



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# 2024 Member Satisfaction Survey Results

Quality and Special Initiatives Section  
P-00717A (09/2025)

To protect and promote the health and safety of the people of Wisconsin

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[DHSDMSLTC@dhs.wisconsin.gov](mailto:DHSDMSLTC@dhs.wisconsin.gov)

# Survey Sample Criteria

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

- Current member
  - Having been a member for 6+ months
  - Distributed among all three target groups
- Survey responses are sufficient to draw conclusions from results.

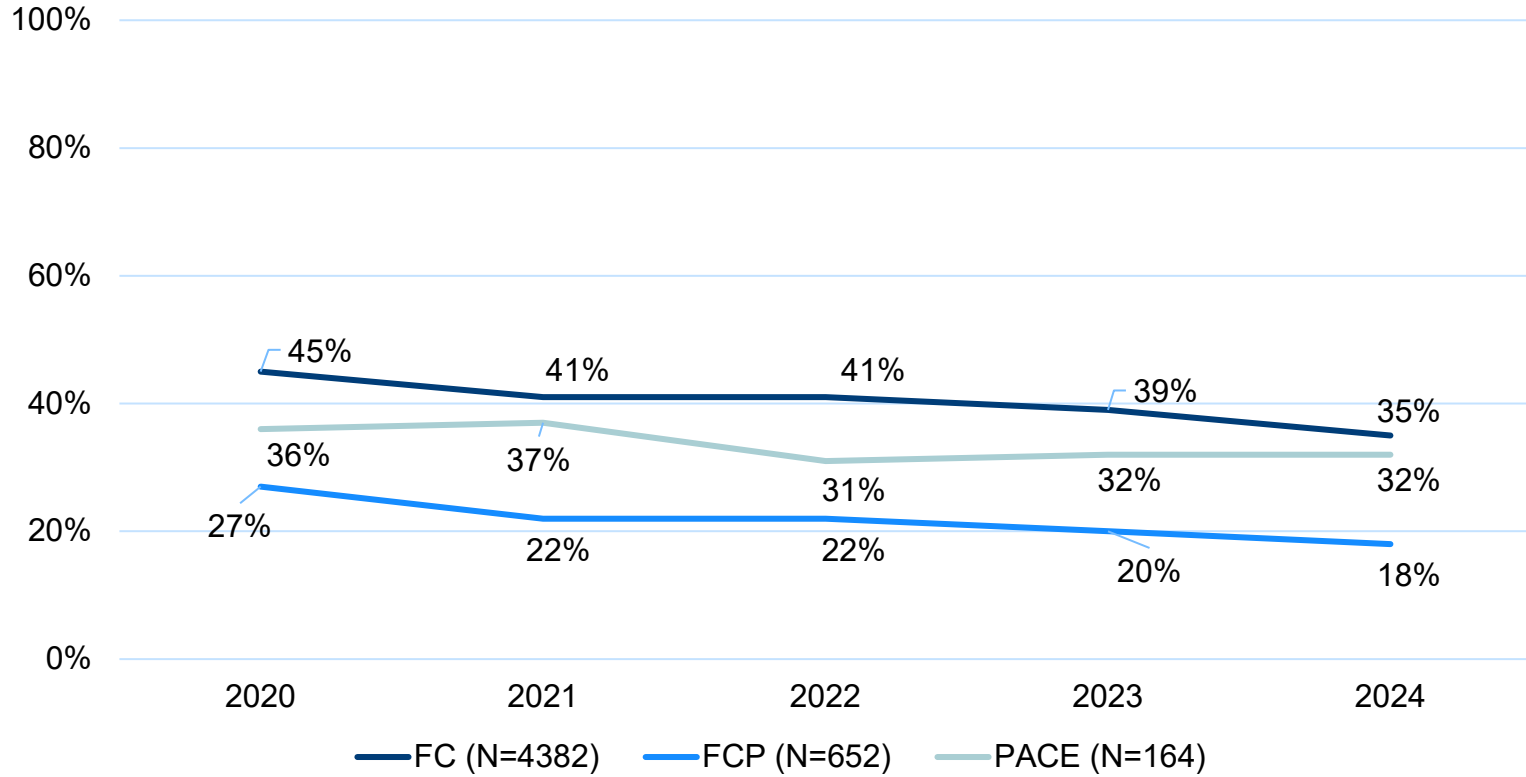
# Summary of Results – Family Care (FC) and Family Care Partnership (FCP)

- Overall, for FC and FCP, the results for most questions remained consistent with prior results (less than a 2% change from 2023).
- FC and FCP had the same questions receive the highest and lowest proportion of positive responses (4's and 5's on a 1-5 scale)
  - The highest scoring questions were related to communication and how well the patient is treated (Q1, Q5, and Q10).
  - The lowest scoring questions were related to social connection and community engagement (Q13, Q14, Q8).
    - However, all three of the lowest scoring questions improved compared to 2023.
- Since 2018, FC MCOs have steadily improved the clarity of their explanations of self-determined supports option (Q6).

# Summary of Results – PACE

- 10 out of the 14 questions improved by over 2% compared to 2023.
  - Of the remaining 4 questions, 2 improved slightly and 2 decreased slightly.
- The highest scoring questions were related to communication and how well the patient is treated (Q1, Q5, and Q10).
- The lowest scoring questions were related to social connection and self-directed supports (Q14, Q13, Q6).
  - However, all 3 of the lowest scoring questions had significant improvement from 2023 (over 8% for all).
- Q6 about self-directed supports (SDS) has also had significant improvement over time, having increased by 20% since 2018.

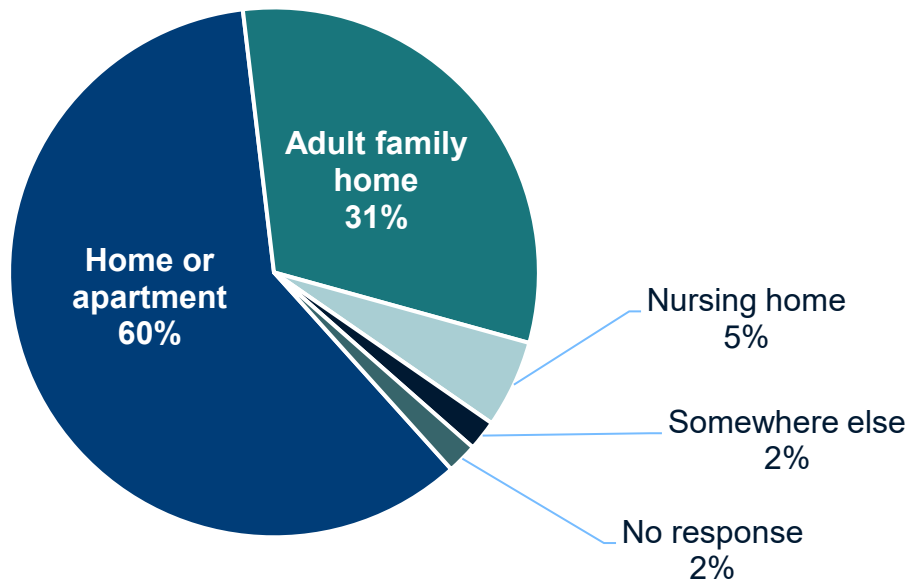
## Trend of Response Rates by Program from 2020-2024





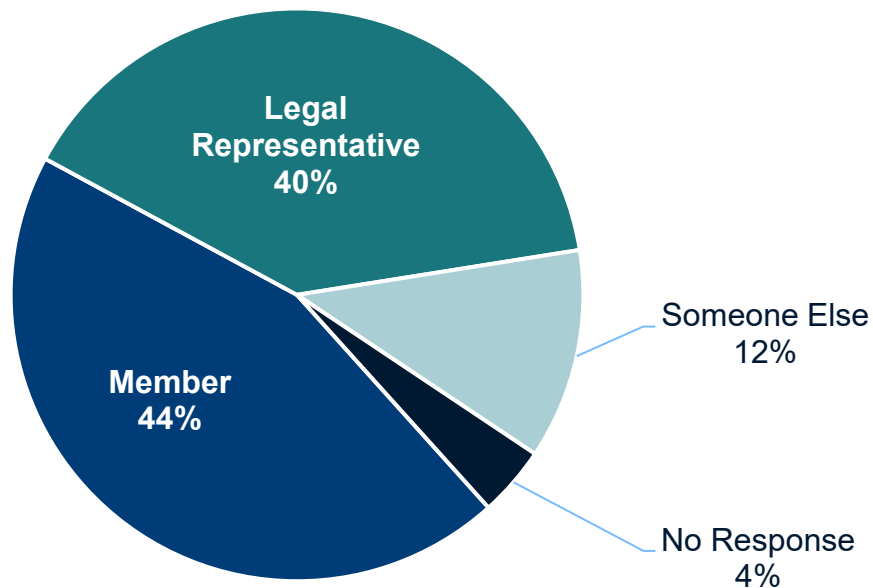
## FC/FCP/PACE Demographics: Living Situation

Q15: Currently, which of the following best describes where you, the member, live?



# FC/FCP/PACE Demographics: Survey Respondent

Q16: Who answered the questions in this survey?



# Family Care Results by MCO

# Summary of Results – Family Care

| Family Care Statewide Averages  | % Positive Responses | Trend* |
|---|----------------------|--------|
| Q1: Can you contact your care team when you need to?  | 95.56%               |        |
| Q2: When asking for help, how often do you get the help you need from your care team?   | 81.71%               |        |
| Q3: How satisfied are you with getting clear explanations about your care plan from your care team?   | 83.01%               |        |
| Q4: When you speak with your care team, how well do they listen to you?   | 88.42%               |        |
| Q5: How kindly does your care team treat you?   | 93.38%               |        |
| Q6: How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?  | 76.59%               |        |
| Q7: To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?   | 81.33%               | ↓      |
| Q8: 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? | 74.53%               | ↑      |
| Q9: How often does your care plan include the things that are important to you?   | 81.80%               | ↑      |
| Q10: How kindly do the people who provide you with supports and services treat you?   | 89.61%               |        |
| Q11: How well do the supports and services you receive meet your needs?   | 82.59%               |        |
| Q12: Overall, how satisfied are you with your managed care organization?  | 85.35%               |        |
| Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?                             | 64.18%               | ↑      |
| Q14: Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?                               | 71.89%               |        |

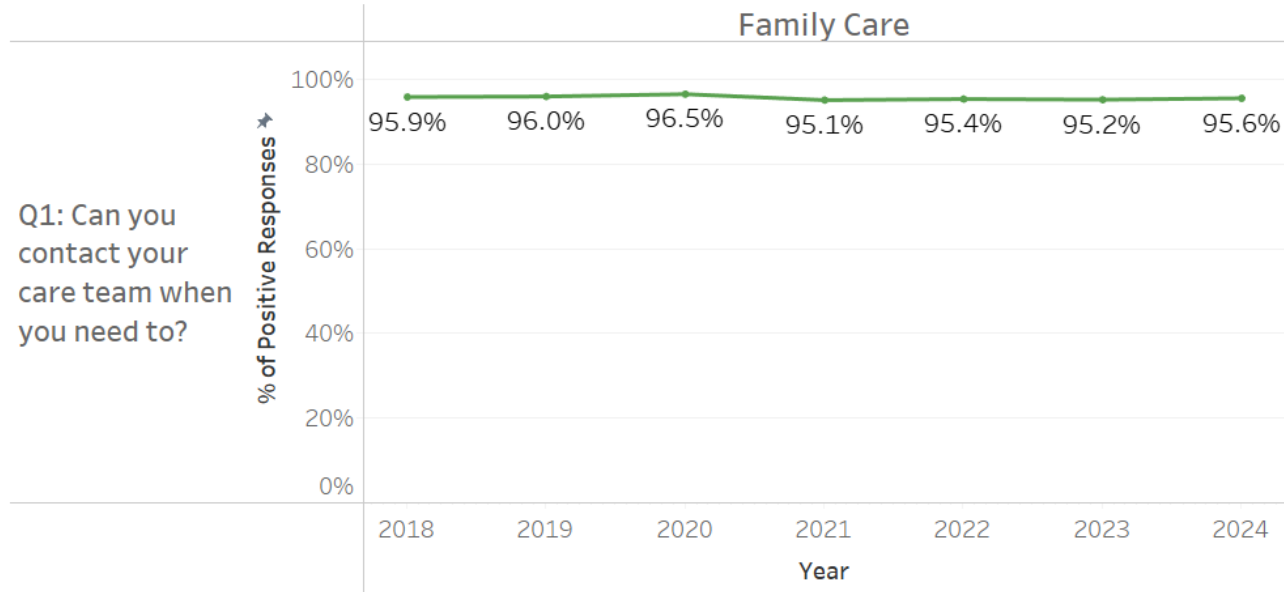
\* Represents a change of +/- 2% compared to 2023.

# How to Read the Results

- All the questions for each program (FC, FCP, PACE) are grouped together.
- Each question has two slides displaying results
  1. Line graph shows historical trend data for Statewide results.
  2. Bar Chart shows 2024 performance by MCO, with the Statewide average for 2024 as a horizontal green line across the chart.
  3. Question #1 bar chart slide for each program also includes a table showing the total number of responses to the survey, broken down by MCO.
- If you have questions about the data presented, please email those to [DHSDMSLTC@dhs.wisconsin.gov](mailto:DHSDMSLTC@dhs.wisconsin.gov)

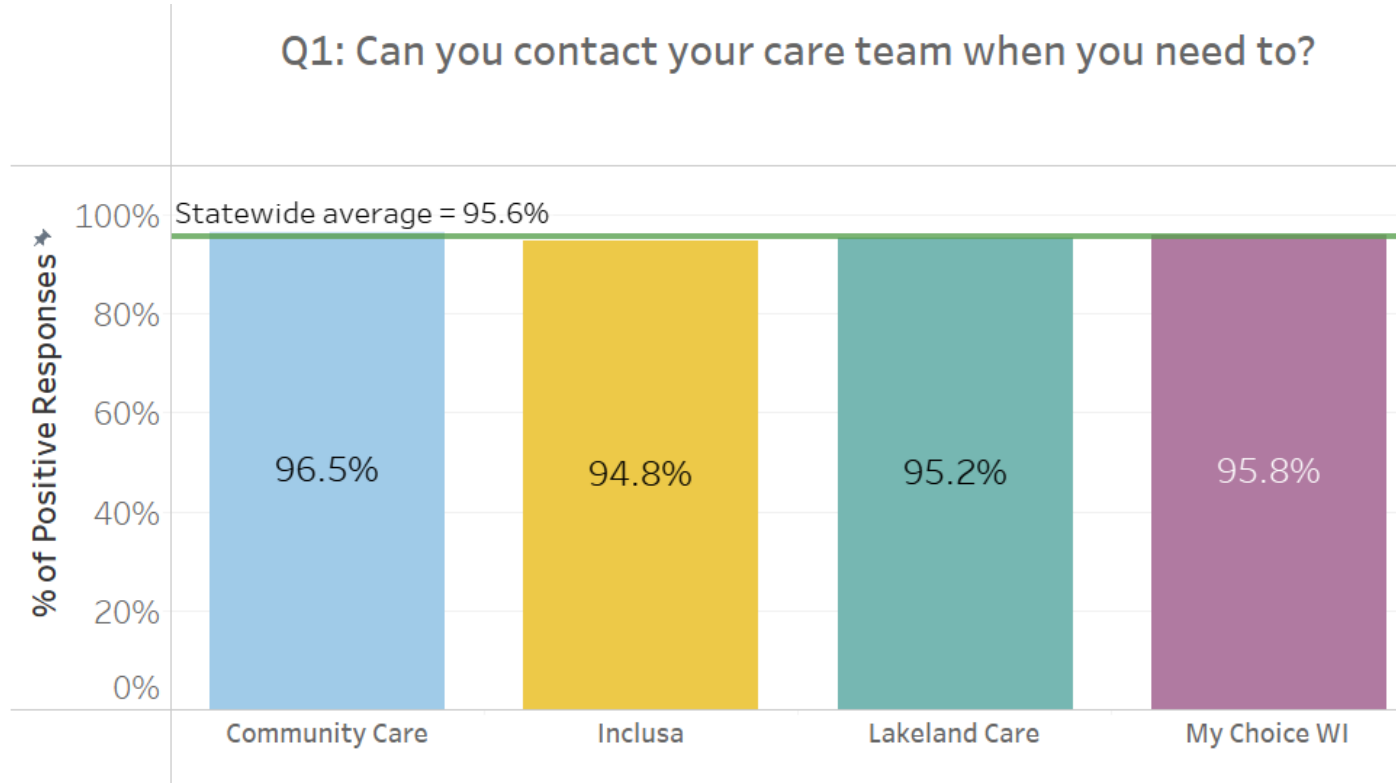
# Family Care

## 2018-2024 Positive Responses Trend Data



# Family Care

Q1: Can you contact your care team when you need to?

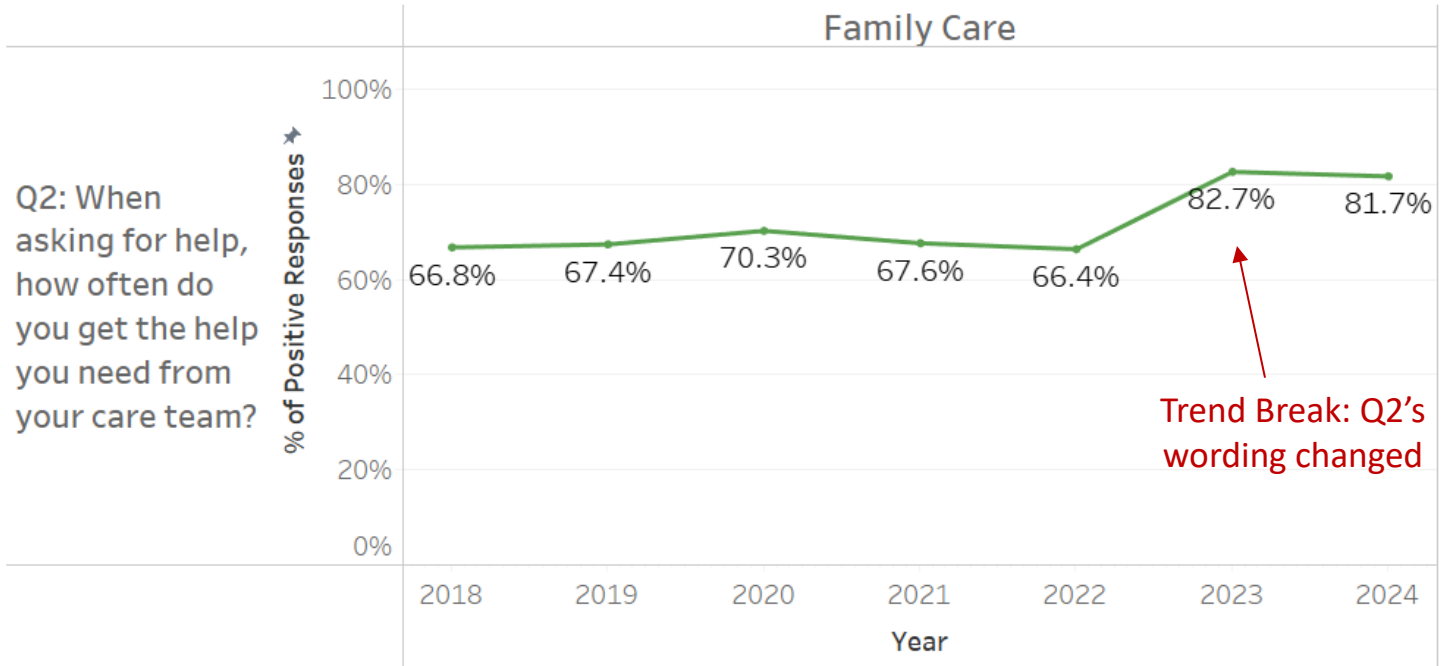


## Total Number of Responses

| MCO            | 2024  |
|----------------|-------|
| Community Care | 1,113 |
| Inclusa        | 1,213 |
| Lakeland Care  | 999   |
| My Choice WI   | 1,026 |
| Statewide FC   | 4,351 |

# Family Care

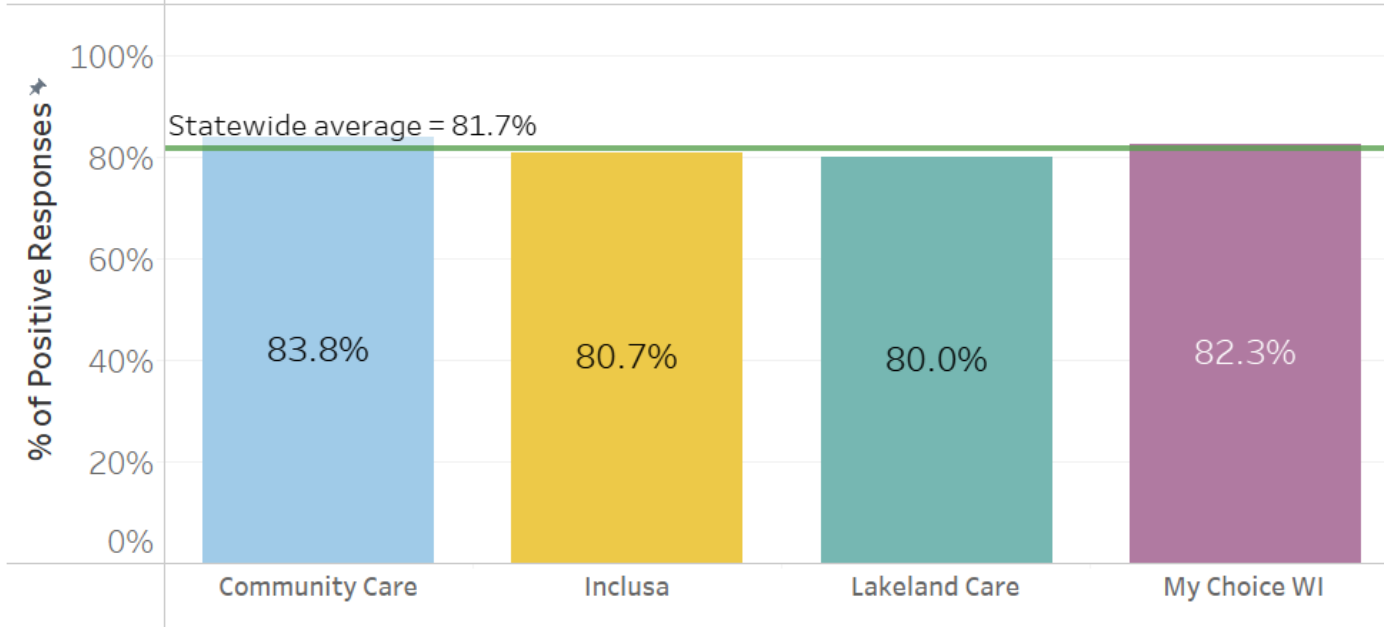
## 2018-2024 Positive Responses Trend Data





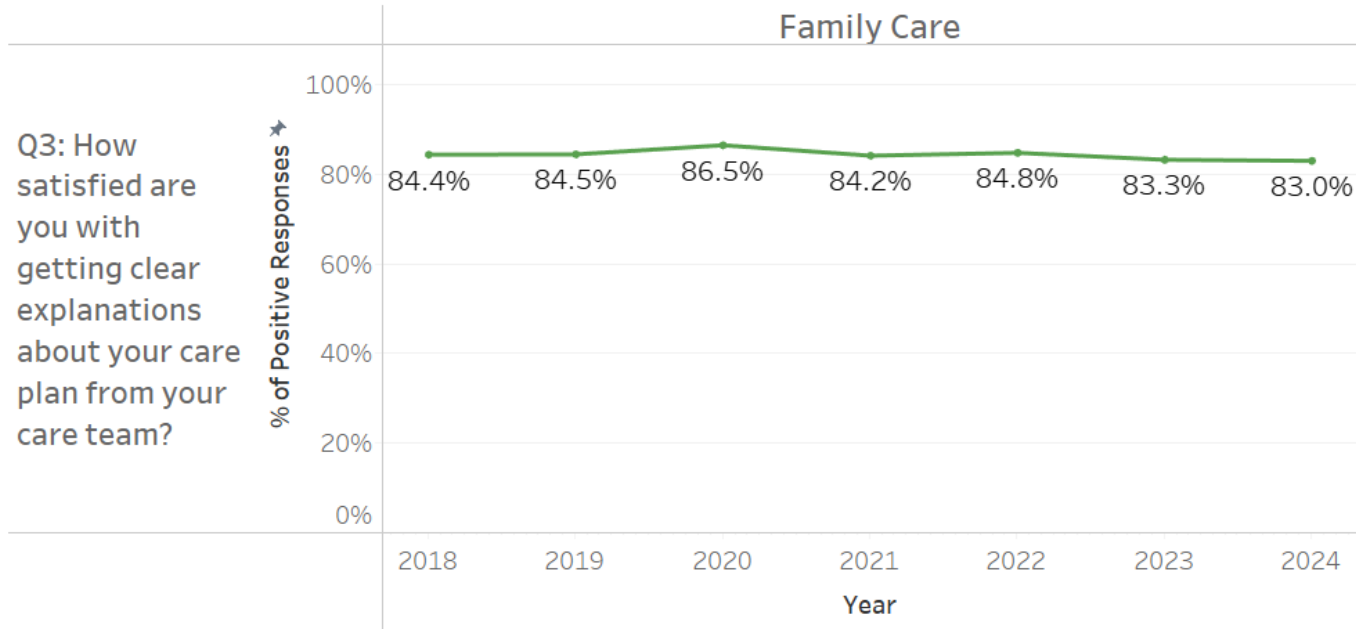
# Family Care

Q2: When asking for help, how often do you get the help you need from your care team?



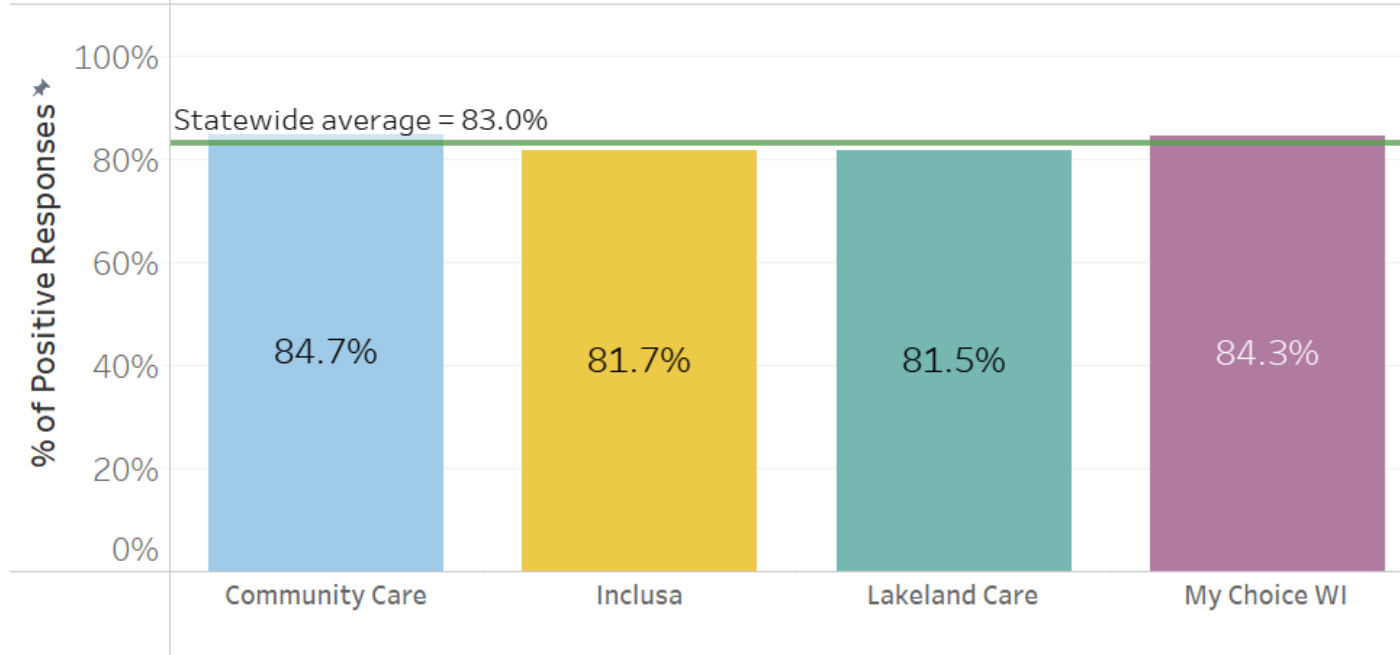
# Family Care

## 2018-2024 Positive Responses Trend Data



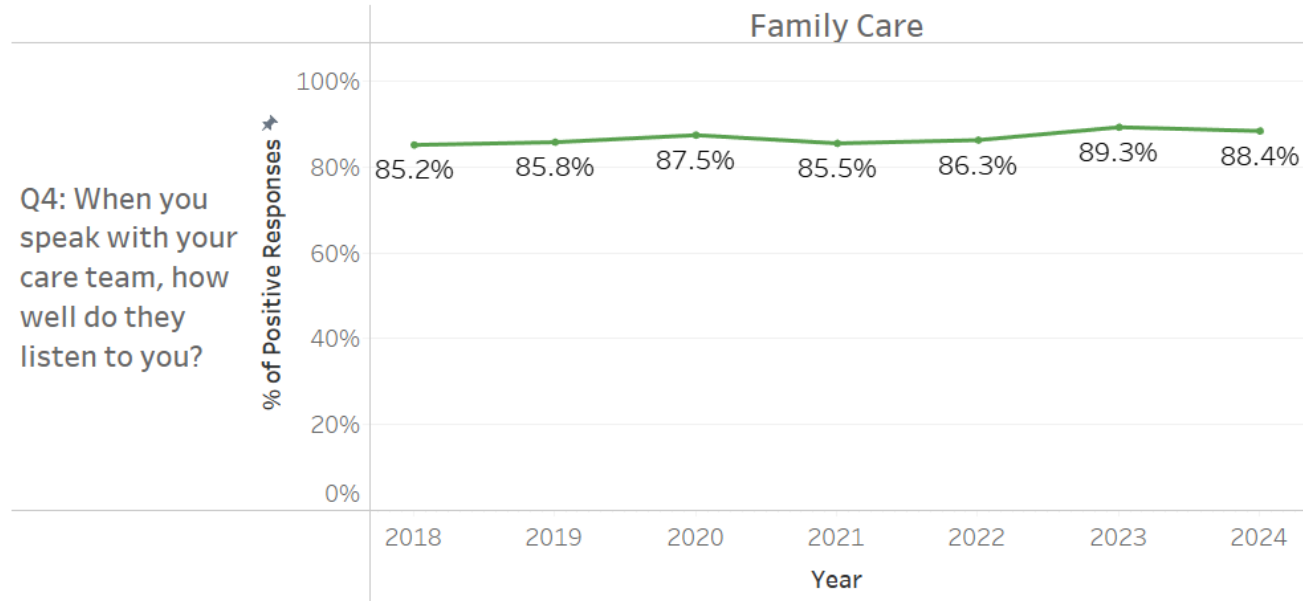
# Family Care

Q3: How satisfied are you with getting clear explanations about your care plan from your care team?



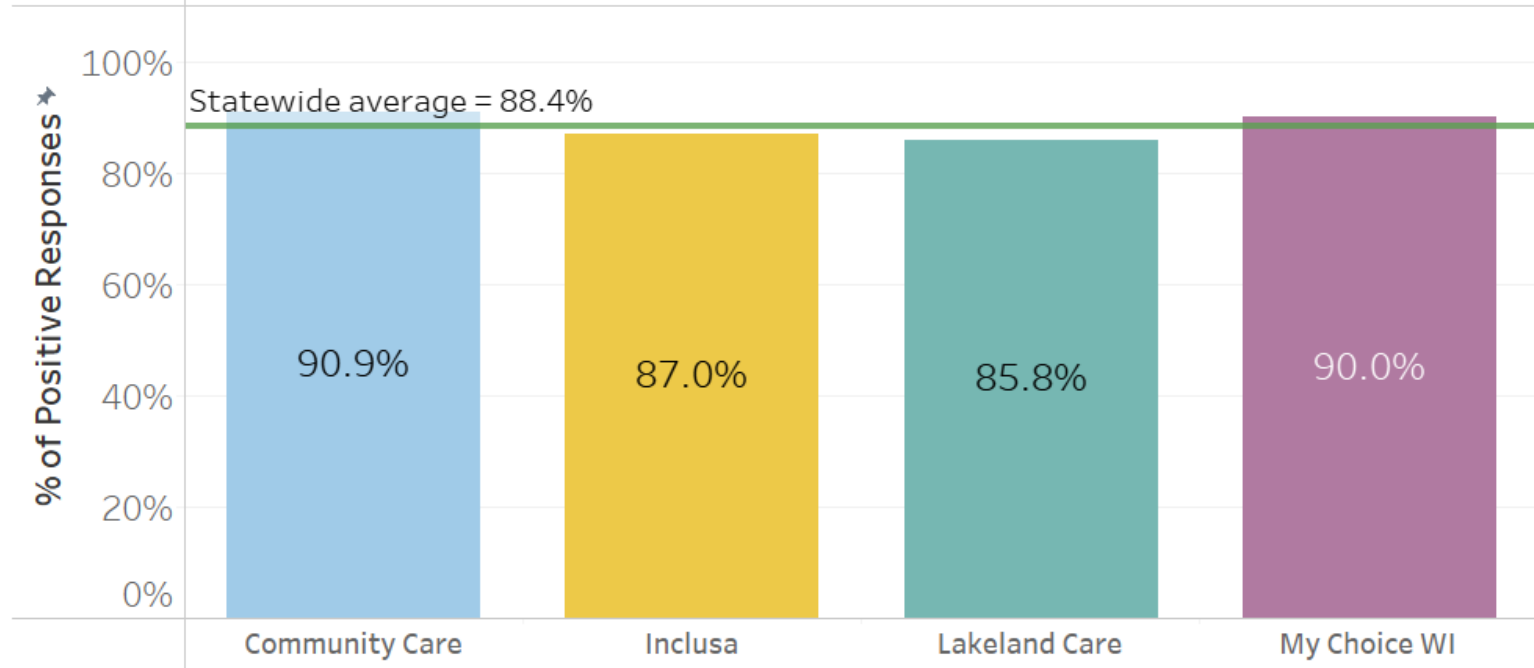
# Family Care

## 2018-2024 Positive Responses Trend Data



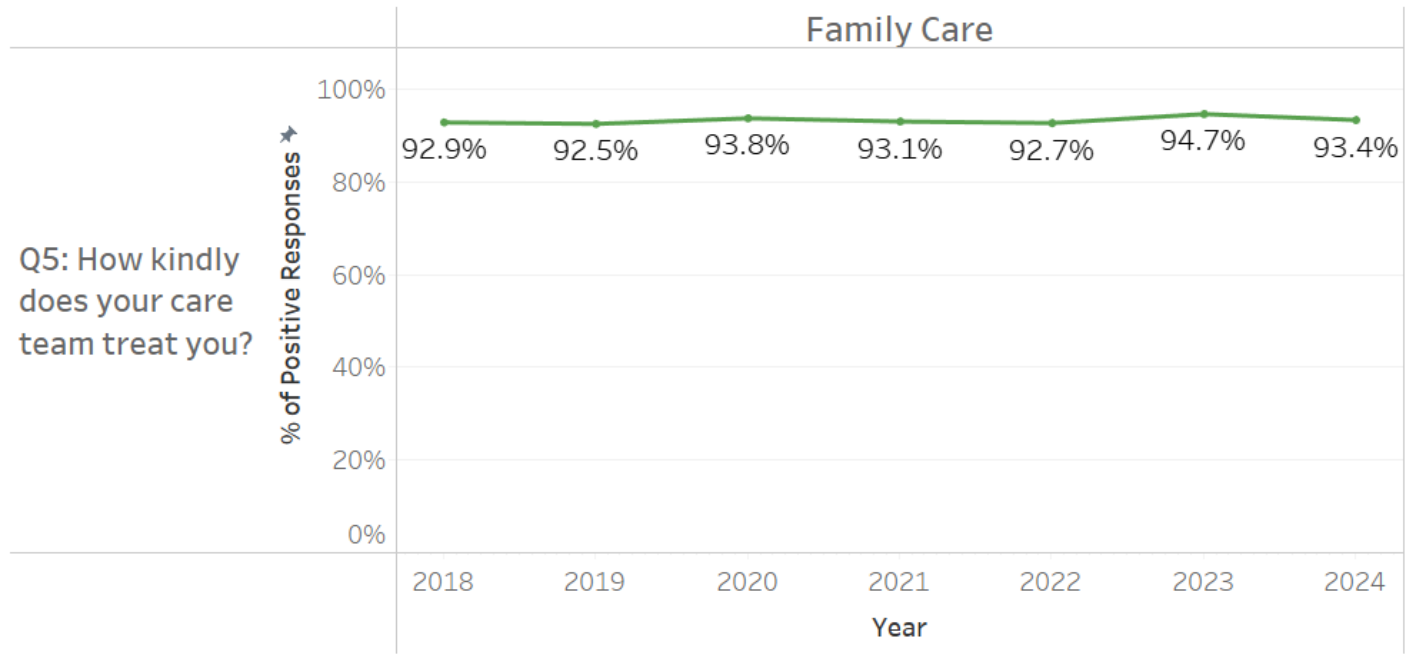
# Family Care

Q4: When you speak with your care team, how well do they listen to you?



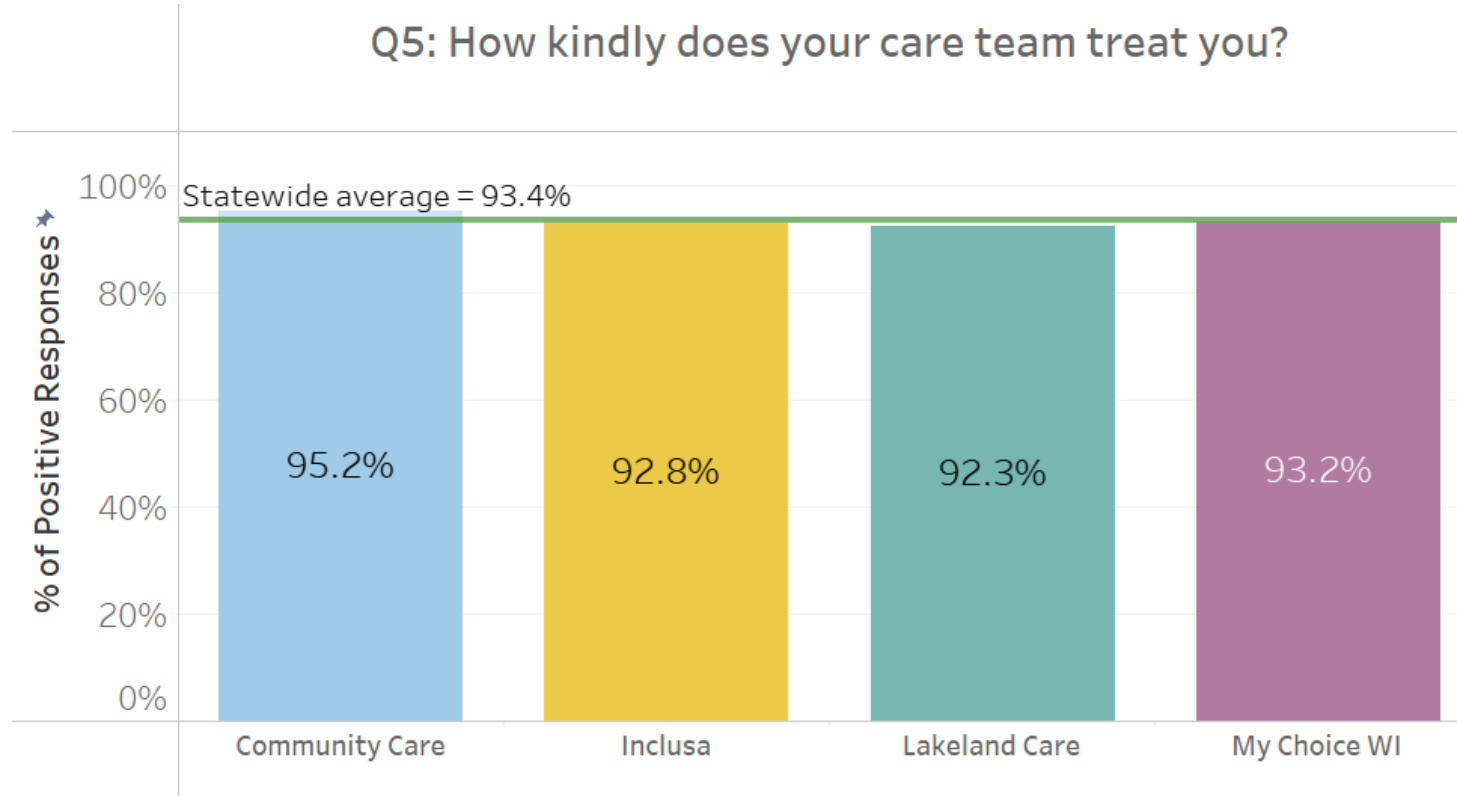
# Family Care

## 2018-2024 Positive Responses Trend Data



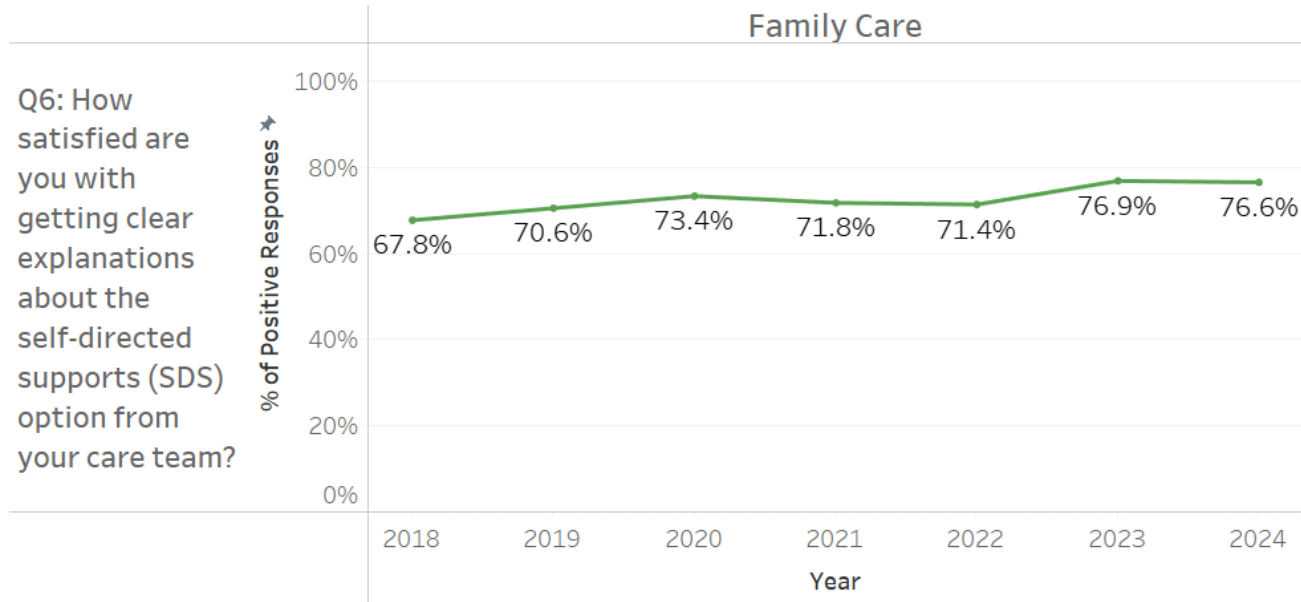
# Family Care

Q5: How kindly does your care team treat you?



# Family Care

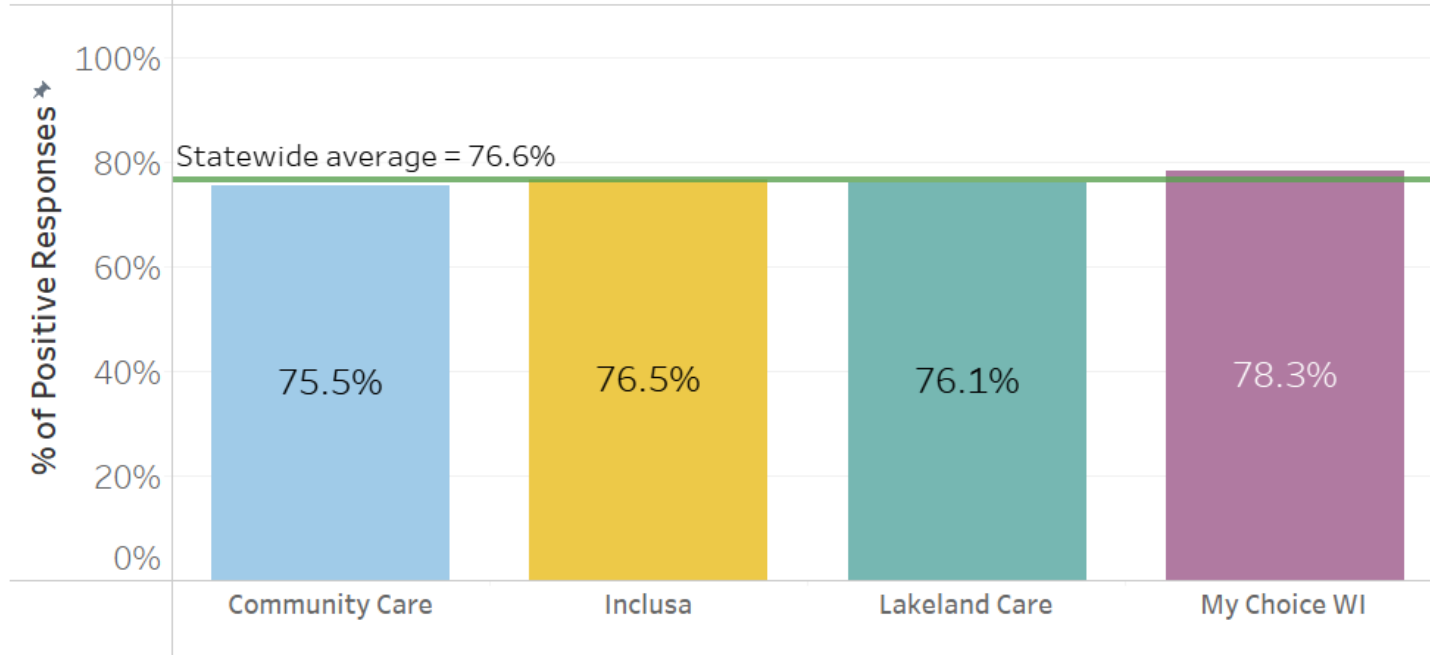
## 2018-2024 Positive Responses Trend Data





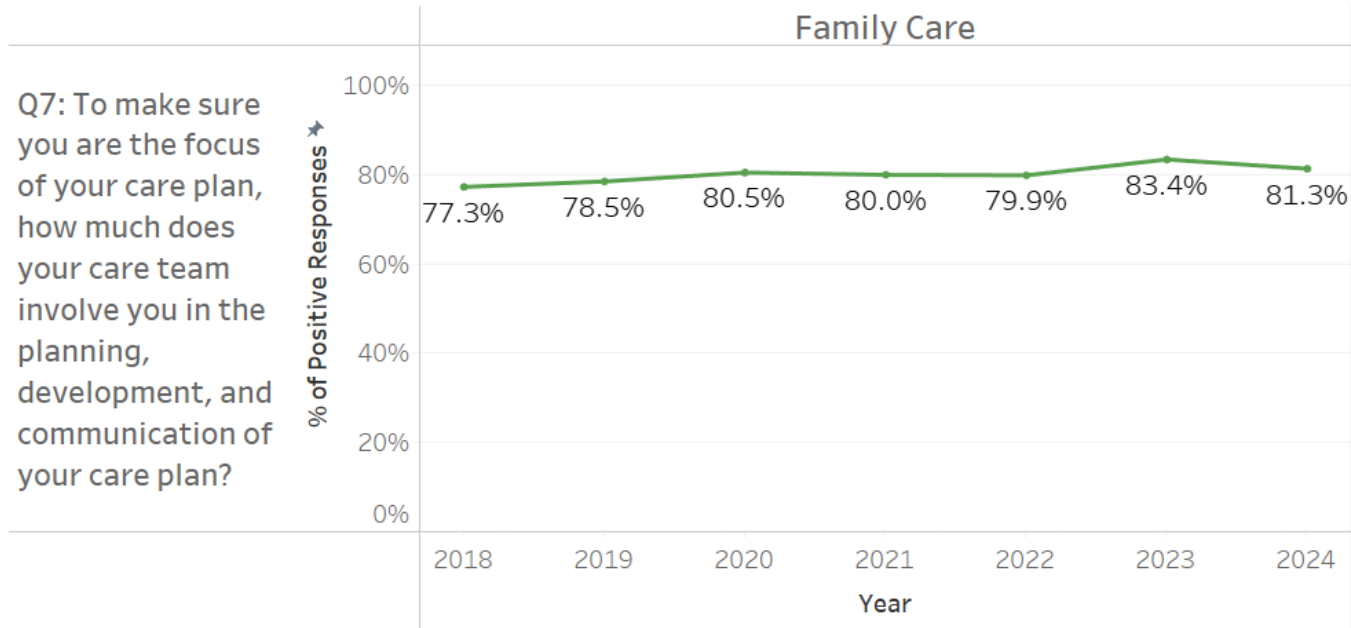
# Family Care

Q6: How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?



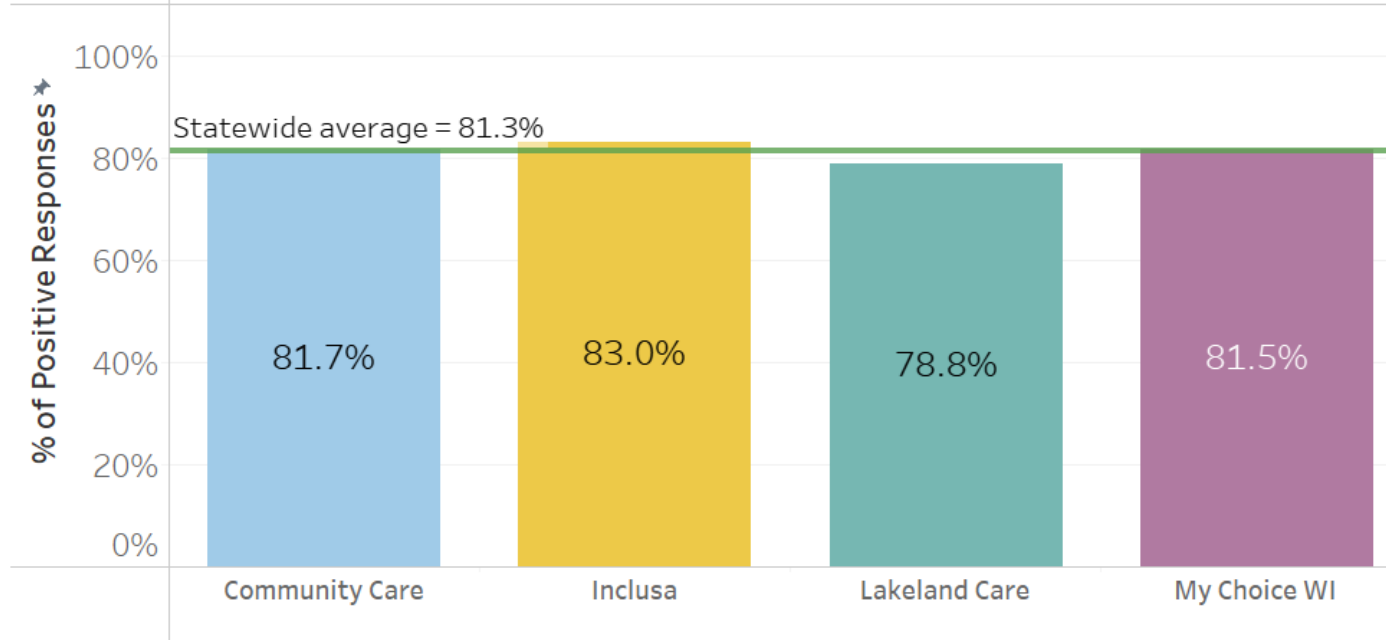
# Family Care

## 2018-2024 Positive Responses Trend Data



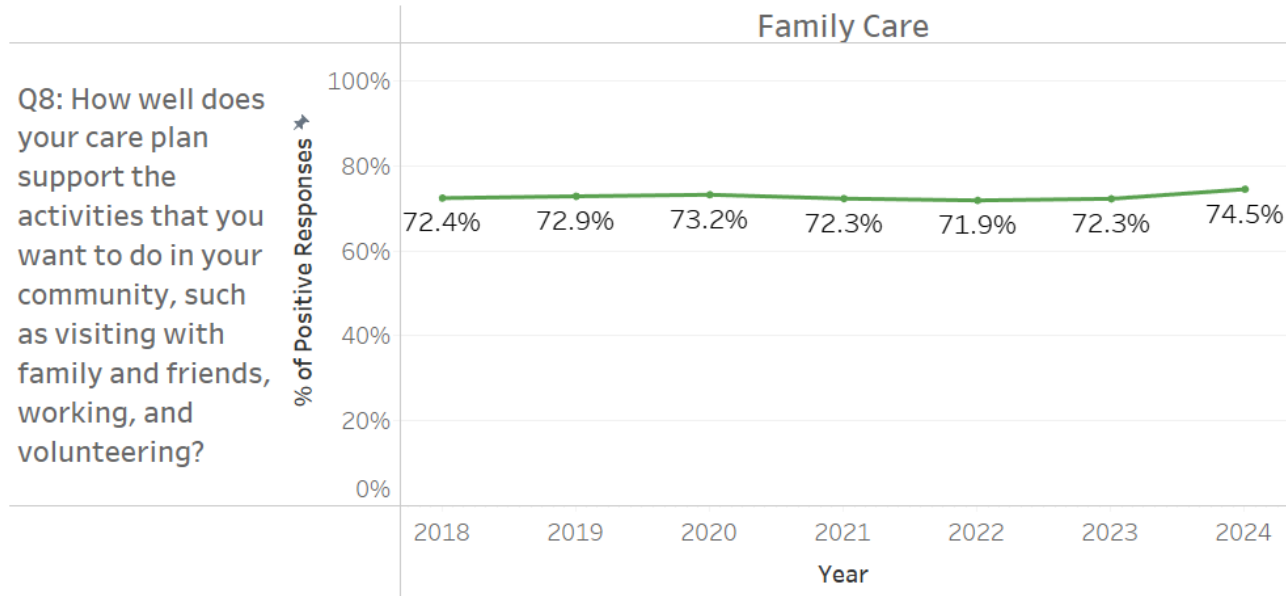
# Family Care

Q7: To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?



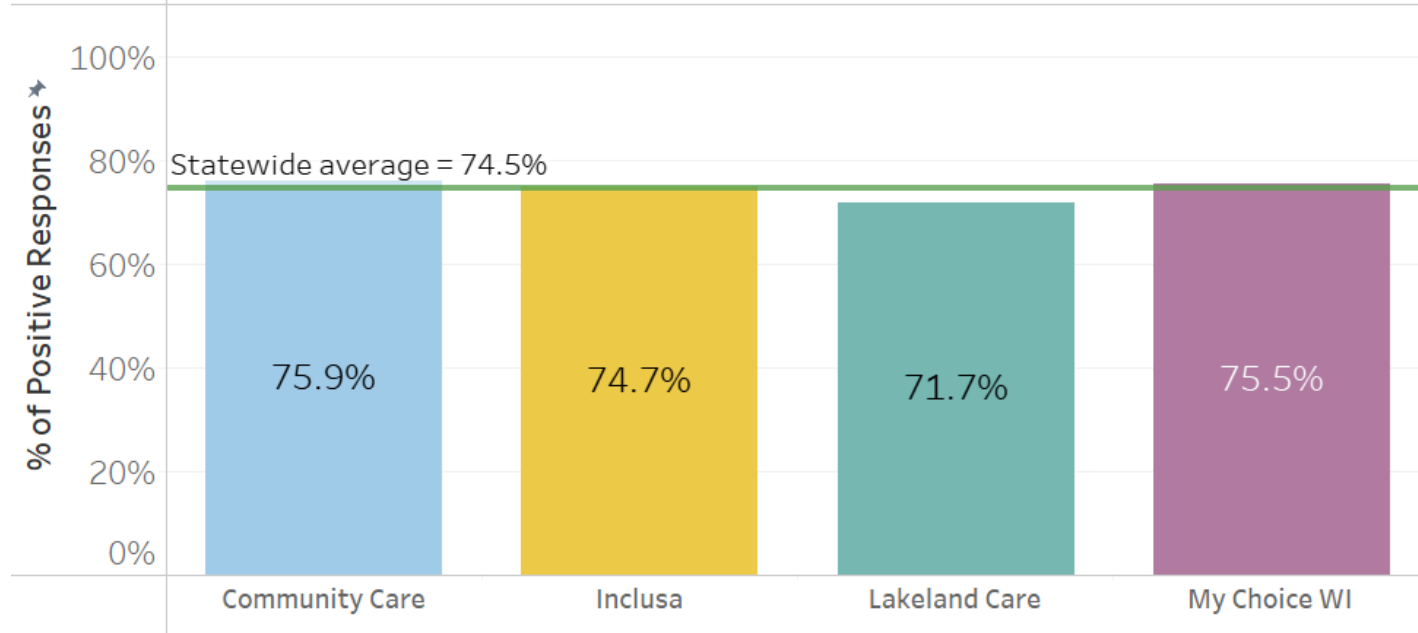
# Family Care

## 2018-2024 Positive Responses Trend Data



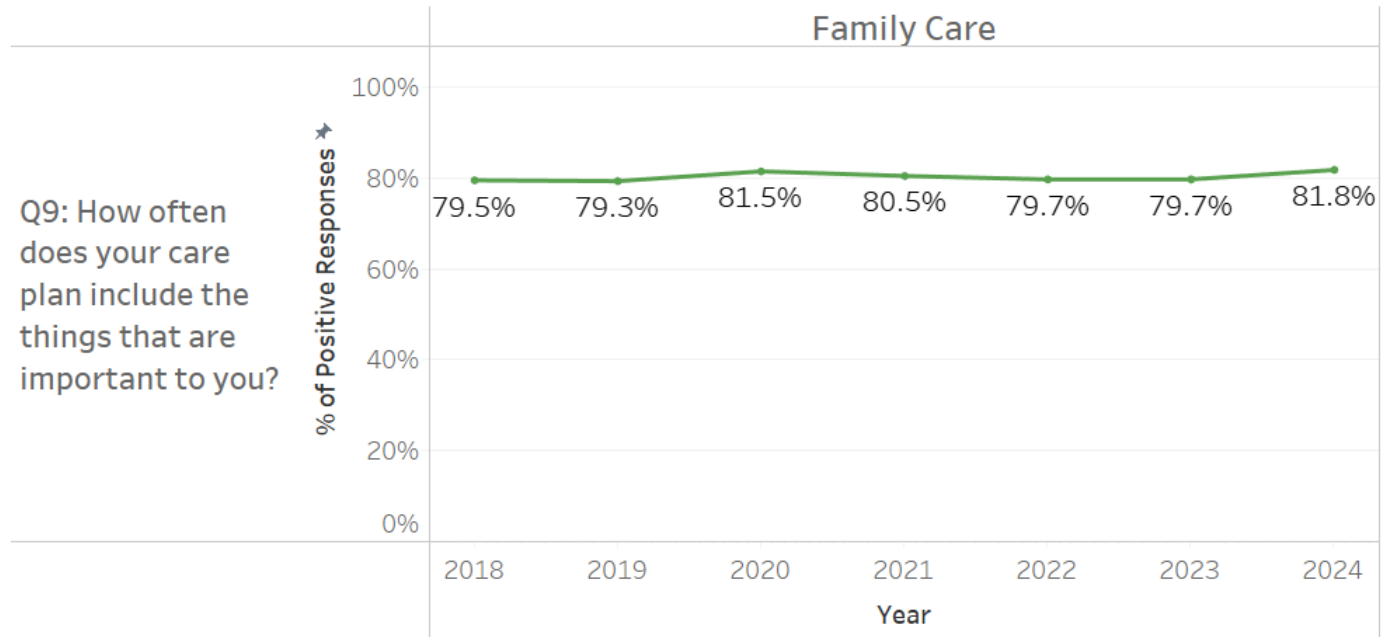
# Family Care

Q8: 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?



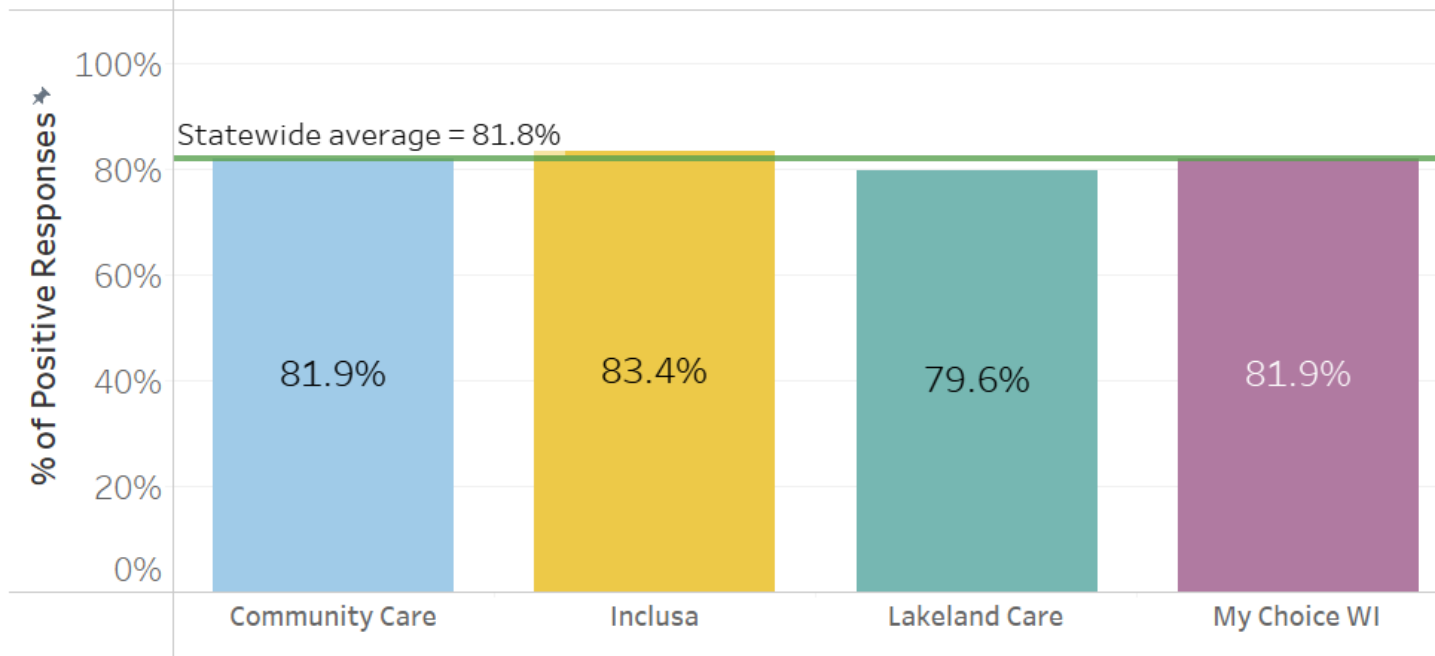
# Family Care

## 2018-2024 Positive Responses Trend Data



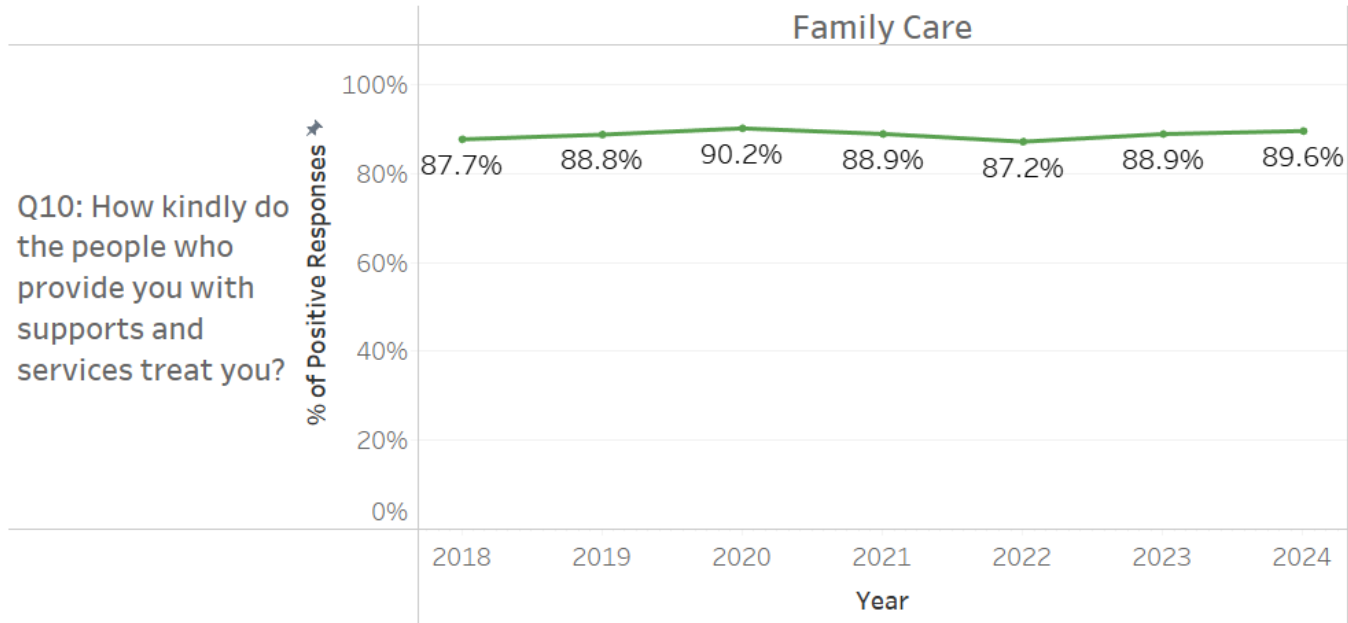
# Care Team Responsiveness

Q9: How often does your care plan include the things that are important to you?



# Family Care

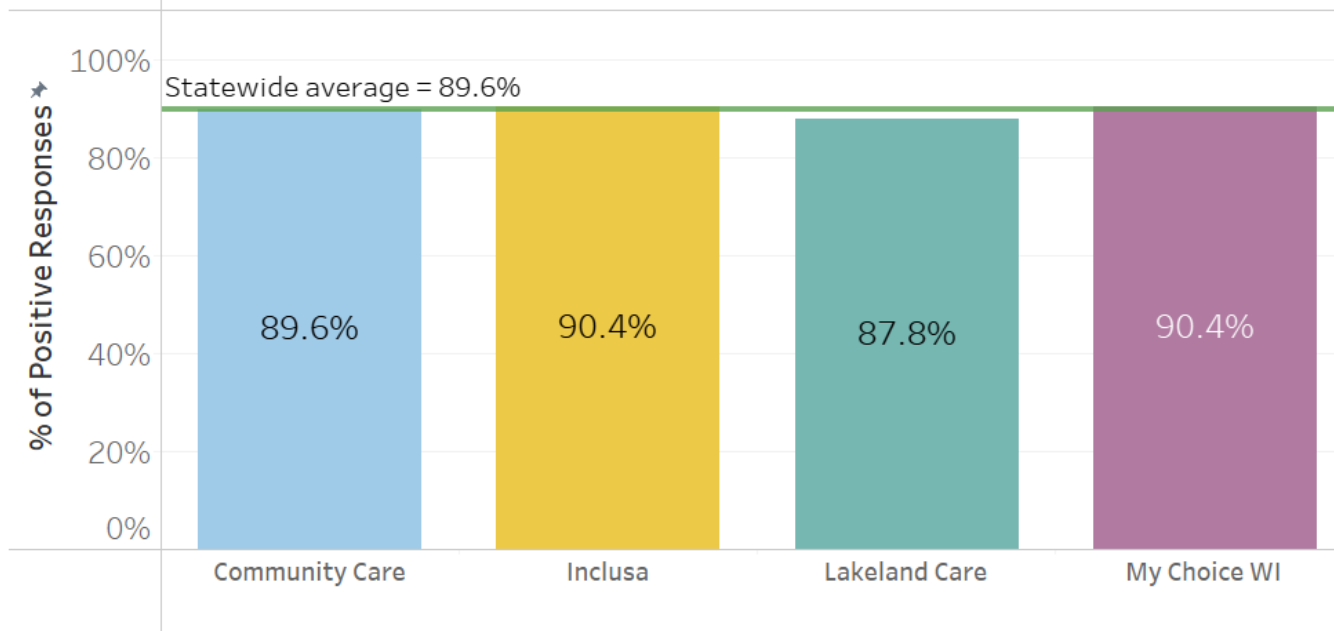
## 2018-2024 Positive Reponses Trend Data





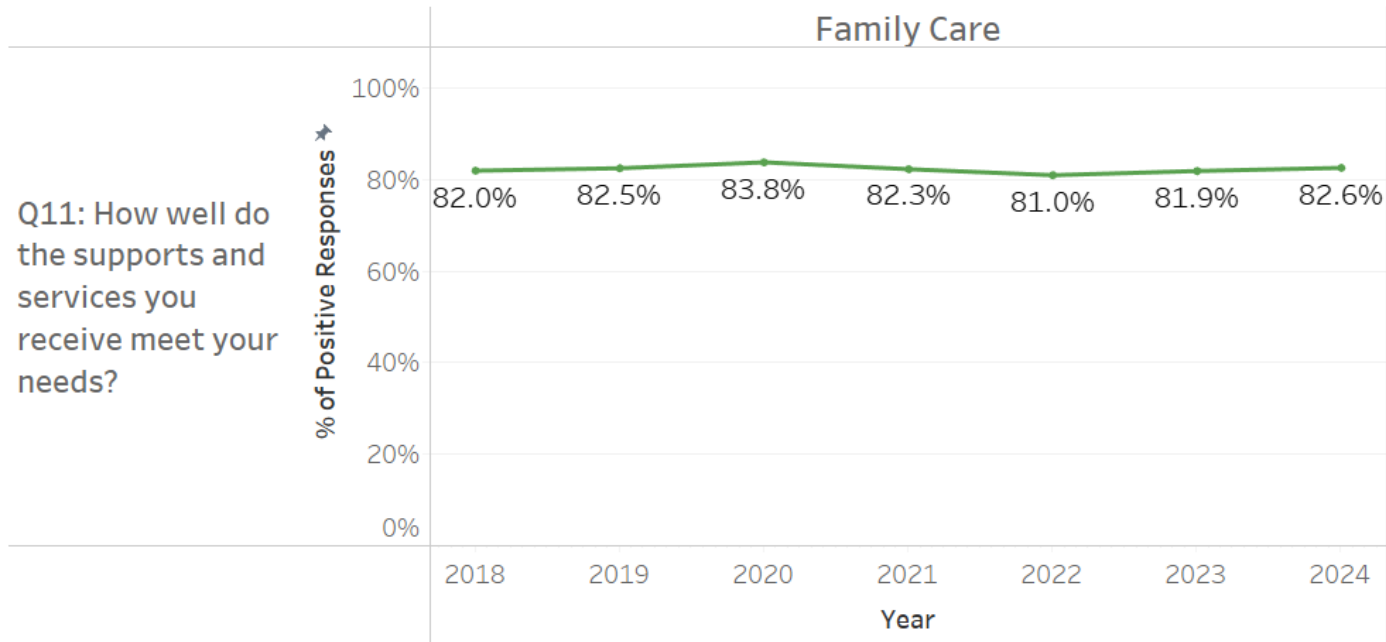
# Family Care

Q10: How kindly do the people who provide you with supports and services treat you?



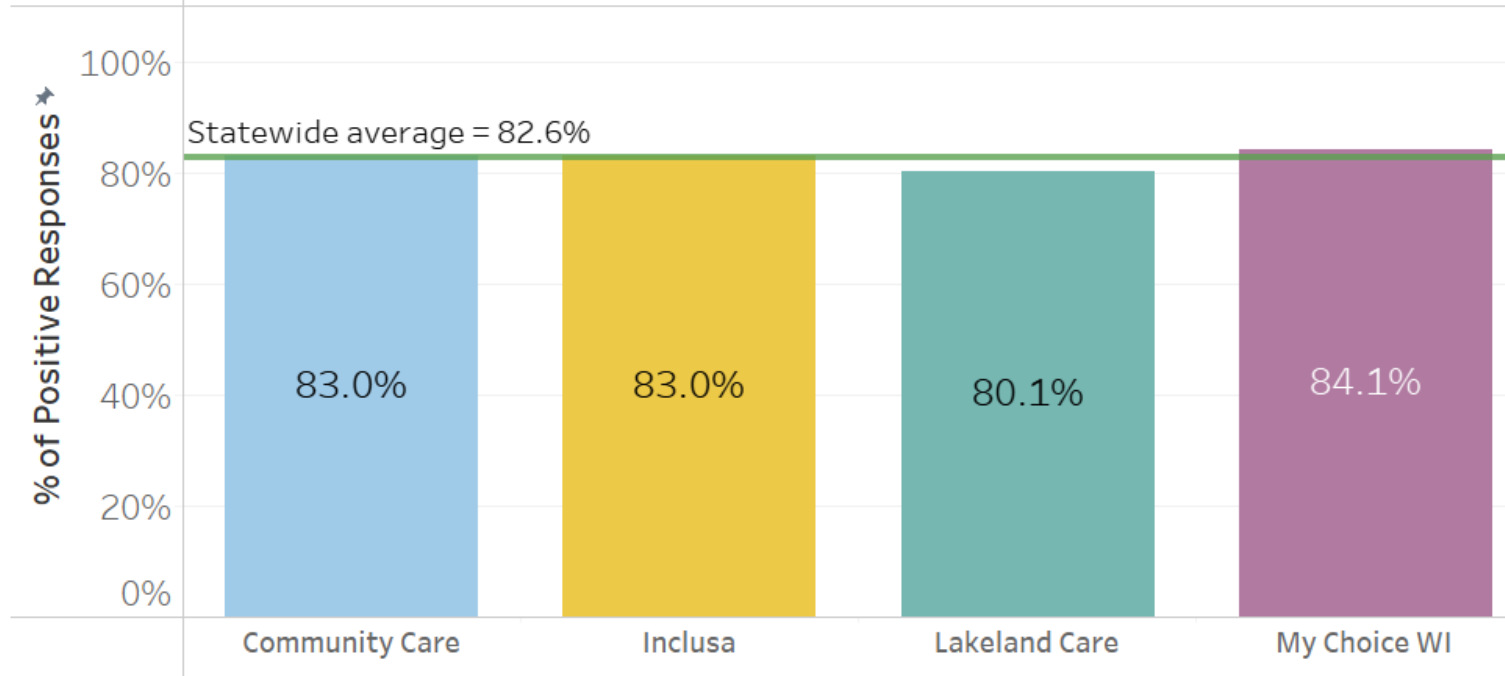
# Family Care

## 2018-2024 Positive Responses Trend Data



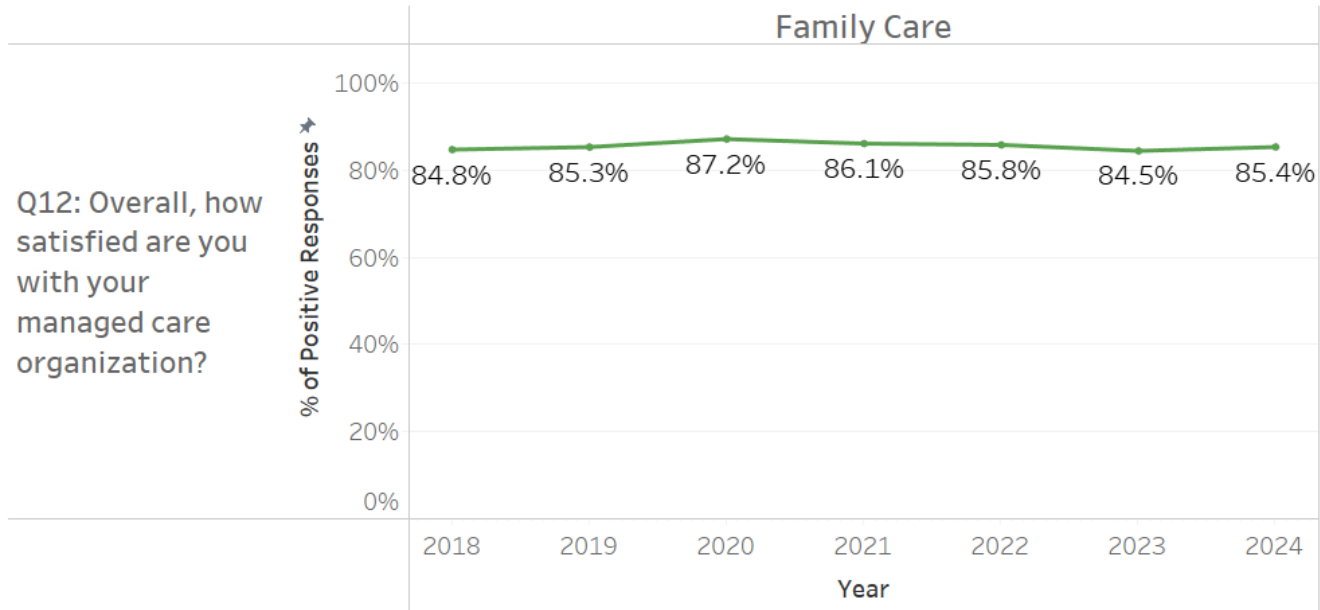
# Family Care

Q11: How well do the supports and services you receive meet your needs?



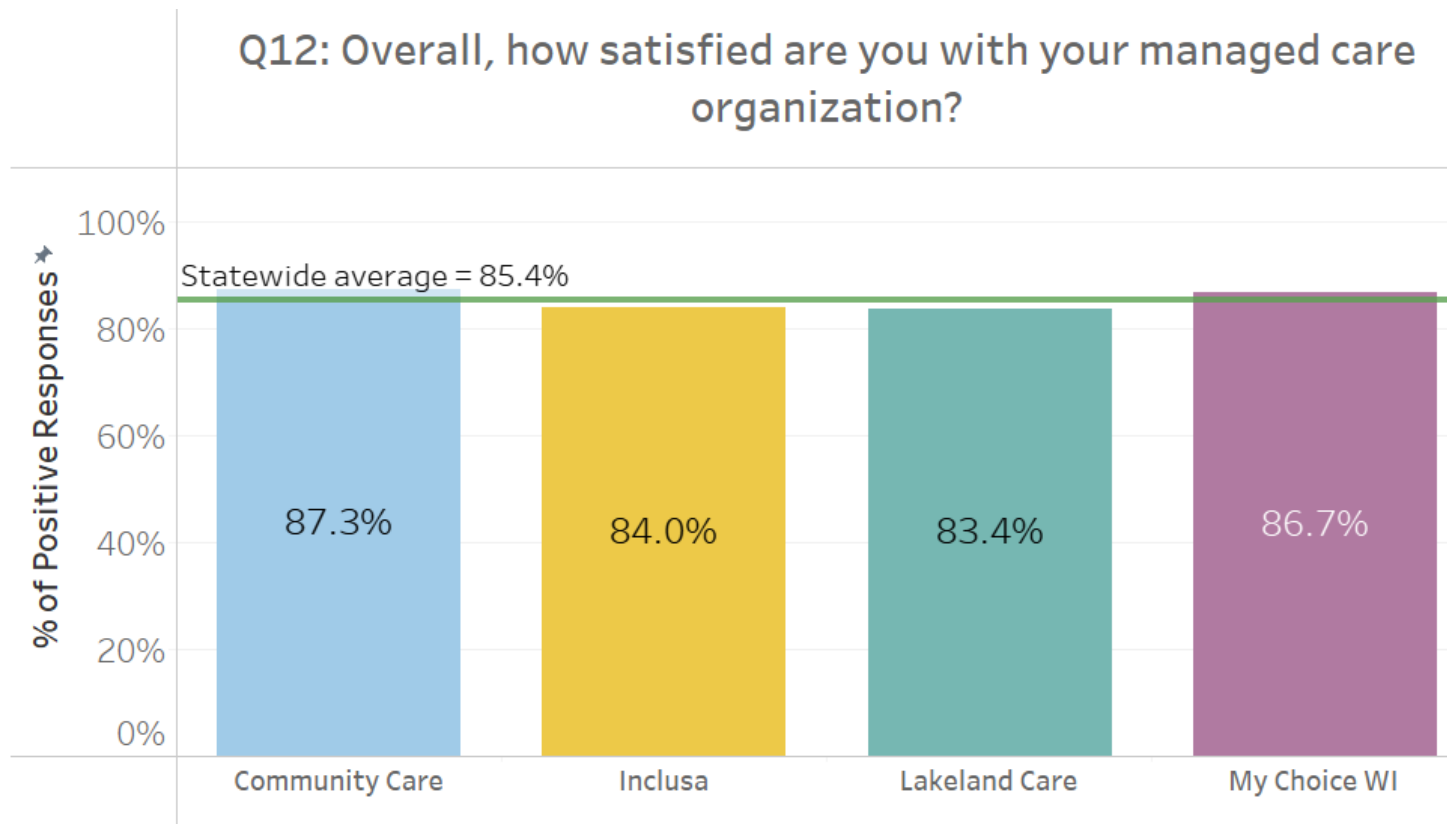
# Family Care

## 2018-2024 Positive Responses Trend Data



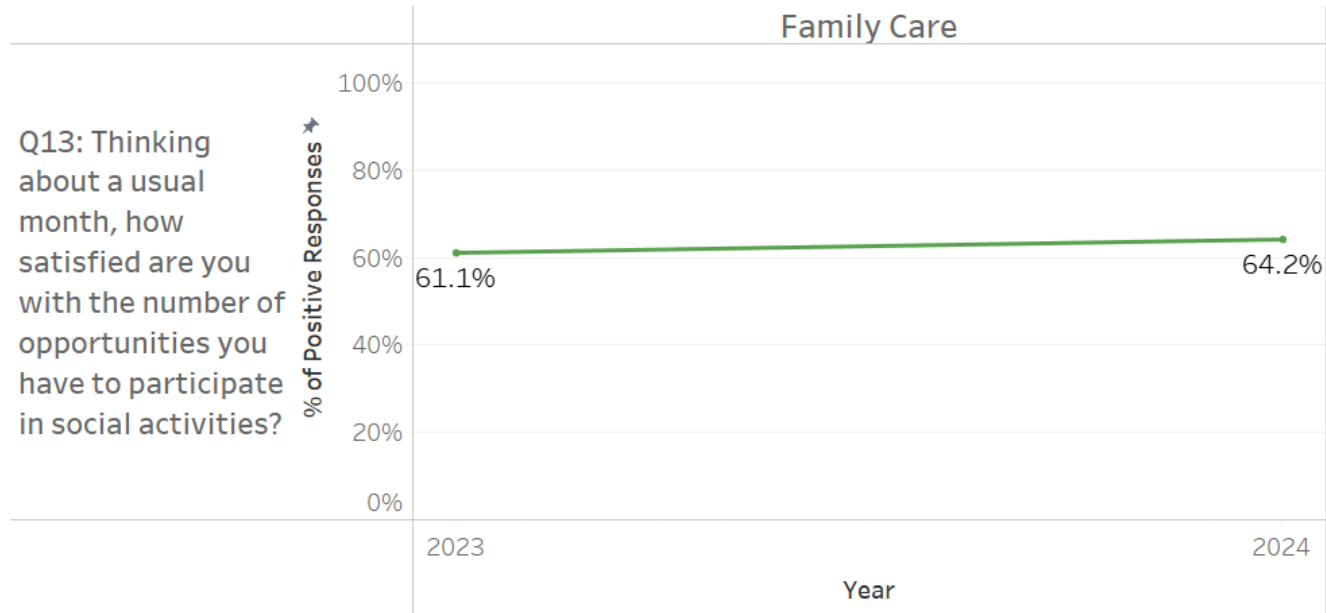
# Family Care

Q12: Overall, how satisfied are you with your managed care organization?



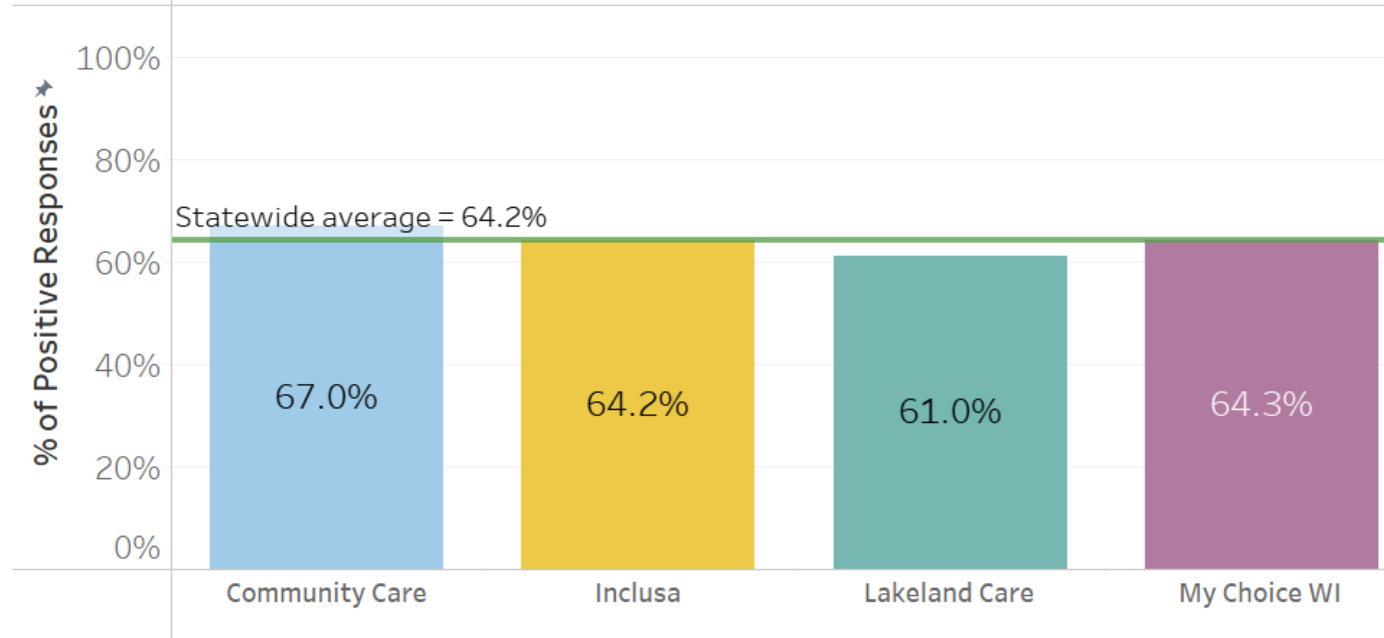
# Family Care

## 2018-2024 Positive Reponses Trend Data



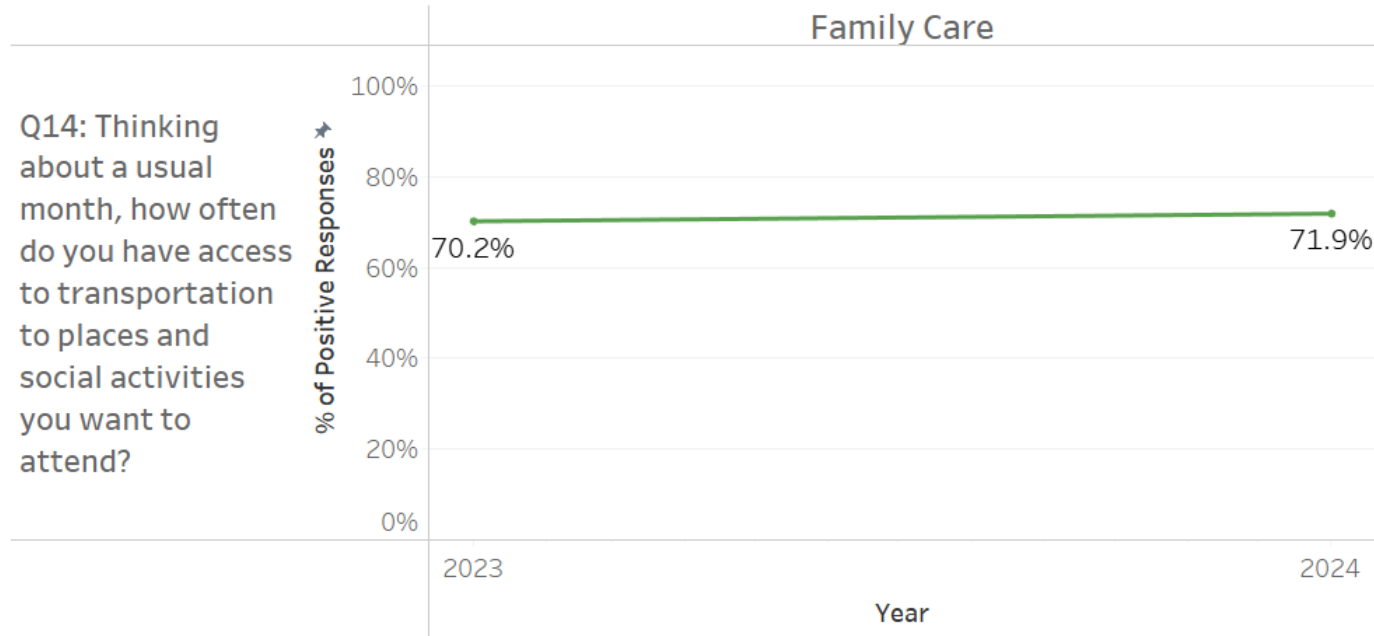
# Family Care

Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?



# Family Care

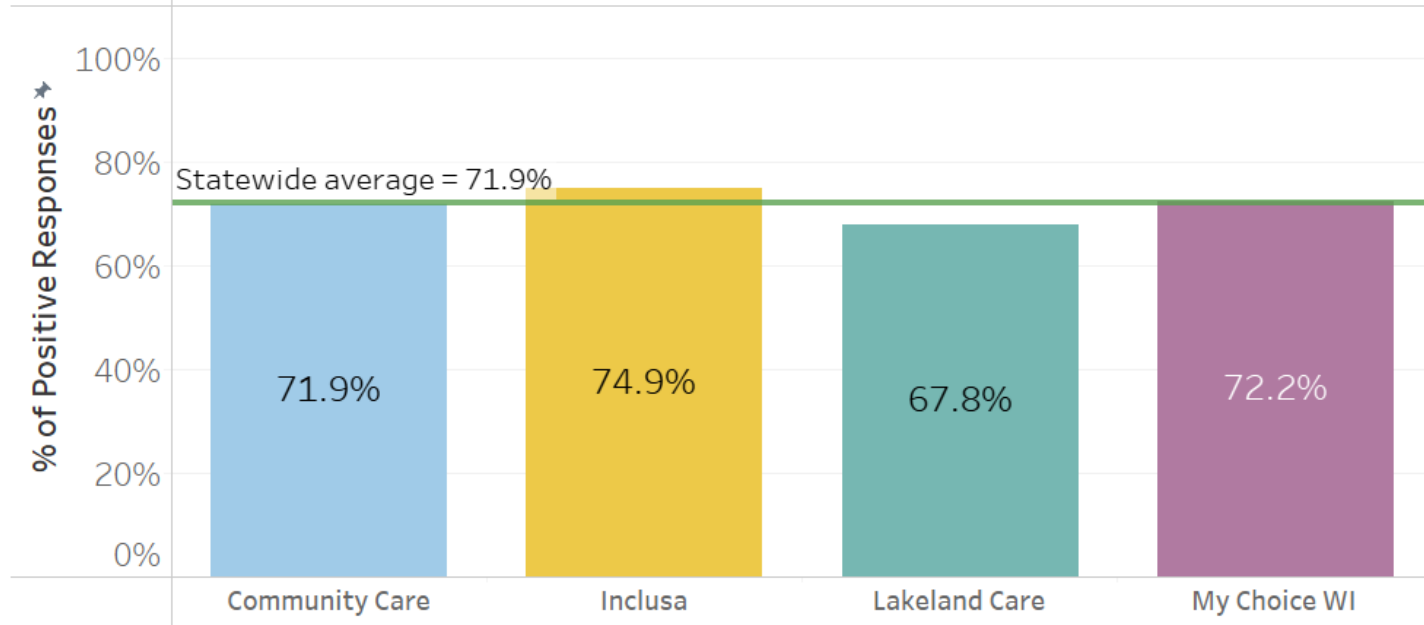
## 2018-2024 Positive Reponses Trend Data





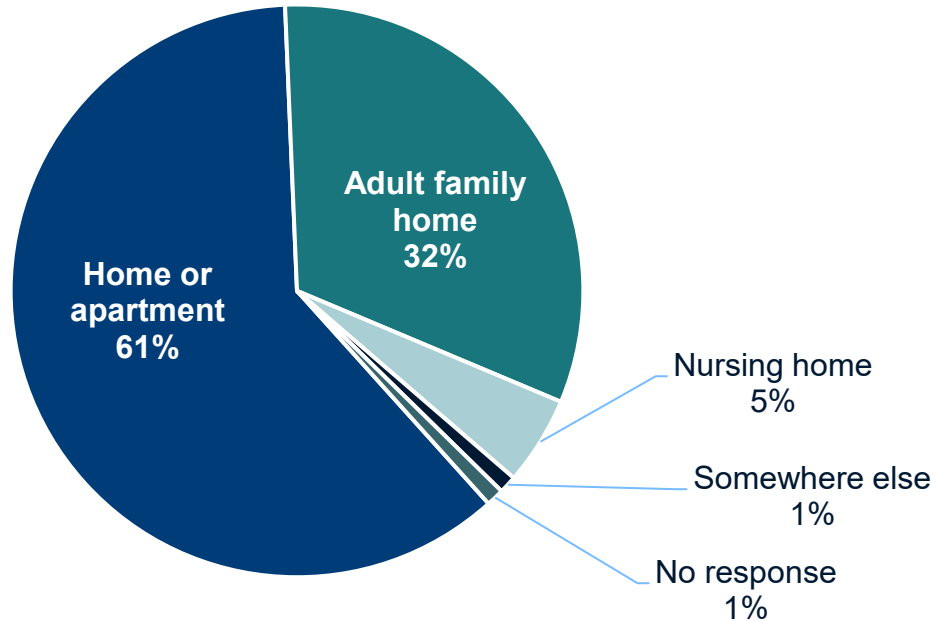
# Family Care

Q14: Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?



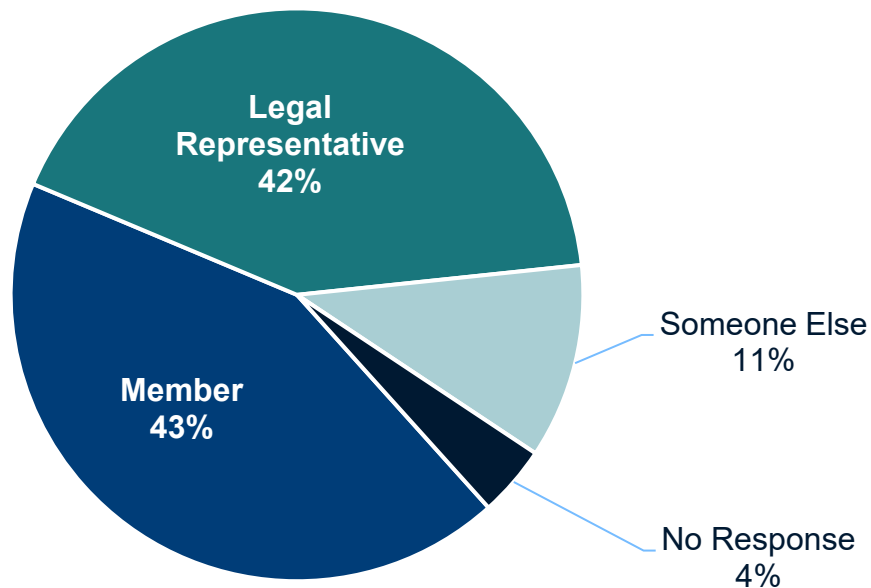
## Q15: Currently, which of the following best describes where you, the member, live?

Family Care Demographics: Living Situation



## Q16: Who answered the questions in this survey?

Family Care Demographics: Survey Respondent



# Family Care Partnership Results by MCO

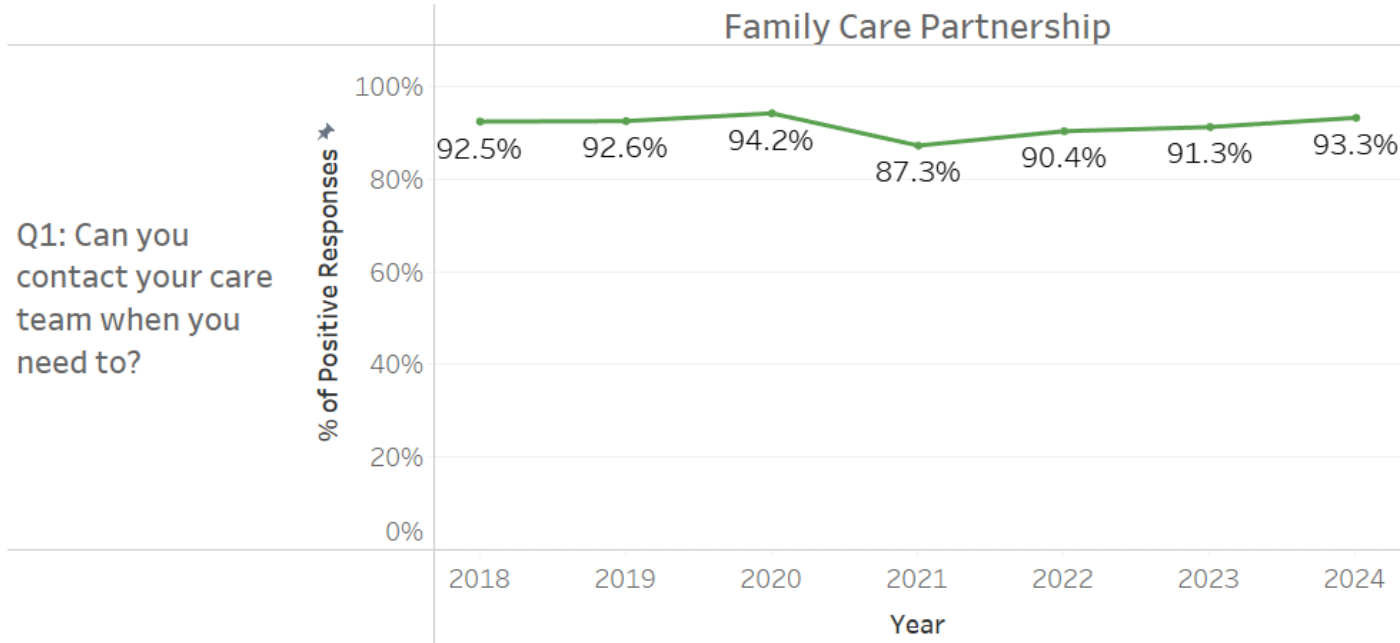
# Summary of Results – Family Care Partnership

| Family Care Partnership Statewide Averages  | % Positive Responses | Trend* |
|---|----------------------|--------|
| Q1: Can you contact your care team when you need to?  | 93.27%               | ↑      |
| Q2: When asking for help, how often do you get the help you need from your care team?   | 77.21%               |        |
| Q3: How satisfied are you with getting clear explanations about your care plan from your care team?   | 77.59%               |        |
| Q4: When you speak with your care team, how well do they listen to you?   | 84.10%               |        |
| Q5: How kindly does your care team treat you?   | 88.87%               |        |
| Q6: How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?  | 71.57%               |        |
| Q7: To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?   | 77.22%               | ↑      |
| Q8: 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? | 69.84%               |        |
| Q9: How often does your care plan include the things that are important to you?   | 77.04%               | ↑      |
| Q10: How kindly do the people who provide you with supports and services treat you?   | 86.11%               | ↑      |
| Q11: How well do the supports and services you receive meet your needs?   | 76.17%               |        |
| Q12: Overall, how satisfied are you with your managed care organization?  | 81.83%               |        |
| Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?                             | 57.91%               |        |
| Q14: Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?                               | 68.30%               | ↑      |

\* Represents a change of +/- 2% compared to 2023.

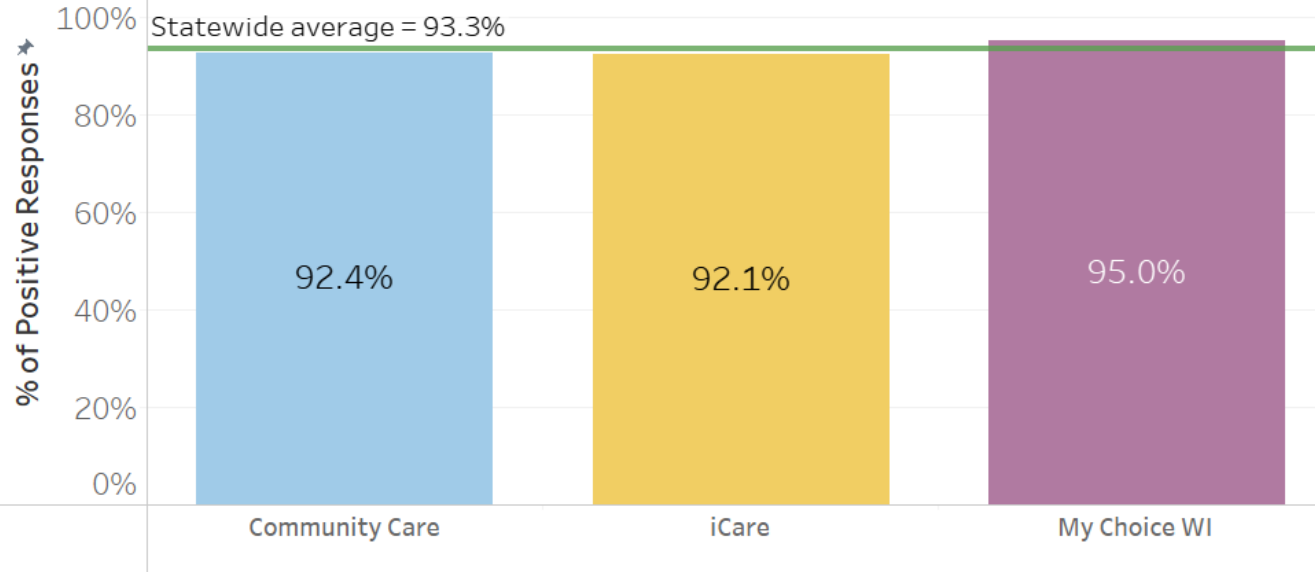
# Family Care Partnership

## 2018-2024 Positive Responses Trend Data



# Family Care Partnership

Q1: Can you contact your care team when you need to?

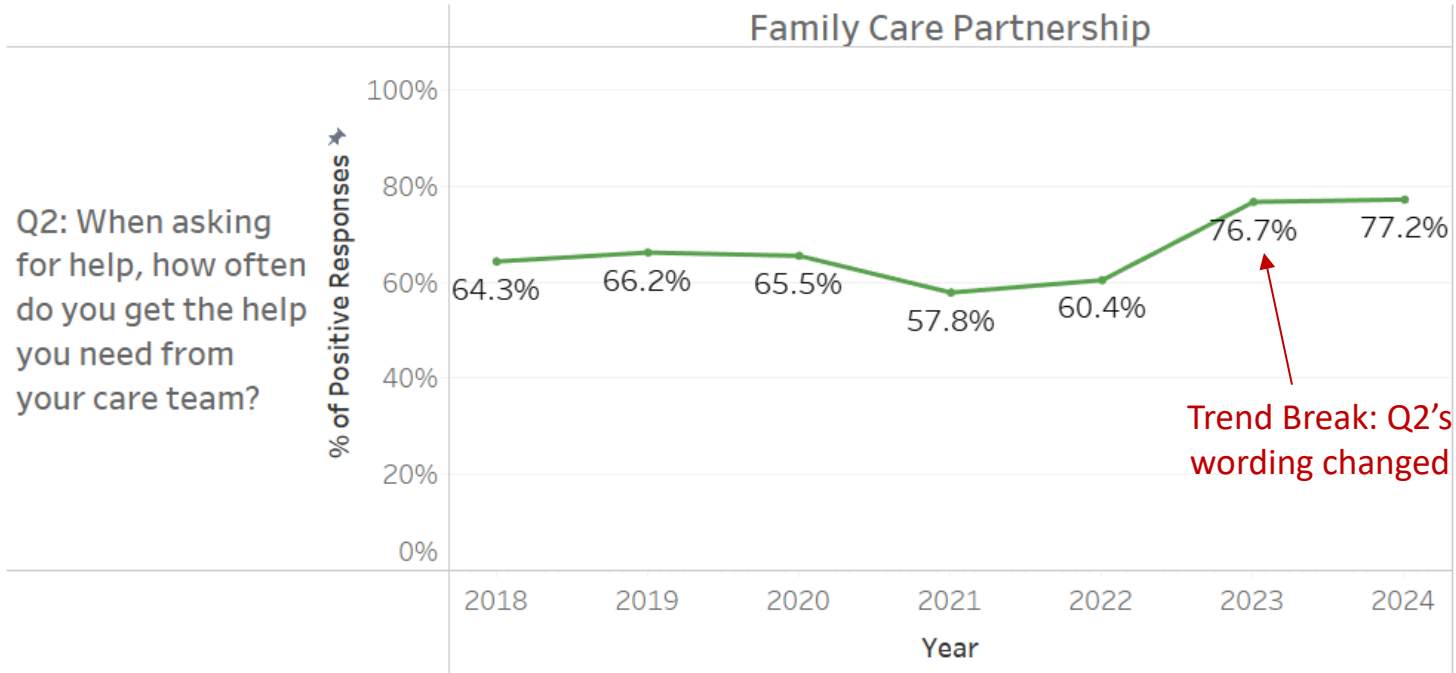


Total Number of Responses

| MCO            | 2024 |
|----------------|------|
| Community Care | 119  |
| iCare          | 280  |
| My Choice WI   | 240  |
| Statewide FCP  | 639  |

# Family Care Partnership

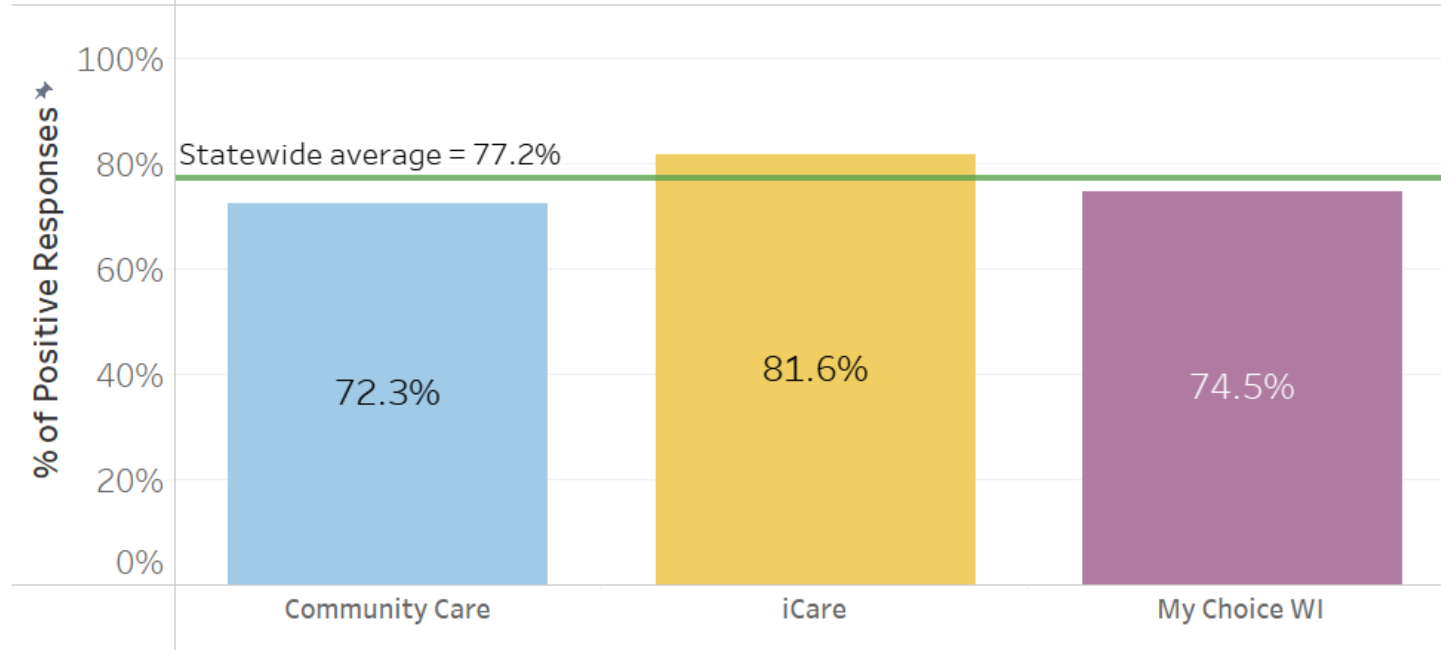
## 2018-2024 Positive Responses Trend Data





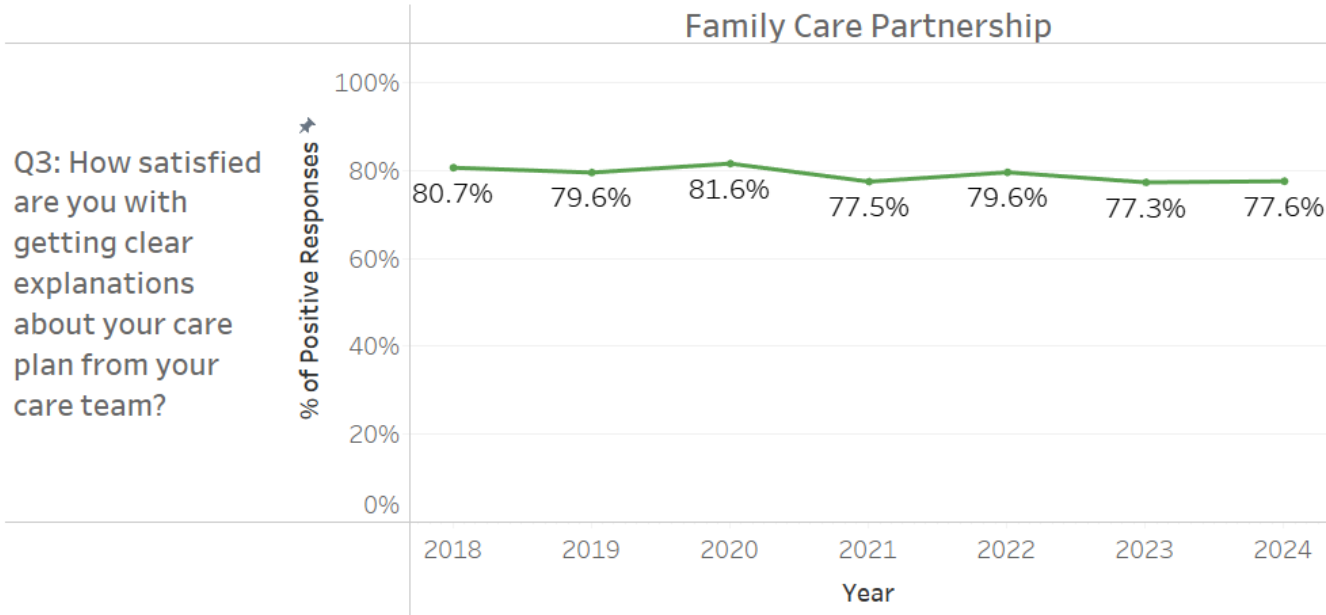
# Family Care Partnership

Q2: When asking for help, how often do you get the help you need from your care team?



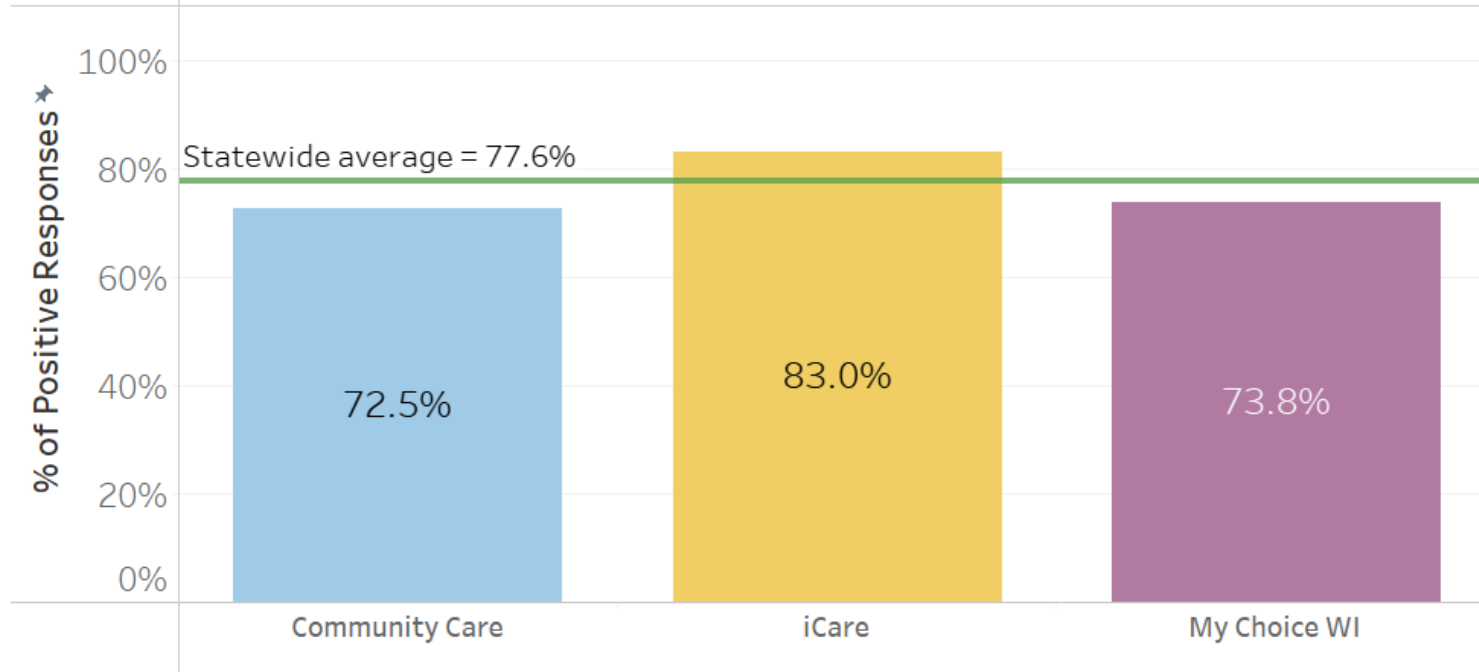
# Family Care Partnership

## 2018-2024 Positive Responses Trend Data



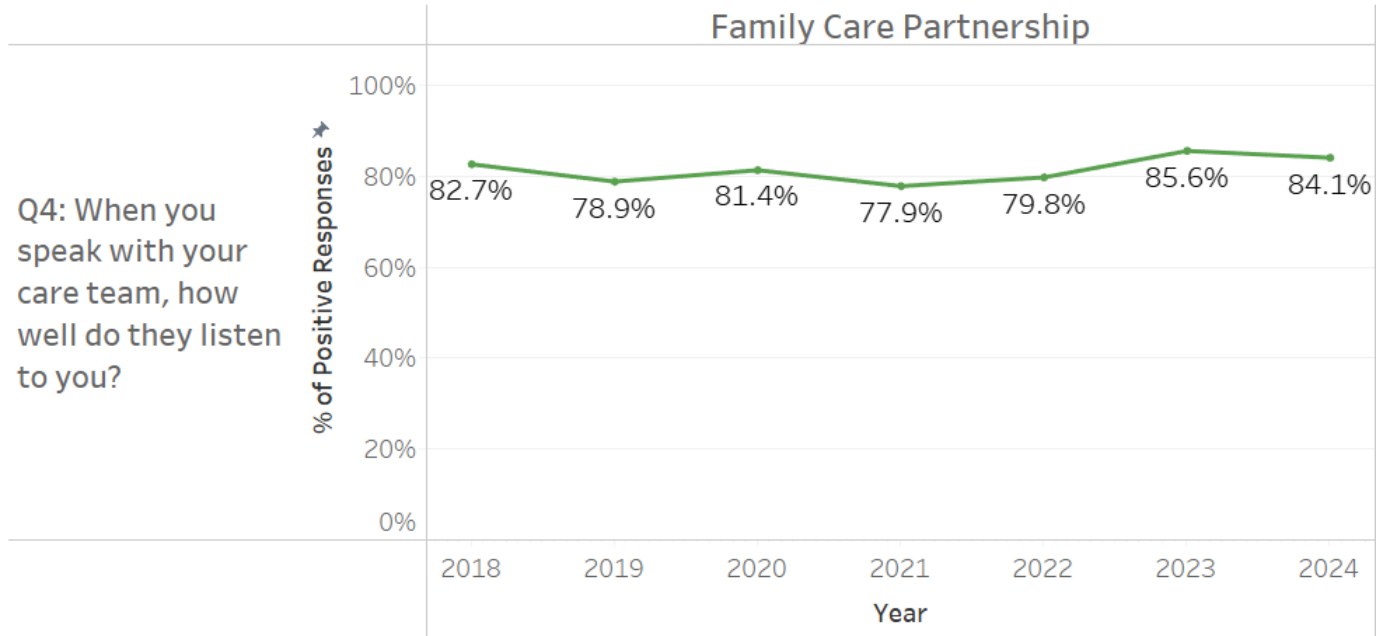
# Family Care Partnership

Q3: How satisfied are you with getting clear explanations about your care plan from your care team?



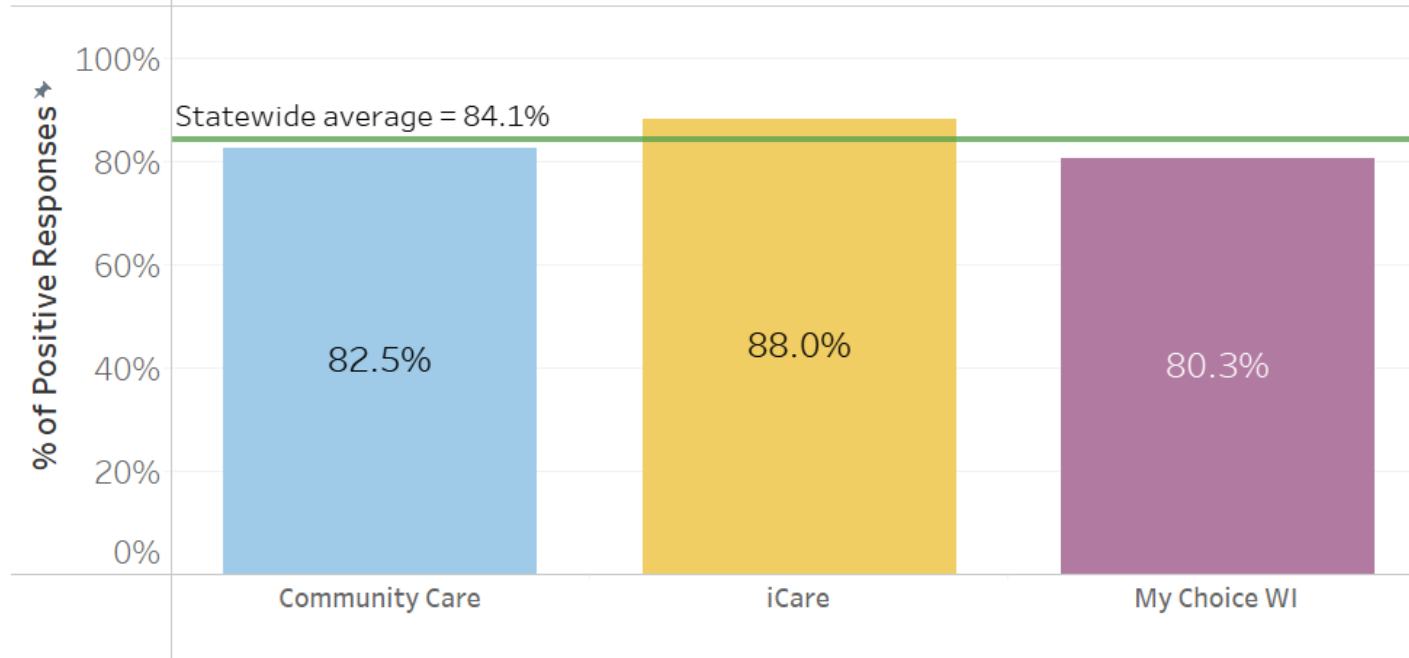
# Family Care Partnership

## 2018-2024 Positive Responses Trend Data



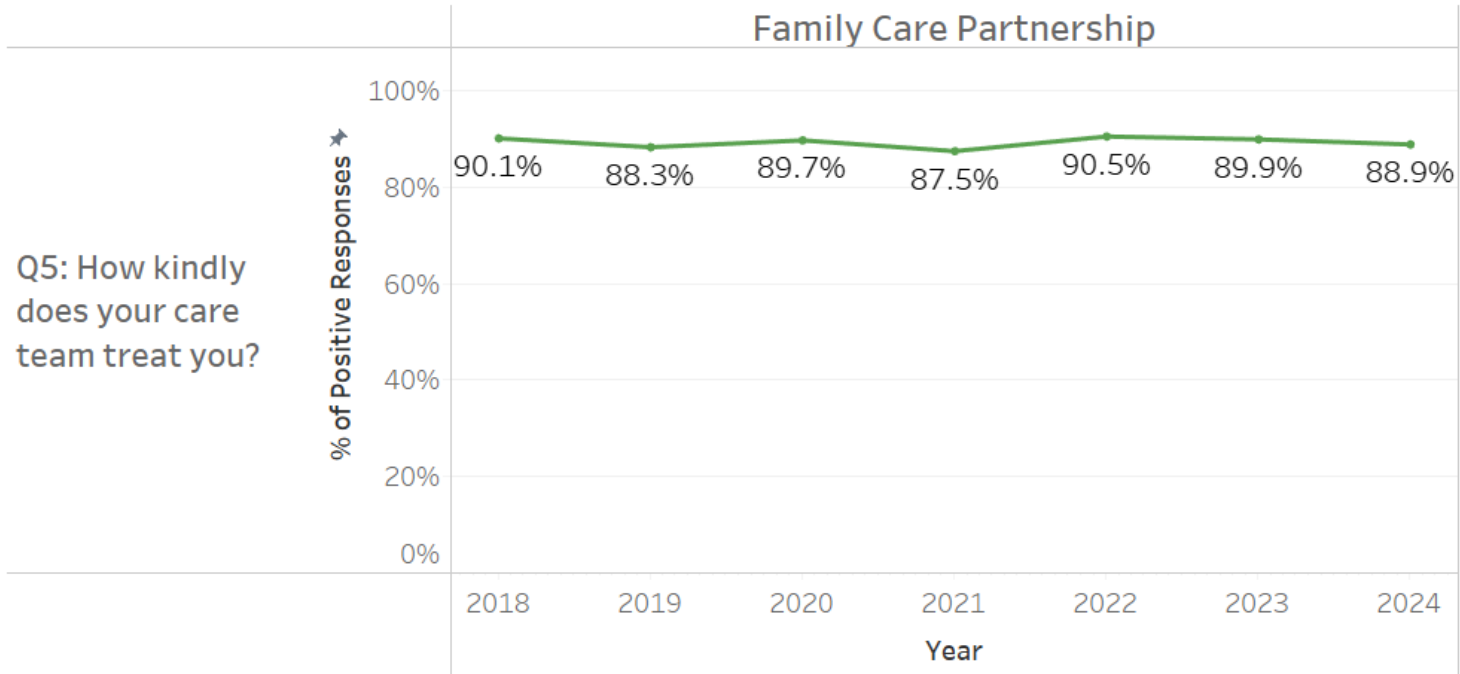
# Family Care Partnership

Q4: When you speak with your care team, how well do they listen to you?



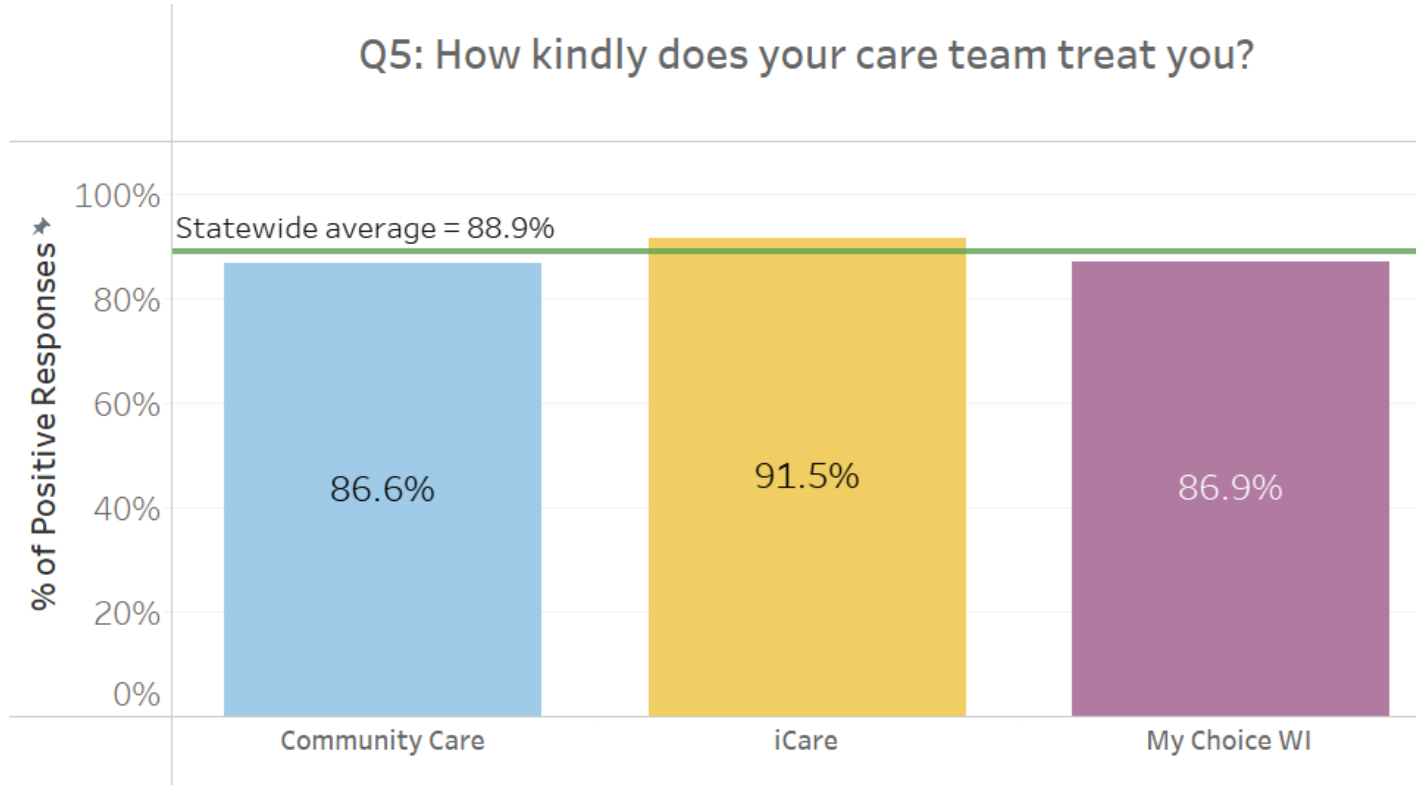
# Family Care Partnership

## 2018-2024 Positive Responses Trend Data



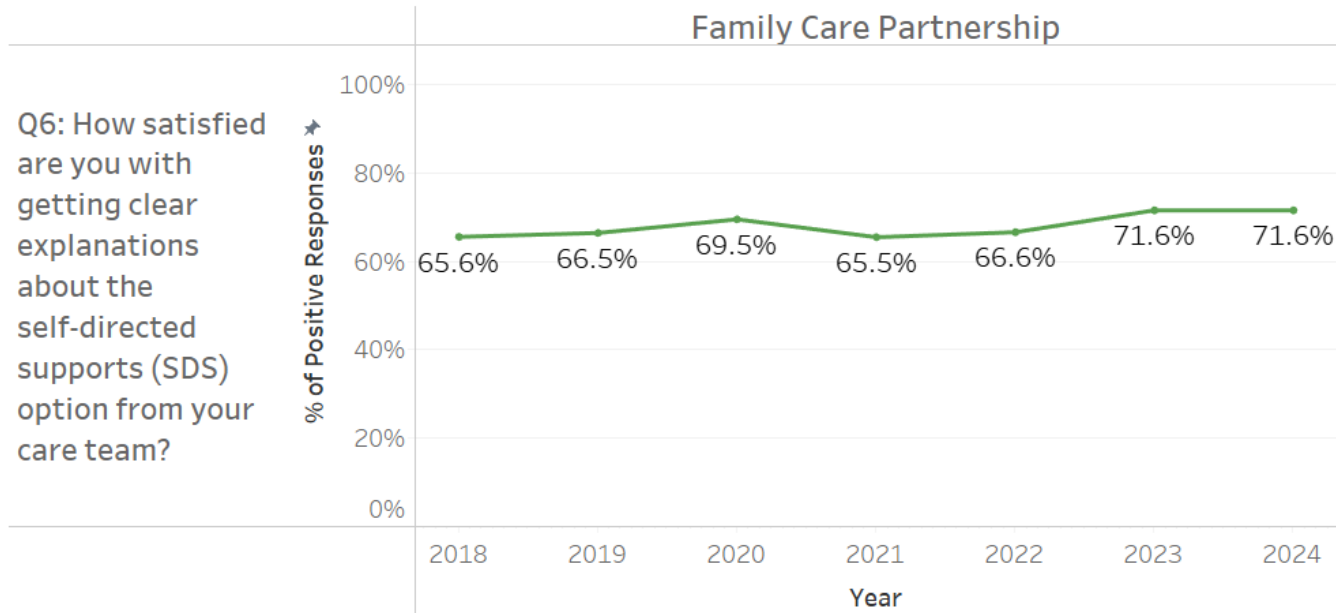
# Family Care Partnership

Q5: How kindly does your care team treat you?



# Family Care Partnership

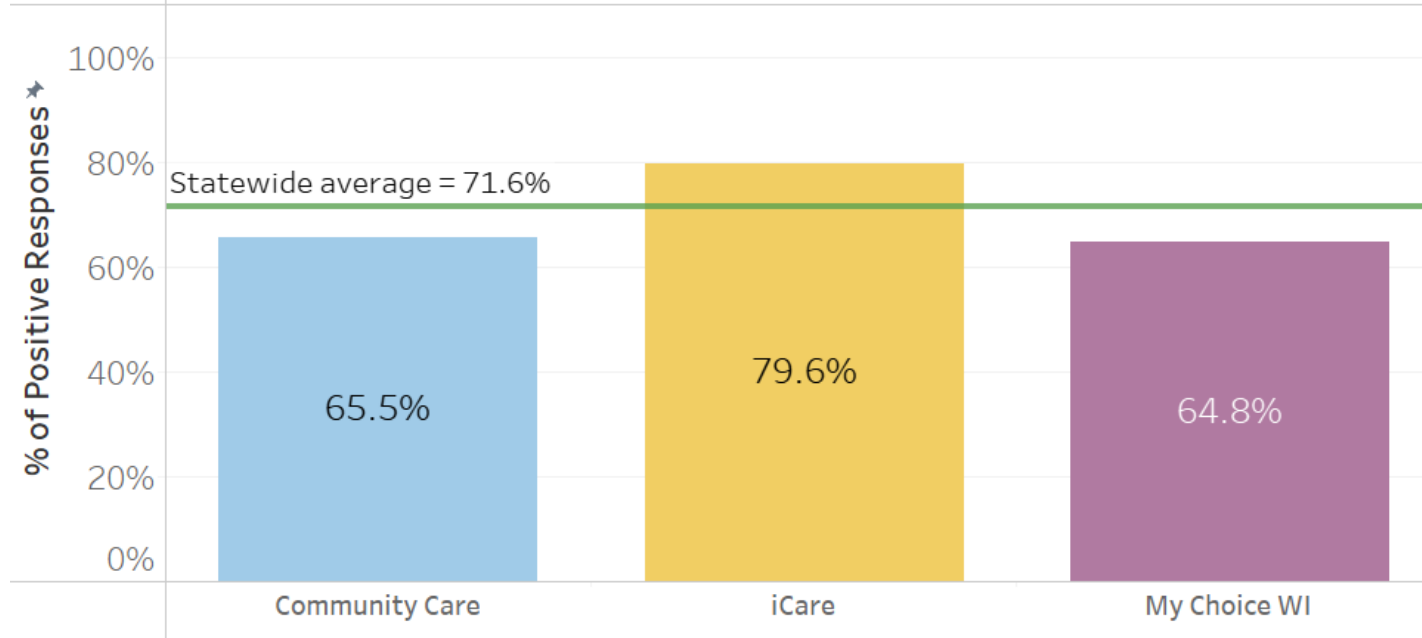
## 2018-2024 Positive Responses Trend Data





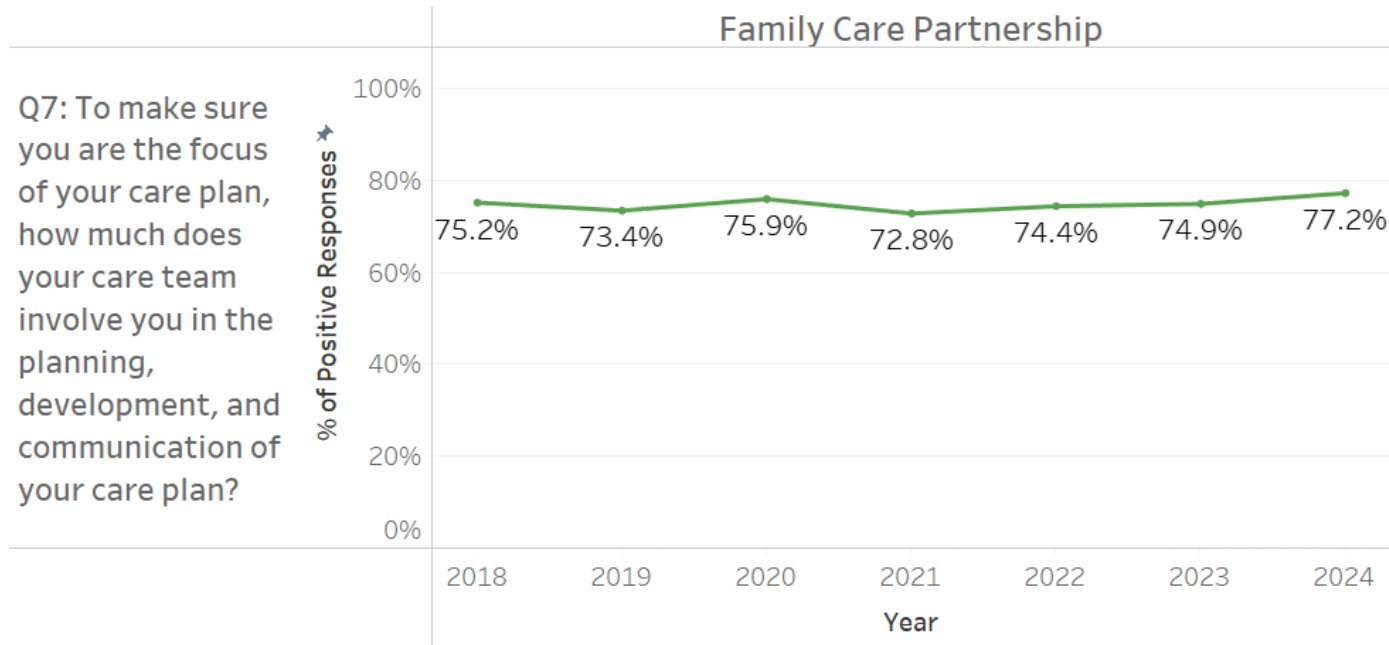
# Family Care Partnership

Q6: How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?



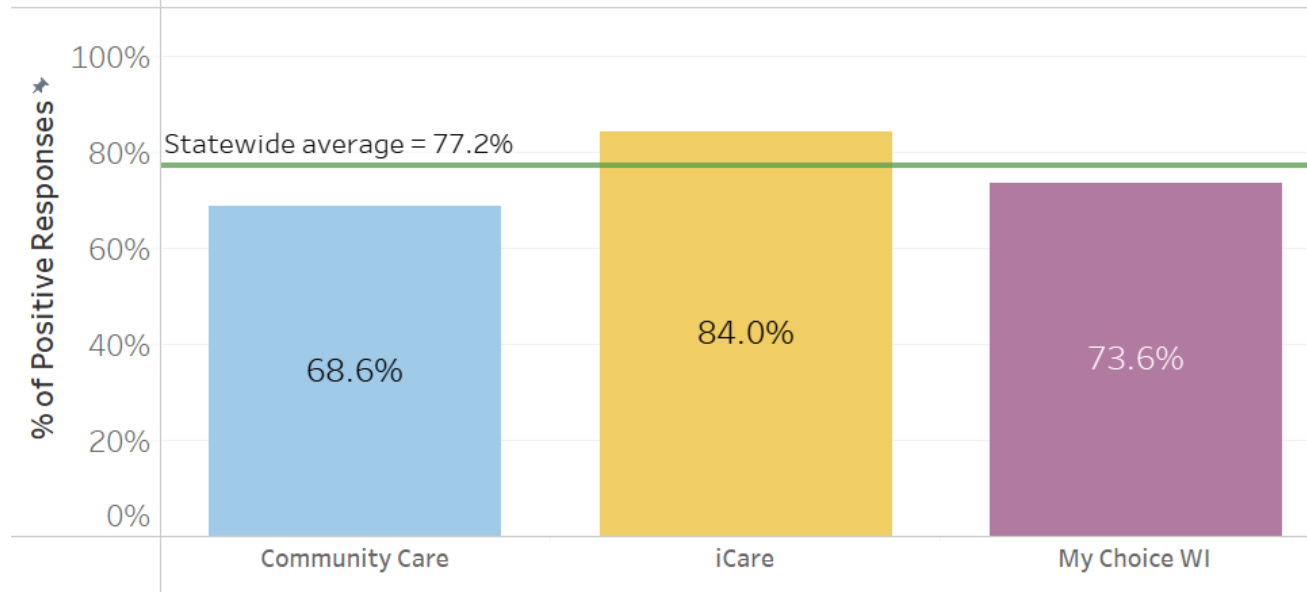
# Family Care Partnership

## 2018-2024 Positive Reponses Trend Data



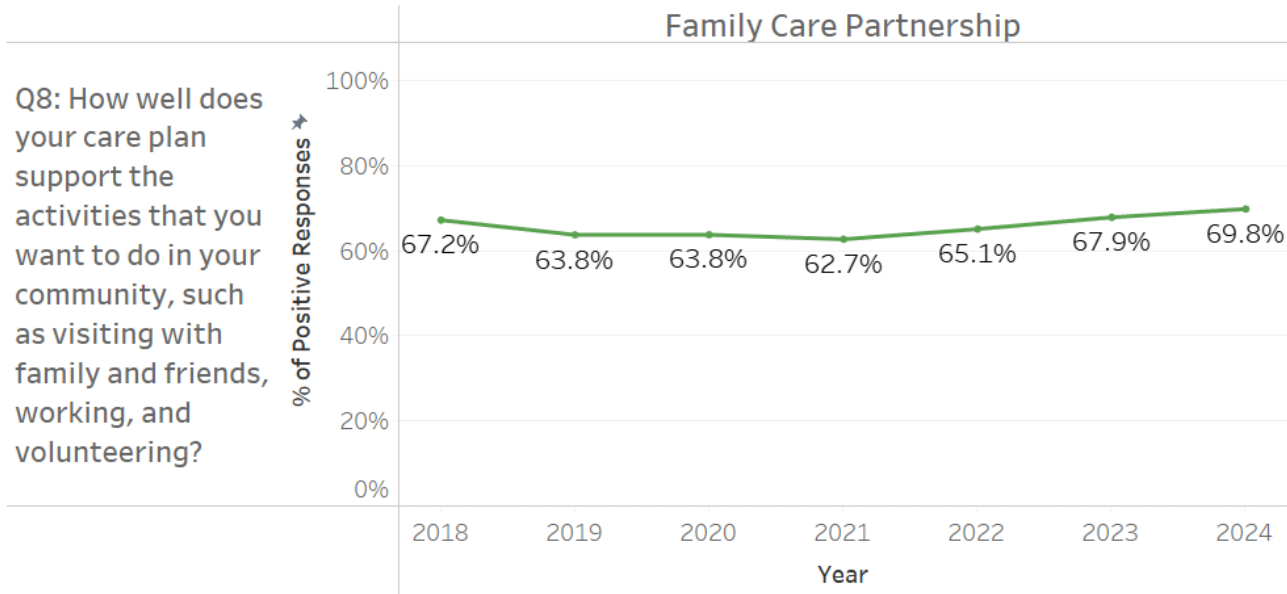
# Family Care Partnership

Q7: To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?

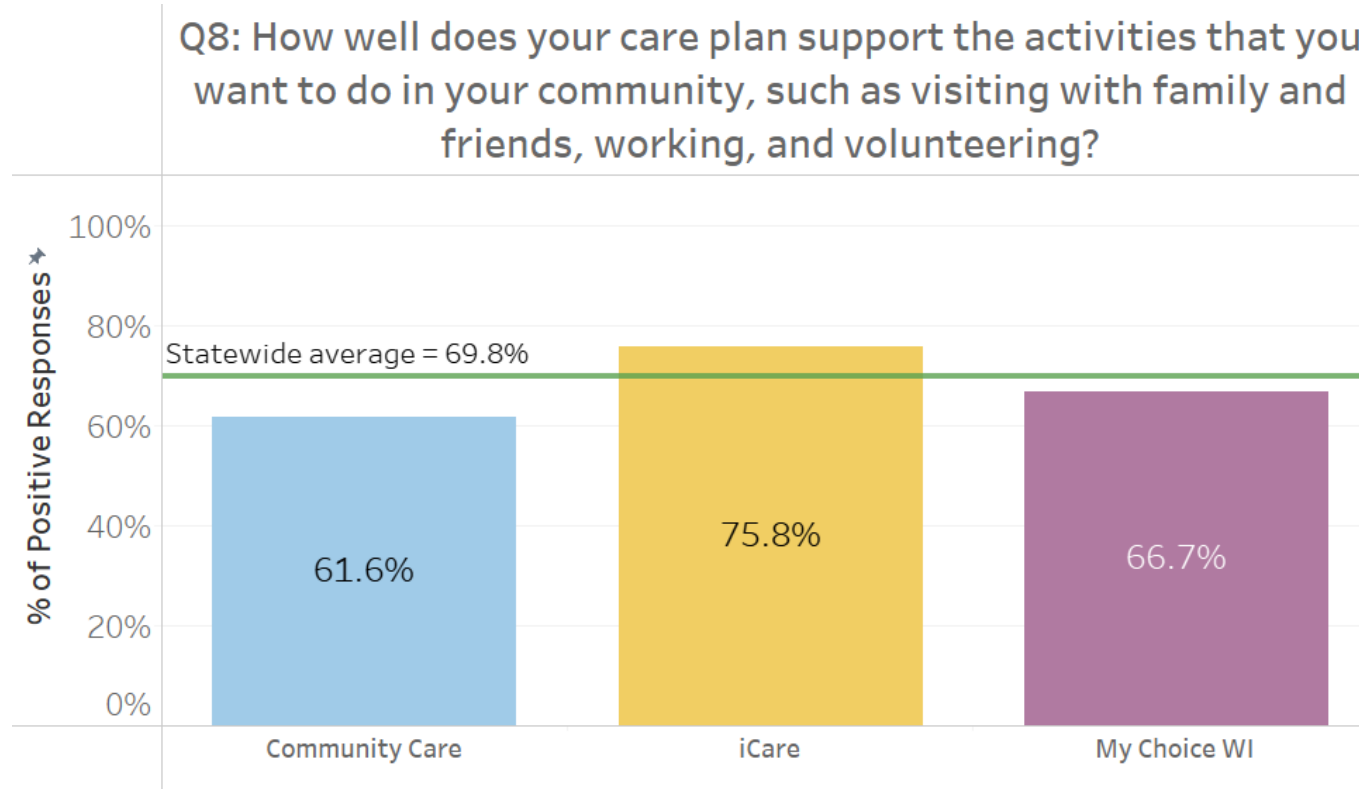


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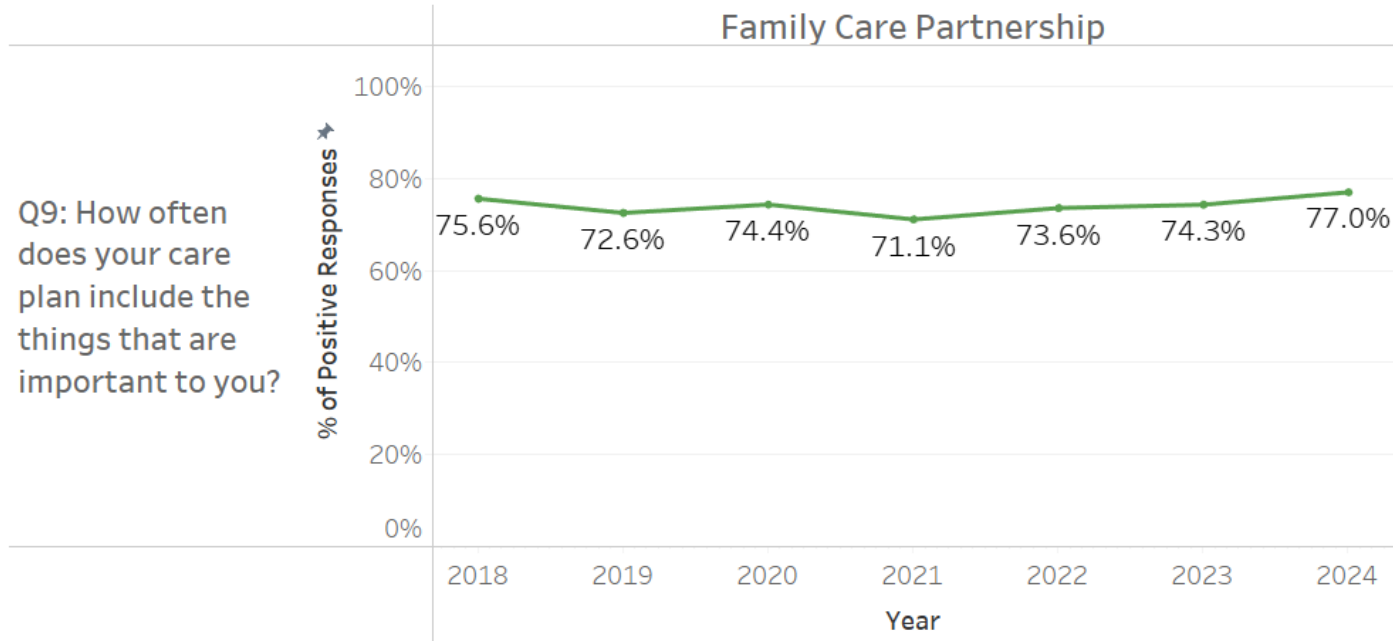


# Family Care Partnership



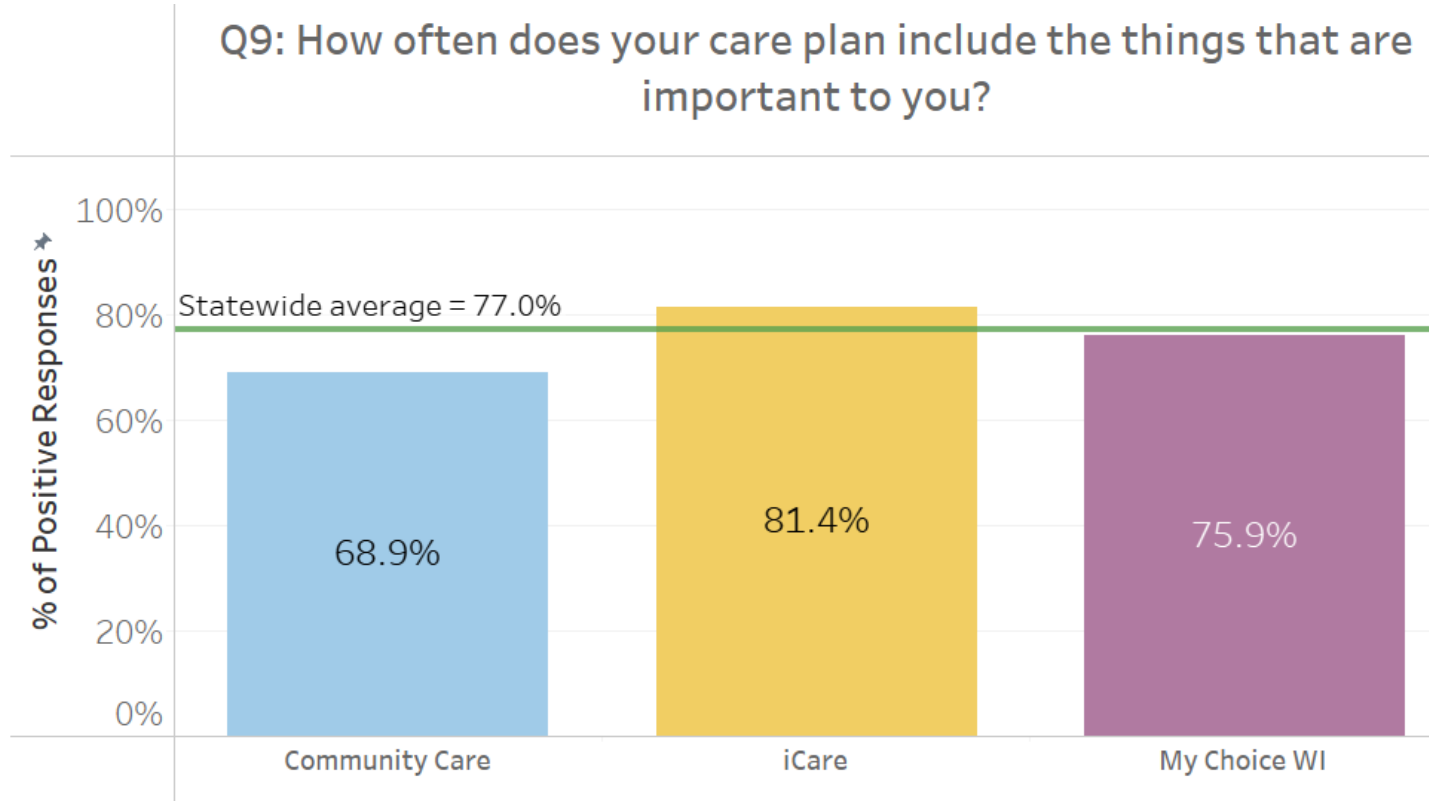
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## 2018-2024 Positive Reponses Trend Data



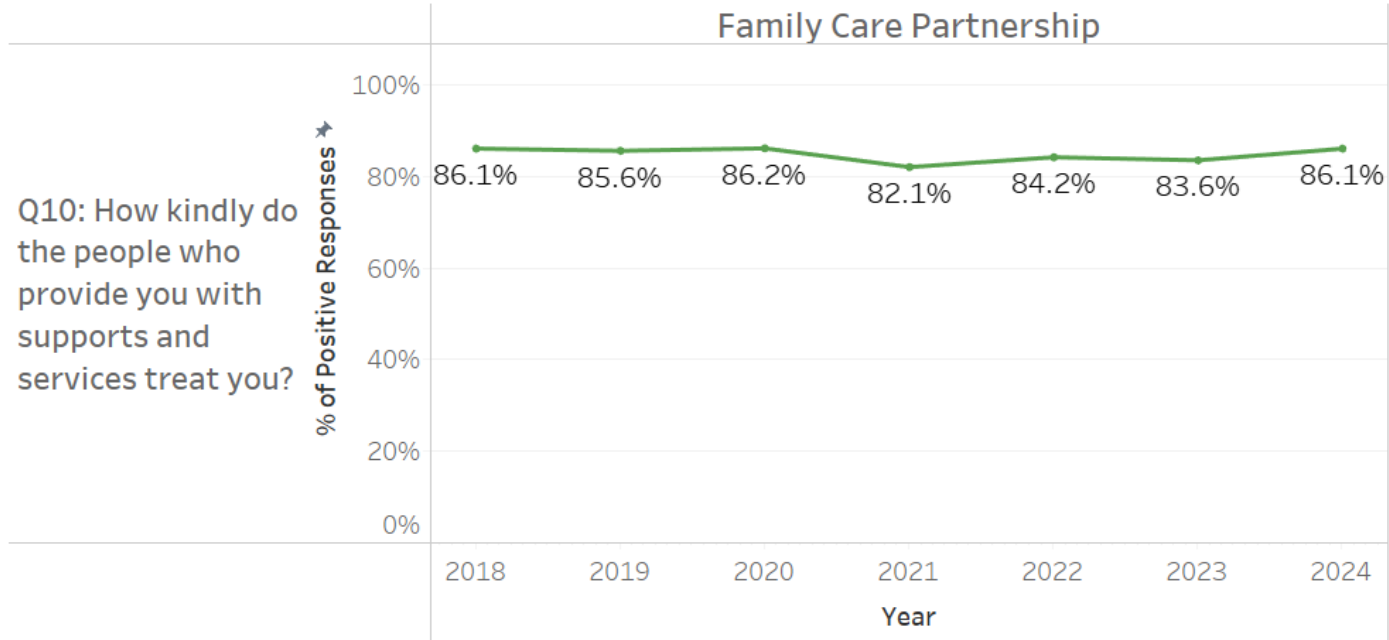
# Family Care Partnership

Q9: How often does your care plan include the things that are important to you?



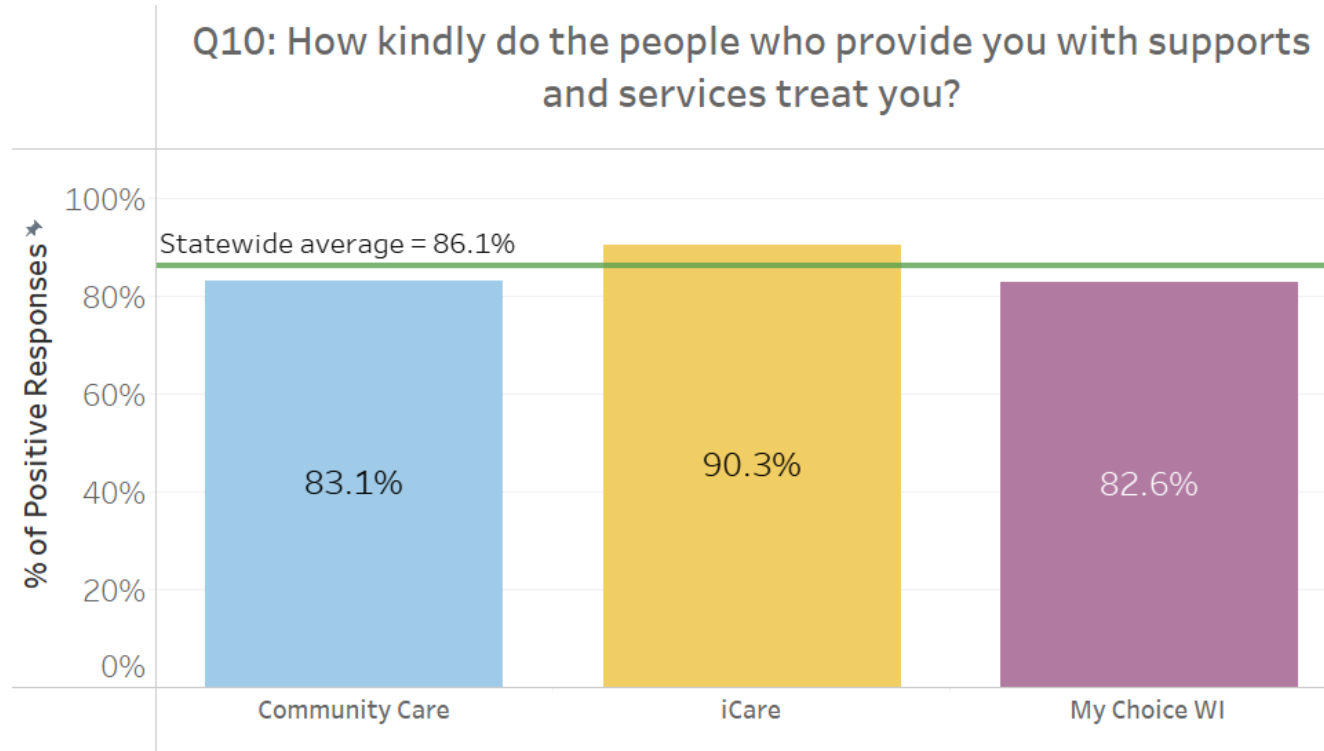
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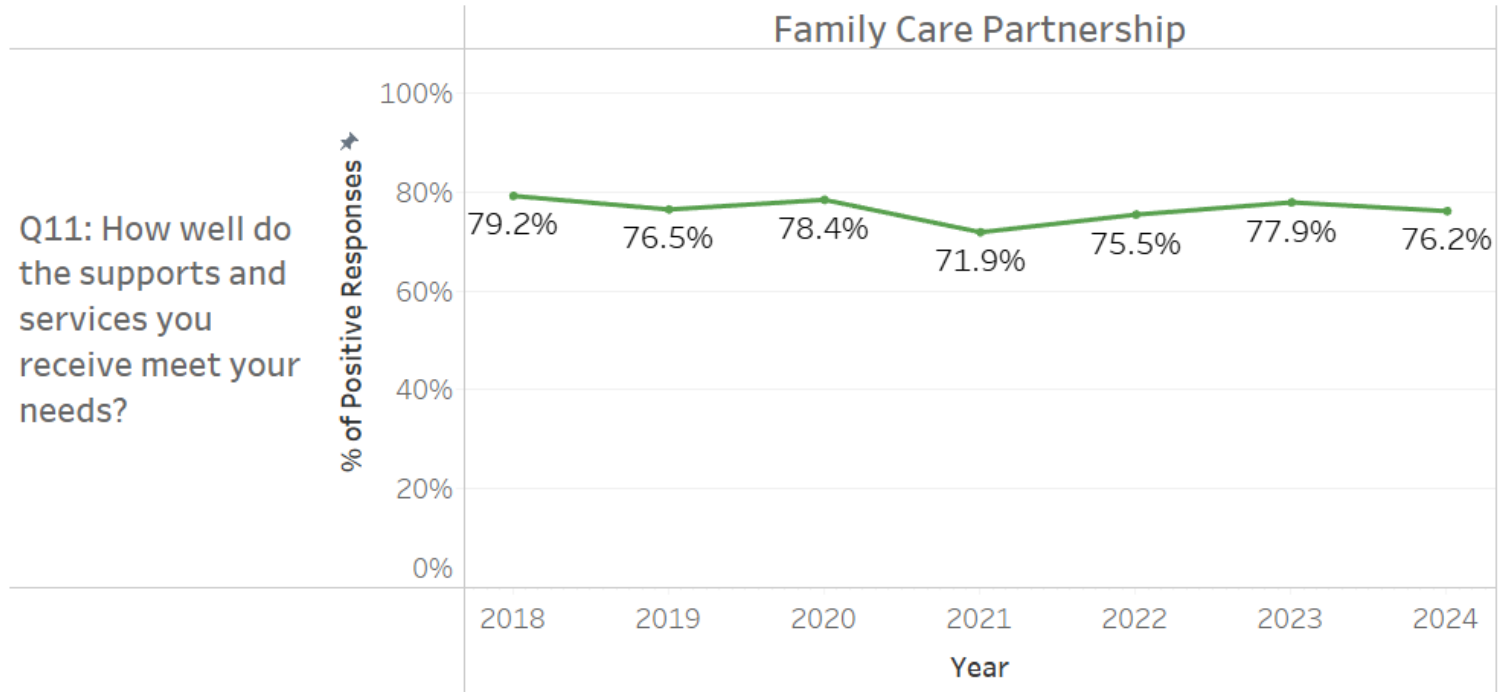


# Family Care Partnership



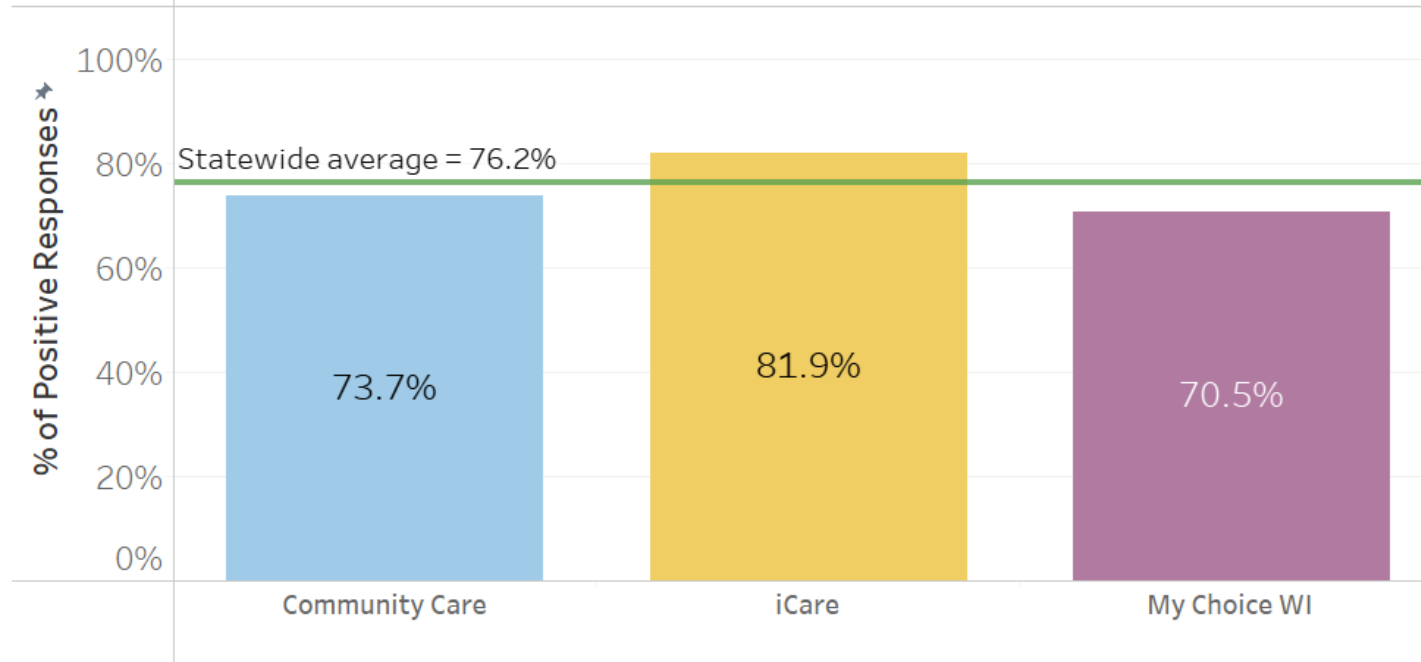
# Family Care Partnership

## 2018-2024 Positive Reponses Trend Data



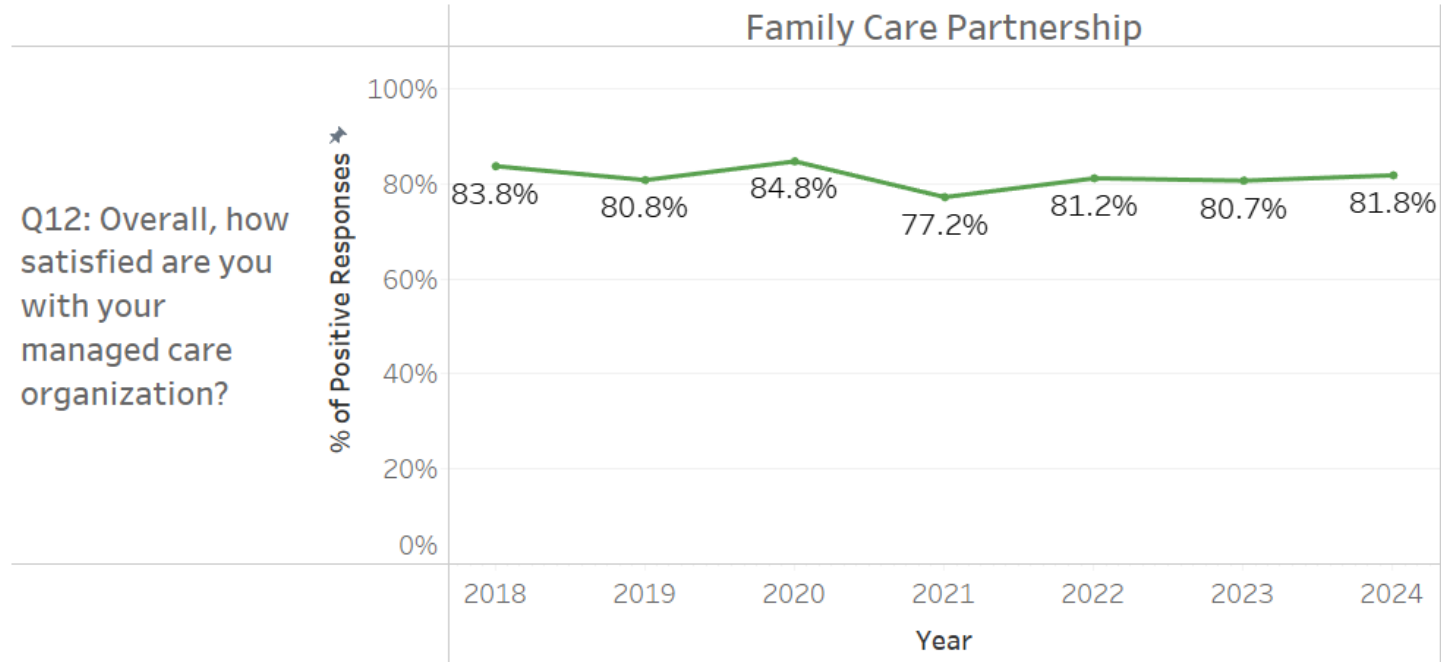
# Family Care Partnership

Q11: How well do the supports and services you receive meet your needs?

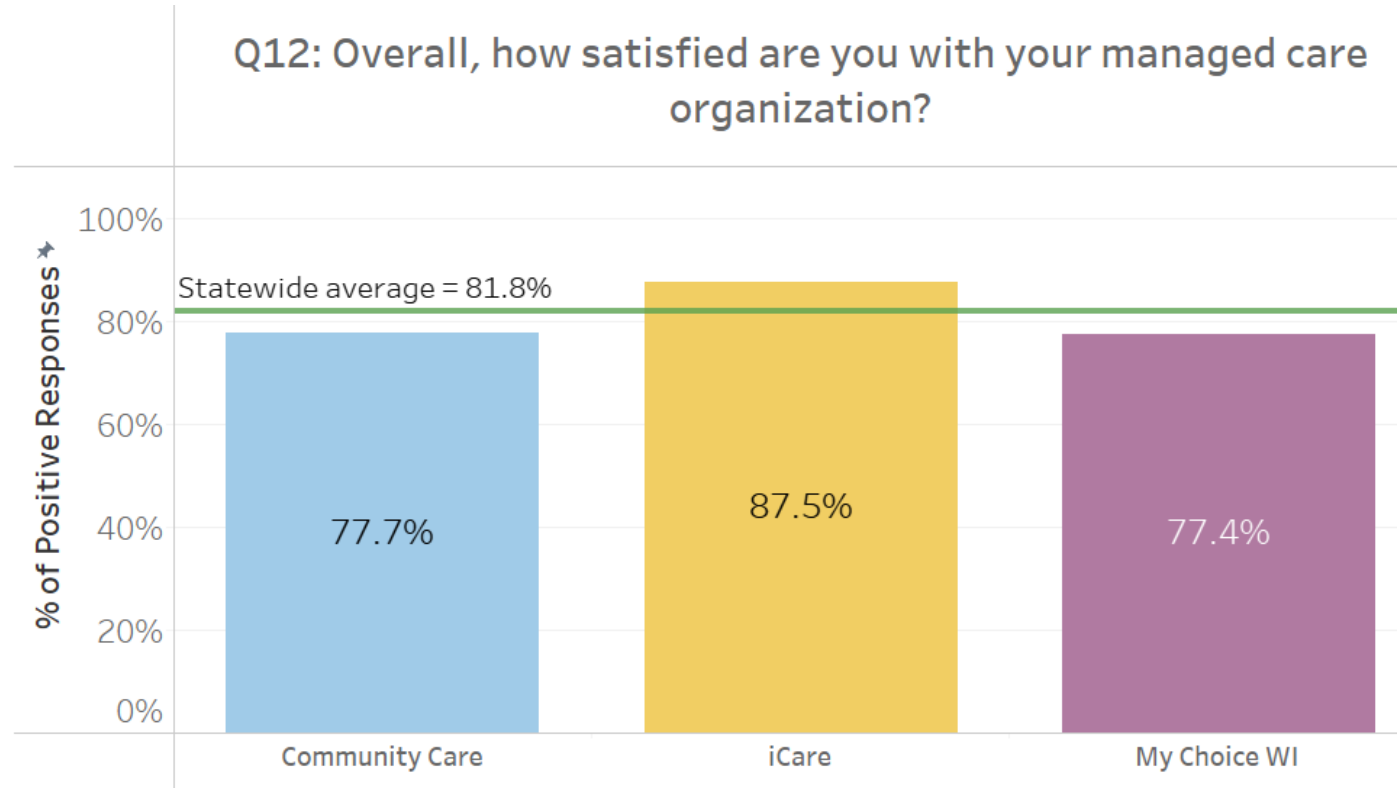


# Family Care Partnership

## 2018-2024 Positive Responses Trend Data

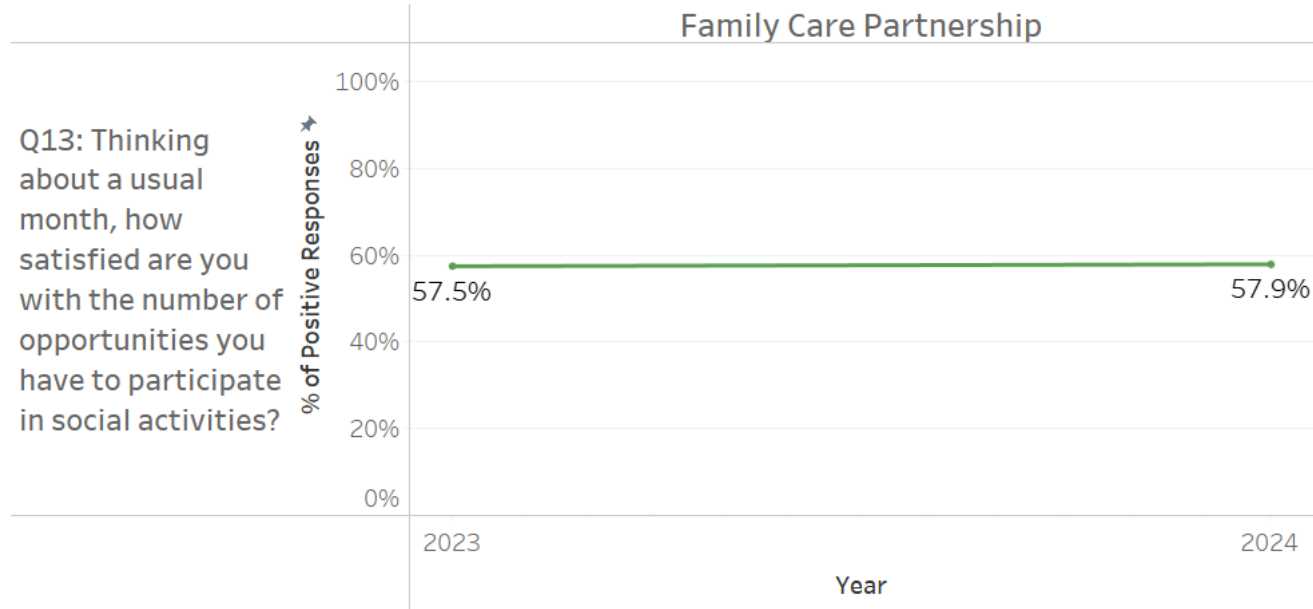


# Family Care Partnership



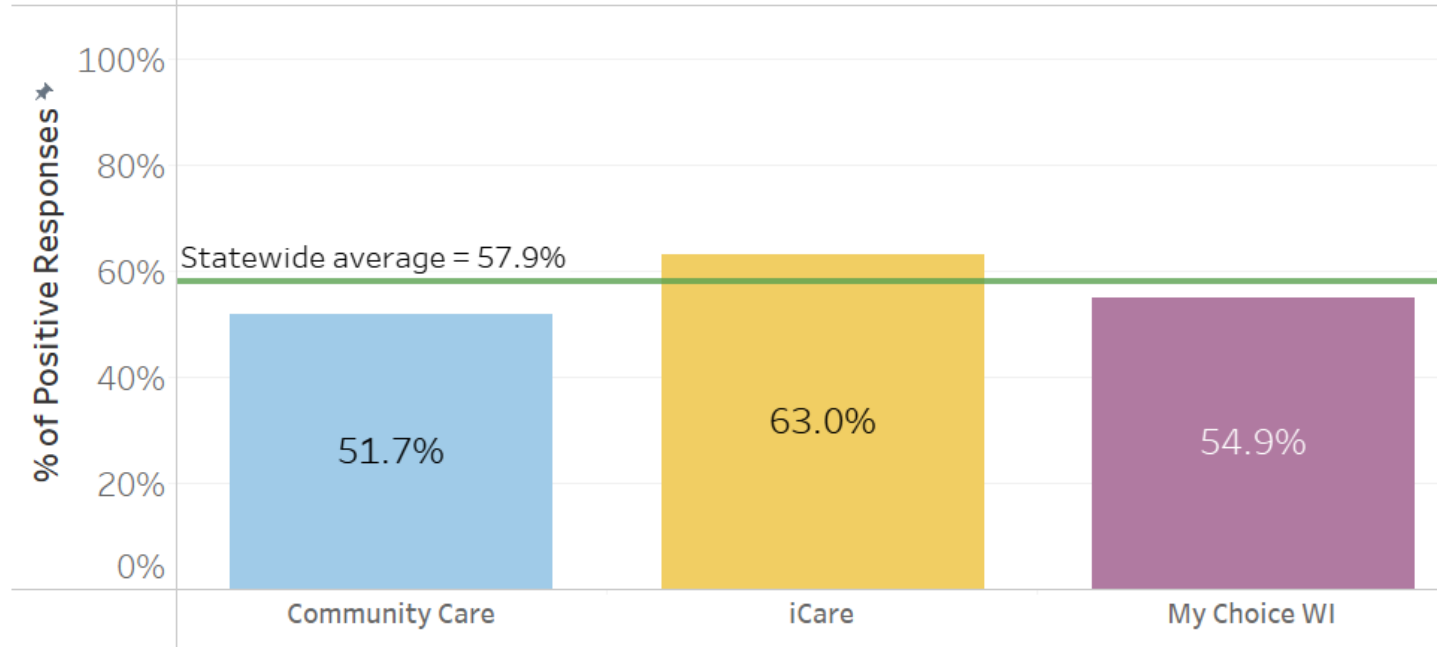
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## 2018-2024 Positive Responses Trend Data



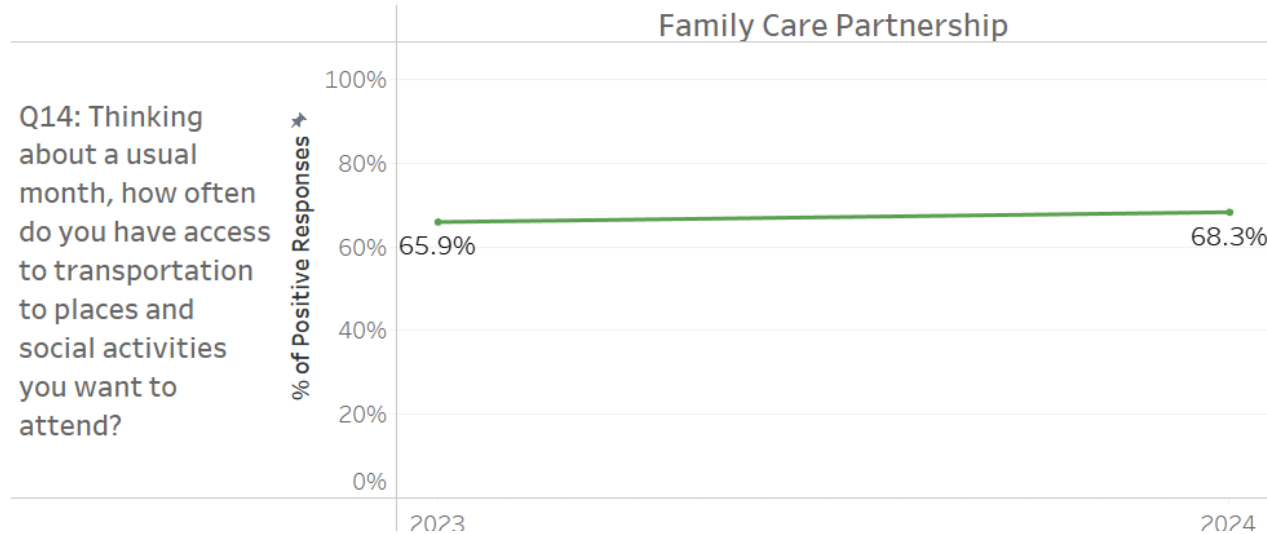
# Family Care Partnership

Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?



# Family Care Partnership

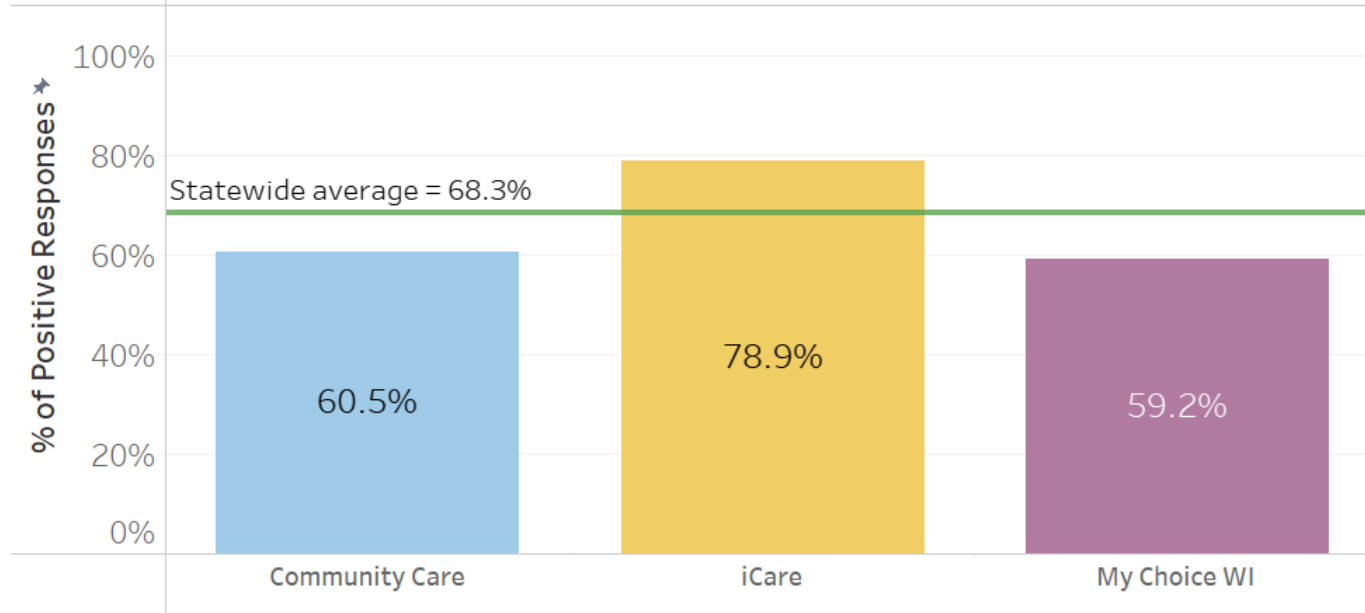
## 2018-2024 Positive Responses Trend Data





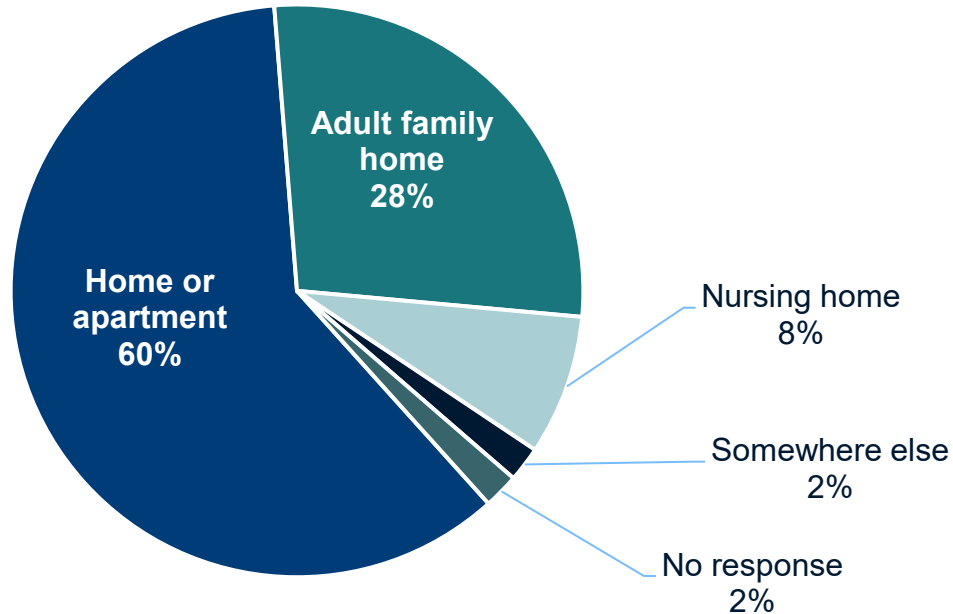
# Family Care Partnership

Q14: Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?



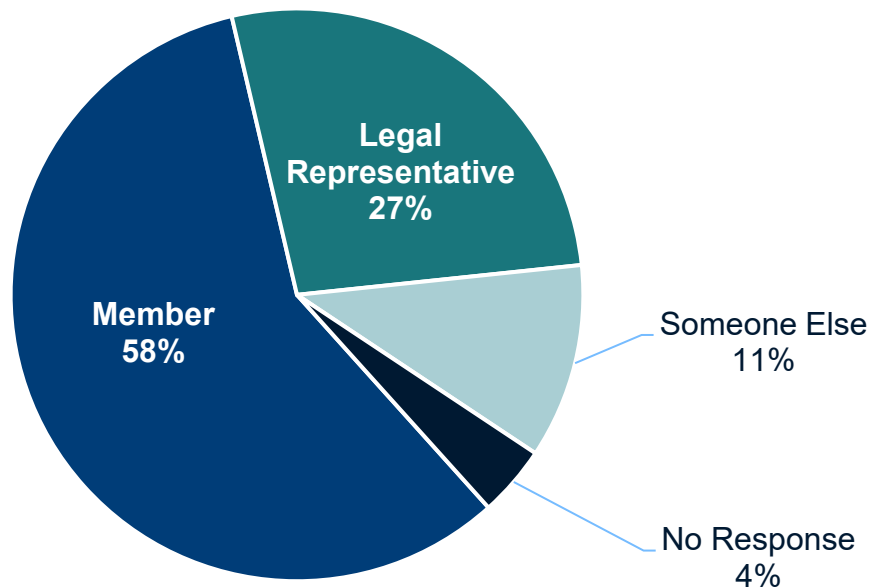
## Q15: Currently, which of the following best describes where you, the member, live?

Family Care Partnership Demographics: Living Situation



## Q16: Who answered the questions in this survey?

Family Care Partnership Demographics: Survey Respondent



# PACE Results

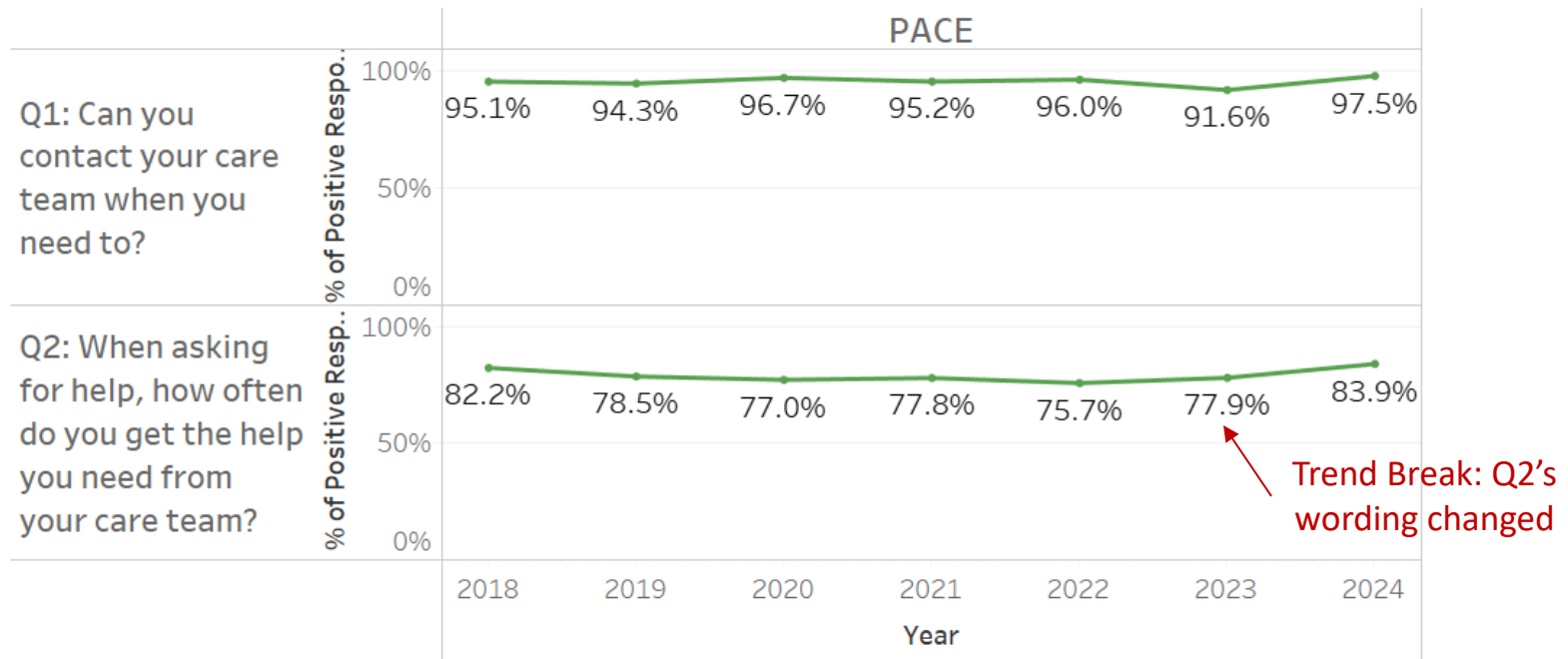
# Summary of Results – PACE

| PACE Statewide Averages   | % Positive Responses | Trend* |
|---|----------------------|--------|
| Q1: Can you contact your care team when you need to?  | 97.55%               | ↑      |
| Q2: When asking for help, how often do you get the help you need from your care team?   | 83.85%               | ↑      |
| Q3: How satisfied are you with getting clear explanations about your care plan from your care team?   | 83.44%               |        |
| Q4: When you speak with your care team, how well do they listen to you?   | 86.42%               |        |
| Q5: How kindly does your care team treat you?   | 95.12%               | ↑      |
| Q6: How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?  | 77.63%               | ↑      |
| Q7: To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?   | 79.14%               |        |
| Q8: 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? | 78.21%               | ↑      |
| Q9: How often does your care plan include the things that are important to you?   | 81.48%               |        |
| Q10: How kindly do the people who provide you with supports and services treat you?   | 91.88%               | ↑      |
| Q11: How well do the supports and services you receive meet your needs?   | 85.19%               | ↑      |
| Q12: Overall, how satisfied are you with your managed care organization?  | 86.50%               | ↑      |
| Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?                             | 75.64%               | ↑      |
| Q14: Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?                               | 65.77%               | ↑      |

\* Represents a change of +/- 2% compared to 2023.

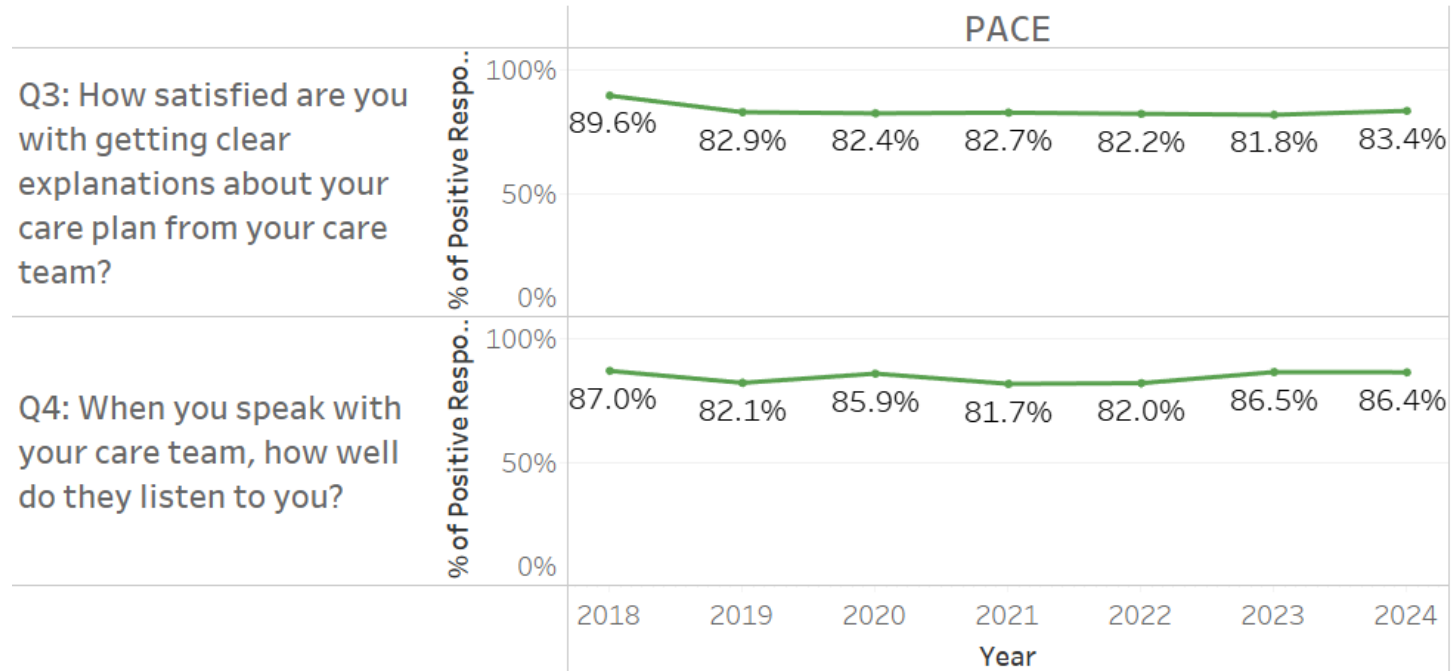
# PACE

## 2018-2024 Positive Responses Trend Data



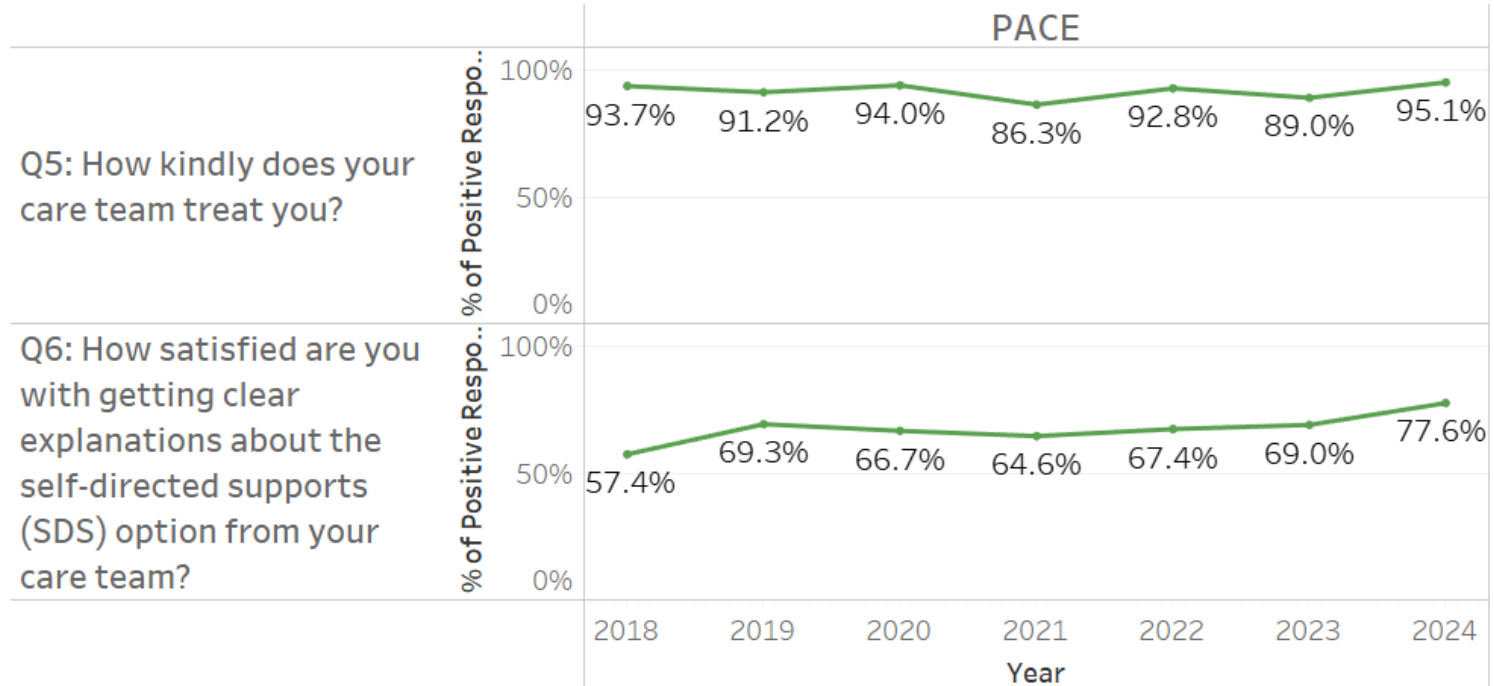
# PACE

## 2018-2024 Positive Responses Trend Data



# PACE

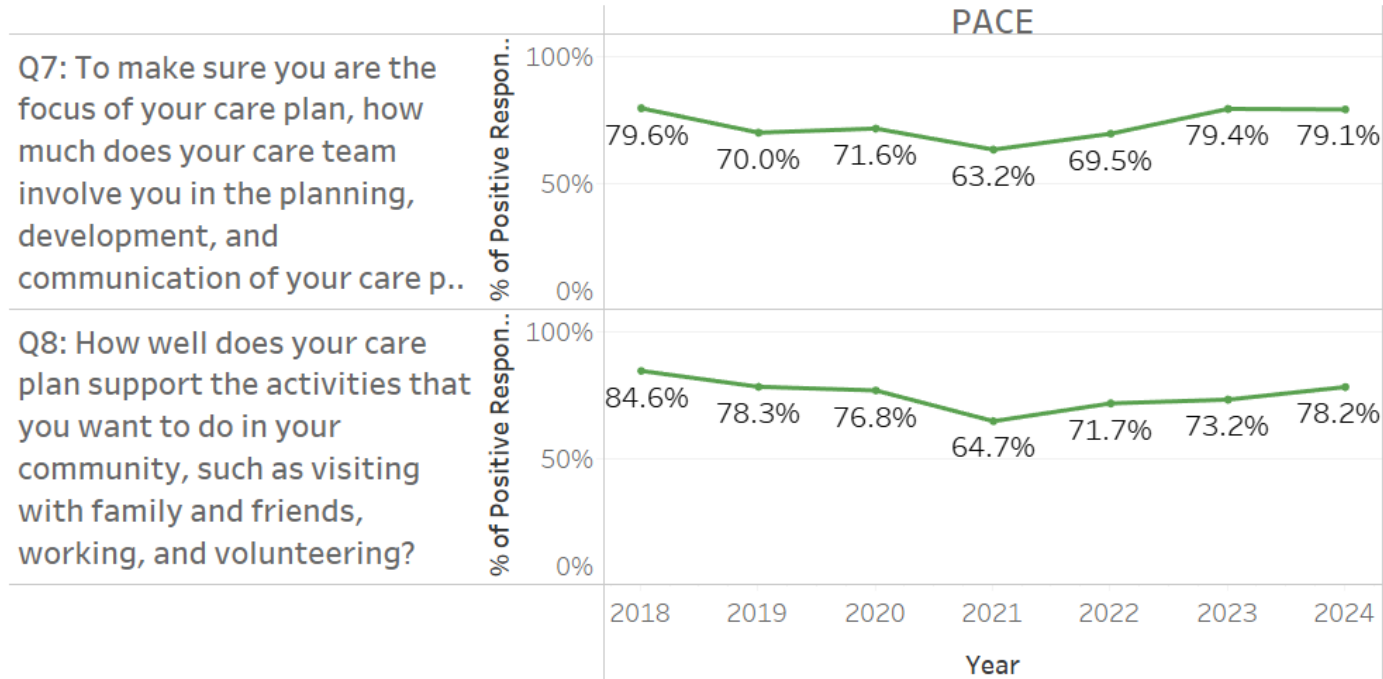
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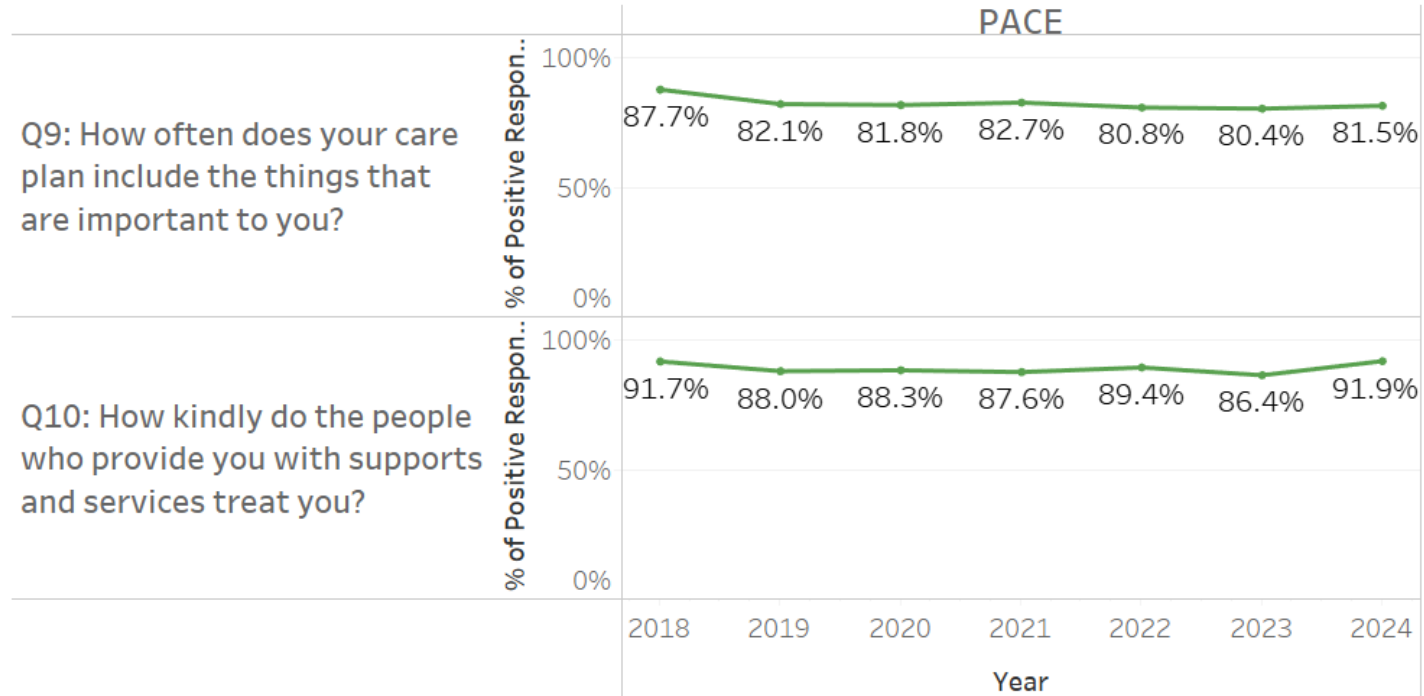
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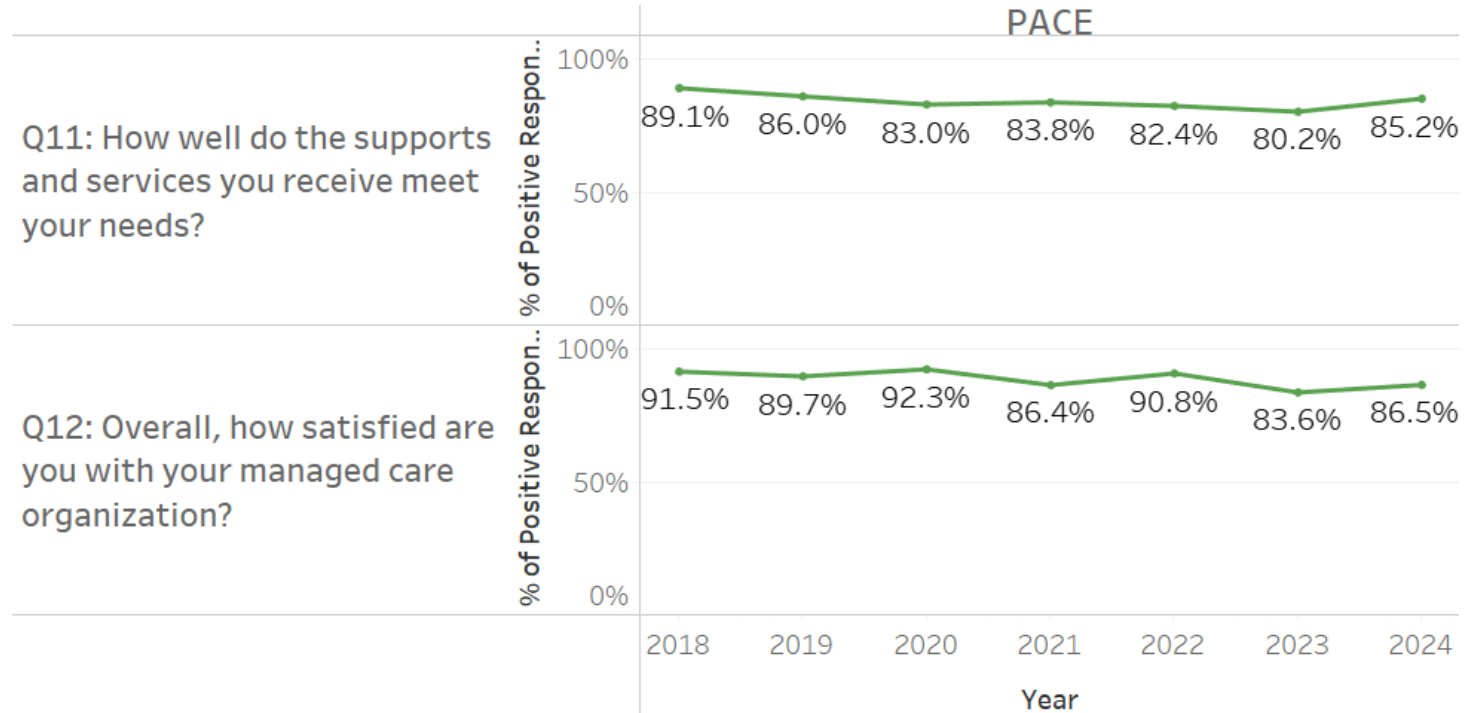
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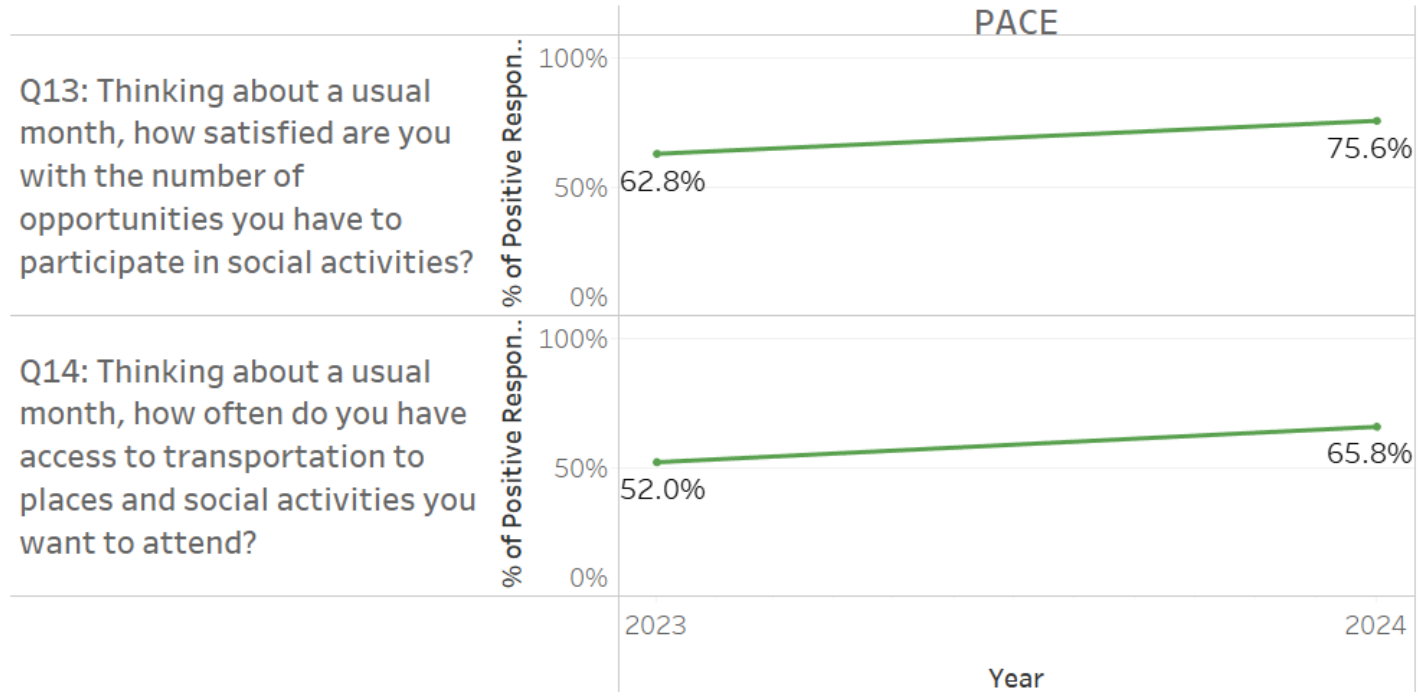
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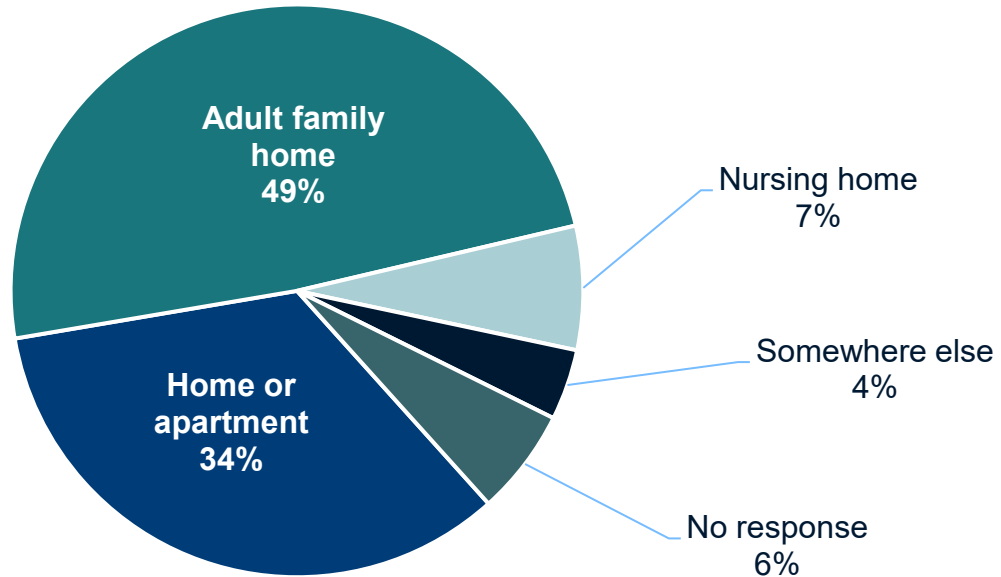
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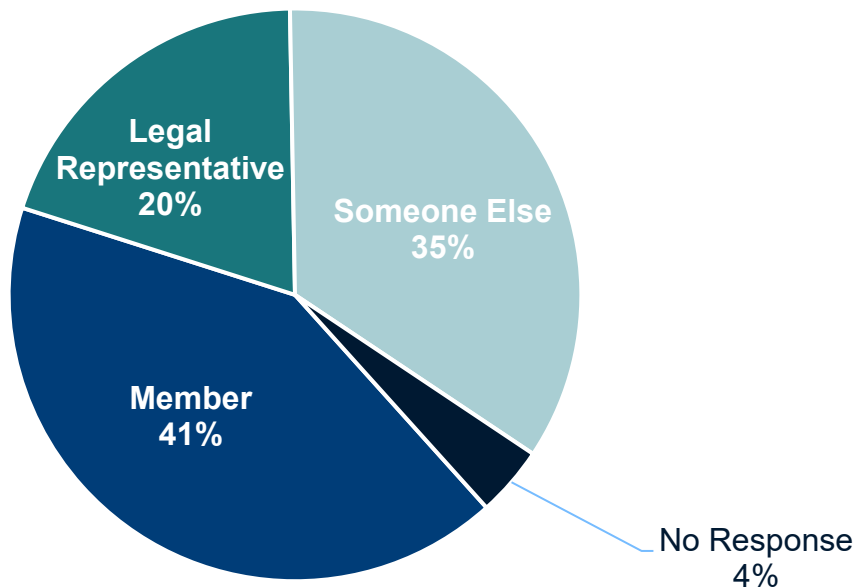
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PACE Demographics: Living Situation



## Q16: Who answered the questions in this survey?

PACE Demographics: Survey Respondent



# Questions?

- If you have questions or comments about this presentation, please email us at:  
[DHSDMSLTC@dhs.wisconsin.gov](mailto:DHSDMSLTC@dhs.wisconsin.gov)