



MI Choice Client/Caregiver Satisfaction Survey October 2018

Area Agency on Aging West Michigan (West MI)

Executive Summary

- Survey conducted July-August 2018
- West MI's response rate was 26%
- Approximately 58% of the A&D surveys were completed by clients. The remaining surveys were completed with the assistance of a proxy respondent like a family member or care attendant.
- This document provides an overview of responses to multiple choice survey questions. To protect participant privacy, short-answer responses are not included here.

Background

The MI Choice Waiver Program is a 1915(c) Home and Community-Based Services waiver program intended to provide a variety of services to assist the elderly and persons with disability to remain in a community setting and avoid institutionalization. Michigan Department of Health and Human Services (MDHHS) manages access to the program through eligibility criteria focused on a need for nursing facility level of care in addition to financial criteria. MDHHS contracts with waiver agencies to deliver authorized program services.

Client or caregiver satisfaction surveys are required reporting elements from the waiver agencies to the MI Choice Program staff. During calendar year 2017, survey implementation transitioned from the individual agencies to the Michigan State University Institute for Health Policy (IHP). IHP staff identified all active clients by agency and randomly selected a sample for participation with a multi-modal (mail with telephone follow-up) survey to be executed by MSU's Office of Survey Research (OSR). The stated objective was to obtain an overall satisfaction rating of the statewide program. The survey disseminated included the same questions asked in prior years by the agencies to allow for comparison over time.

Client Identification and Selection

- IHP staff accessed the MDHHS Data Warehouse to identify active MI Choice program participants. The query used to extract the participant data ensured that beneficiaries were currently enrolled and had continuous enrollment in the MI Choice program for March, April, and May of 2018.



- The continuous enrollment requirement was imposed in order to ensure that potential respondents would have had sufficient time to experience services and supports from the agency.
- The eligible statewide population included 8,902 members which excluded those previously surveyed as well as those indicating a previous preference not to be contacted.
- Once a cohort of 4,000 participating members was identified and associated with their service agency, a simple random sampling was used to select 200 members per agency with a requirement of 30 completed responses with a preference of 50 completes for each agency imposed in order to report these agency-specific results.
- In the statewide report, survey analysis did not include blank responses for specific questions. This survey analysis does show areas where participants left specific survey questions blank.

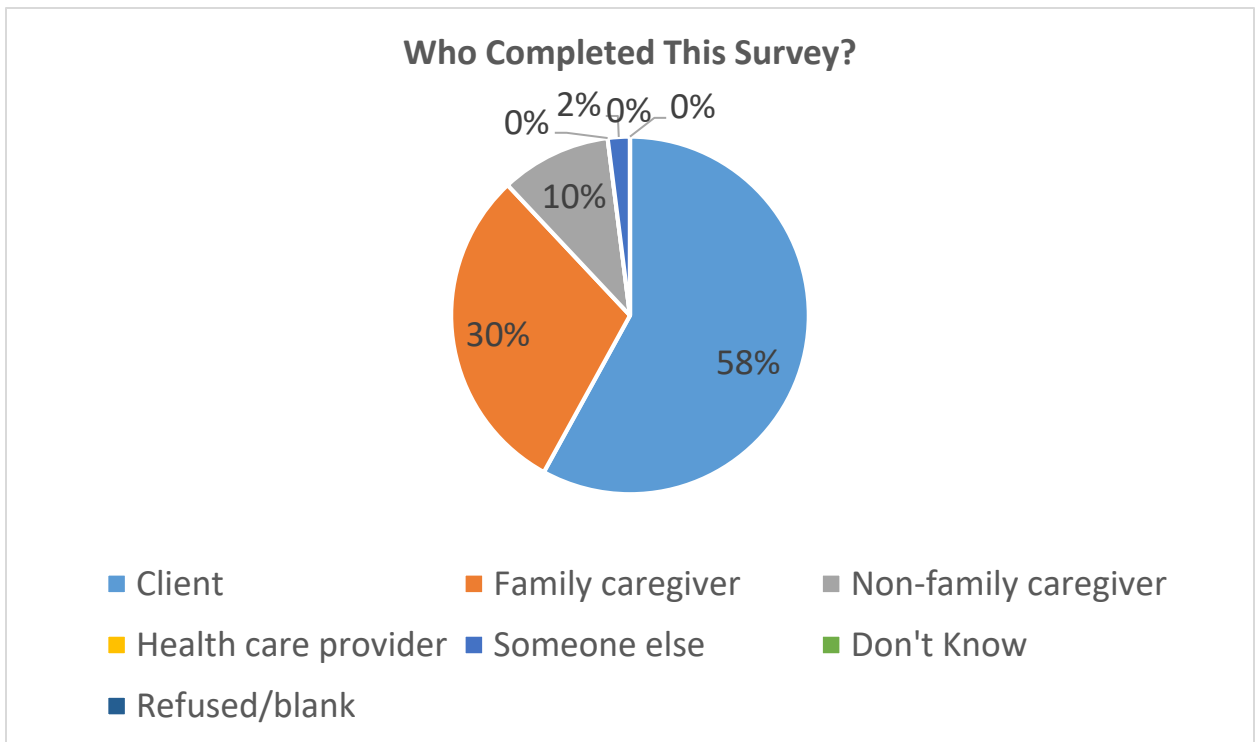
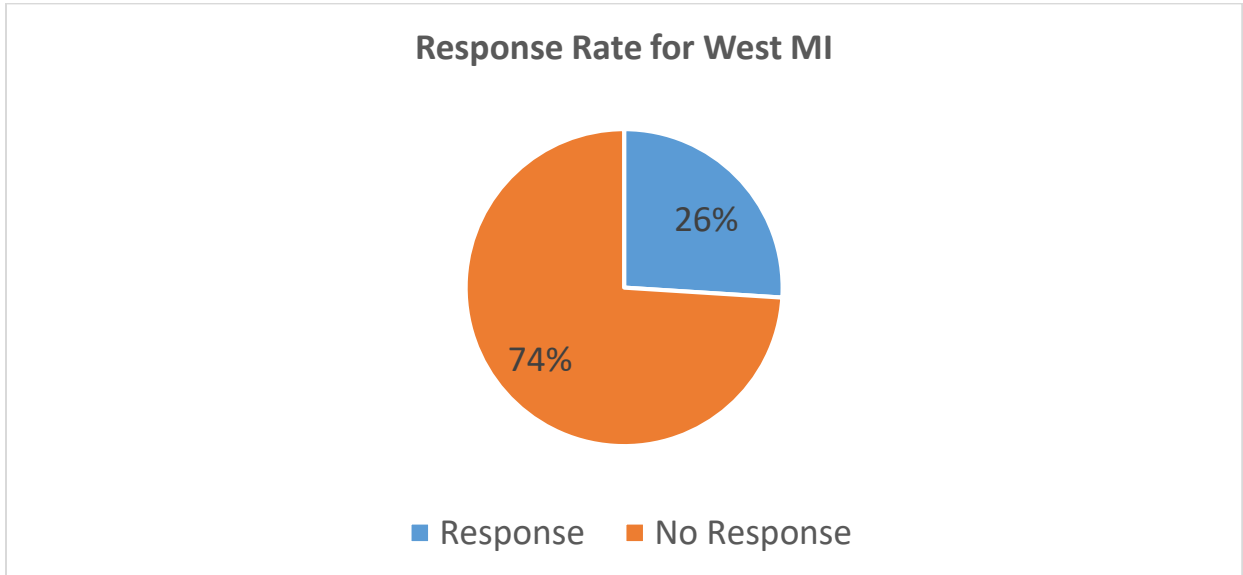
Client Communication and Survey Tool

- All selected clients received a survey packet including a cover letter explaining IHP's role in the survey process and asking for their participation, the survey instrument and a self-addressed stamped return envelope. The letter also included a phone number to call if participants had any questions, and a different number to call if they wished to participate by phone instead.
- Outbound calling by interviewers was only done for those agencies that were unlikely to reach the goal of 50 completes solely by mail.
 - The interview was based off of the paper questionnaire and was modified from the paper questionnaire wording only when necessary to make sense when heard instead of read.
 - A maximum of 4 calls would be made for any given case.
- By the end of August, each agency had at least 49 completes.
- The average interview length for interviews completed by outbound calls statewide was 6.6 minutes with a range of 1 to 20 minutes. For those that called in, the average interview length was 12.1 minutes with a range of 5 to 31 minutes.
 - The average number of outbound calls to get a complete was 1.3 with a range of 1 to 5 statewide.
 - The majority of completes (79.7) statewide occurred on the first call.



Results and Statistical Analysis for Area Agency on Aging of West MI.

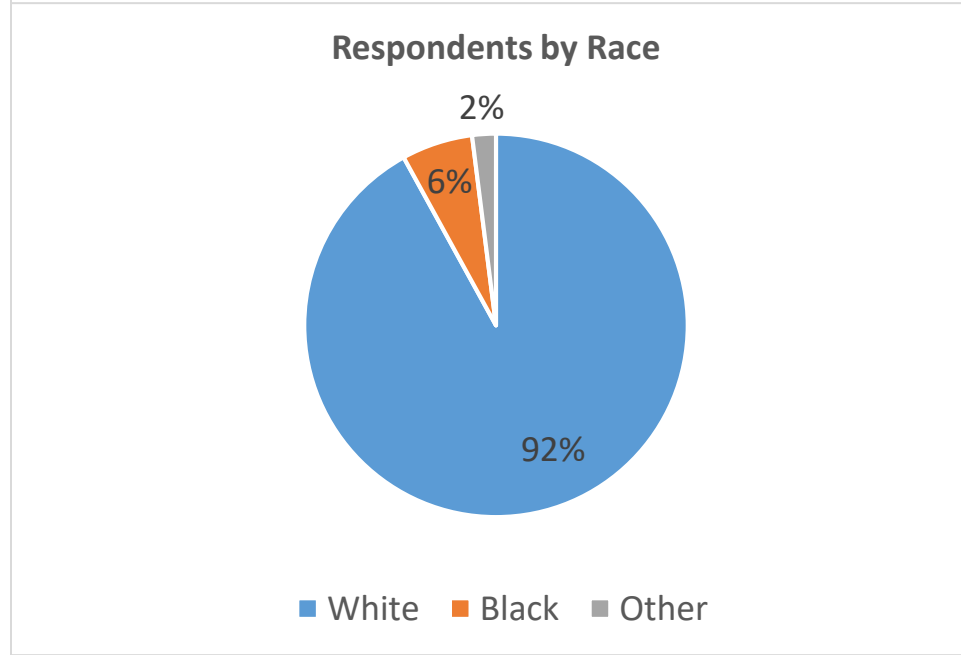
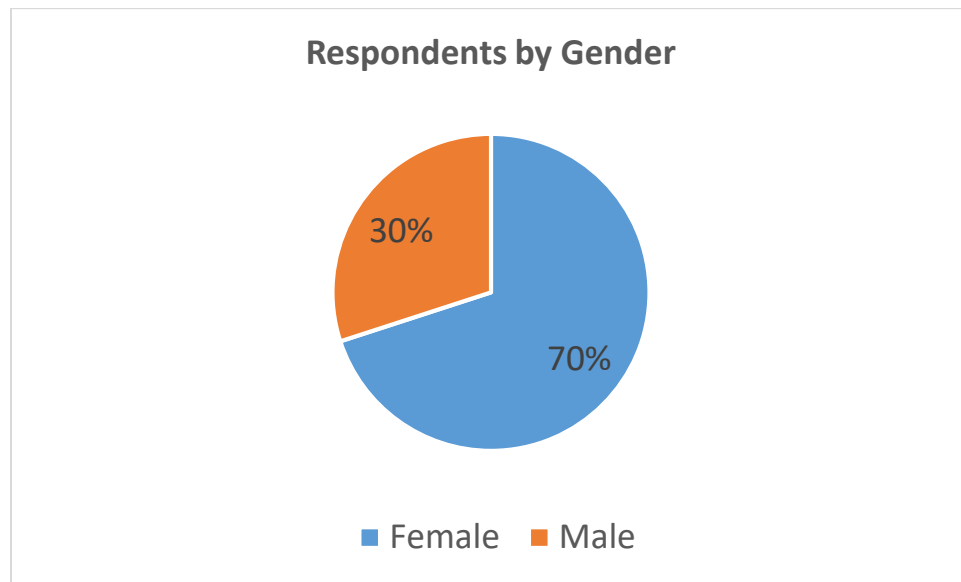
- 50 individuals responded to this survey. This represents a 26% response rate.
- 58% of respondents personally completed the survey. Others completed the survey with the assistance of a proxy.





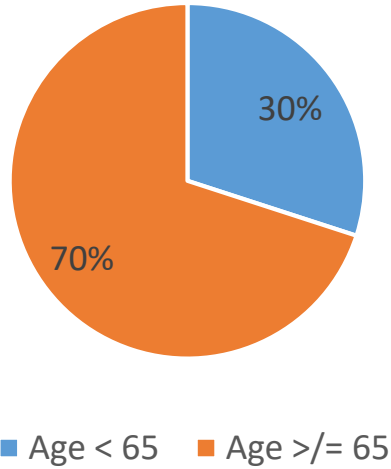
Respondents by County

Responder County	Count of Responses	Proportion of Responses
ALLEGAN	2	4.00%
IONIA	5	10.00%
KENT	31	62.00%
MASON	1	2.00%
MECOSTA	2	4.00%
MONTCALM	2	4.00%
NEWAYGO	3	6.00%
OSCEOLA	4	8.00%
Total	50	100.00%

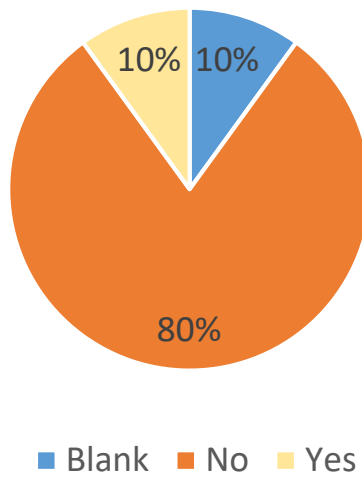




Respondents by Age Class

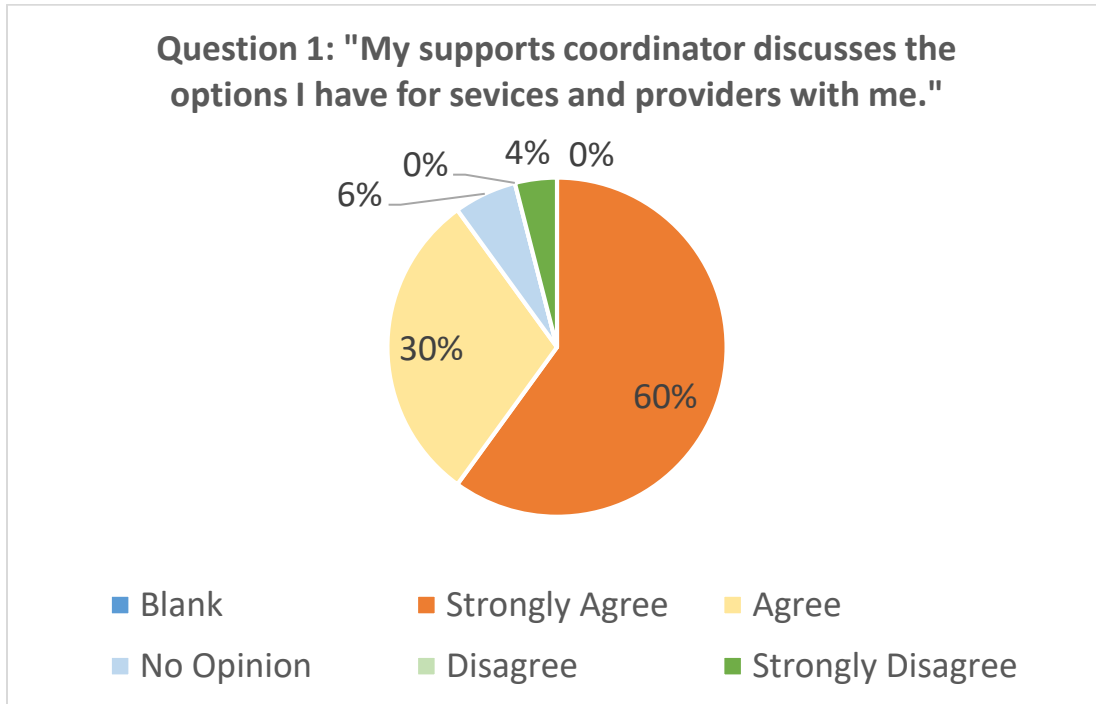


Respondents Indicating They Would Like to Speak to a Supervisor



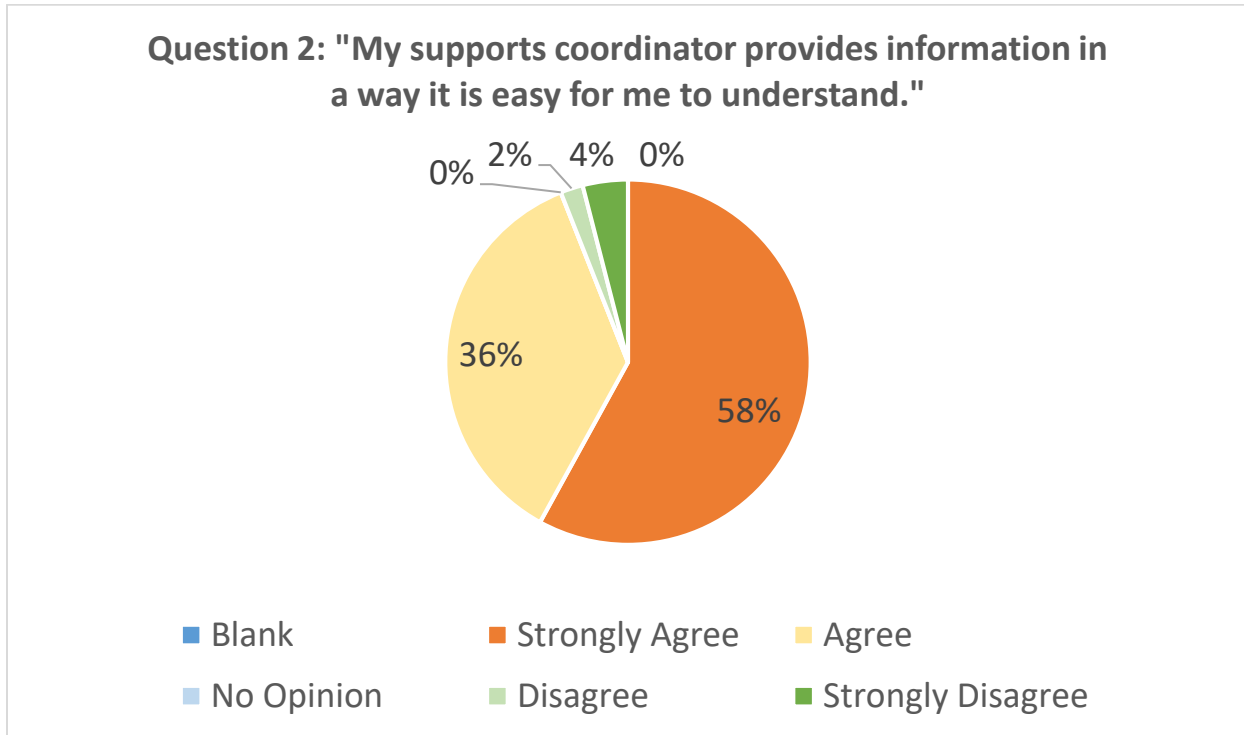


Question 1 Responses



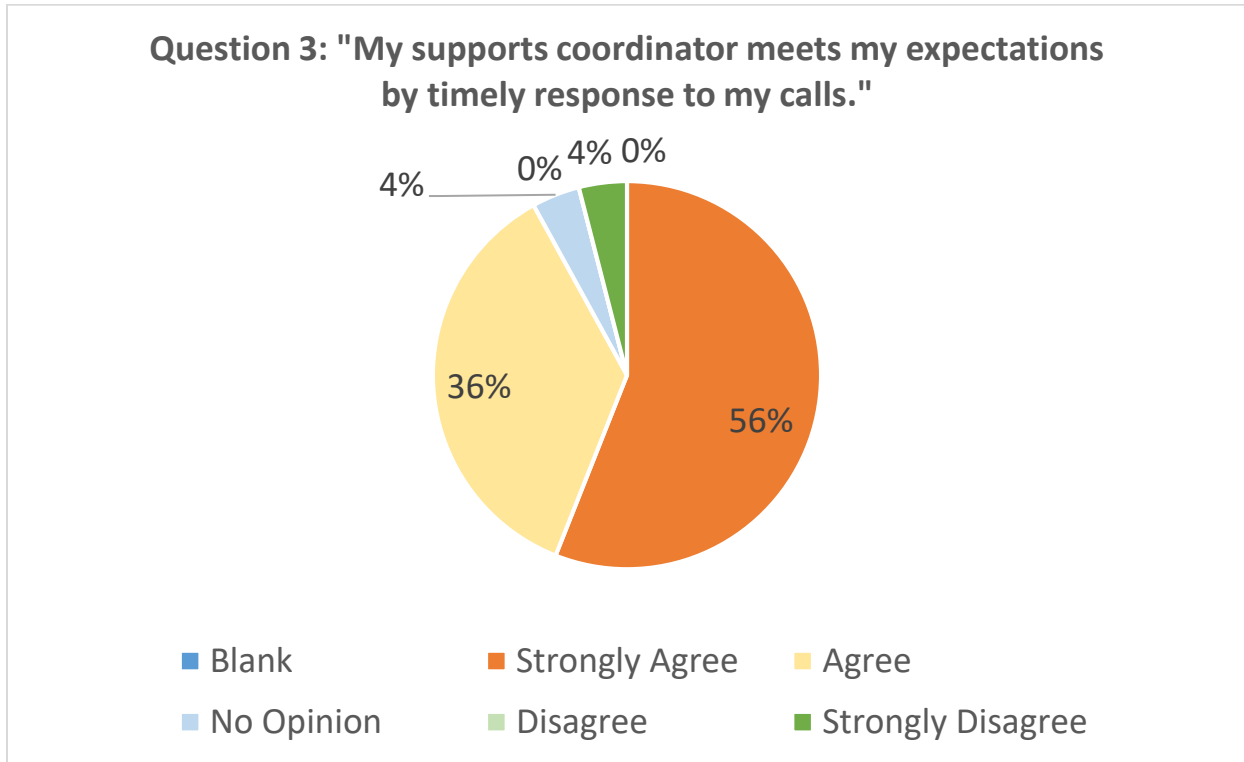


Question 2 Responses



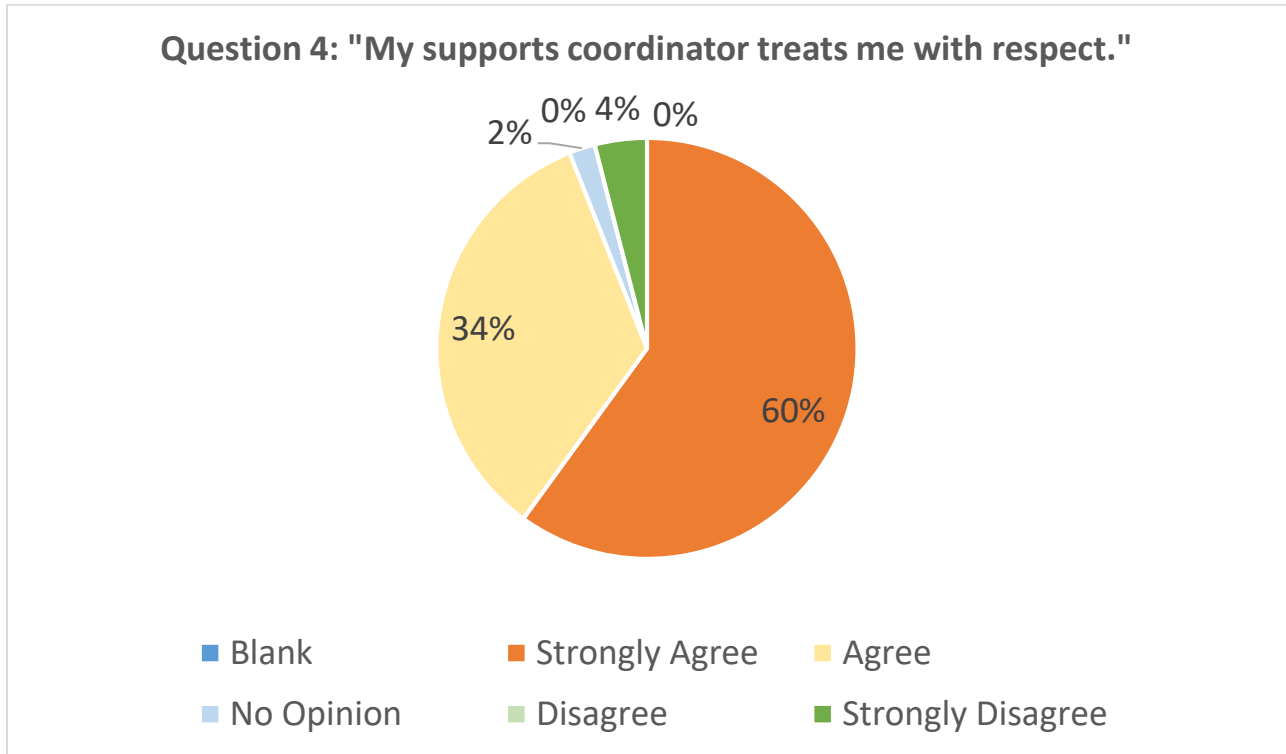


Question 3 Responses



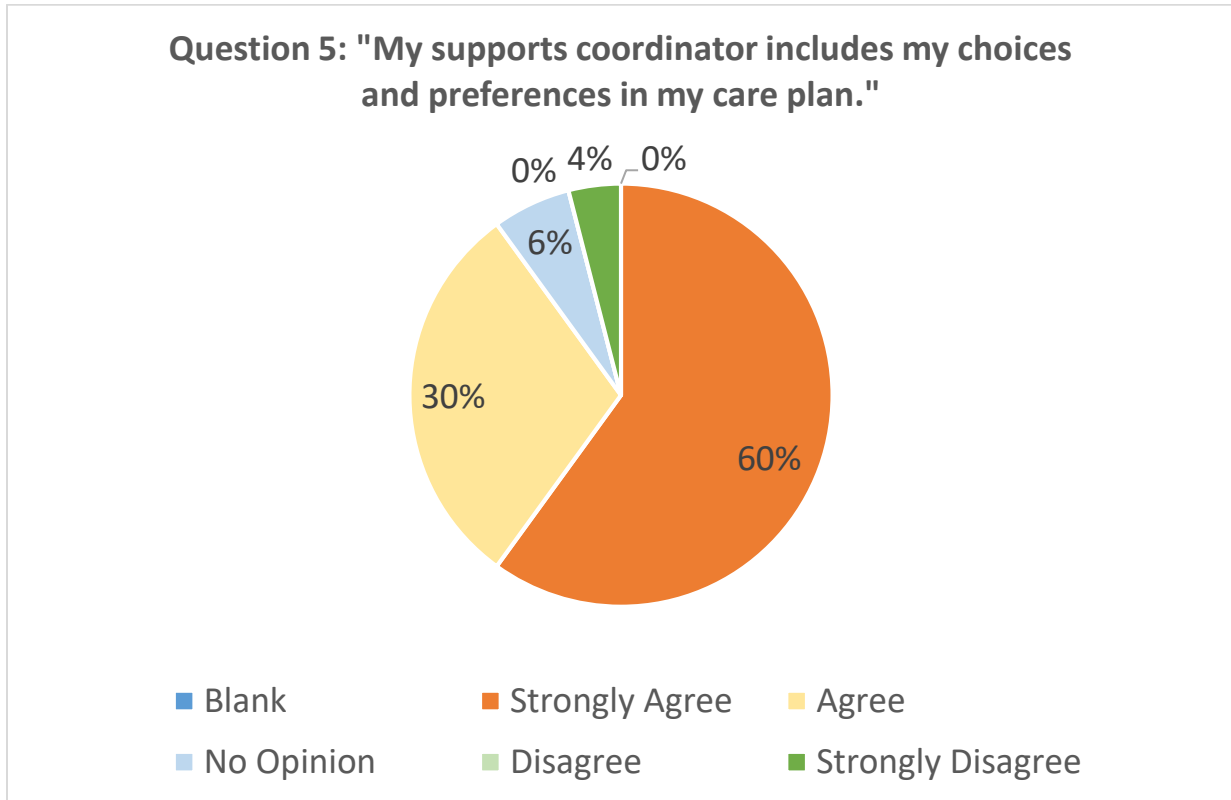


Question 4 Responses



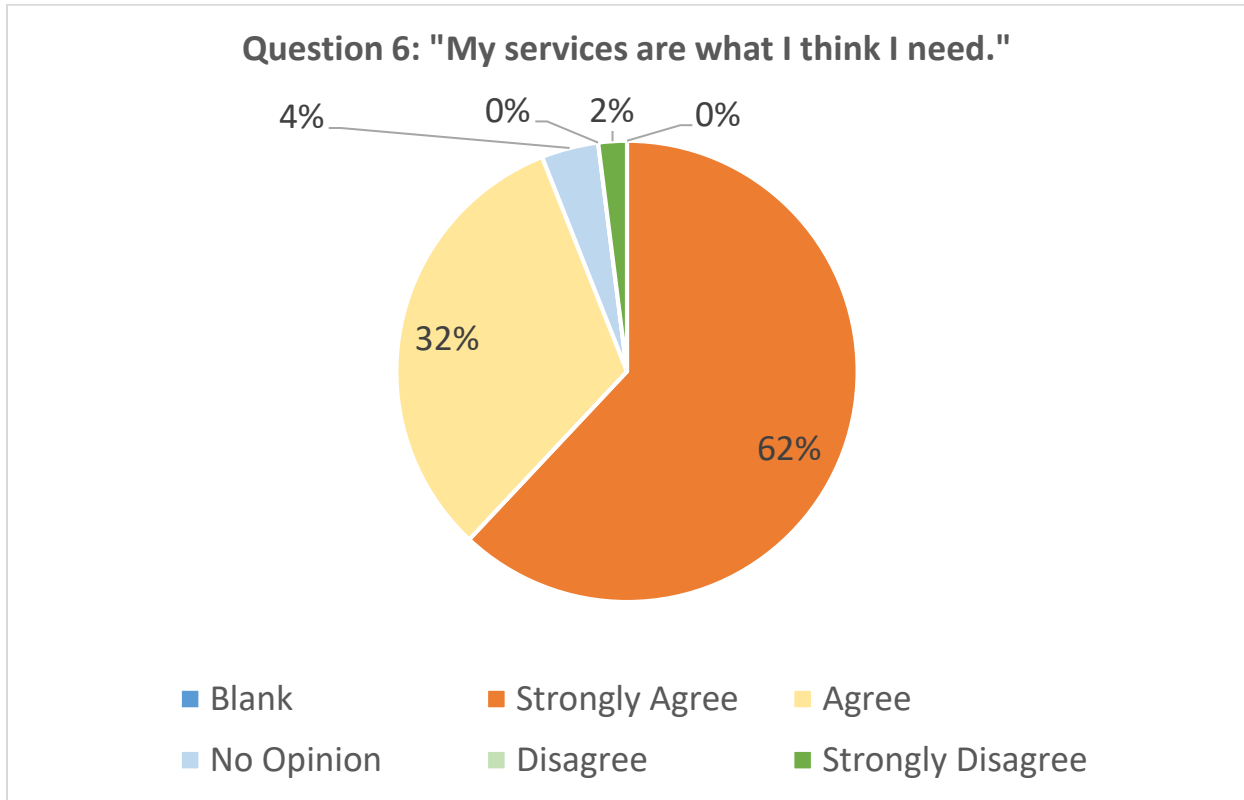


Question 5 Responses



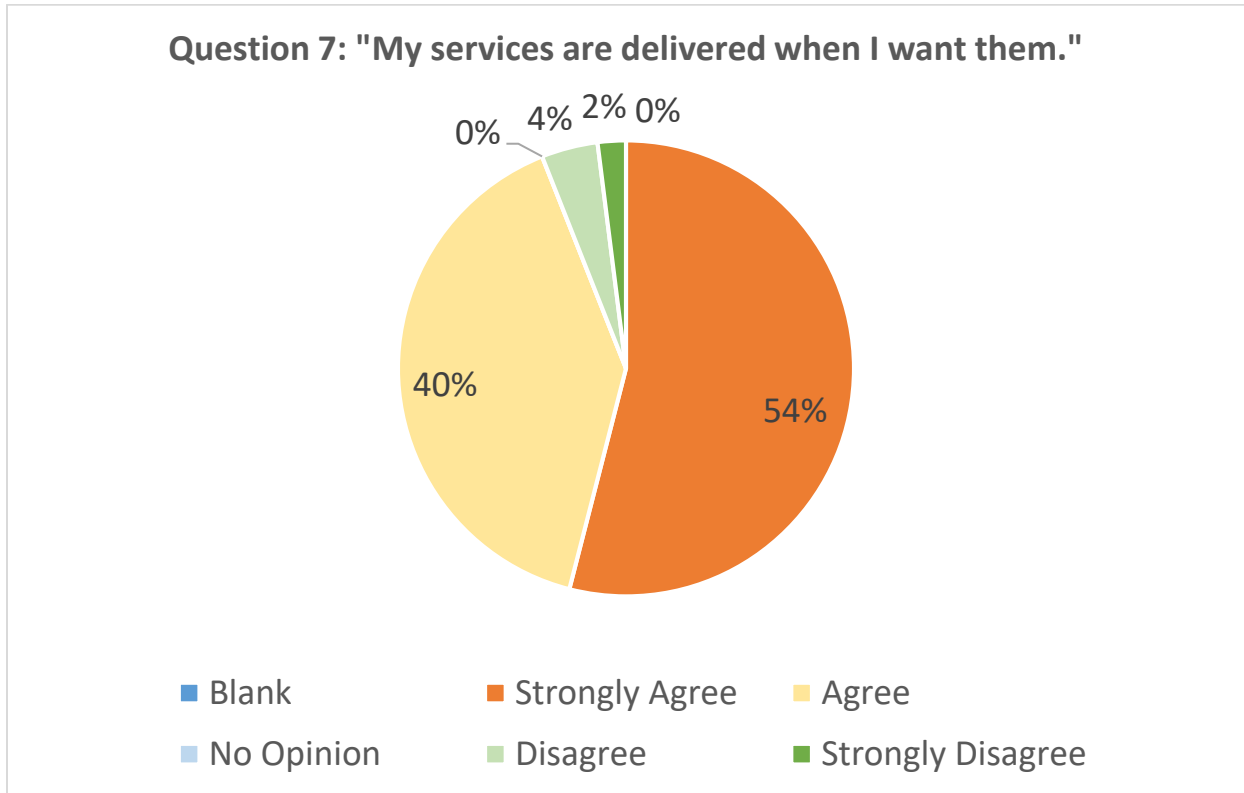


Question 6 Responses



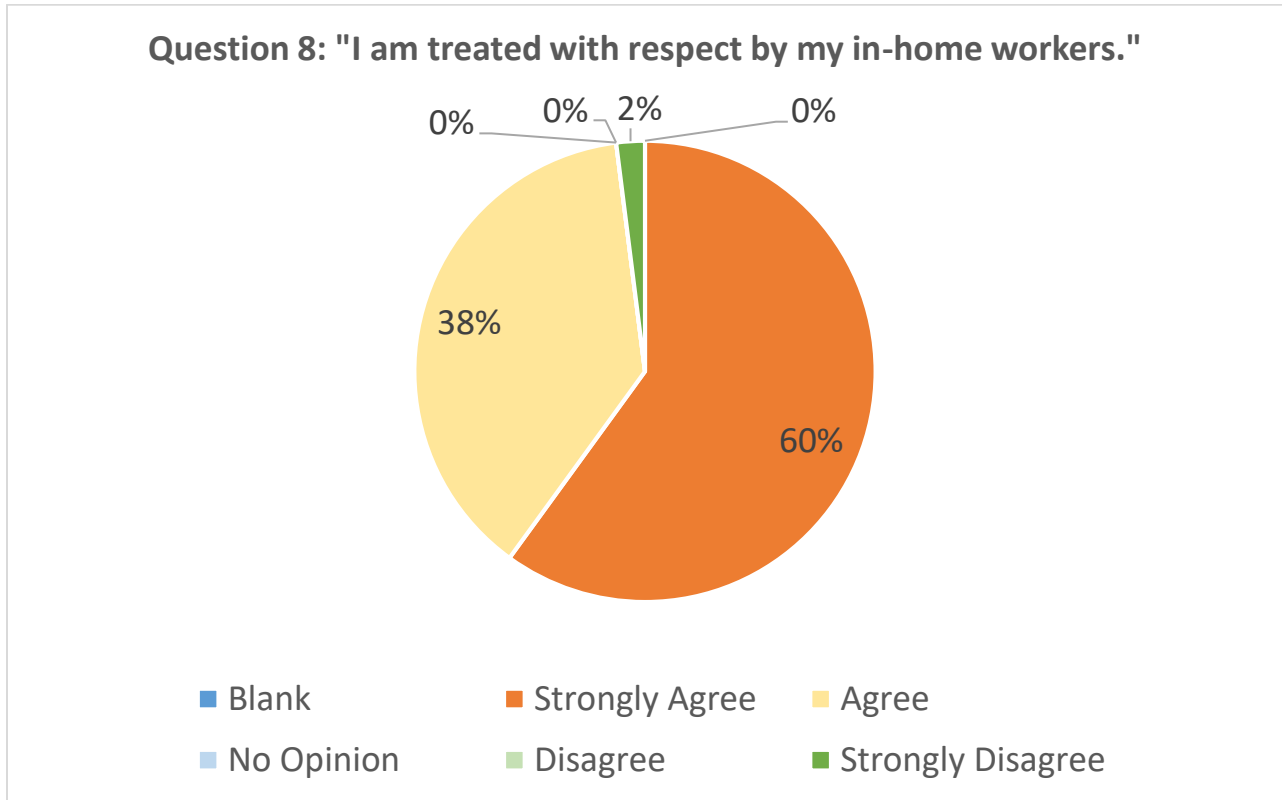


Question 7 Responses



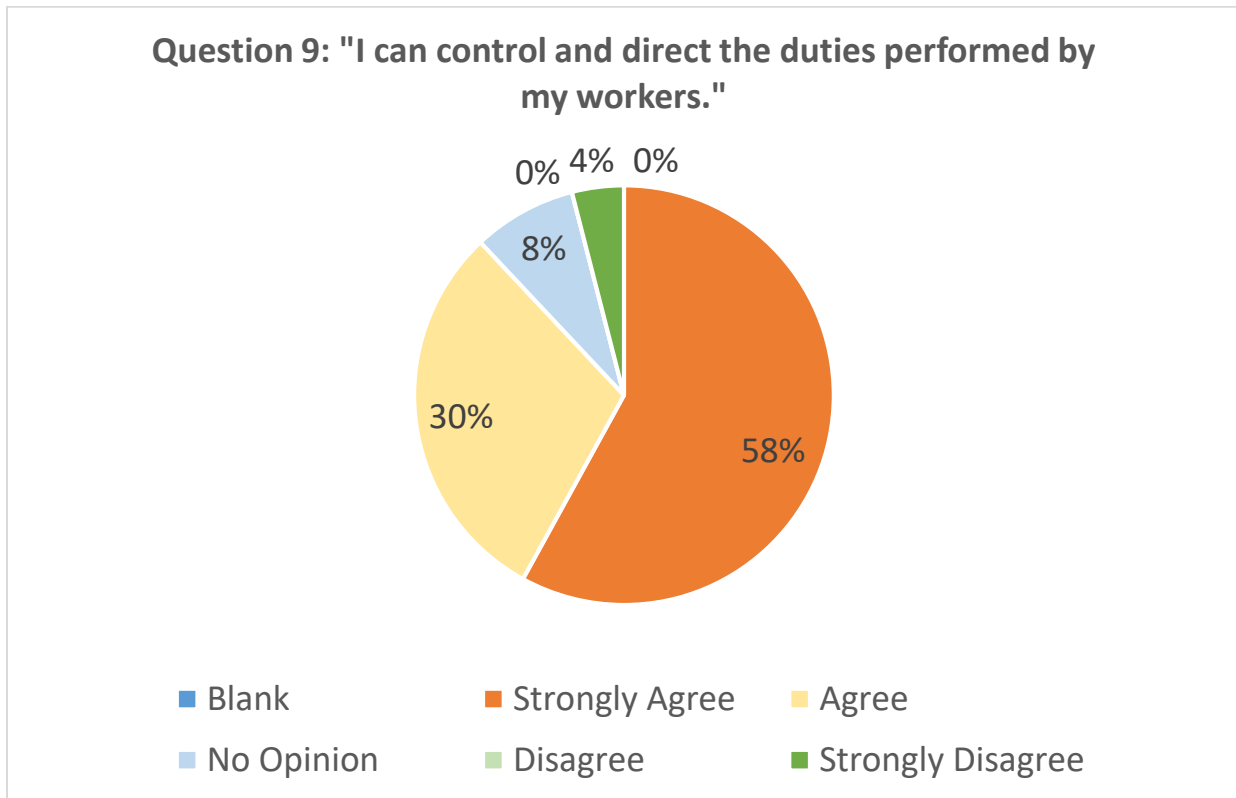


Question 8 Responses



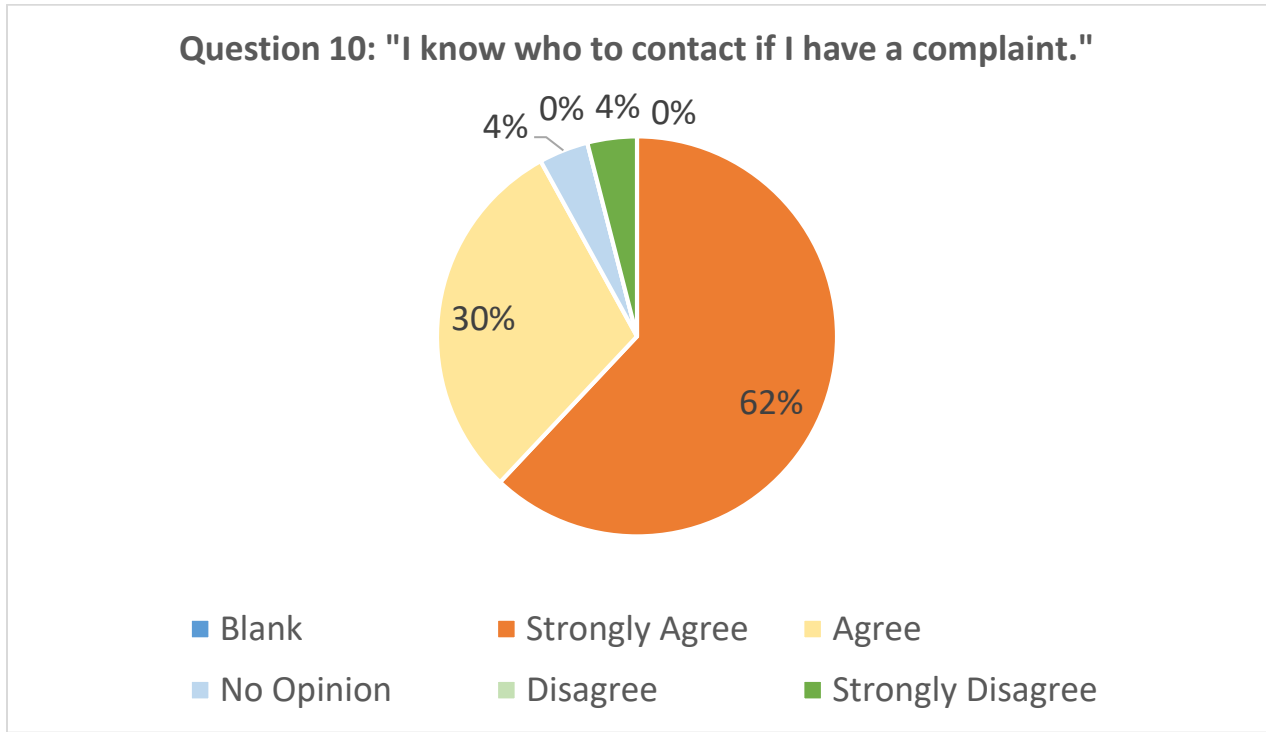


Question 9 Responses



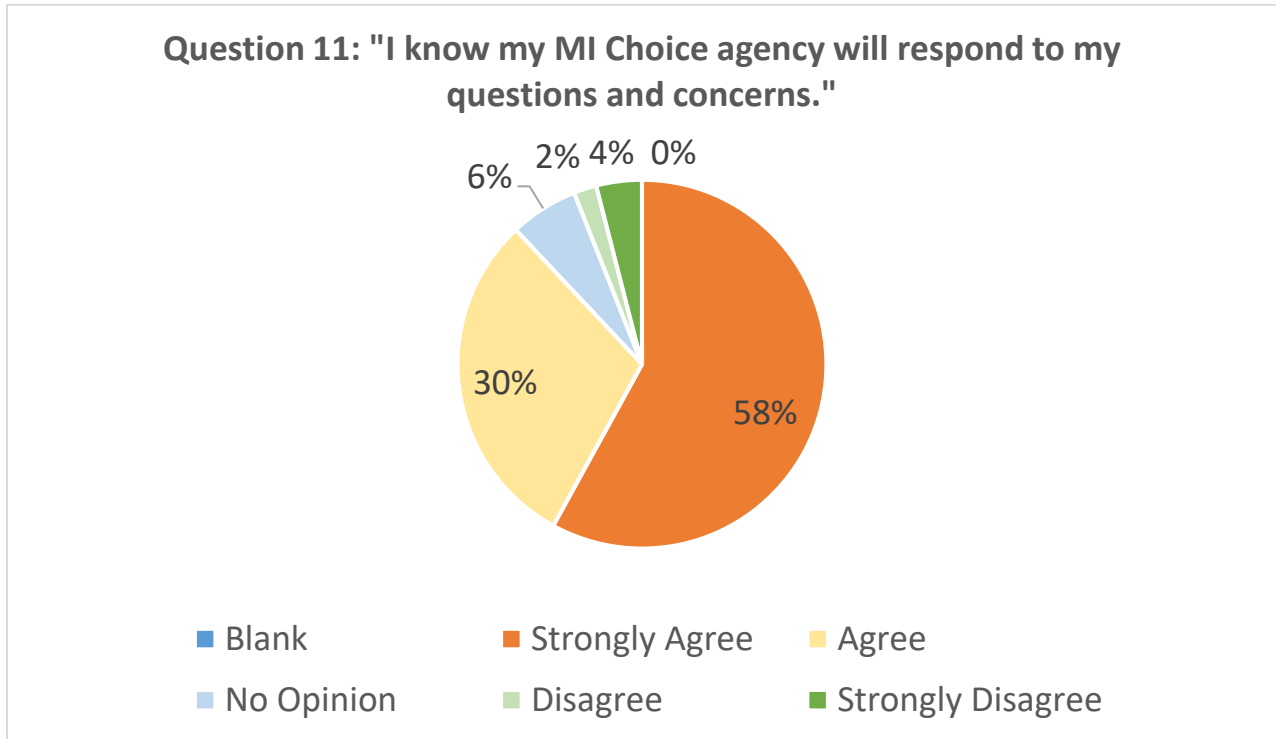


Question 10 Responses



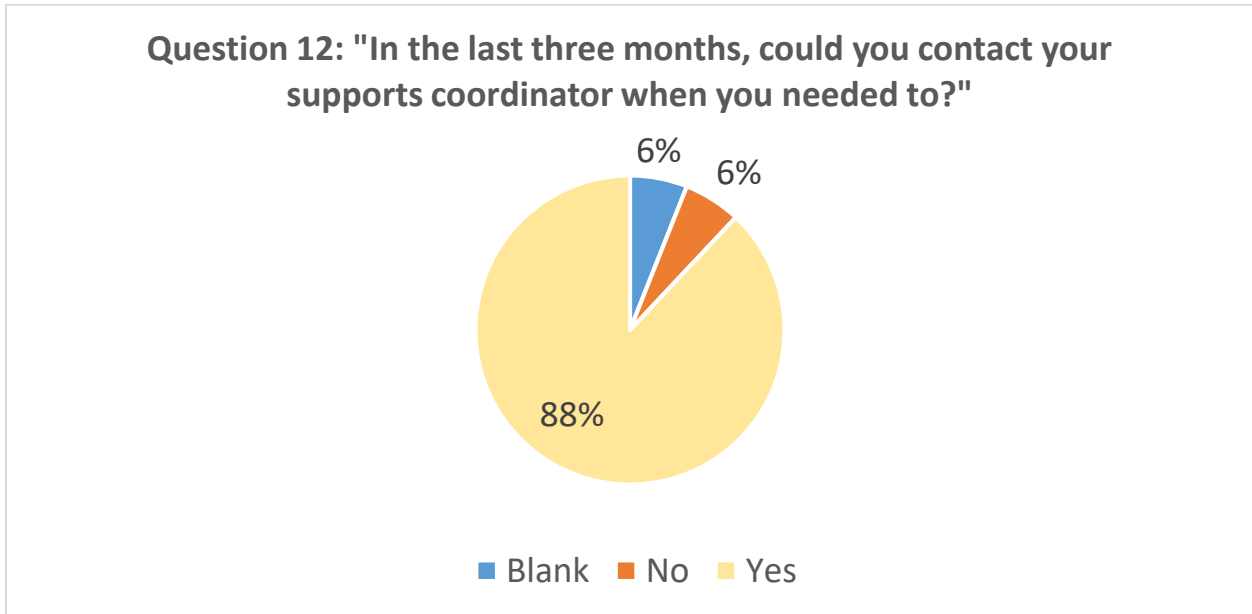


Question 11 Responses





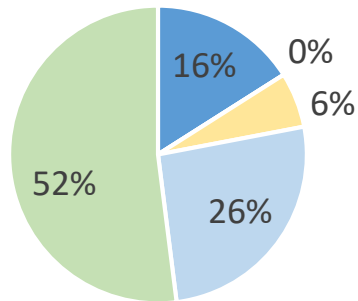
Question 12 Responses





Question 13 Responses

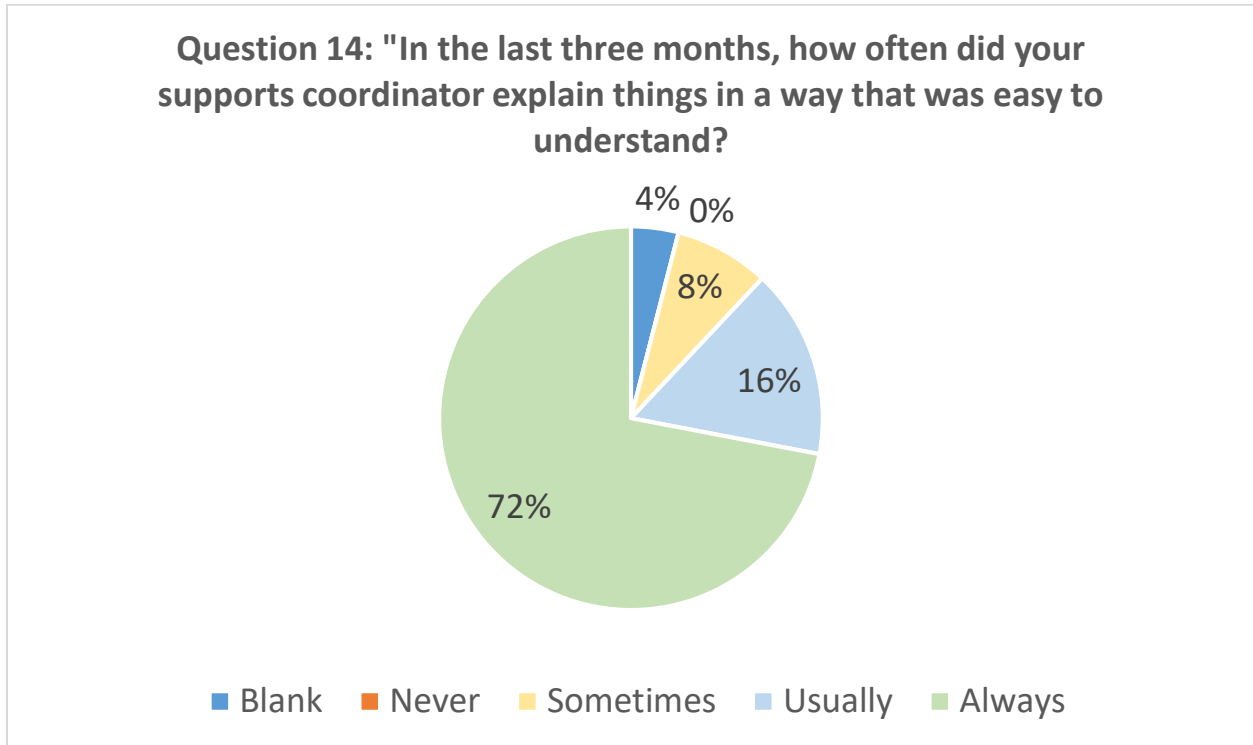
Question 13: "In the last three months, did your care plan include..."



- Blank
- None of the things that are important to you
- Some of the things that are important to you
- Most of the things that are important to you
- All of the things that are important to you



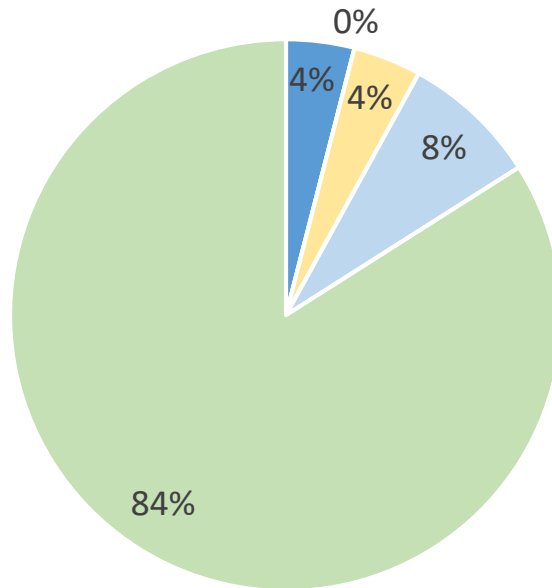
Question 14 Responses





Question 15 Responses

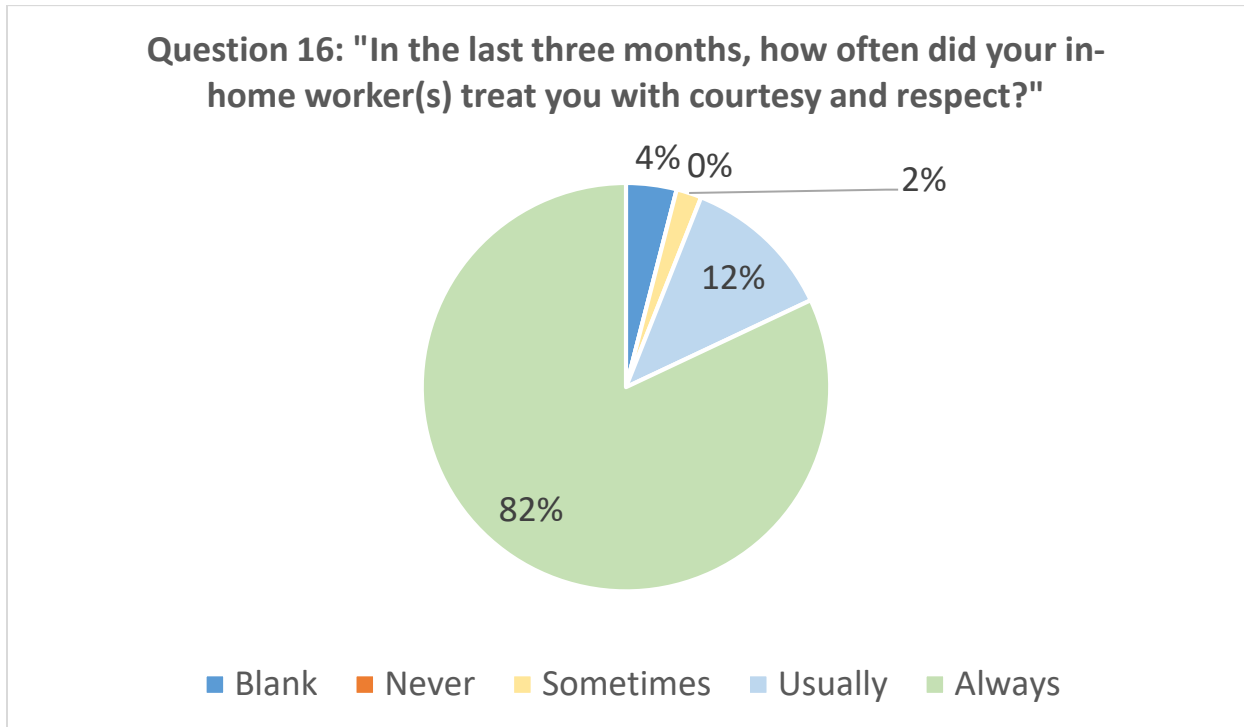
Question 15: "In the last three months, how often did your supports coordinator treat you with courtesy and respect?"



■ Blank ■ Never ■ Sometimes ■ Usually ■ Always

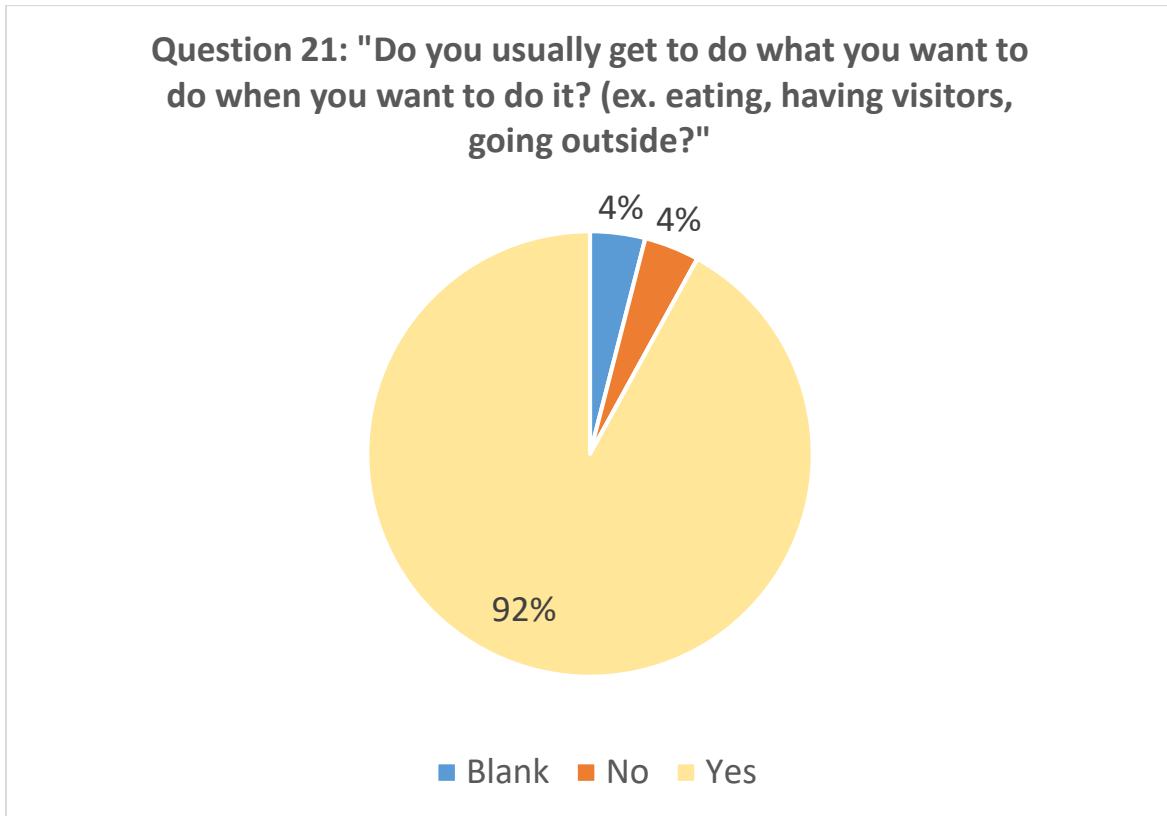


Question 16 Responses



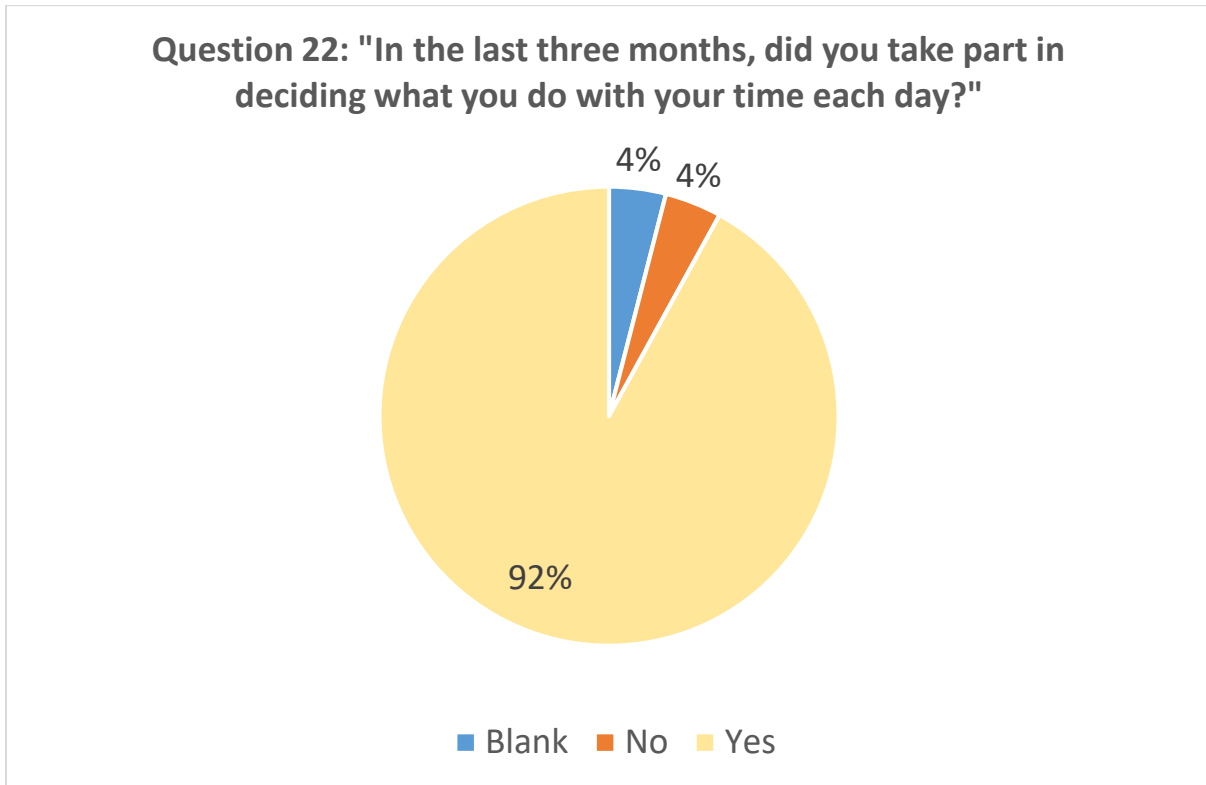


Question 21 Responses





Question 22 Responses





Question 23 Responses

Question 23: "In the last three months, did you take part in deciding when you do things each day - for example deciding when you get up, eat or go to bed?"

