

Participant and Concerned Others Satisfaction

**Polk County Health Services
Integrated Services,
and**

Integrated Health/Service Coordination Programs

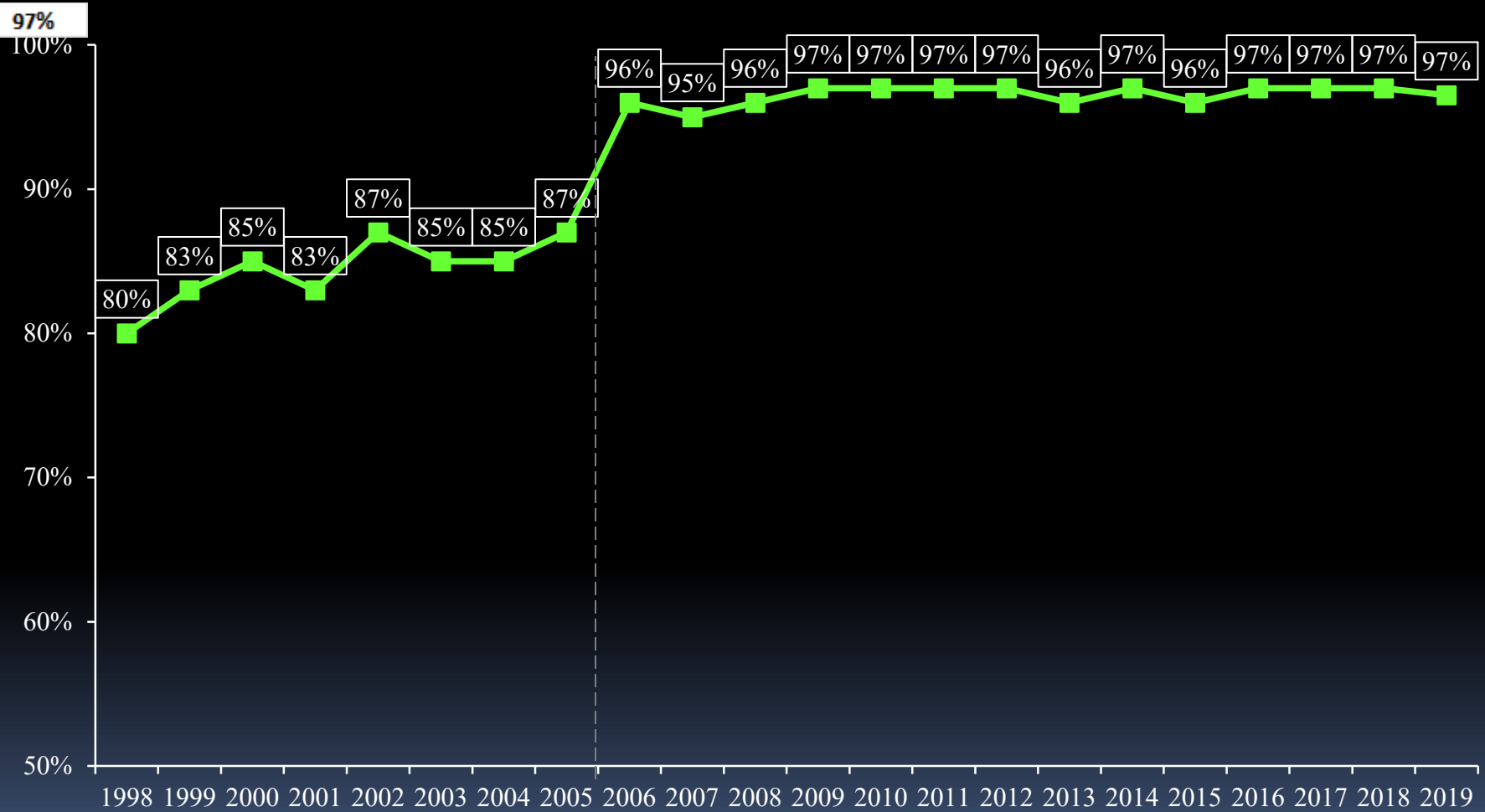
The Law, Health Policy and Disability Center
The University of Iowa

2019



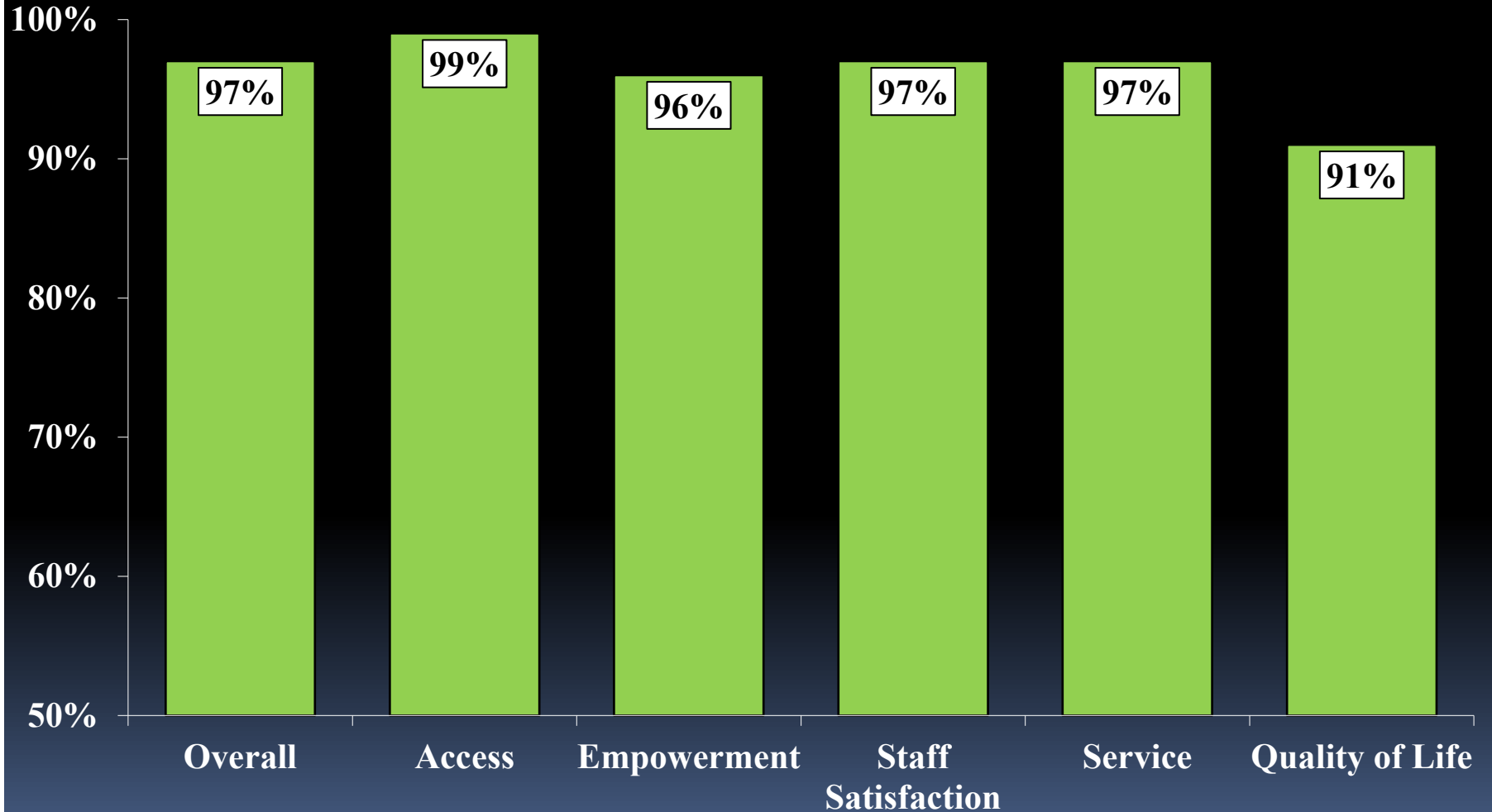
Participant Satisfaction

System Participant Satisfaction 1998 through 2019

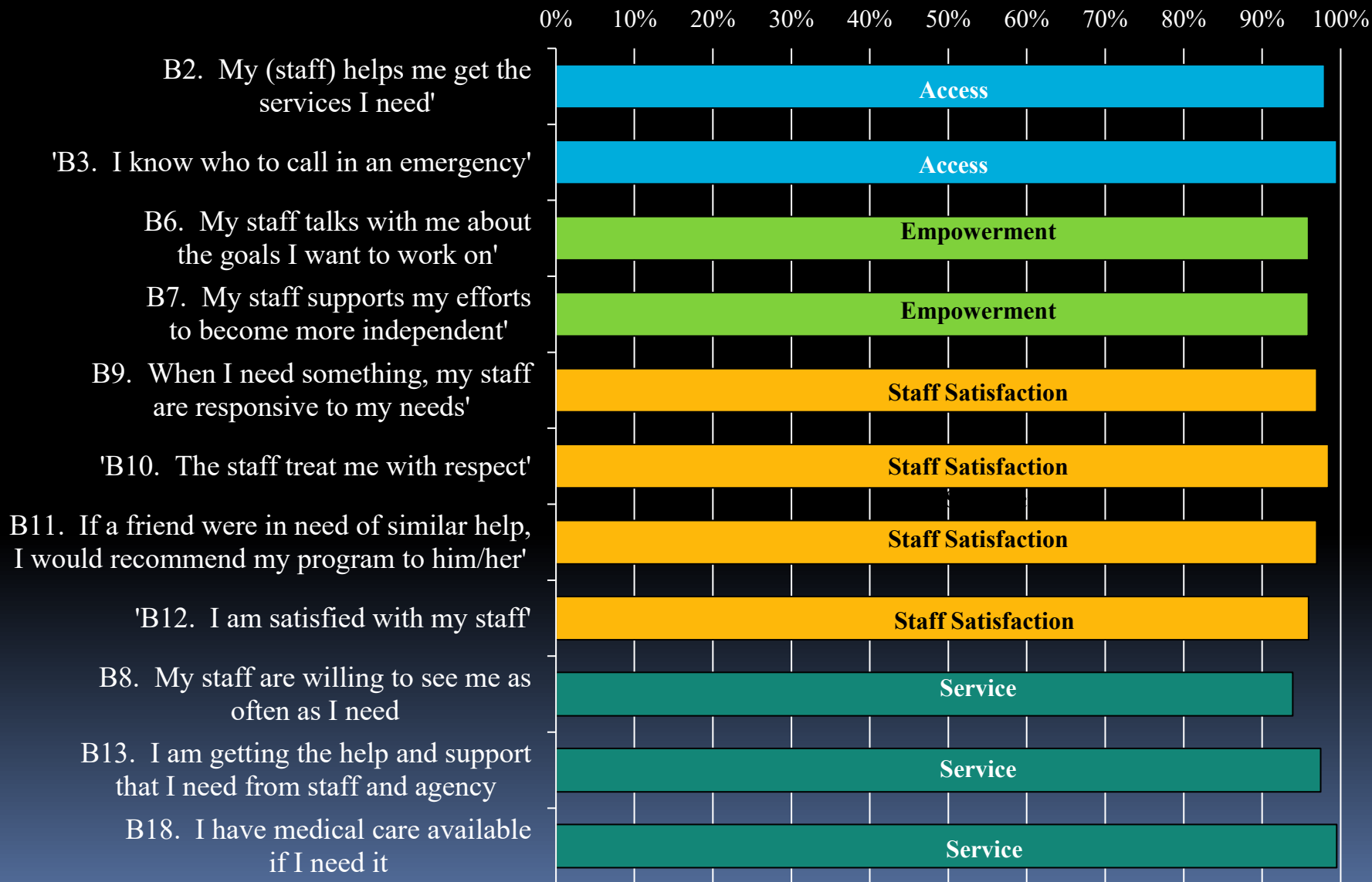


A new process and instrument were implemented to assess satisfaction starting in 2006.

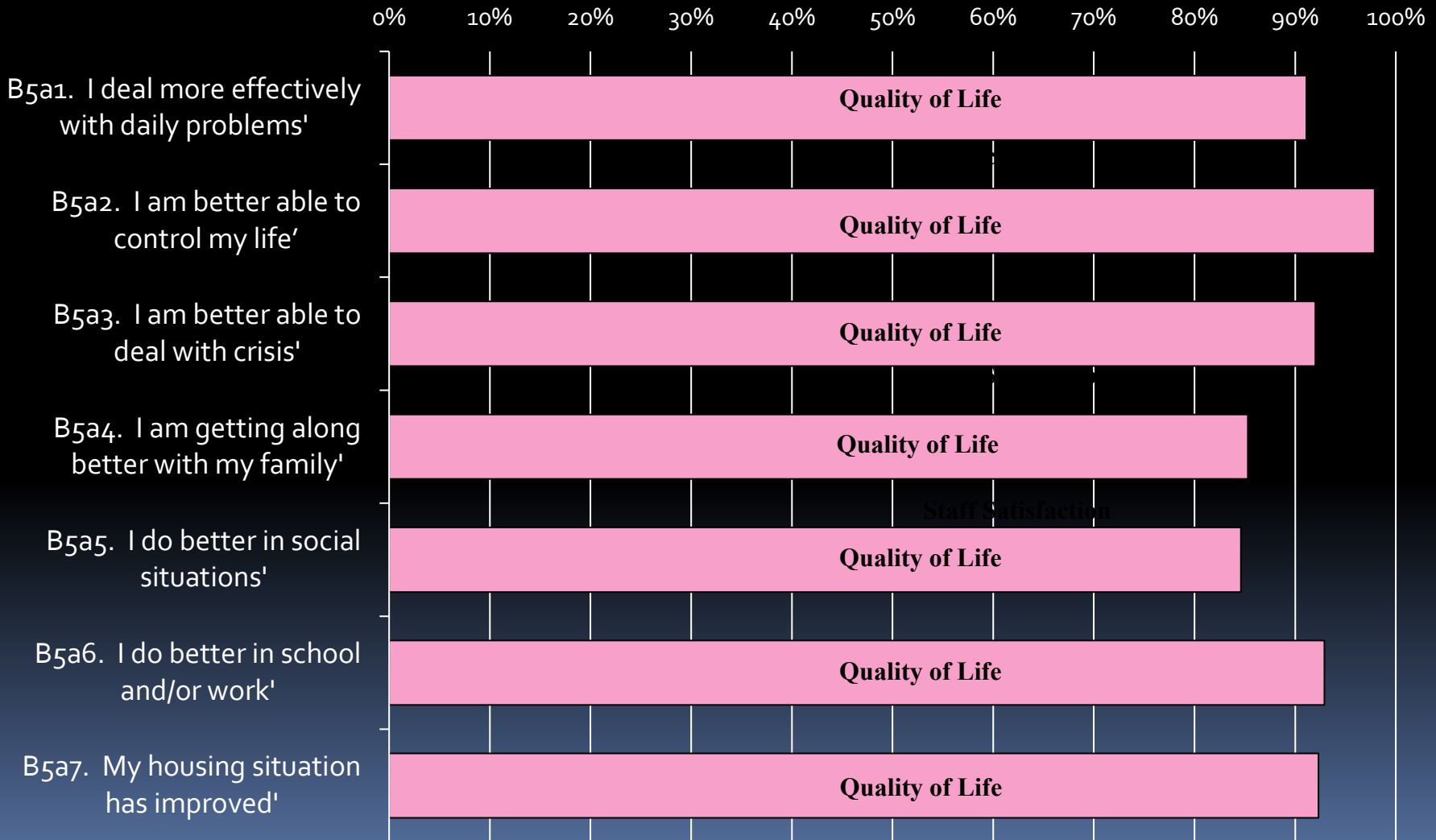
System Participant Satisfaction by Area PCHS 2019



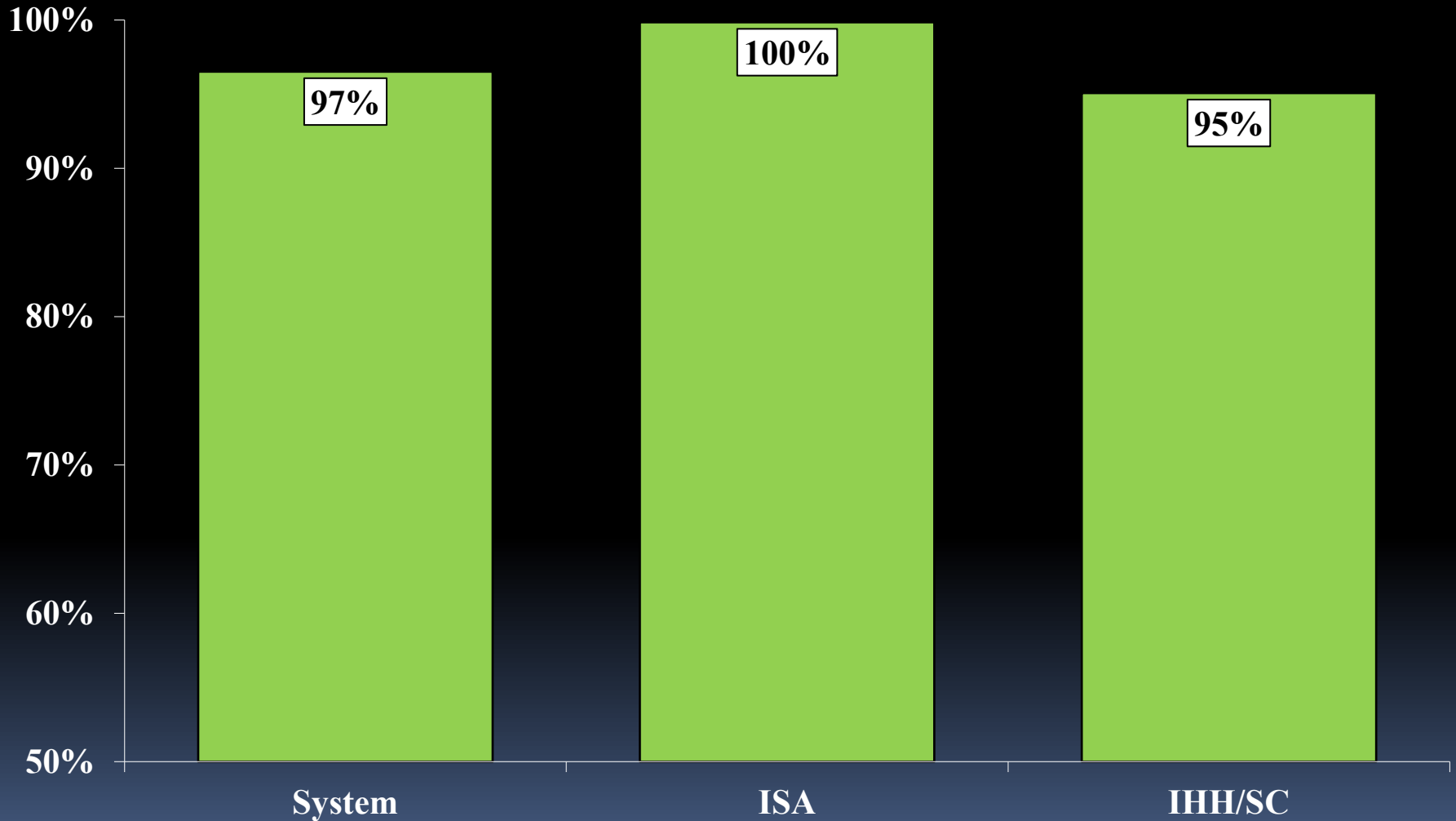
Participant Satisfaction by Question 2019



Participant Satisfaction by Question (Quality of Life) 2019

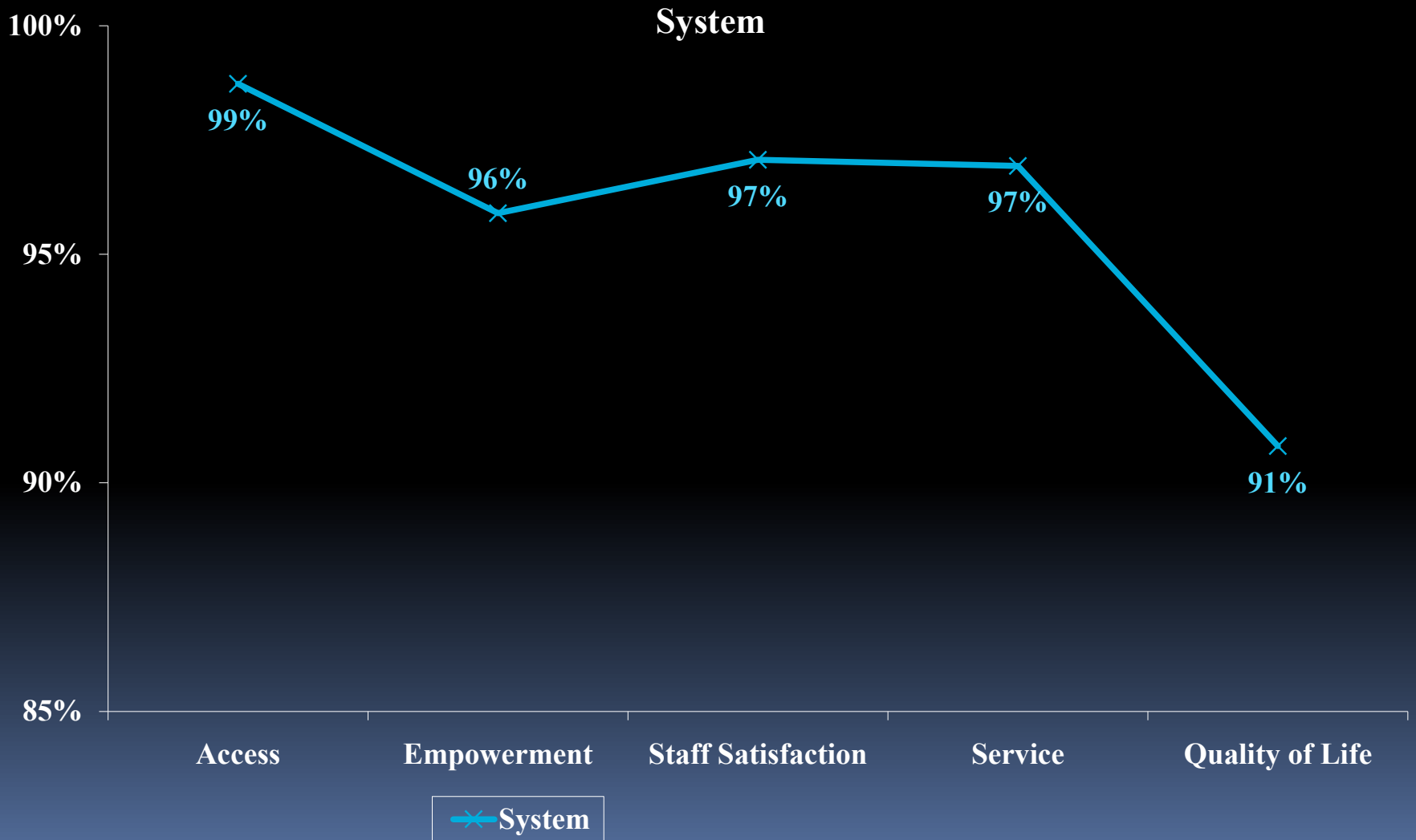


Participant Satisfaction by Program PCHS 2019

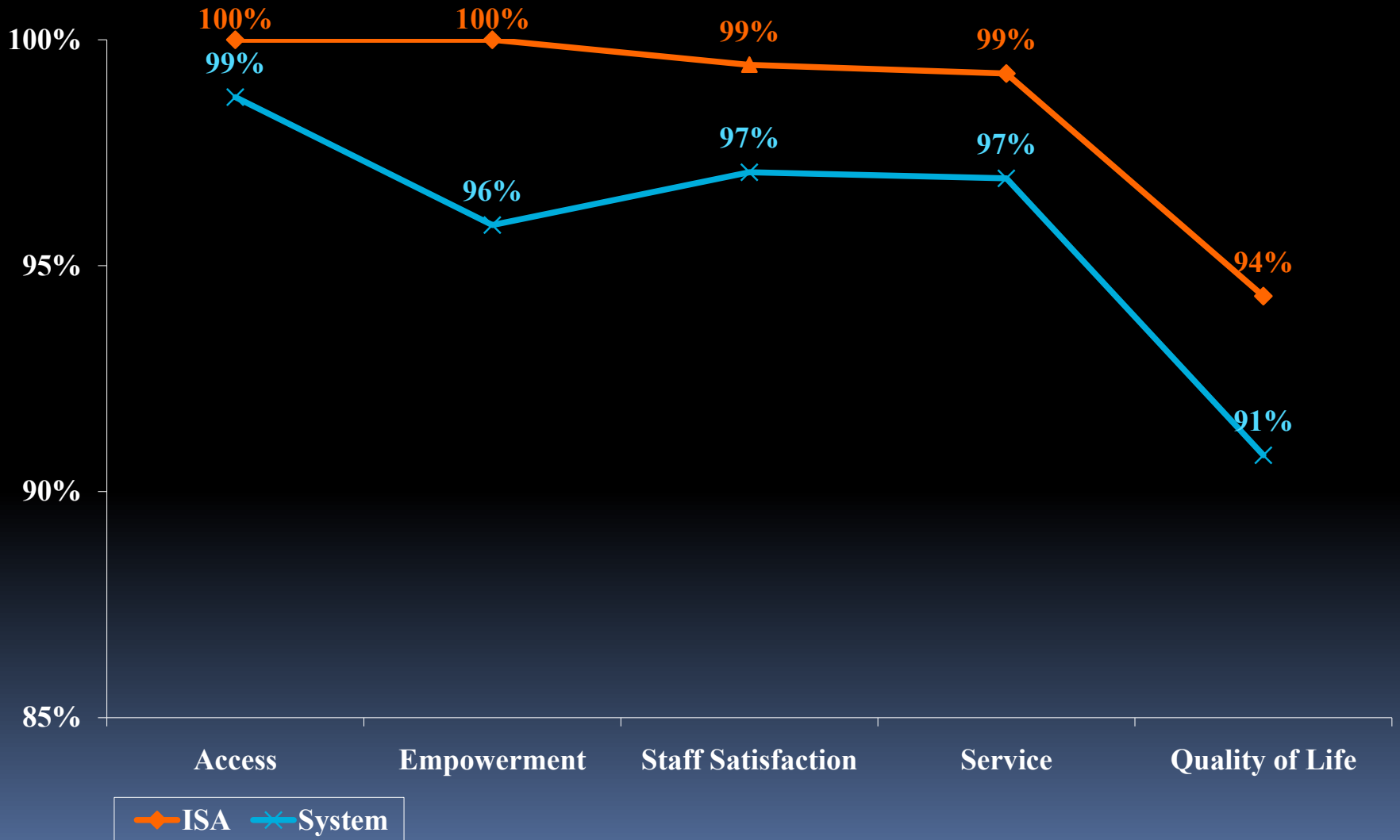


ISA based on 11 questions; IHH & SC based on 8 questions

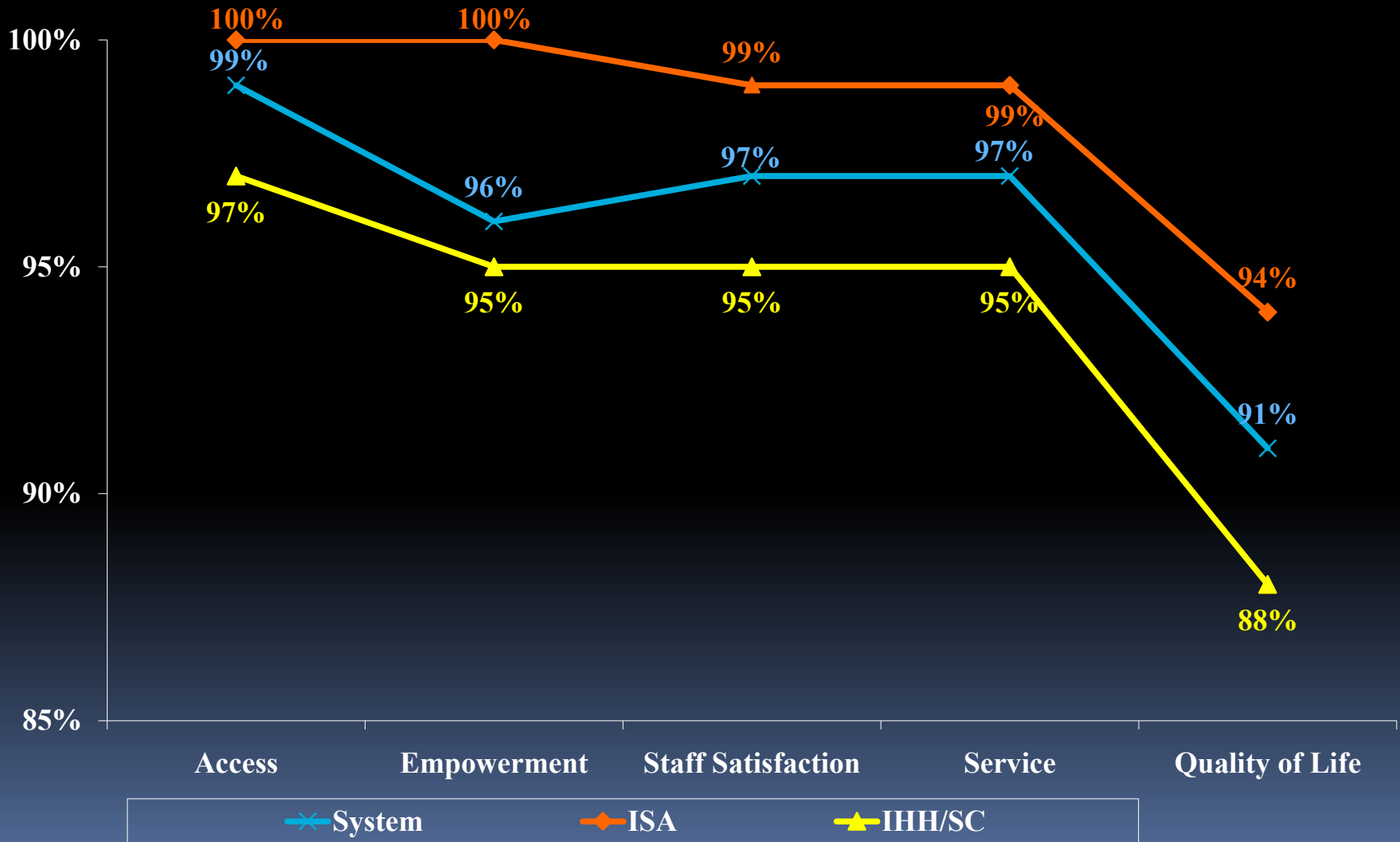
System Participant Satisfaction by Area and Program (System) 2019



System Participant Satisfaction by Area and Program (ISA & System) 2019



System Participant Satisfaction by Area and Program (IHH/SC, ISA, & System) 2019



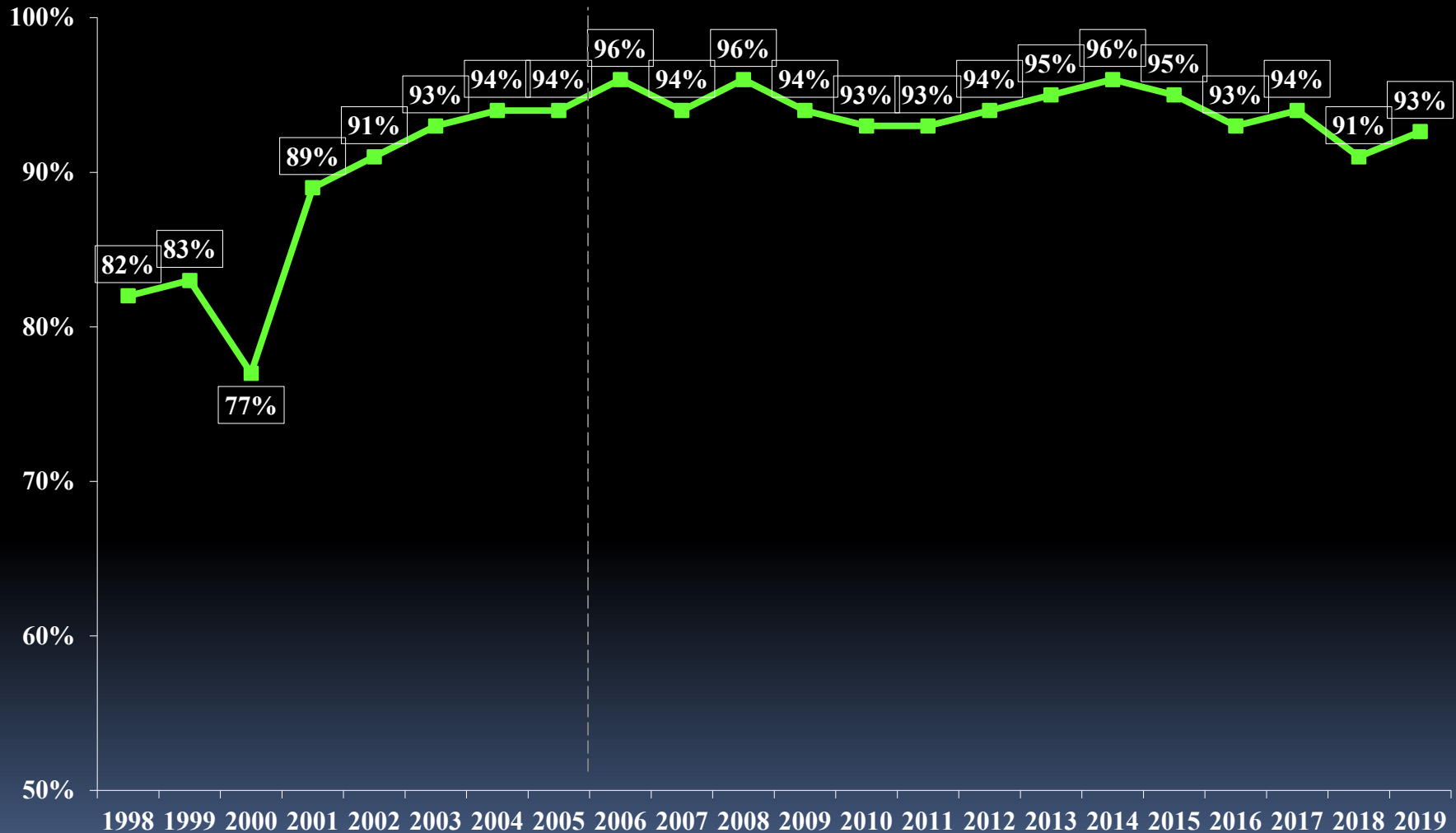


Concerned Others Satisfaction

System Concerned Others Satisfaction

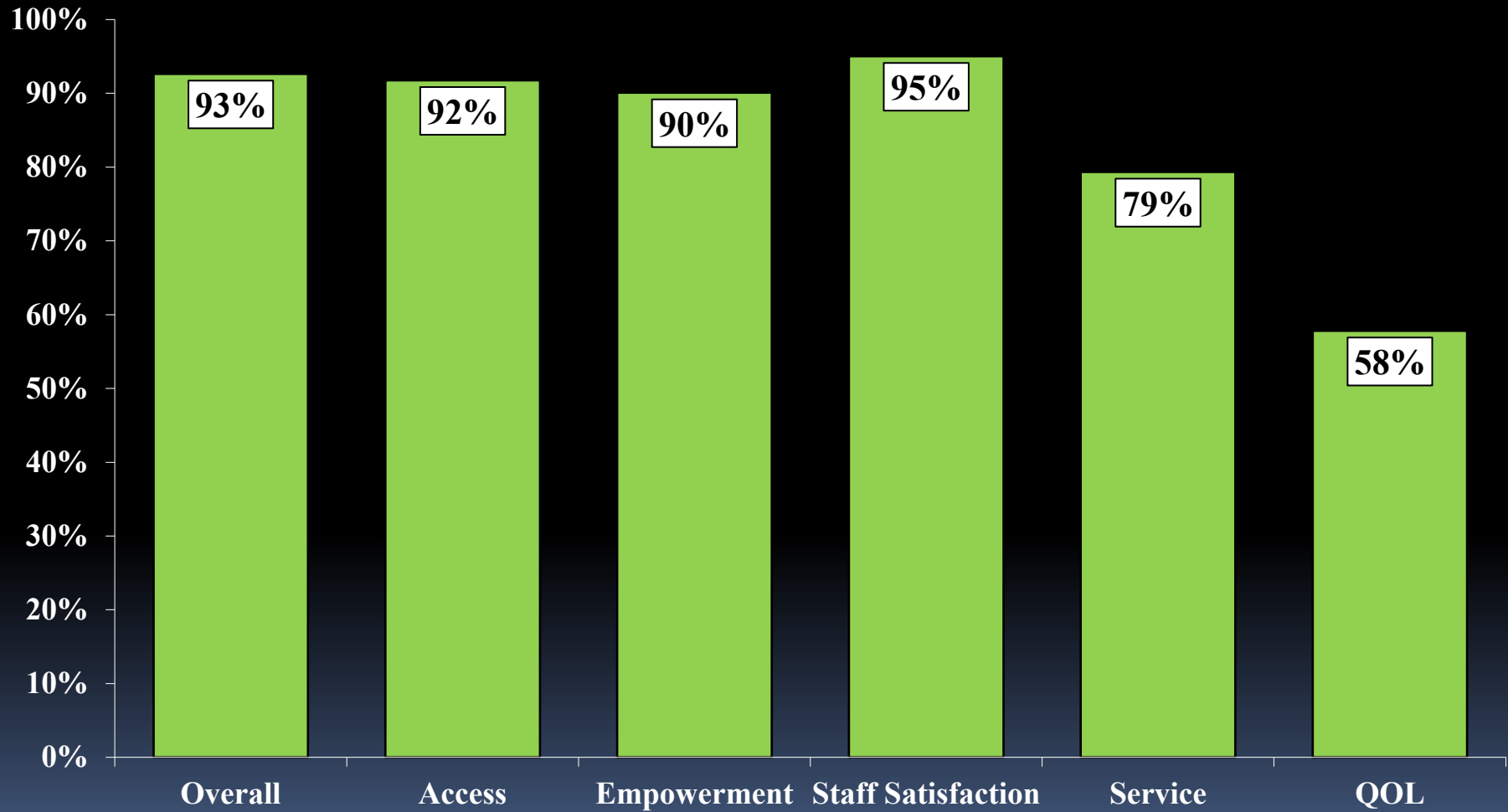
1998 through 2019

(weighted average)



A new process and instrument were implemented to assess satisfaction starting in 2006.

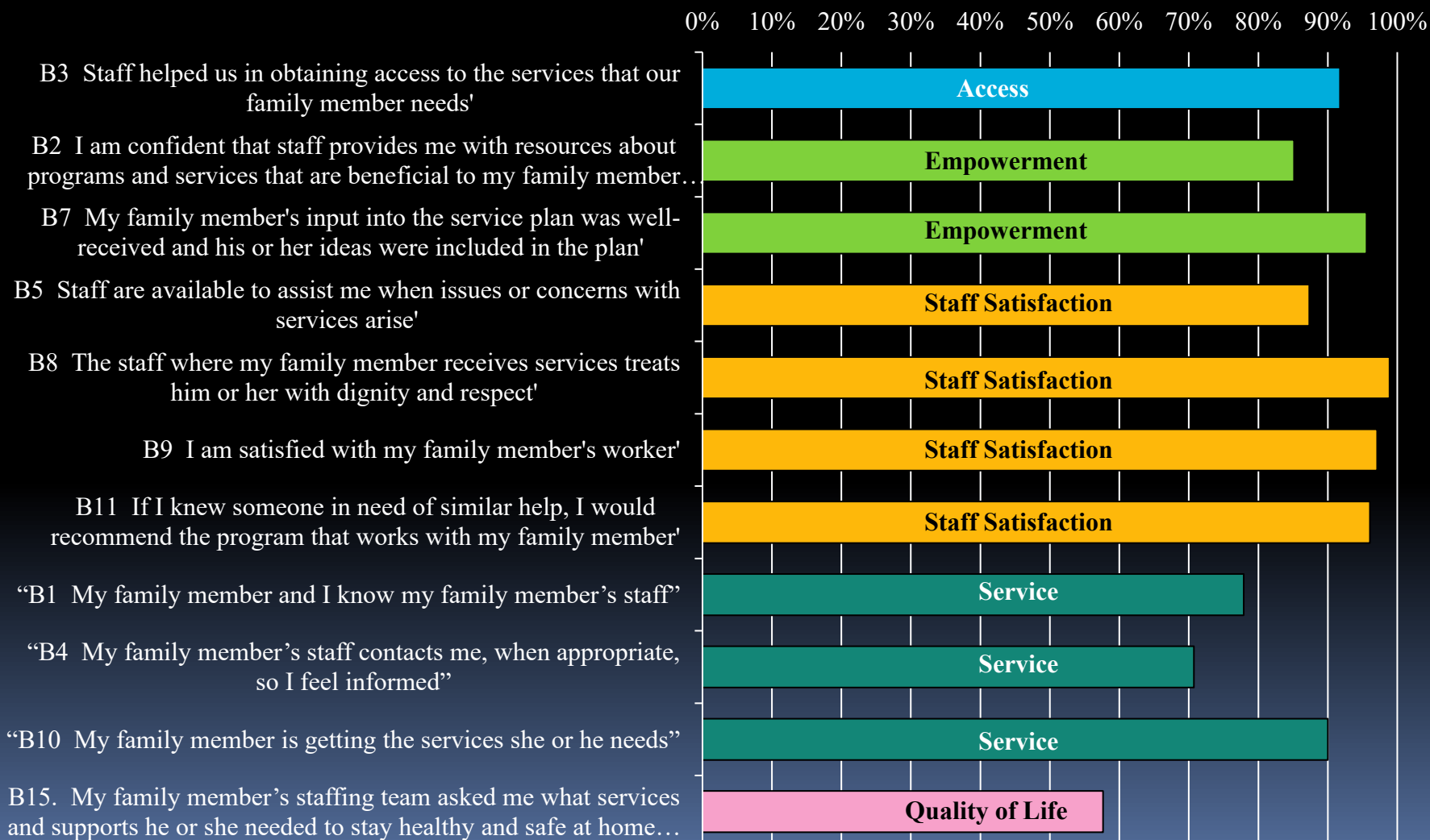
Concerned Others Satisfaction by Area PCHS 2019



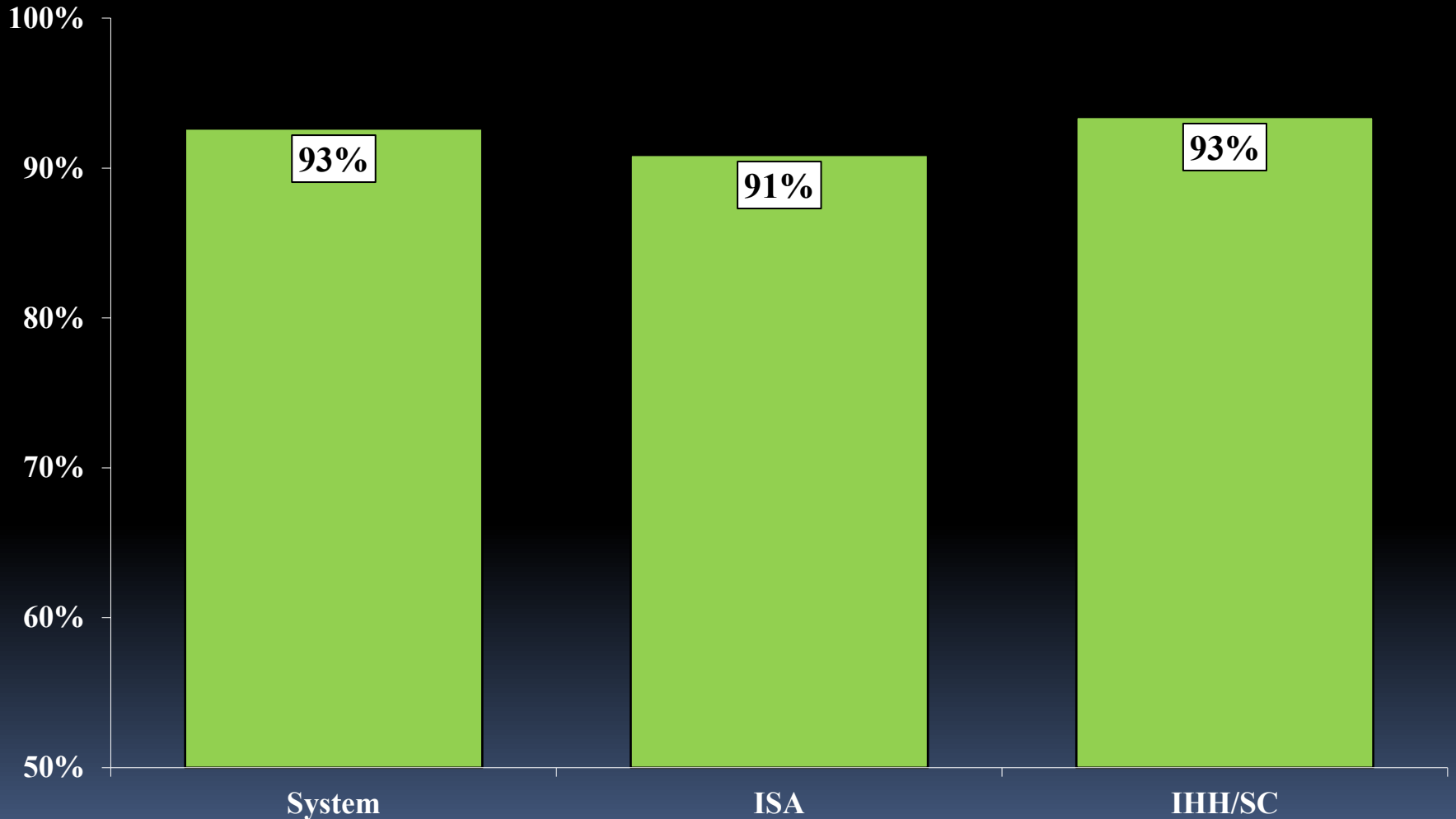
Concerned Others Satisfaction

by Item

2019

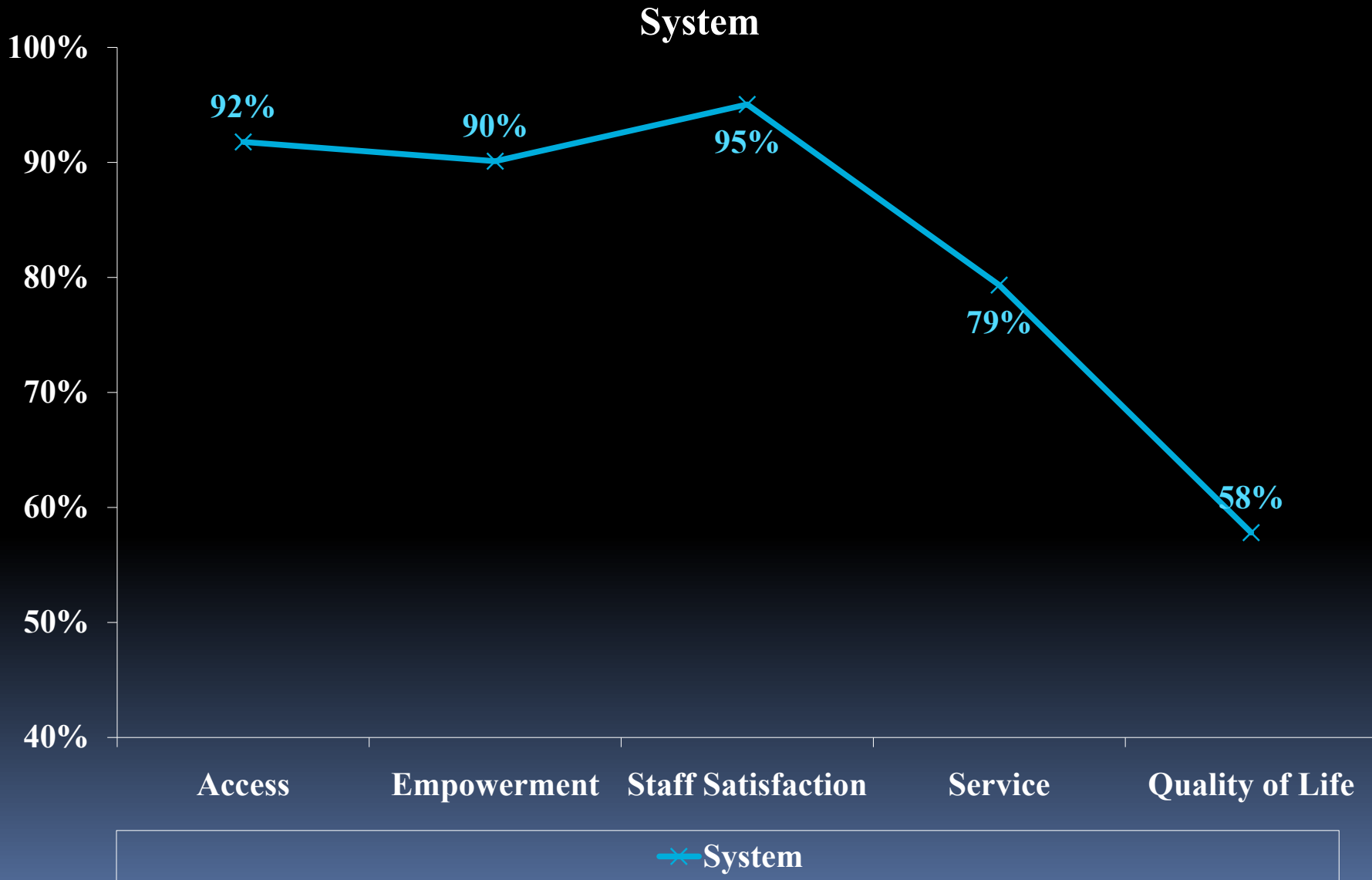


Concerned Others Satisfaction by Program PCHS 2019

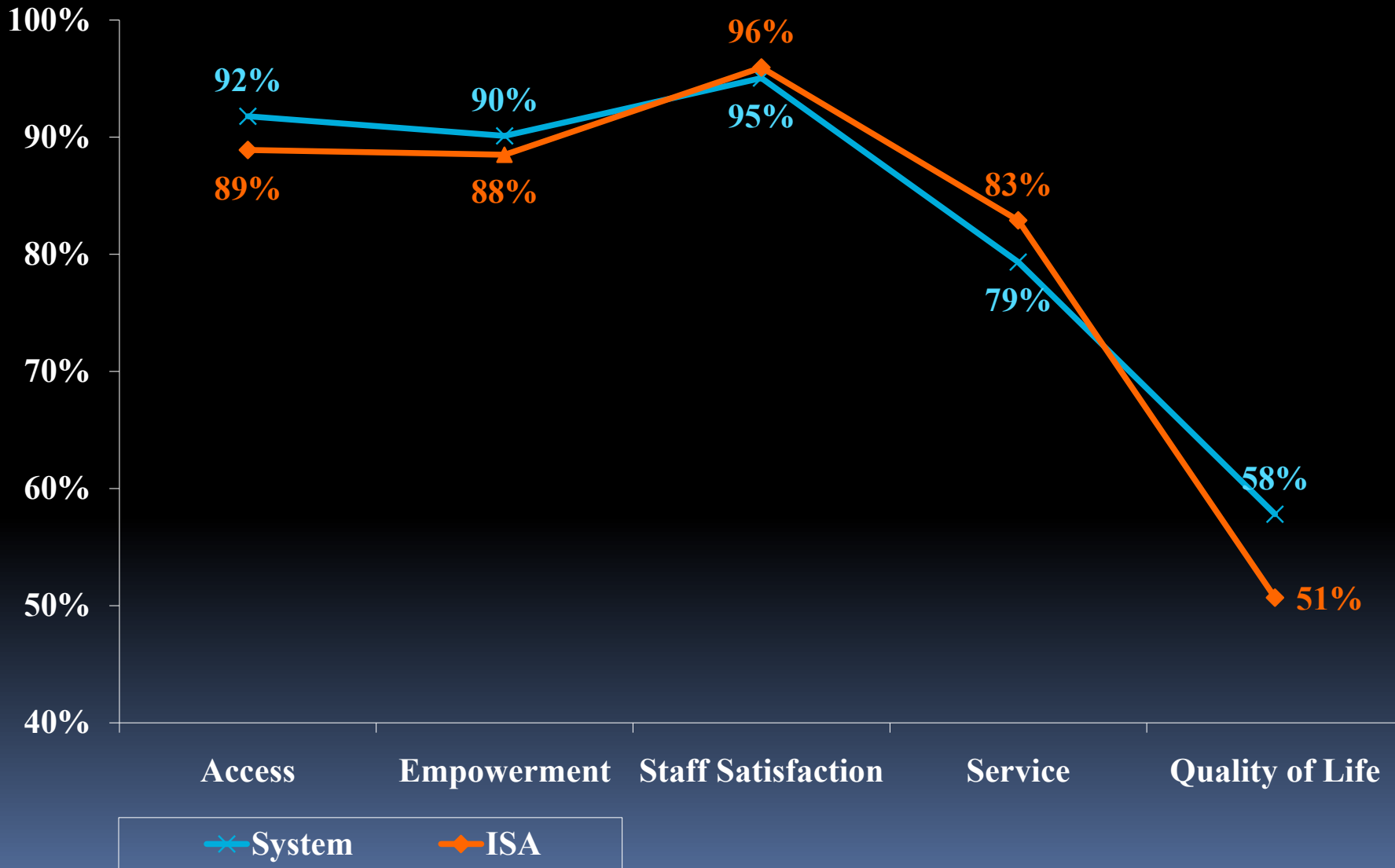


ISA based on 10 questions; IHH & SC based on 7 questions

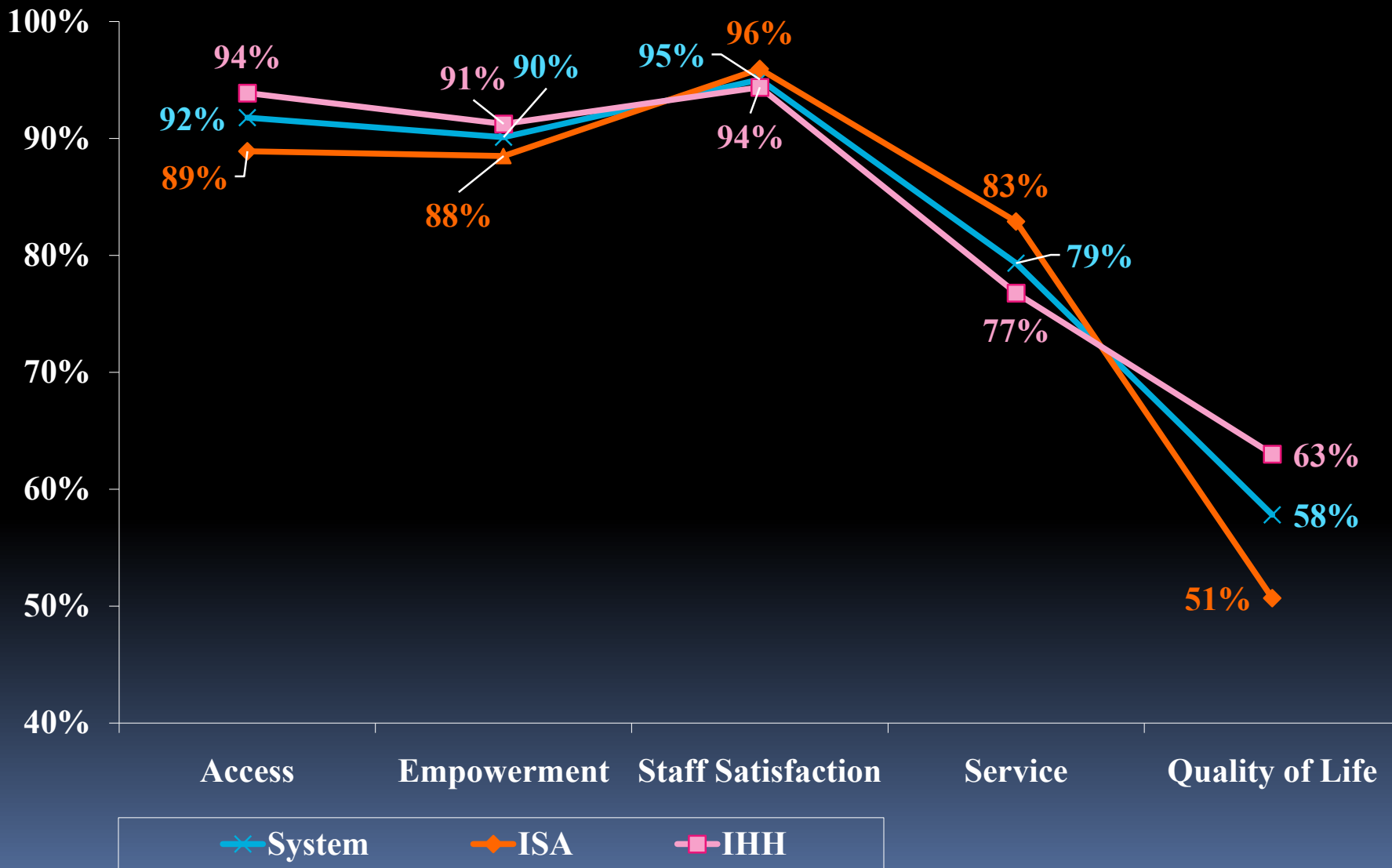
Concerned Others Satisfaction by Area and Program 2019



Concerned Others Satisfaction by Area and Program 2019



Concerned Others Satisfaction by Area and Program 2019



Concerned Others Satisfaction by Item ISA and FACT 2019

■ ISA System Percent Agreed

■ ISA Percent Agreed

■ FACT Percent Agreed

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

B1 My family member and I know my family member's staff. (Service Area)

78.67%

78.33%

76.92%

B4 My family member's staff contacts me, when appropriate, so I feel informed. (Service Area)

78.95%

81.67%

69.23%

B10 My family member is getting the services she or he needs. (Service Area)

91.55%

91.07%

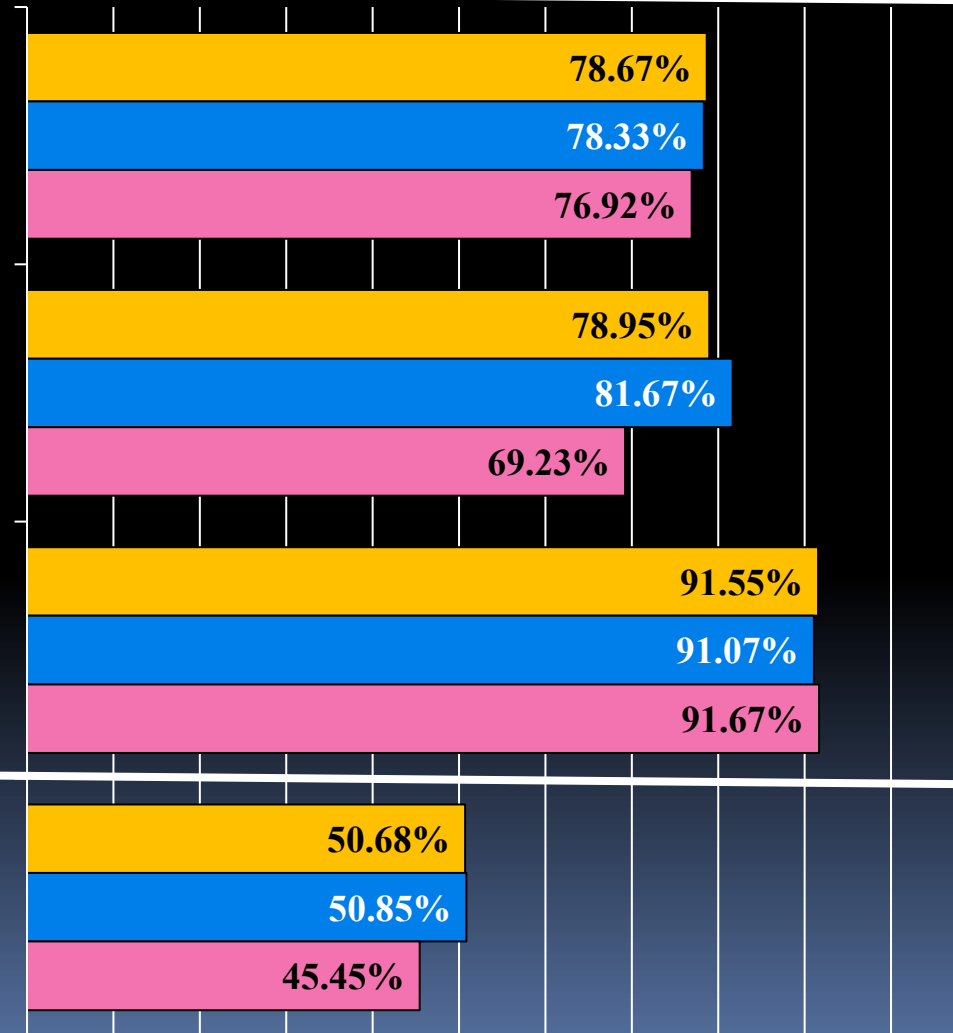
91.67%

B15. My family member's staffing team asked me what services and supports he or she needed to stay healthy and safe at home and at work. (QOL)

50.68%

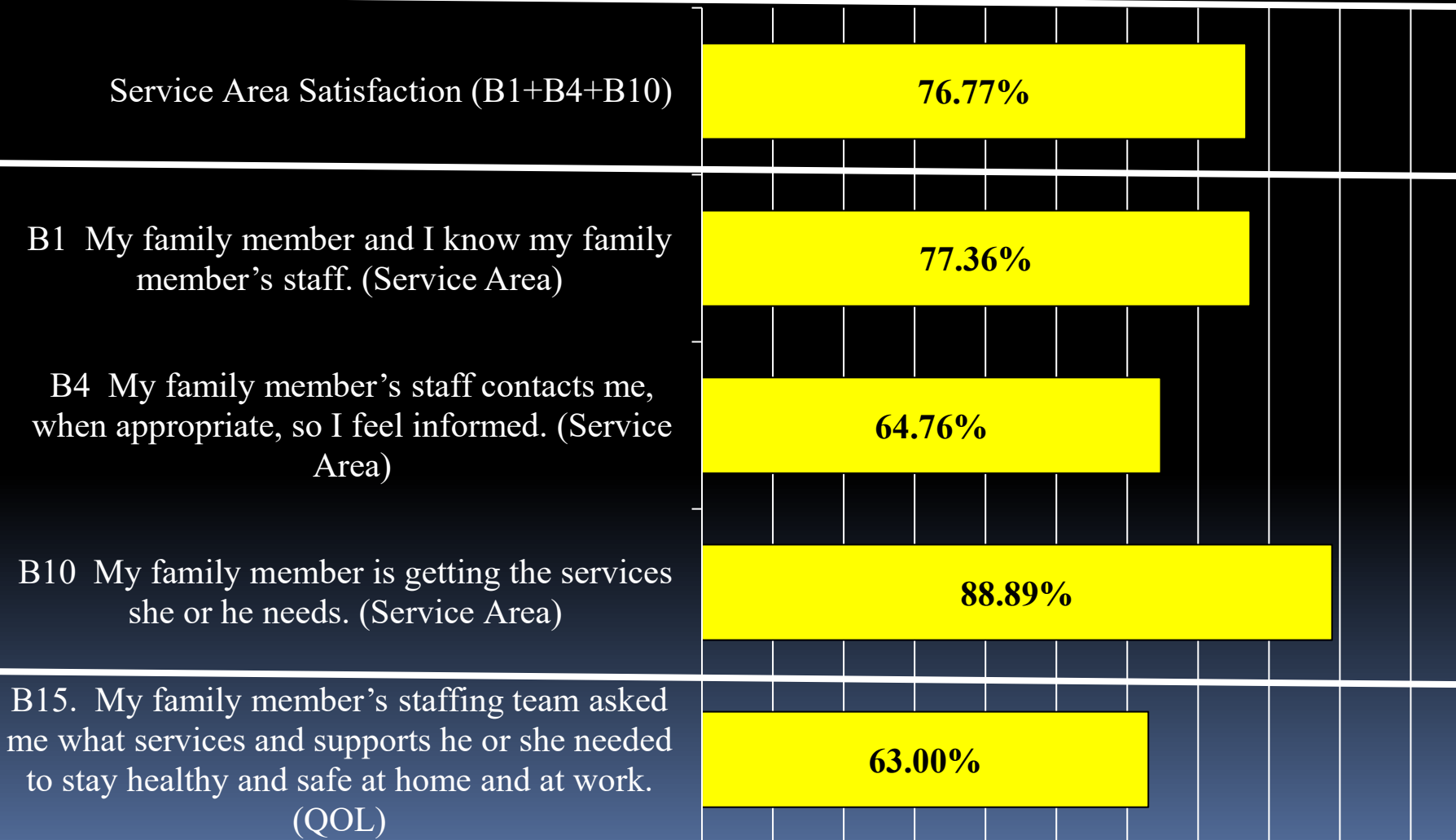
50.85%

45.45%



Concerned Others Satisfaction by Item for IHH/SC 2019

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%





Summary



Participant Satisfaction

- Remains high and stable at the system level (97%)
 - ISA, FACT at 100%
- Comparable across programs (95%-100%)
- System comparable across all five areas (94%-100%)
- Staff have a good relationships with participants
- Possible Areas for Improvement:
 - Quality of Life:
 - Continue to work on improvements in social situations

Concerned Other Satisfaction

- Remains high at the system level (92%)
- Comparable across programs (90%-93%)
- Comparable across three areas (92%-95%): Access, Empowerment, Staff Satisfaction
 - Satisfaction with Service was lower (79%)
 - QOL lowest (58%)
- Staff are perceived as caring, qualified, and responsive
- Recommendations:
 - Service - Increase outreach to concerned others so that they feel more informed (ISA, FACT & IHH/SC)
 - Quality of Life – Improve dialog between staff and family and concerned others to help everyone understand the needs of participants and limitations of their program.

