



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# 2020 Member Satisfaction Survey

Jie Gu

Program and Policy Analyst

5/14/2021

P-00717 (09/2024)

# Survey Sample Criteria

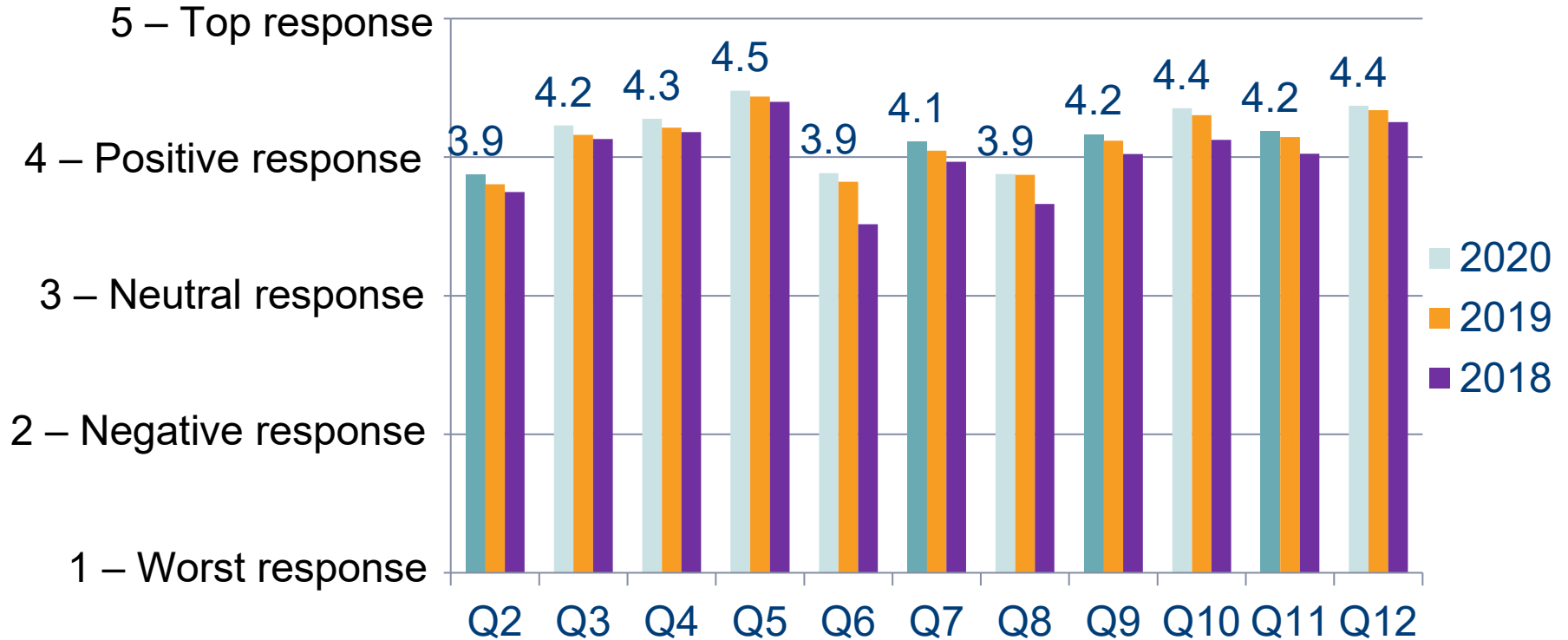
Surveys were sent to randomly selected participants meeting the following criteria:

- Current participant
- Having been a participant for 6+ months
- Distributed among all three target groups

# **2020 Managed Care Member Satisfaction Survey Analysis**

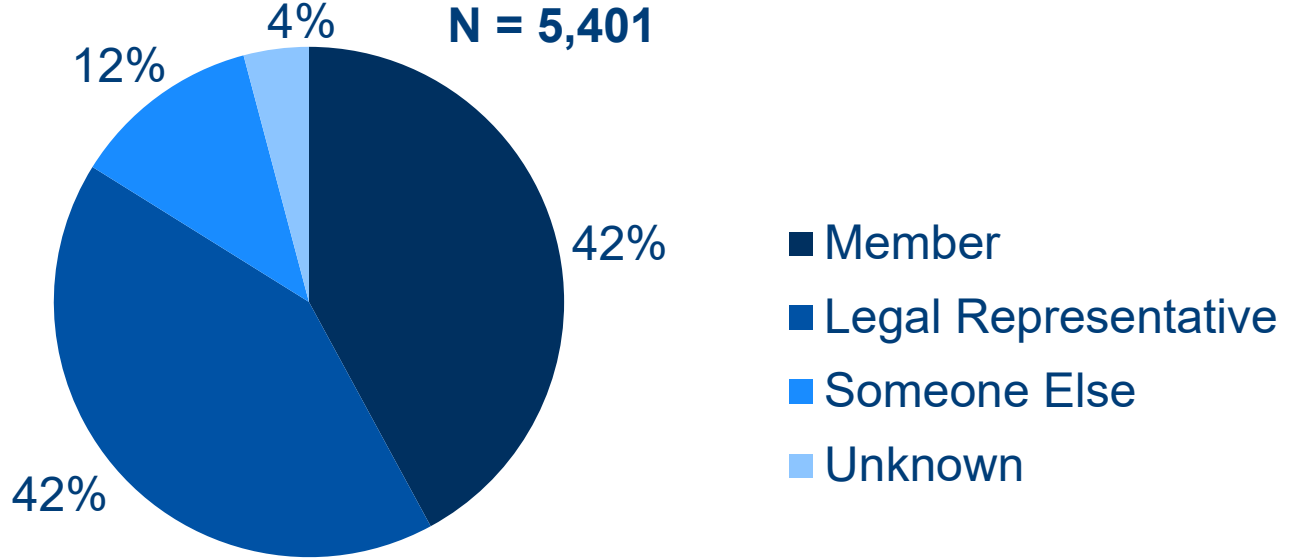
# Family Care Survey Analysis

## Survey Question Response – Family Care (P4P questions: Q2, Q7, Q9, and Q11)

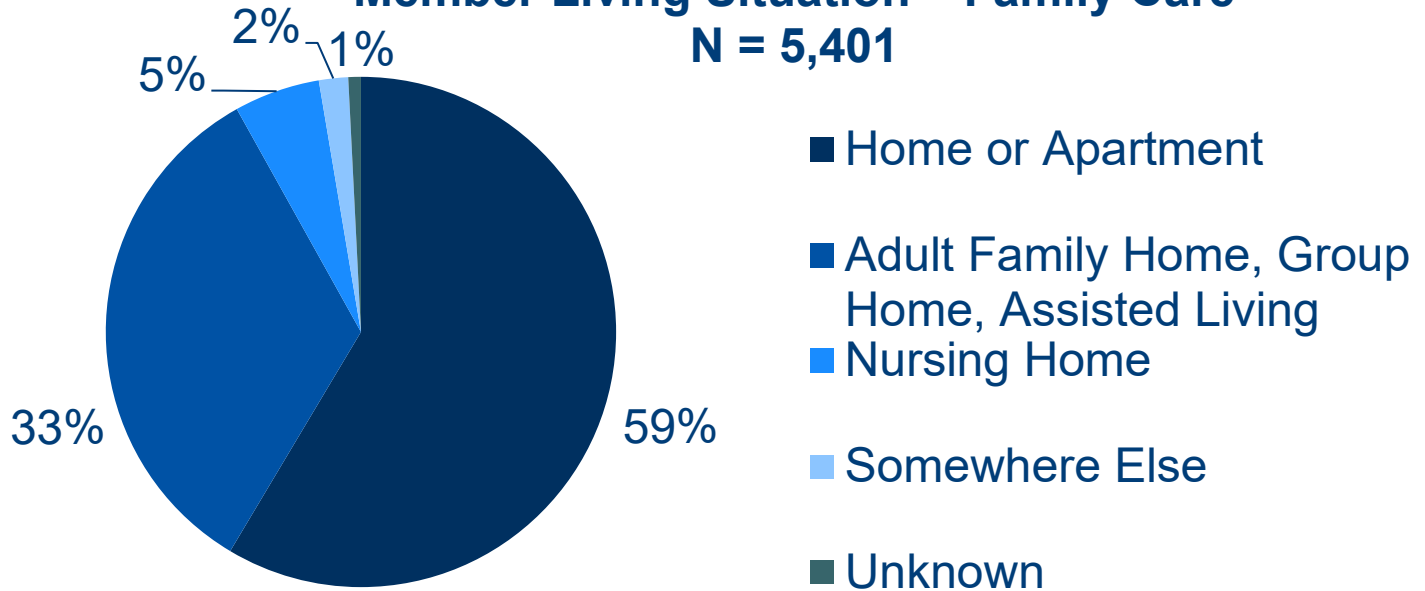


## Who Answered Survey – Family Care

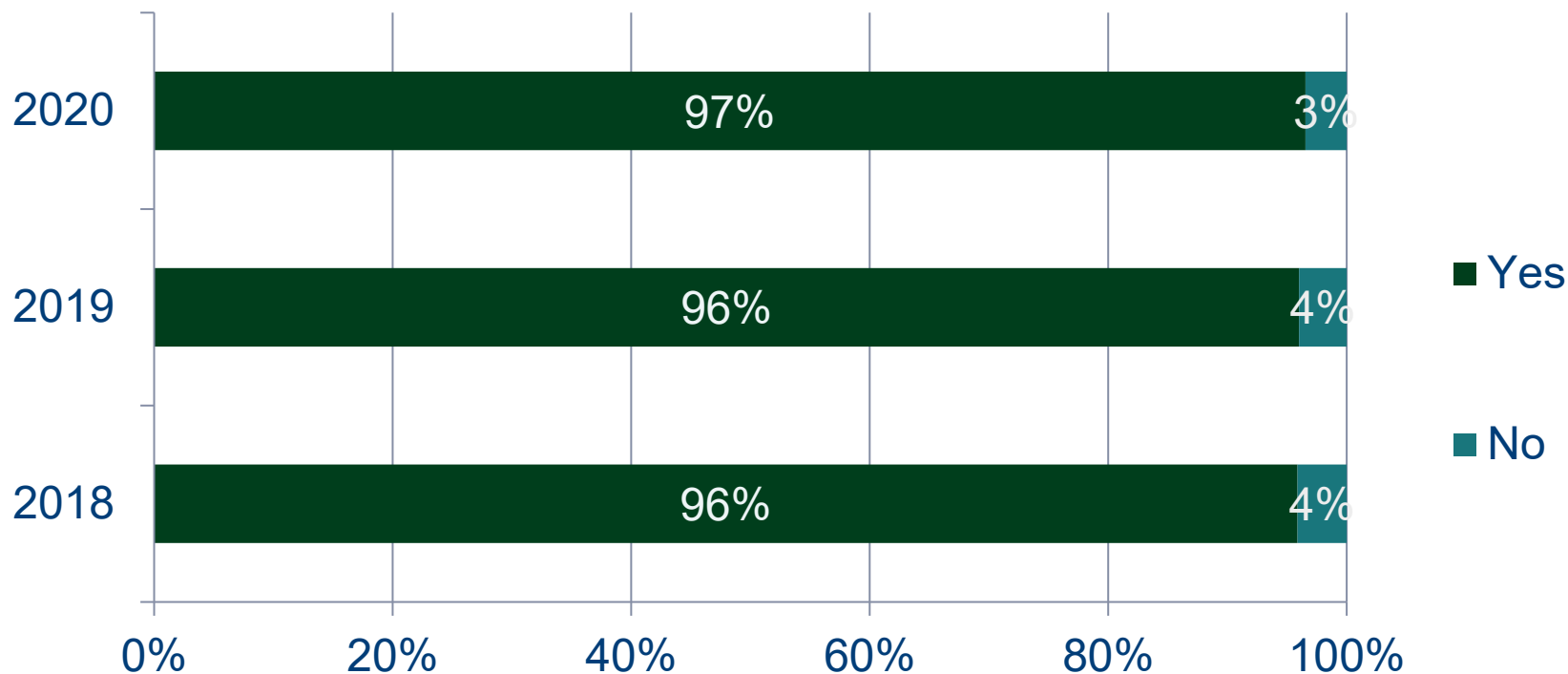
N = 5,401



## Member Living Situation – Family Care N = 5,401

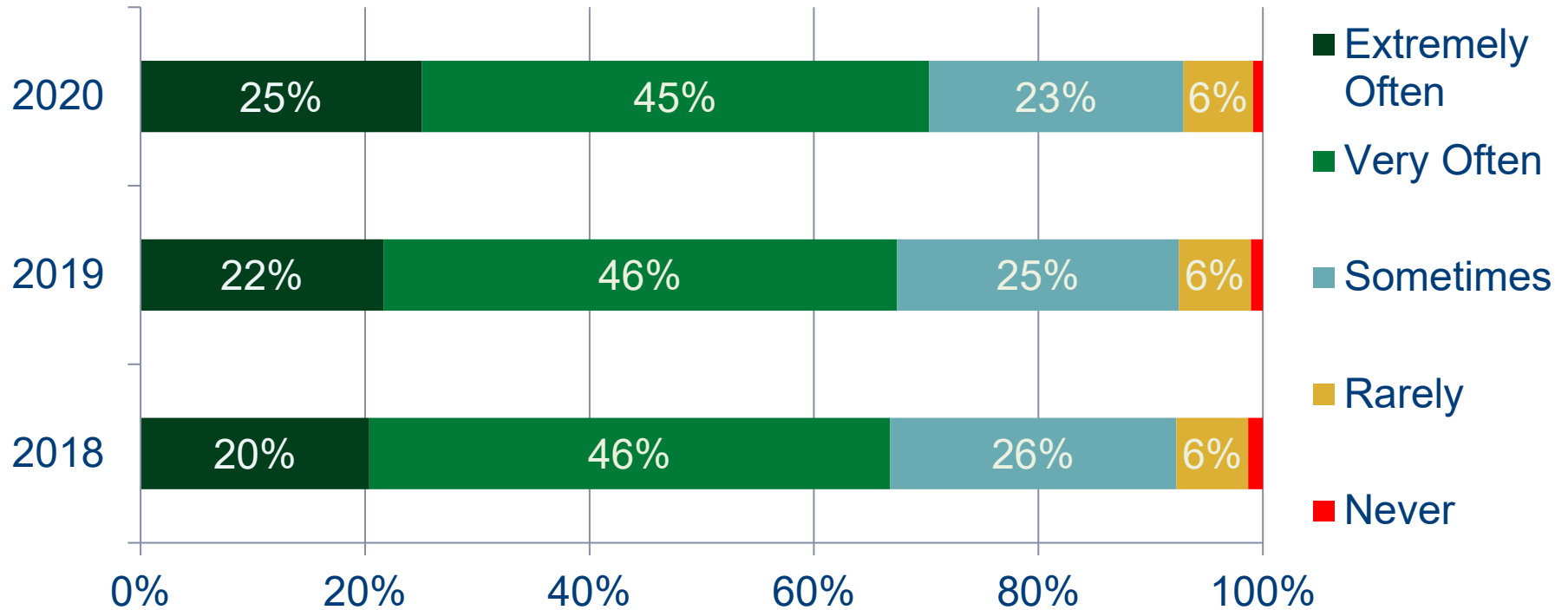


## Can you contact your Care Team when you need to?

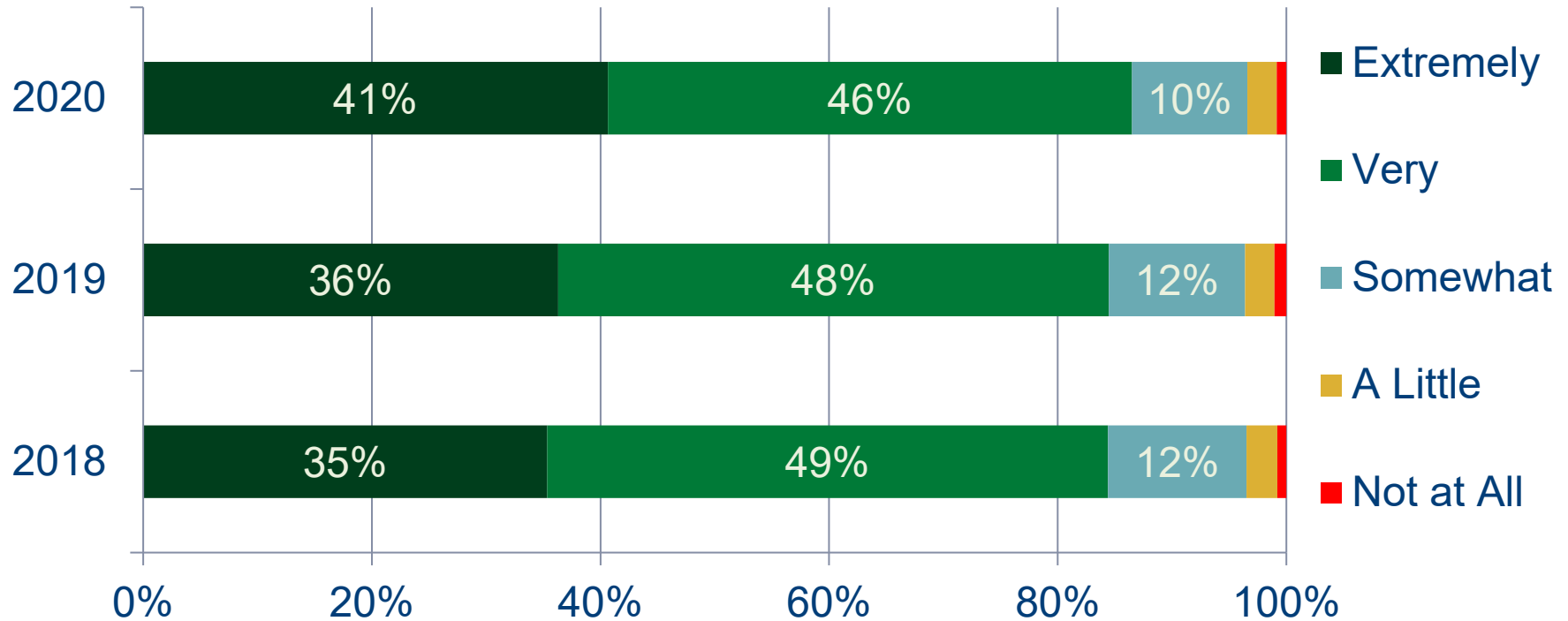




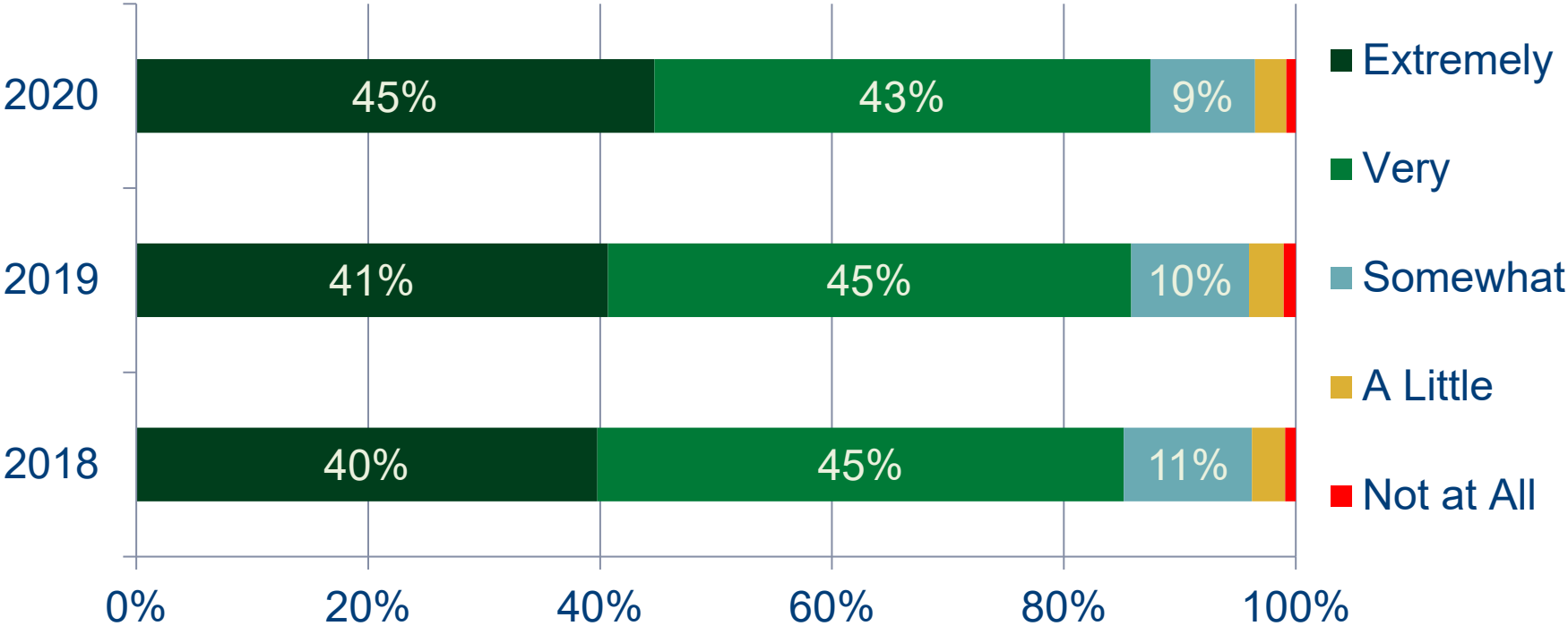
## How often do you get the help you need from your Care Team?



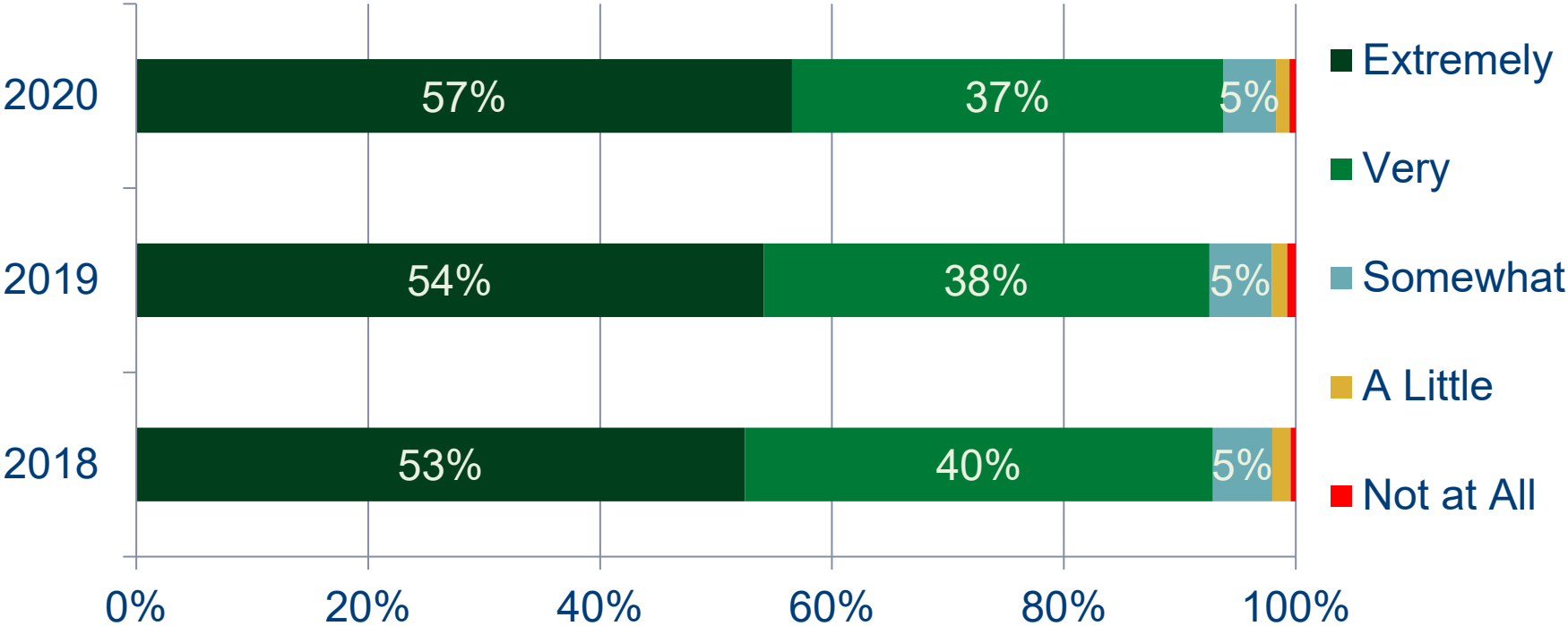
## How clearly does your Care Team explain things to you?



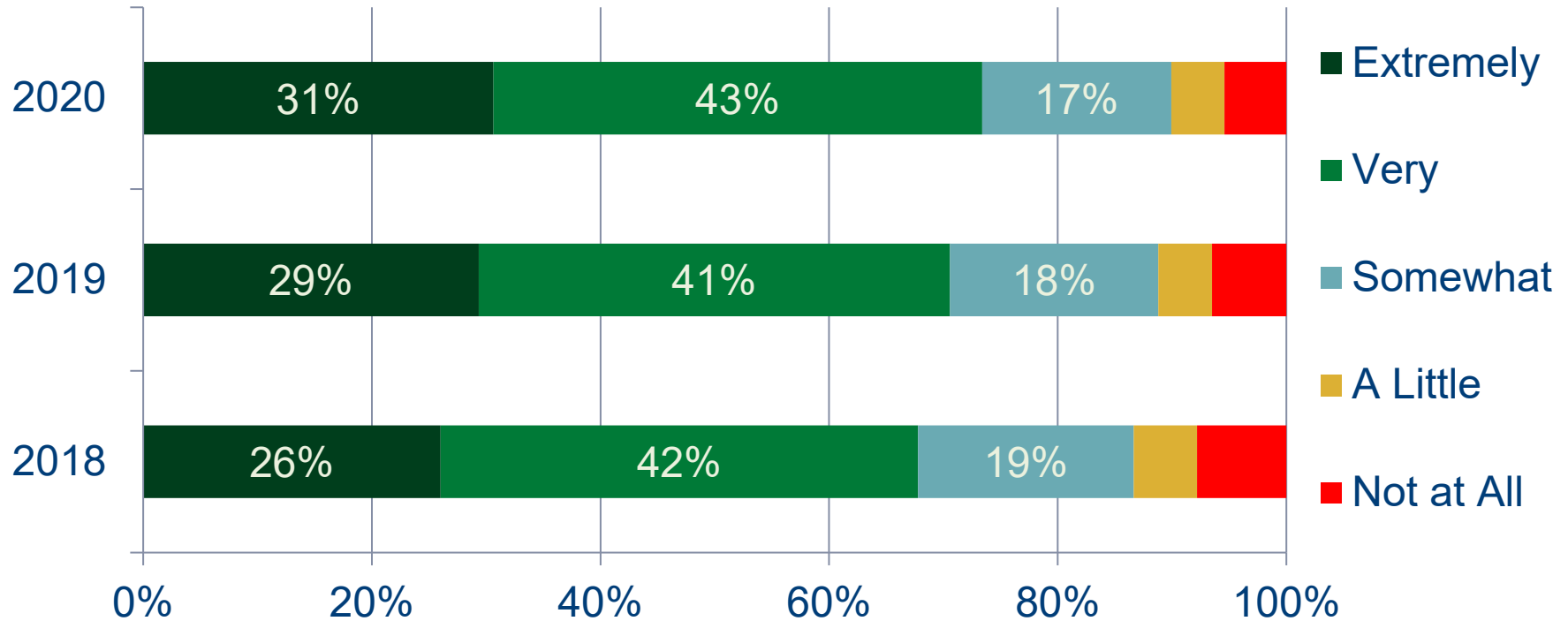
# How carefully does your Care Team listen to you?



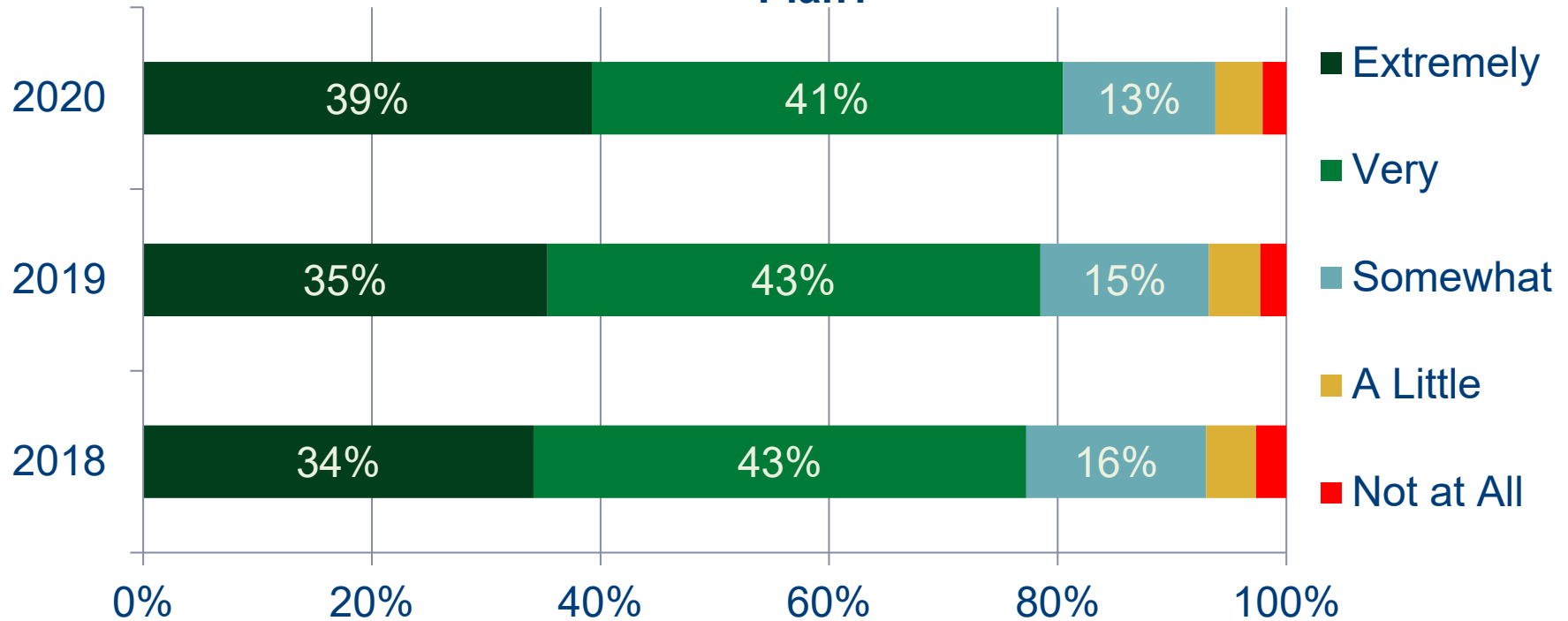
# How respectfully does your Care Team treat you?



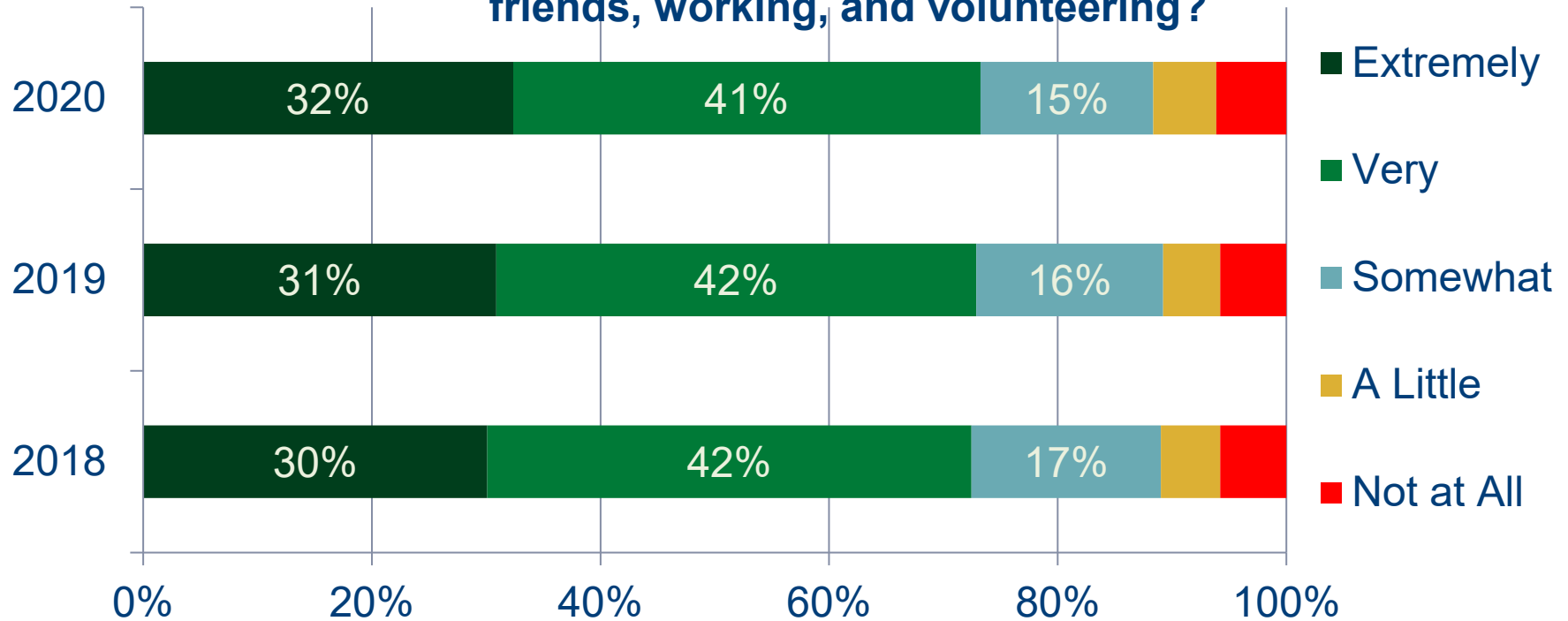
## How well did your Care Team explain the Self-Directed Supports option to you?



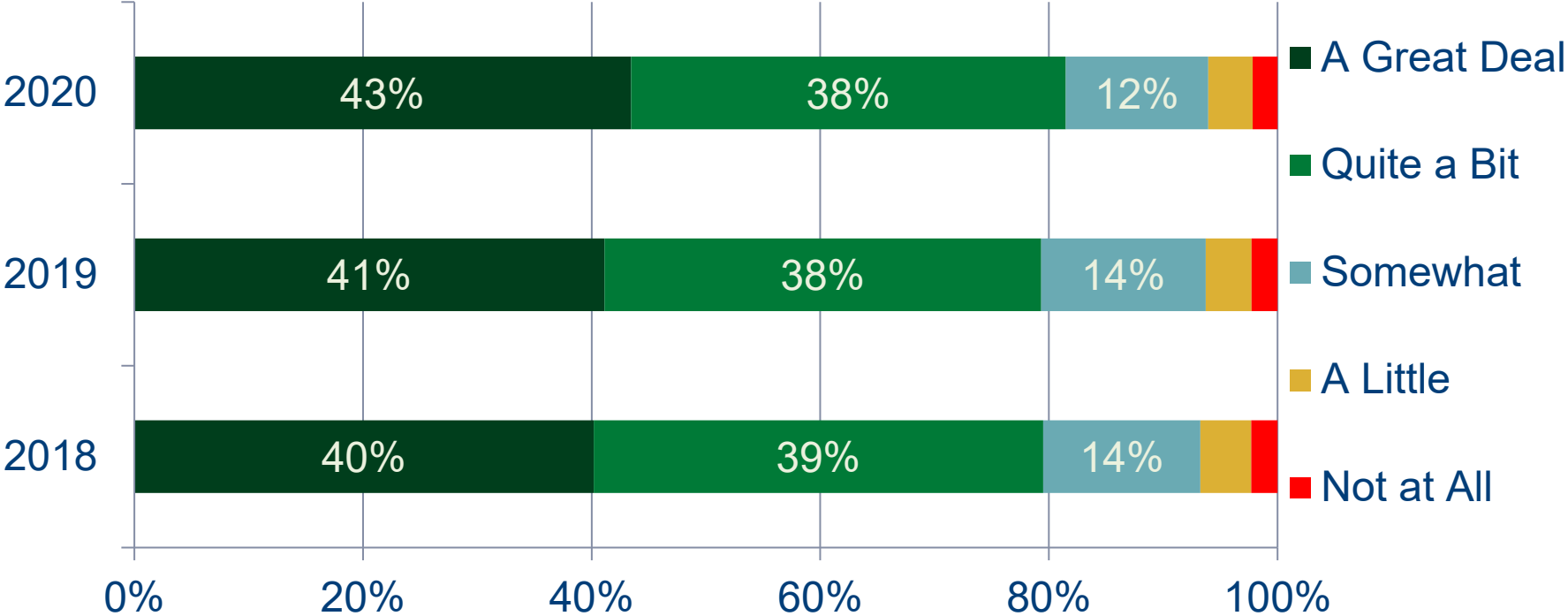
## How involved are you in making decisions about your Care Plan?



## 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?

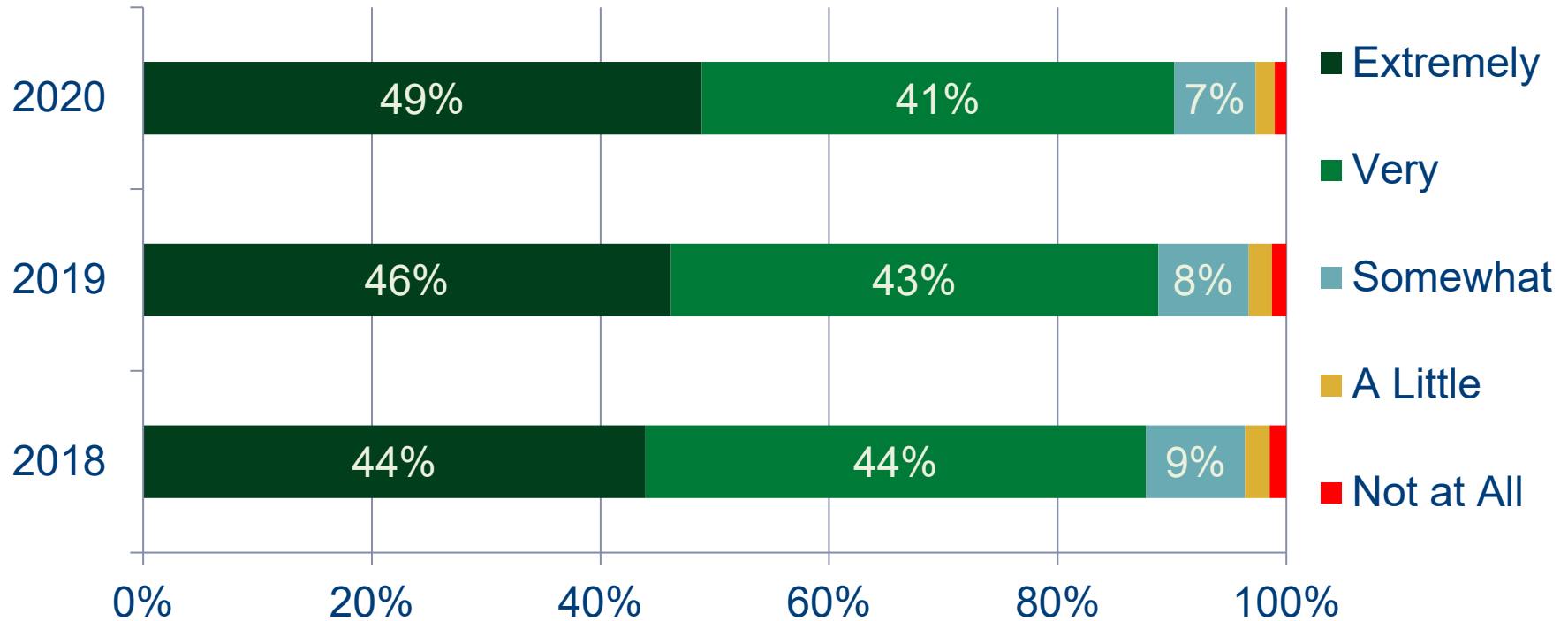


# How much does your Care Plan include the things that are important to you?

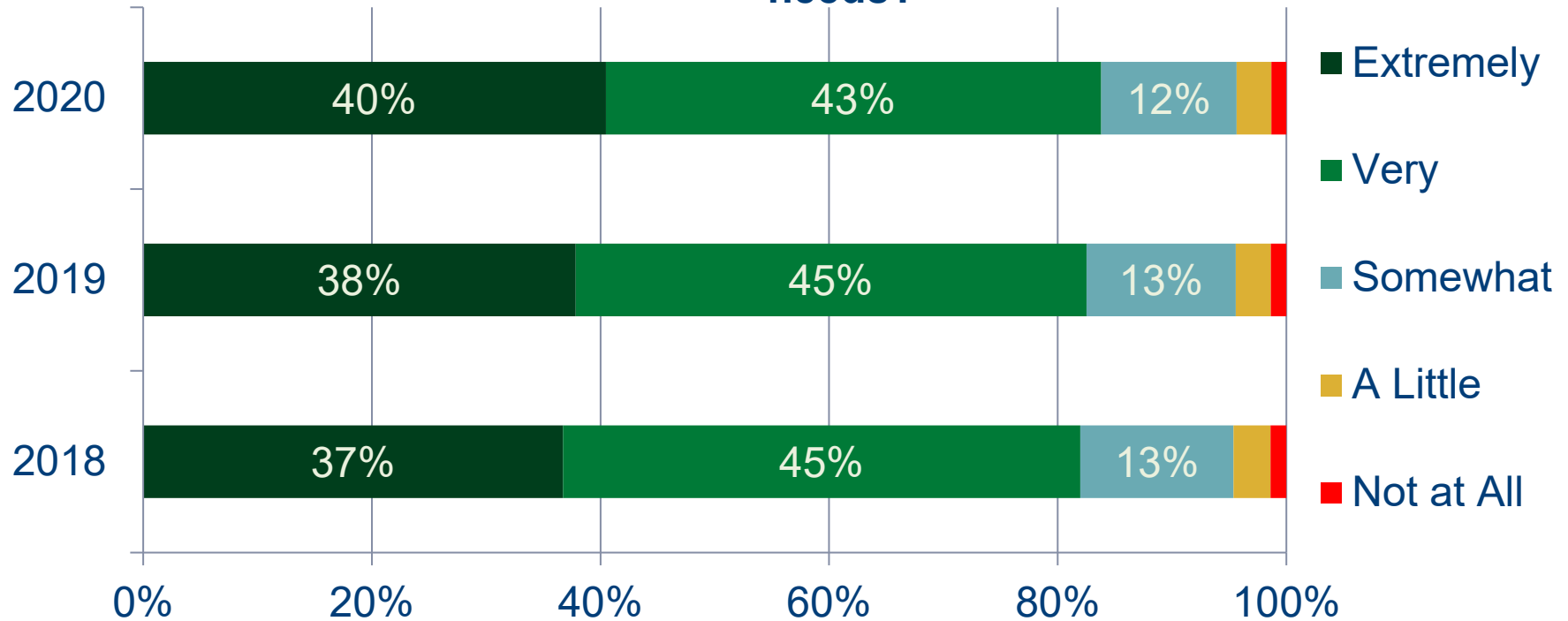




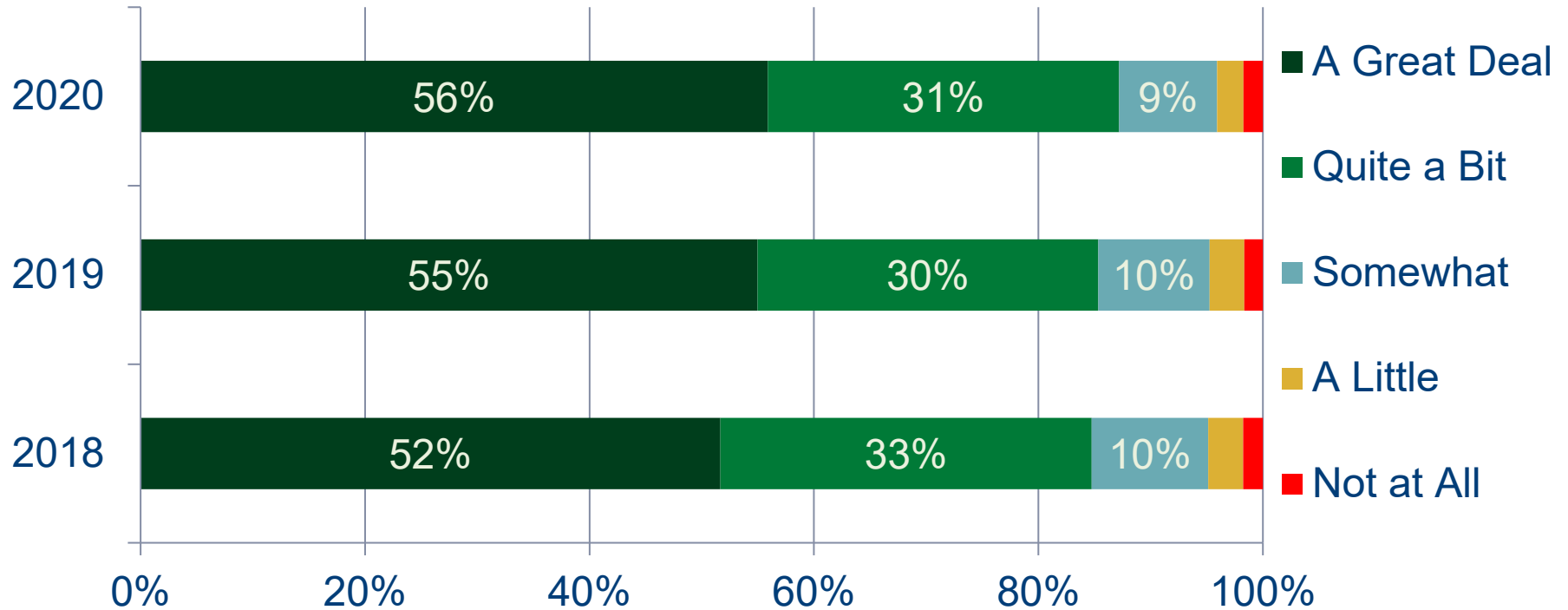
## Overall, how respectfully do the people who provide you with supports and services treat you?



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

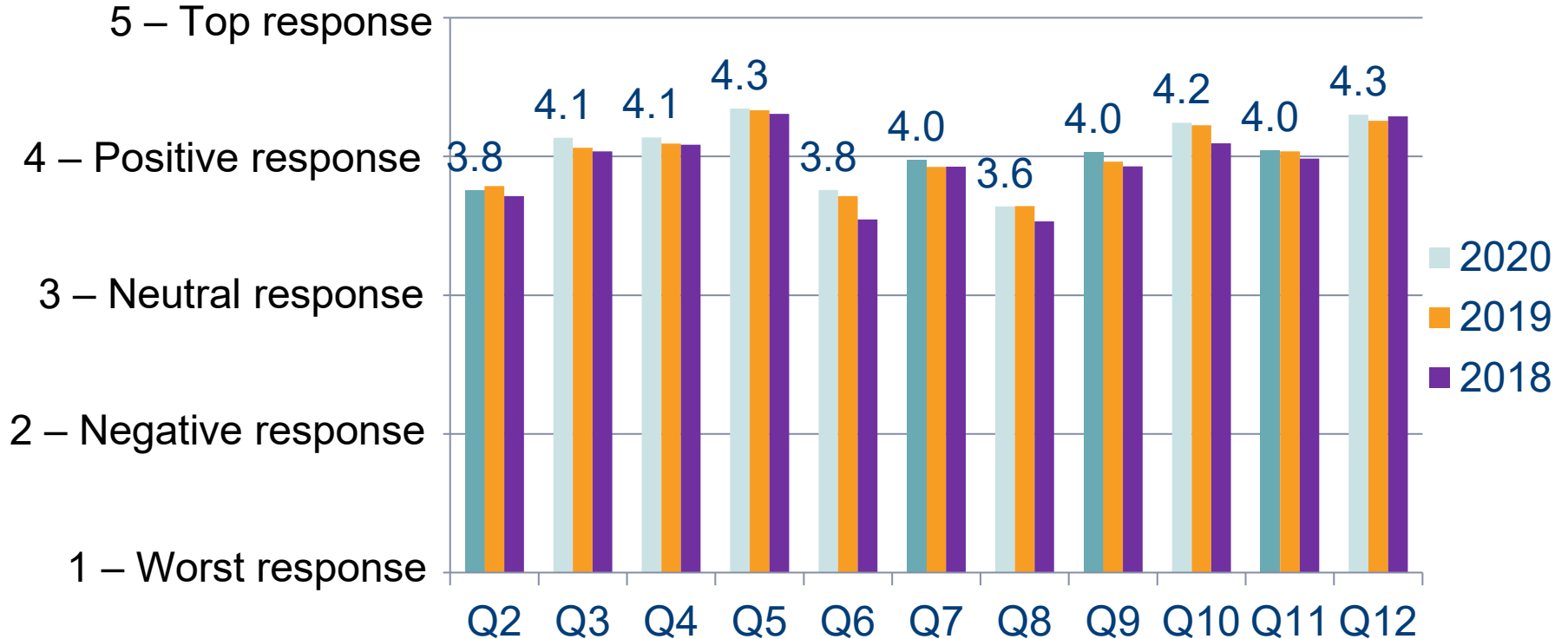


## Overall, how much do you like your MCO?

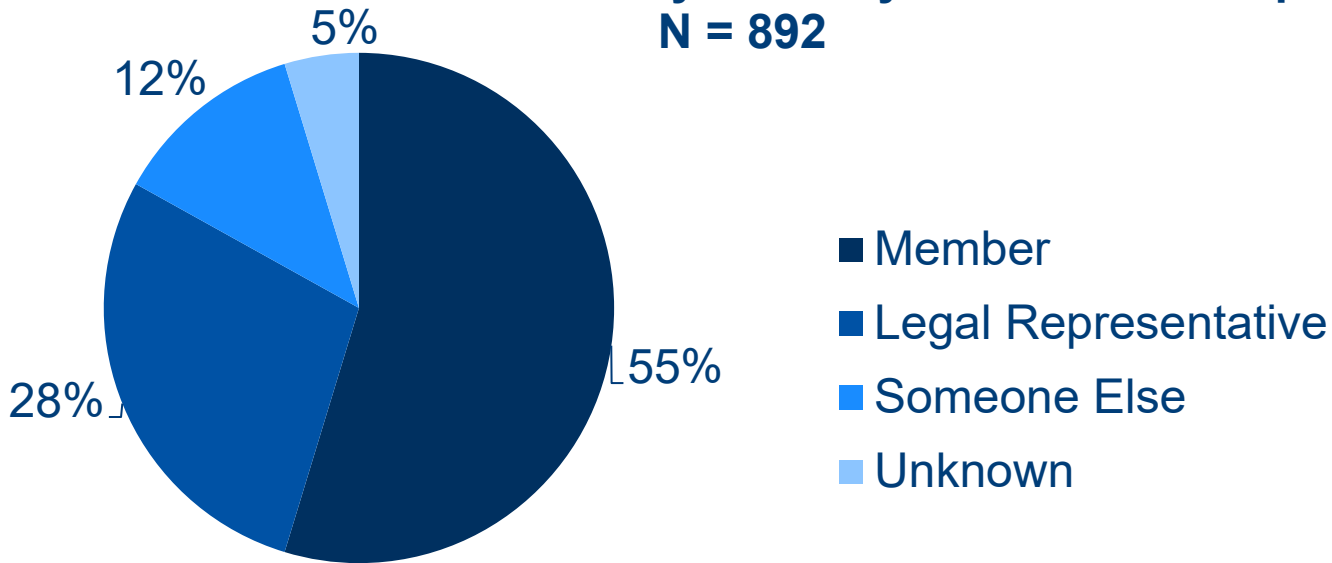


# Family Care Partnership Survey Analysis

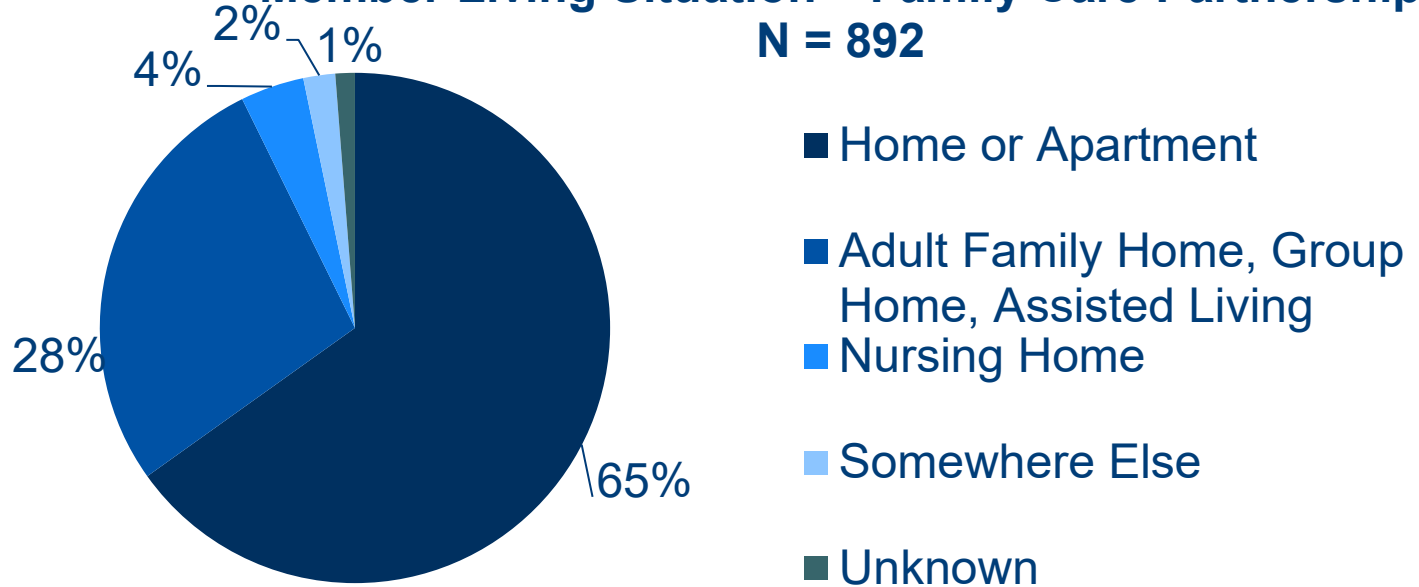
## Survey Question Response – Family Care Partnership (P4P questions: Q2, Q7, Q9, and Q11)



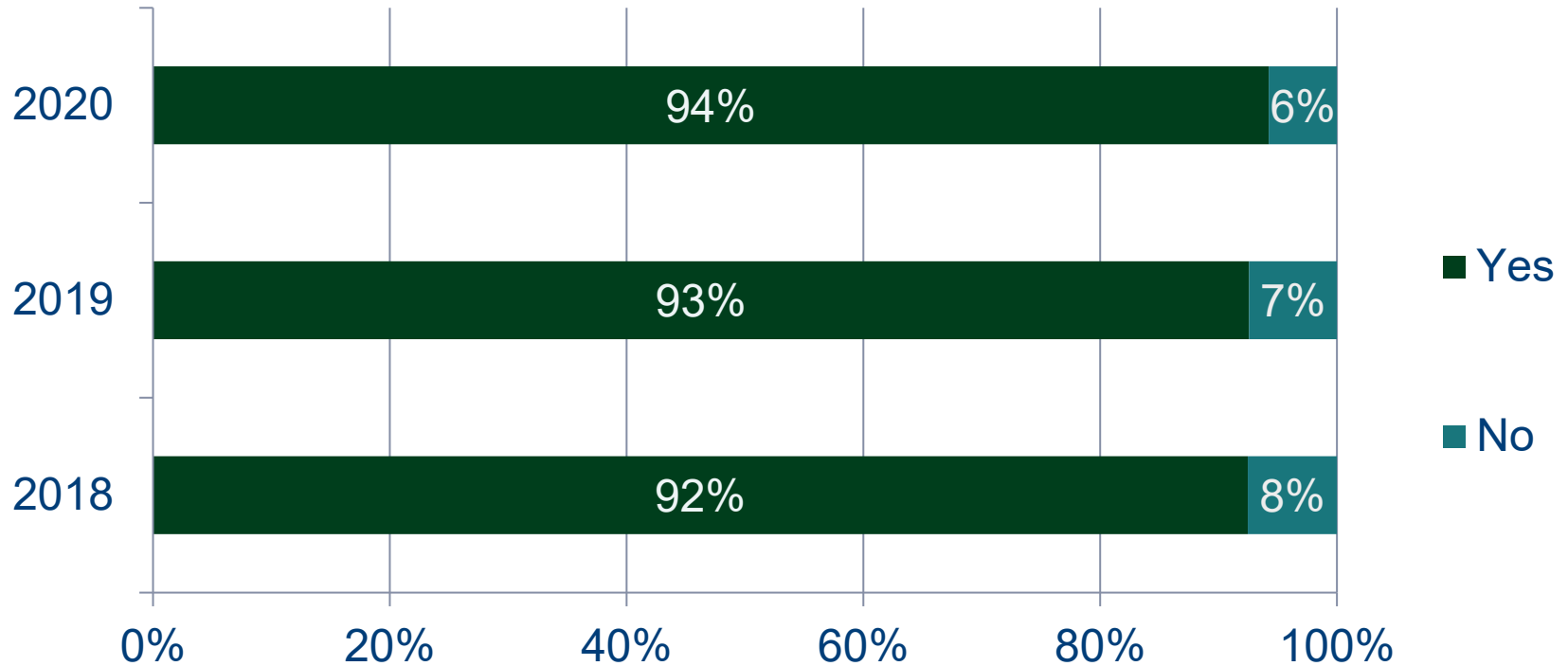
## Who Answered Survey – Family Care Partnership N = 892



## Member Living Situation – Family Care Partnership N = 892

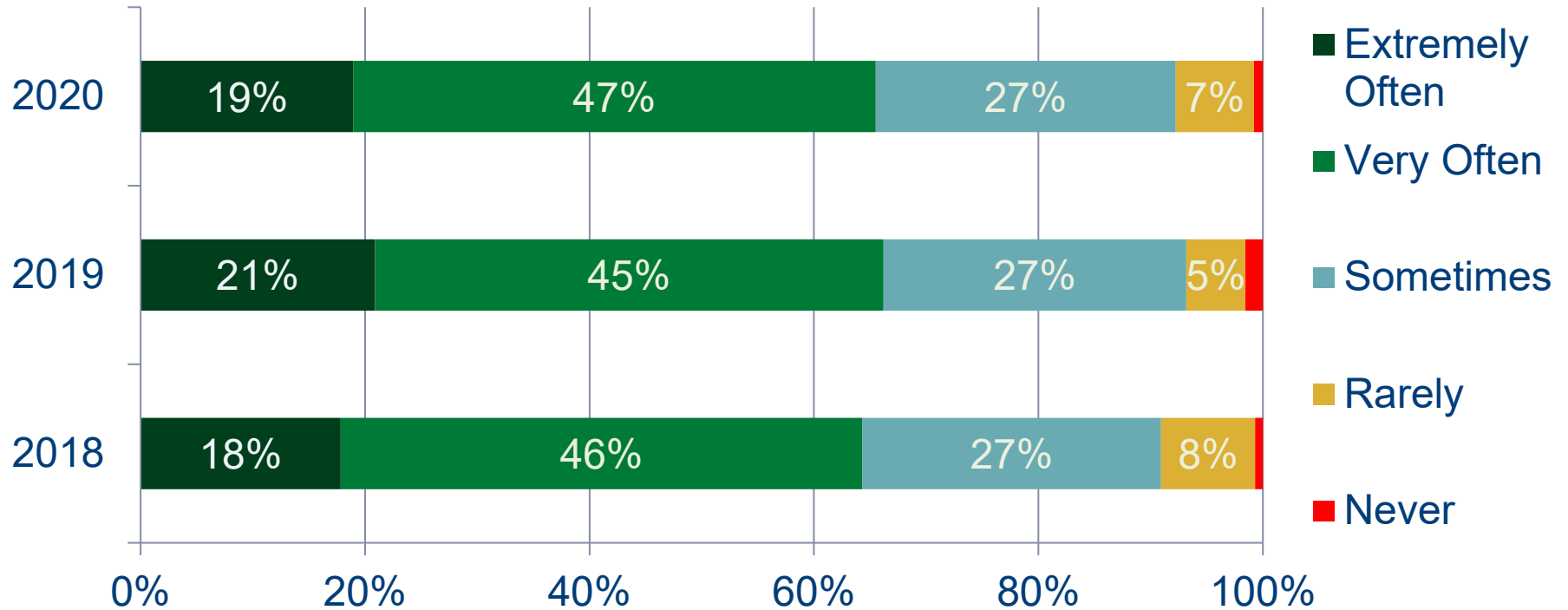


## Can you contact your Care Team when you need to?

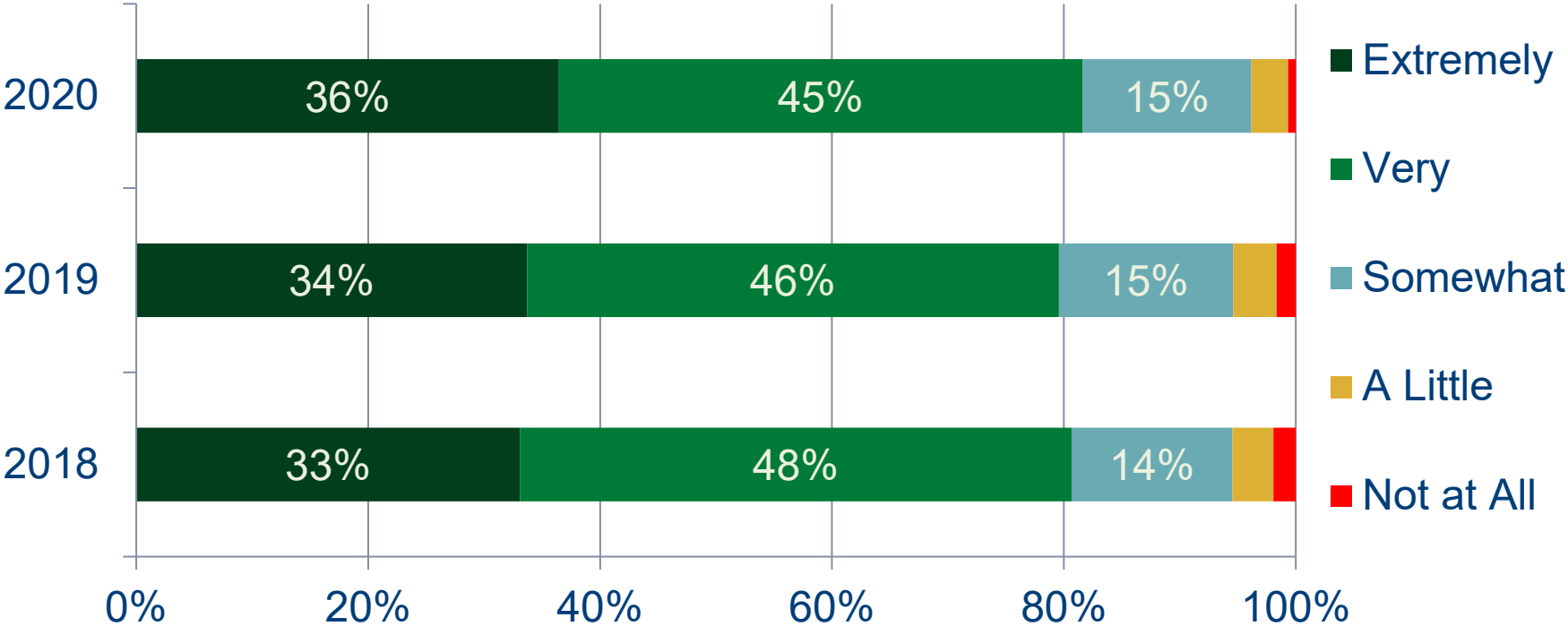




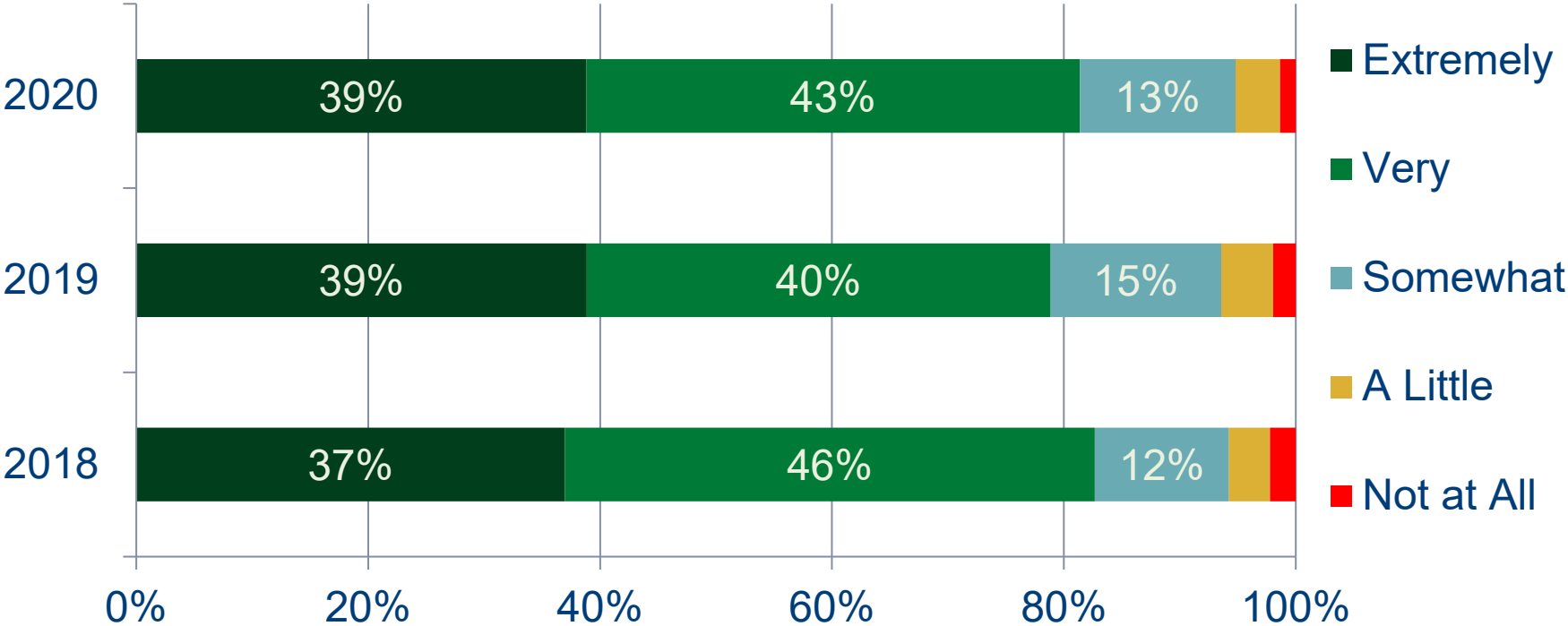
## How often do you get the help you need from your Care Team?



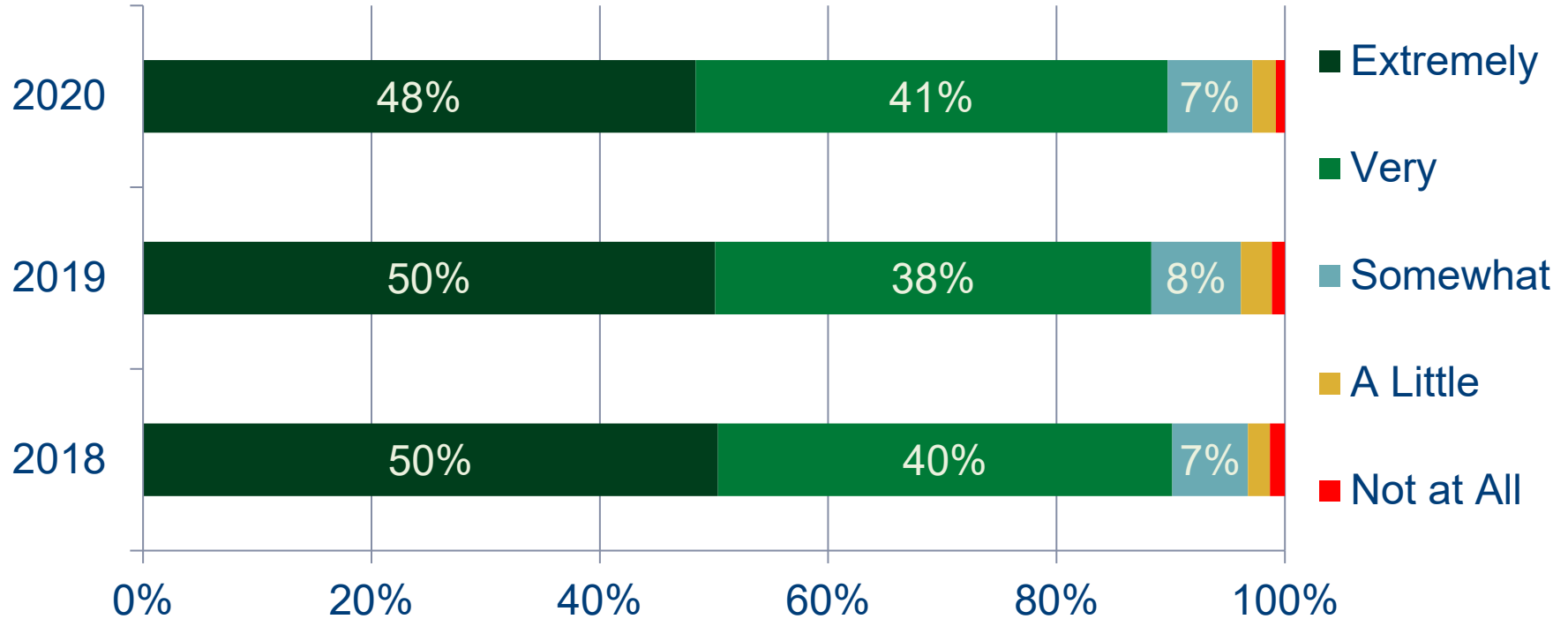
# How clearly does your Care Team explain things to you?



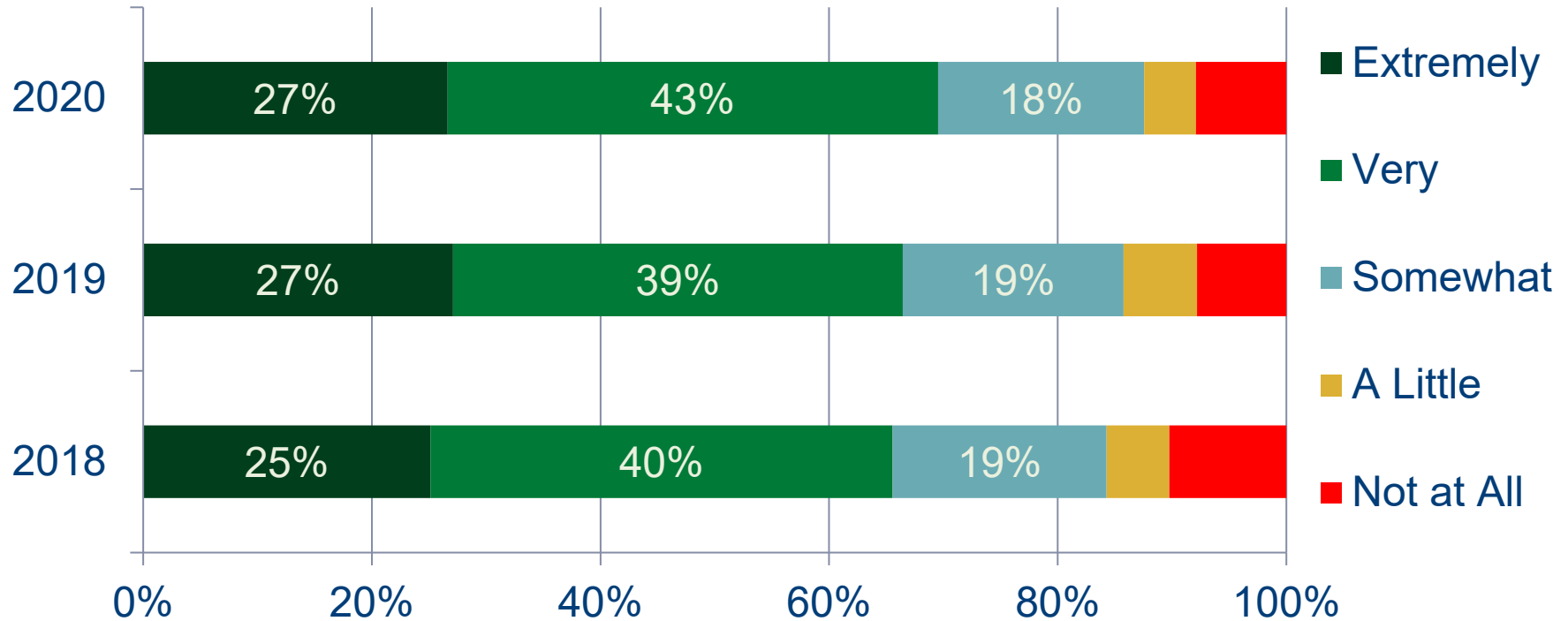
# How carefully does your Care Team listen to you?



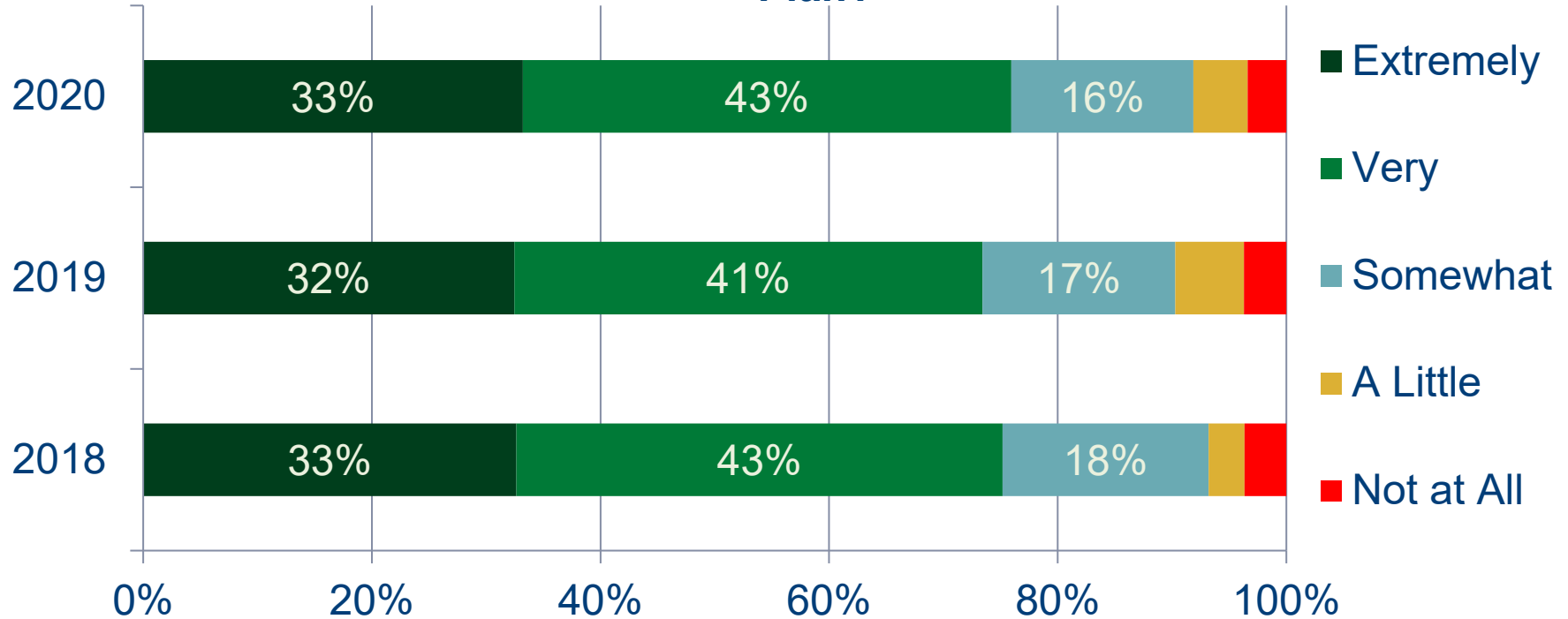
## How respectfully does your Care Team treat you?



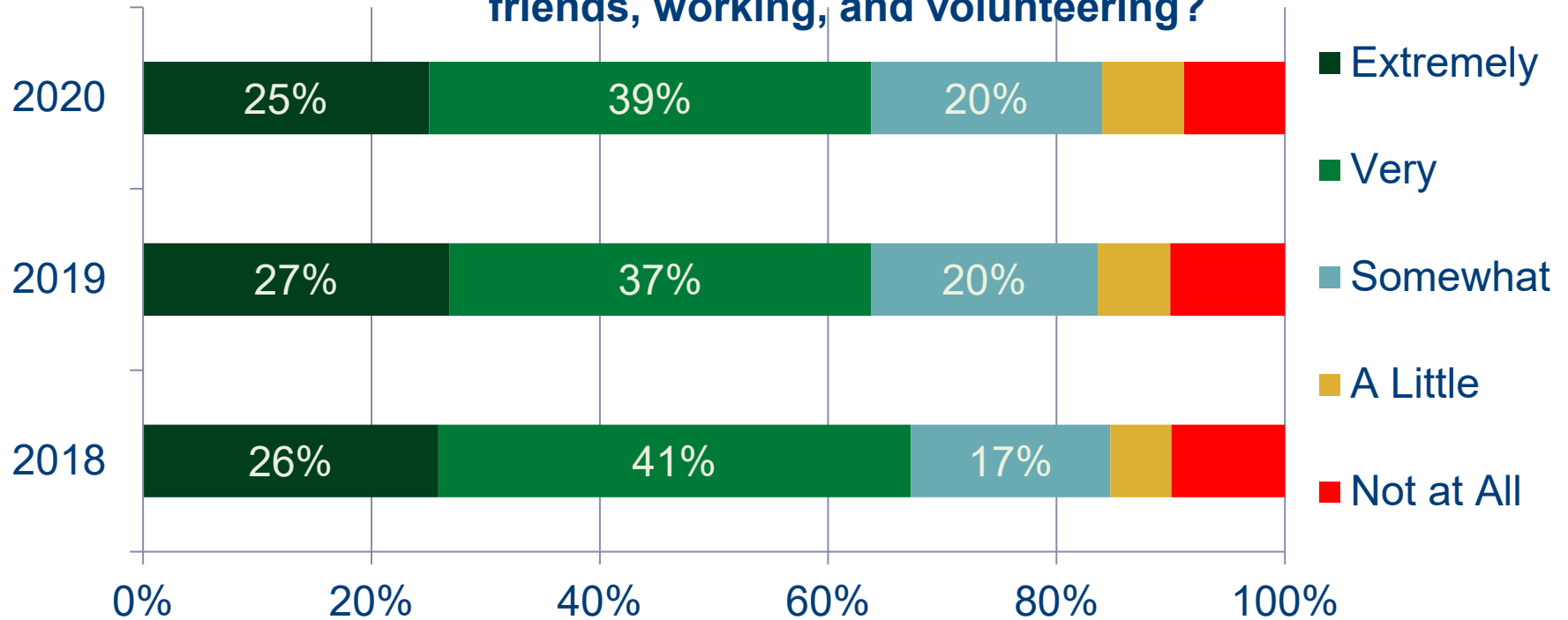
## How well did your Care Team explain the Self-Directed Supports option to you?



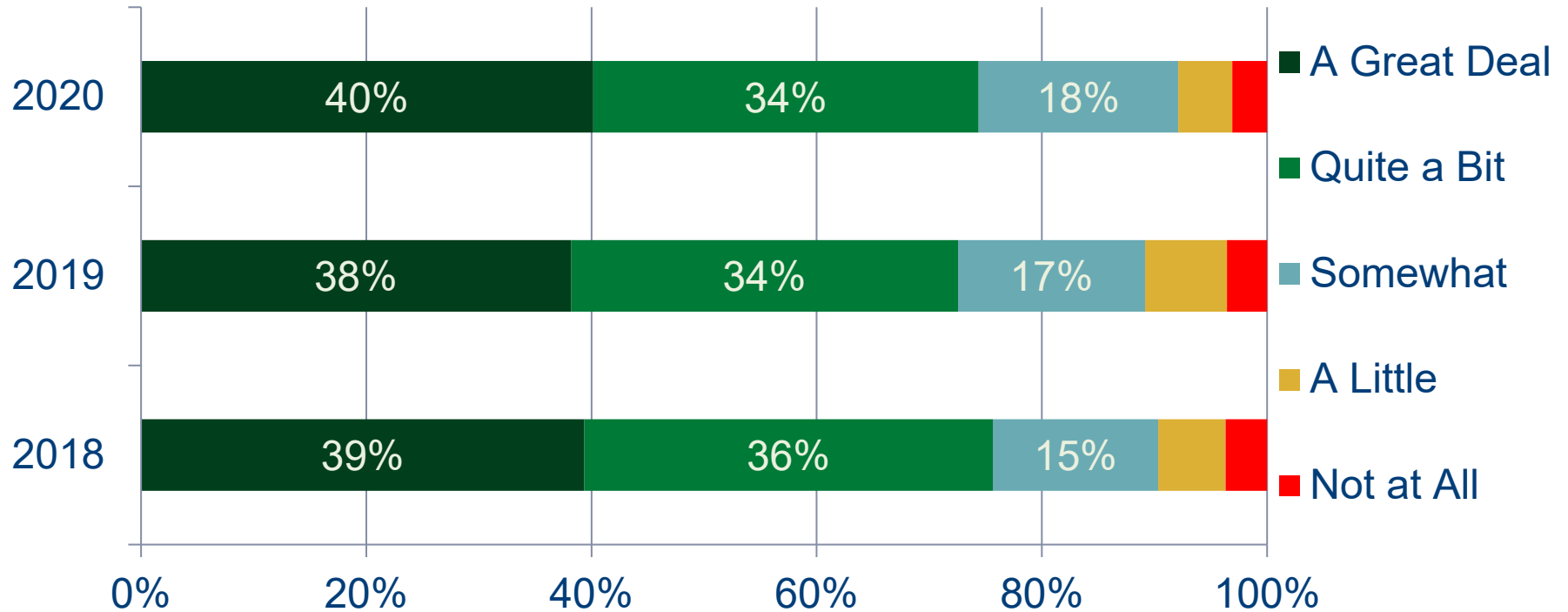
## How involved are you in making decisions about your Care Plan?



## 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?

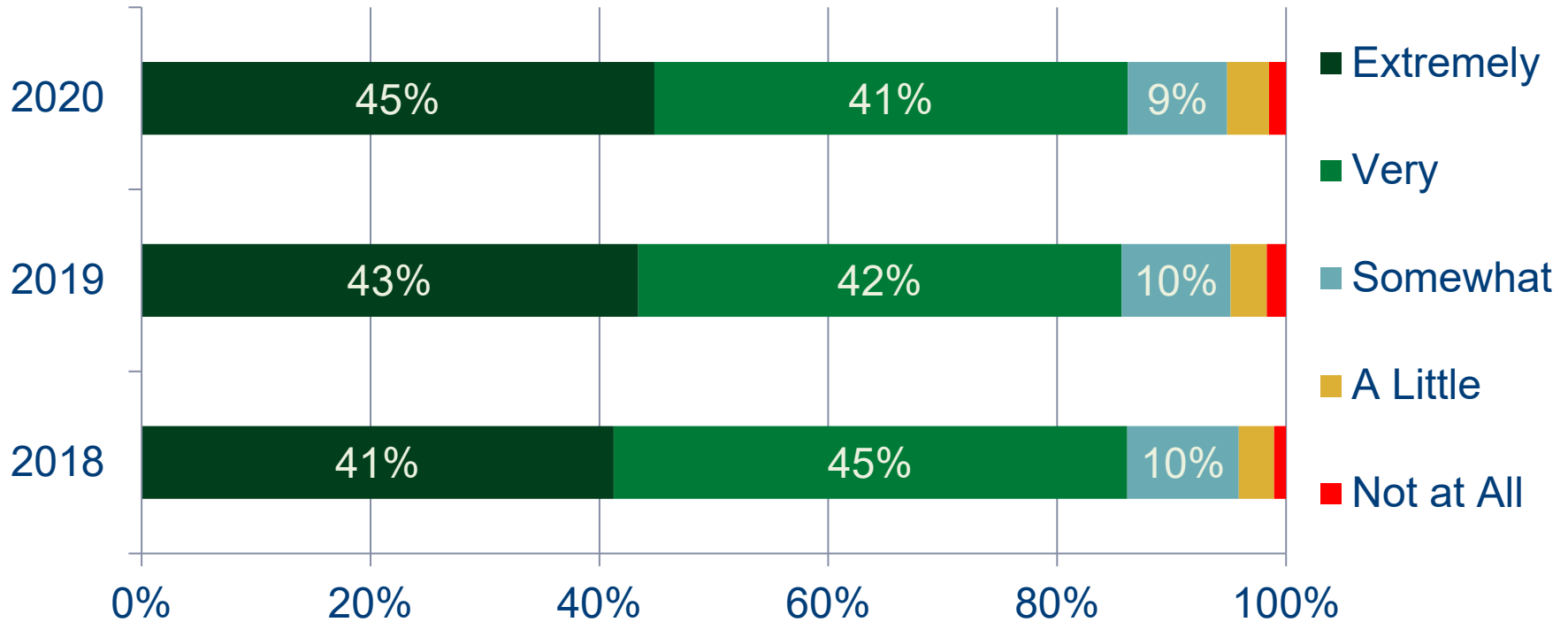


## How much does your Care Plan include the things that are important to you?

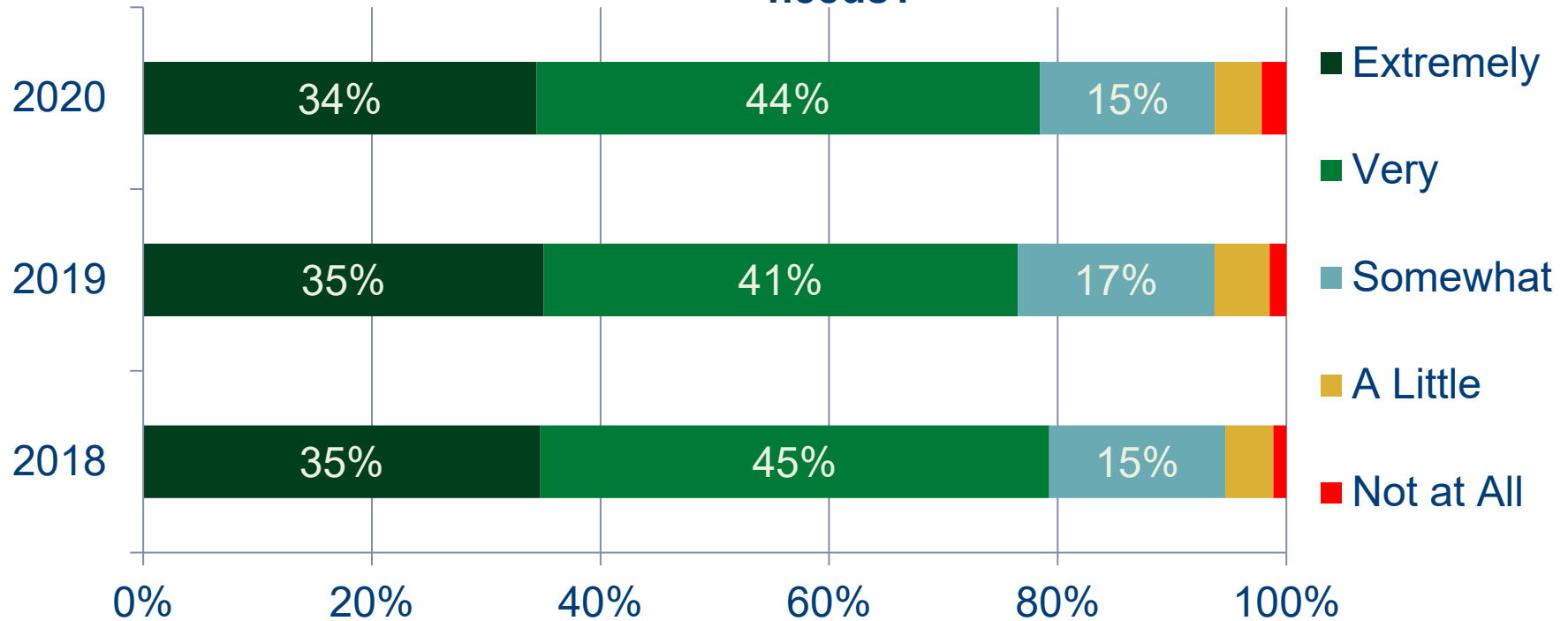




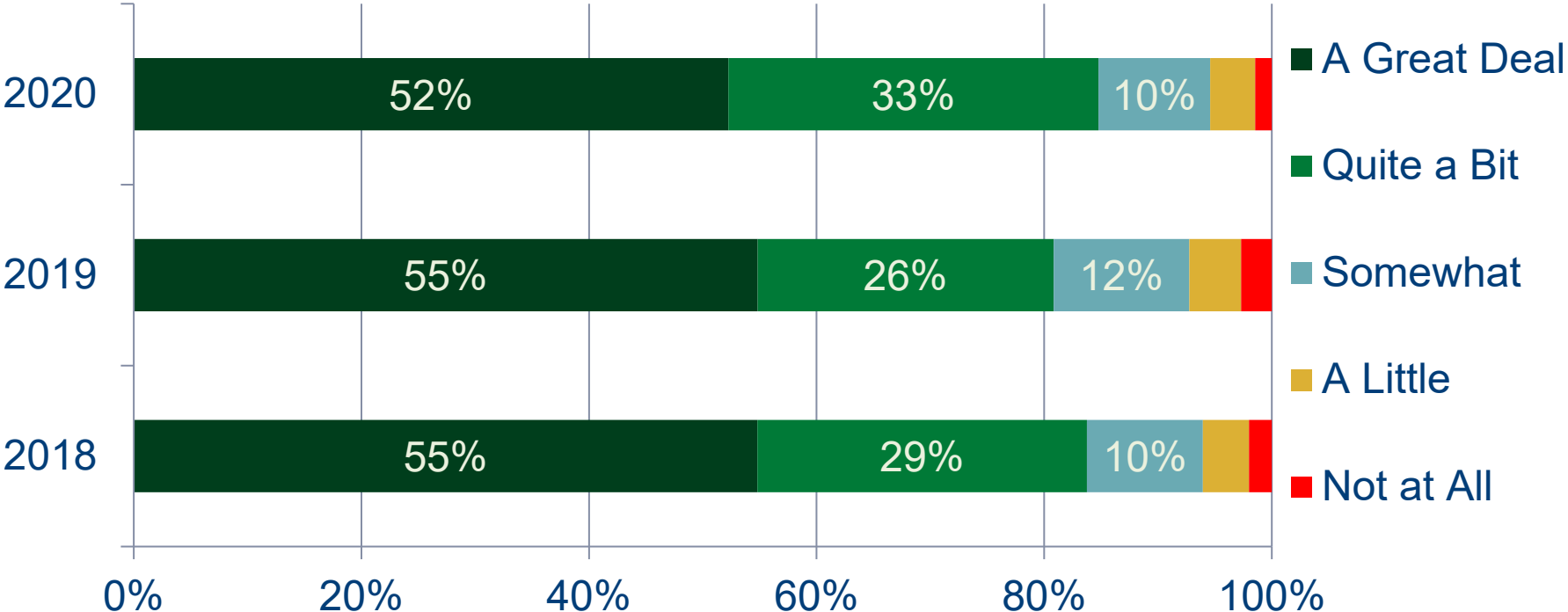
## Overall, how respectfully do the people who provide you with supports and services treat you?



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



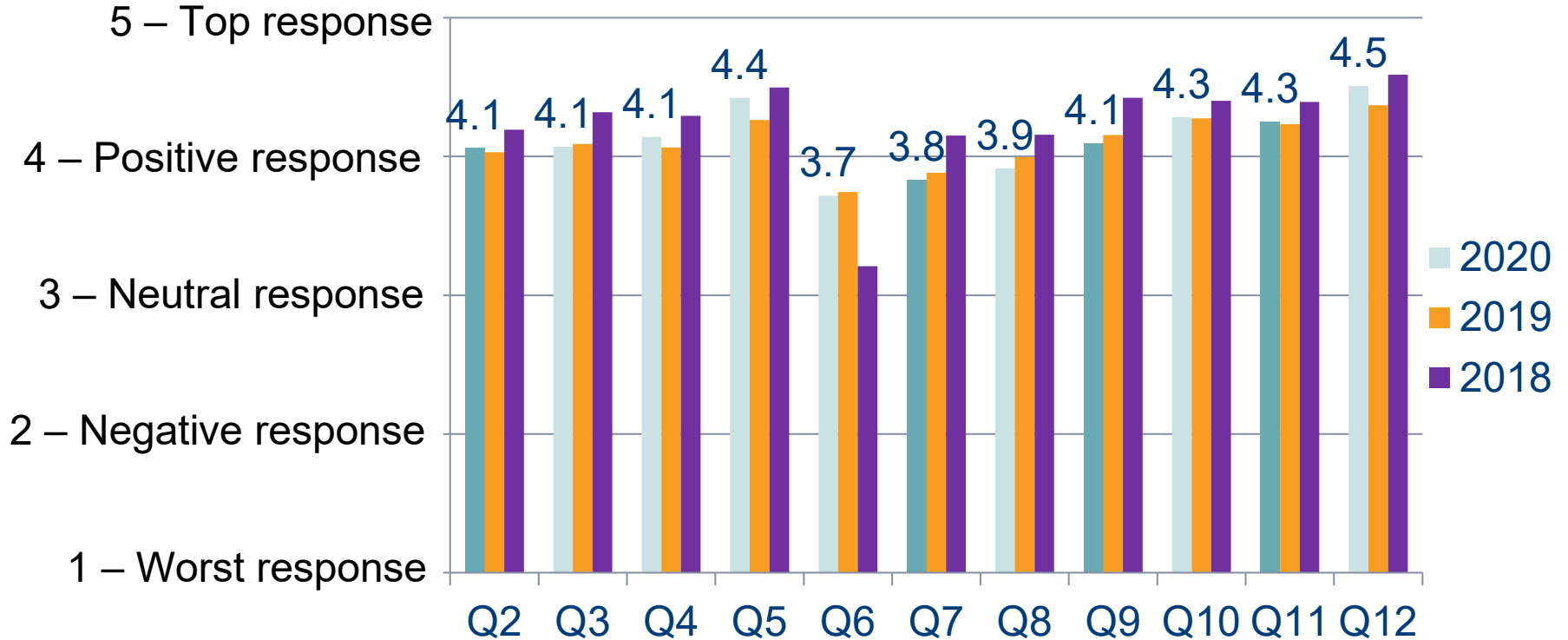
# Overall, how much do you like your MCO?



# **PACE**

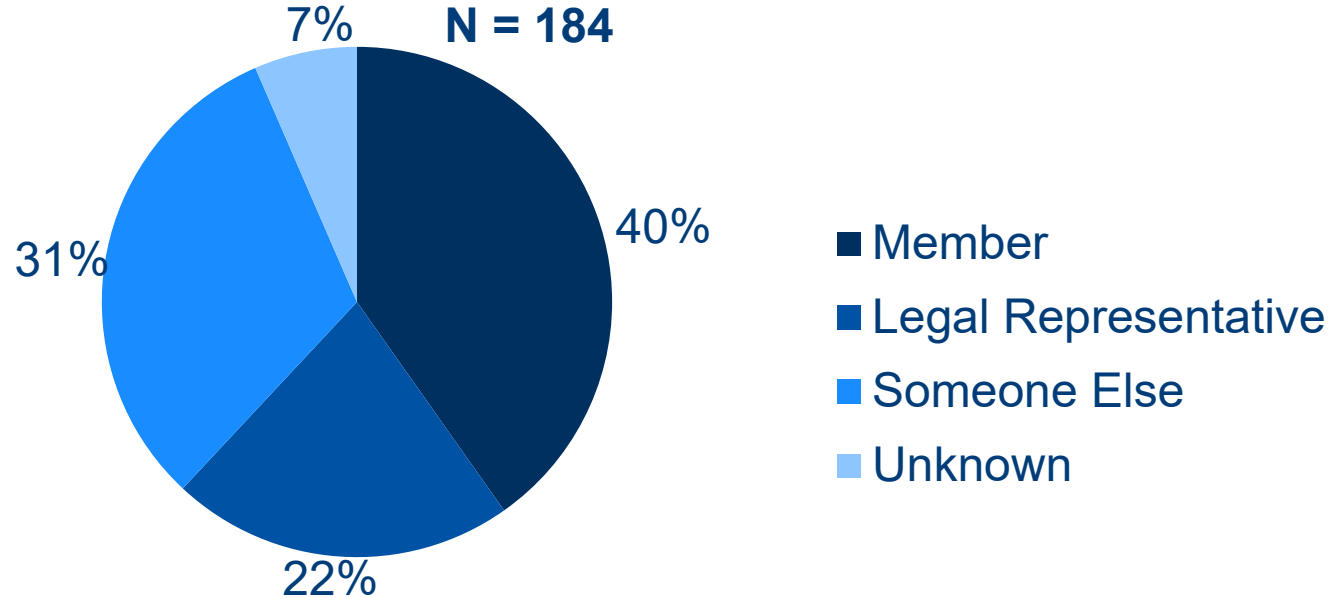
# **Survey Analysis**

## Survey Question Response – PACE (P4P questions: Q2, Q7, Q9, and Q11)



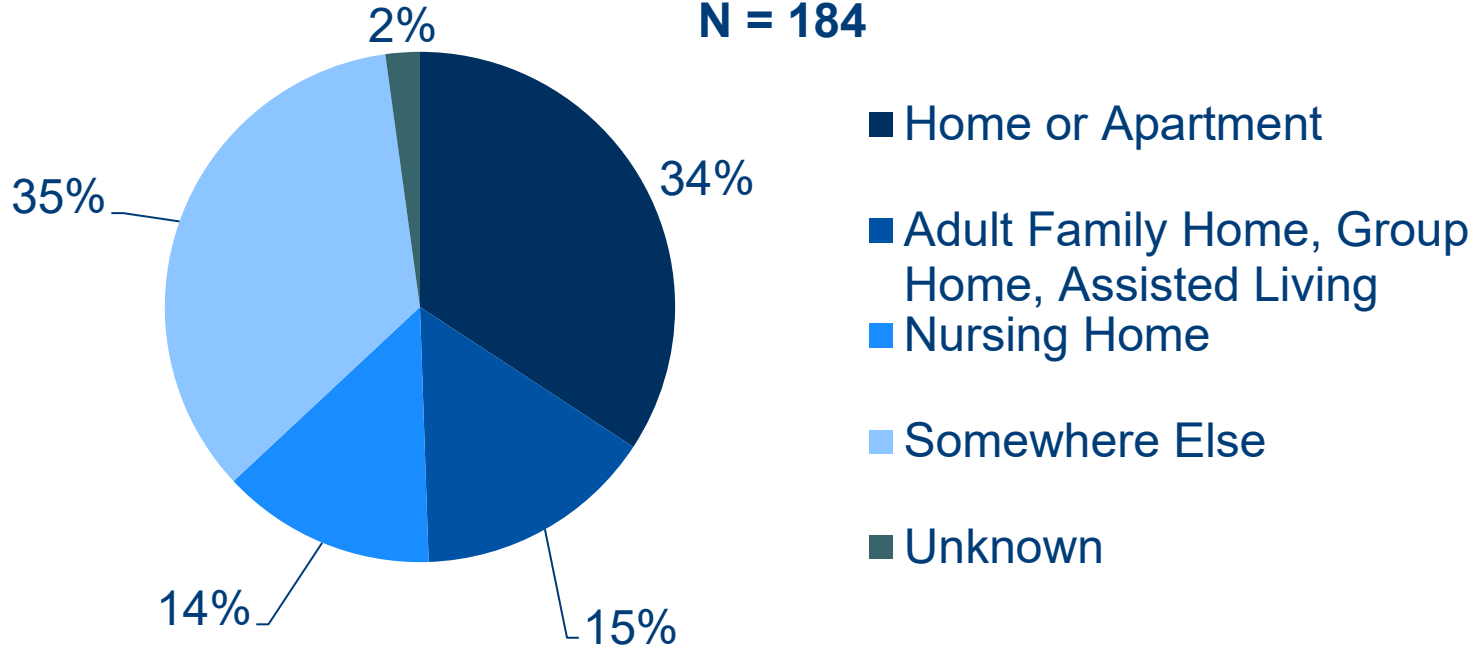
## Who Answered Survey – PACE

N = 184

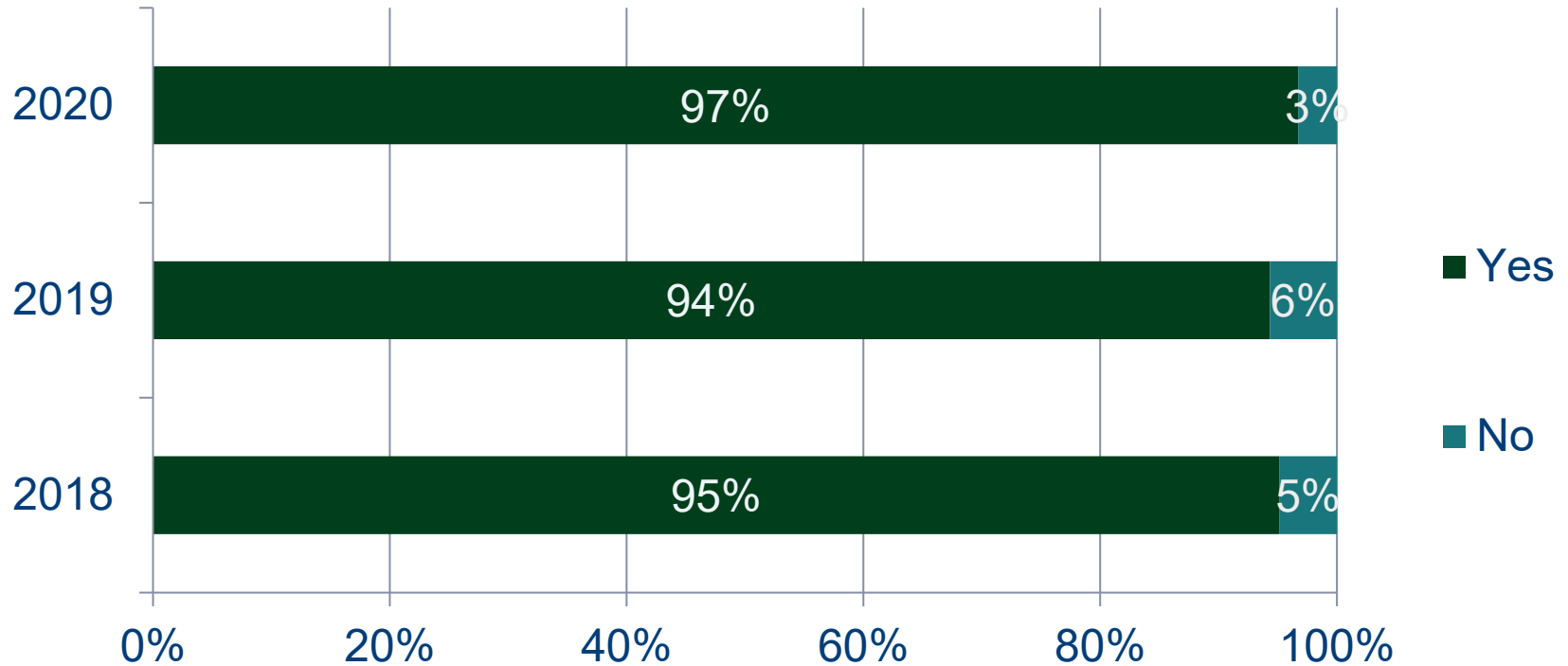


## Member Living Situation – PACE

N = 184

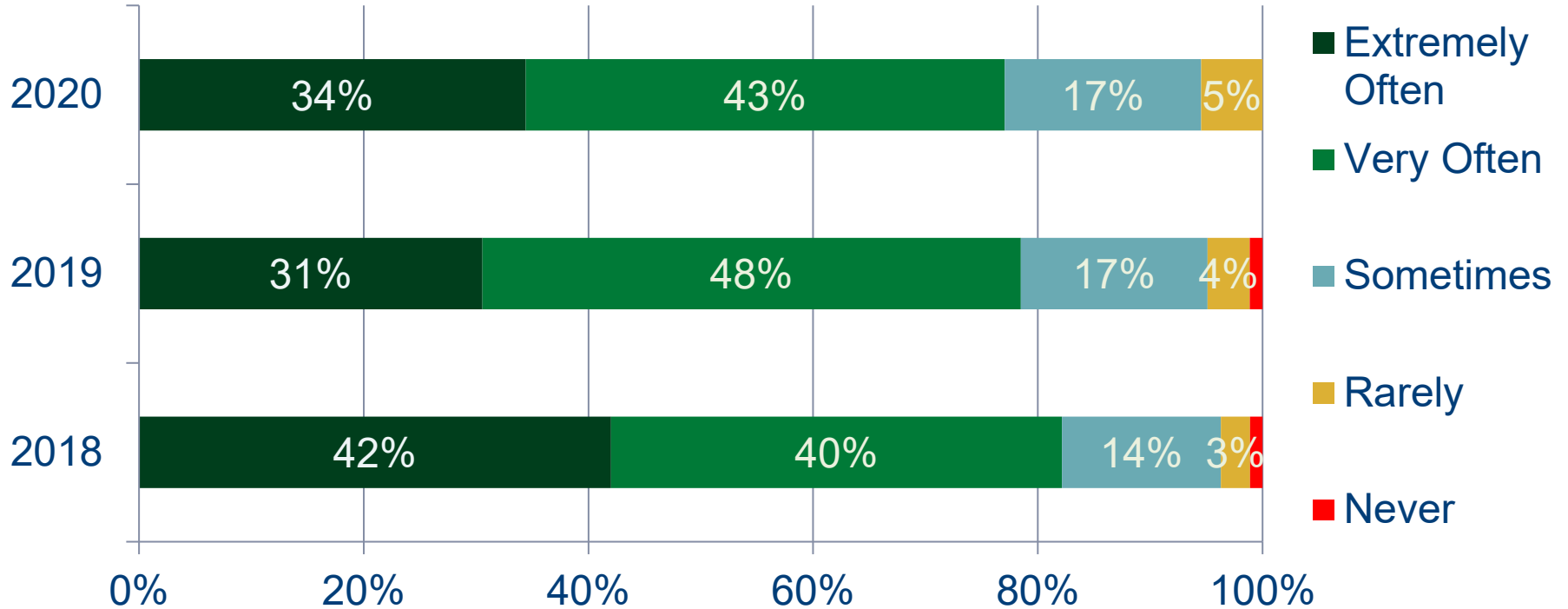


## Can you contact your Care Team when you need to?

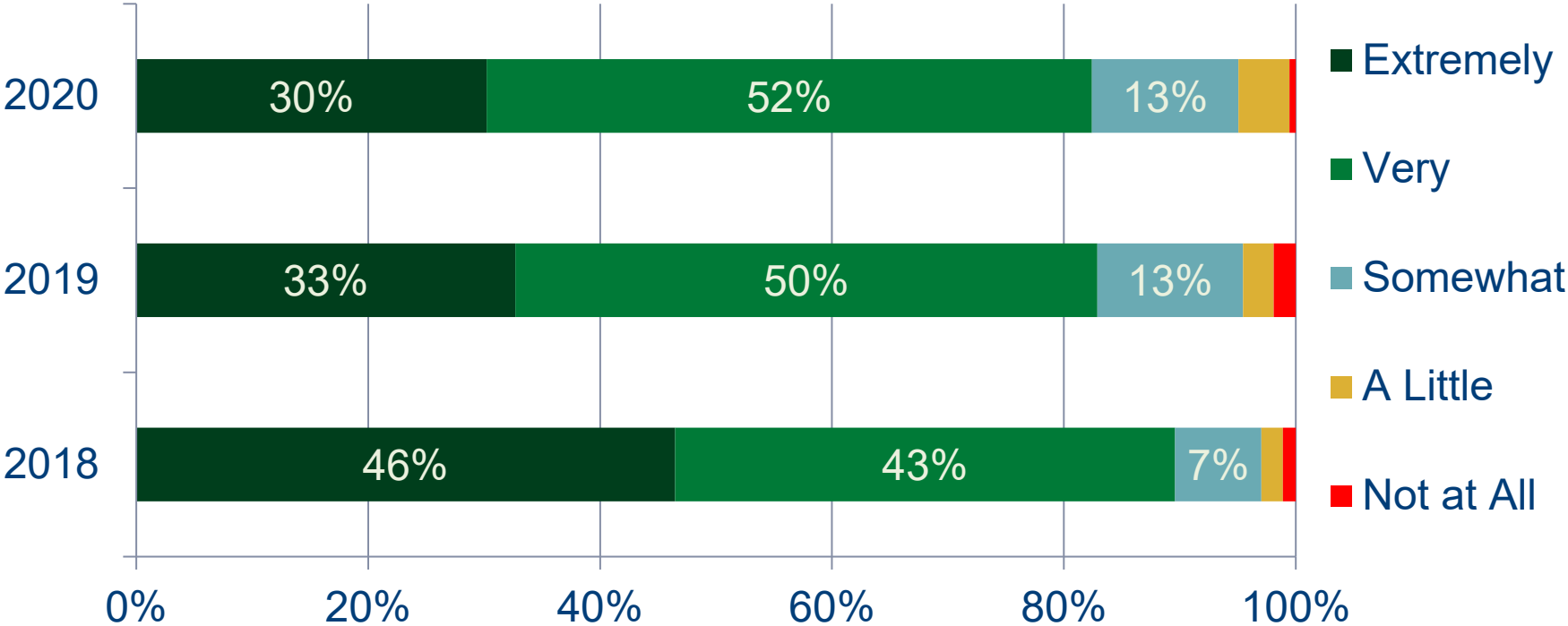




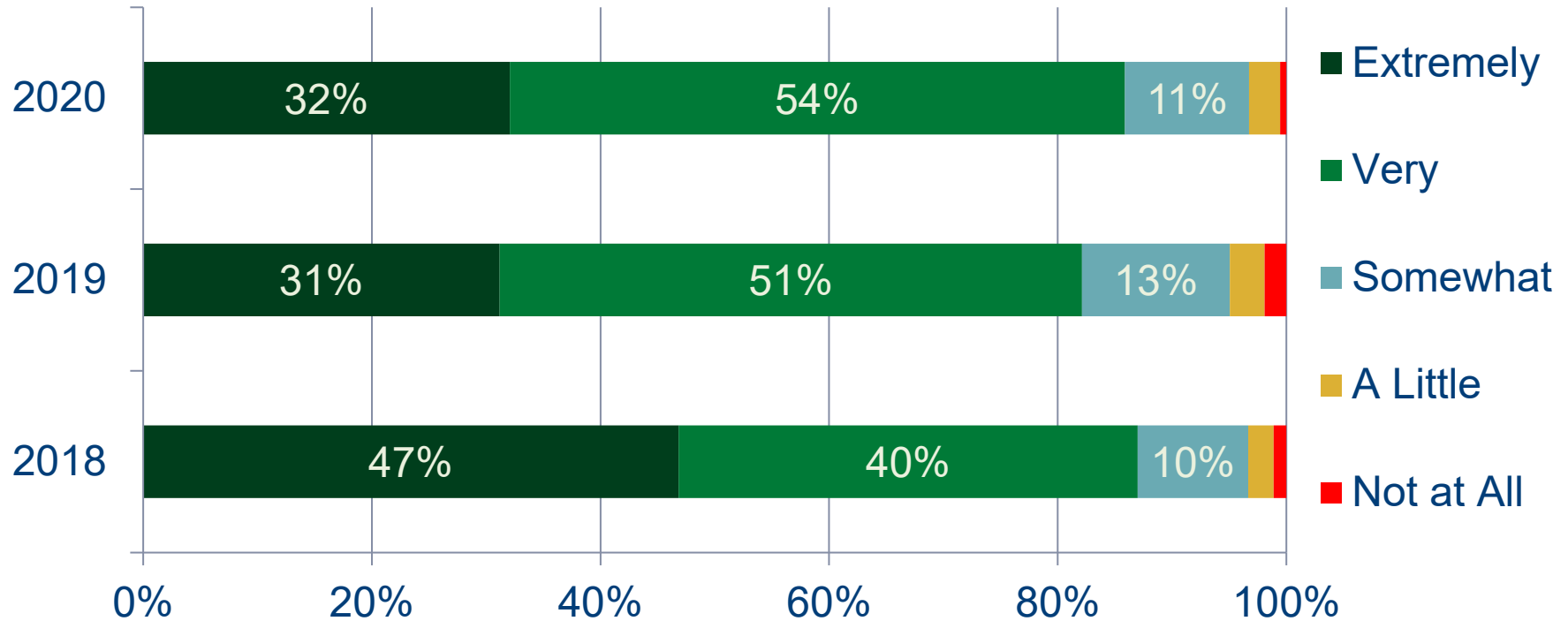
## How often do you get the help you need from your Care Team?



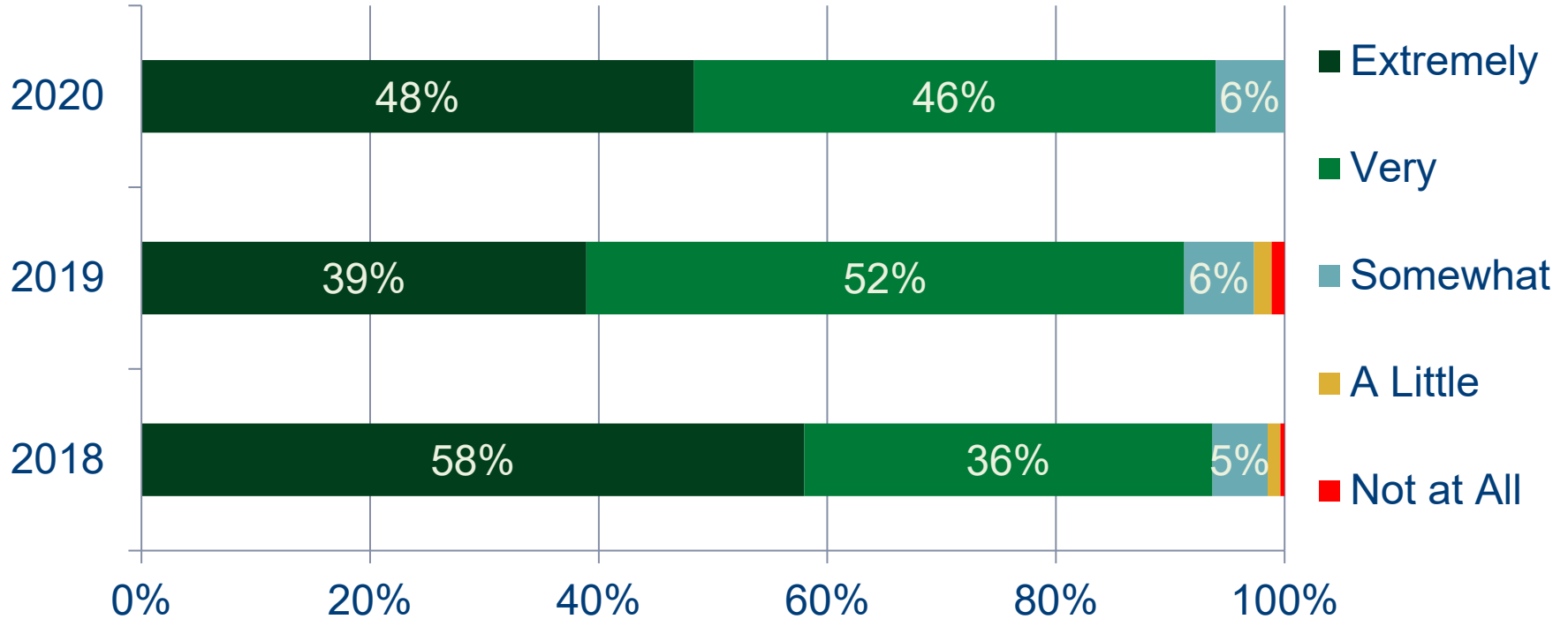
# How clearly does your Care Team explain things to you?



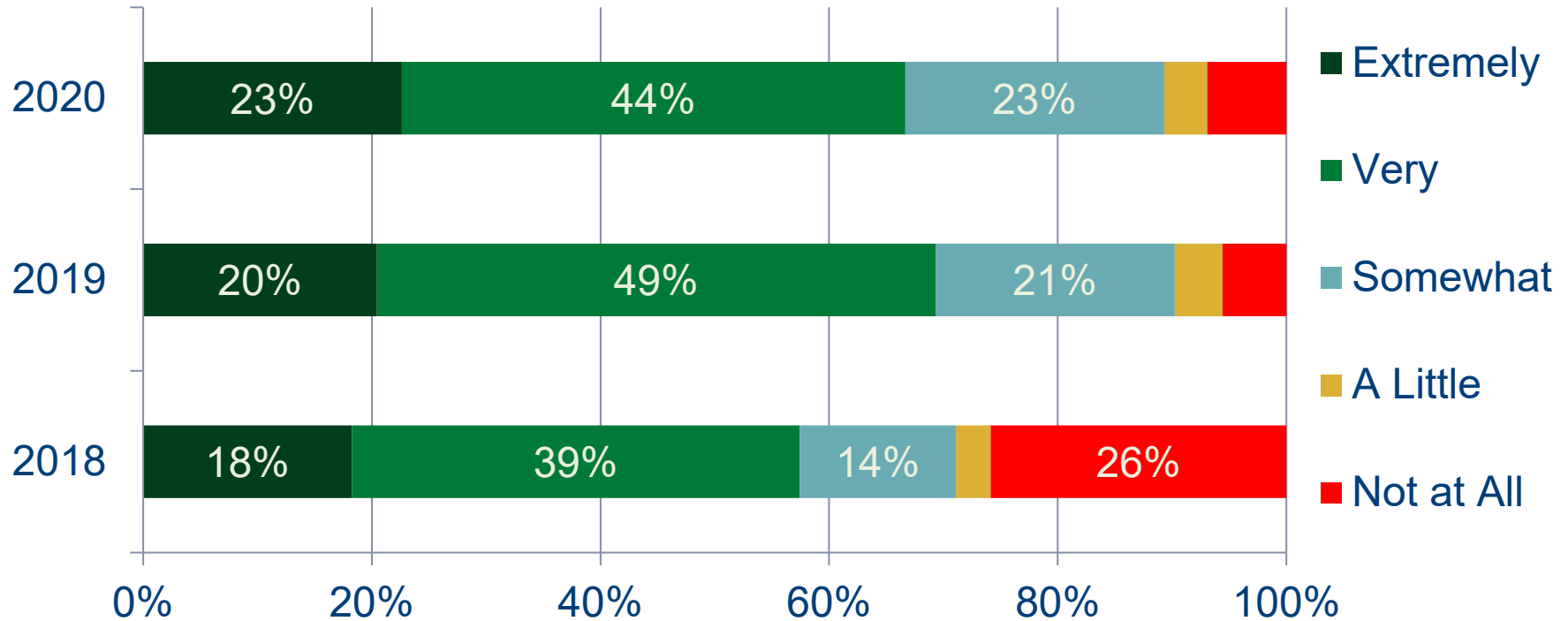
## How carefully does your Care Team listen to you?



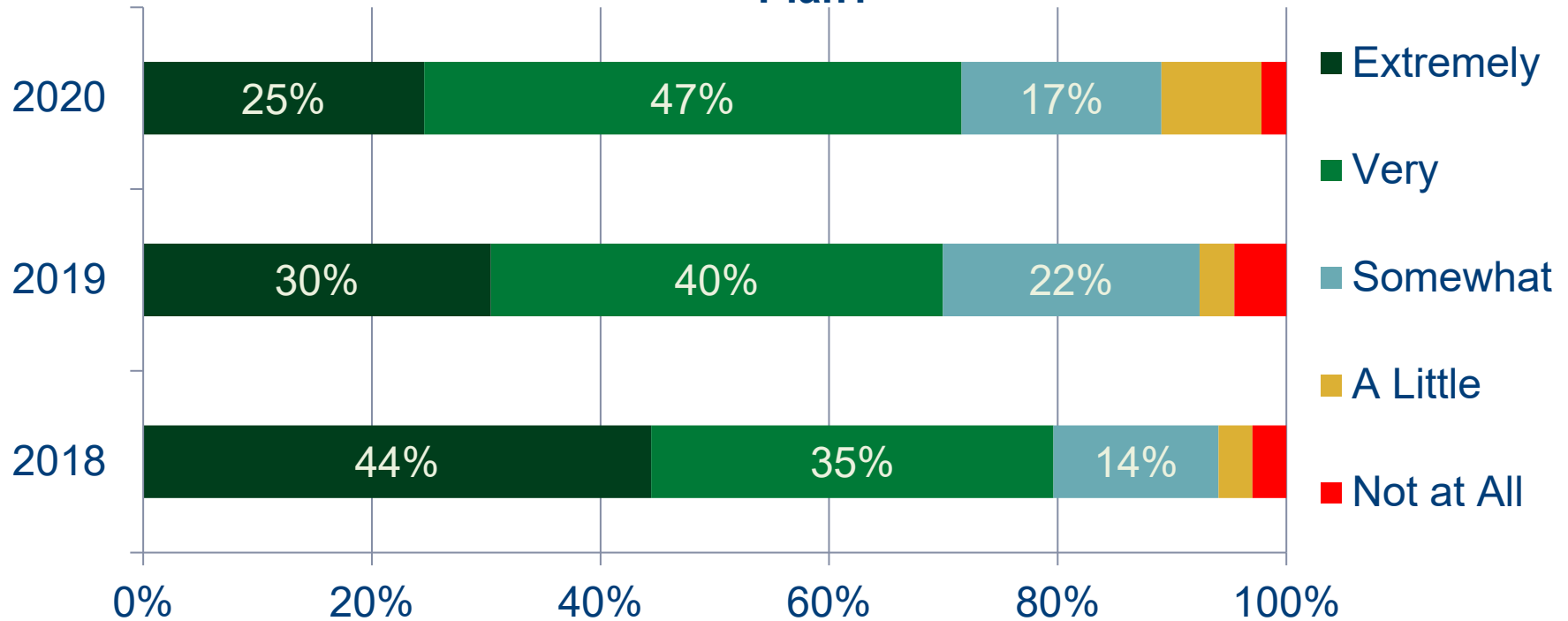
## How respectfully does your Care Team treat you?



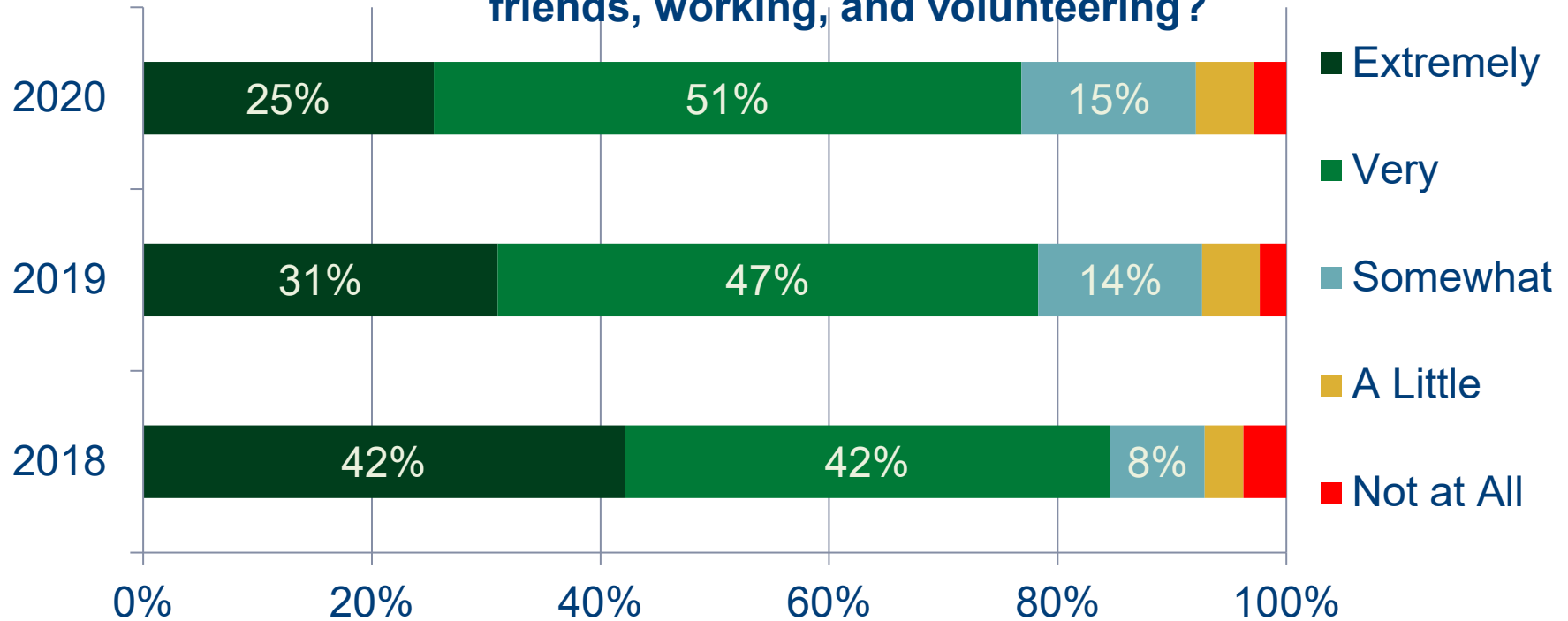
## How well did your Care Team explain the Self-Directed Supports option to you?



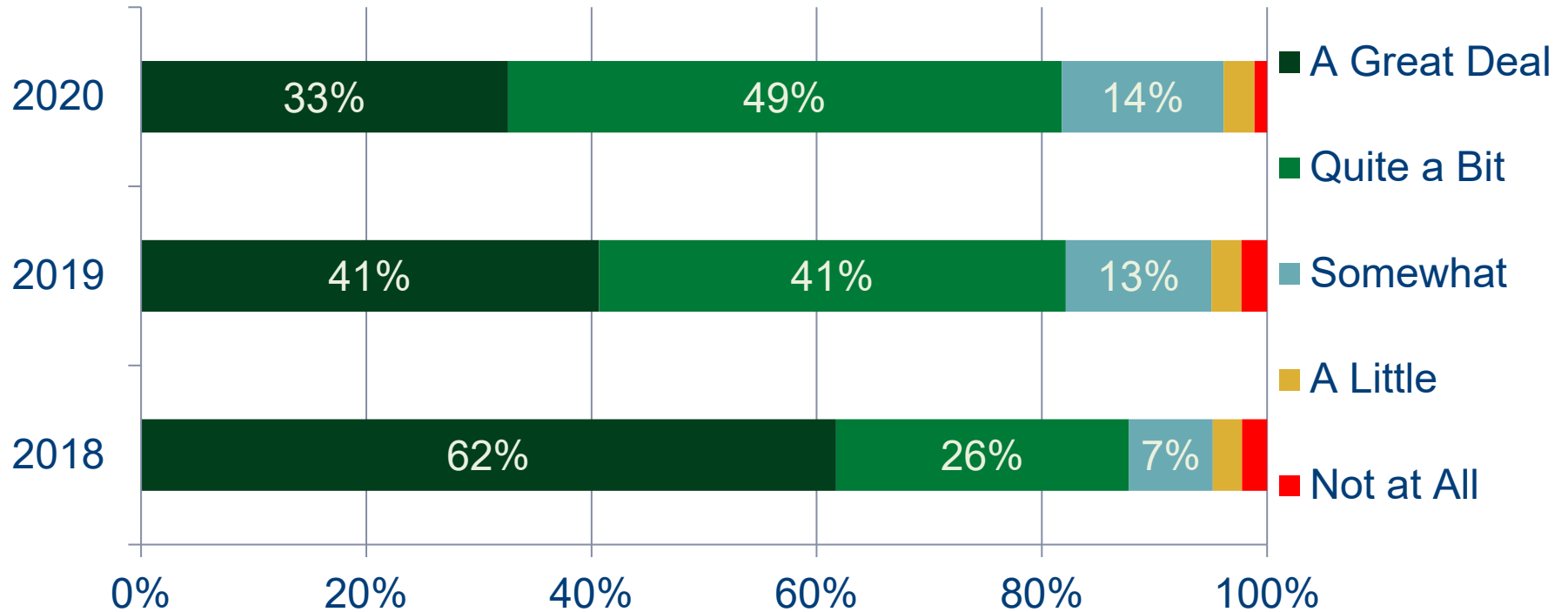
## How involved are you in making decisions about your Care Plan?



## 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?

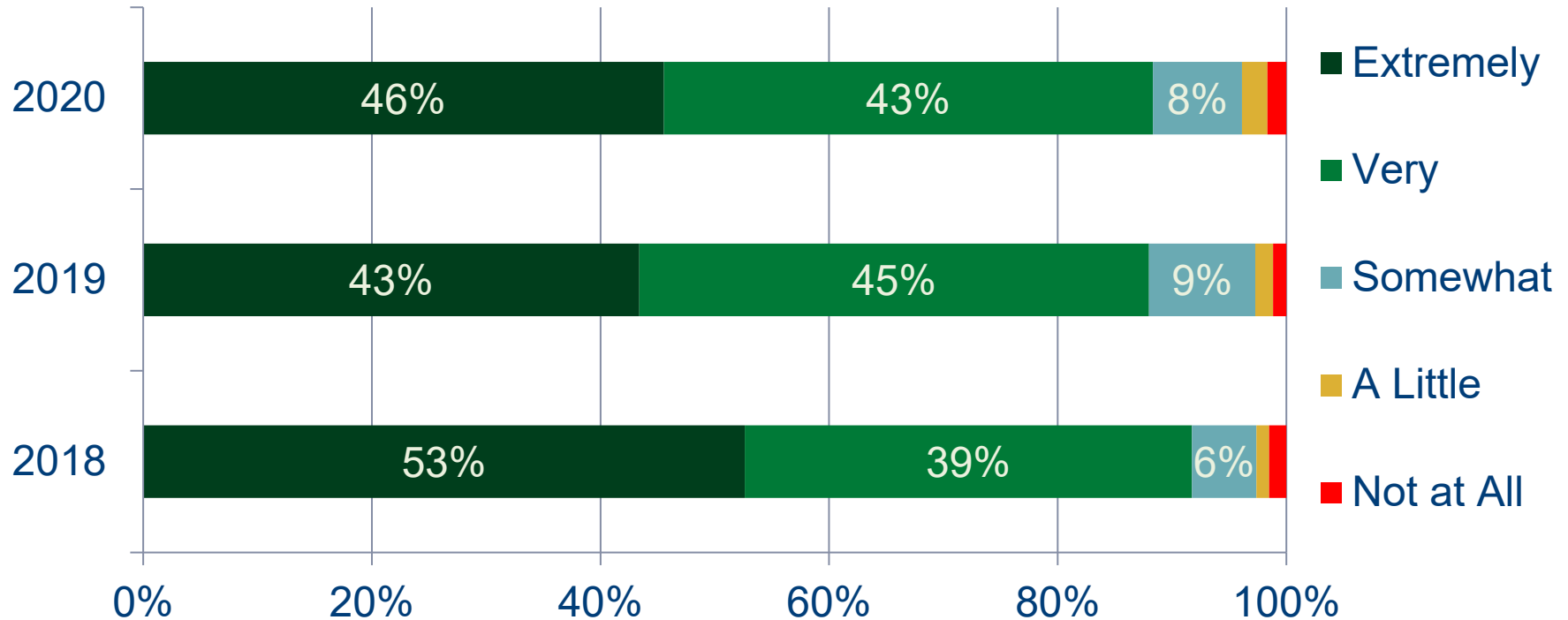


## How much does your Care Plan include the things that are important to you?

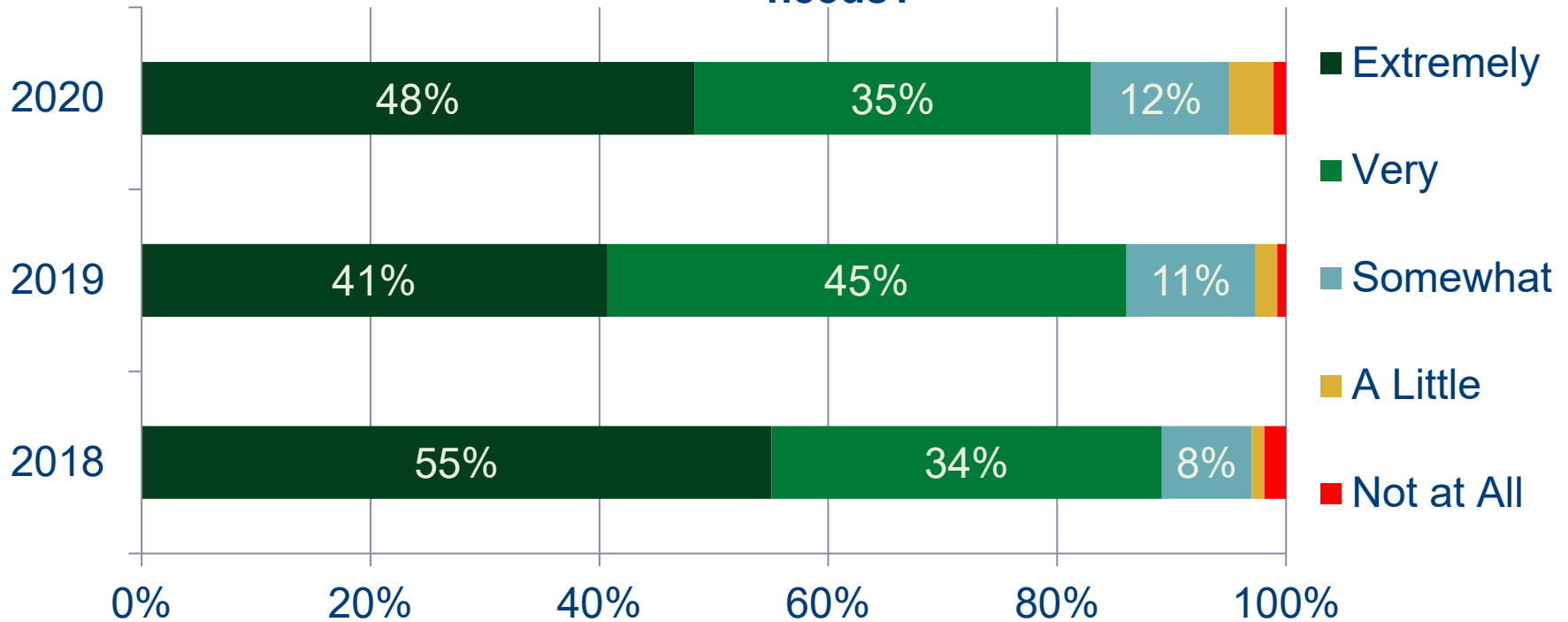




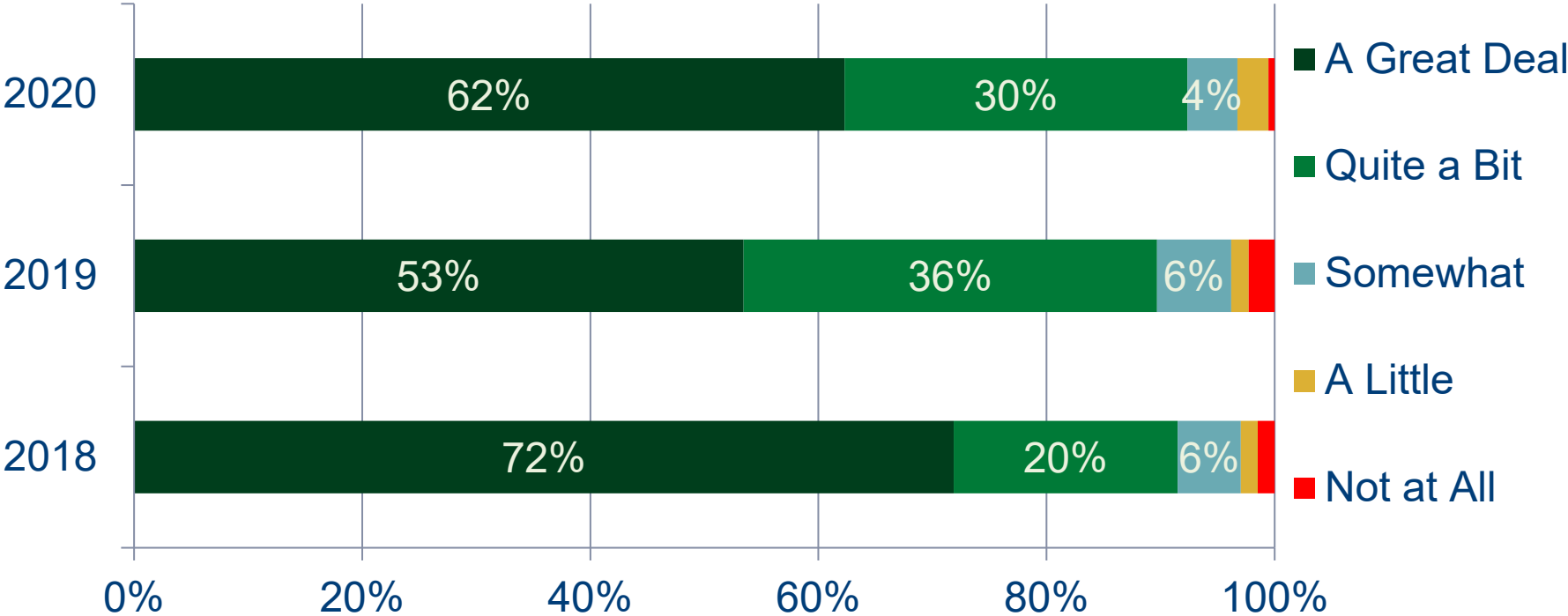
## Overall, how respectfully do the people who provide you with supports and services treat you?



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

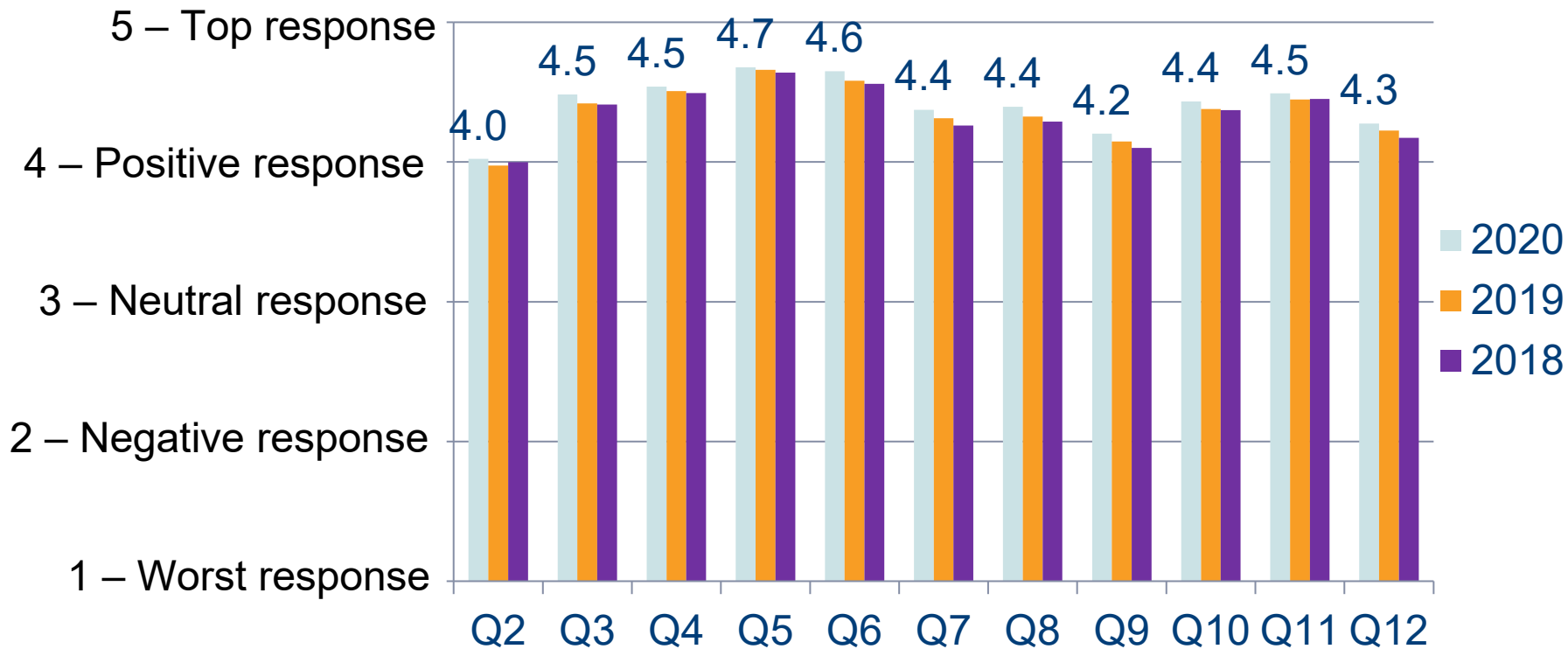


# Overall, how much do you like your MCO?



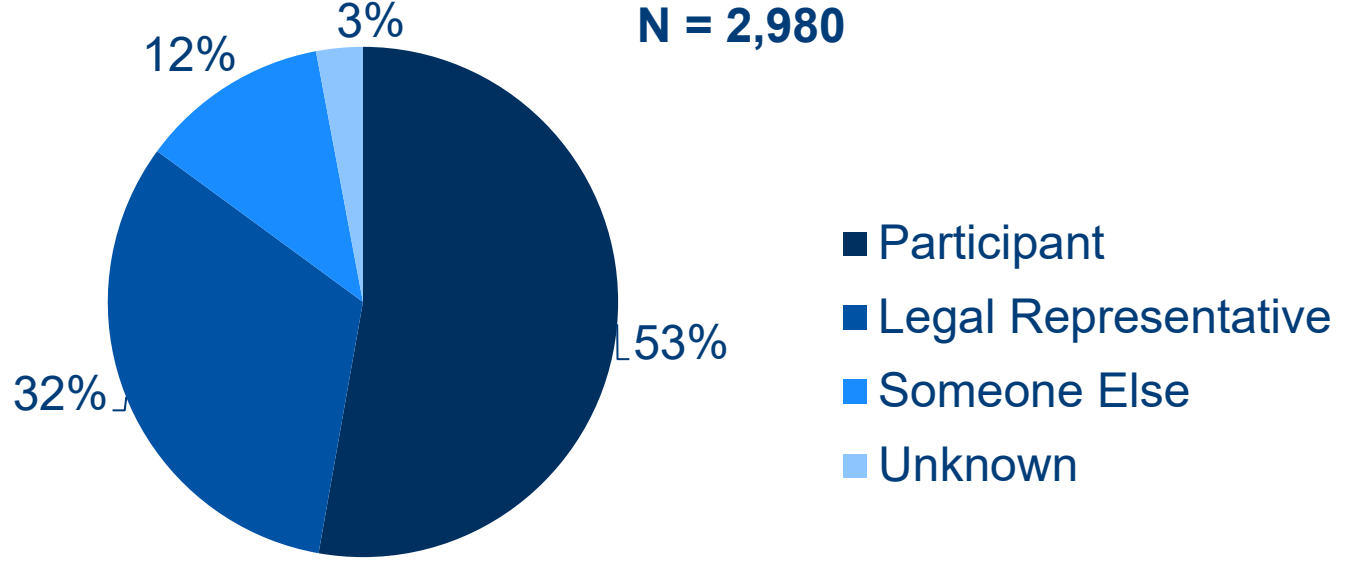
# **2020 IRIS Consultant Agency Participant Satisfaction Survey Analysis**

## Survey Question Response – IRIS Consultant Agency

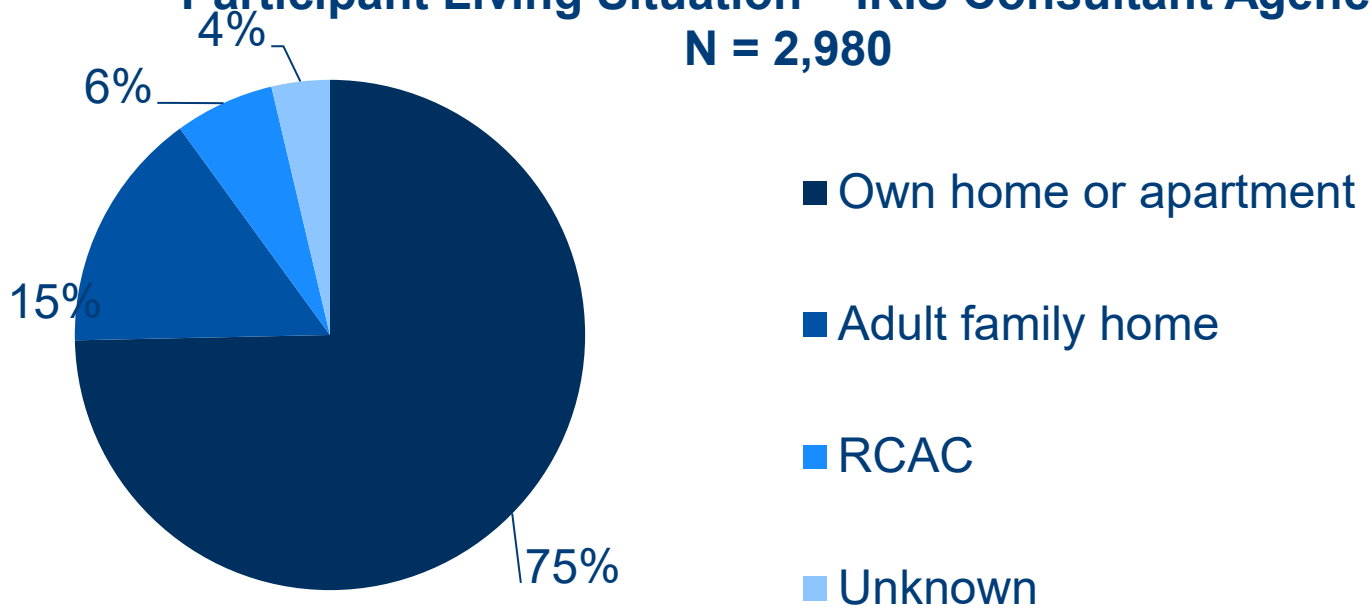


## Who Answered Survey – IRIS Consultant Agency

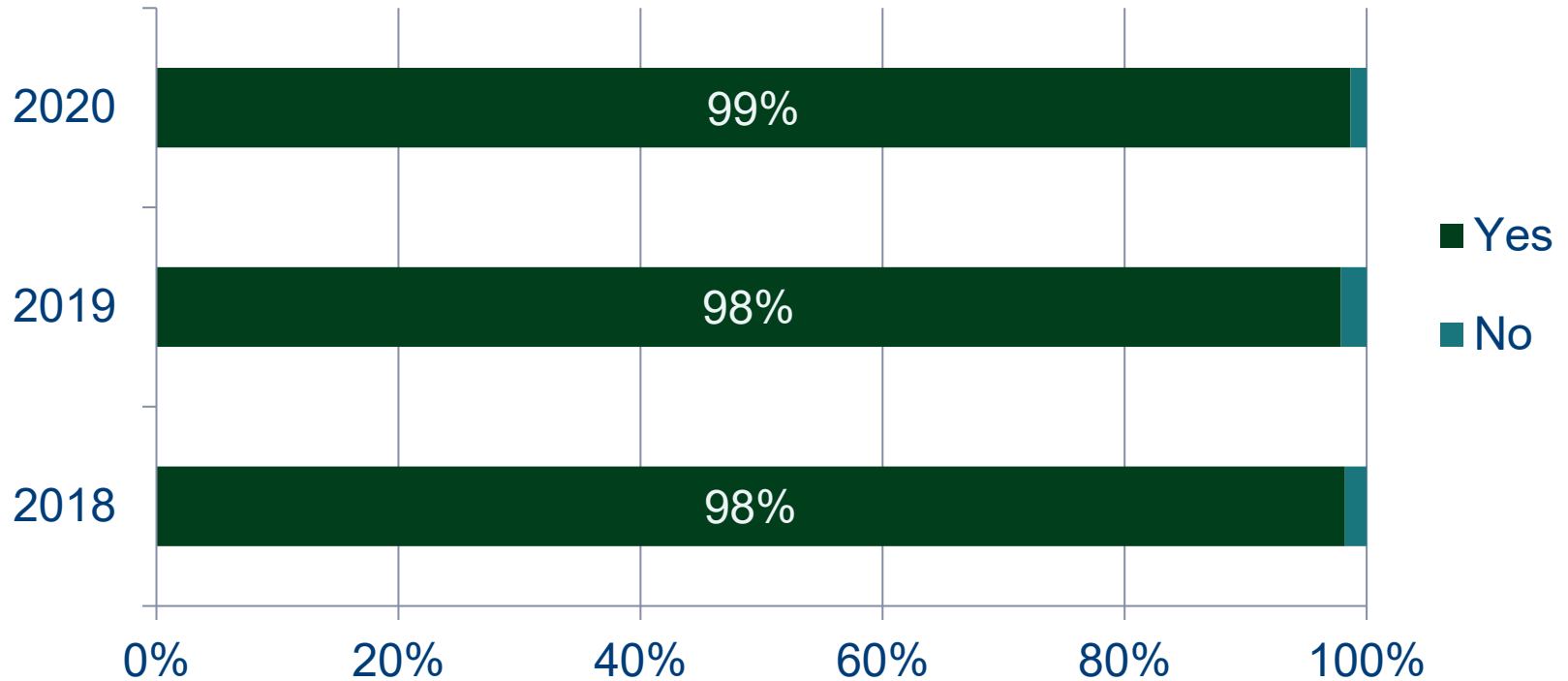
N = 2,980



## Participant Living Situation – IRIS Consultant Agency N = 2,980

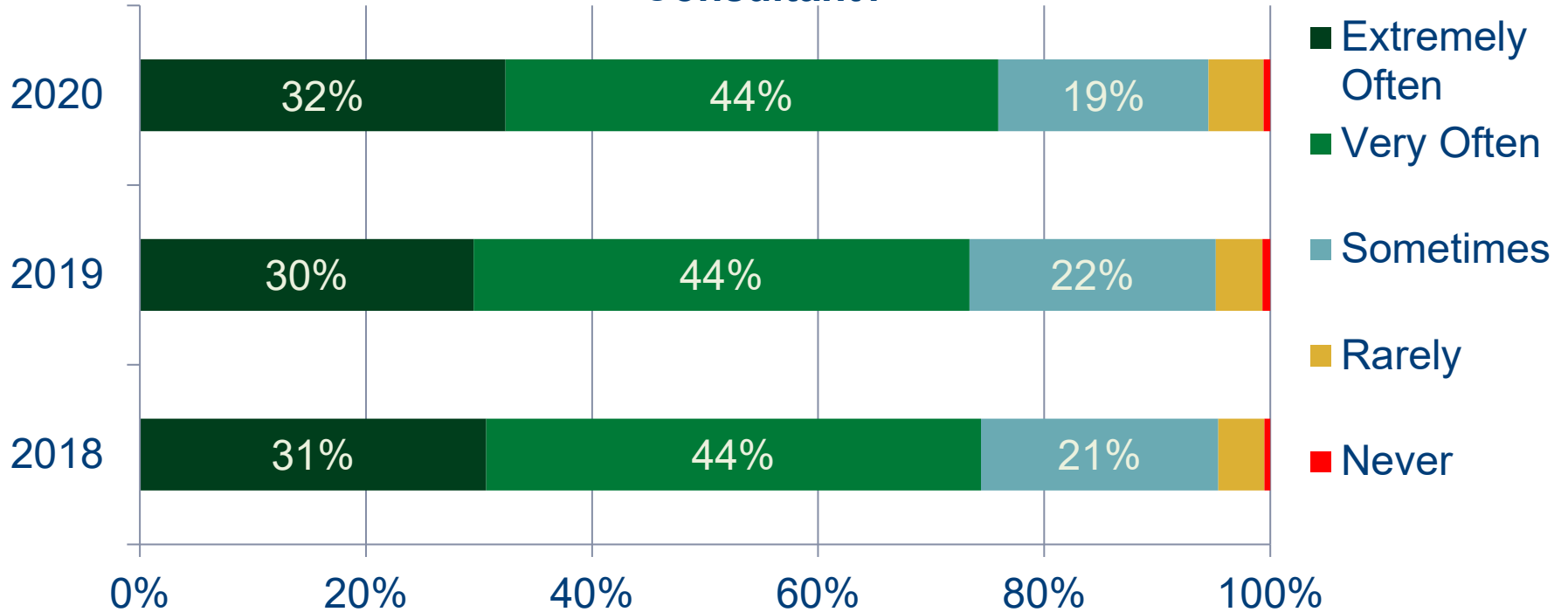


## Can you contact your IRIS Consultant when you need to?

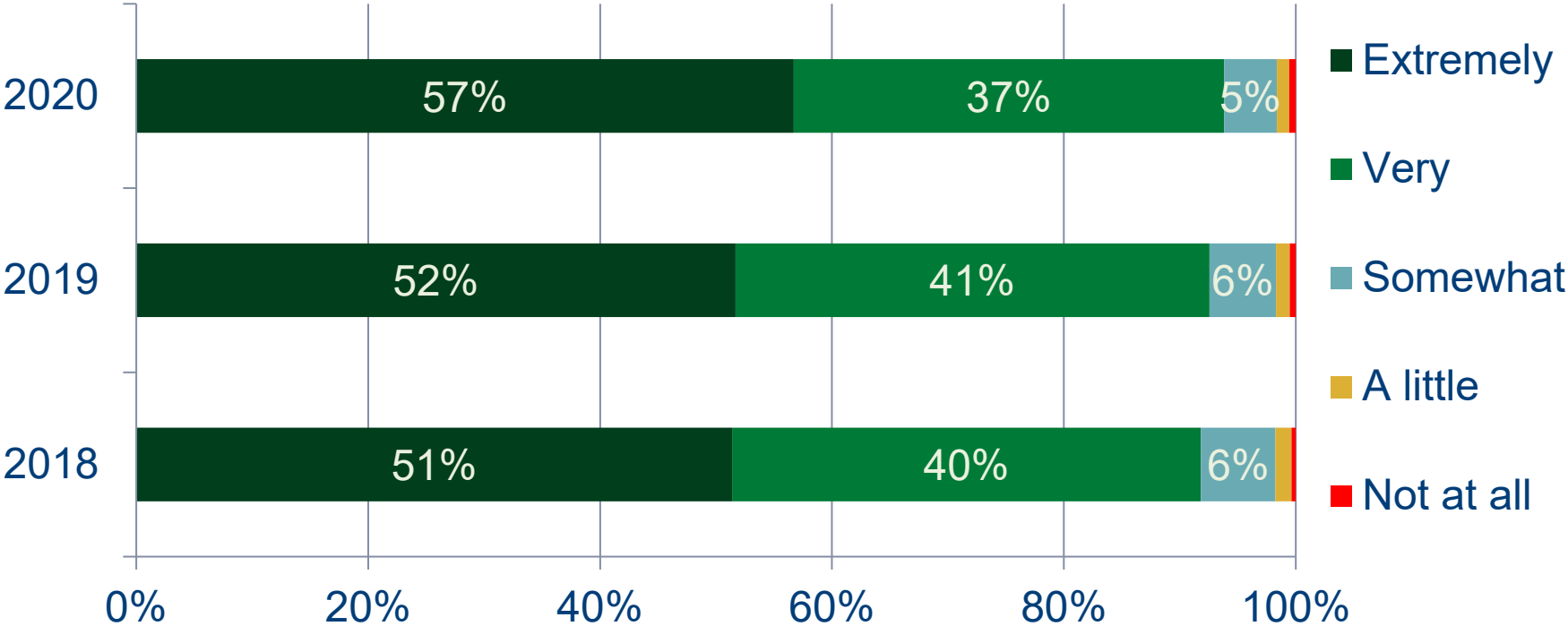




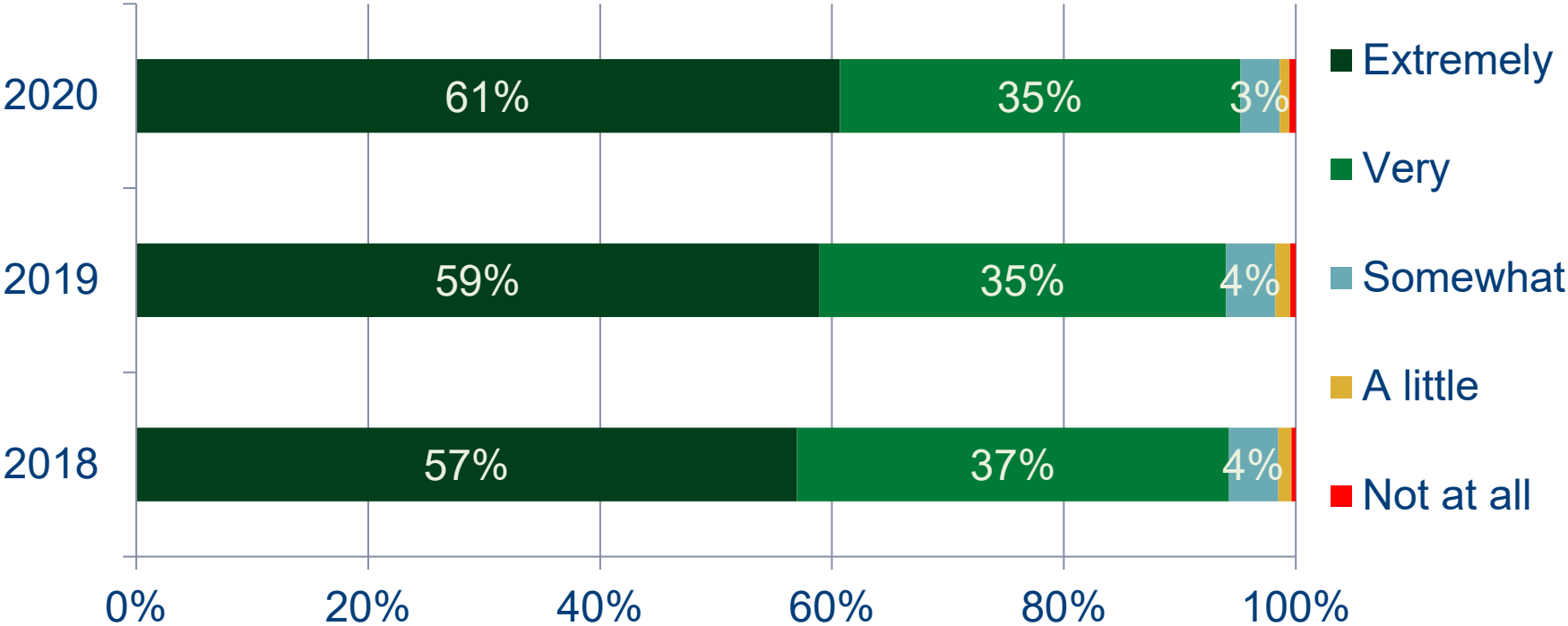
## How often do you get the help you need from your IRIS Consultant?



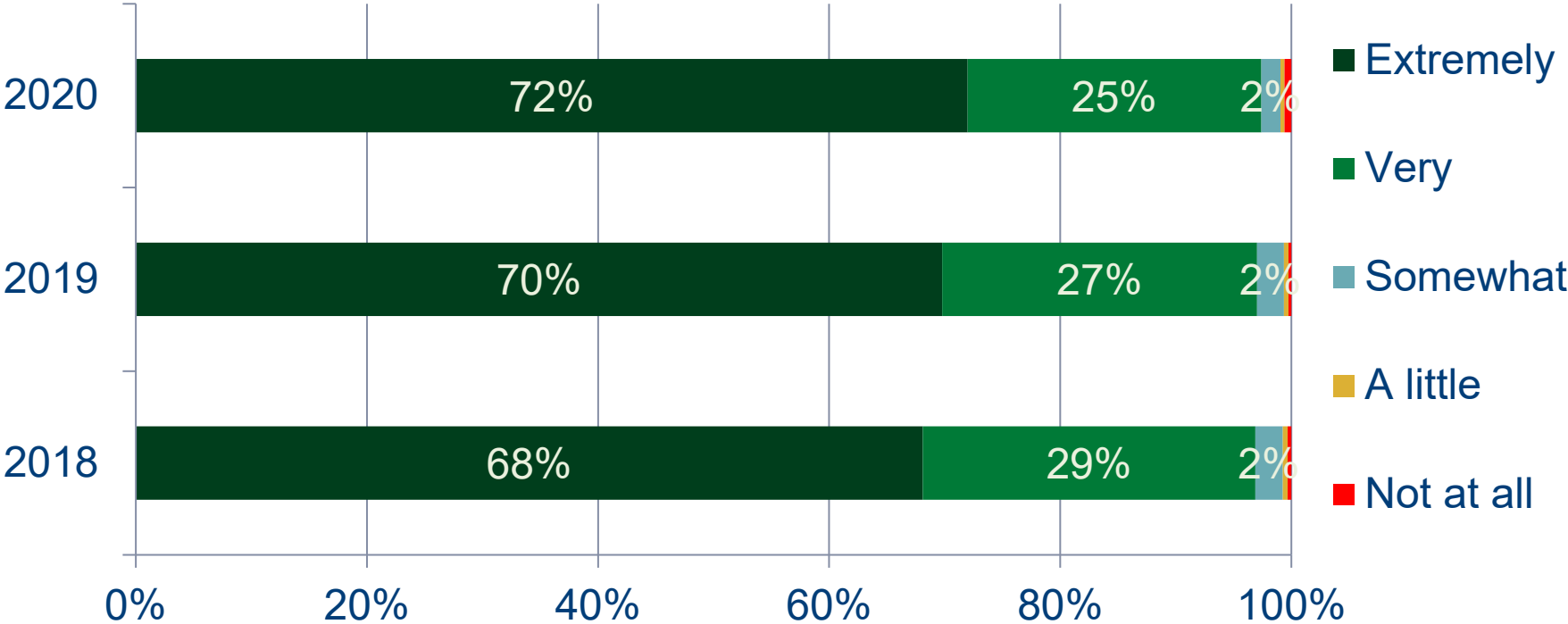
# How clearly does your IRIS Consultant explain things to you?



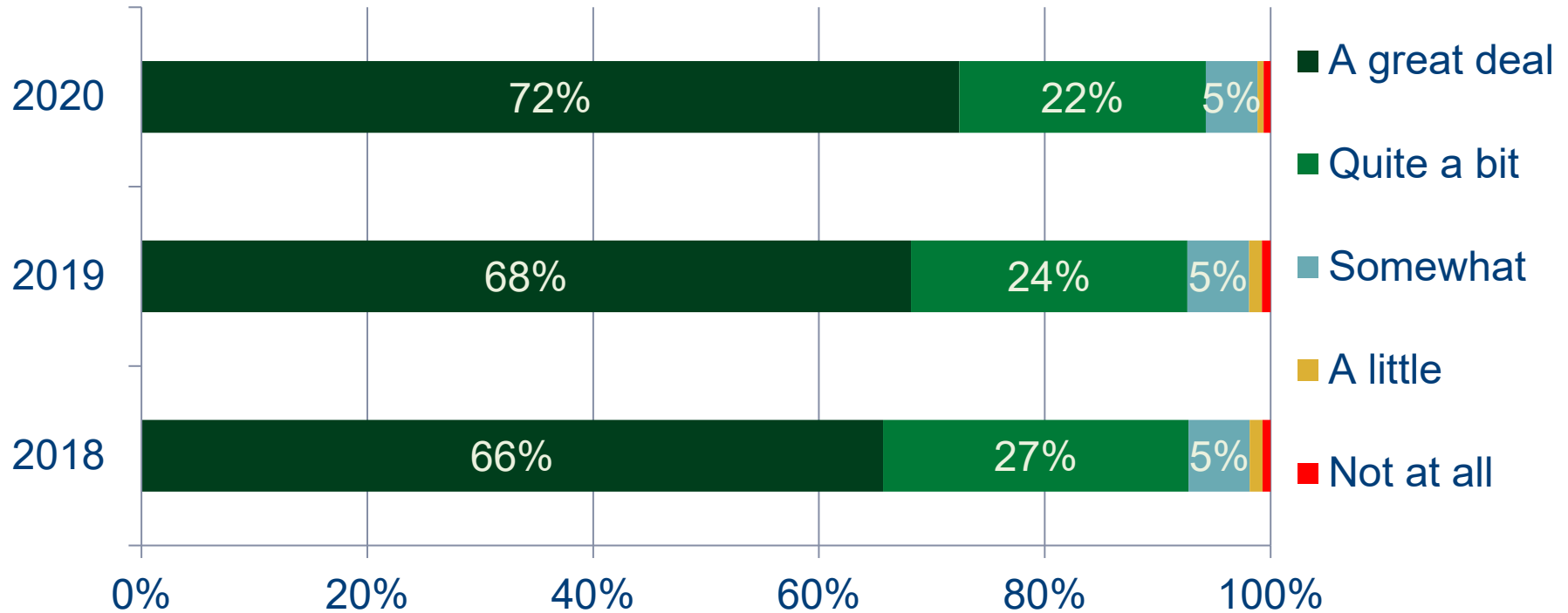
# How carefully does your IRIS Consultant listen to you?



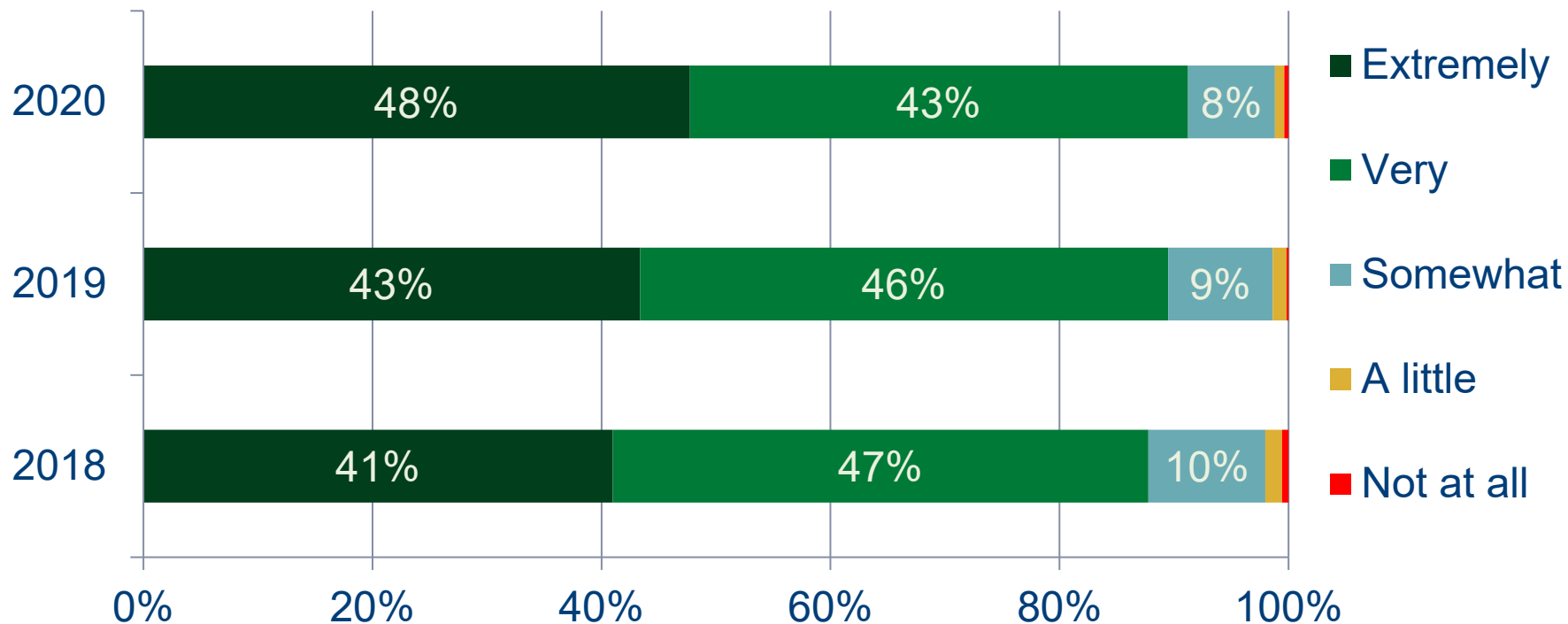
# How respectfully does your IRIS Consultant treat you?



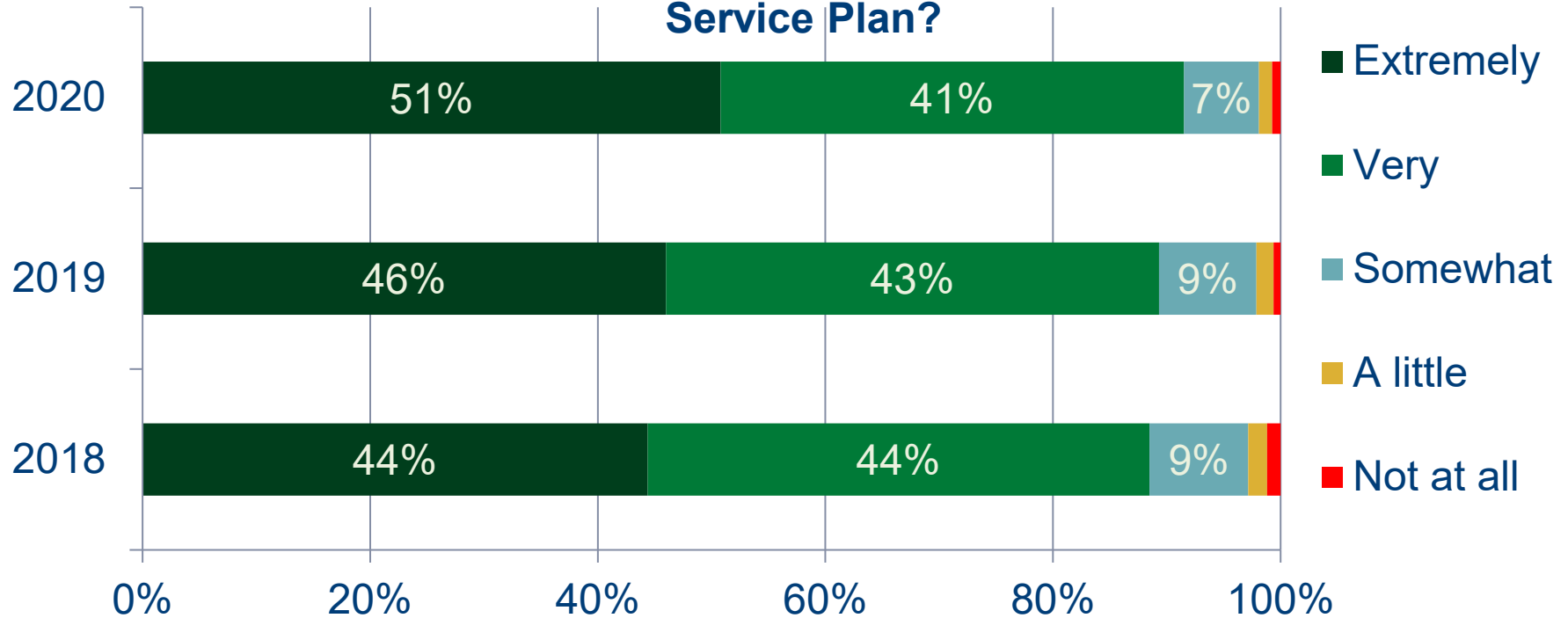
## Overall, how much do you like your IRIS Consultant Agency?



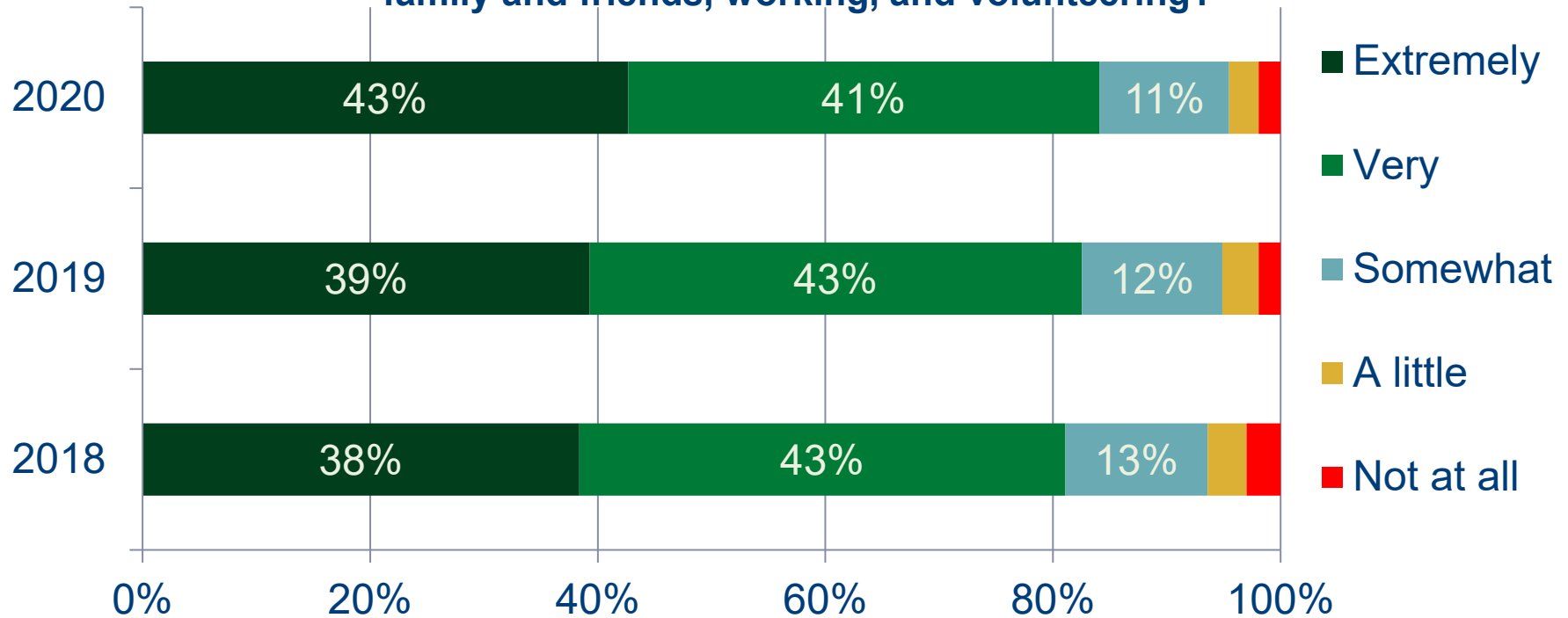
## Overall how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?



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

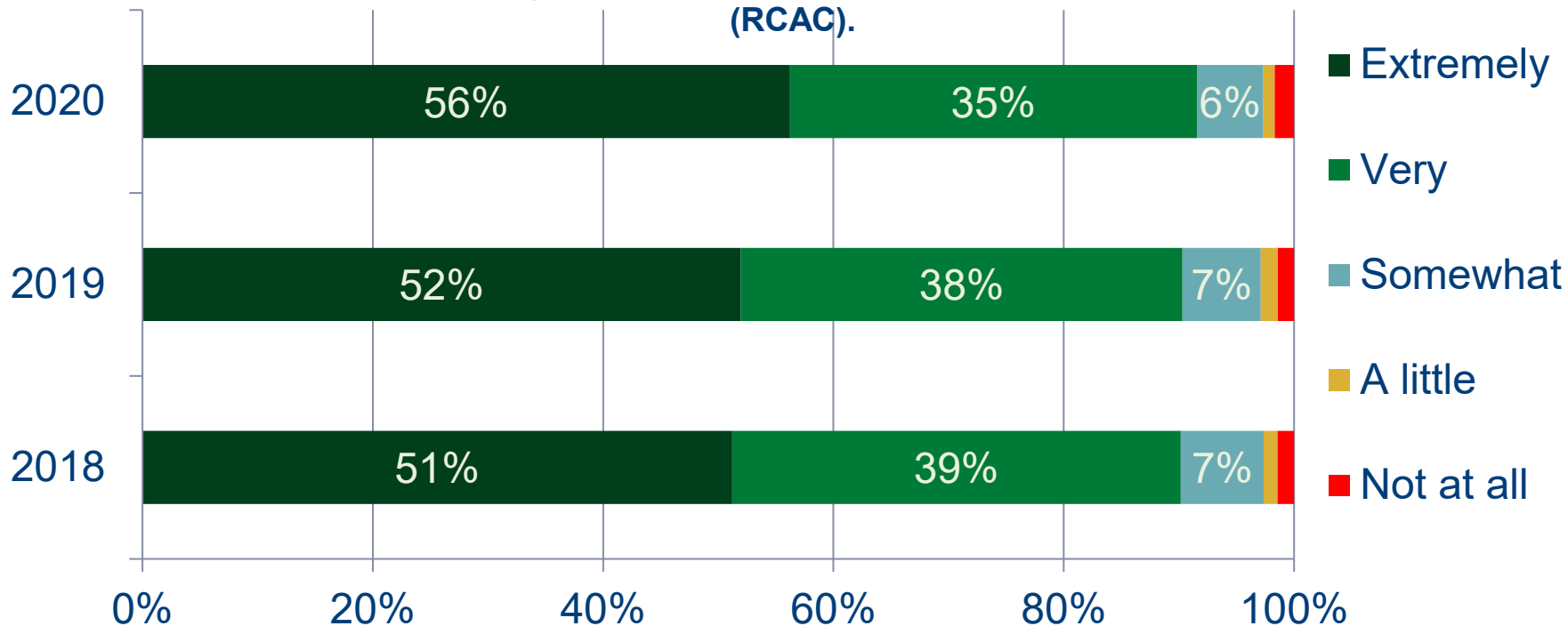


## How well does your Individual Support and Service Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?

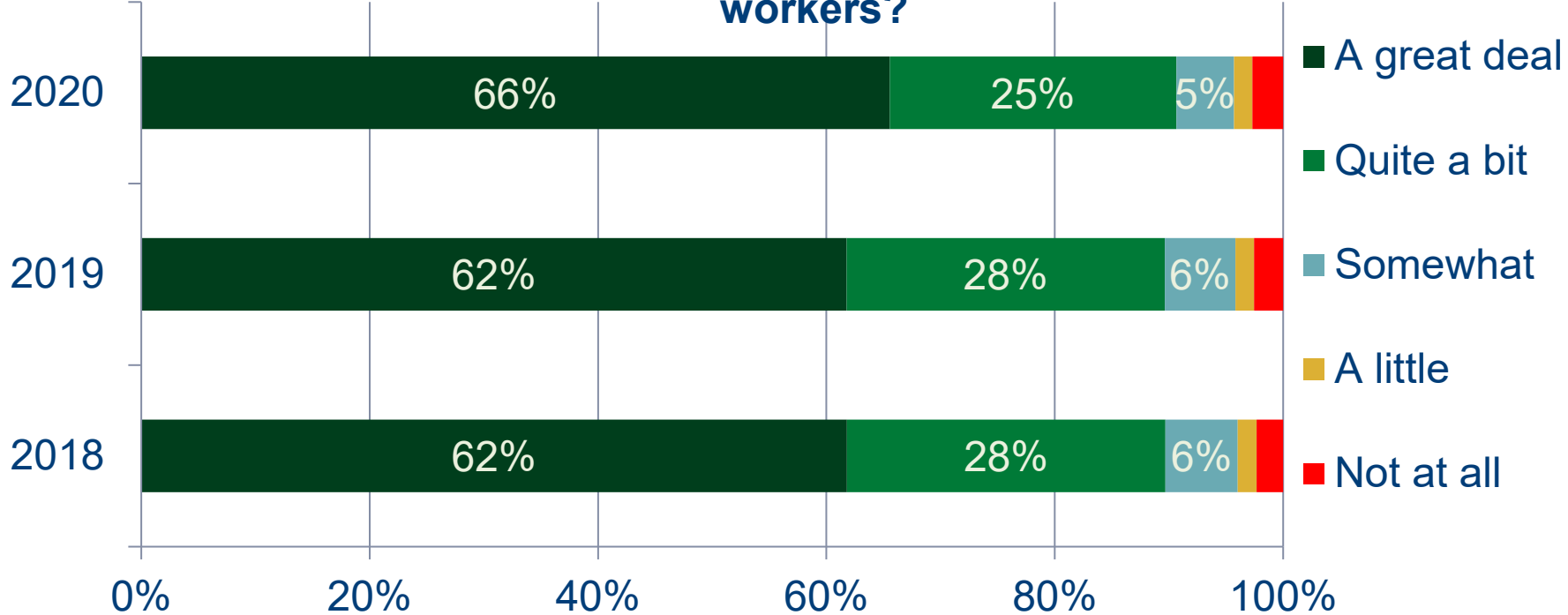




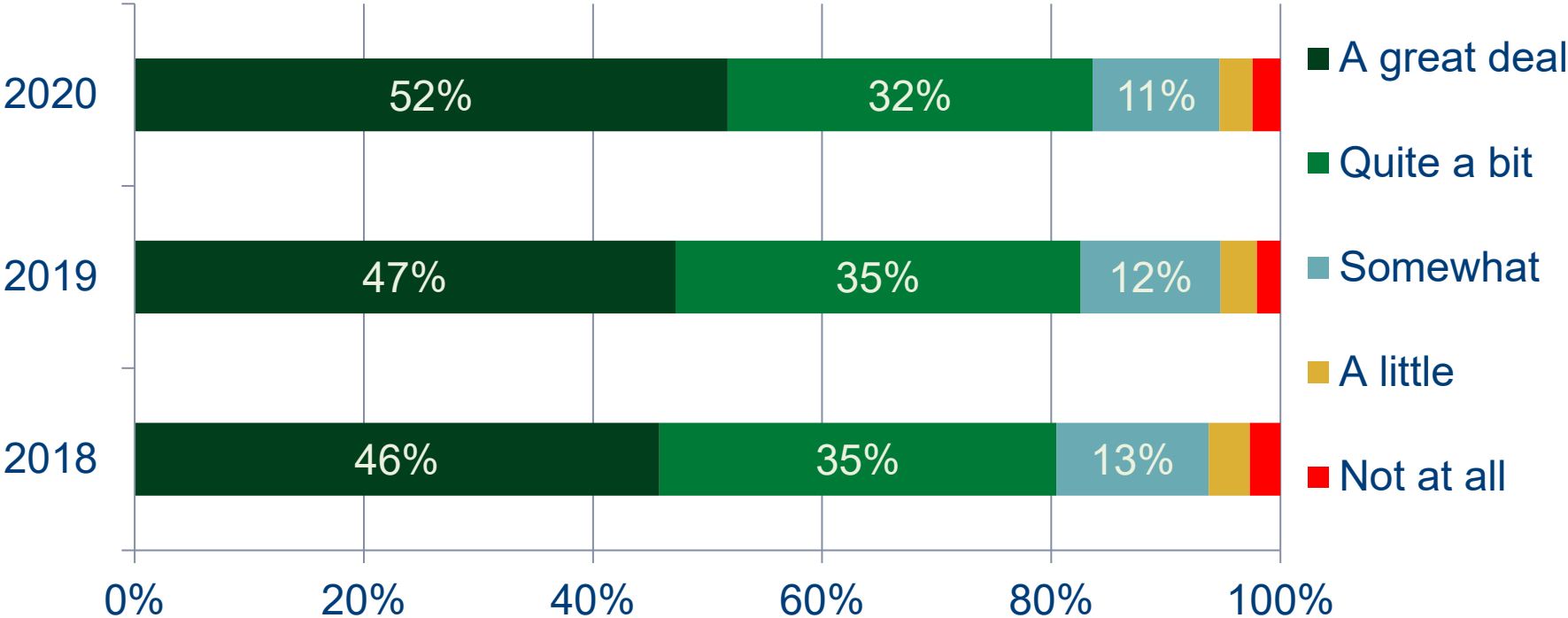
**How well does your Individual Support and Service Plan support your needs related to living in a place of your choice? This may include your own apartment or house, Adult Family Home (AFH), or Residential Care Apartment Complex (RCAC).**



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

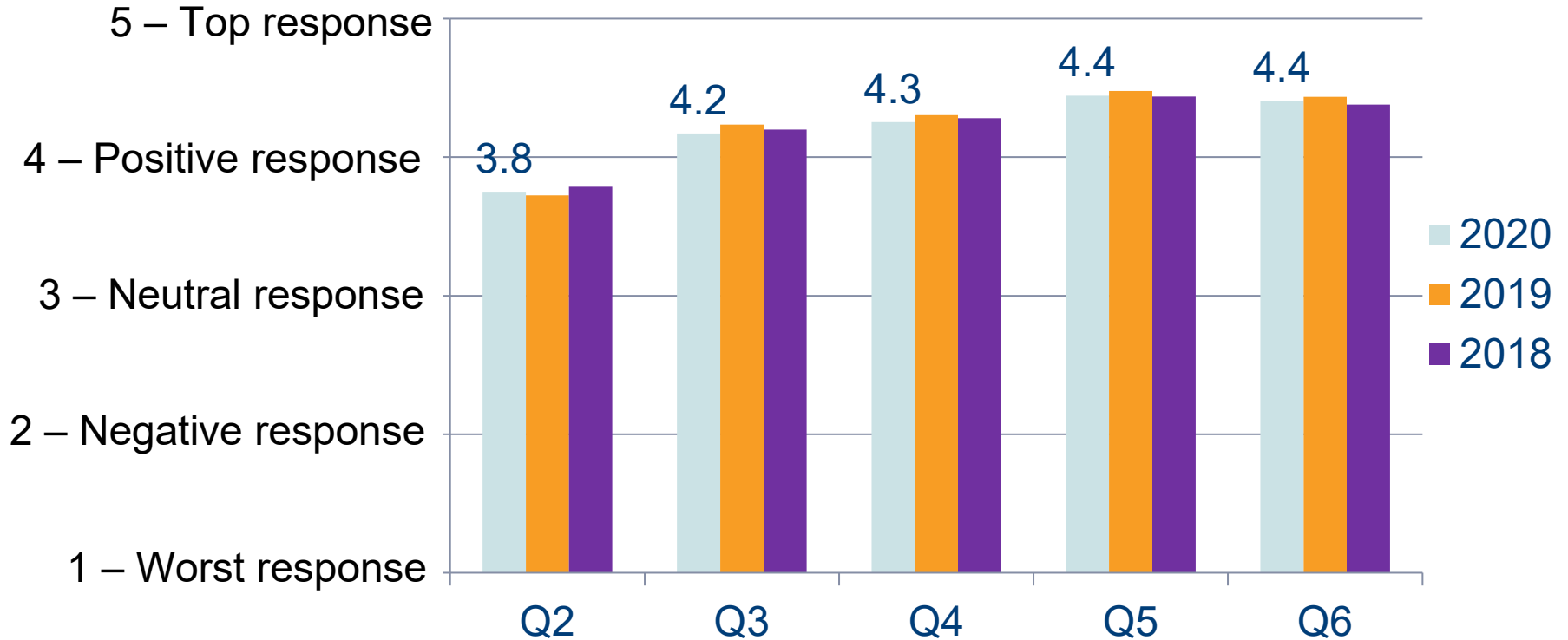


# How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs?



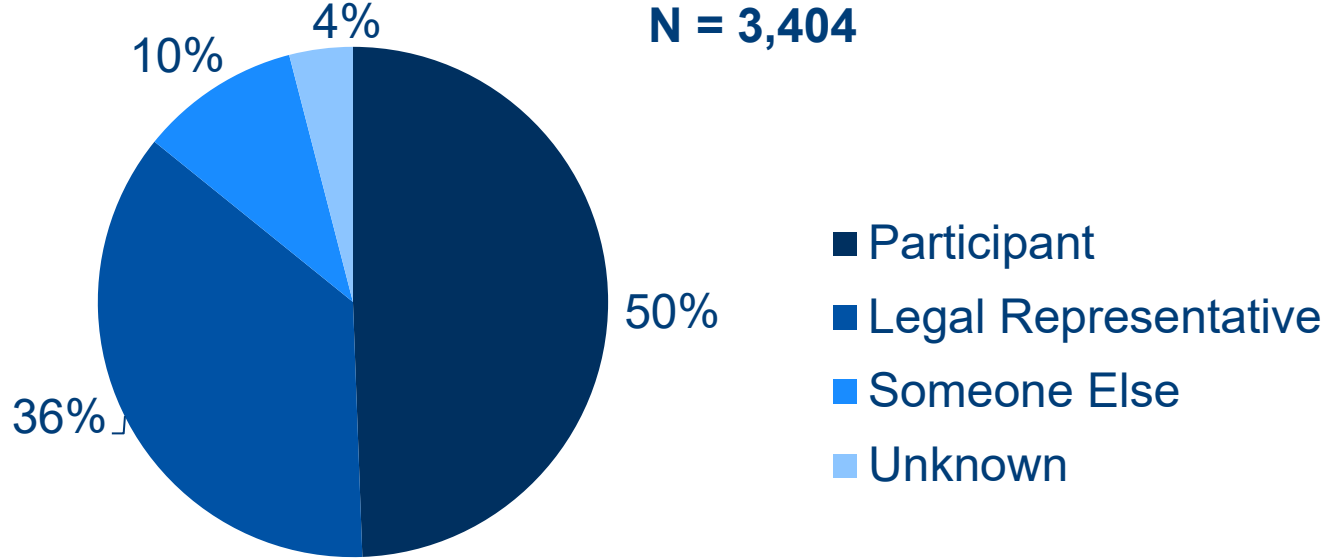
# **2020 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis**

## Survey Question Response – Fiscal Employment Agent

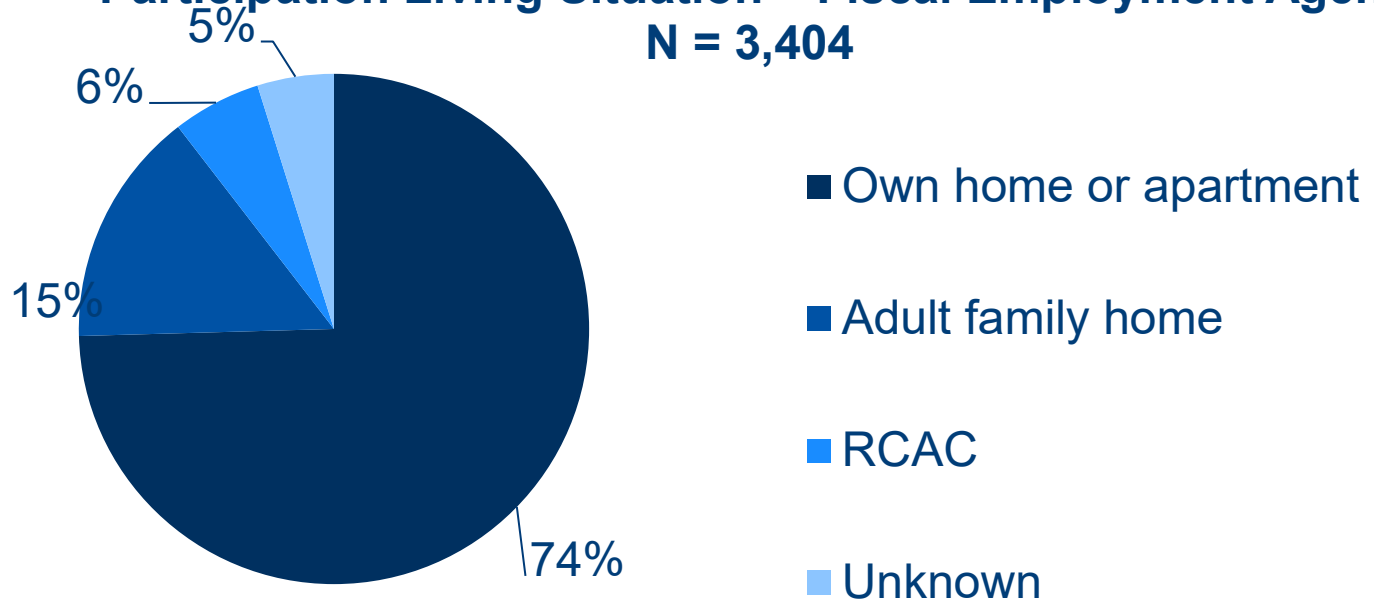


## Who Answered Survey – Fiscal Employment Agent

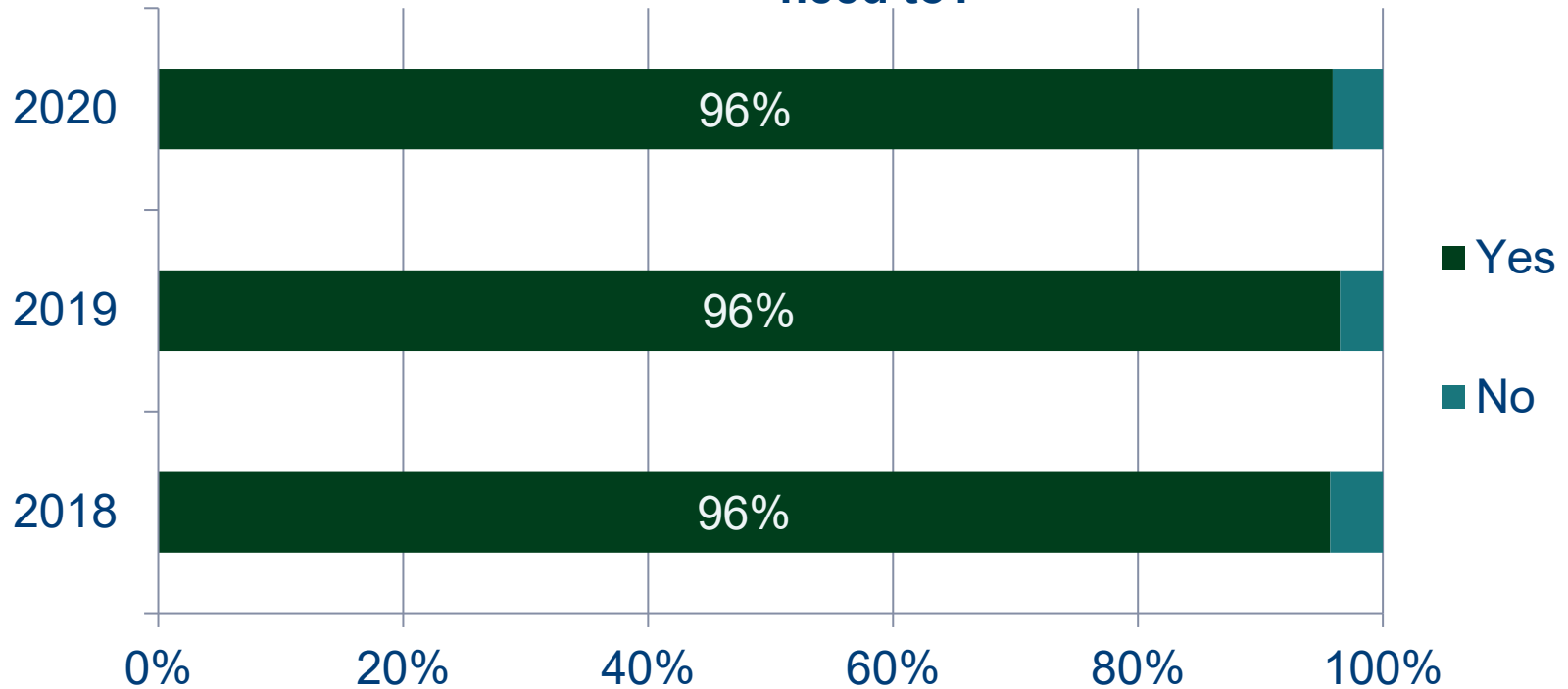
N = 3,404



## Participation Living Situation – Fiscal Employment Agent N = 3,404

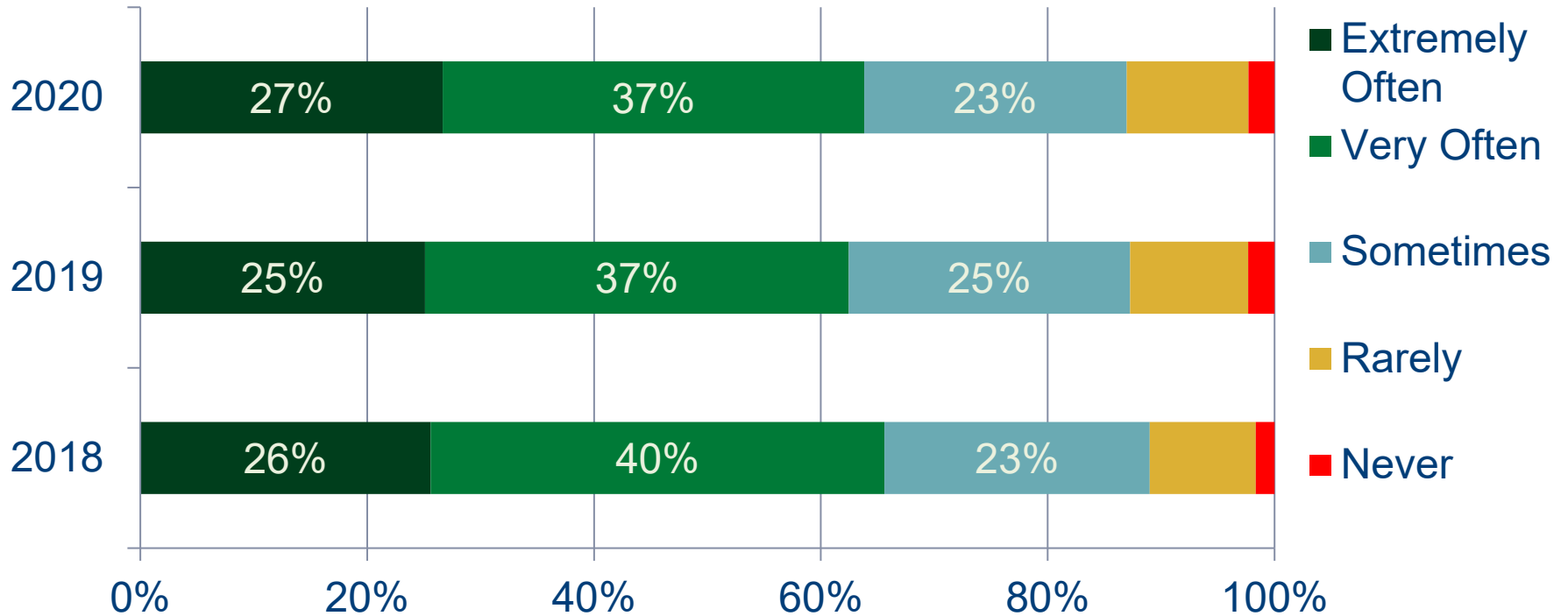


## Can you contact your Fiscal Employer Agent when you need to?

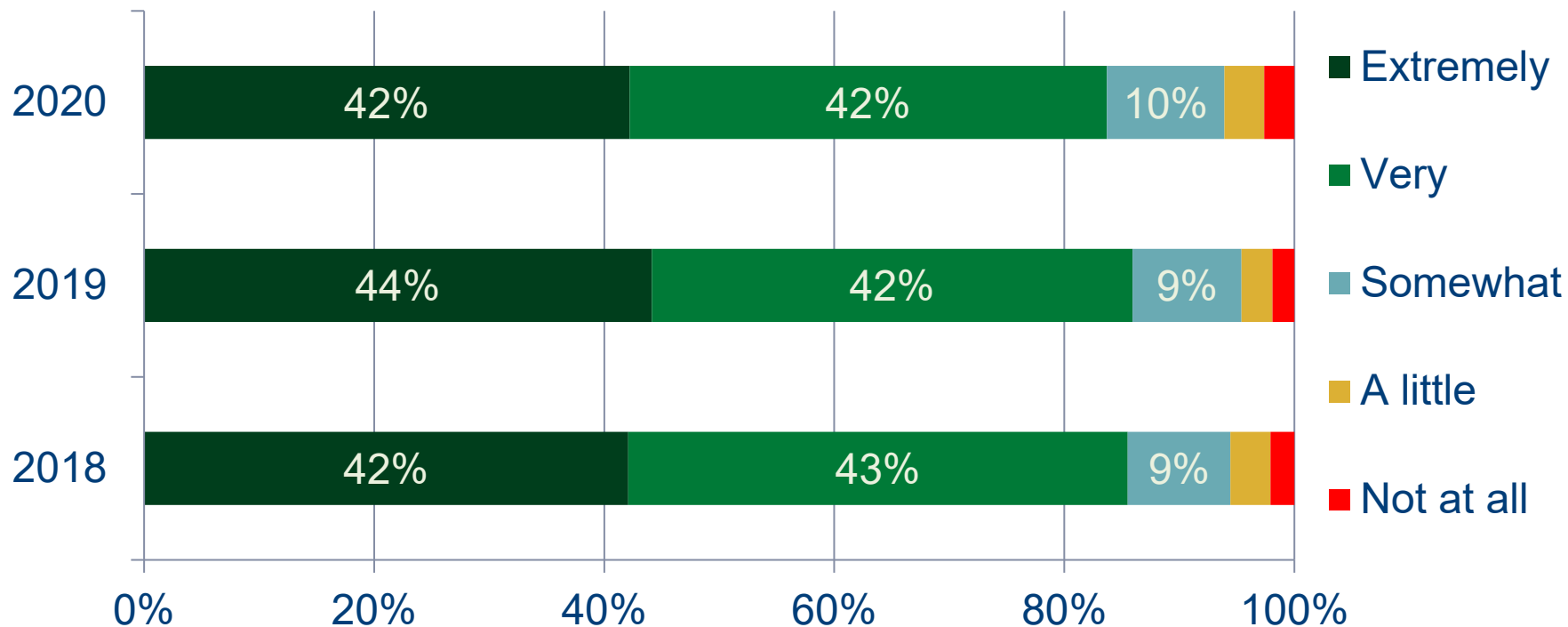




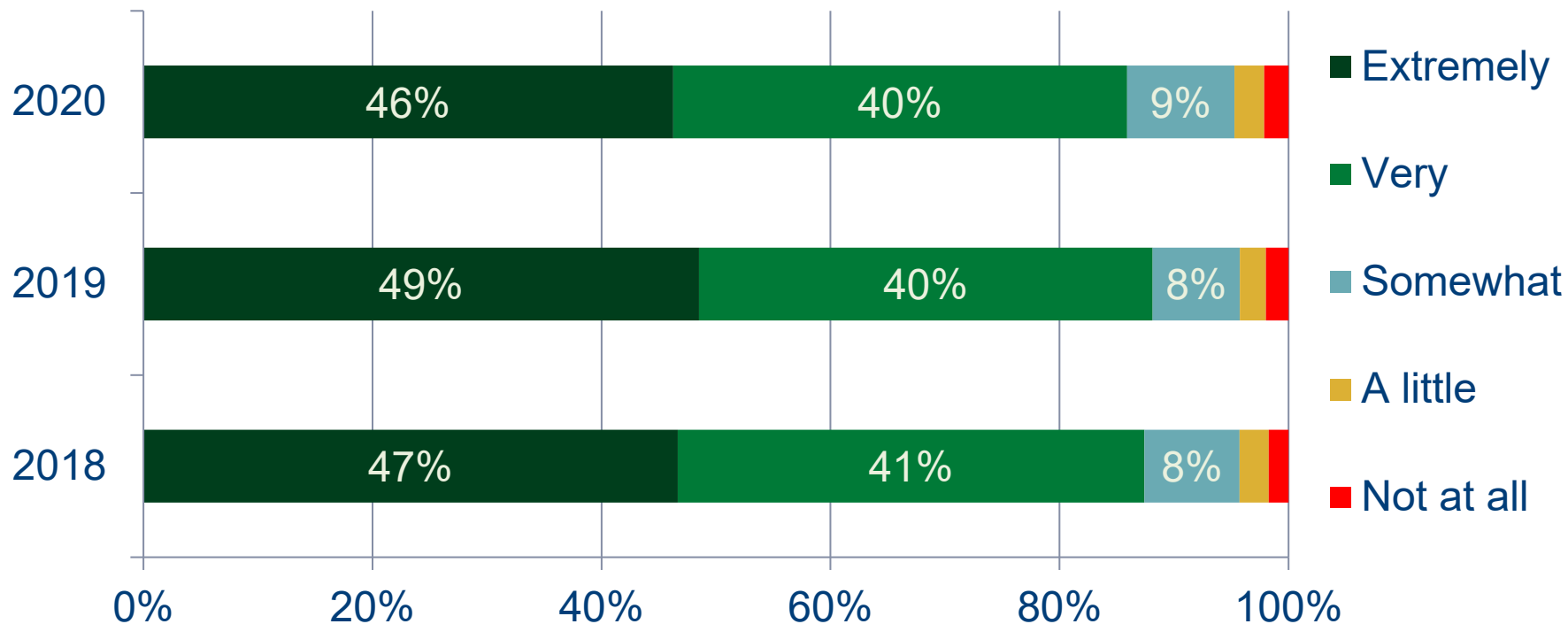
## How often do you get the help you need from your Fiscal Employer Agent?



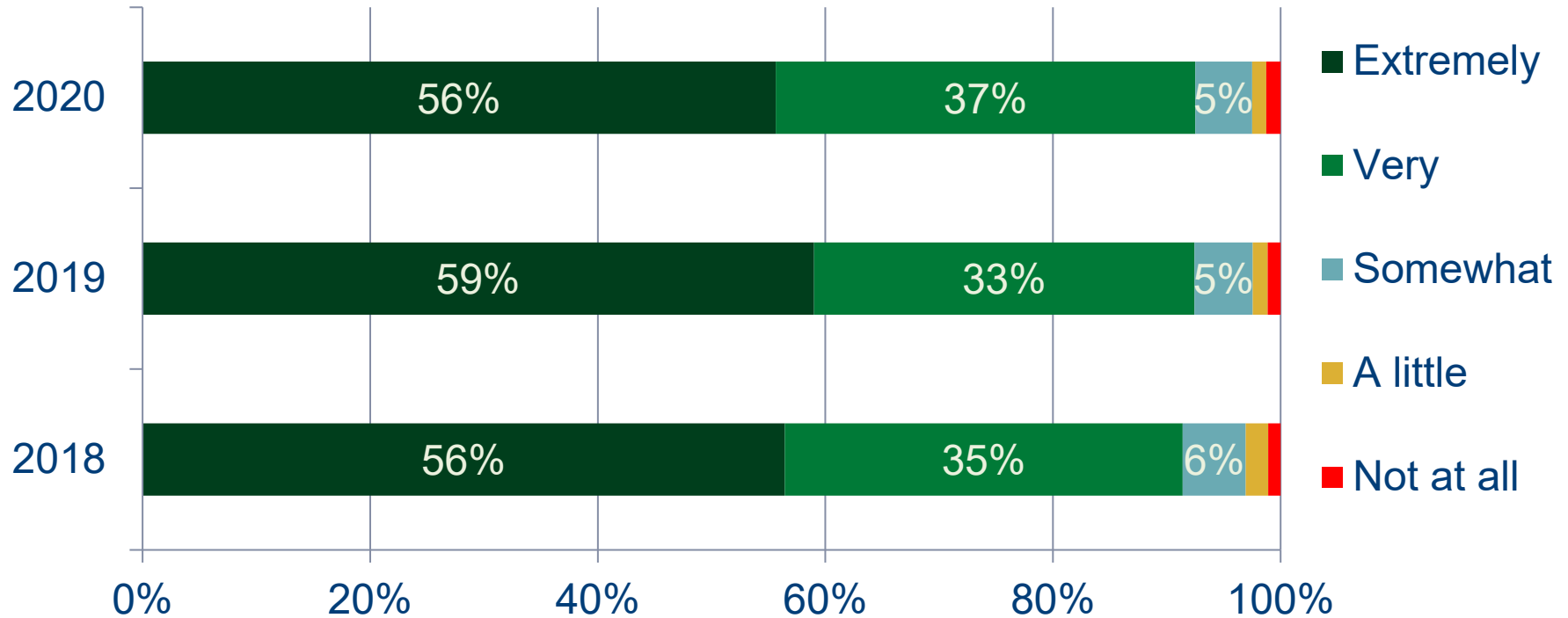
## How clearly does your Fiscal Employer Agent explain things to you?



## 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?

