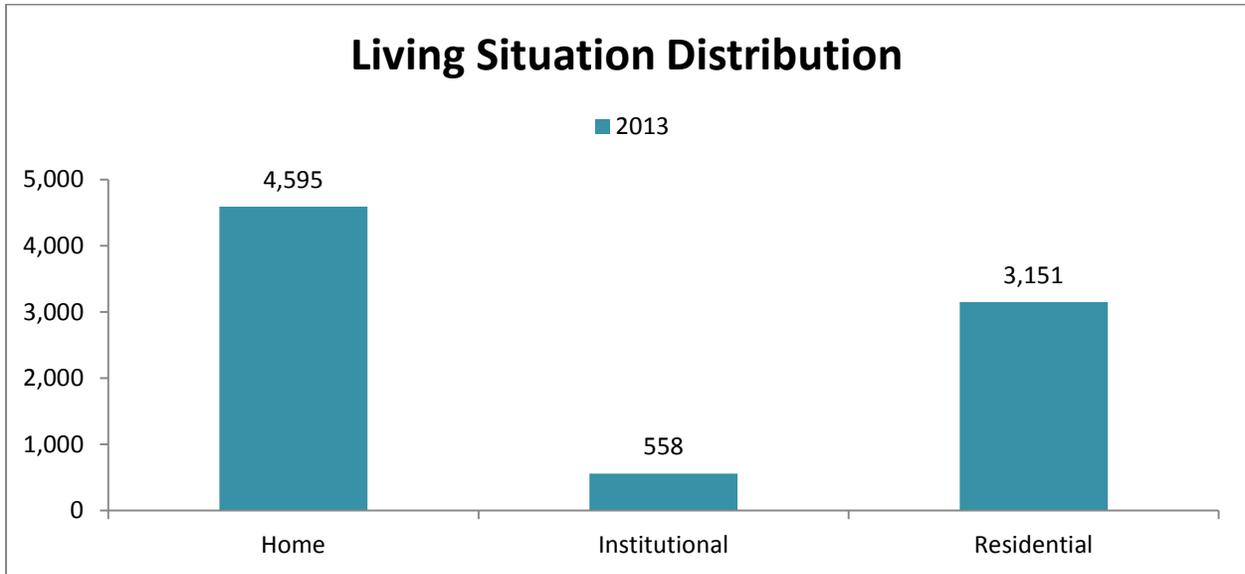
## Survey Respondent Age Distribution Compared to Overall Age Distribution

Age Groups	Managed LTC Percent	Survey Percent
<b>18-30</b>	12%	10%
<b>31-50</b>	19%	18%
<b>51-65</b>	25%	24%
<b>66-80</b>	23%	22%
<b>81+</b>	22%	25%
<b>Grand Total</b>	<b>100%<sup>4</sup></b>	<b>100%<sup>4</sup></b>

<sup>4</sup> The percentages are rounded which account for the apparently different percentages.

## Overall Living Situation

The living situation responses showed that 55% of respondents lived at home, 38% of respondents were in residential settings, and 7% of respondents were in institutional settings.



## Overall Respondent Type

Most surveys were completed by the members. Guardians were the next most frequent respondent type.

## Section 2 - PROGRAM LEVEL RESULTS

This section reports the responses to the survey statements for all managed long-term care programs as a whole and by each program category – Family Care, Family Care Partnership and PACE (some MCOs operate more than one program category and are included as a separate MCO for each category). As indicated above, because of the differences in methods used by MCOs to conduct their survey, as well as variations in response rates and statistical significance, the reader should view the findings in this report in this context.

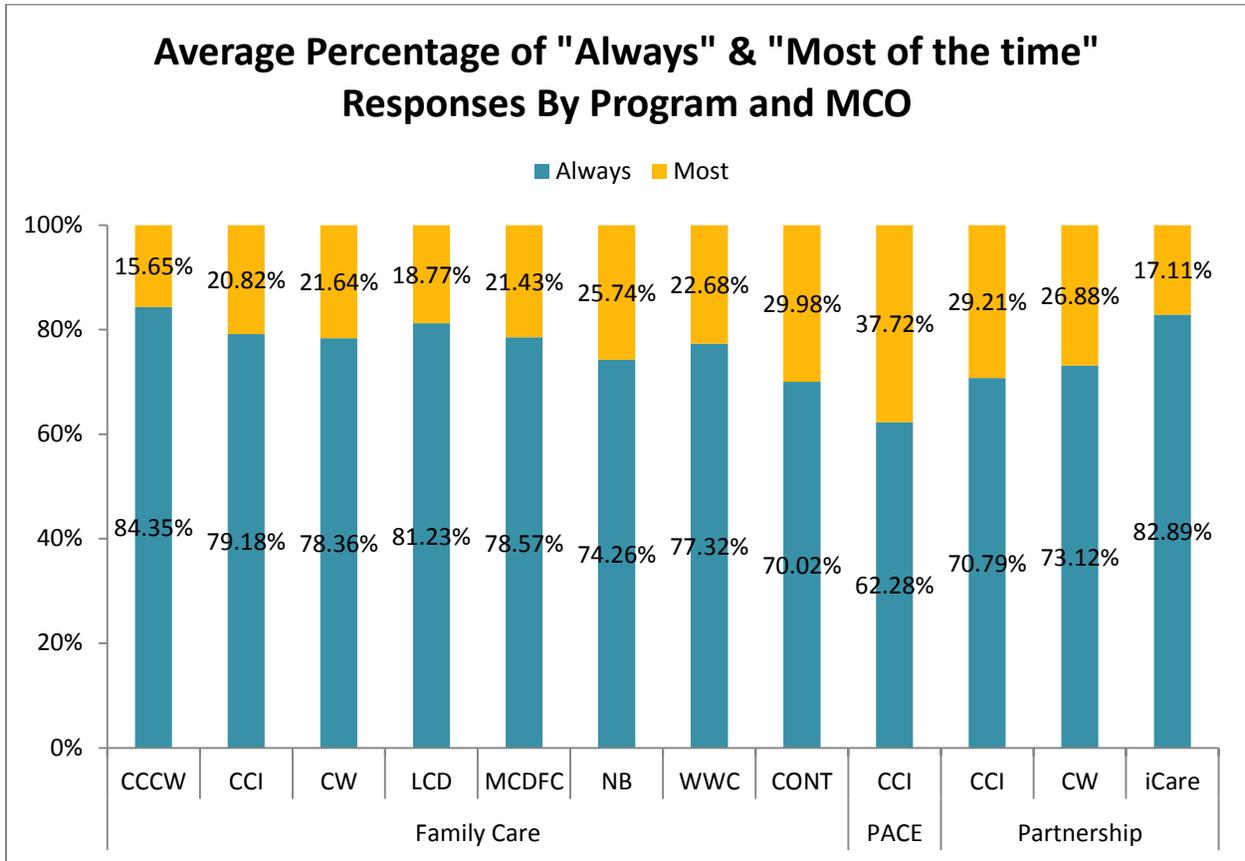
### “Always” and “Most of the Time” Responses

Questions that received the highest and lowest percentage of “Always” responses, by program are:

<b>Program</b>	<b>Highest Rated</b>	<b>Lowest Rated</b>
<b>Family Care</b>	I feel comfortable asking my nurse questions.	I understand information my care manager shares with me.
<b>Partnership</b>	I participate in making decisions about the services I will receive.	I understand information my nurse shares with me.
<b>PACE</b>	I am happy with the quality of services I receive.	I participate in making decisions about the services I will receive.

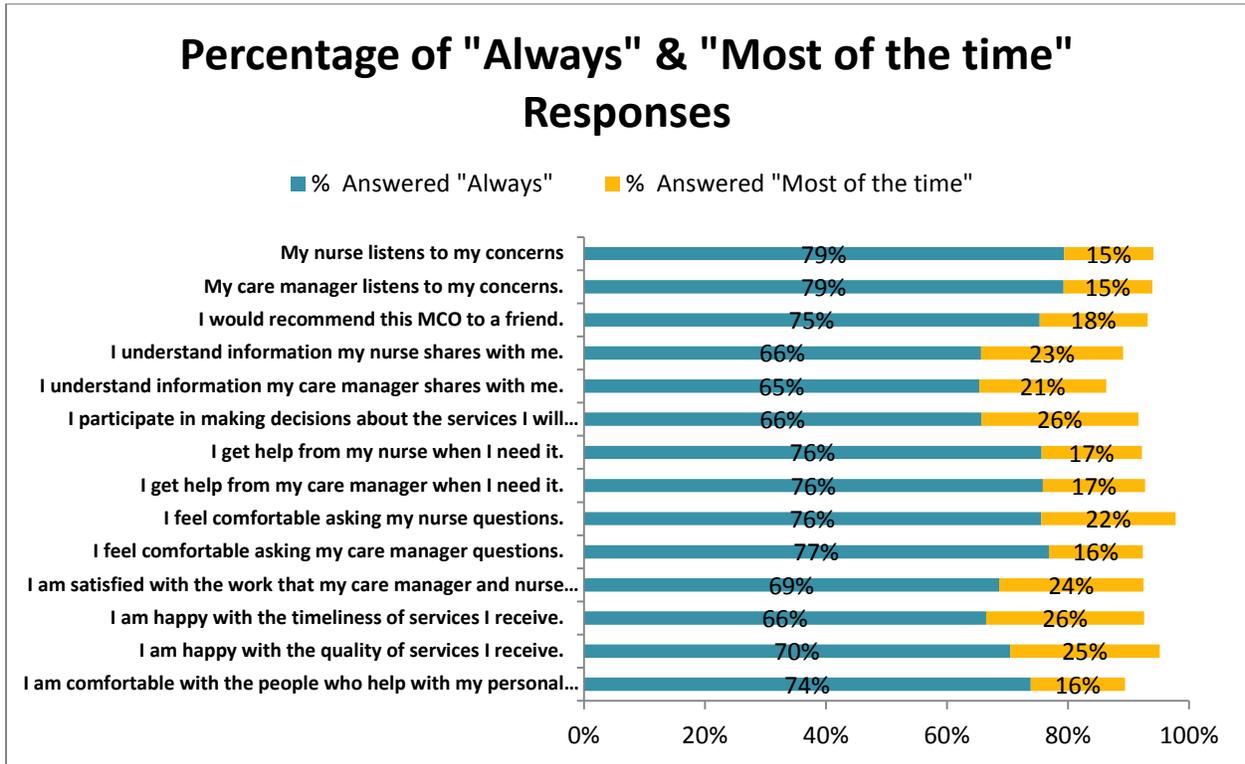
The graph below shows the average rate of the two most positive responses across all questions by MCO and program.

**Average Rate of “Always” and “Most of the Time” Response by MCO**

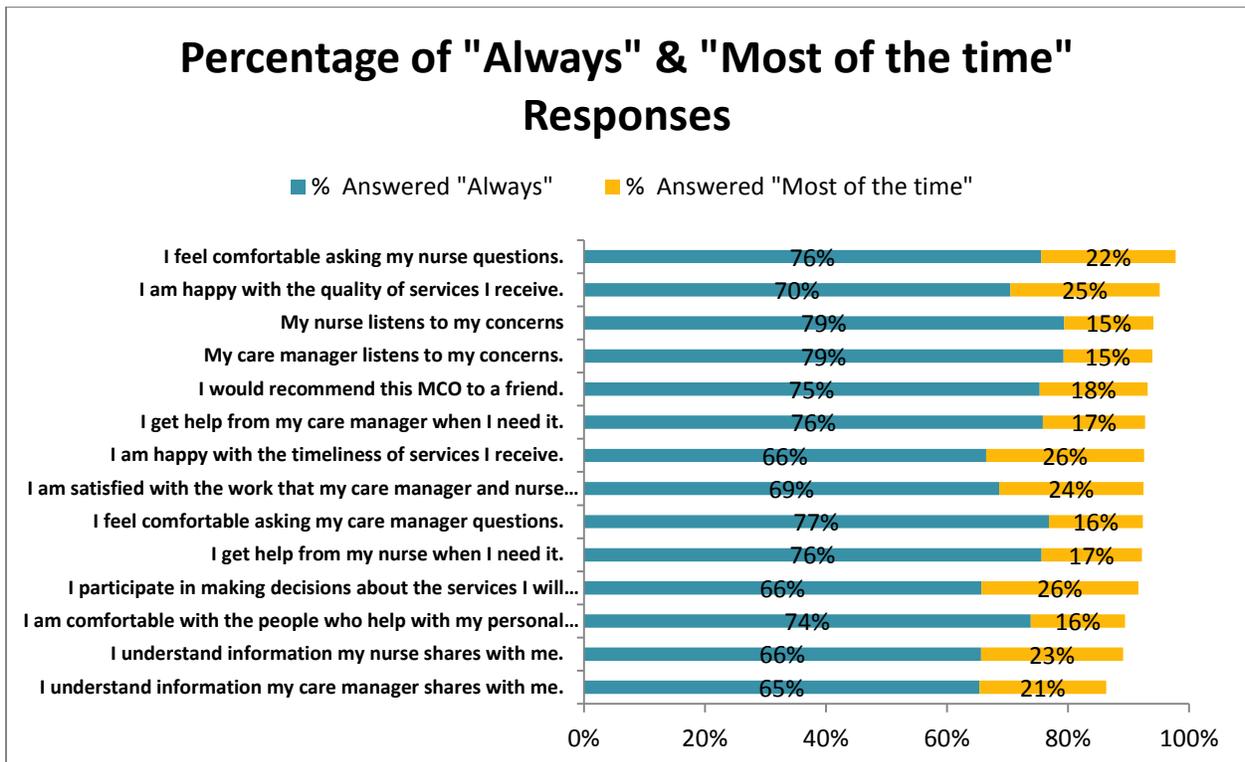


The bar graphs on the following pages show the “Always” and “Most of the Time” responses for each question, by program and by MCO. The tables show the responses in a static order and in descending order by the combined rate of “Always” and “Most of the Time” responses.

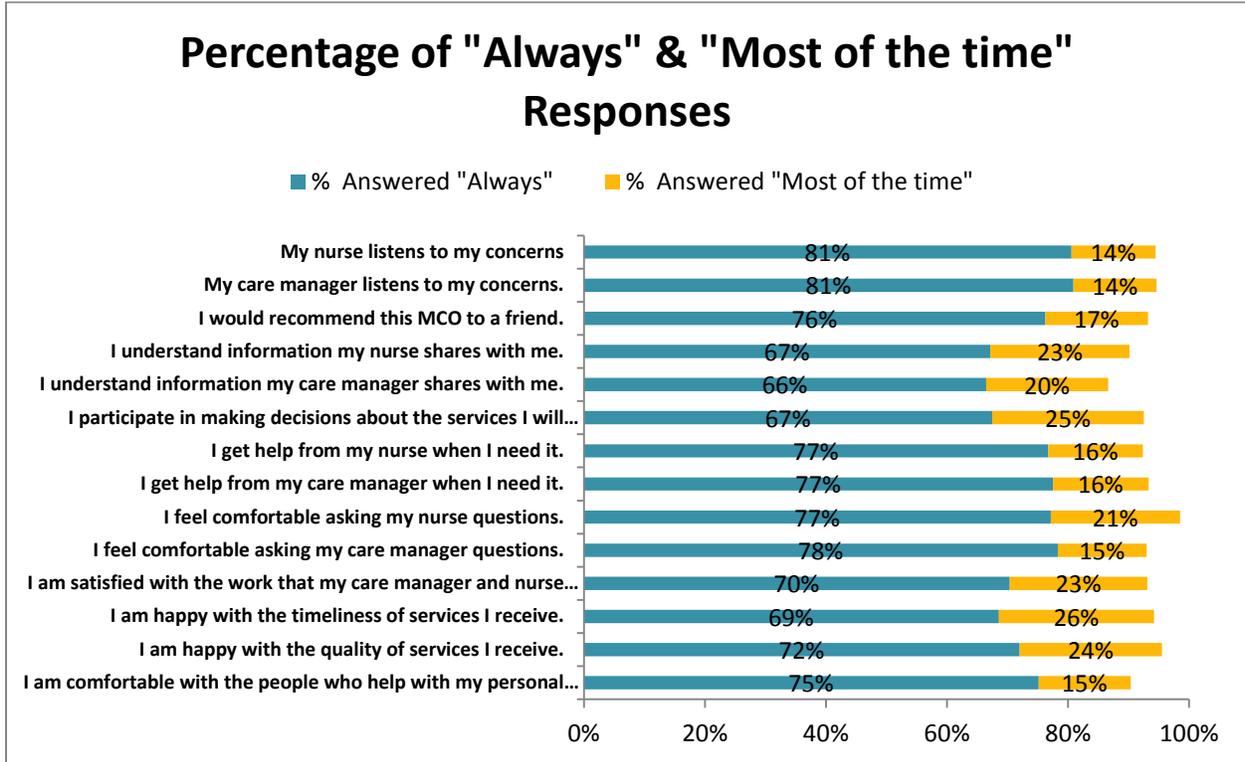
All programs



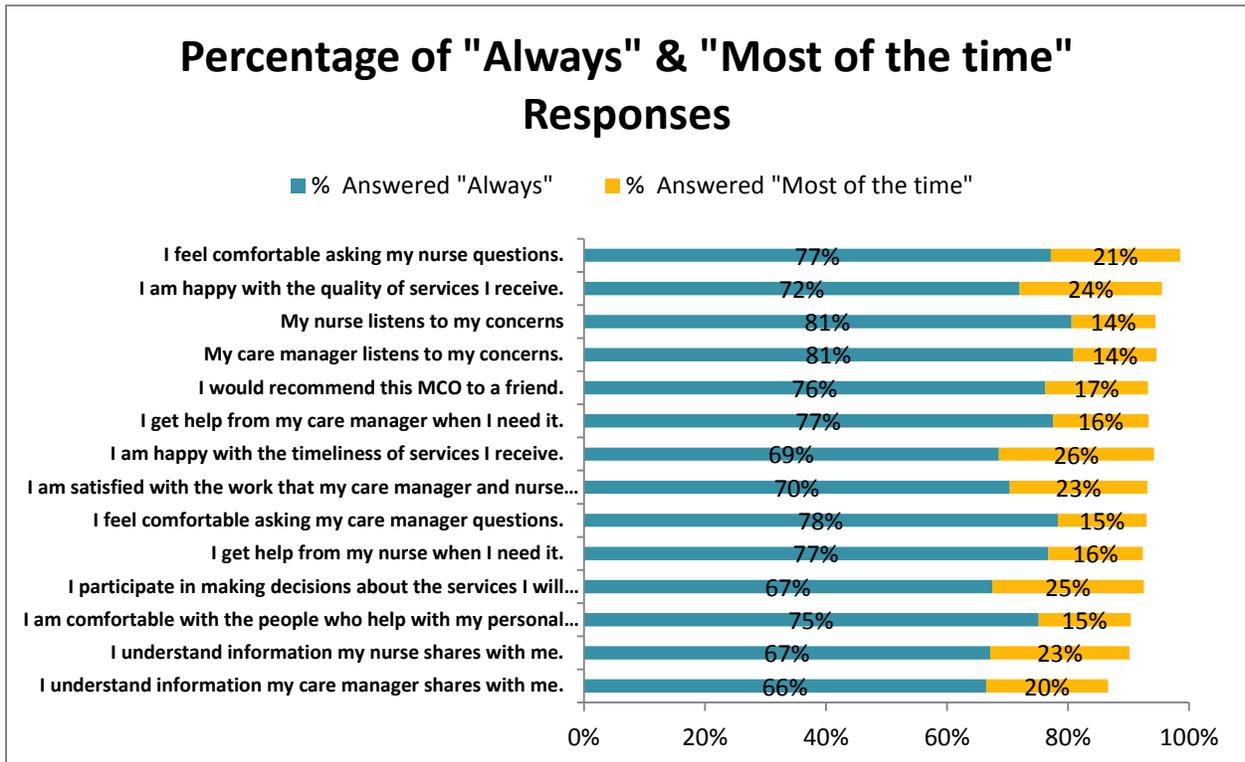
All programs – Sorted High to Low



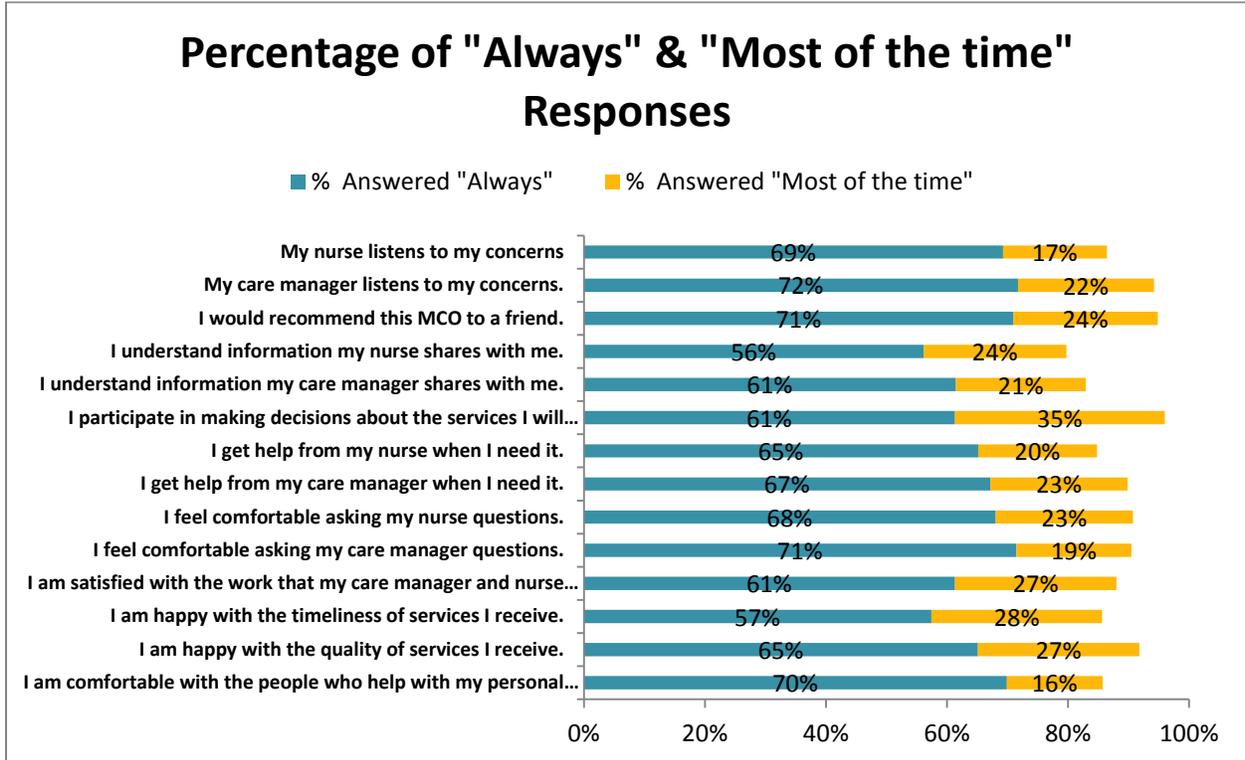
## Family Care



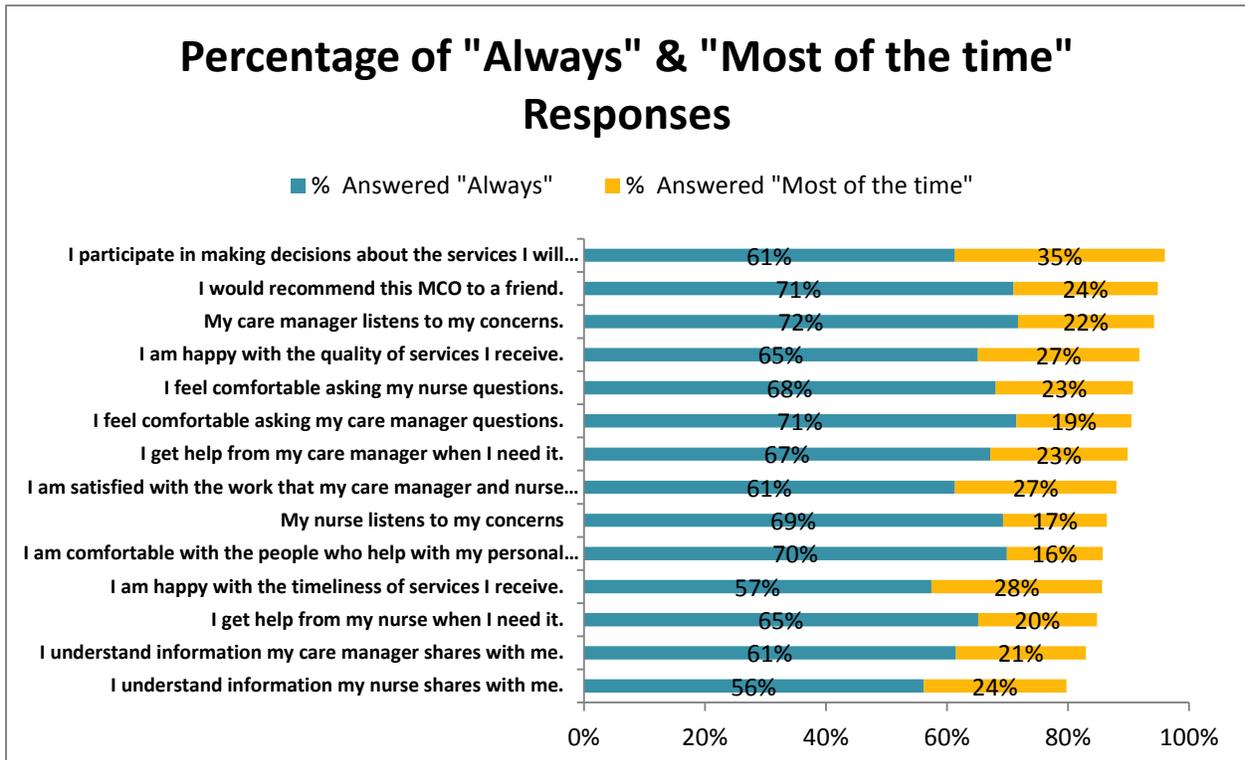
## Family Care – Sorted High to Low

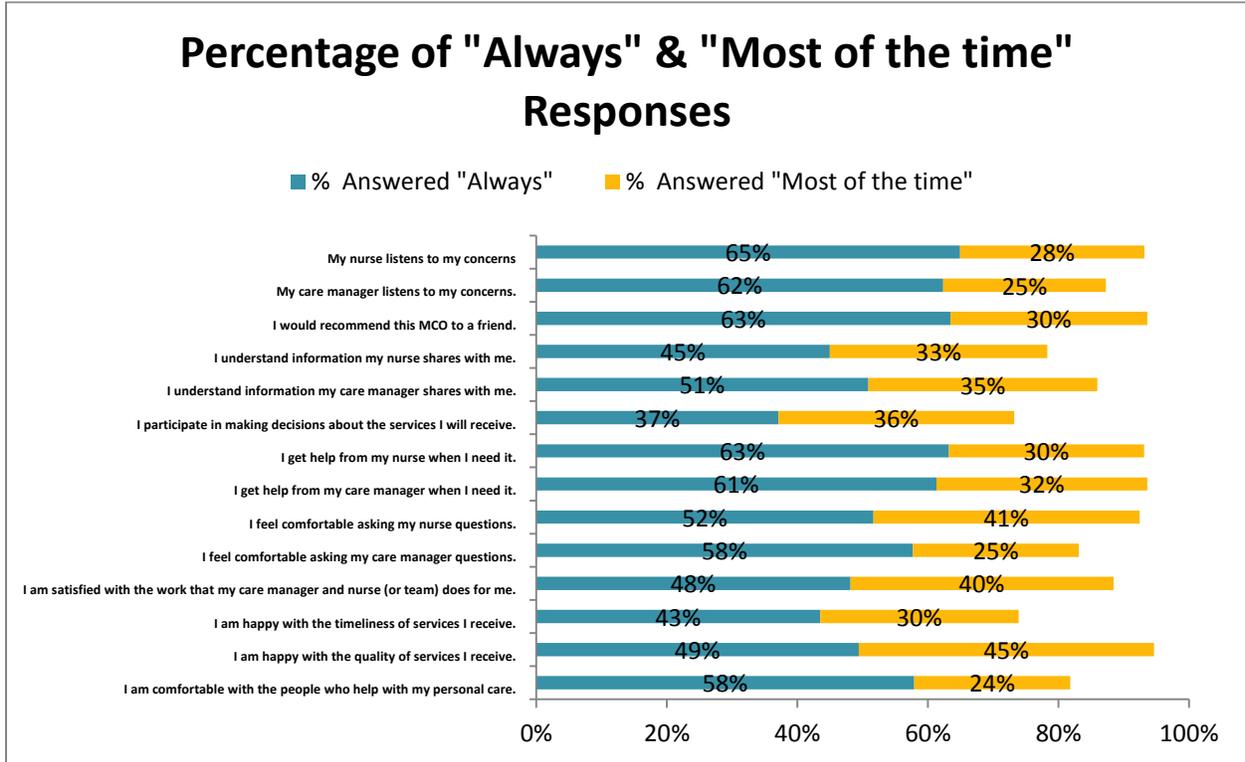


## Family Care Partnership

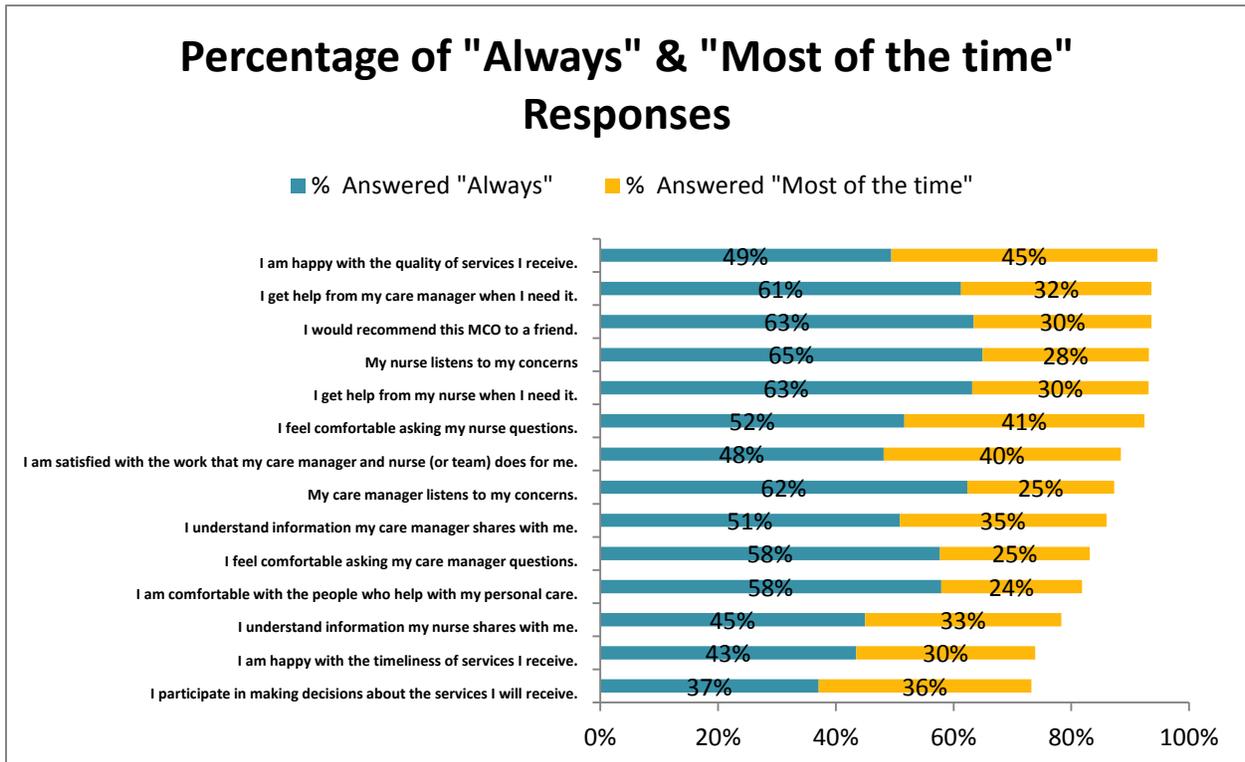


## Family Care Partnership – Sorted High to Low





PACE Sorted High to Low



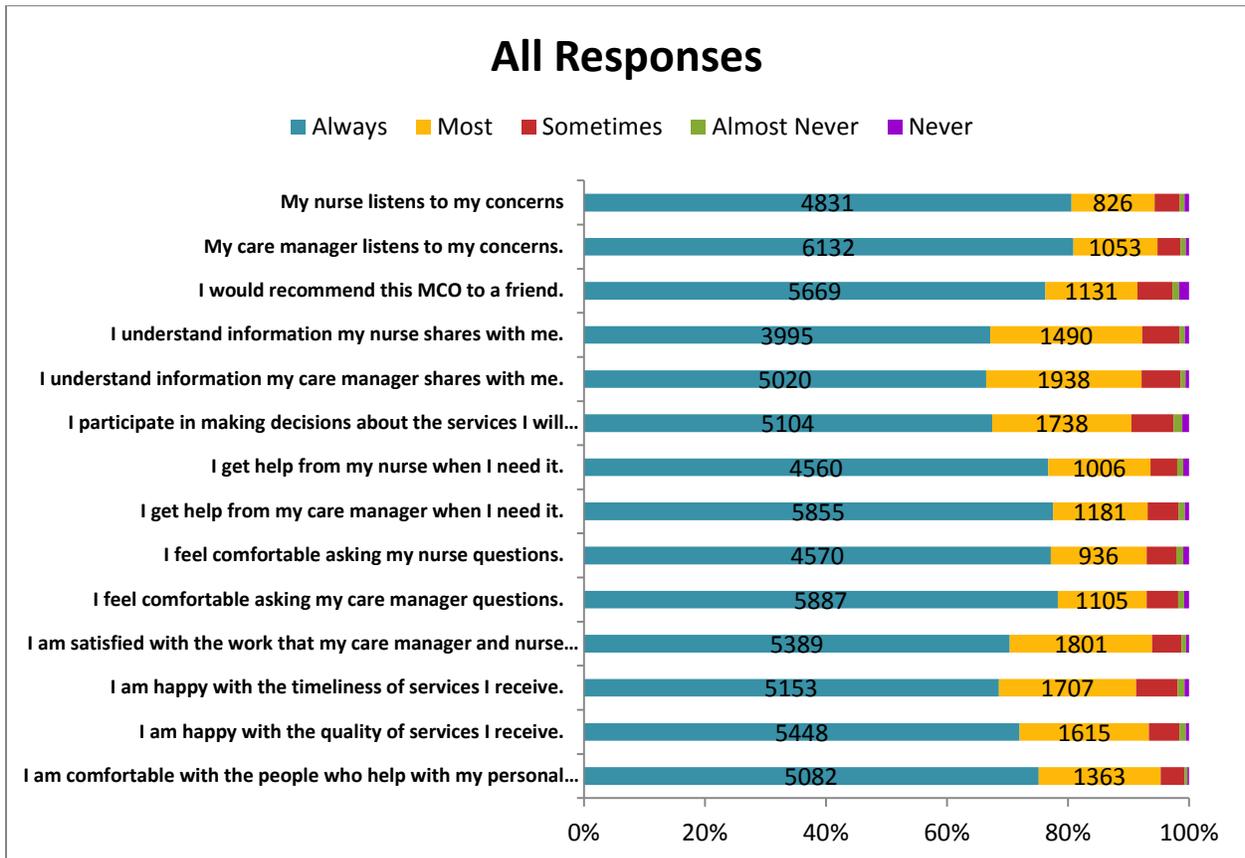
## All Responses by Program

The graphs on the following pages show the proportion of responses by each of the five possible choices by each of the program categories. The possible responses are:

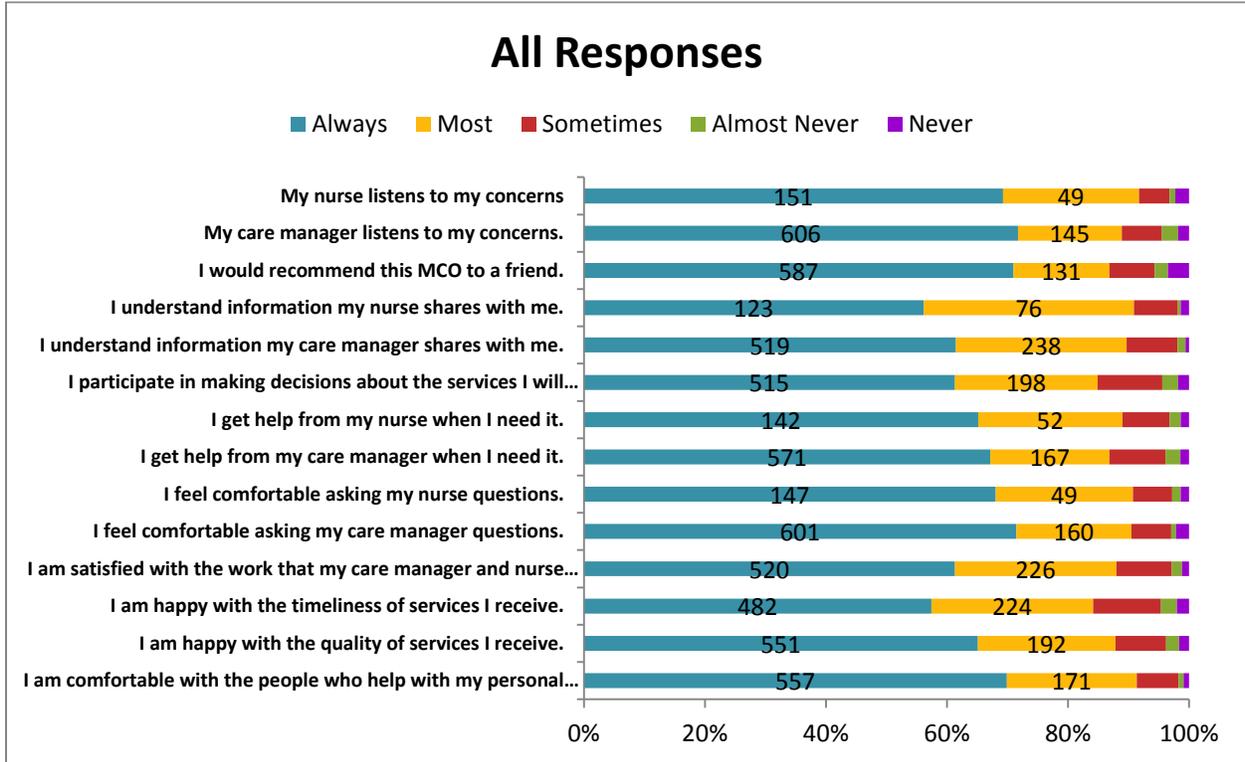
- Always
- Most of the time
- Sometime
- Almost Never
- Never

Again, because of the variations in survey administration among MCOs, results should be interpreted with caution.

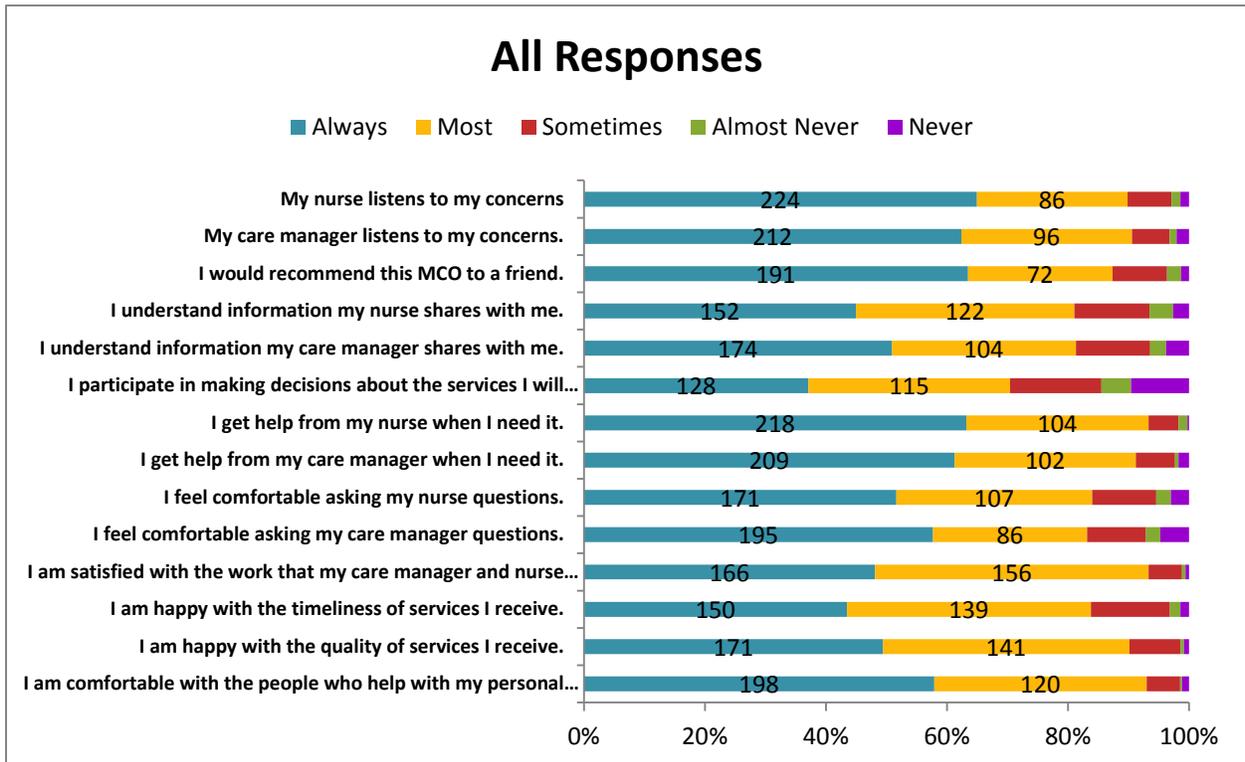
## Family Care All Responses



## Family Care Partnership All Responses

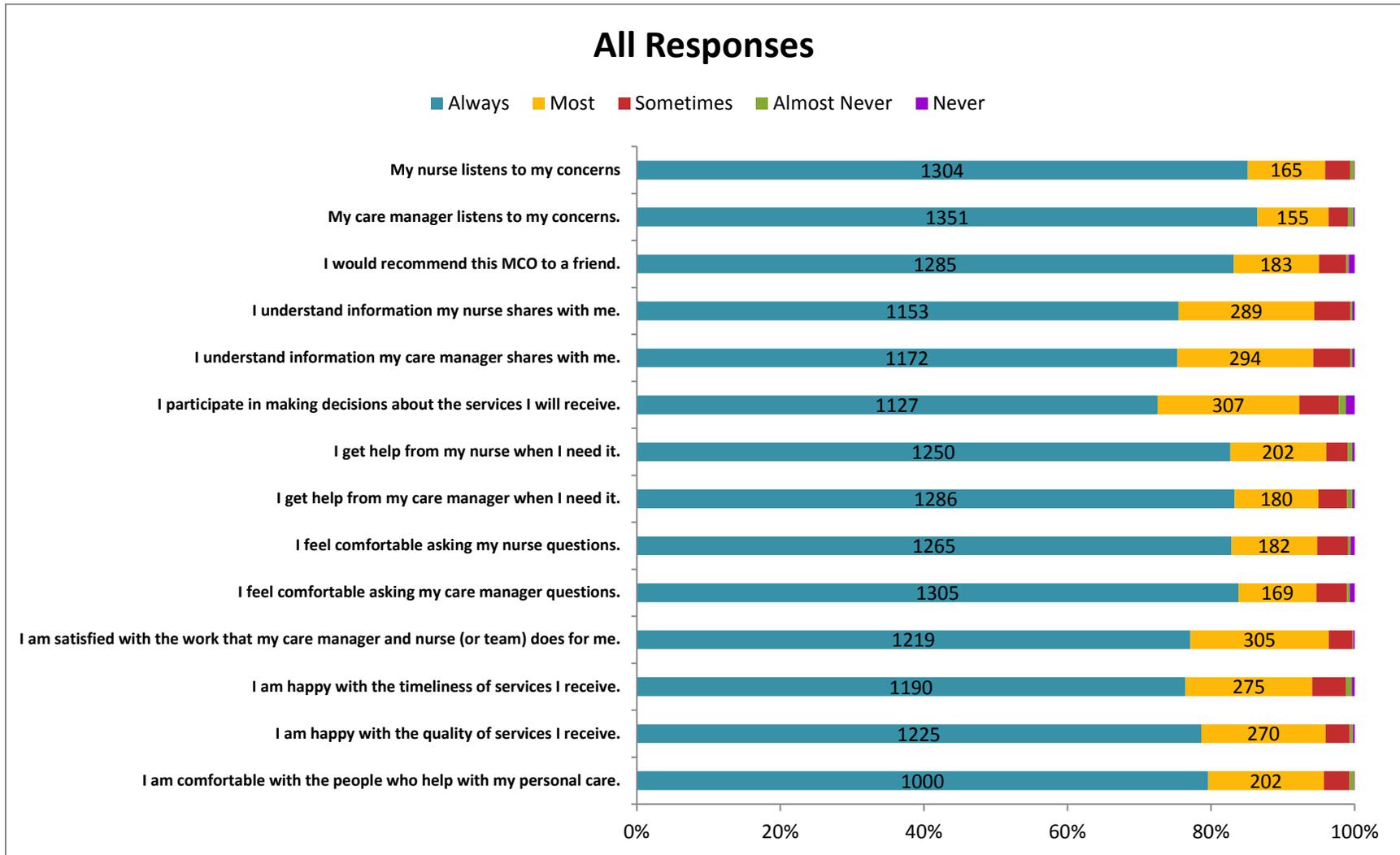


## PACE – All Responses



**Section 3 - MCO SPECIFIC RESULTS**

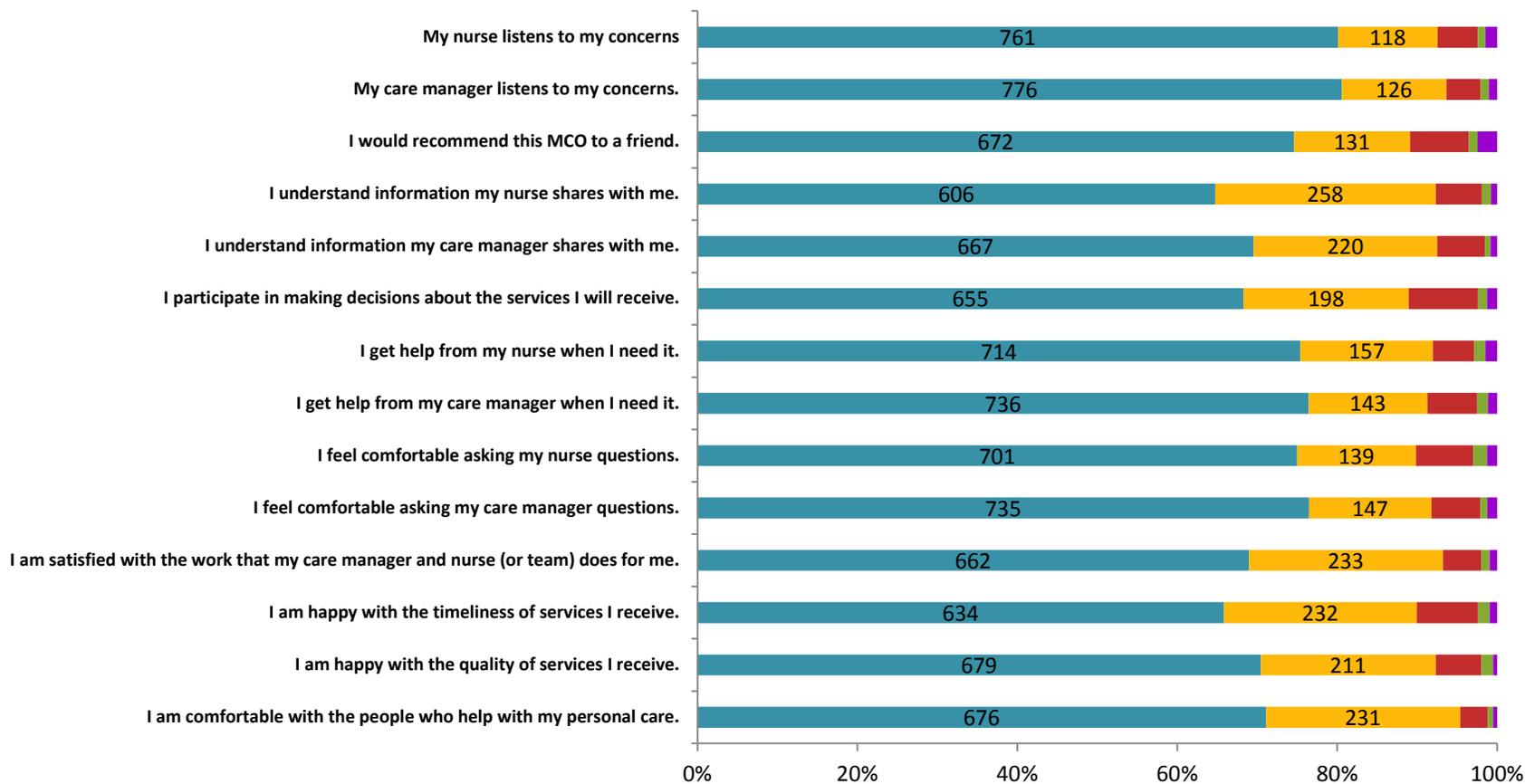
**Community Care Connections of Wisconsin – FC**



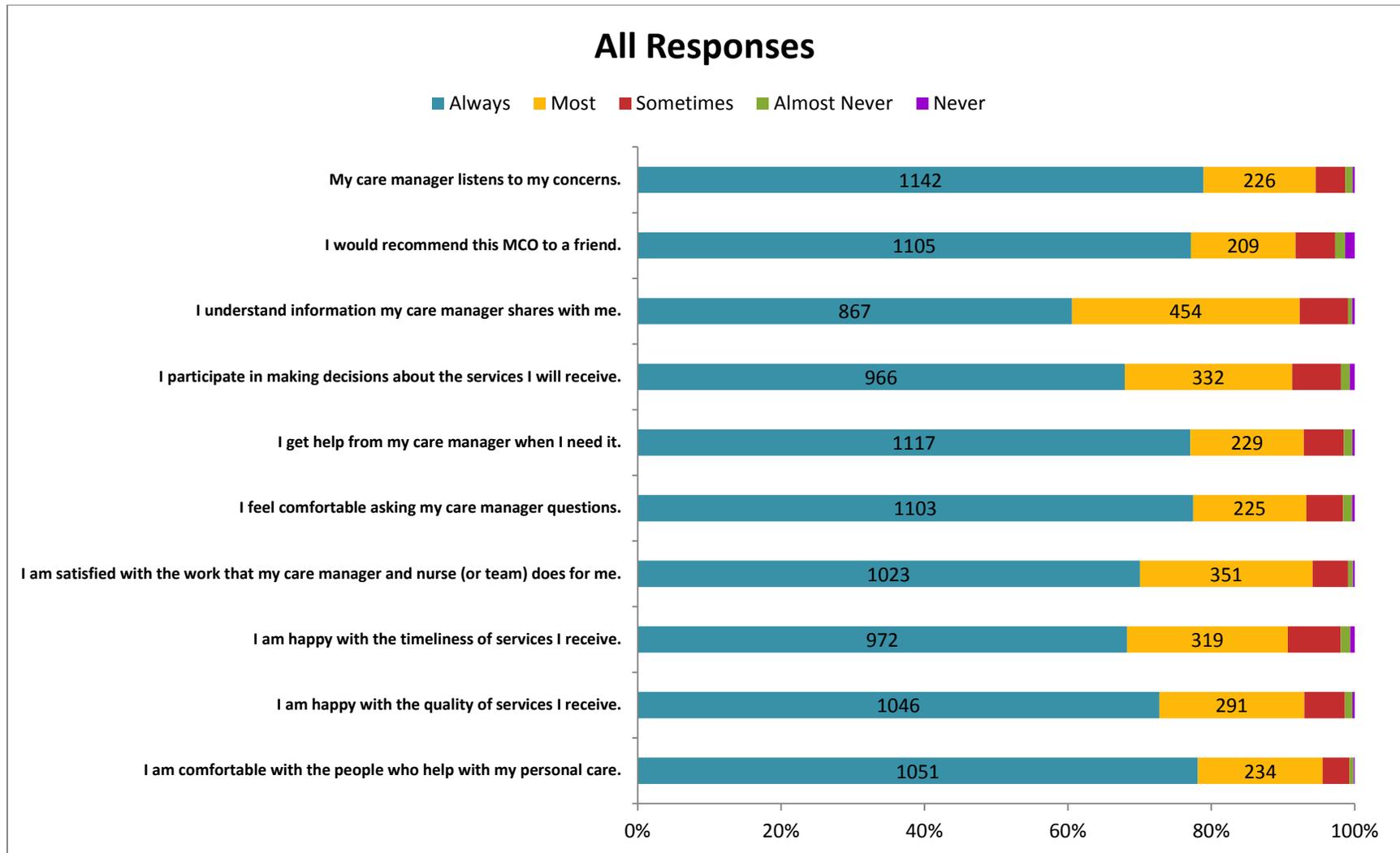
## Community Care, Inc. – FC

### All Responses

■ Always   
 ■ Most   
 ■ Sometimes   
 ■ Almost Never   
 ■ Never



Care Wisconsin – FC<sup>5</sup>

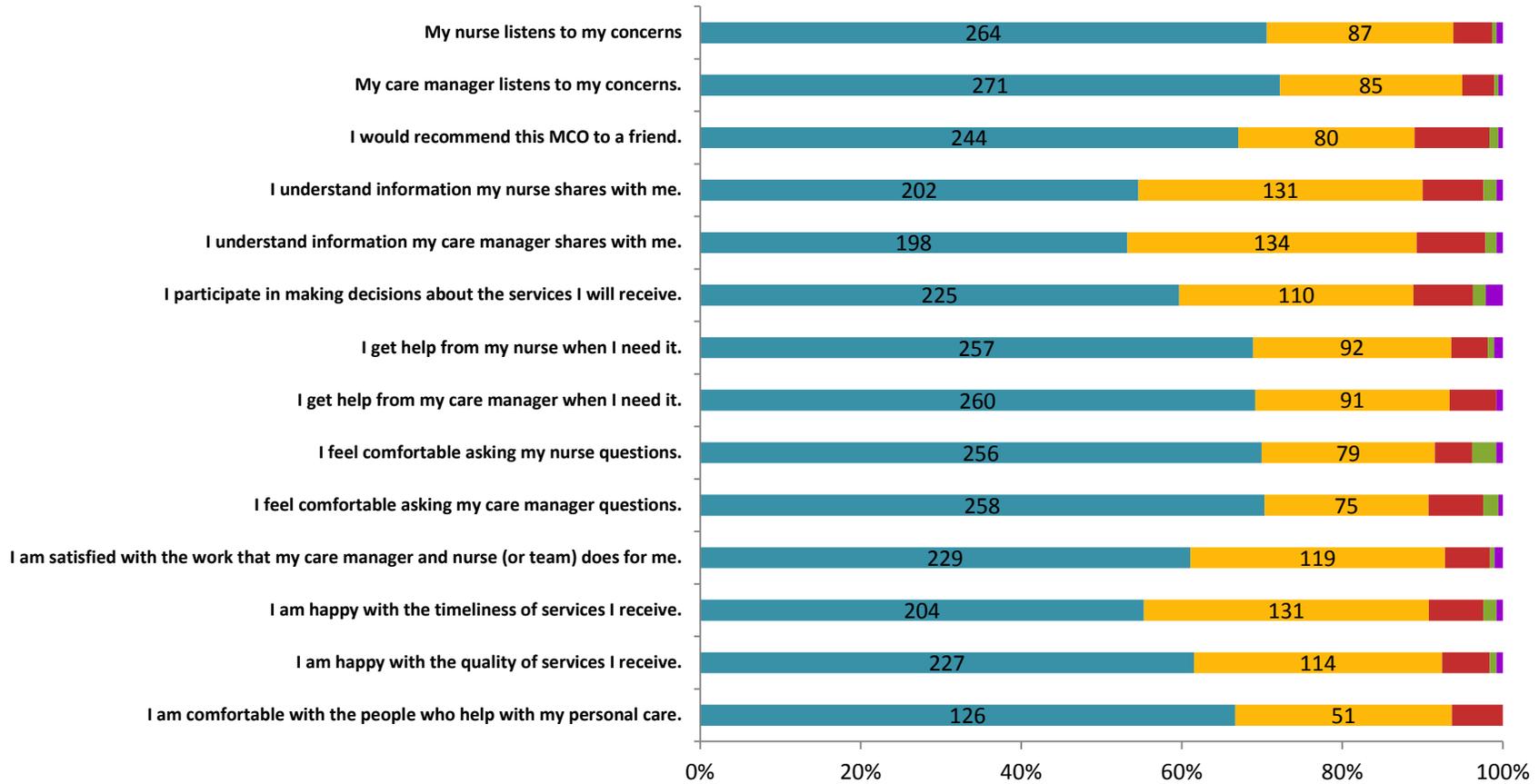


<sup>5</sup> Care Wisconsin combined both nurse and care manager into single questions for those questions that asked about those roles. The responses to those combined questions are only reflected in one bar on the graph.

ContinuUs – FC

All Responses

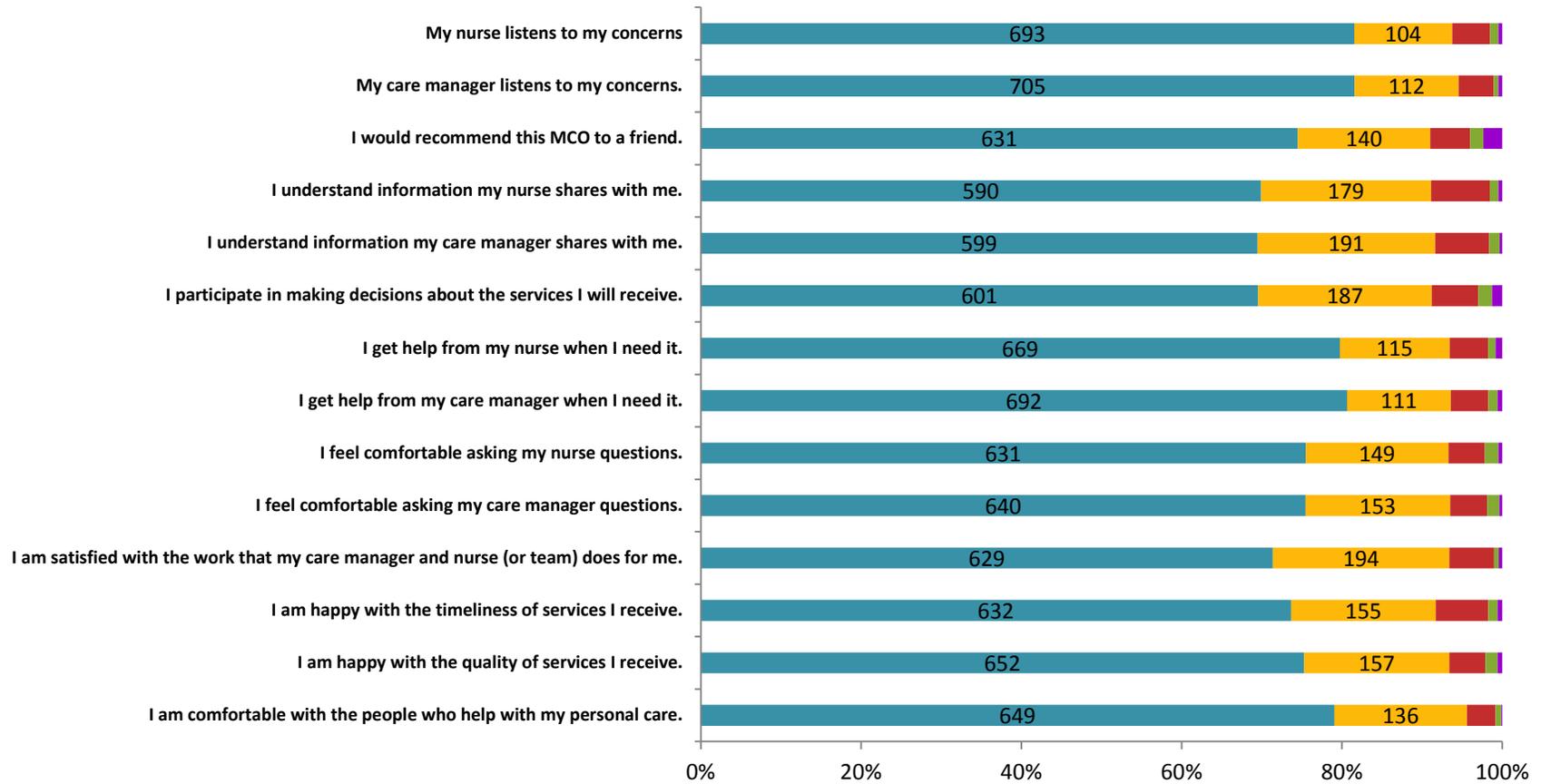
Always Most Sometimes Almost Never Never



## Lakeland Care District – FC

### All Responses

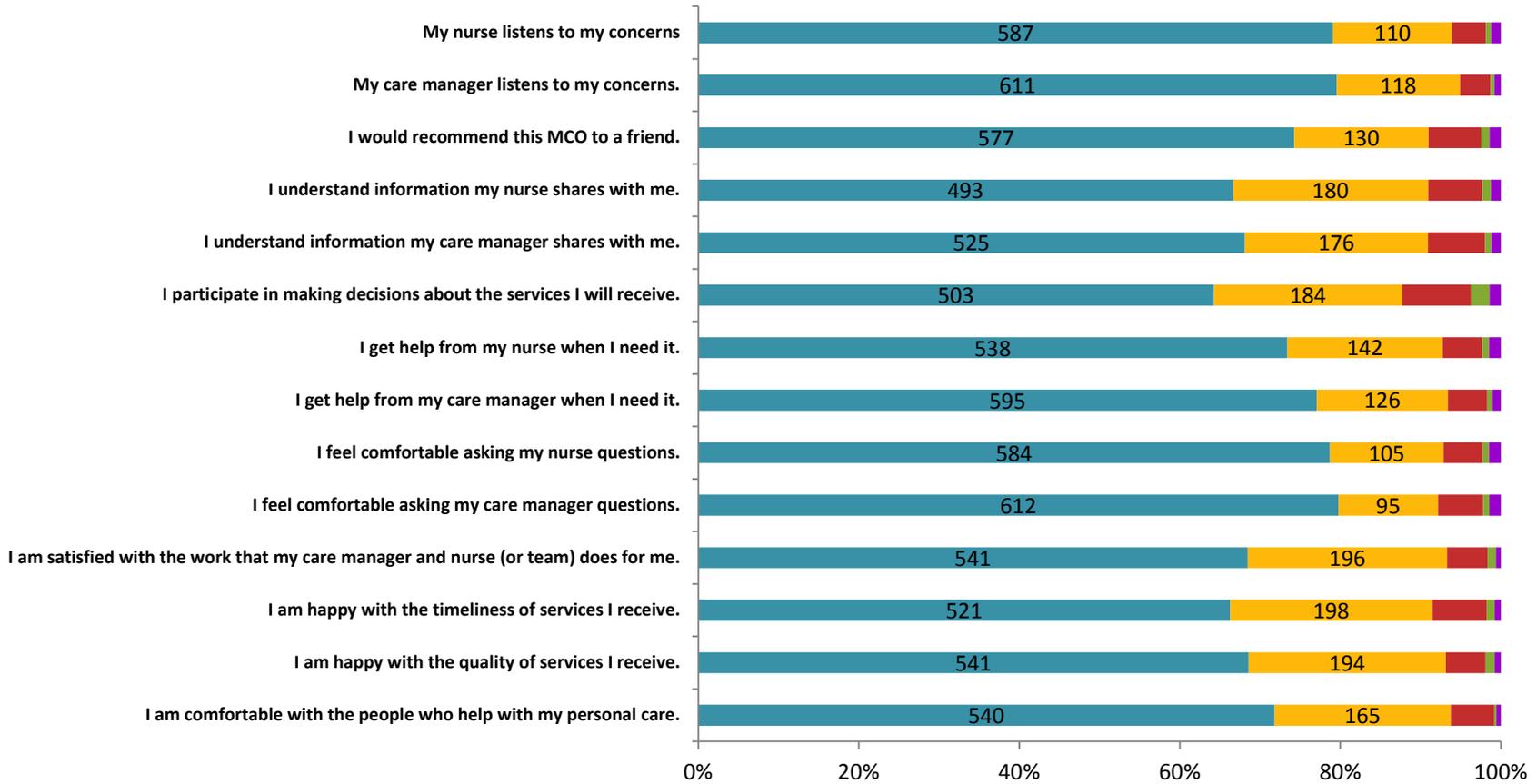
Always Most Sometimes Almost Never Never



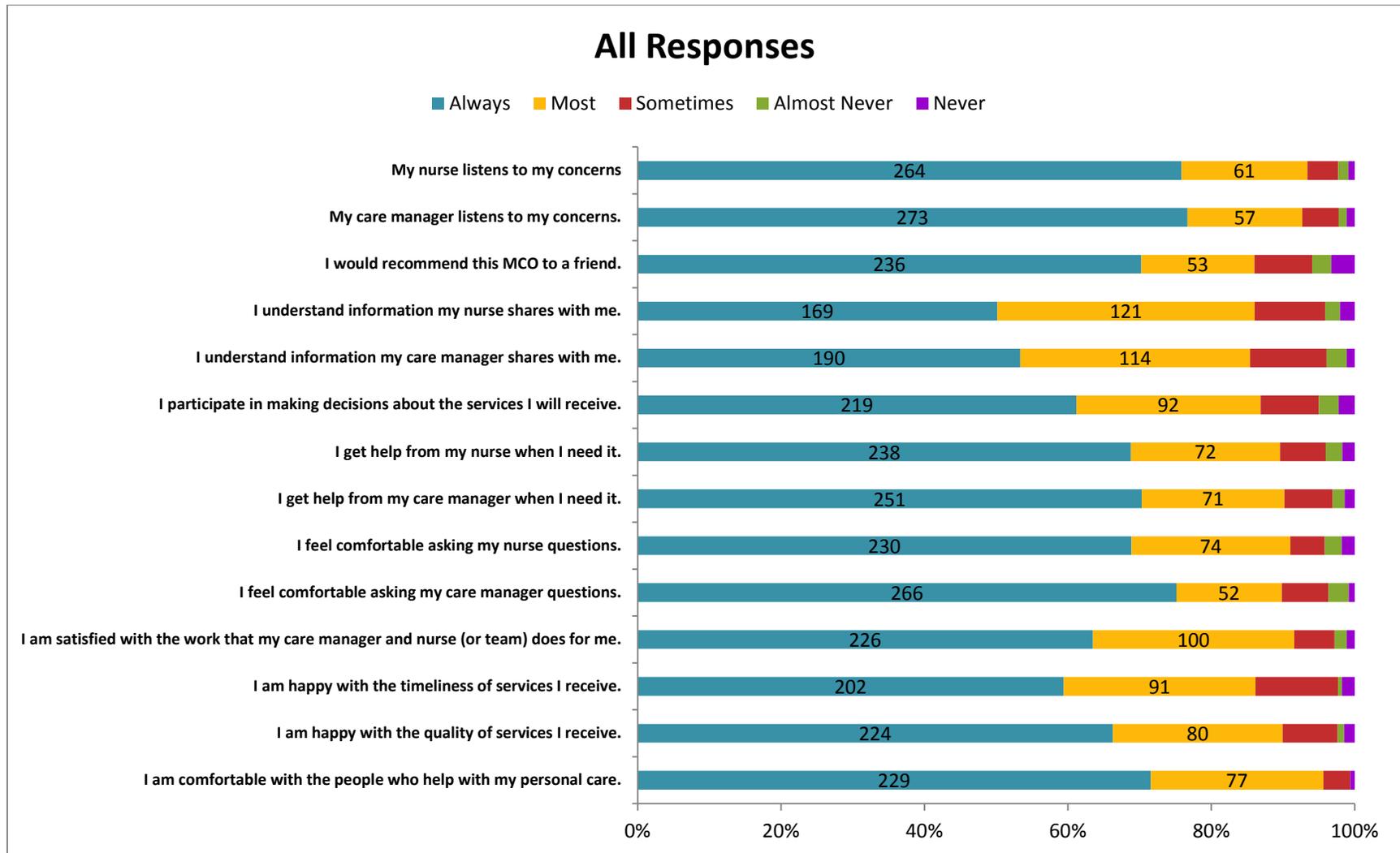
Milwaukee County Department of Family Care – FC

All Responses

Always Most Sometimes Almost Never Never



## Northern Bridges<sup>6</sup> – FC

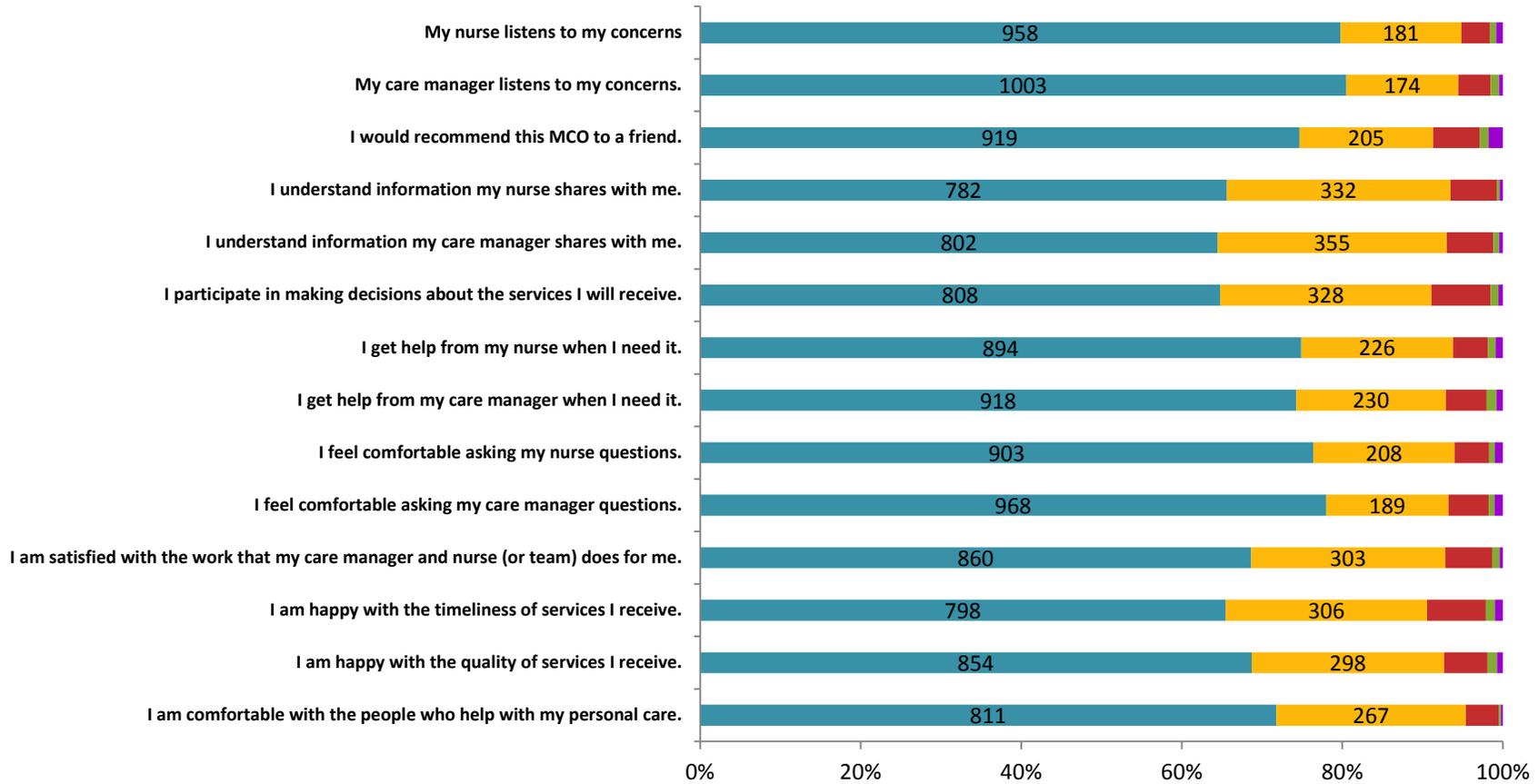


<sup>6</sup> Effective 1/1/2014 Northern Bridges closed.

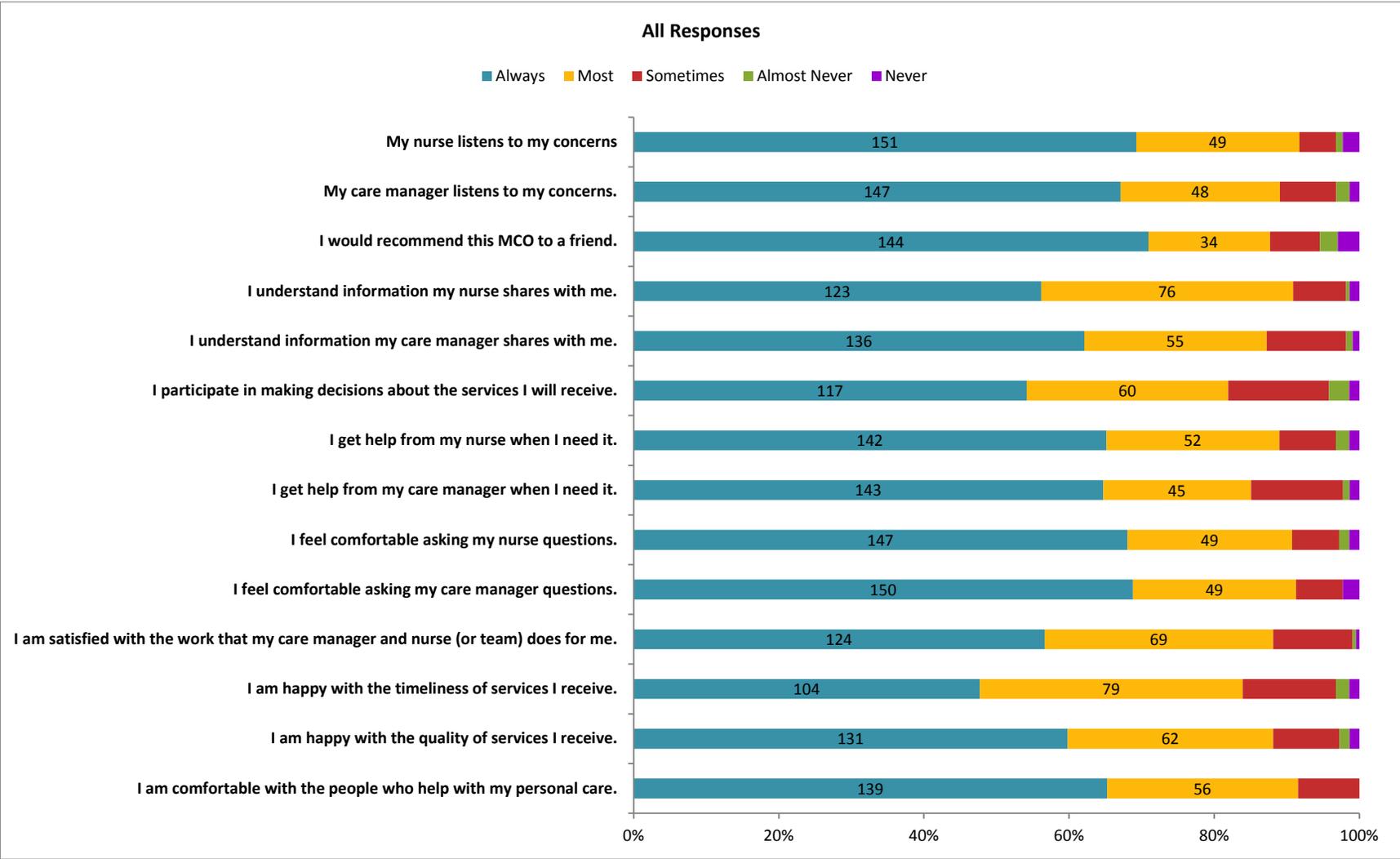
Western Wisconsin Cares – FC

All Responses

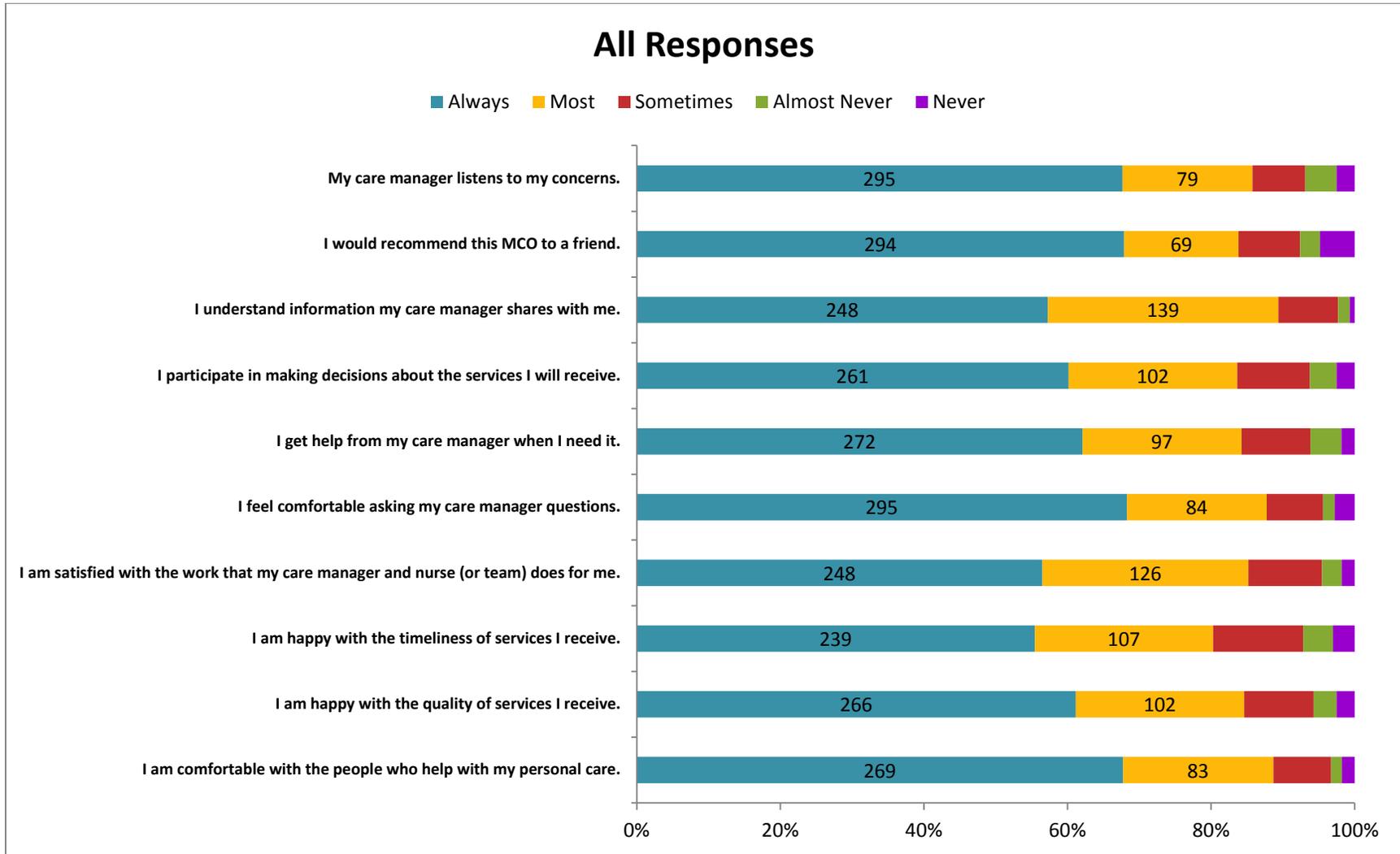
Always Most Sometimes Almost Never Never



### Community Care, Inc. – FCP

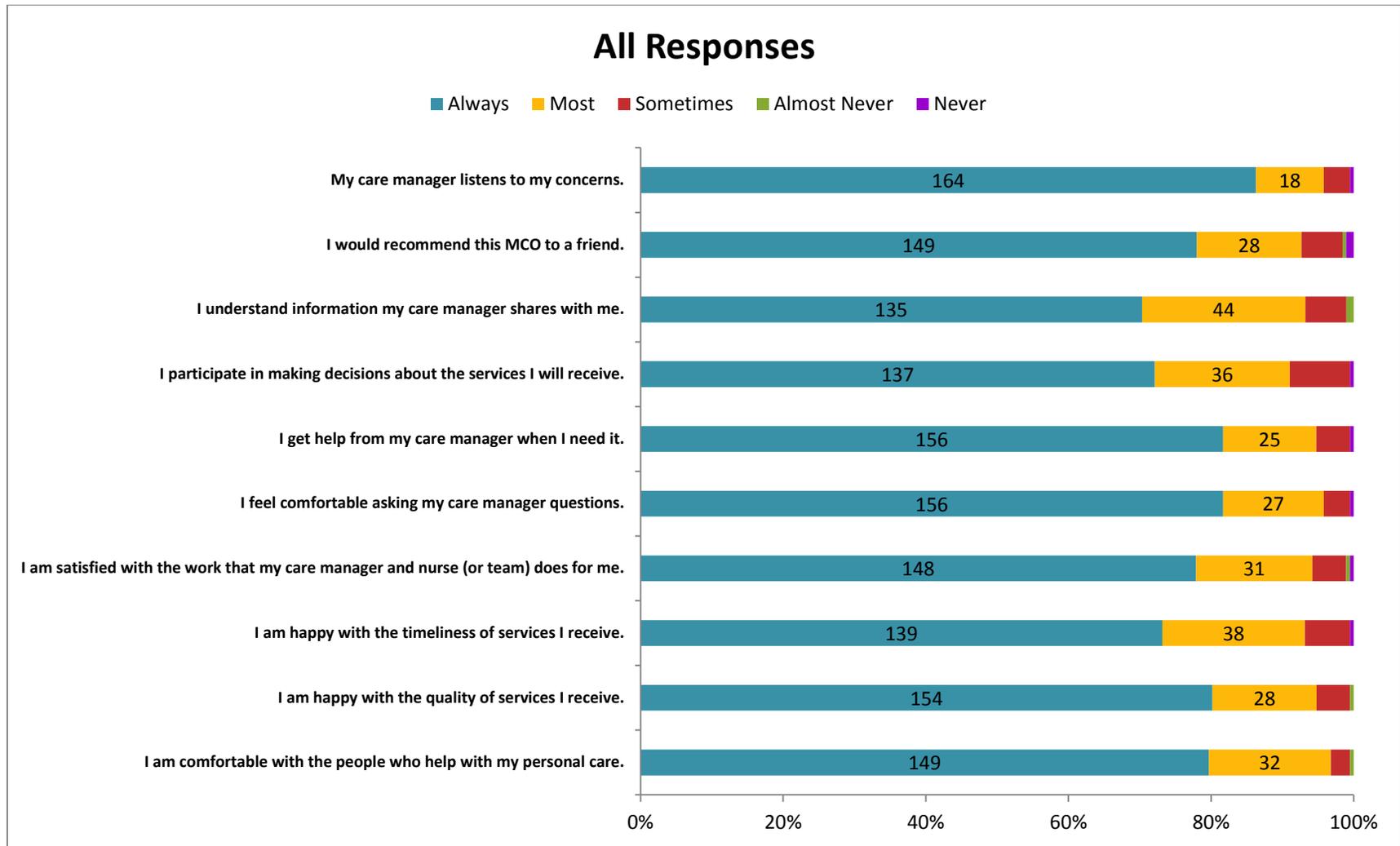


Care Wisconsin – FCP<sup>7</sup>



<sup>7</sup> Care Wisconsin combined both nurse and care manager into single questions for those questions that asked about those roles. The responses to those combined questions are only reflected in one bar on the graph.

iCare – FCP<sup>8</sup>

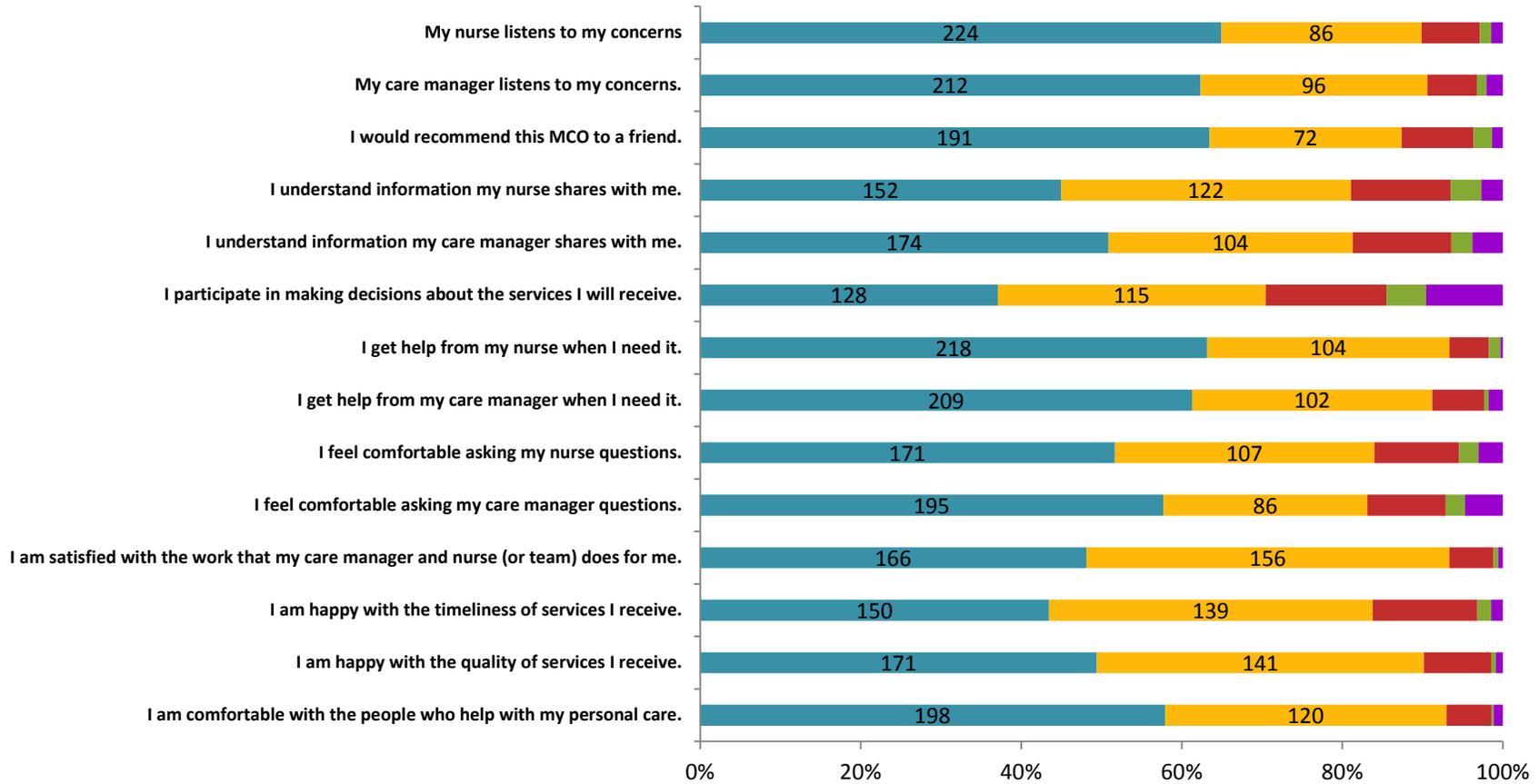


<sup>8</sup> iCare combined both nurse and care manager into single questions for those questions that asked about those roles. The responses to those combined questions are only reflected in one bar on the graph.

Community Care, Inc. – PACE

All Responses

Always Most Sometimes Almost Never Never



## APPENDIX

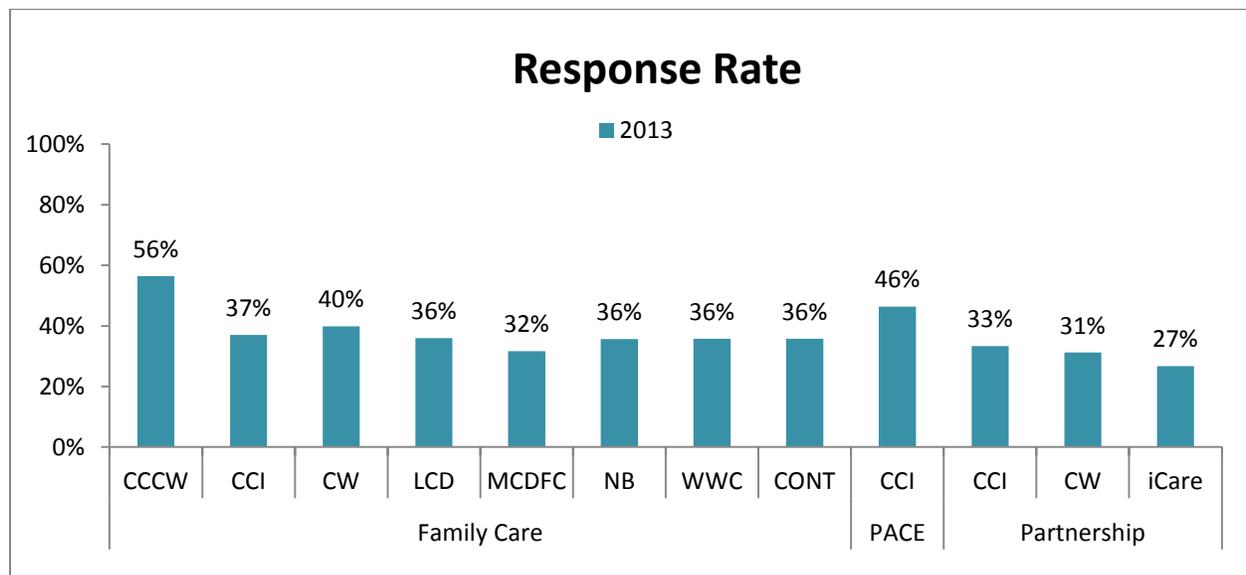
### Response Rate and Margin of Error

The response rate is calculated by dividing the number of surveys sent to members by the number of survey responses received. Margin of error is based on MCO population as of 7/1/2013 using a 95% confidence interval and a 50% response distribution. The margin of error means the likelihood that the response is within plus or minus the percentage listed for the entire MCO population. A margin of error of 5% or lower is desired.

Overall Responses	
<b>Total Surveys Sent</b>	23,335
<b>Total Surveys Received</b>	8,946
<b>Overall Response Rate</b>	38%
<b>Overall Margin of Error</b>	0.92

Responses by Program		
Program	Response Rate	Margin of Error
<b>Family Care</b>	39%	0.99
<b>PACE</b>	46%	3.84
<b>Partnership</b>	31%	2.79

### Responses by MCO



## Margin of Error by MCO

Program/MCO	Margin of Error
<b>Family Care</b>	
CCCW	1.79
CCI	2.96
CONT	4.83
CW	1.98
LCD	2.68
MCDFC	3.27
NB	4.67
WWC	2.28
<b>Partnership</b>	
CCI	5.38
CW	3.87
iCare	6.04
<b>PACE</b>	
CCI	3.84

- Margin of error is calculated at 95% confidence and 50% response distribution. A margin of error of 5.0% or less is desirable.
- Note that the total margin of error by program is lower than individual MCO margins of error. This is because, in general, with a larger the population, fewer responses are needed to have a representative sample.