

2011 Family Care Member Survey Results

**Includes
Family Care, Family Care Partnership and PACE
Programs**



**Wisconsin Department of Health Service
Division of Long Term Care
Office of Family Care Expansion**

P-00717 (07/2014)

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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 2011 regarding their experience with key features of the services they received from their Managed Care Organization (MCO). This survey is part of the overall Office of Family Care Expansion (OFCE) Quality Management Strategy (QMS) and is intended to provide data from the members to OFCE and MCOs for use in quality improvement. Each MCO was required to include the following core set of statements in their survey:

Question	Description
1	I am satisfied with the work that my team does for me.
2	I participate in making decisions about the services I will receive.
3	I would recommend this program to a friend.
4a	My care manager listens to my concerns.
4b	My nurse listens to my concerns.
5a	I get help from my care manager when I need it.
5b	I get help from my nurse when I need it.
6a	I understand information my care manager shares with me.
6b	I understand information my nurse shares with me.
7a	I feel comfortable asking my care manager questions.
7b	I feel comfortable asking my nurse questions.
8a	I am happy with the quality of services I receive.
8b	I am happy with the timeliness of services I receive
9	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 could cause differences in the way members responded to the survey.

Section 1 - RESPONSE RATES AND DEMOGRAPHICS

Response Rate

The overall response rate for the member surveys administered in 2011 was 33%. The margin of error overall was plus or minus 1.0%. The response rate varied by MCO and ranged from 30% to 47%.

Response Rate 1. Survey Distribution

MCO	Surveys Sent	Surveys Completed	Return Rate (%)	Margin of Error (+/- %)
Care Wisconsin Family Care and Partnership	2,140	745	35	3
Community Care Family Care	2,287	801	35	3
Community Care PACE	892	301	34	5
Community Care Partnership	565	175	31	6
Community Care of Central WI	2,566	936	36	3
Community Health Partnership	889	414	47	3
Lakeland Care District	4,836	1,463	30	2
Milwaukee County Department of Family Care	7,583	2,296	30	2
NorthernBridges	500	184	37	7
Southwest Family Care Alliance	1,651	511	31	4
Western Wisconsin Cares	3,118	1,144	37	2
Total	27,027	8970	33	1

The following abbreviations are used for MCOs in some of the tables in this document.

MCO Abbreviations

MCO Name/Program	Abbreviation
<i>Family Care (FC)</i>	
Care Wisconsin – FC	CW
Community Care, Inc. – FC	CCI
Community Care of Central Wisconsin – FC	CCCW
Community Health Partnership – FC	CHP
Lakeland Care District – FC	LCD
Milwaukee County Department of Family Care – FC	MCDFC
Northern Bridges – FC	NB

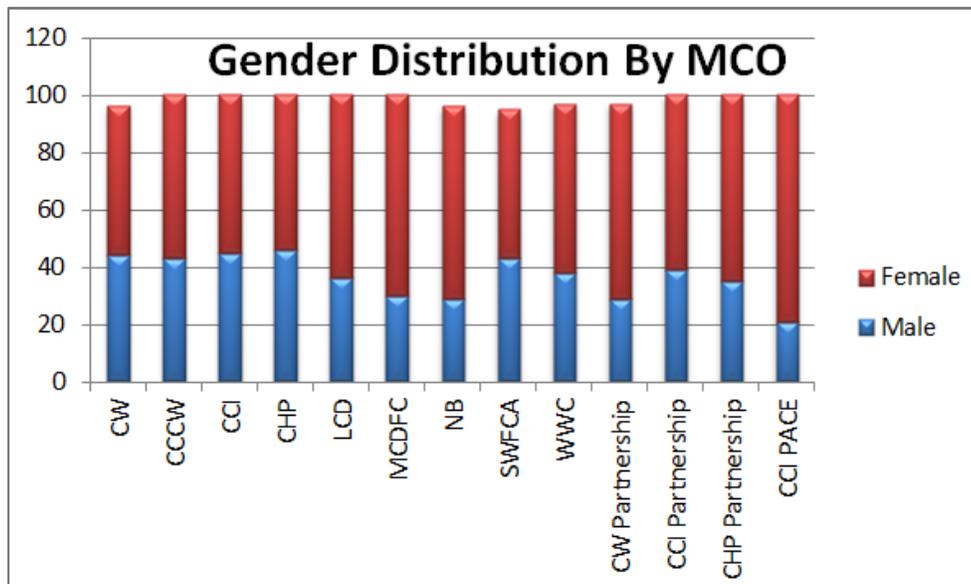
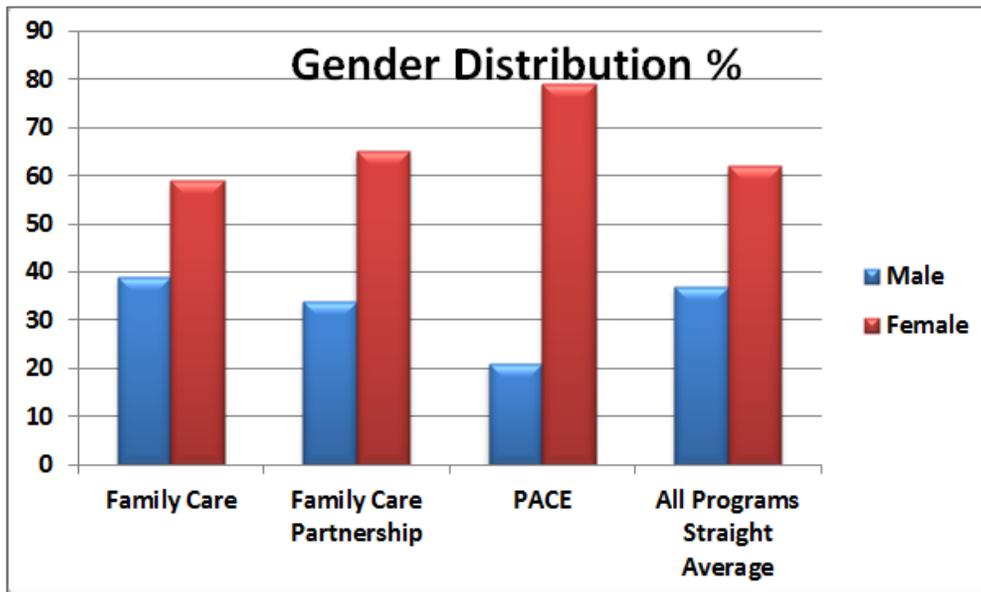
SWFCA – FC	SWFCA
Western Wisconsin Cares – FC	WWC
<i>Family Care Partnership (Partnership)</i>	
Care Wisconsin – Partnership	CW Partnership
Community Care, Inc. – Partnership	CCI Partnership
Community Health Partnership – Partnership	CHP Partnership
<i>PACE</i>	
Community Care, Inc. – PACE	CCI PACE

Demographics

- **Gender Distribution of Respondents¹**

About 62% of respondents were female, which is about 6% higher than the overall managed long-term care population. 37% of respondents were male, which is about 6% lower than the overall population. The PACE program had the highest rate of response by female members.

Demographic 1. Member Sex (%)

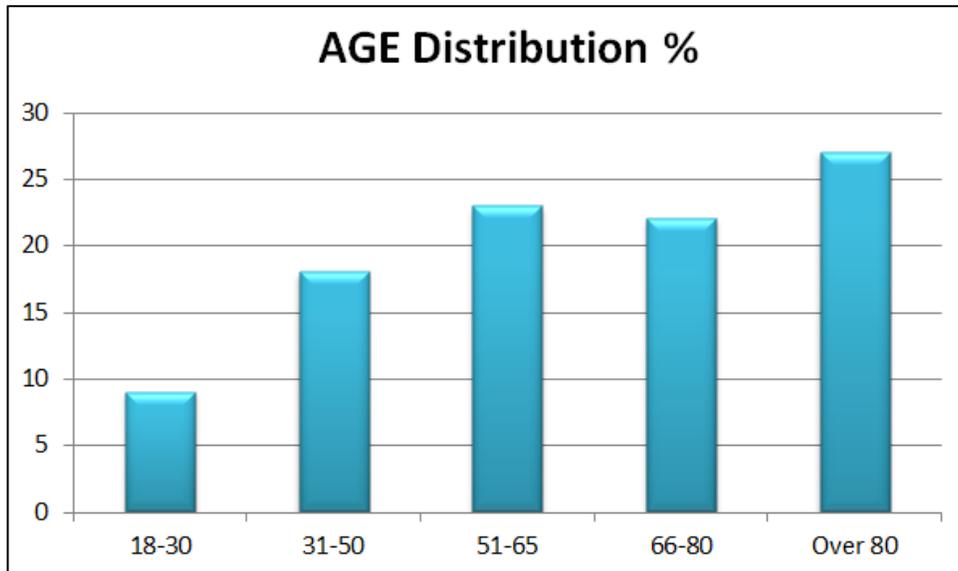


¹ In the tables on gender and age distribution, “respondent” refers to the MCO member for whom the response is being made, regardless of who actually answered the questions.

- **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.

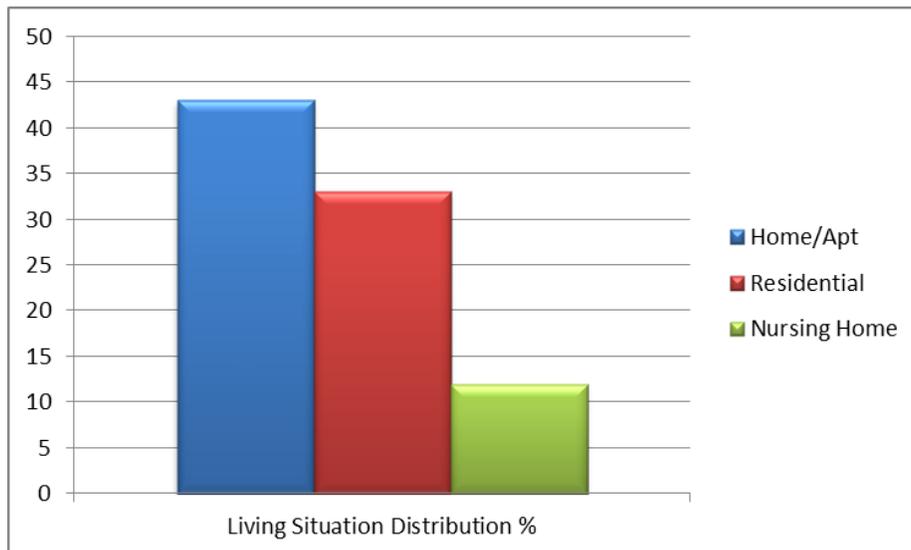
Demographic 2. Member Age (%)



- **Overall Living Situation**

43% of respondents lived at home. 33% of respondents were in residential settings, and 12% of respondents lived in Nursing homes.

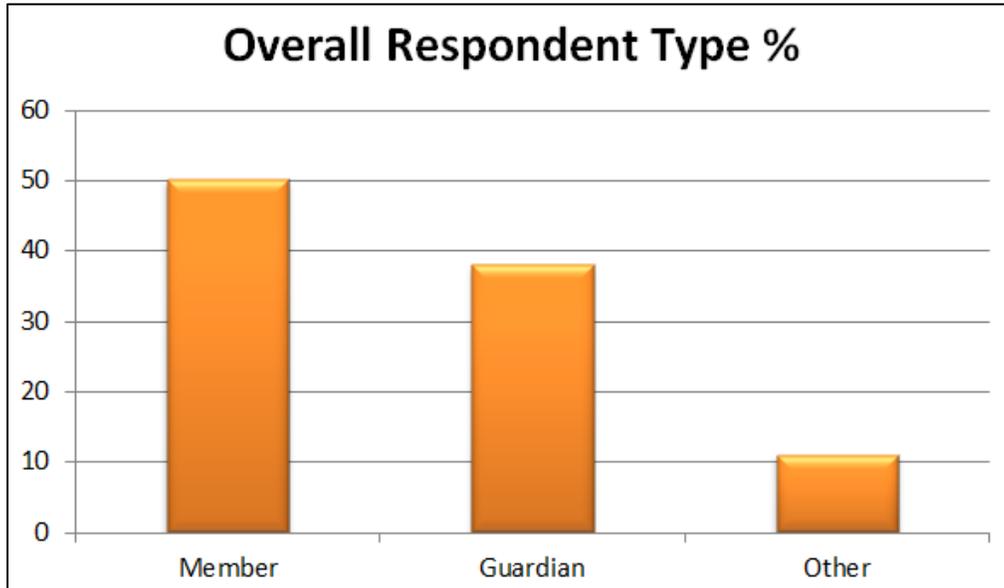
Demographic 3. Member Living Situation (%)



- **Overall Respondent Type**

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

Demographic 4. Individuals completing survey (%)



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). Because of the differences in the 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 with caution.

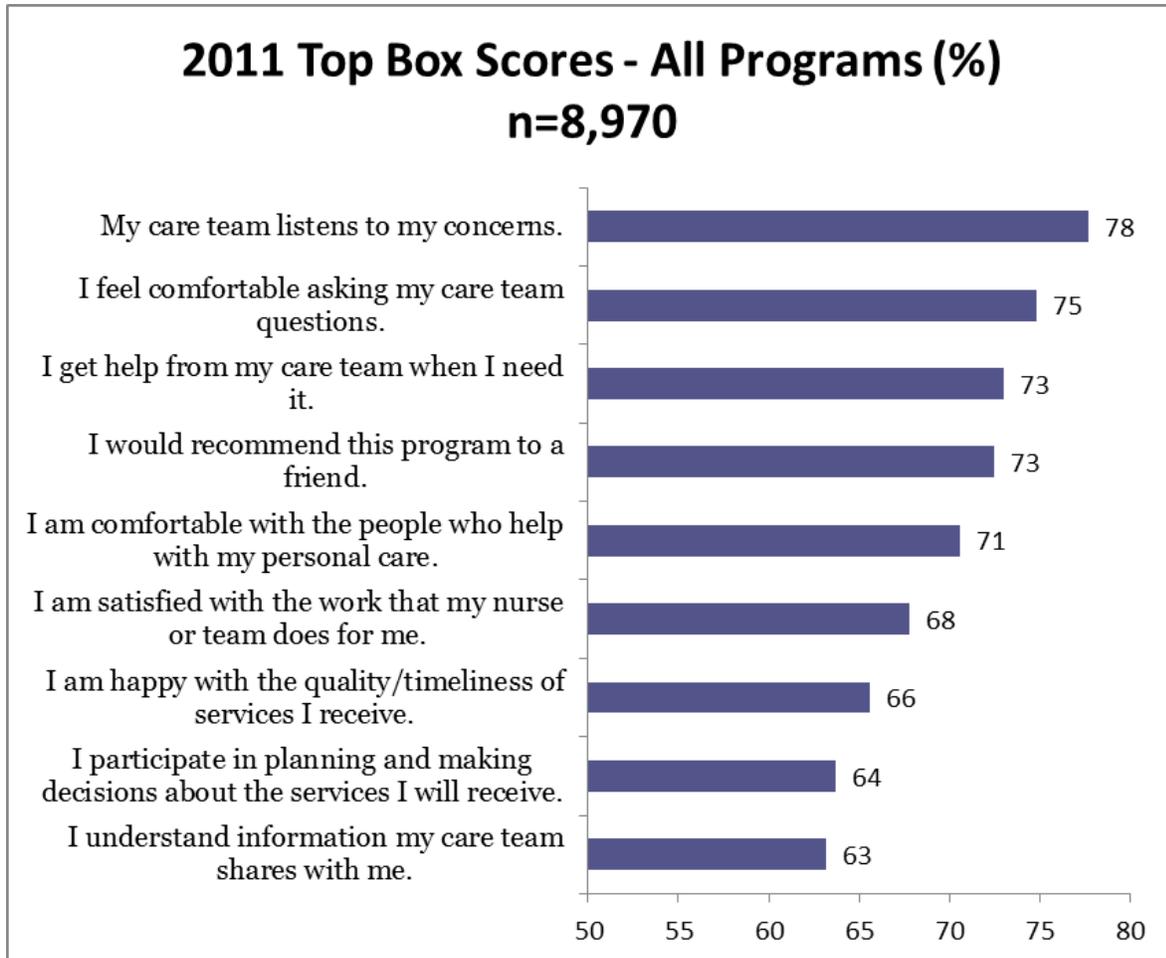
Questions that received the highest and lowest percentage of “Always” responses, by program are:

Program	Highest Rated	Lowest Rated
Family Care	My care manager listens to my concerns.	I understand information my care manager shares with me.
Family Care Partnership	My nurse listens to my concerns.	I am happy with the timeliness of services I receive.
PACE	I would recommend this MCO to a friend.	I am happy with the timeliness of services I receive.

Response of “Always” - All Programs

Figure 1 presents the overall rate of “Always” responses, known as ‘top box scores,’ for all three programs combined. For example, dividing 6,000 “Always” responses by 8,900 total responses to calculate a top box score of 67%.

Figure 1. Top Box Score – All Programs



APPENDIX - 2011 RESULTS by MCO

The Appendix includes the 2011 results by program and MCO.

Q1: I am satisfied with the work that my nurse or team does for me.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	67%	25%	6%	1%	1%	7847
Care Wisconsin	68%	25%	6%	1%	0%	426
Community Care of Central Wisconsin	71%	25%	3%	0%	1%	930
Community Care, Inc.	69%	23%	5%	2%	1%	801
Community Health Partnership	60%	22%	13%	2%	2%	176
Lakeland Care District	68%	26%	5%	1%	1%	1447
Milwaukee County Department of Family Care	73%	21%	5%	1%	1%	2249
Northern Bridges	58%	31%	8%	2%	1%	184
Southwest Family Care Alliance	67%	25%	6%	1%	1%	499
Western Wisconsin Cares	69%	25%	6%	1%	0%	1135
Family Care Partnership Average	56%	32%	8%	2%	1%	726
Care Wisconsin	57%	33%	8%	2%	0%	315
Community Care, Inc.	53%	37%	7%	1%	2%	174
Community Health Partnership	59%	26%	10%	2%	0%	237
Program for the All Inclusive Care of the Elderly Average	49%	41%	9%	1%	1%	301
Community Care, Inc.	49%	41%	9%	1%	1%	301
Grand Total	63%	28%	7%	1%	1%	8874

Q2: I participate in planning and making decisions about the services I will receive.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	64%	24%	9%	1%	2%	7682
Care Wisconsin	66%	24%	7%	1%	2%	420
Community Care of Central Wisconsin	68%	24%	6%	1%	1%	921
Community Care, Inc.	65%	24%	9%	1%	1%	786
Community Health Partnership	58%	24%	14%	1%	1%	174
Lakeland Care District	62%	23%	11%	2%	2%	1393
Milwaukee County Department of Family Care	65%	24%	9%	2%	1%	2202
Northern Bridges	62%	23%	10%	2%	2%	184
Southwest Family Care Alliance	62%	25%	8%	2%	3%	487
Western Wisconsin Cares	69%	23%	6%	1%	1%	1115
Family Care Partnership Average	56%	26%	12%	3%	2%	719
Care Wisconsin	59%	21%	14%	3%	2%	312
Community Care, Inc.	53%	30%	11%	3%	3%	173
Community Health Partnership	56%	27%	11%	2%	2%	234
Program for the All Inclusive Care of the Elderly Average	46%	33%	14%	4%	2%	285
Community Care, Inc.	46%	33%	14%	4%	2%	285
Grand Total	61%	25%	10%	2%	2%	8686

Q3: I would recommend this program to a friend.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	70%	18%	7%	1%	3%	7613
Care Wisconsin	75%	15%	6%	1%	3%	421
Community Care of Central Wisconsin	73%	17%	8%	0%	2%	899
Community Care, Inc.	73%	17%	7%	1%	3%	766
Community Health Partnership	58%	21%	10%	2%	6%	173
Lakeland Care District	70%	17%	8%	2%	3%	1374
Milwaukee County Department of Family Care	77%	15%	6%	1%	2%	2215
Northern Bridges	60%	23%	10%	2%	7%	184
Southwest Family Care Alliance	70%	21%	6%	1%	3%	476
Western Wisconsin Cares	75%	17%	6%	1%	2%	1105
Family Care Partnership Average	67%	18%	9%	30%	4%	713
Care Wisconsin	74%	13%	6%	2%	5%	311
Community Care, Inc.	61%	24%	9%	2%	3%	173
Community Health Partnership	66%	17%	11%	87%	4%	229
Program for the All Inclusive Care of the Elderly Average	66%	22%	6%	1%	5%	285
Community Care, Inc.	66%	22%	6%	1%	5%	285
Grand Total	69%	18%	7%	8%	4%	8611

Q4a: My care manager listens to my concerns.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	77%	15%	6%	1%	1%	7765
Care Wisconsin	77%	15%	6%	1%	1%	428
Community Care of Central Wisconsin	81%	13%	4%	1%	1%	923
Community Care, Inc.	79%	14%	5%	1%	1%	795
Community Health Partnership	67%	16%	11%	1%	5%	174
Lakeland Care District	77%	15%	6%	1%	1%	1418
Milwaukee County Department of Family Care	83%	12%	4%	1%	0%	2228
Northern Bridges	71%	18%	8%	1%	2%	184
Southwest Family Care Alliance	79%	14%	5%	1%	1%	490
Western Wisconsin Cares	81%	14%	4%	1%	1%	1125
Family Care Partnership Average	69%	22%	6%	2%	2%	728
Care Wisconsin	68%	22%	7%	3%	1%	315
Community Care, Inc.	69%	22%	5%	2%	3%	175
Community Health Partnership	71%	21%	6%	1%	1%	238
Program for the All Inclusive Care of the Elderly Average	64%	26%	6%	3%	1%	295
Community Care, Inc.	64%	26%	6%	3%	1%	295
Grand Total	74%	17%	6%	1%	1%	8788

Q4b: My nurse listens to my concerns.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	76%	16%	5%	1%	2%	7041
Care Wisconsin						
Community Care of Central Wisconsin	81%	13%	4%	1%	1%	883
Community Care, Inc.	77%	16%	4%	2%	1%	738
Community Health Partnership	69%	16%	8%	2%	5%	166
Lakeland Care District	76%	17%	5%	2%	1%	1377
Milwaukee County Department of Family Care	79%	16%	4%	1%	1%	2137
Northern Bridges	70%	18%	7%	2%	2%	184
Southwest Family Care Alliance	75%	18%	4%	2%	1%	469
Western Wisconsin Cares	81%	15%	3%	0%	1%	1087
Family Care Partnership Average	69%	20%	7%	2%	3%	406
Care Wisconsin						
Community Care, Inc.	68%	21%	8%	0%	3%	170
Community Health Partnership	69%	19%	6%	4%	2%	236
Program for the All Inclusive Care of the Elderly Average	66%	25%	8%	1%	0%	291
Community Care, Inc.	66%	25%	8%	1%	0%	291
Grand Total	74%	18%	5%	2%	2%	7738

Q5a: I get help from my care manager when I need it.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	70%	20%	7%	1%	1%	7717
Care Wisconsin	64%	28%	7%	1%	0%	414
Community Care of Central Wisconsin	78%	16%	5%	1%	1%	909
Community Care, Inc.	72%	20%	5%	1%	1%	788
Community Health Partnership	60%	21%	13%	1%	3%	173
Lakeland Care District	71%	19%	6%	1%	1%	1419
Milwaukee County Department of Family Care	79%	16%	4%	1%	1%	2226
Northern Bridges	62%	22%	12%	3%	2%	184
Southwest Family Care Alliance	69%	23%	5%	1%	2%	489
Western Wisconsin Cares	76%	18%	5%	1%	1%	1115
Family Care Partnership Average	64%	24%	7%	2%	2%	718
Care Wisconsin	65%	23%	10%	1%	1%	310
Community Care, Inc.	66%	24%	6%	2%	3%	171
Community Health Partnership	62%	25%	6%	3%	1%	237
Program for the All Inclusive Care of the Elderly Average	63%	27%	8%	1%	1%	296
Community Care, Inc.	63%	27%	8%	1%	1%	296
Grand Total	68%	22%	7%	1%	1%	8731

Q5b: I get help from my nurse when I need it.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	71%	18%	6%	1%	2%	6945
Care Wisconsin						
Community Care of Central Wisconsin	77%	16%	5%	1%	2%	862
Community Care, Inc.	72%	19%	5%	1%	2%	715
Community Health Partnership	62%	19%	12%	2%	4%	165
Lakeland Care District	72%	20%	6%	2%	1%	1377
Milwaukee County Department of Family Care	77%	18%	4%	1%	1%	2108
Northern Bridges	65%	18%	10%	4%	4%	184
Southwest Family Care Alliance	72%	20%	5%	1%	2%	460
Western Wisconsin Cares	76%	17%	5%	1%	1%	1074
Family Care Partnership Average	64%	24%	6%	3%	2%	403
Care Wisconsin						
Community Care, Inc.	62%	25%	7%	3%	3%	169
Community Health Partnership	65%	23%	5%	2%	2%	234
Program for the All Inclusive Care of the Elderly Average	67%	24%	6%	2%	1%	297
Community Care, Inc.	67%	24%	6%	2%	1%	297
Grand Total	70%	20%	6%	2%	2%	7645

Q6a: I understand information my care manager shares with me.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	61%	28%	9%	2%	1%	7693
Care Wisconsin	64%	28%	7%	7%	0%	414
Community Care of Central Wisconsin	70%	24%	4%	1%	0%	925
Community Care, Inc.	64%	26%	9%	1%	1%	781
Community Health Partnership	53%	27%	14%	1%	3%	172
Lakeland Care District	55%	31%	12%	2%	1%	1413
Milwaukee County Department of Family Care	69%	24%	6%	1%	1%	2212
Northern Bridges	57%	29%	11%	2%	1%	184
Southwest Family Care Alliance	55%	33%	9%	1%	1%	478
Western Wisconsin Cares	63%	29%	7%	1%	1%	1114
Family Care Partnership Average	60%	28%	10%	29%	29%	717
Care Wisconsin	62%	26%	10%	2%	1%	309
Community Care, Inc.	60%	29%	9%	1%	2%	173
Community Health Partnership	57%	28%	10%	85%	85%	235
Program for the All Inclusive Care of the Elderly Average	58%	28%	11%	1%	2%	288
Community Care, Inc.	58%	28%	11%	1%	2%	288
Grand Total	61%	28%	9%	8%	8%	8698

Q6b: I understand information my nurse shares with me.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	61%	28%	8%	1%	1%	6990
Care Wisconsin						
Community Care of Central Wisconsin	69%	26%	4%	1%	1%	884
Community Care, Inc.	66%	24%	7%	1%	1%	726
Community Health Partnership	52%	31%	12%	1%	2%	166
Lakeland Care District	56%	30%	12%	2%	1%	1371
Milwaukee County Department of Family Care	69%	24%	6%	1%	1%	2118
Northern Bridges	58%	28%	9%	2%	2%	184
Southwest Family Care Alliance	58%	30%	10%	1%	2%	458
Western Wisconsin Cares	65%	28%	7%	1%	1%	1083
Family Care Partnership Average	60%	27%	8%	1%	2%	405
Care Wisconsin						
Community Care, Inc.	60%	27%	9%	1%	3%	169
Community Health Partnership	59%	28%	8%	1%	1%	236
Program for the All Inclusive Care of the Elderly Average	60%	27%	11%	0%	2%	292
Community Care, Inc.	60%	27%	11%	0%	2%	292
Grand Total	61%	27%	8%	1%	1%	7687

Q7a: I feel comfortable asking my care manager questions.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	74%	17%	6%	2%	2%	7658
Care Wisconsin	75%	16%	5%	2%	1%	414
Community Care of Central Wisconsin	78%	15%	5%	1%	1%	920
Community Care, Inc.	75%	17%	6%	2%	1%	786
Community Health Partnership	61%	23%	10%	1%	4%	170
Lakeland Care District	74%	17%	6%	2%	1%	1394
Milwaukee County Department of Family Care	81%	13%	4%	1%	1%	2214
Northern Bridges	73%	16%	5%	2%	4%	184
Southwest Family Care Alliance	70%	18%	7%	3%	1%	467
Western Wisconsin Cares	76%	17%	5%	1%	1%	1109
Family Care Partnership Average	70%	17%	8%	2%	2%	563
Care Wisconsin	73%	15%	9%	2%	2%	311
Community Care, Inc.	68%	19%	8%	2%	3%	17
Community Health Partnership	70%	17%	6%	3%	2%	235
Program for the All Inclusive Care of the Elderly Average	68%	23%	7%	1%	1%	285
Community Care, Inc.	68%	23%	7%	1%	1%	285
Grand Total	73%	17%	6%	2%	2%	8506

Q7b: I feel comfortable asking my nurse questions.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	72%	18%	6%	2%	2%	7009
Care Wisconsin						
Community Care of Central Wisconsin	78%	14%	5%	1%	1%	883
Community Care, Inc.	67%	16%	7%	1%	1%	784
Community Health Partnership	63%	23%	8%	1%	4%	165
Lakeland Care District	73%	18%	6%	2%	2%	1354
Milwaukee County Department of Family Care	78%	15%	5%	1%	1%	2118
Northern Bridges	73%	16%	5%	2%	4%	184
Southwest Family Care Alliance	68%	19%	7%	3%	2%	444
Western Wisconsin Cares	76%	18%	4%	1%	1%	1077
Family Care Partnership Average	68%	21%	7%	1%	2%	406
Care Wisconsin						
Community Care, Inc.	65%	23%	8%	0%	2%	172
Community Health Partnership	70%	18%	5%	1%	2%	234
Program for the All Inclusive Care of the Elderly Average	61%	24%	10%	1%	1%	300
Community Care, Inc.	61%	24%	10%	1%	1%	300
Grand Total	70%	19%	6%	1%	2%	7715

Q8a: I am happy with the quality of services I receive.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	67%	25%	6%	1%	1%	7785
Care Wisconsin	69%	23%	6%	1%	1%	421
Community Care of Central Wisconsin	72%	23%	4%	0%	1%	922
Community Care, Inc.	67%	24%	6%	1%	1%	787
Community Health Partnership	54%	27%	14%	3%	2%	175
Lakeland Care District	67%	24%	6%	1%	1%	1433
Milwaukee County Department of Family Care	71%	23%	5%	1%	1%	2250
Northern Bridges	62%	27%	7%	2%	3%	184
Southwest Family Care Alliance	66%	29%	4%	1%	1%	490
Western Wisconsin Cares	72%	22%	5%	1%	1%	1123
Family Care Partnership Average	61%	26%	8%	2%	2%	720
Care Wisconsin	65%	25%	7%	2%	2%	311
Community Care, Inc.	56%	29%	11%	2%	2%	172
Community Health Partnership	63%	24%	7%	2%	1%	237
Program for the All Inclusive Care of the Elderly Average	57%	30%	10%	1%	1%	300
Community Care, Inc.	57%	30%	10%	1%	1%	300
Grand Total	65%	25%	7%	1%	1%	8805

Q8b: I am happy with the timeliness of services I receive

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	63%	26%	8%	2%	1%	7696
Care Wisconsin	65%	26%	6%	2%	1%	417
Community Care of Central Wisconsin	70%	23%	6%	1%	0%	900
Community Care, Inc.	62%	27%	7%	2%	1%	782
Community Health Partnership	55%	20%	19%	4%	2%	172
Lakeland Care District	64%	26%	7%	2%	2%	1417
Milwaukee County Department of Family Care	66%	26%	6%	1%	1%	2239
Northern Bridges	56%	30%	10%	1%	4%	184
Southwest Family Care Alliance	60%	32%	6%	1%	0%	480
Western Wisconsin Cares	67%	27%	5%	1%	1%	1105
Family Care Partnership Average	55%	28%	12%	2%	2%	719
Care Wisconsin	57%	27%	11%	3%	2%	309
Community Care, Inc.	49%	29%	17%	2%	2%	173
Community Health Partnership	60%	27%	7%	2%	1%	237
Program for the All Inclusive Care of the Elderly Average	41%	38%	17%	2%	0%	299
Community Care, Inc.	41%	38%	17%	2%	0%	299
Grand Total	59%	27%	10%	2%	1%	8714

Q9: I am comfortable with the people who help with my personal care.

Program and MCO	Always	Almost Always	Sometimes	Almost Never	Never	n
Family Care Average	70%	23%	4%	1%	1%	7268
Care Wisconsin	75%	20%	4%	1%	1%	393
Community Care of Central Wisconsin	75%	22%	3%	0%	0%	768
Community Care, Inc.	64%	21%	4%	1%	1%	787
Community Health Partnership	52%	39%	6%	0%	1%	157
Lakeland Care District	73%	23%	3%	0%	1%	1361
Milwaukee County Department of Family Care	74%	21%	5%	1%	1%	2156
Northern Bridges	75%	17%	6%	1%	3%	184
Southwest Family Care Alliance	69%	25%	5%	0%	0%	444
Western Wisconsin Cares	72%	23%	4%	0%	0%	1018
Family Care Partnership Average	63%	25%	6%	1%	4%	706
Care Wisconsin	68%	21%	7%	1%	2%	299
Community Care, Inc.	60%	28%	5%	1%	2%	173
Community Health Partnership	61%	26%	5%	1%	7%	234
Program for the All Inclusive Care of the Elderly Average	59%	26%	7%	1%	0%	298
Community Care, Inc.	59%	26%	7%	1%	0%	298
Grand Total	67%	24%	5%	1%	1%	8272