



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# 2019 Member Satisfaction Survey

Jie Gu

Program and Policy Analyst

4/28/2020

P-00717 (06/2020)

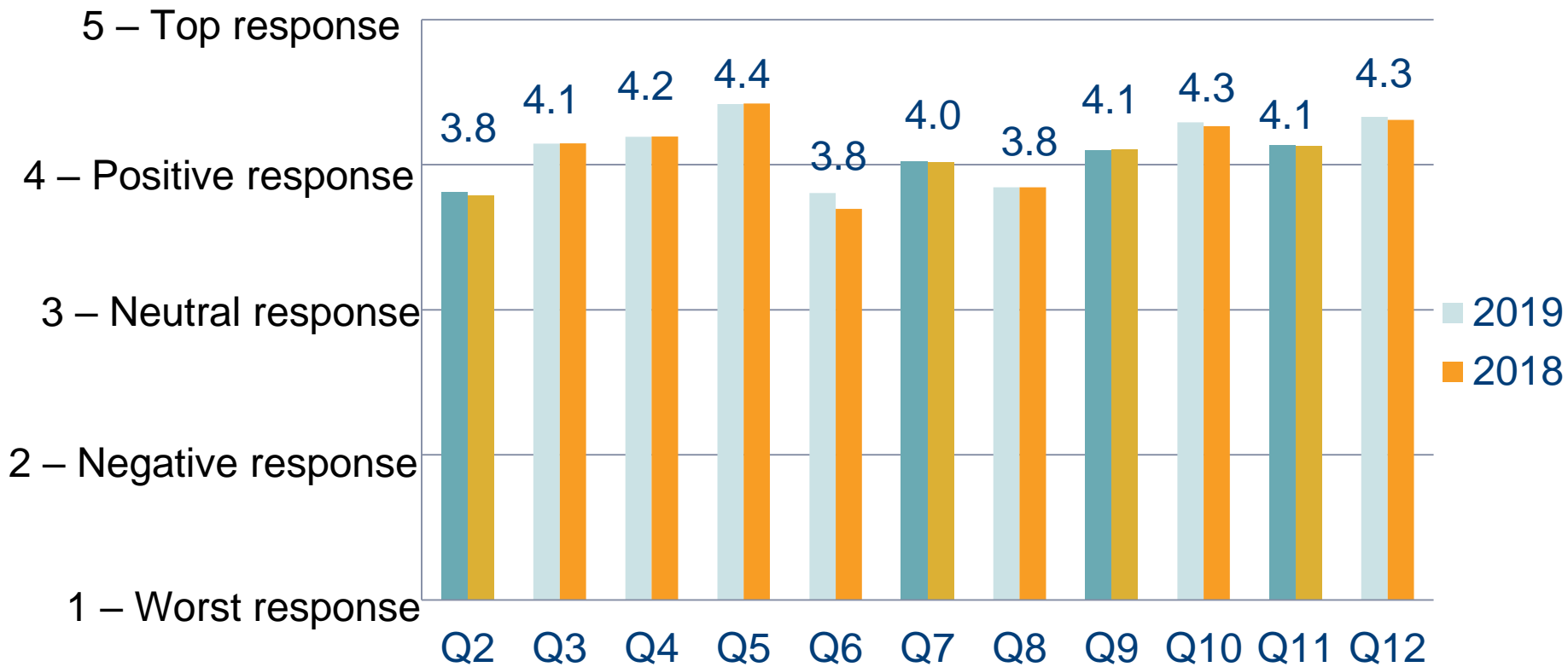
# Survey Sample Criteria

Surveys were sent to randomly selected participants meeting the following criteria:

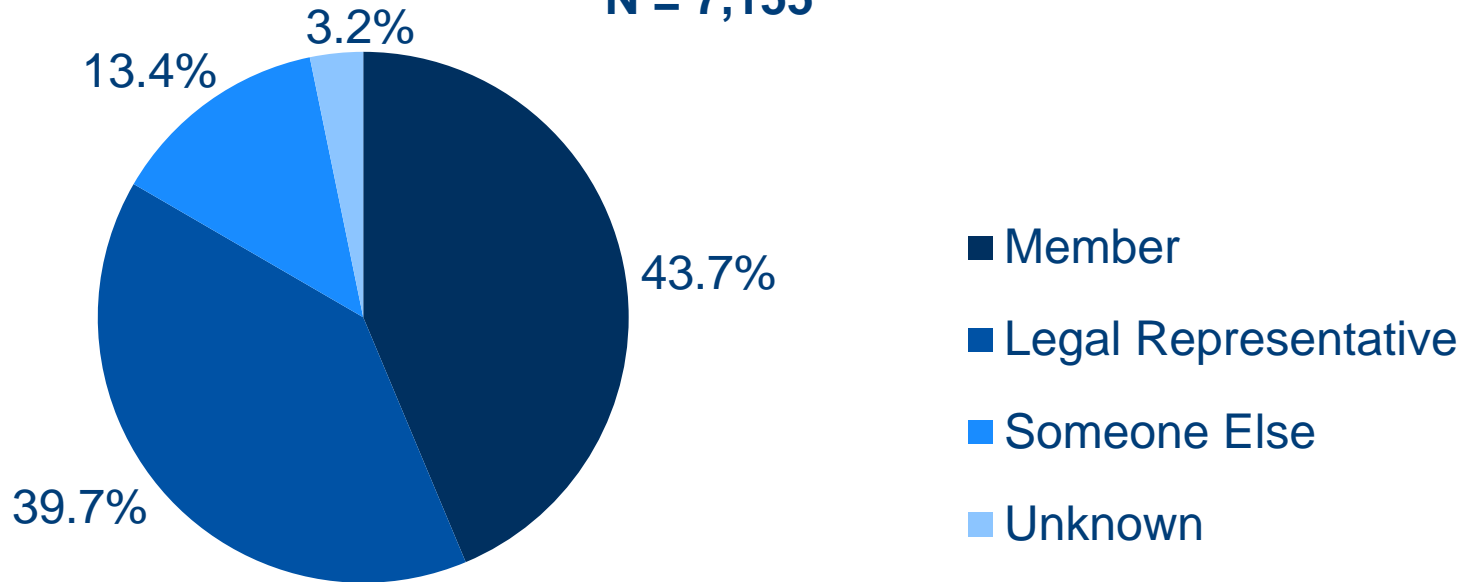
- Current participant
- Has been a participant for 6+ months
- Distributed among all three target groups
  - Physical disability
  - Frail elders
  - Intellectual/development disability

# **2019 Managed Care Member Satisfaction Survey Analysis**

## Survey Question Response – Managed Care (P4P questions: Question (Q)2, Q7, Q9, and Q11)

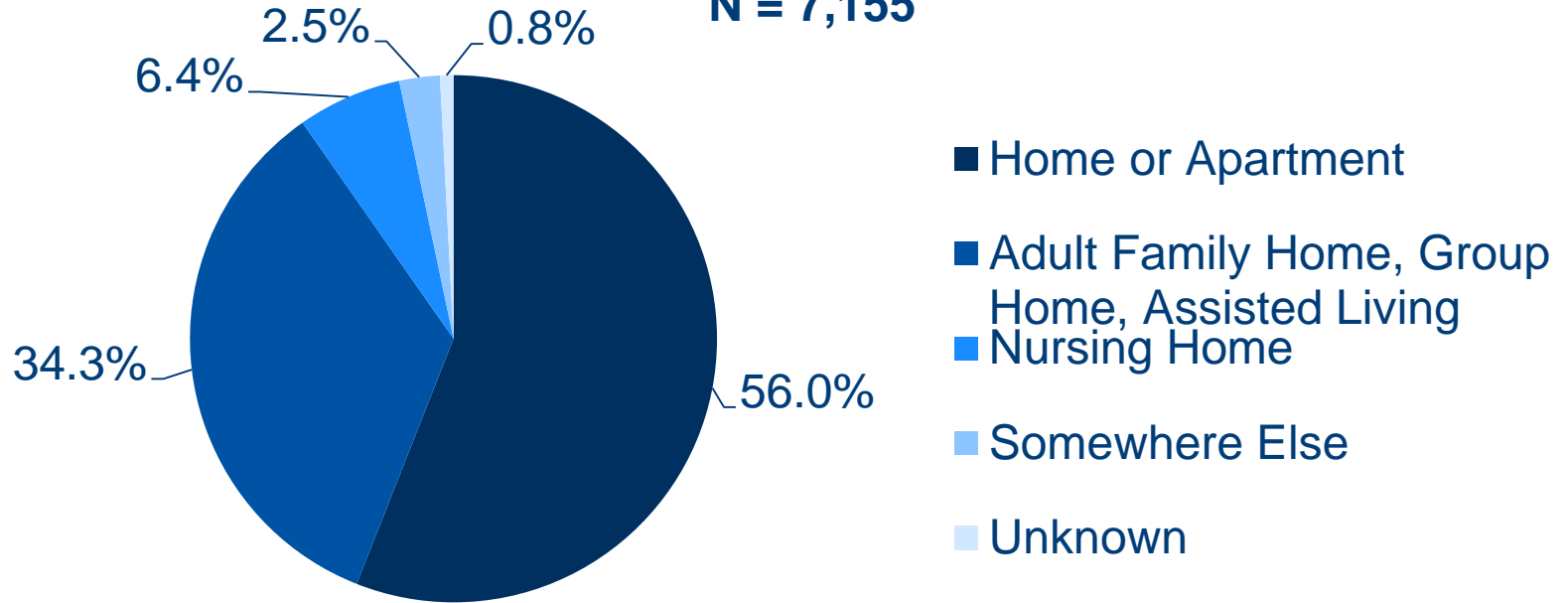


## Who Answered Survey – Managed Care N = 7,155

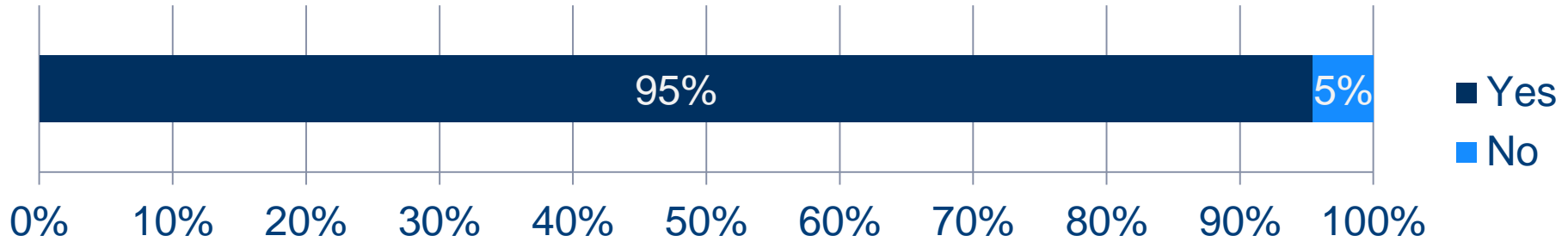


## Member Living Situation – Managed Care

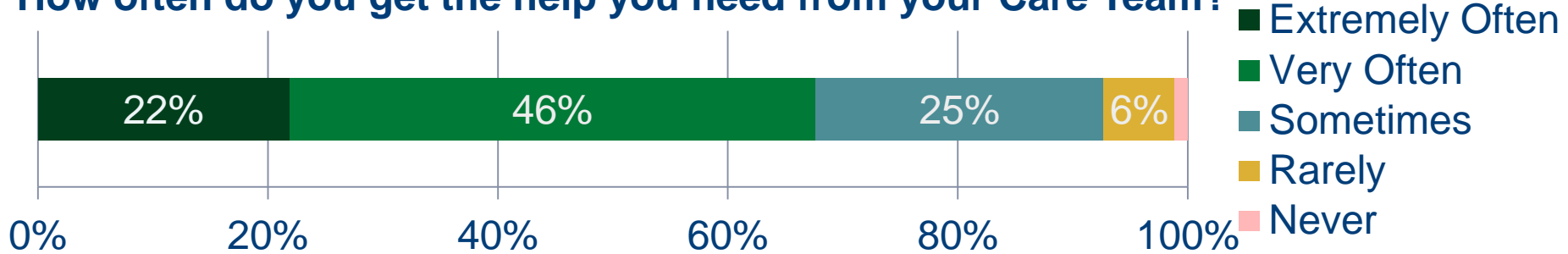
N = 7,155



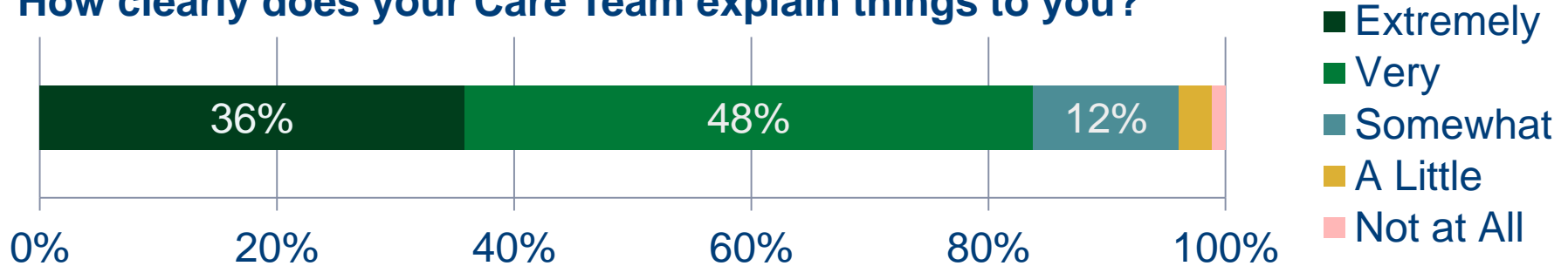
## Can you contact your Care Team when you need to?



## How often do you get the help you need from your Care Team?

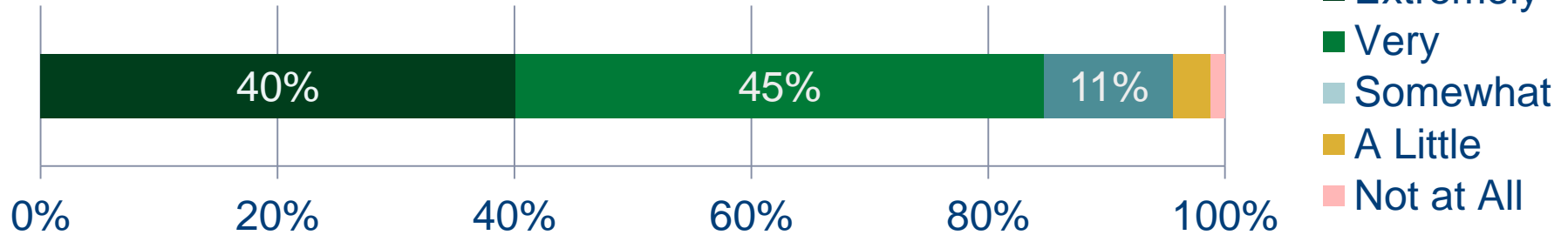


## How clearly does your Care Team explain things to you?

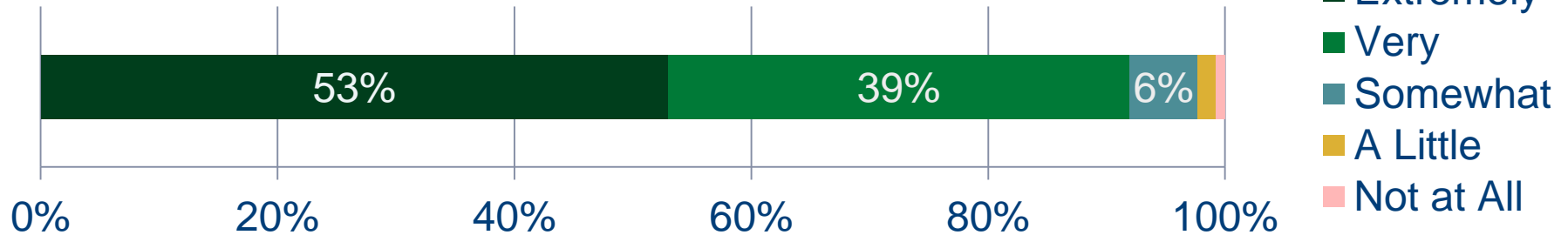




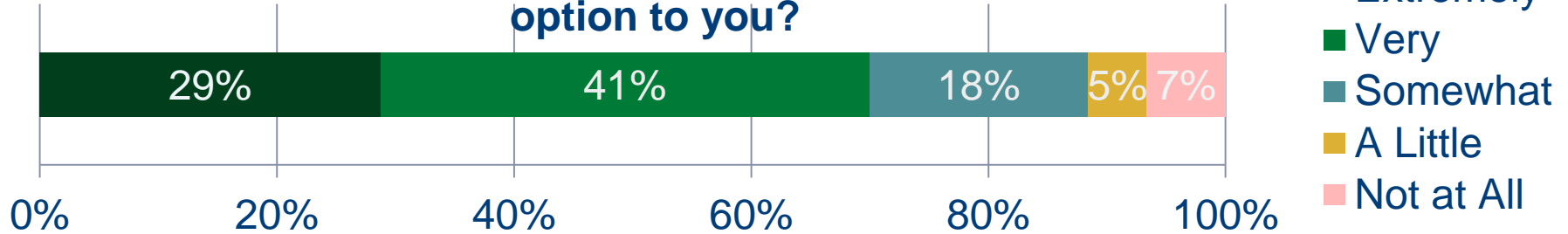
## How carefully does your Care Team listen to you?



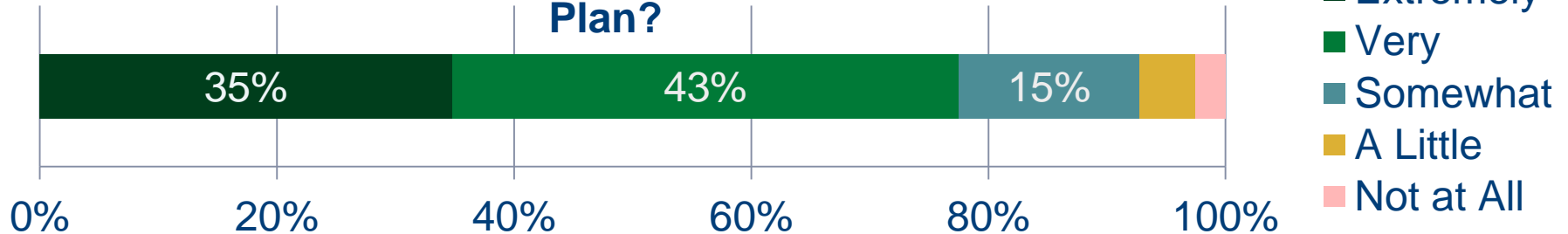
## How respectfully does your Care Team treat you?



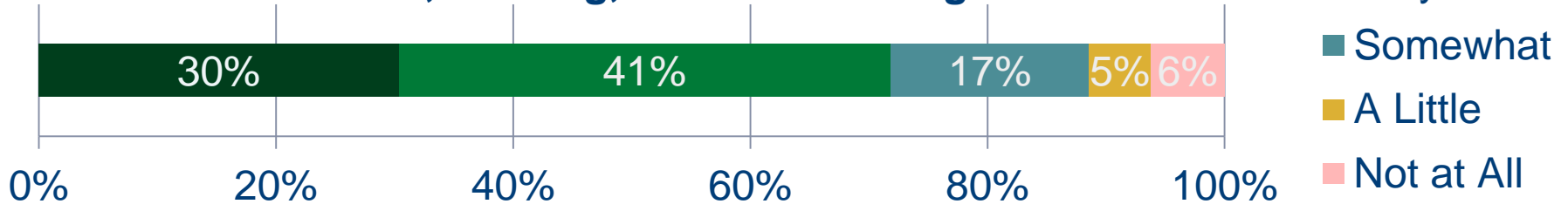
## How well did your Care Team explain the Self-Directed Supports option to you?



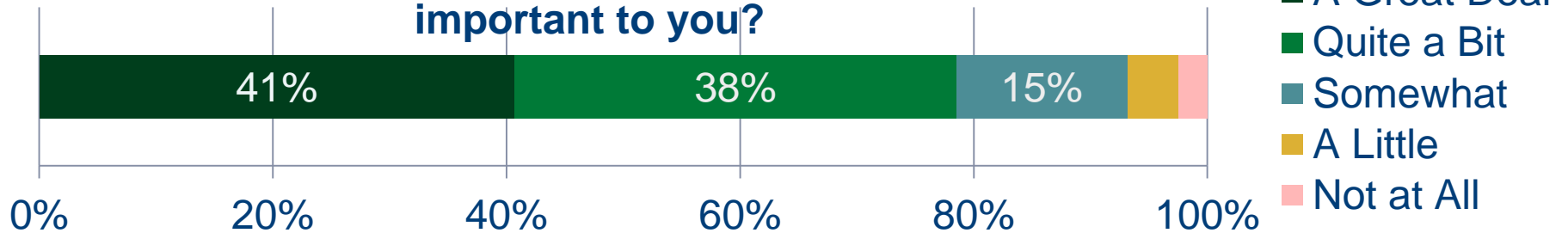
## How involved are you in making decisions about your Care Plan?



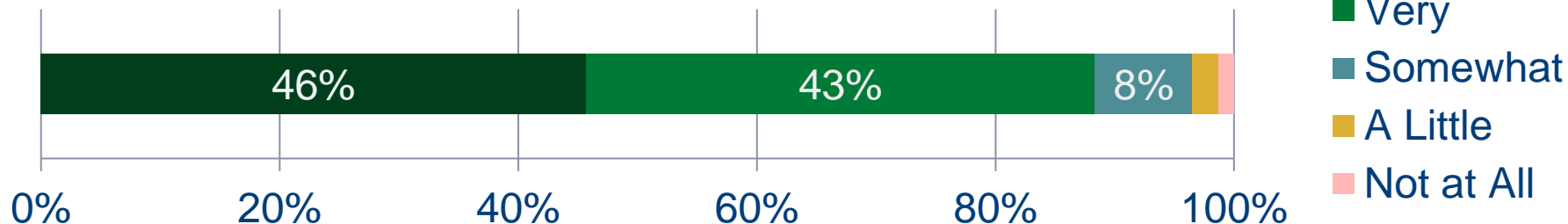
## How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



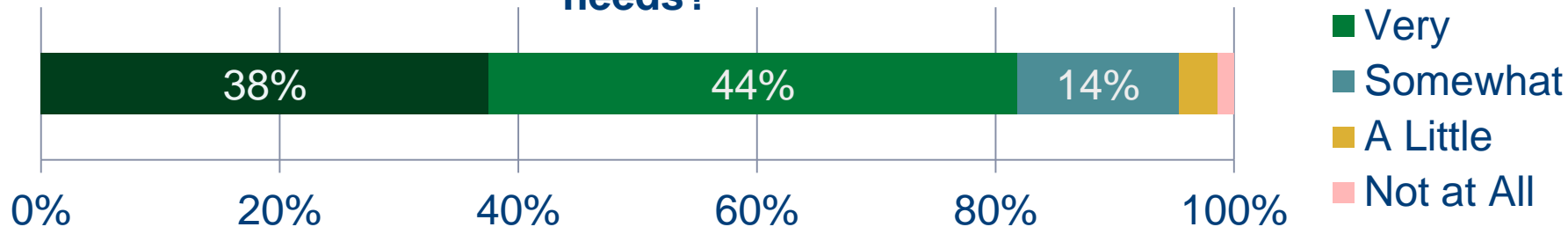
## How much does your Care Plan include the things that are important to you?



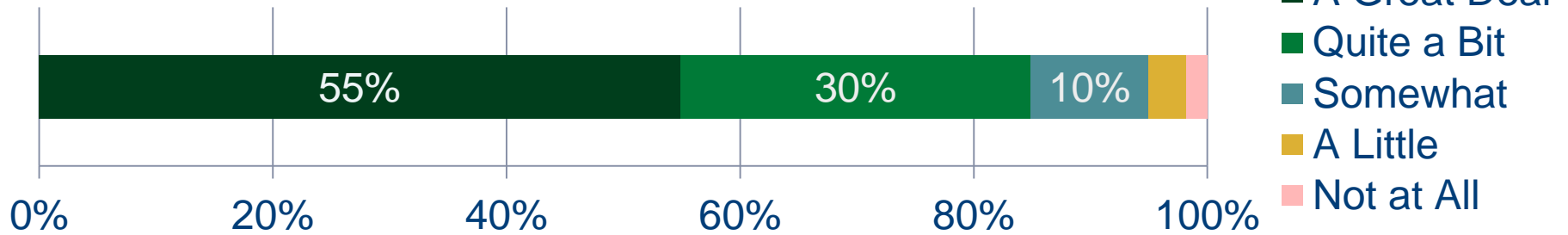
## Overall, how respectfully do the people who provide you with supports and services treat you?



## How well do the supports and services you receive meet your needs?

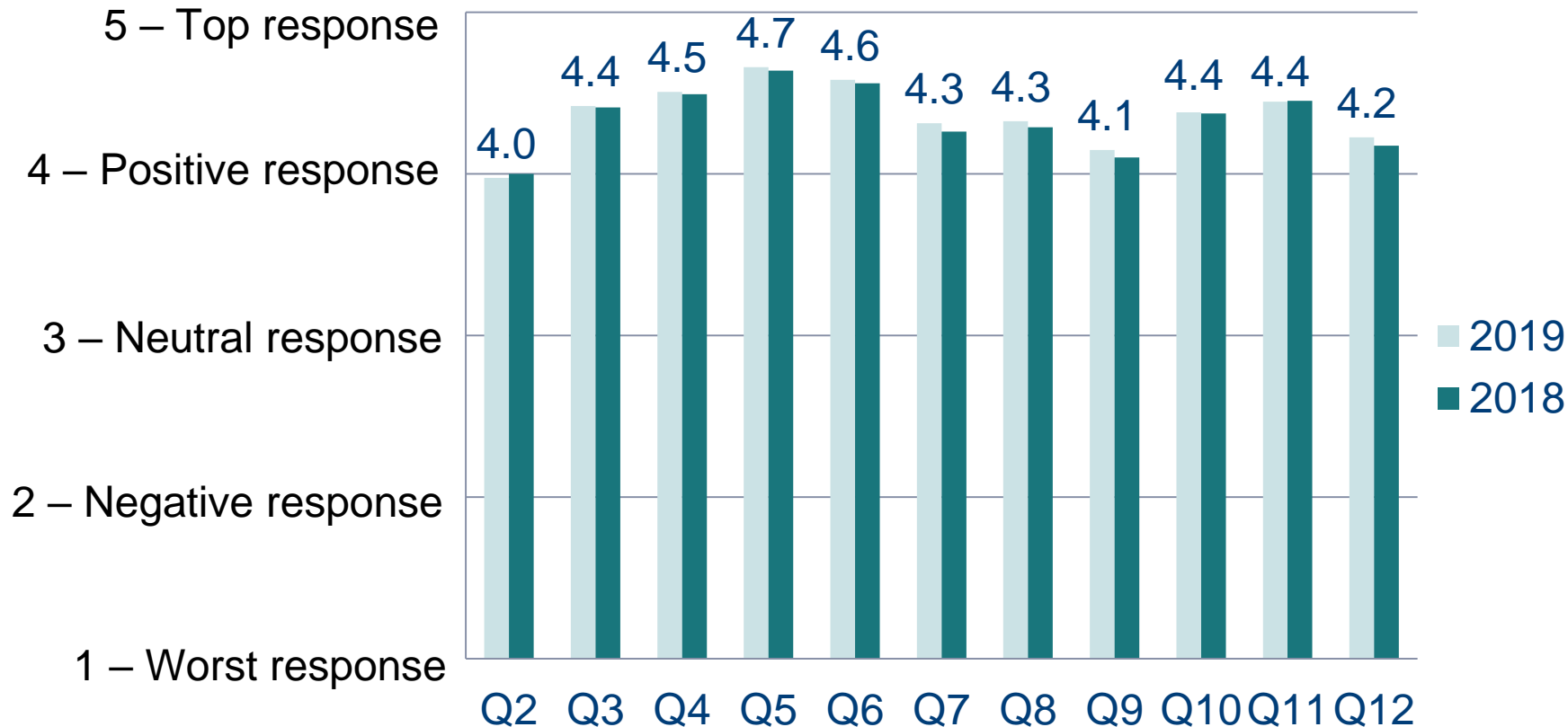


## Overall, how much do you like your MCO?



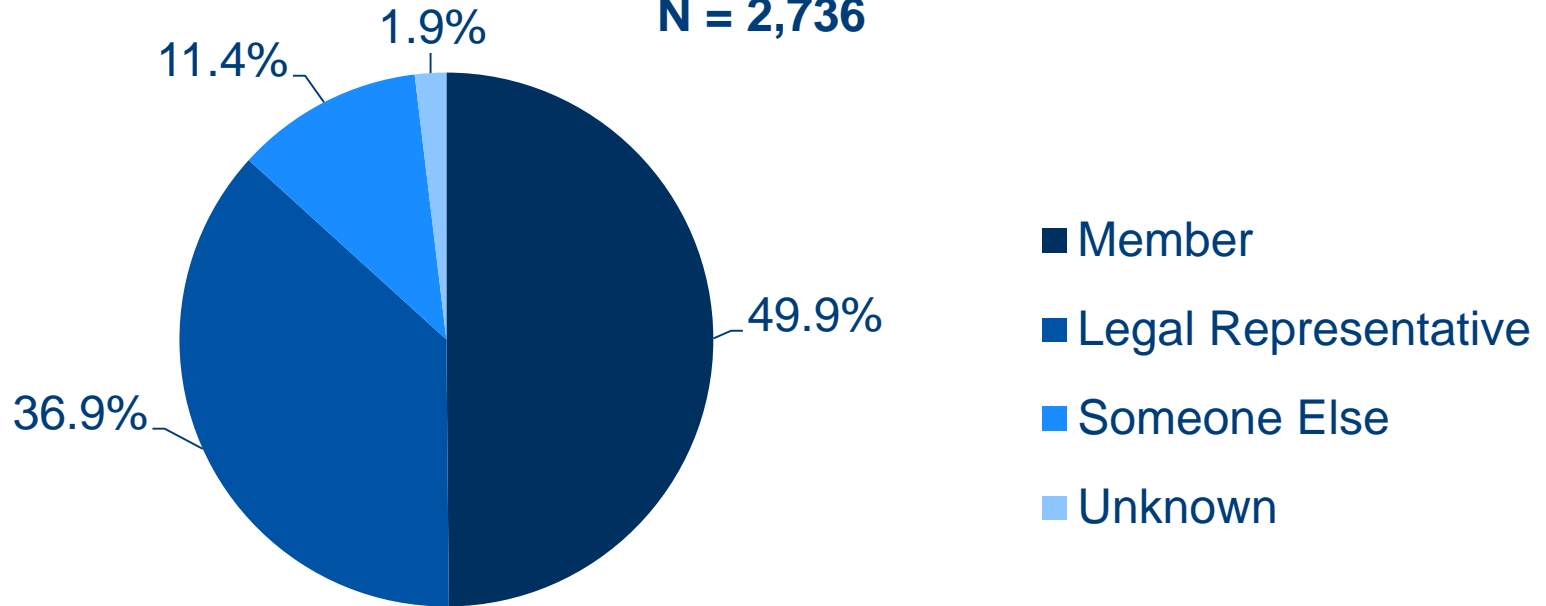
# **2019 IRIS Consultant Agency Participant Satisfaction Survey Analysis**

## Survey Question Response – IRIS Consultant Agency



## Who Answered Survey – IRIS Consultant Agency

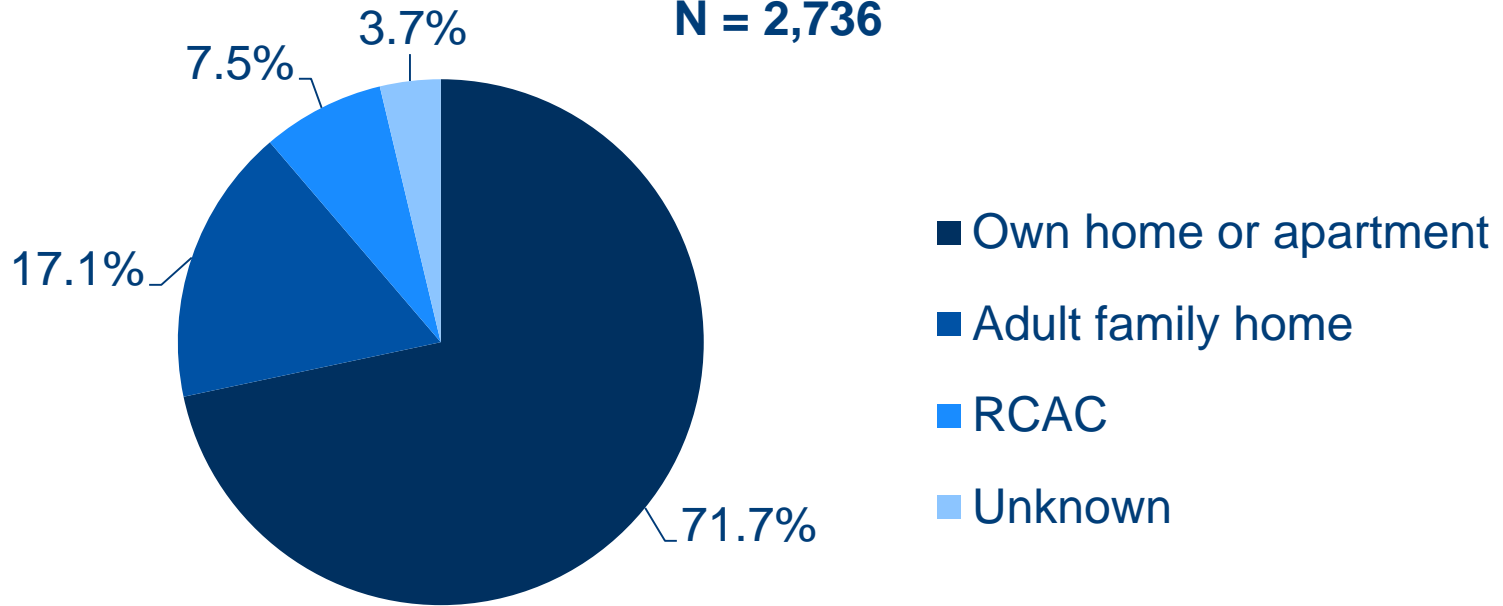
N = 2,736



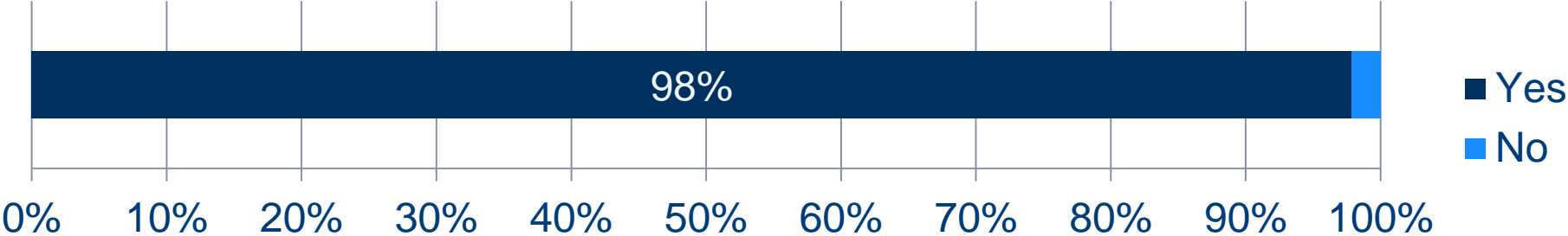


## Participant Living Situation – IRIS Consultant Agency

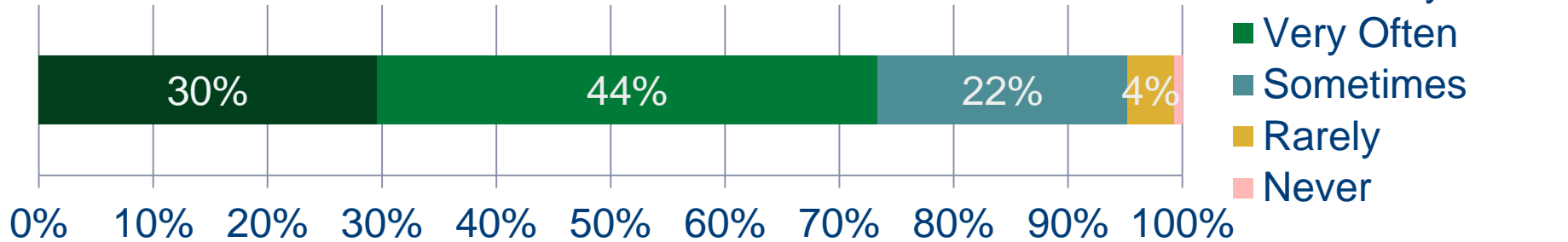
N = 2,736



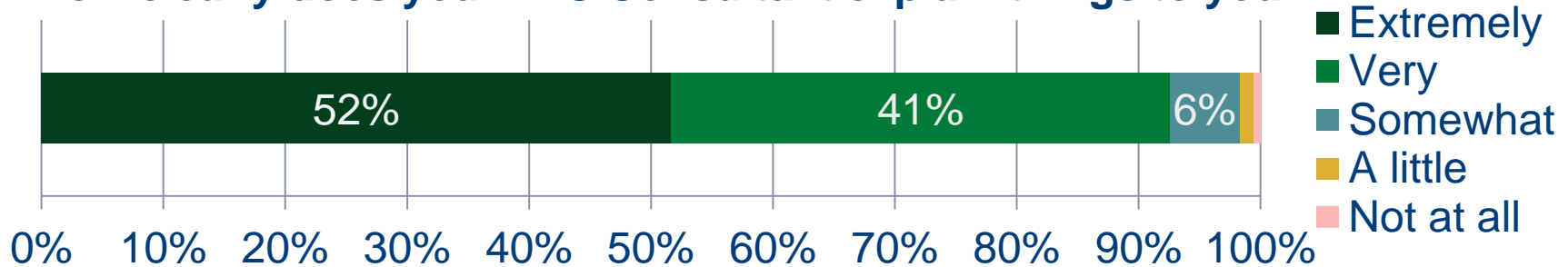
### Can you contact your IRIS Consultant when you need to?



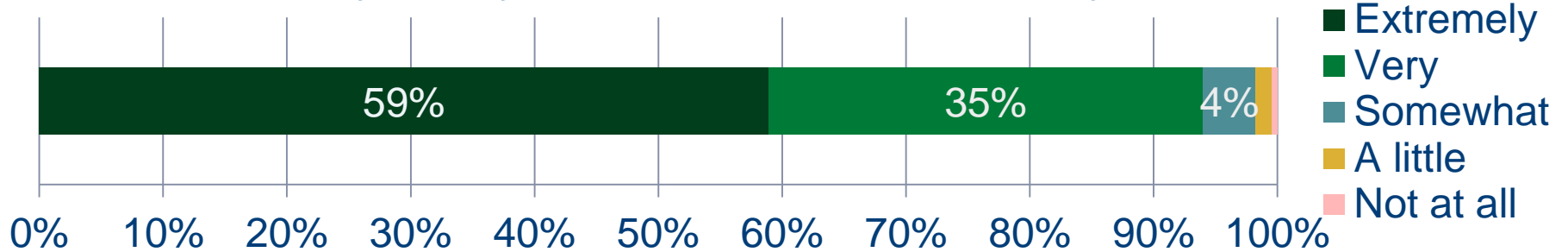
## How often do you get the help you need from your IRIS Consultant?



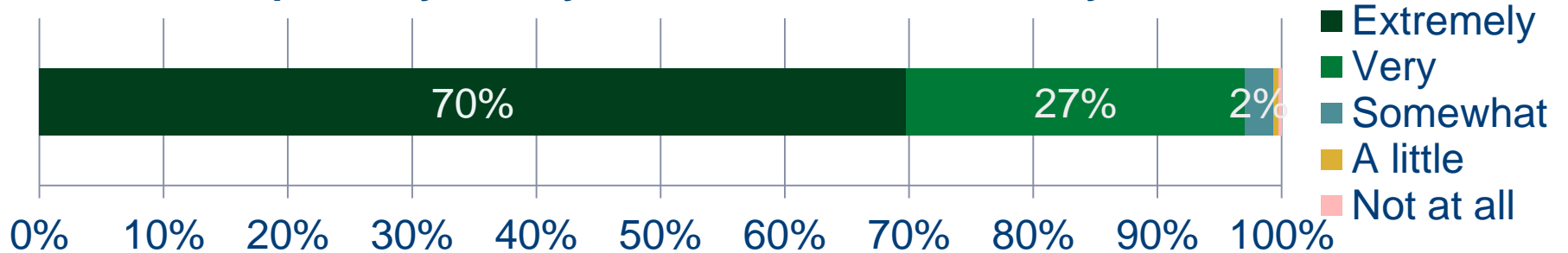
## How clearly does your IRIS Consultant explain things to you?



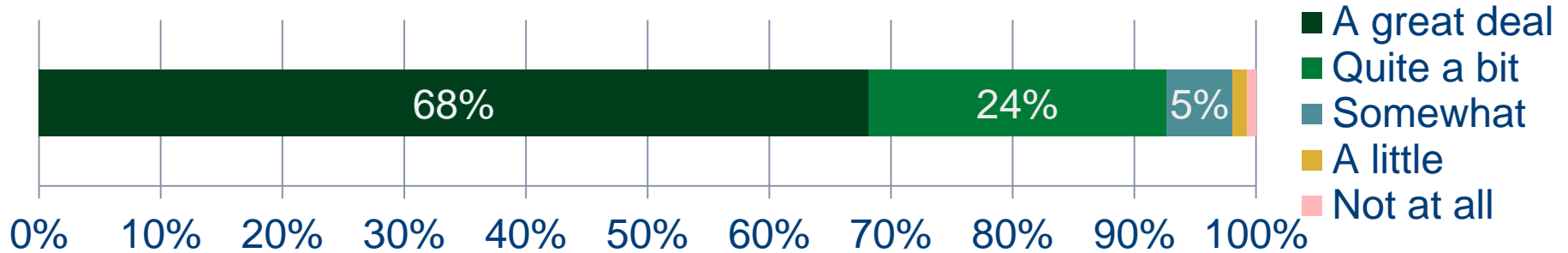
## How carefully does your IRIS Consultant listen to you?



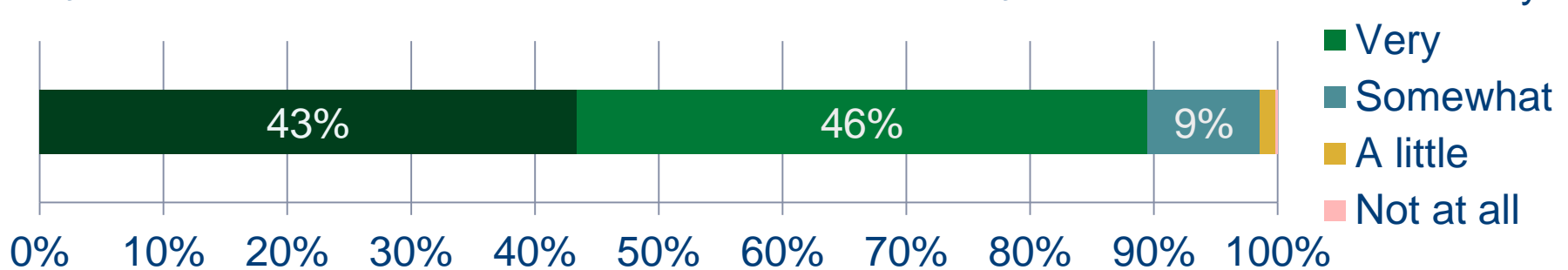
## How respectfully does your IRIS Consultant treat you?



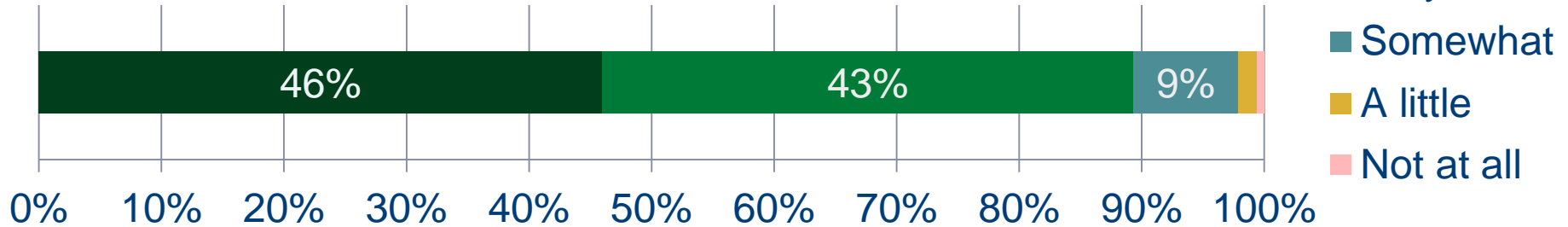
## Overall, how much do you like your IRIS Consultant Agency?



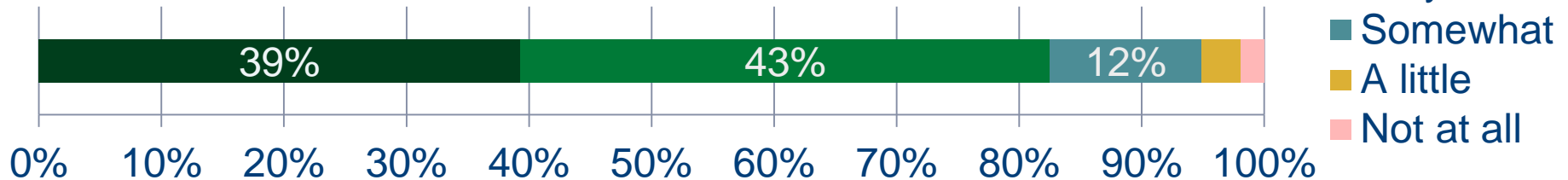
## Overall, how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?



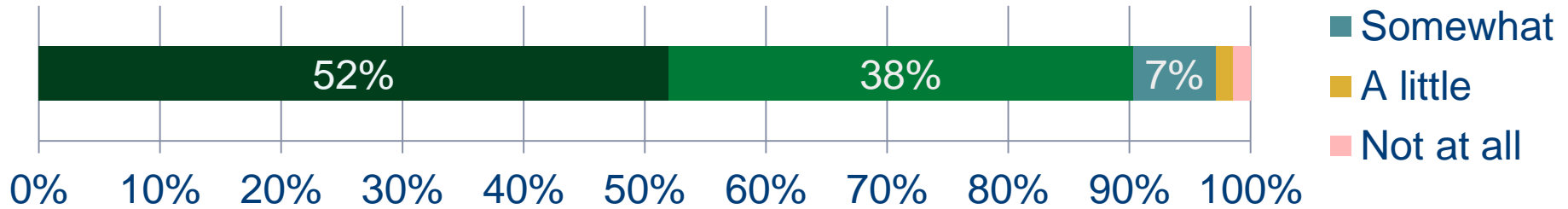
## How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?



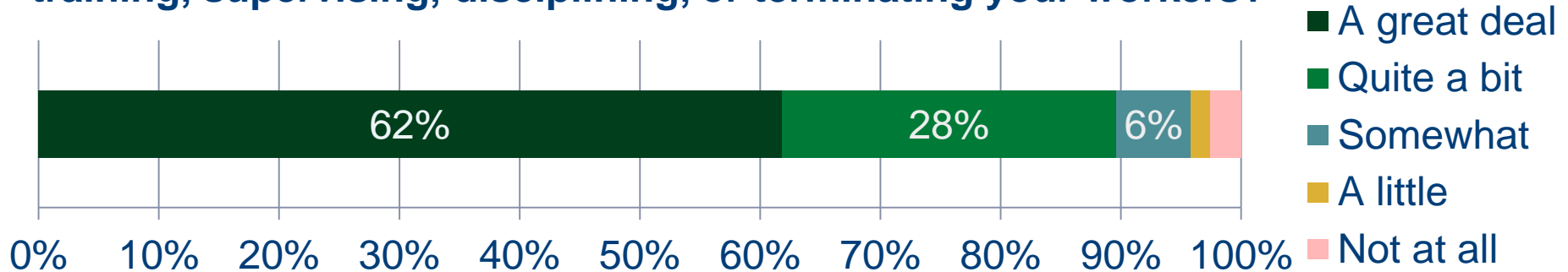
## How well does your Individual Support and Service Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



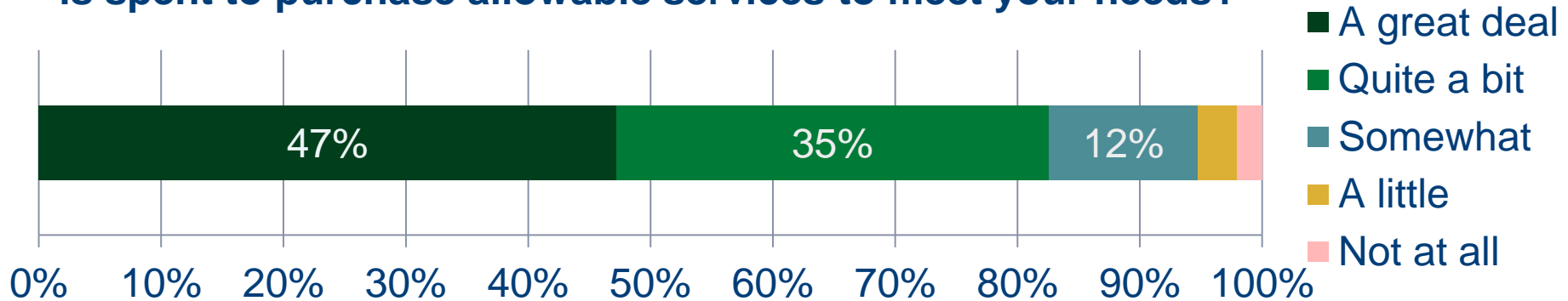
**How well does your Individual Support and Service Plan support your needs related to living in a place of your choice? This may include your own apartment or house, Adult Family Home (AFH), or Residential Care Apartment Complex (RCAC).**



**How much control do you feel you have over recruiting, hiring, training, supervising, disciplining, or terminating your workers?**



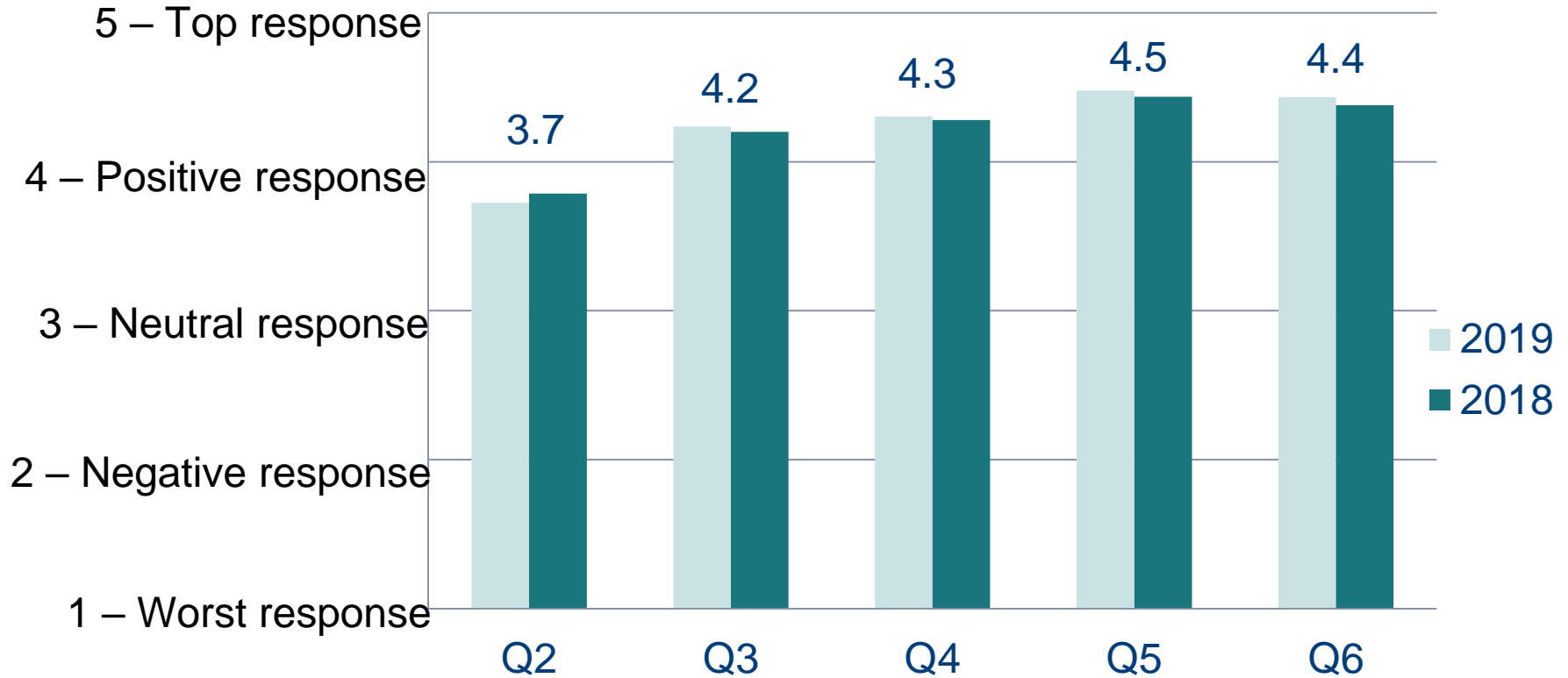
## How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs?





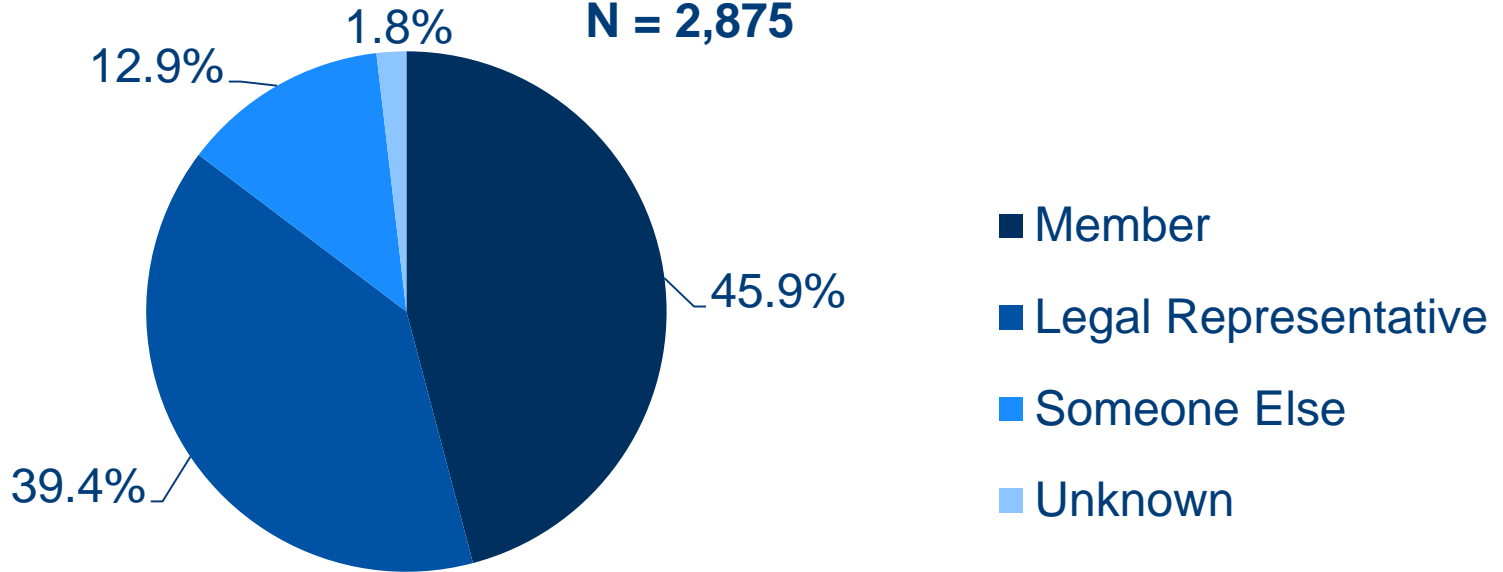
# **2019 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis**

## Survey Question Response – Fiscal Employment Agent



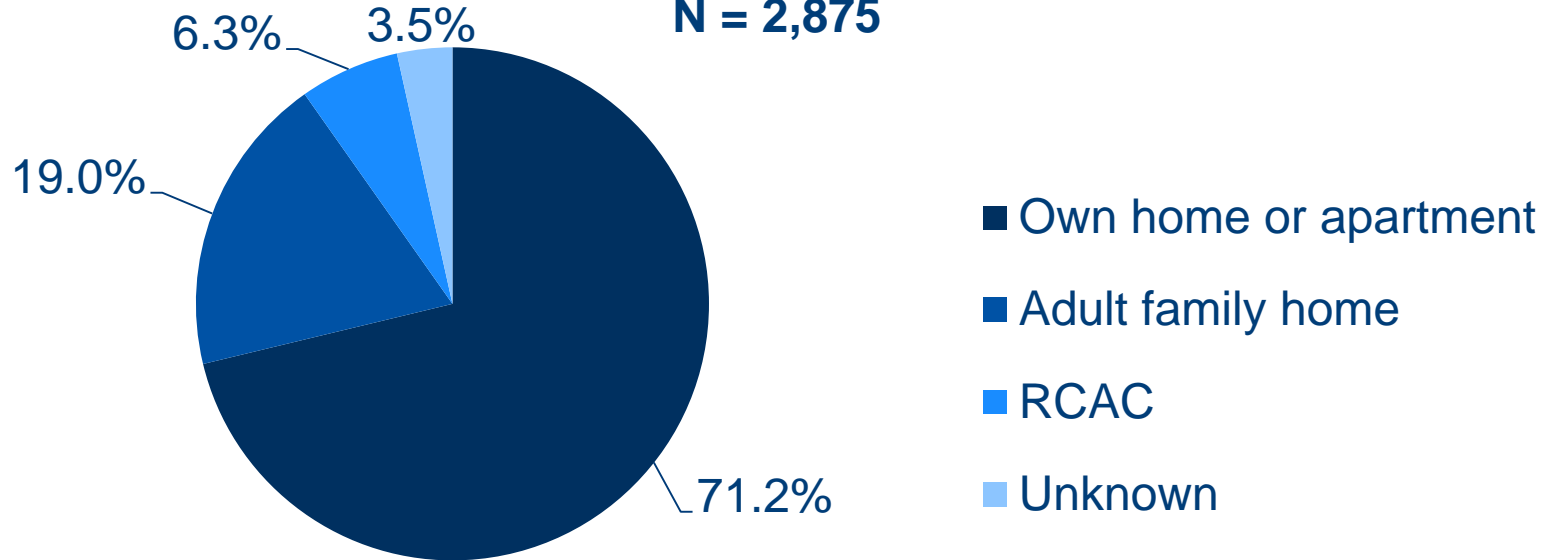
## Who Answered Survey – Fiscal Employment Agent

N = 2,875

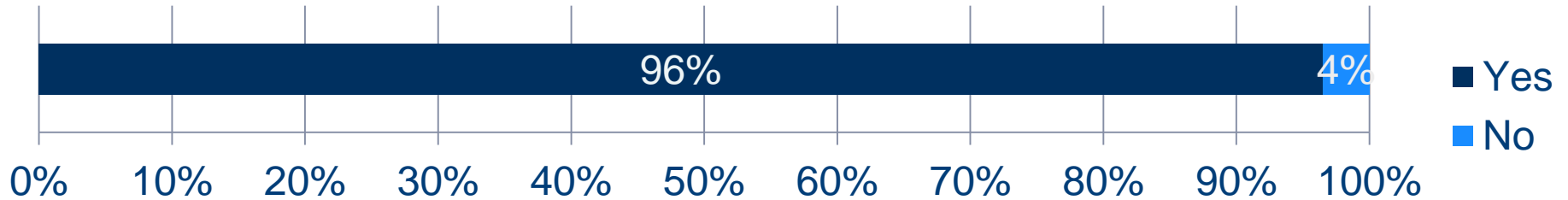


## Participant Living Situation – Fiscal Employment Agent

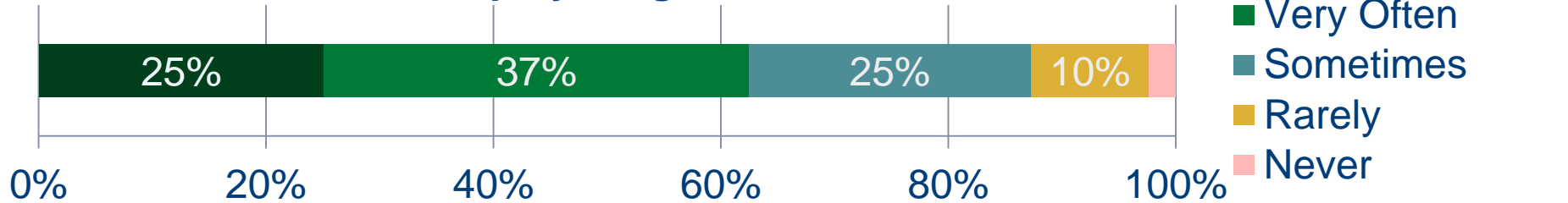
N = 2,875



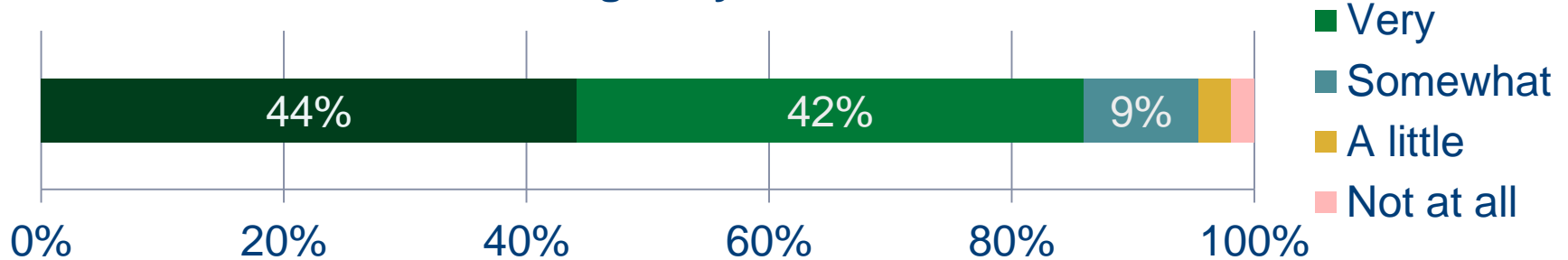
## Can you contact your Fiscal Employer Agent when you need to?



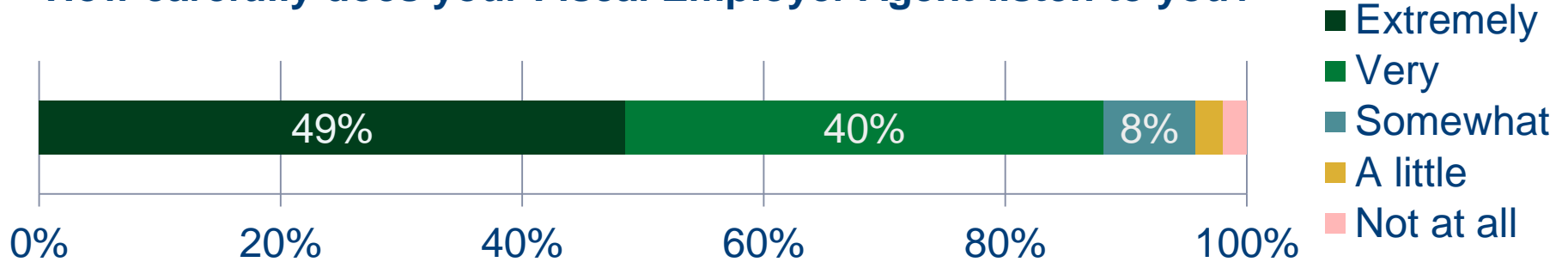
## How often do you get the help you need from your Fiscal Employer Agent?



## How clearly does your Fiscal Employer Agent explain things to you?



## How carefully does your Fiscal Employer Agent listen to you?



## How respectfully does your Fiscal Employer Agent treat you?



## Overall, how much do you like your Fiscal Employer Agent?

