



WISCONSIN DEPARTMENT
of HEALTH SERVICES

2018 Member Satisfaction Survey

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4/23/2019

P-00717 (06/2020)

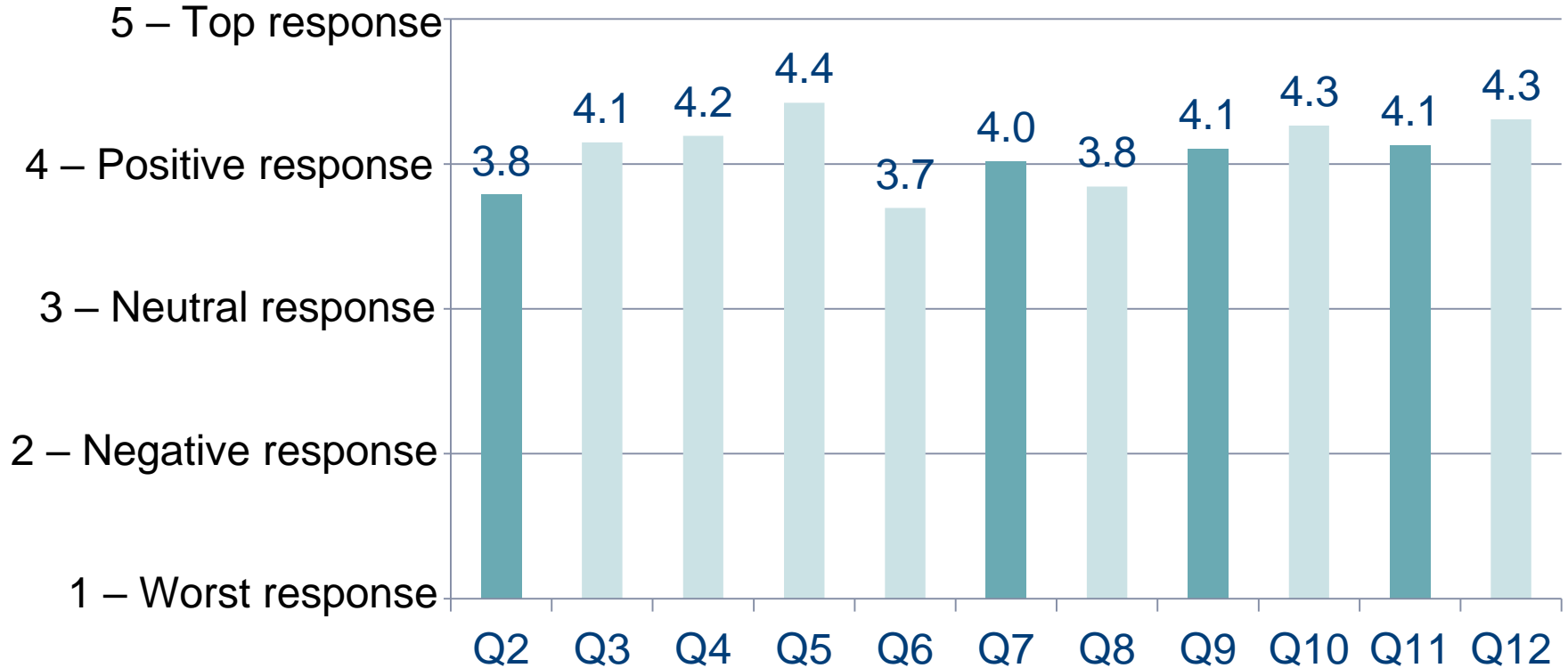
Survey Sample Criteria

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

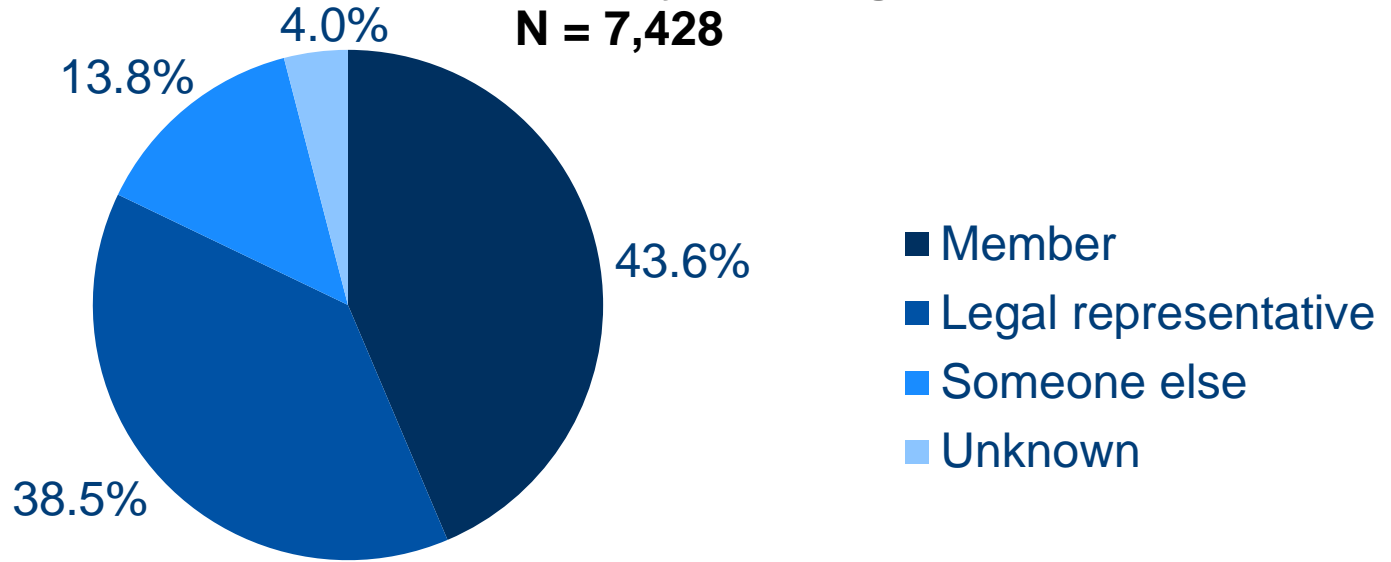
- Current participant
- Having been a participant for 6+ months
- Distributed among all three target groups

2018 Managed Care Member Satisfaction Survey Analysis

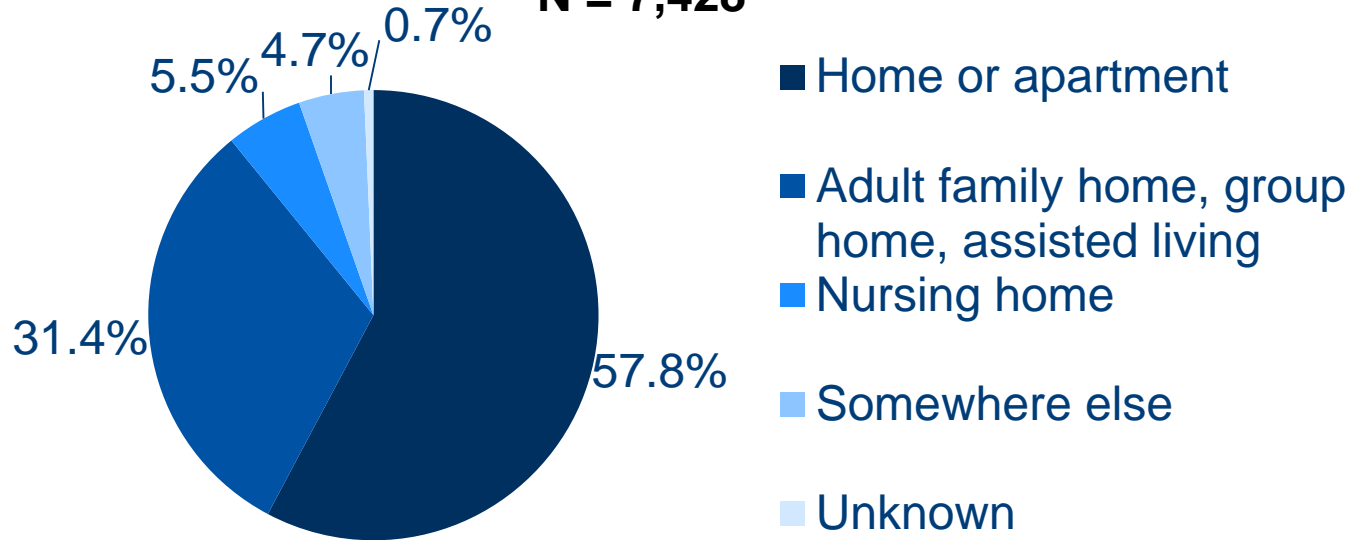
Survey Question Response – Managed Care (P4P questions: Q2, Q7, Q9, and Q11)



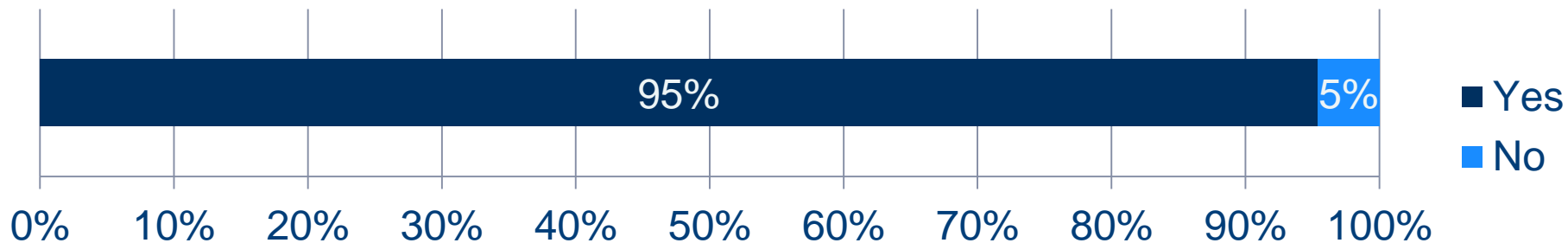
Who Answered Survey – Managed Care N = 7,428



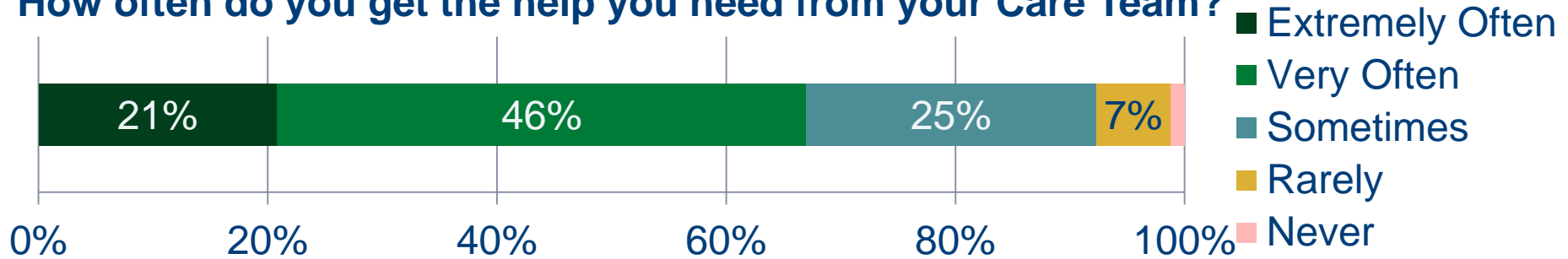
Member Living Situation – Managed Care N = 7,428



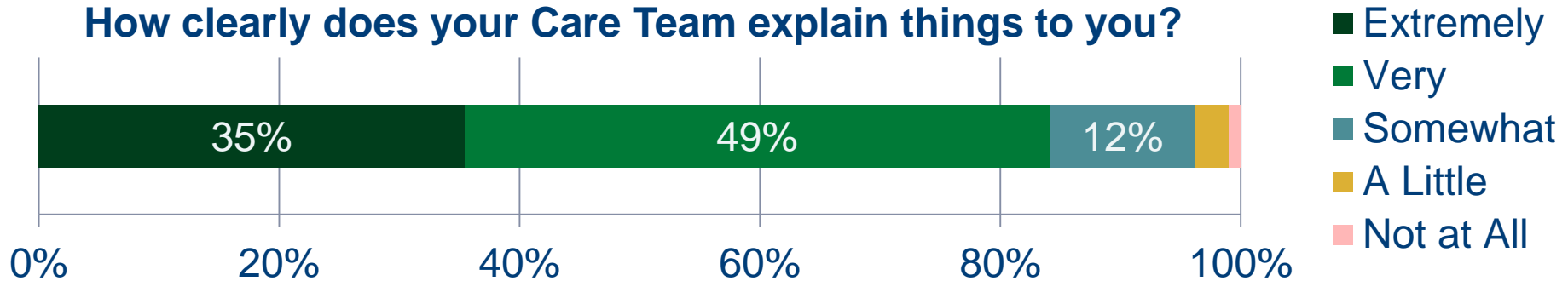
Can you contact your Care Team when you need to?



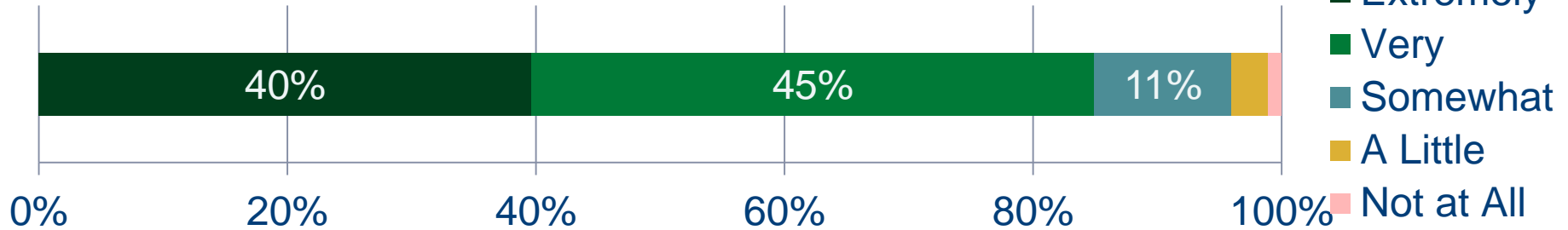
How often do you get the help you need from your Care Team?



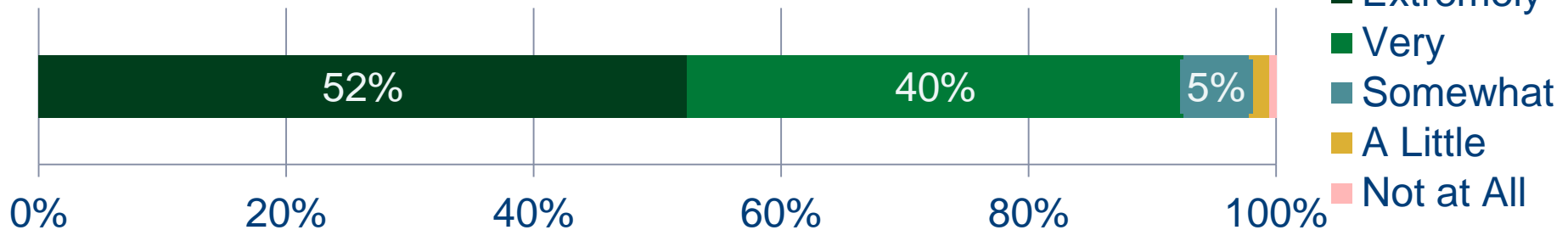
How clearly does your Care Team explain things to you?



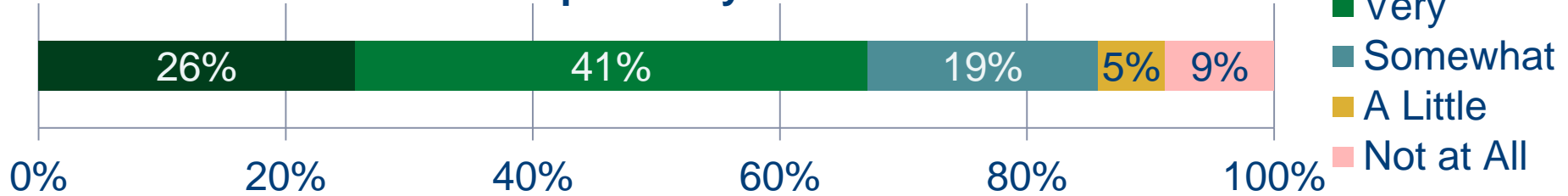
How carefully does your Care Team listen to you?



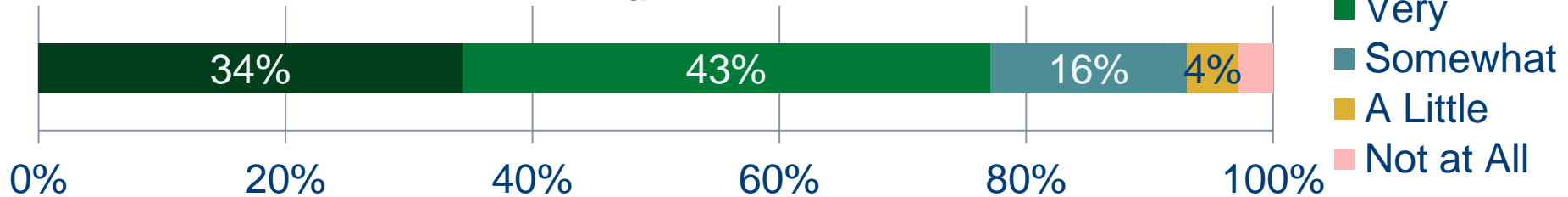
How respectfully does your Care Team treat you?



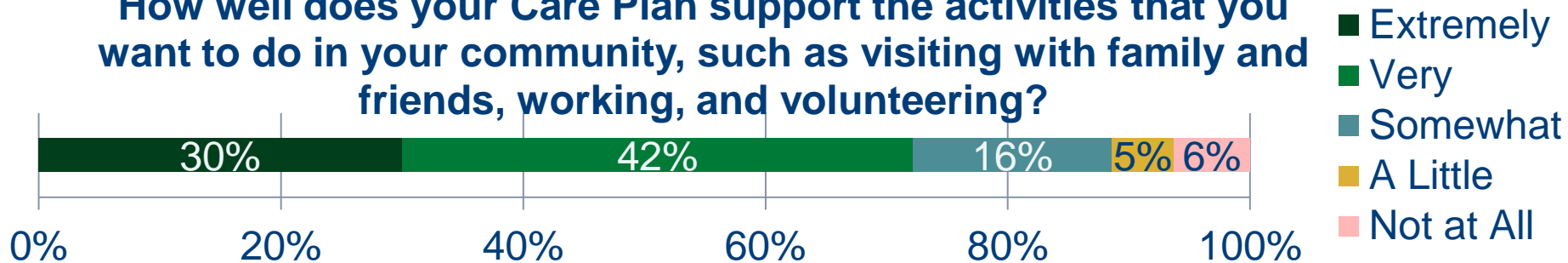
How well did your Care Team explain the Self-Directed Supports option to you?



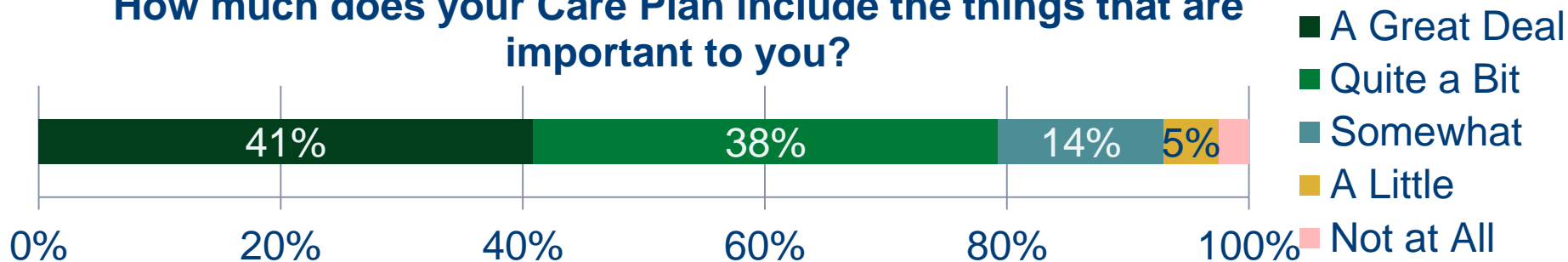
How involved are you in making decisions about your Care Plan?



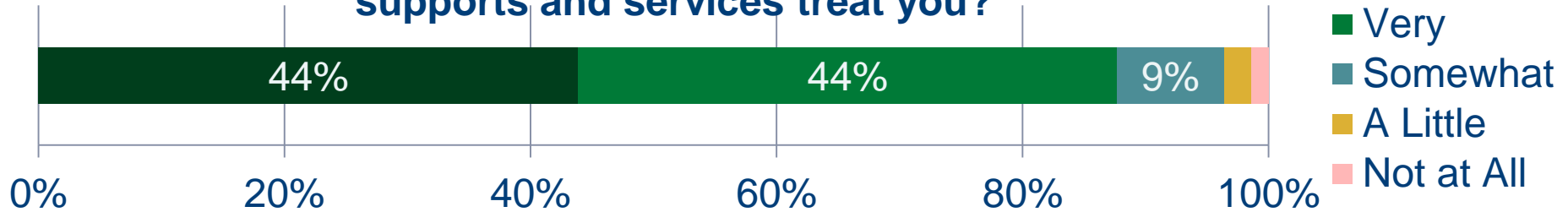
How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



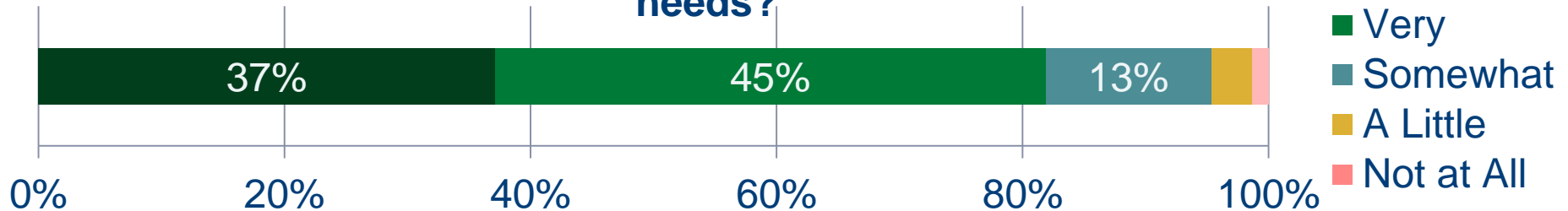
How much does your Care Plan include the things that are important to you?



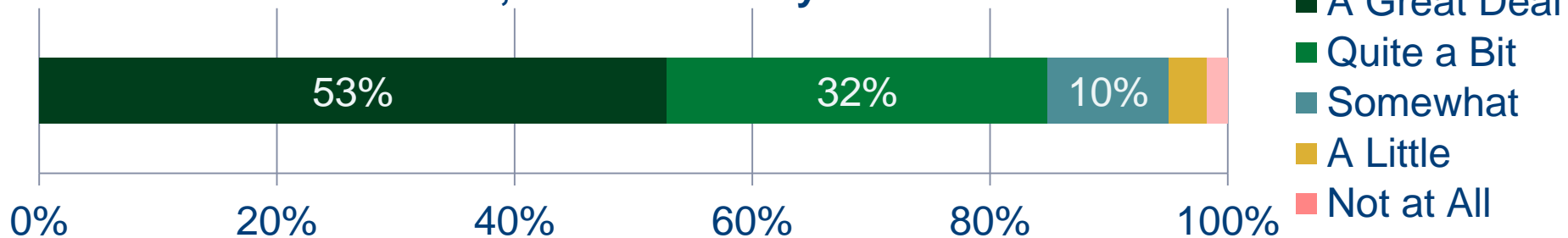
Overall, how respectfully do the people who provide you with supports and services treat you?



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

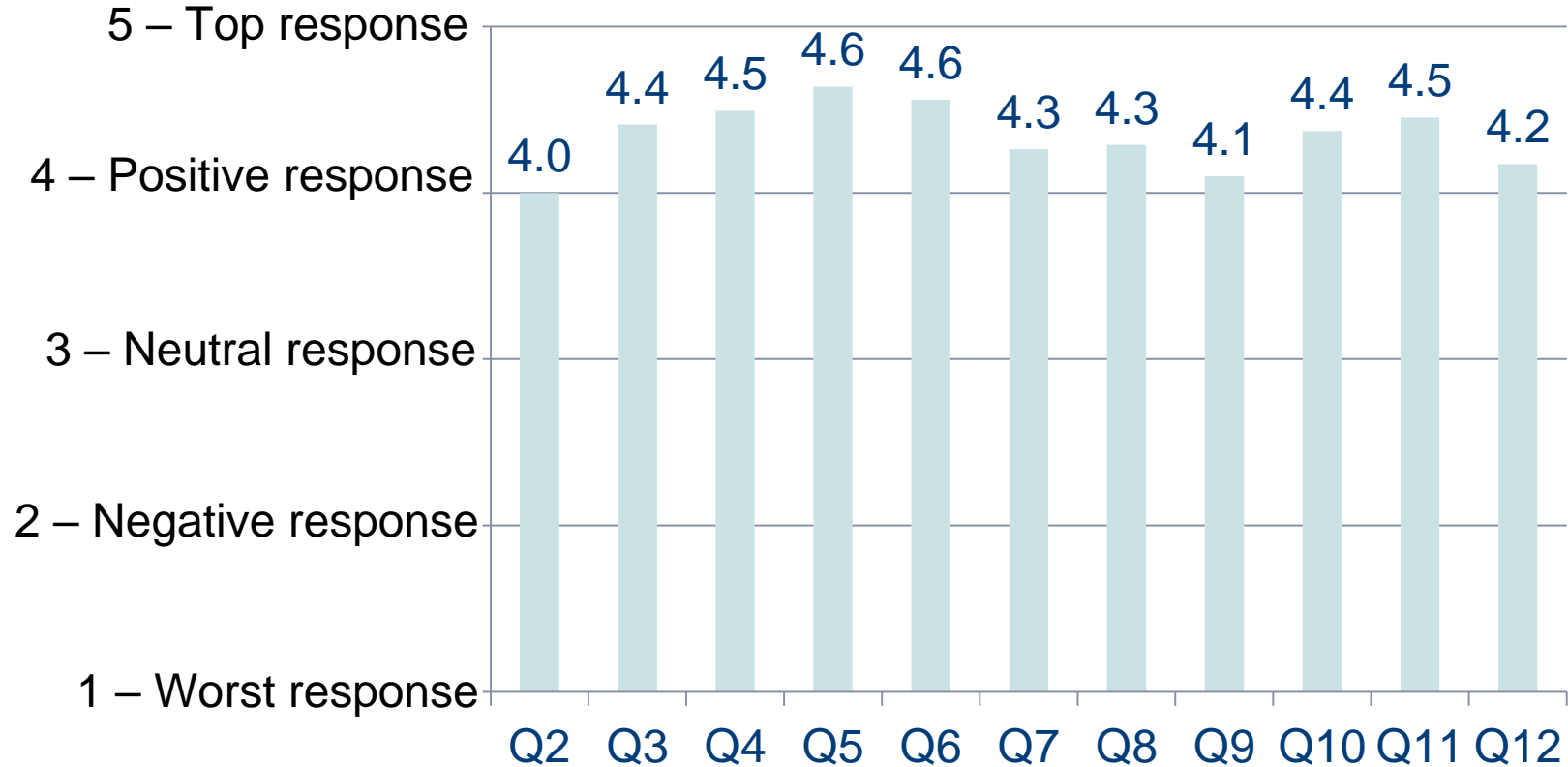


Overall, how much do you like MCO?

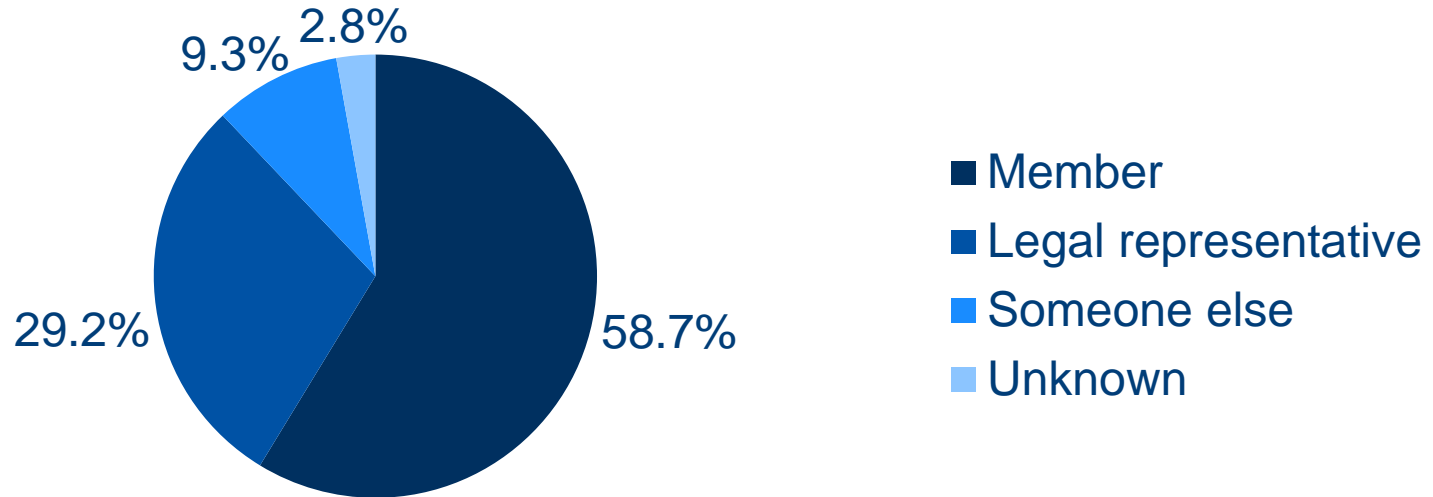


2018 IRIS Consultant Agency Participant Satisfaction Survey Analysis

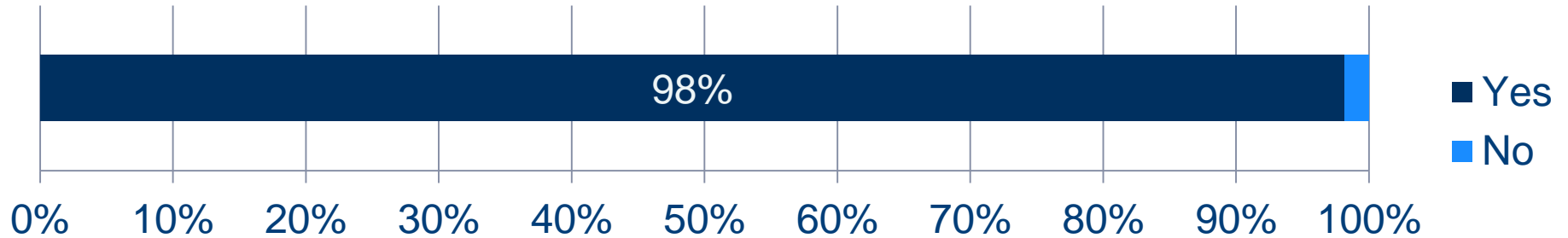
Survey Question Response – IRIS Consultant Agency



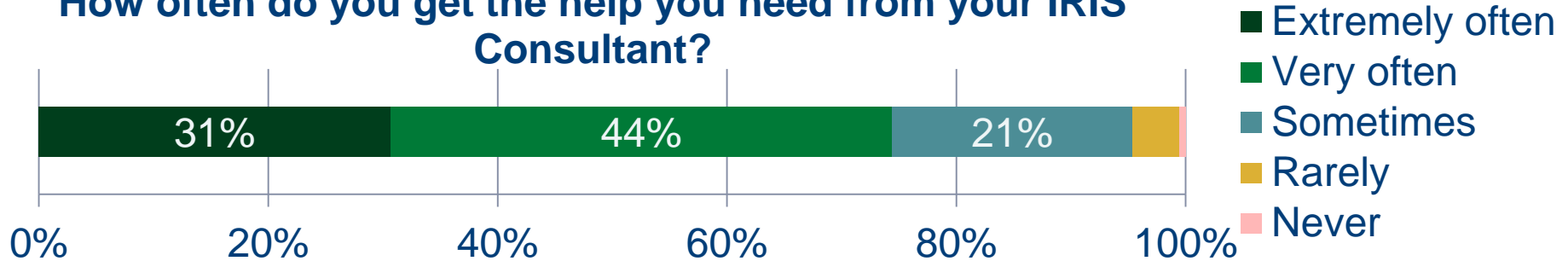
Who Answered Survey – IRIS Consultant Agency N = 2,117



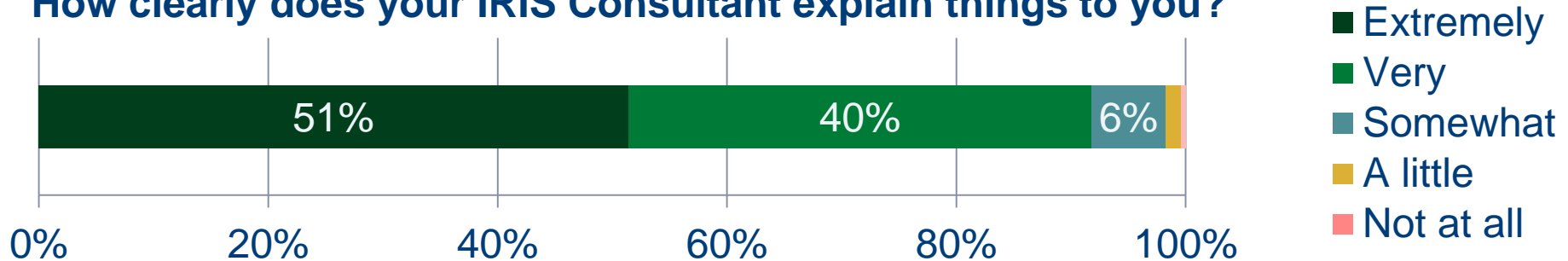
Can you contact your IRIS Consultant when you need to?



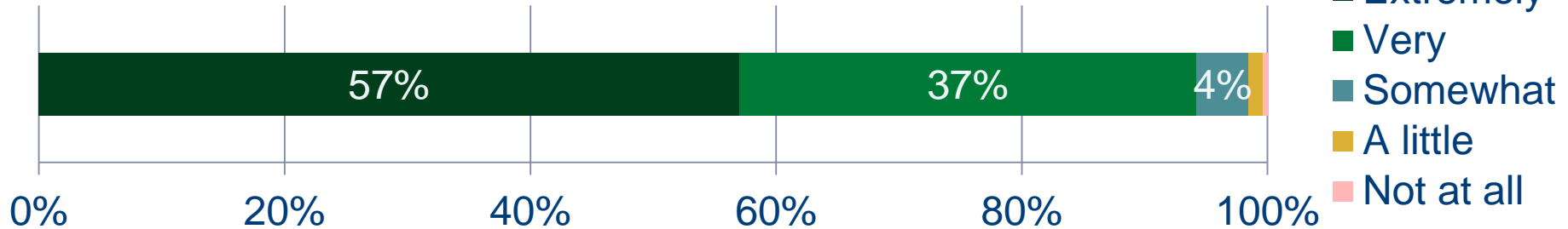
How often do you get the help you need from your IRIS Consultant?



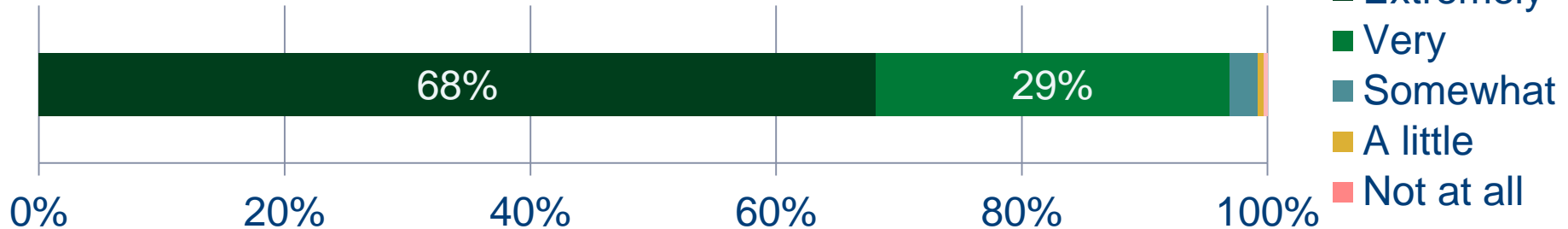
How clearly does your IRIS Consultant explain things to you?



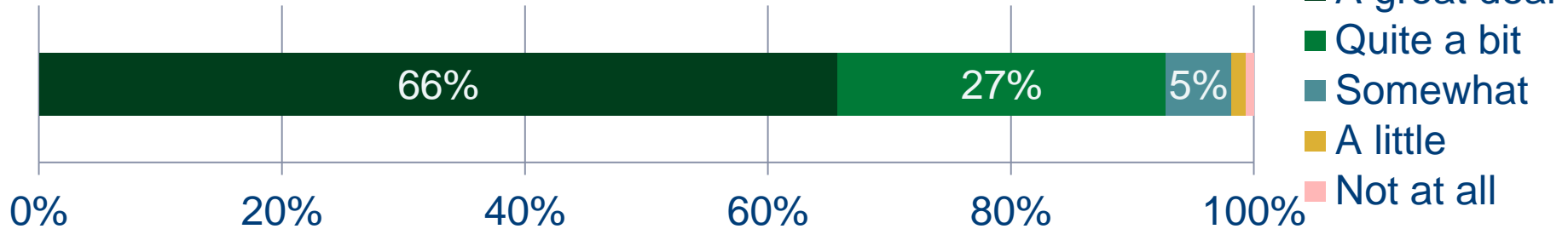
How carefully does your IRIS Consultant listen to you?



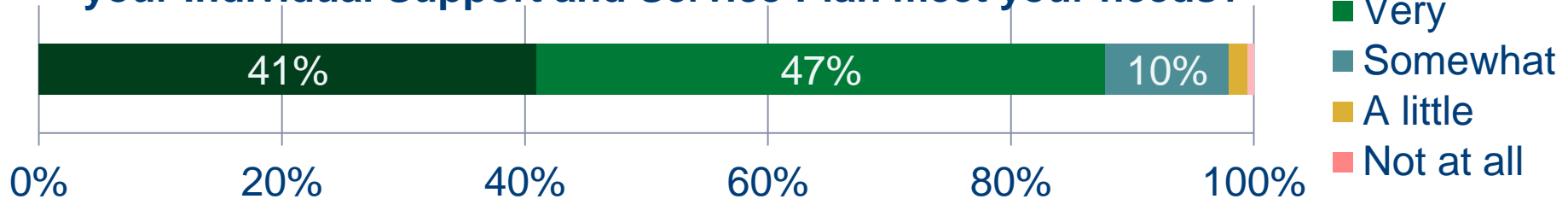
How respectfully does your IRIS Consultant treat you?



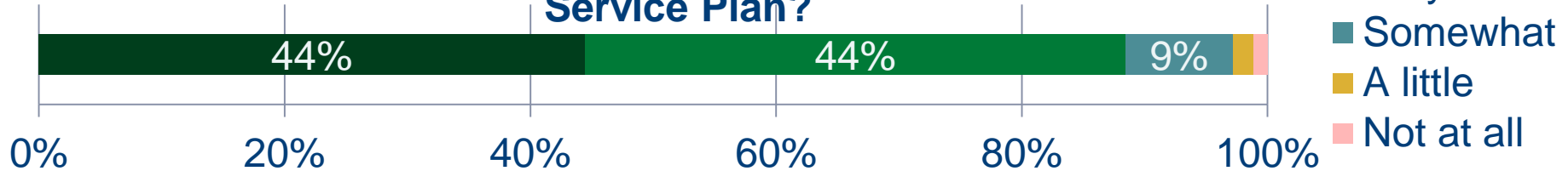
Overall, how much do you like your IRIS Consultant Agency?



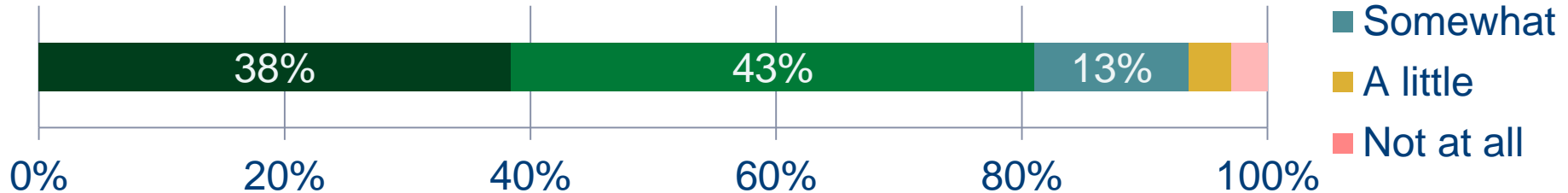
Overall how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?



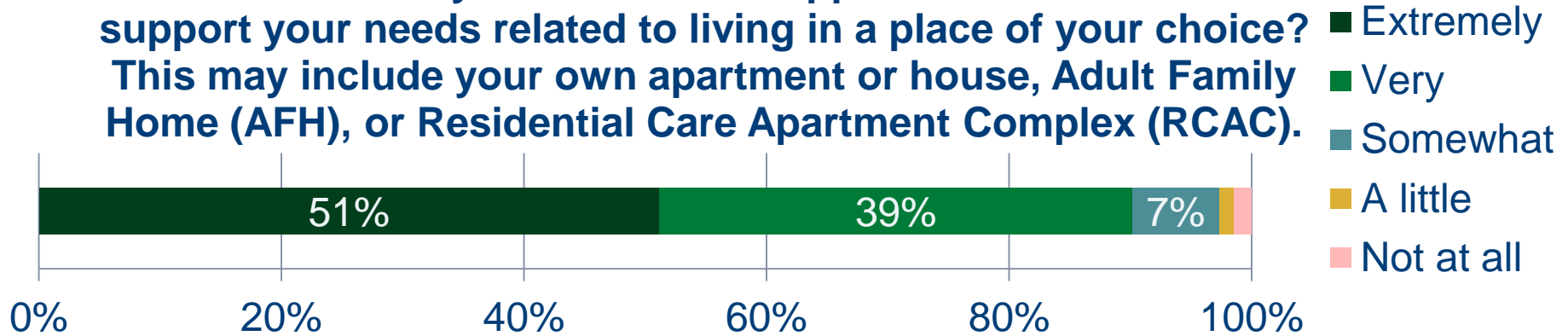
How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?



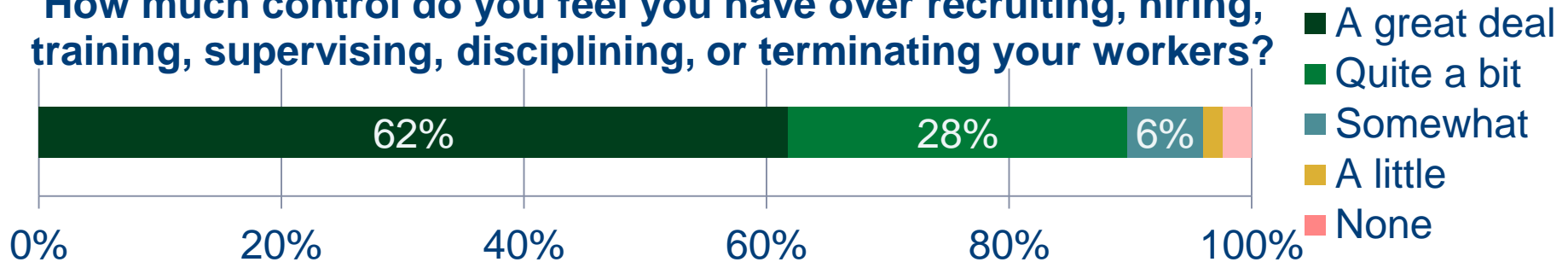
How well does your Individual Support and Service Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and...



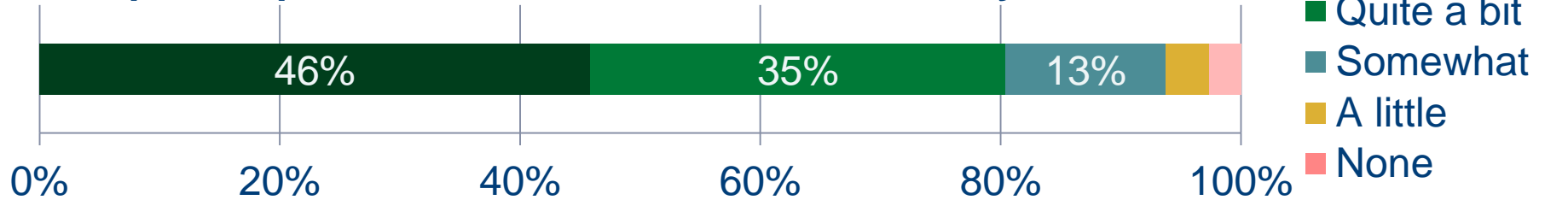
How well does your Individual Support and Service Plan support your needs related to living in a place of your choice? This may include your own apartment or house, Adult Family Home (AFH), or Residential Care Apartment Complex (RCAC).



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?

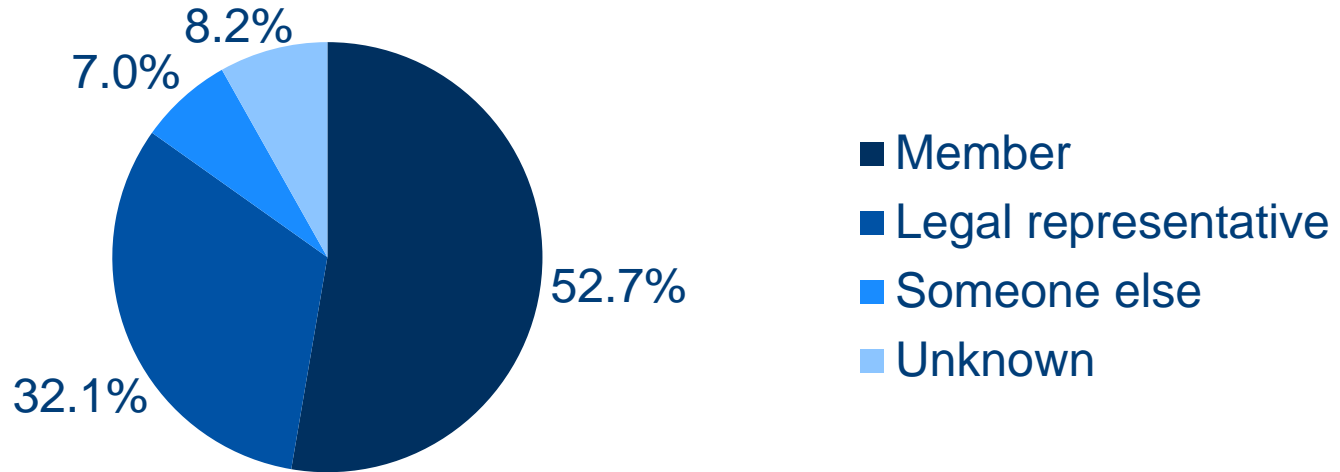


2018 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis

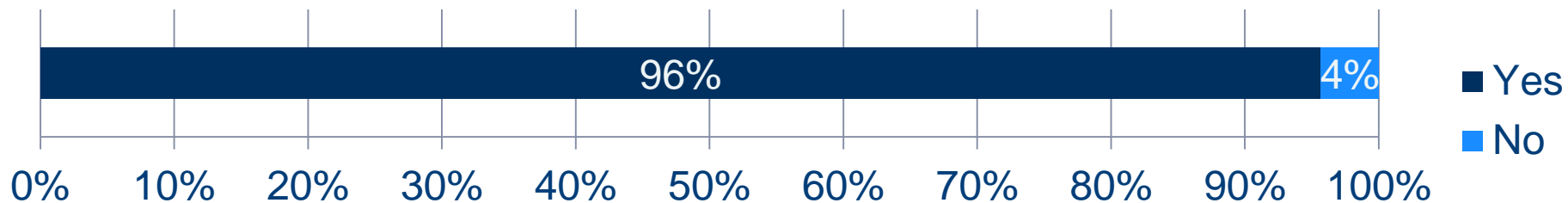
Survey Question Response – Fiscal Employment Agent



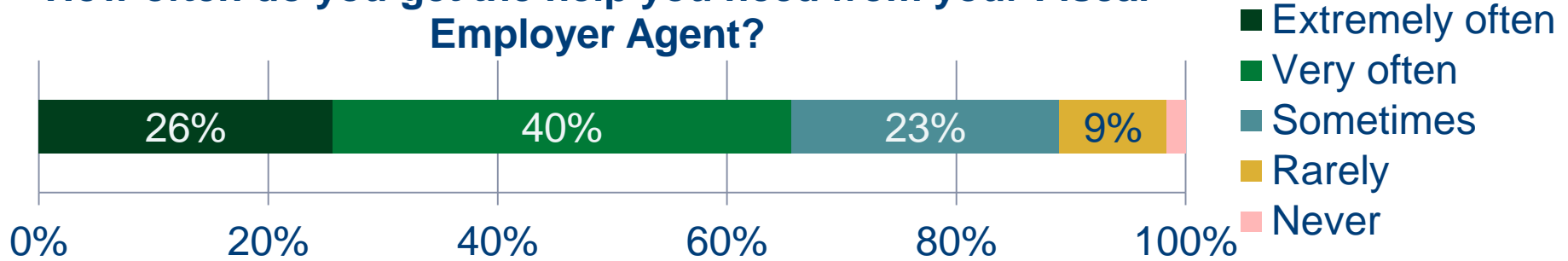
Who Answered Survey – Fiscal Employment Agent N = 2,149



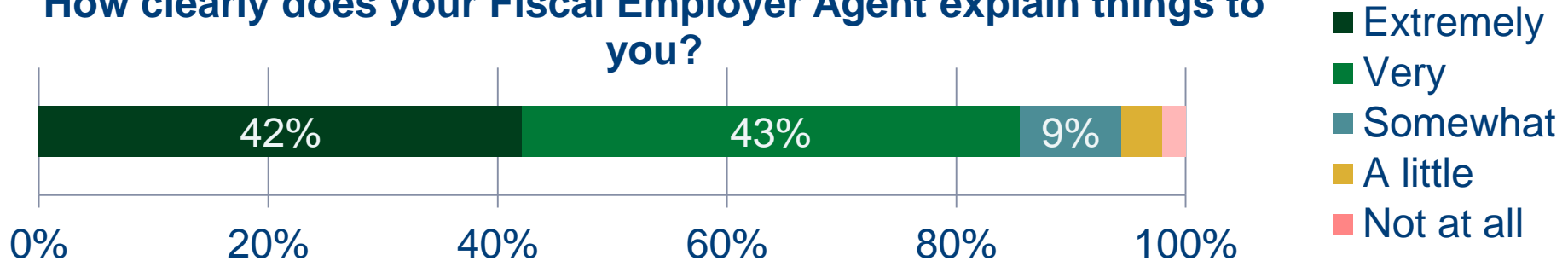
Can you contact your Fiscal Employer Agent when you need to?



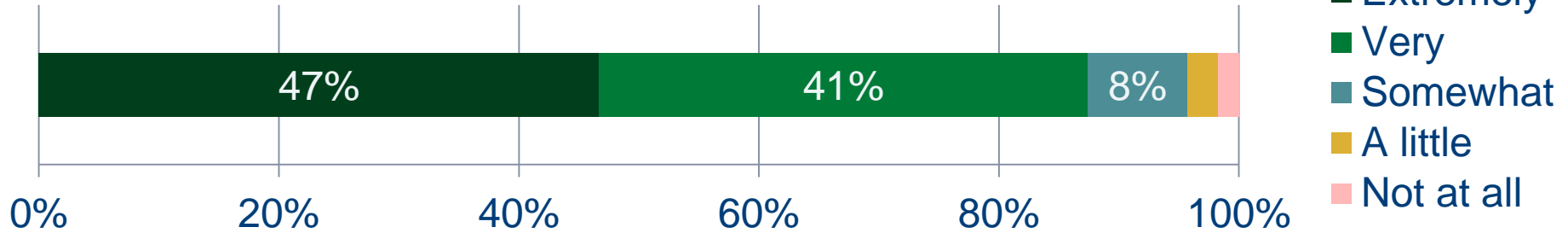
How often do you get the help you need from your Fiscal Employer Agent?



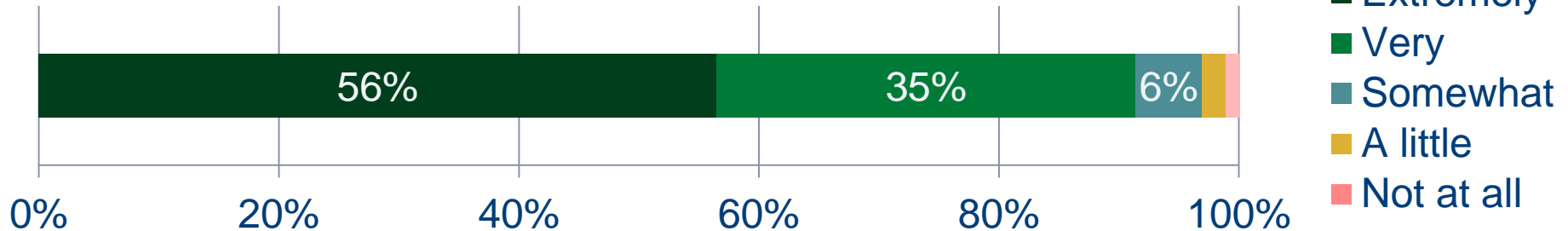
How clearly does your Fiscal Employer Agent explain things to you?



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?

