

Final

2007 Member Satisfaction Survey Wisconsin Partnership Program and PACE Program

Staff from the Department of Health & Family Services (DHFS), and the Wisconsin Partnership and PACE Programs planned the third Member Satisfaction Survey to be used by both Partnership and PACE Programs. Staff enlarged the sample size so that the results would be statistically significant by each Partnership organization. A copy of the Survey is attached.

DHFS staff randomly selected more than 1100 members with at least 6 months enrollment during 2007. Members who had guardians or power of attorney were not included. DHFS staff mailed the surveys in December and January. 662 surveys were returned.

Table 1: Number of Surveys Completed

	# Surveys Sent	# Surveys Completed	% Surveys Completed	95% Level of Confidence & Confidence Interval of:
CCE	145	48	33.1%	10
CHP	361	173	47.9%	6
PACE	232	88	37.9%	8
CLA	137	46	33.6%	11
Care WI	290	185	63.8%	5
Aggregate	1,165	540	46.4%	3

The purpose of the survey is to assess members' satisfaction with the services of the Partnership and PACE Programs. The demographic information of the responding members is displayed in Table 2.

Table 2: Demographics of Members who Returned the Survey

	Care WI	CHP	CLA	PACE	CCE/ CCO	Aggregate
# Male	40	47	17	25	5	134
# Female	120	108	29	50	31	338
# 18-30 age	0	1	2	0	0	3
# 31-50 age	4	15	18	3	1	41
# 51-65 age	28	37	21	27	6	119
# 66-80 age	69	61	4	33	22	189
# Over 80	70	55	0	17	18	160
# live at home	112	108	37	58	32	347
# AFH/CBRF	28	17	1	4	6	56
# NH	4	7	1	2	4	17

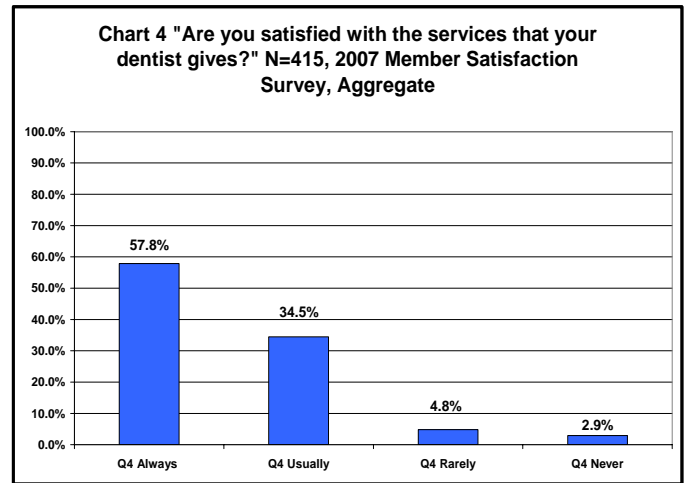
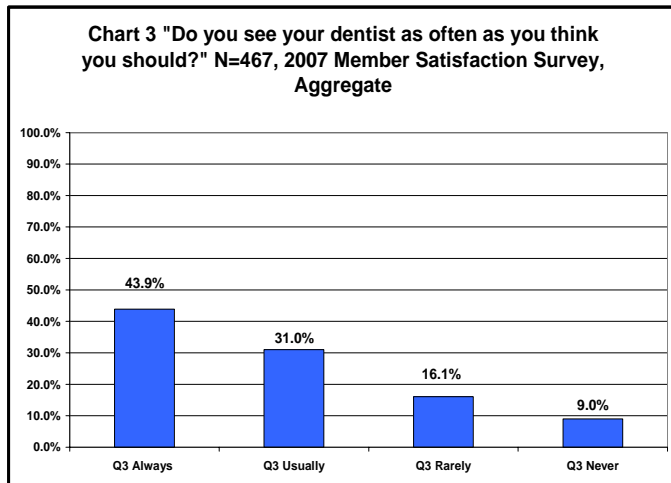
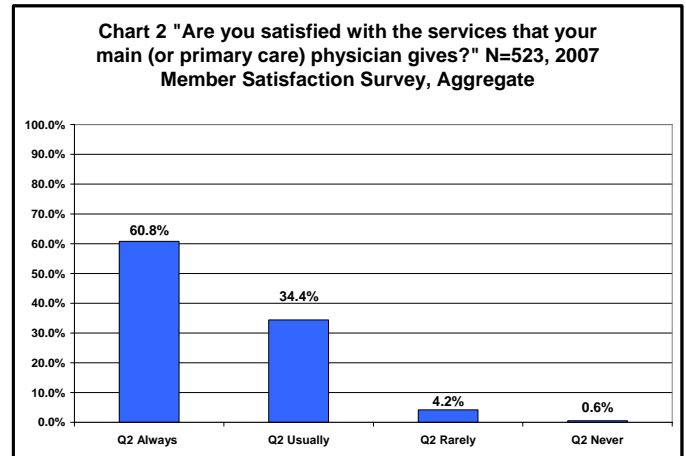
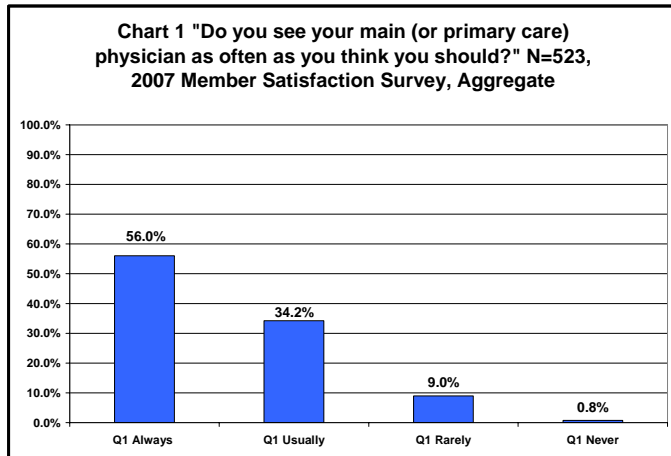
The survey focused on four main areas:

- Satisfaction with & access to physicians & dentists;
- Satisfaction with day care, transportation, etc. services offered by the MCO;
- Satisfaction with how the Team responds and treats the member, and
- Satisfaction with choices the member is able to make and other questions.

The aggregate survey results are statistically significant with a 95% level of confidence and confidence interval of 3 and statistically significant by Partnership organization with a 95% level of confidence and confidence interval between 5 and 11 as noted in Table 1.

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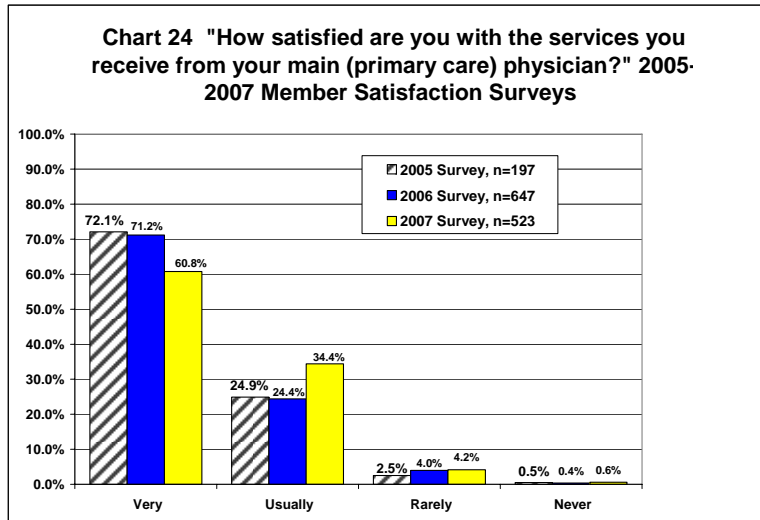
Satisfaction with and access to physicians and dentists:



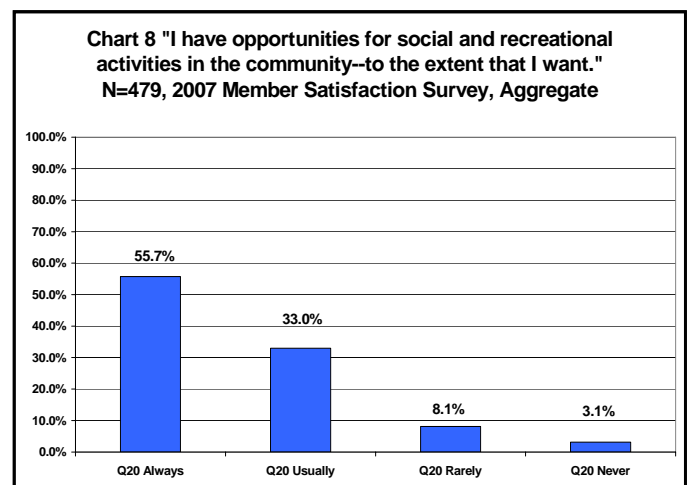
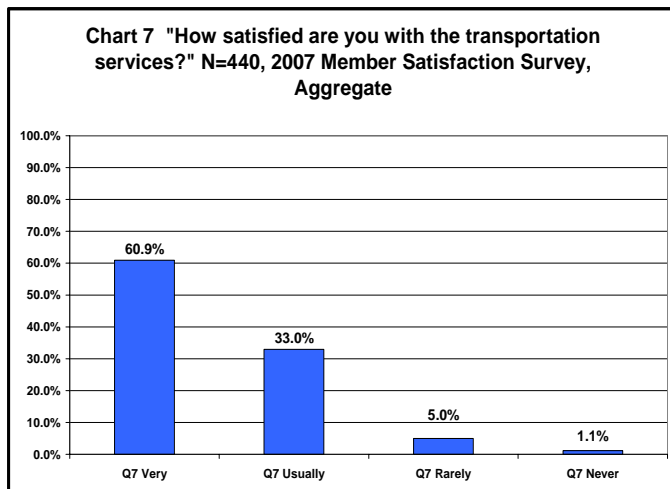
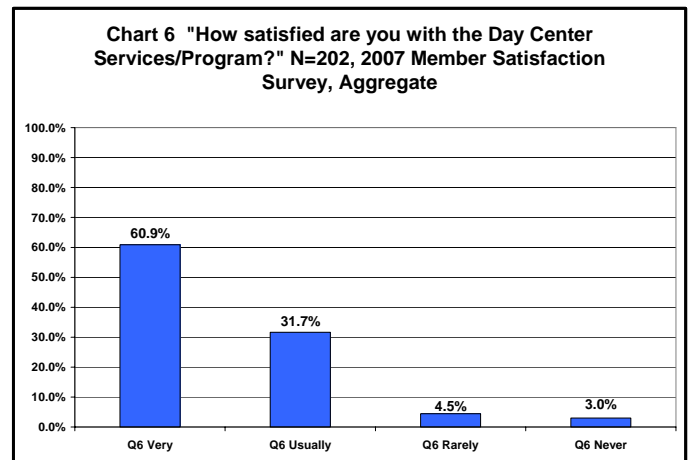
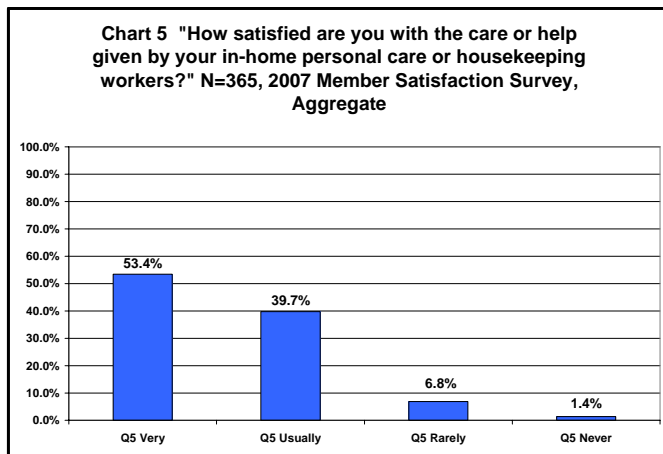
Similar to the 2005 and 2006 surveys, 90% of members responded that they see their main physician “always” or “usually” as often as they think they should. However, that still leaves 10% who “never” or “rarely” see their physician as often as they think they should. A number of members wrote comments saying that they want to see their physician more often. It was unclear whether the impeded access was due to the physician or the team.

Satisfaction with the main physician was less than in the two previous surveys and more comments were written about their physician spending too little time with them, not believing them or not returning calls than in previous surveys. Upon further analysis there appears to be an erosion of the percentage of members indicating “always” being satisfied to “usually” being satisfied regarding the PCP as seen in Chart 24.

Access to the dentist remains an area of concern. 25% of the members responded that they “rarely” or “never” see their dentist and the denominator excludes people with dentures. Interestingly, satisfaction with the dentist showed a statistically significant improvement.



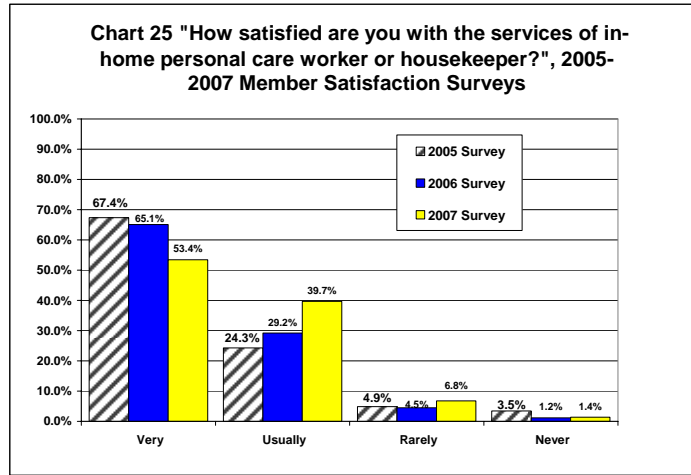
Satisfaction with services offered by the MCO:



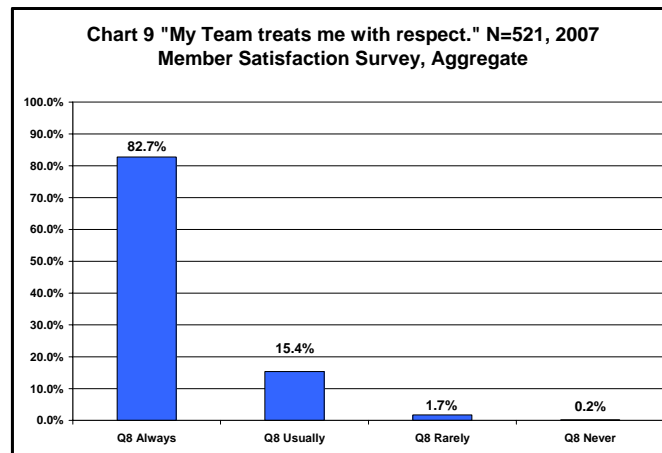
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Satisfaction with the in-home personal care or housekeeping workers was less than in the two previous surveys and more comments were written about their in-home workers. Comments included the poor quality of housekeeping services given and the insufficient time allowed to do the housekeeping and personal care work. Upon further analysis there appears to be an erosion of the percentage of members indicating “always” being satisfied to “usually” being satisfied regarding the in-home staff as seen in Chart 25.

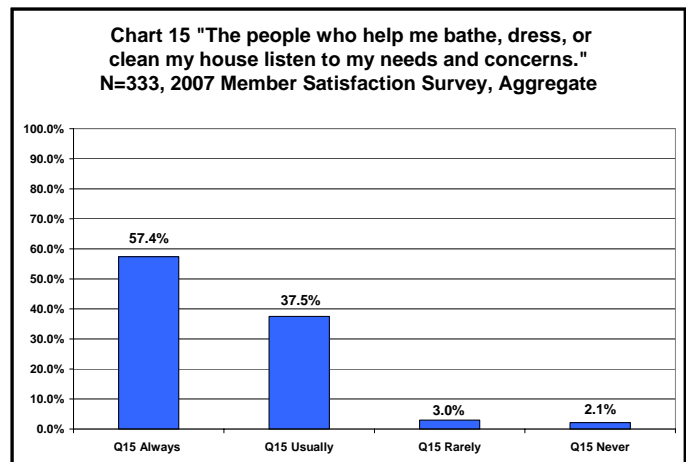
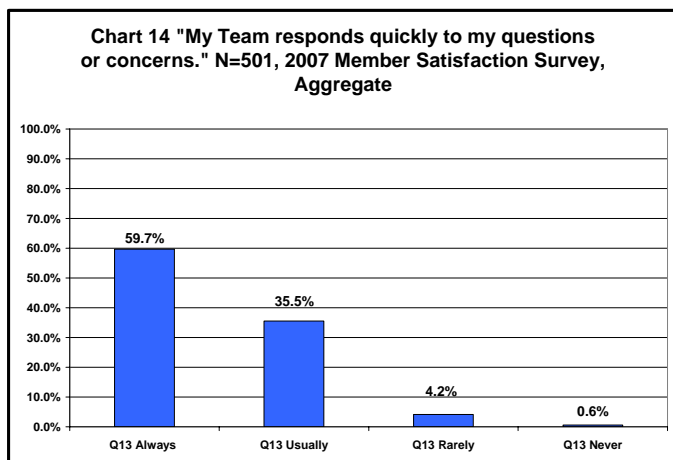
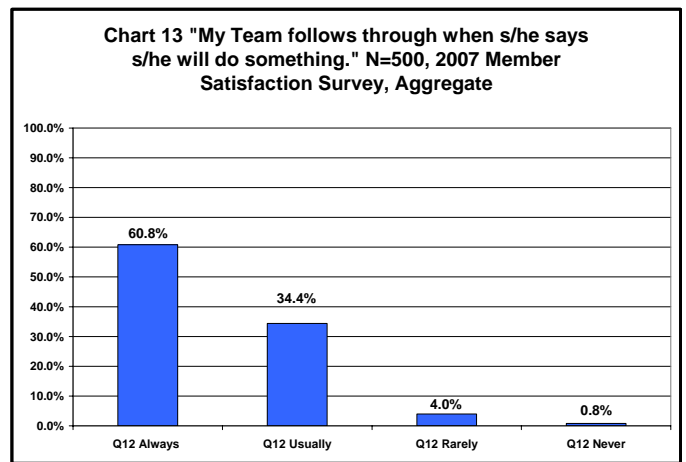
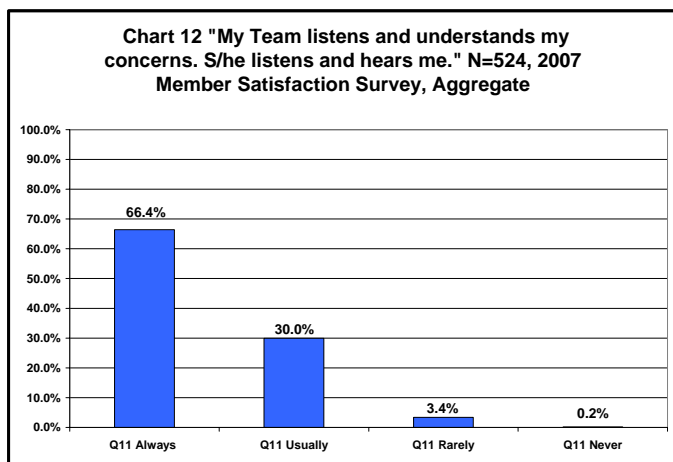
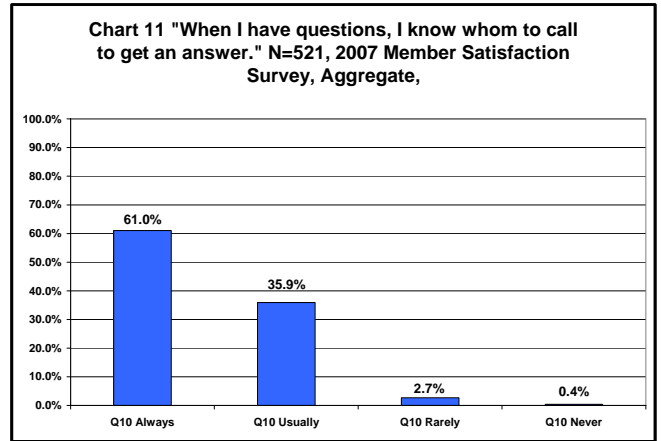
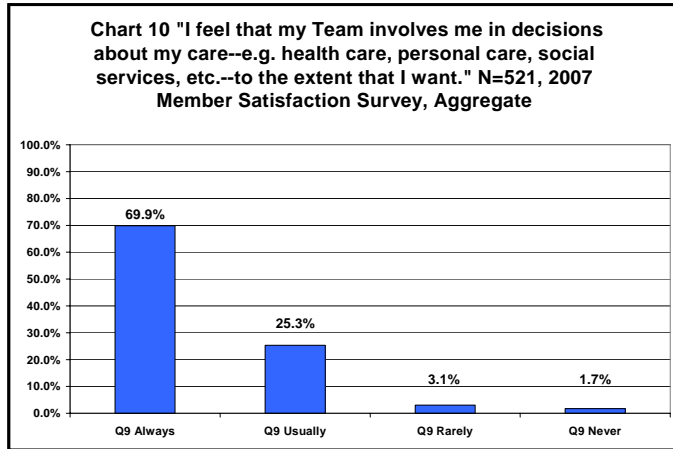
There was little change in the satisfaction with the Day Center—about 92% are “always” or “usually” satisfied. Just over 93% are “always” or “usually” satisfied with the transportation which is a slight improvement.



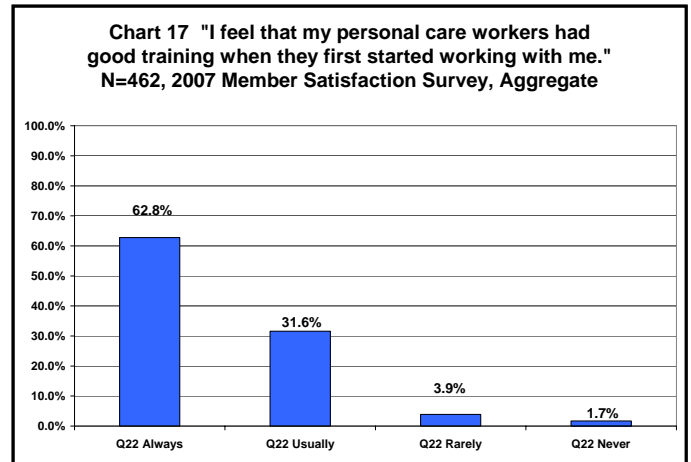
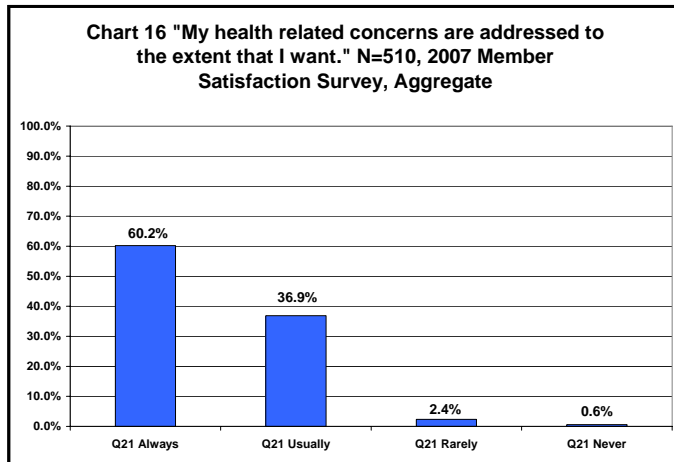
Satisfaction with how the Team responds and treats the member:



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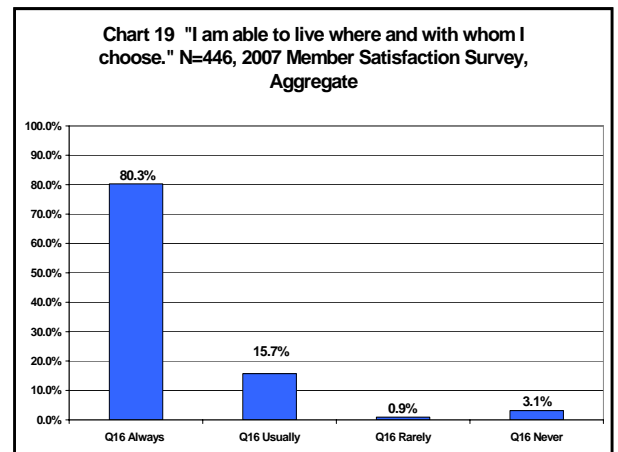
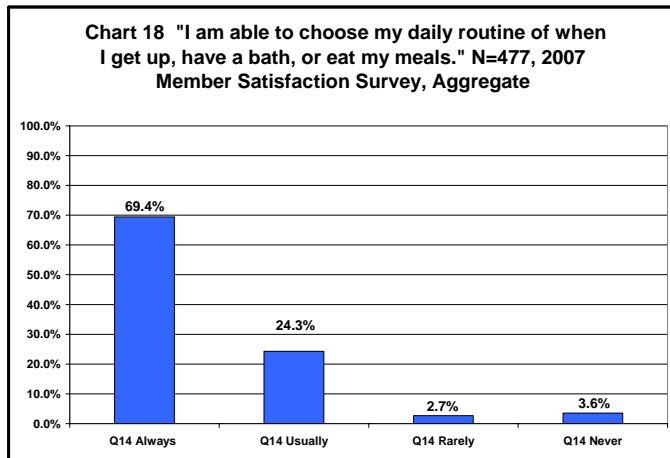


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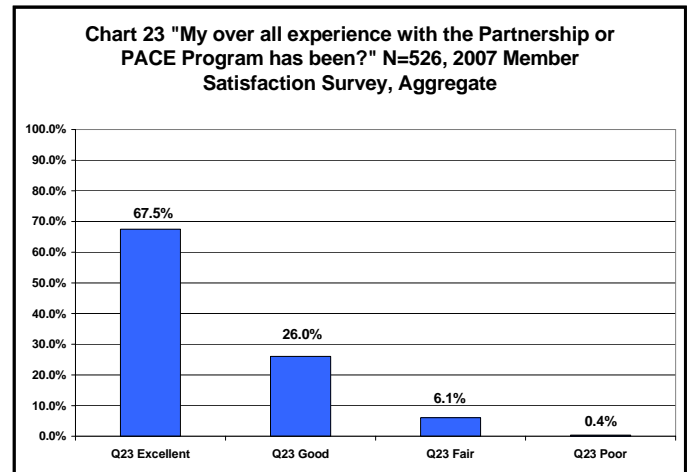
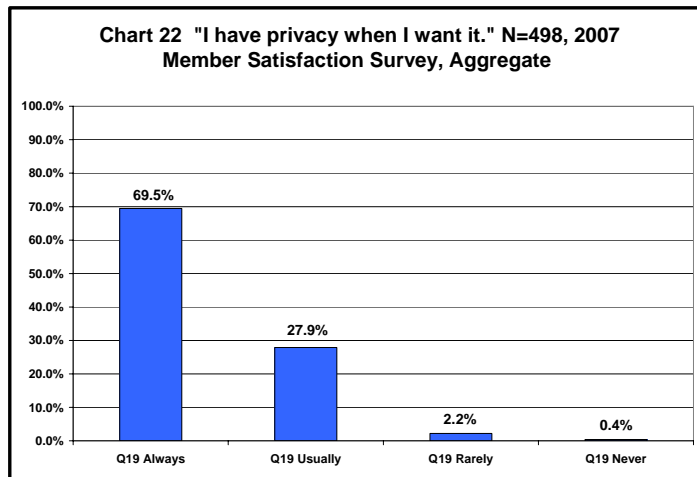
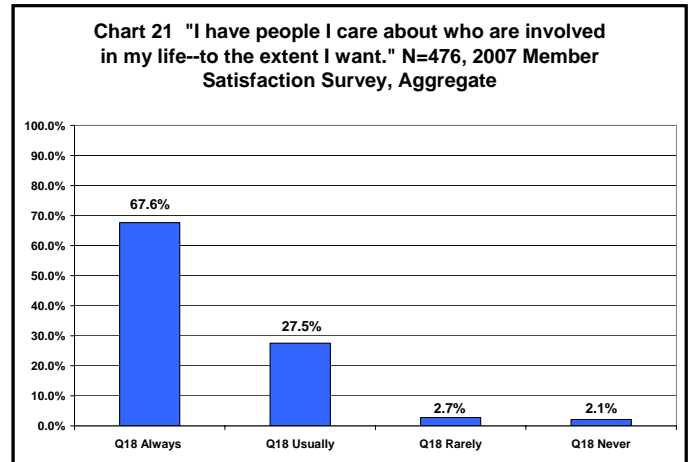
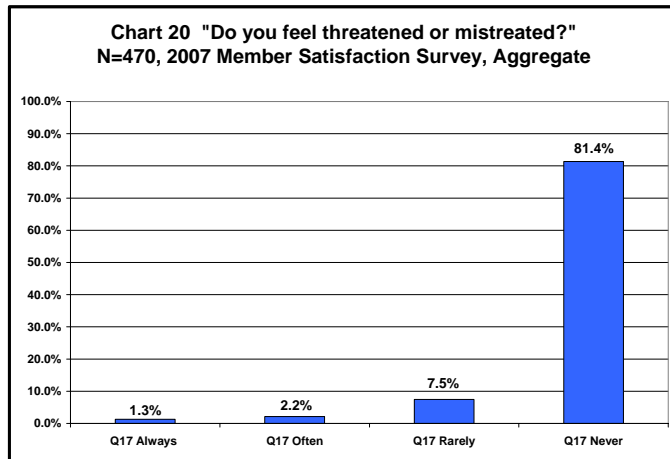
Most of the questions asking about satisfaction with the team were on the 2005 and 2006 surveys. The 2007 survey showed a slight increase in people being treated with respect, follow through, knowing whom to contact, and that the team listens. All are in the 95-98% “always” or “usually” satisfied. The new question, “I feel that my personal care workers had good training when they first started working with me” had 94% saying they “always” or “usually” did. However, a number of negative comments were added about the lack of cleaning knowledge. It may be worthwhile to separate the housekeeping from the personal care worker in this question to learn their level of satisfaction by the task. Some responses said I like the PCW but the cleaning person needs help.

Satisfaction with choices the member is able to make & other questions:



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Satisfaction with choices the member is able to make & other questions (continued):



All of the questions in this part of the survey were new. The greatest level of satisfaction for this section was in "I am able to live where and with whom I choose" with 80.3% responding "always" and 15.7% responding "usually". The satisfaction levels were less for being able to choose their daily routine, having privacy when wanted and having people involved in their life. A couple of people added a comment that "they did not know they could choose a time for their bath, dressing," etc. Not everyone can have a morning bath at 7 AM but hopefully the MCOs can staff more workers during peak request times and inform members that there is some choice in what time services occur.

An area of possible concern is the response to "Do you feel threatened or mistreated?" 470 people responded but only 81.4% answered "never". Thirty-five people, 7.5%, answered rarely and sixteen people responded that they were "often" or "always" mistreated or felt threatened. This was the only question where "always" or "usually" was a negative response. Several surveys were excluded when all responses were checked "always" and there were no written comments. They were excluded because it appeared that the person had not read individual questions. MCO staff should be sensitive to identify the presence of abuse and neglect. A few members, though unidentified, noted physical or verbal abuse but there was no indication as to when it happened.

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Many of the 2005, 2006 and 2007 survey questions were the same so comparisons can be made between the two surveys. Only one of the survey responses is statistically significant. All of the results are displayed in the following table and the statistically significant one is highlighted in red. Table 3 shows the percentage of members who answered the question with “Always” or “Usually”.

Table 3: Percentage of Members Giving the “Always” & “Usually” Rating, Statistical Significance Noted

Question	2005 Survey	2006 Survey	2007 Survey	Change
Access to main physician	94.6%	93.1%	90.2%	Not Significant
Access to dentist	74.7%	75.6%	74.9%	Not Significant
Satisfaction with main physician	97.0%	95.6%	95.2%	Not Significant
Satisfaction with dentist	85.9%	84.2%	92.3%	Significant
Satisfaction with day center services	93.1%	92.9%	92.6%	Not Significant
Satisfaction with transportation	89.6%	92.9%	93.9%	Not Significant
Satisfaction with in-home services	91.7%	94.3%	93.1%	Not Significant
Team treats me with respect	97.5%	97.7%	98.1%	Not Significant
Team involves me in decisions	95.4%	93.9%	95.2%	Not Significant
I know whom to contact for questions	93.8%	94.5%	96.9%	Not Significant
Team listens & understands my concerns	95.9%	95.9%	96.4%	Not Significant
Team follows through	94.3%	96.6%	95.2%	Not Significant
Team answers questions promptly	95.5%	95.9%	95.2%	Not Significant
My overall experience with the Program is good or excellent	94.5%	93.8%	93.5%	Not Significant

We asked members to list some things that were better for them since joining Partnership or PACE. Many members noted positive changes—the most frequently noted include:

- Better health, more active, less pain (Noted more than 75 times)
- Help, nursing services, & equipment in the home (Noted more than 65 times)
- Can afford medications now & much less stress (Noted more than 55 times)
- Transportation, medications delivered (Noted more than 55 times)
- Caring & supportive staff (Noted more than 40 times)
- Ongoing support & encouragement, know whom to call for help (Noted more than 35 times)

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- Able to live more independently (Noted more than 35 times)
- Without the program I couldn't be in my home. (Noted more than 20 times)
- More socialization (Noted more than 20 times)

We also asked members to list some things that were not better for them since joining Partnership or PACE. The most frequently noted include.

- Too little time for housekeeping, PCW staff to do their job, don't know how to clean (10 comments)
- Want to see my physician more (9 comments)
- Want my physician to take more time, believe me & return calls (8 comments)
- Insufficient training of housekeeping/personal care staff (7 comments)
- Do not get to see the dentist/hygienist (4 comments)
- Not happy with a certain staff person (4 comments)
- Delay in making decisions, have to fight to get things (4 comments)
- Bad food from meals on wheels and day center (4 comments)
- Program is growing too fast, not as personal (3 comments)
- Feel pressured to go to day center (2)
- Scheduling (2 comments)

The overall results of the percentages of members answering “always” or “usually” are very similar to those of the 2005 and 2006 surveys. The responses are positive and speak well to the program. Only one question resulted in a statistically significant change. A statistically significant positive change occurred in the percentage of people “always” or “usually” satisfied with the services of the dentist. This occurred even though the perceived access to dental services remained essentially the same at about 75%.

Although the number of negative comments about the Partnership and PACE Programs is small, there has been an increase in the number of negative comments about the time, attention and access given to the member by their PCP. It was unclear whether the PCP or the Team impeded seeing the physician more often. There were also more negative comments about the in-home PCW and housekeeping staff. One member suggested training people how to clean.

In summary at the aggregate level, the overall level of satisfaction with the Partnership and PACE Program continues to be very positive. Only 9 members out of 497 responded that they would not recommend Partnership and PACE to other people. Two-thirds of the members described their overall experience with the Programs as “Excellent” and one-fourth described it as “Good”. Only 2 members described their overall experience with the Programs as “poor” and 32 described it as “fair” out of 526 responses. Many more members listed things that are better for them since enrolling in Partnership or PACE. Significantly, members listed key outcomes that Partnership and PACE focus on delivering—remaining in their home, access to care, warm and caring staff, being able to obtain medications, and improving their health.

Areas of opportunity:

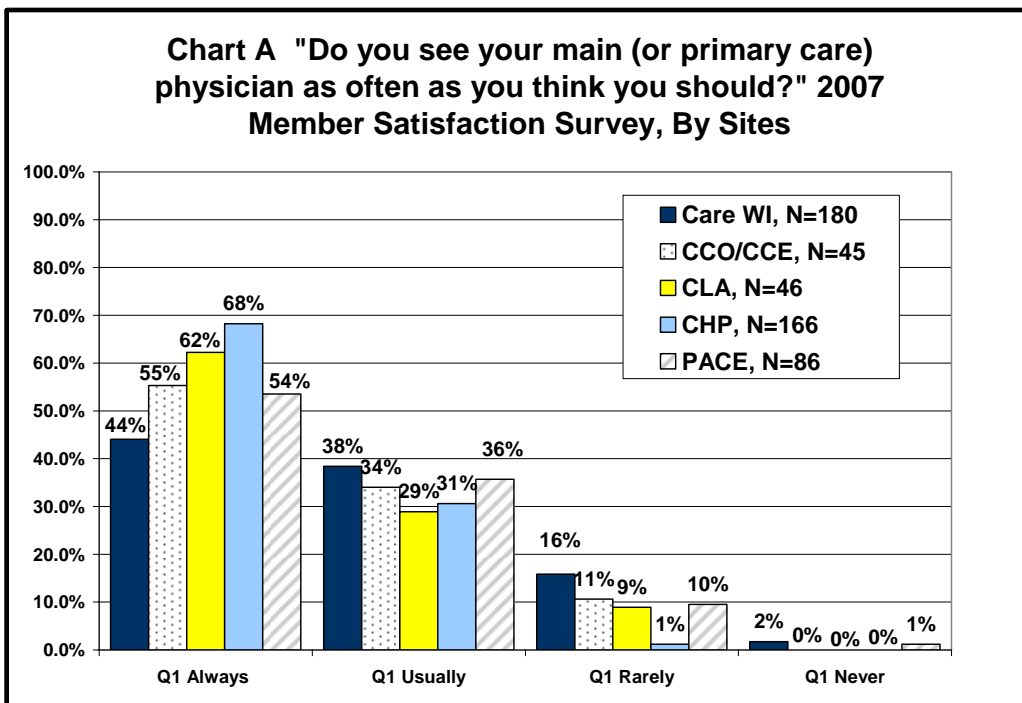
- Improving access to dentists.

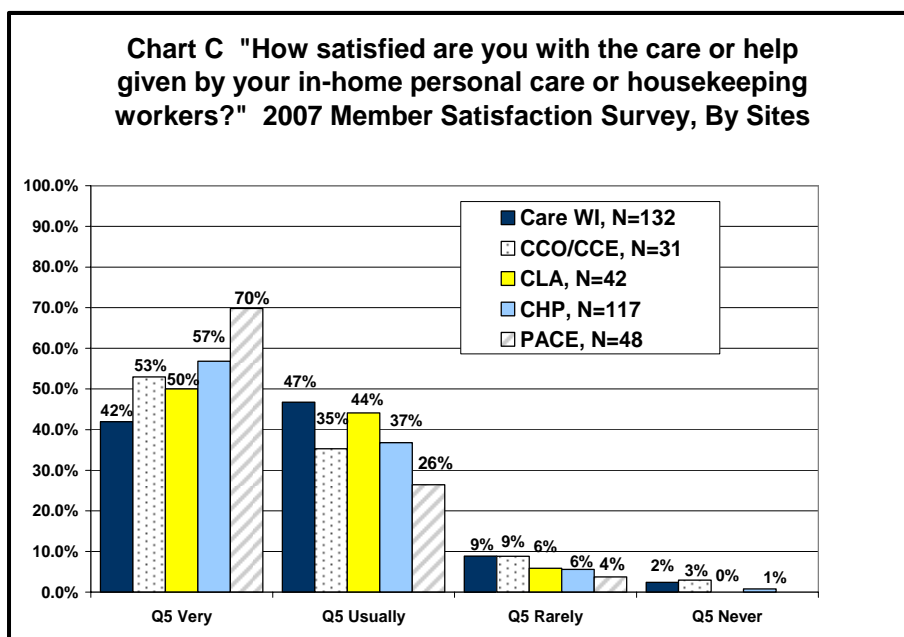
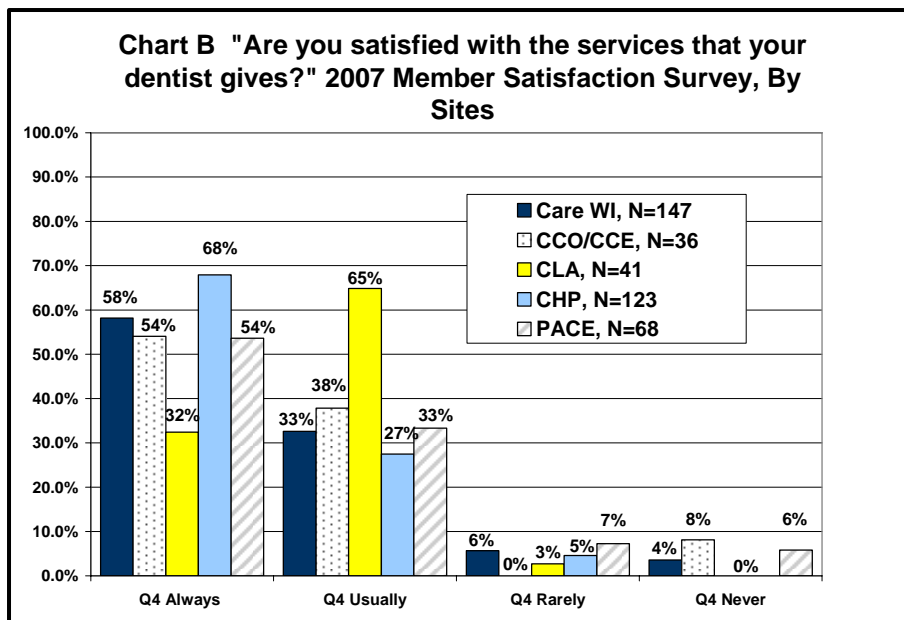
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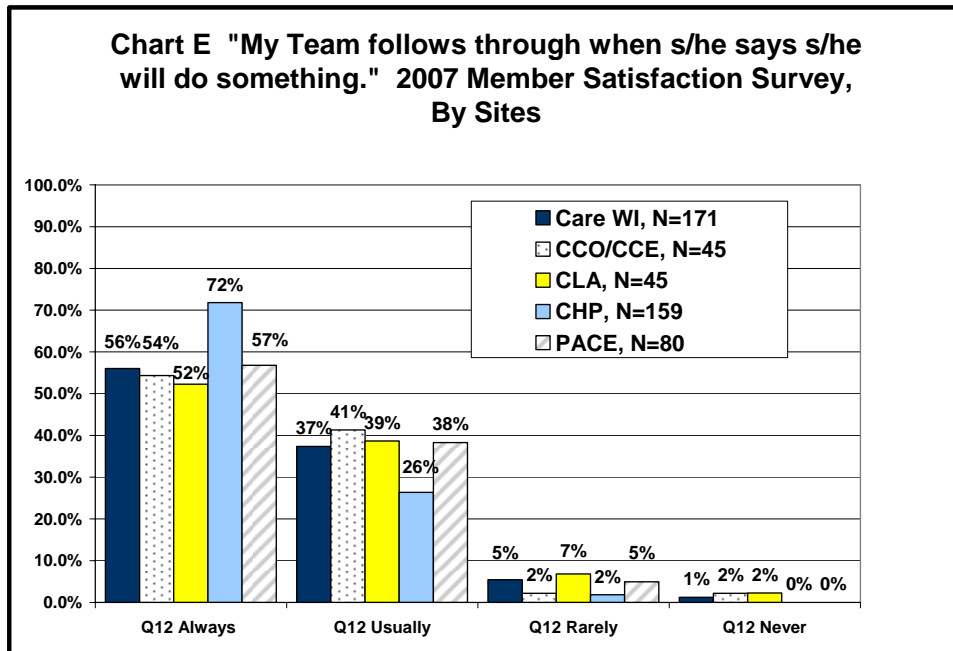
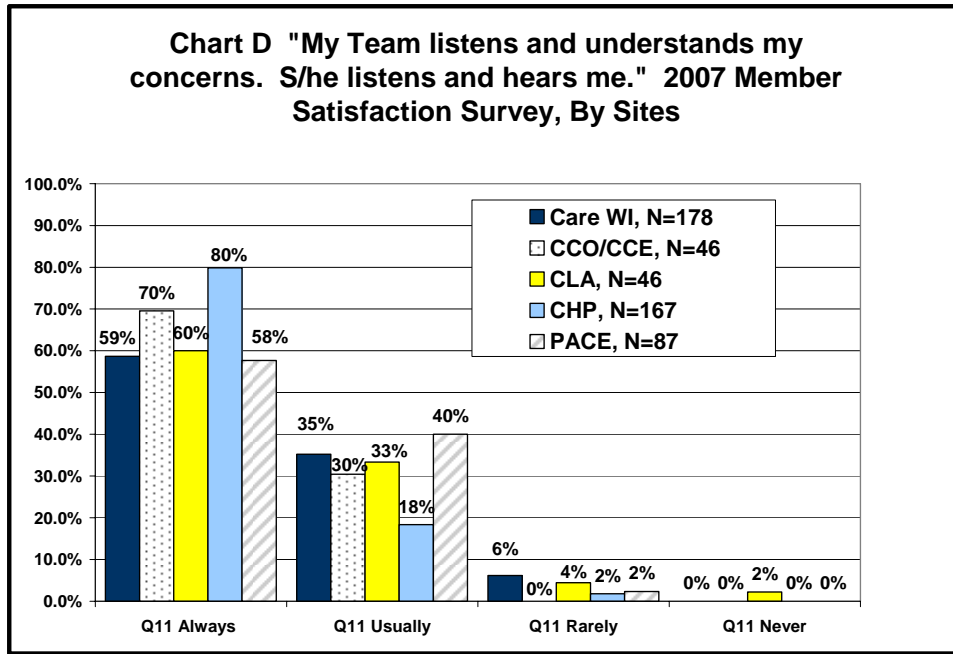
- Enhanced training to PCW and housekeeping staff. Encourage staff to ask the member how they want certain tasks completed. Prior to leaving, ask if the work was done to the member’s satisfaction.
- Encourage discussion about access to the member’s PCP. Does the member see the physician as often as they think they should? If not, why does the member want to see the PCP more often? Further explanation of the NP’s role may reduce the member’s perception of how often they need to see their PCP or the Team may increase the number of PCP visits.

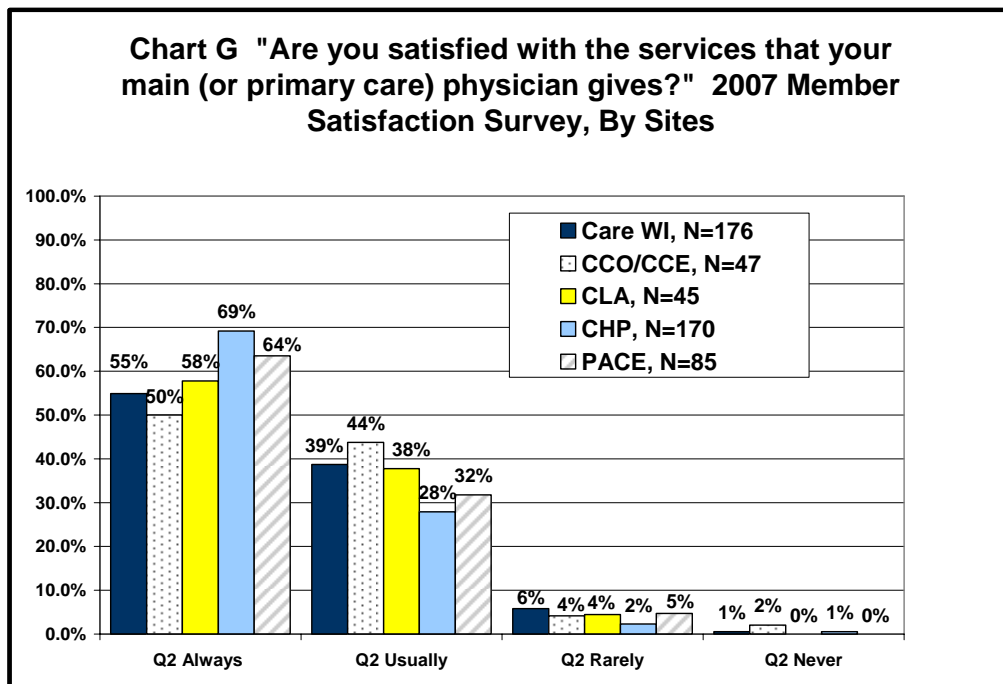
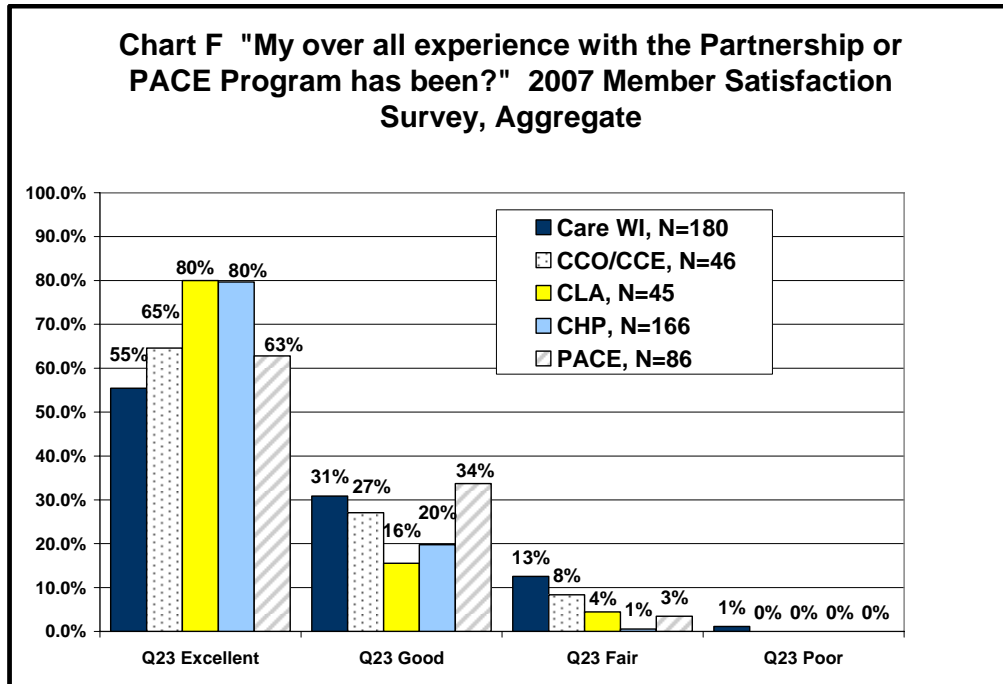
Most Notable Findings by Organization

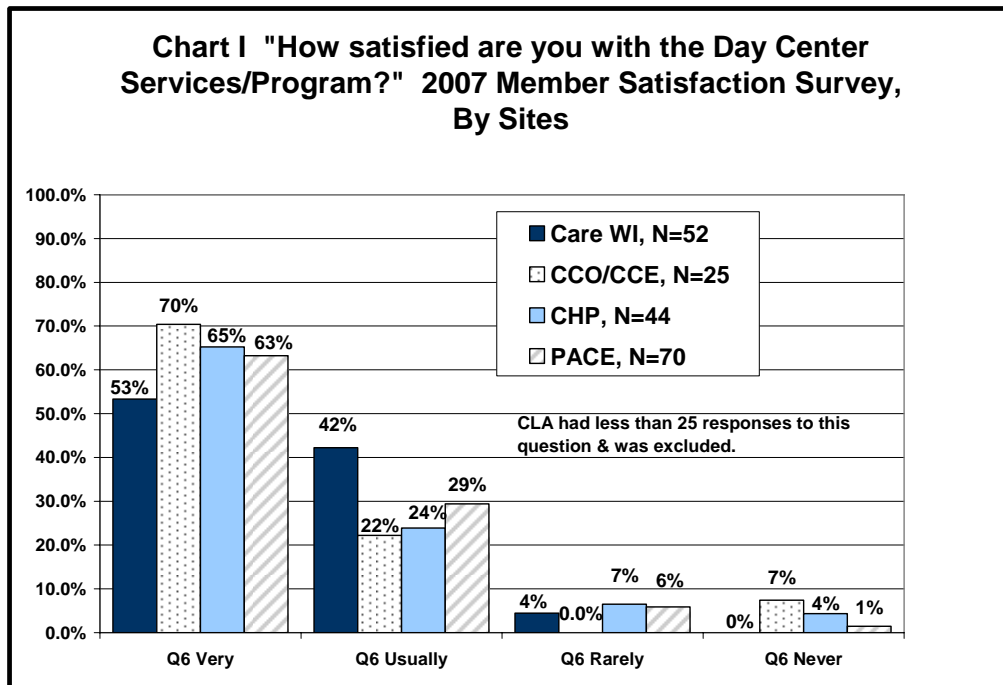
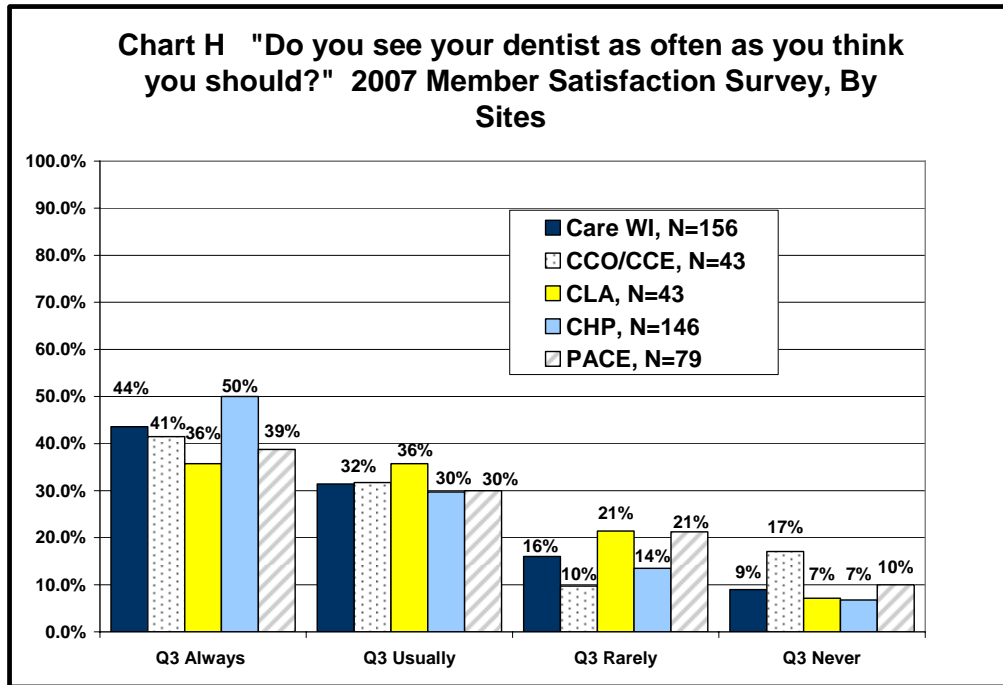
Charts A-F show notable differences between MCOs—more than 20% difference between the MCO with the greatest and lowest percentage of members responding “Always” to the question. The Charts after Chart F are shown for your interest.

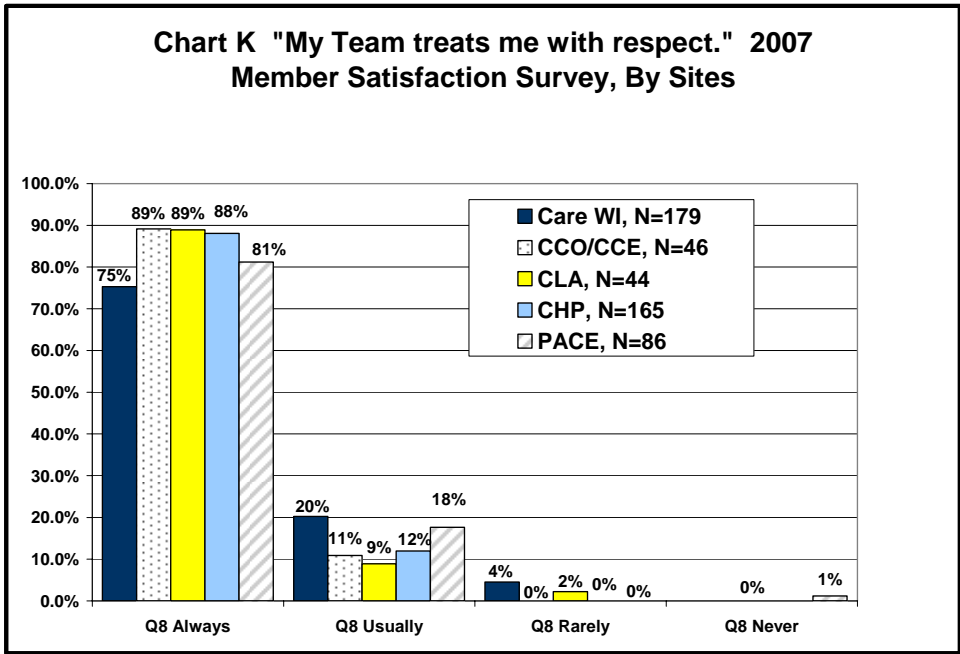
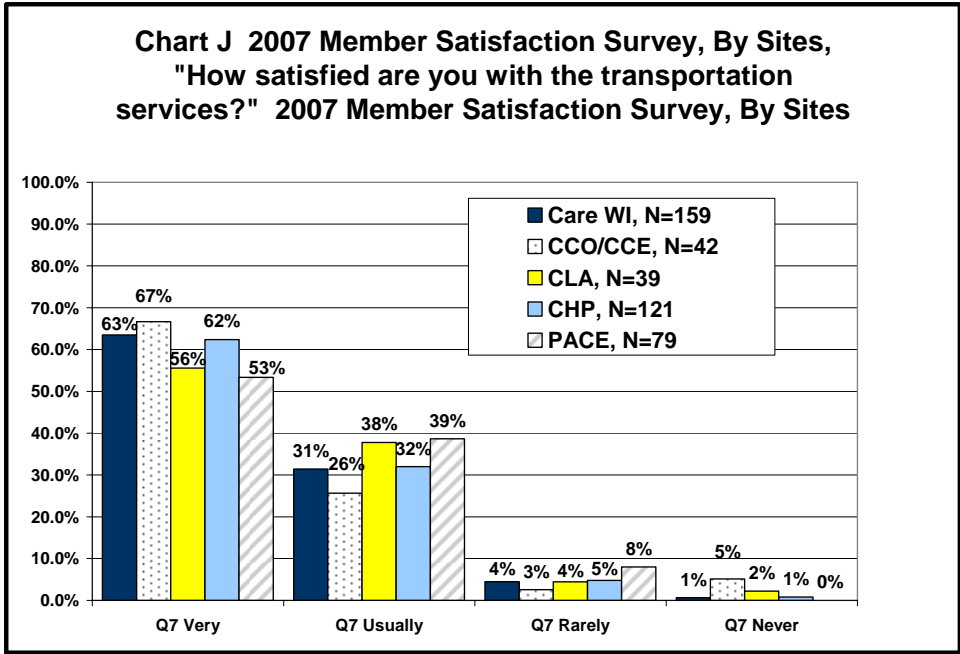












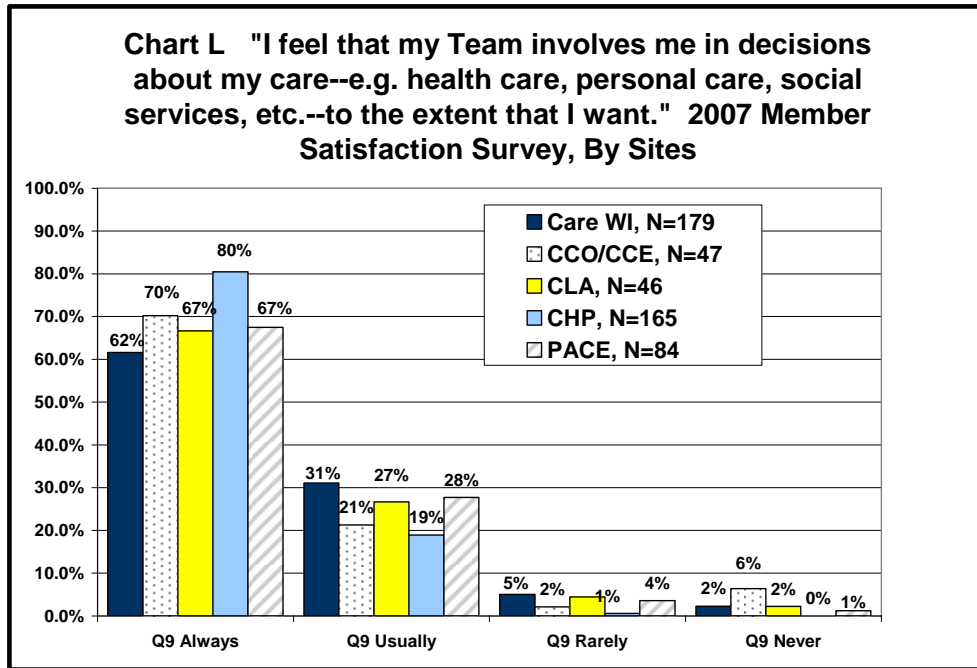


Table 4: Highest & Lowest Ratings By Site

Question	“Always” & “Usually” Highest Response %	“Always” & “Usually” Lowest Response %	% Difference, if significant
Access to main physician	98.2%	83.9%	14.3% Significant
Satisfaction with main physician	97.8%	69.7%	28.1% Significant
Access to dentist	81.4%	65.8%	15.6% Significant
Satisfaction with dentist	100.0%	85.3%	14.7% Significant
Satisfaction with in-home PCW or housekeeping workers	94.9%	89.4%	5.5% Significant
Satisfaction with day center services	100%	90.0%	10.0% Not Significant
Satisfaction with transportation	98.1%	87.2%	10.9% Significant
Team treats me with respect	100%	94.2%	5.8% Not Significant
Team involves me in decisions	98.2%	87.2%	11.0% Significant
I know whom to contact for questions	98.8%	92.9%	5.9% Not Significant
Team listens & understands my concerns	97.6%	94.3%	3.3% Not Significant
Team follows through	96.9%	91.1%	5.8% Not Significant
Team answers questions promptly	97.5%	90.7%	6.8% Not Significant
I can choose my daily routine	96.7%	88.1%	8.6% Not Significant
People who help me bathe & dress listen to my needs and concerns.	97.2%	92.3%	4.9% Not Significant

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I live where & with whom I choose	98.7%	92.9%	5.8% Not Significant
I never feel threatened or mistreated	92.5%	80.8%	11.7% Significant
I have people who are involved in my life—to the extent I want	100%	88.5%	11.5 % Significant
I have privacy when I want it.	100%	93.7%	6.3% Not Significant
I have opportunities for social & recreational activities	91.9%	82.7%	9.2 Not Significant
My health related concerns are addressed to the extent that I want	100%	92.8%	7.2% Not Significant
I feel that my PCW had good training when they first started working with me	97.4%	92.6%	4.8% Not Significant
My overall experience with the Program is good or excellent	100%	89.5%	10.5 Not Significant

CHP had the highest rating in four of the nine responses that were statistically significant. CHP's ratings were highest in questions pertaining to the team's follow up, involvement with the ISP, and access to the eye doctor and in-home services. CLA had the highest rating in three of the nine responses—those being access to the dentist and satisfaction with the dental and eye doctor services. CCE had the highest ratings in transportation and day center services.

A separate report is also on this web site which shows the survey responses by managed care organization.

In summary, the overall level of satisfaction with the aggregate Partnership and PACE membership continues to be very positive. 97.9% of the members indicated that they would recommend Partnership and PACE to other people. Less than 1.0% of the members described their overall experience with the Programs as “poor” and just 5.3% described it as “fair”. Many more members listed things that are better for them since enrolling in Partnership or PACE. Significantly, members listed key outcomes that Partnership and PACE focus on delivering—remaining in their home, access to physicians and dental services, being able to obtain medications, and improving their health.

Nancy Crawford
Outreach Specialist

Final

December 2007

Dear Partnership Program Member:

I work with staff of the Partnership Program to help insure that the Program meets requirements set by the state of Wisconsin. I am very interested in knowing how satisfied you are with the Partnership Program provided by Care WI (formerly Elder Care). Your name was randomly selected to receive this survey.

Your name and comments will be anonymous. The Partnership staff will receive general feedback from this survey but will not be able to identify the person who made the comments. Your feedback is very important to us and helps us improve the Program. Please complete this survey by checking or circling the response that best describes your feelings and then return the survey in the enclosed, stamped envelope.

Sincerely,

Nancy Crawford, Partnership Analyst, Department of Health and Family Services

Person completing the survey: Member Guardian Other
(specify) _____
Gender: Male Female
Age: 18-30 31-50 51-65 66-80 Over 80
I live: in my home or apartment Group or Family Home, or CBRF
 Nursing Home

1. Do you see your **main** (or primary care) physician as often as you think you should?

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

2. Are you satisfied with the services that your **main** (or primary care) physician gives?

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

3. Do you see your **dentist** as often as you think you should?

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

4. Are you satisfied with the services that your **dentist** gives?

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

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Comments:

5. How satisfied are you with the care or help given by your **in-home personal care or housekeeping workers?**

Very	Usually	Rarely	Never	Do not have one	No Opinion
5	4	3	2	1	0

Comments:

6. How satisfied are you with the **Day Center Services/Program?**

Very	Usually	Rarely	Never	Do not attend	No Opinion
5	4	3	2	1	0

Comments:

7. How satisfied are you with the **transportation services?**

Very	Usually	Rarely	Never	Do not use	No Opinion
5	4	3	2	1	0

Comments:

As a member of the Partnership Program, you work with a **Team** which may include a nurse practitioner, team nurse and social worker. We want your feedback about your Team.

8. My Team treats me with **respect**.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

9. I feel that my Team **involves me in decisions** about my care—e.g. health care, personal care, social services, etc. —to the extent that I want.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

10. When I have questions, **I know whom to call** to get an answer.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

11. My Team **listens and understands my concerns**. S/he listens and hears me.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

12. My Team **follows through** when s/he says s/he will do something.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

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13. My Team **responds quickly** to my questions or concerns.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

14. I am able to choose my daily routine of when I get up, have a bath, or eat my meals.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

15. The people who help me bathe, dress, or clean my house **listen to my needs and concerns**.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

16. I am able to **live where and with whom I choose**.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

17. Do you feel **threatened or mistreated**?

Always	Often	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

18. I have people I care about **who are involved in my life**—to the extent I want.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

19. I **have privacy** when I want it.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

20. I have **opportunities for social and recreational** activities in the community—to the extent that I want.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

Final

21. My health related concerns are addressed to the extent that I want.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

22. I feel that my personal care workers had **good training** when they first started working with me.

Always	Usually	Rarely	Never	No Opinion
5	4	3	2	1

Comments:

23. My **over all experience** with the Partnership Program has been?

Excellent	Good	Fair	Poor	No Opinion
5	4	3	2	1

Comments:

24. Can you list some **things that are better** for you since you joined the Partnership Program?

25. Can you list some **things that are not better** for you since you joined the Partnership Program?

26. **Would you recommend Partnership** to your friends? Yes ___ No ___ No Opinion ___

It is important that you know your complaint and appeal rights. **If you would like more information about your complaint and appeal rights**, please list your name and phone number and I will pass it along to your Team. _____

Thank you very much for your time.

Your feedback will help improve the Wisconsin Partnership Program.