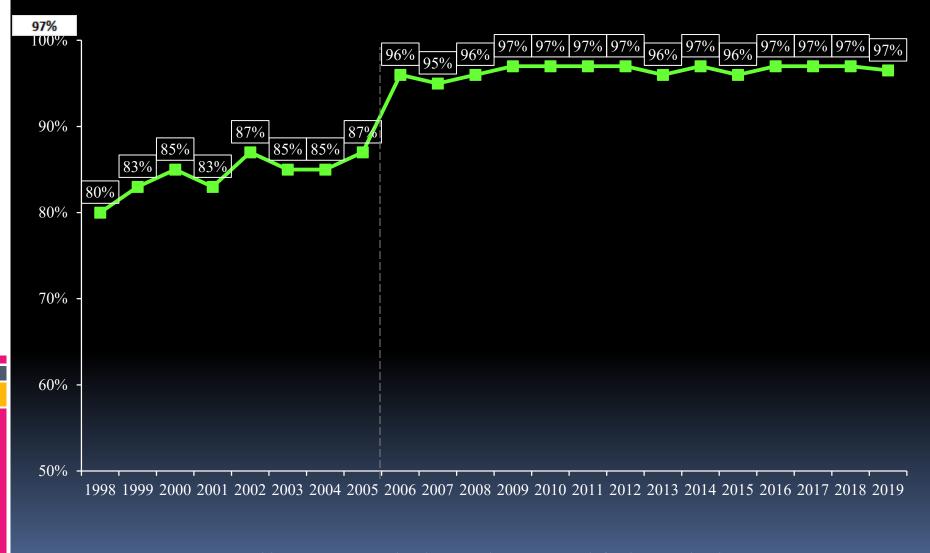
Participant and Concerned Others Satisfaction

Polk County Health Services Integrated Services, and Integrated Health/Service Coordination Programs

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

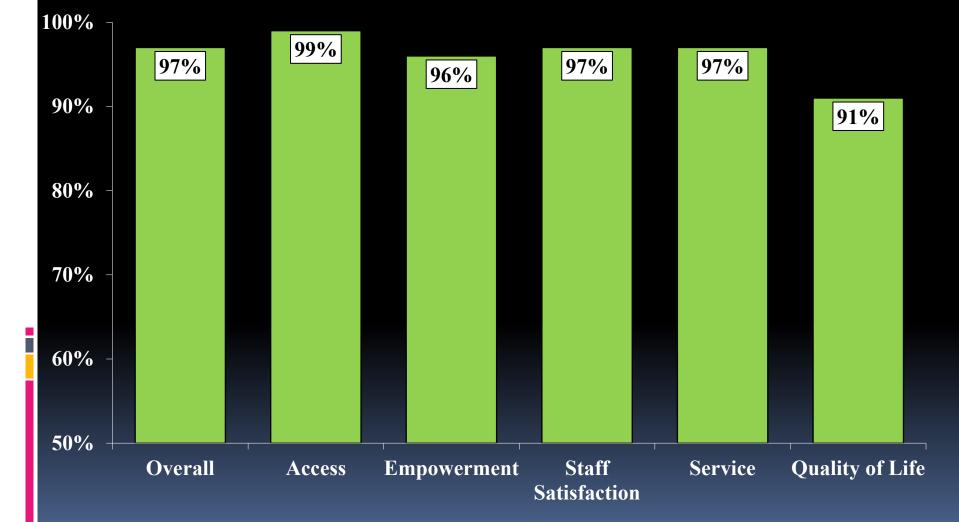
Participant Satisfaction

System Participant Satisfaction 1998 through 2019



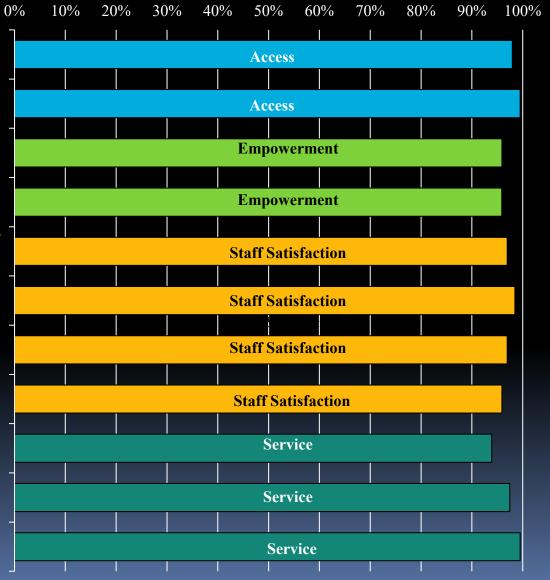
A new process and instrument were implemented to assess satisfaction starting in 2006.

System Participant Satisfaction by Area PCHS 2019

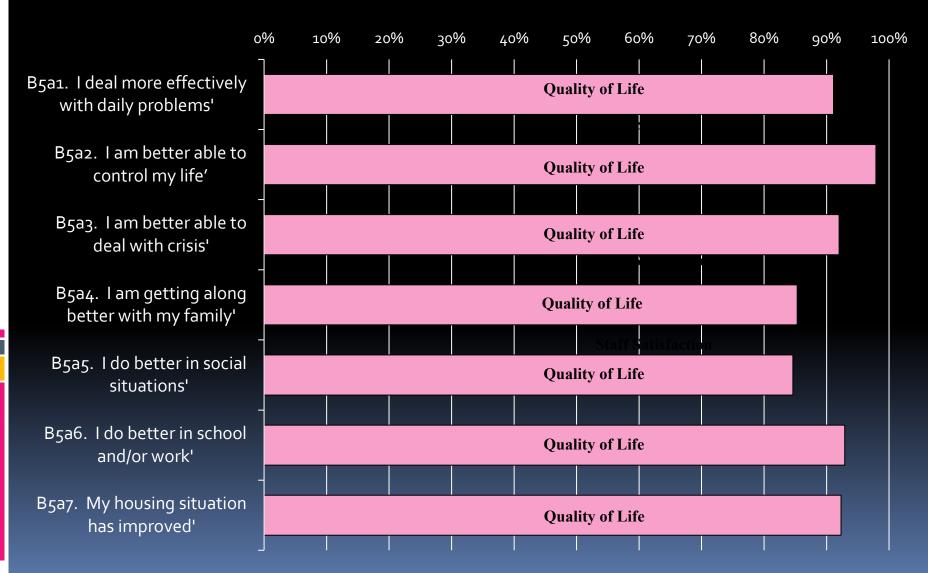


Participant Satisfaction by Question 2019

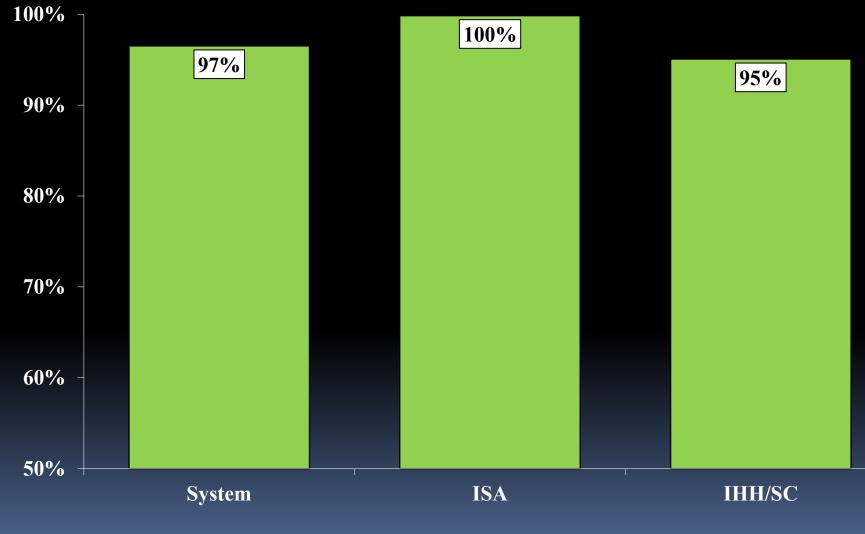
- B2. My (staff) helps me get the services I need'
- 'B3. I know who to call in an emergency'
 - B6. My staff talks with me about the goals I want to work on'
 - B7. My staff supports my efforts to become more independent'
 - B9. When I need something, my staff are responsive to my needs'
 - 'B10. The staff treat me with respect'
- B11. If a friend were in need of similar help, I would recommend my program to him/her'
 - 'B12. I am satisfied with my staff'
 - B8. My staff are willing to see me as often as I need
 - B13. I am getting the help and support that I need from staff and agency B18. I have medical care available
 - B18. I have medical care available if I need it



Participant Satisfaction by Question (Quality of Life) 2019

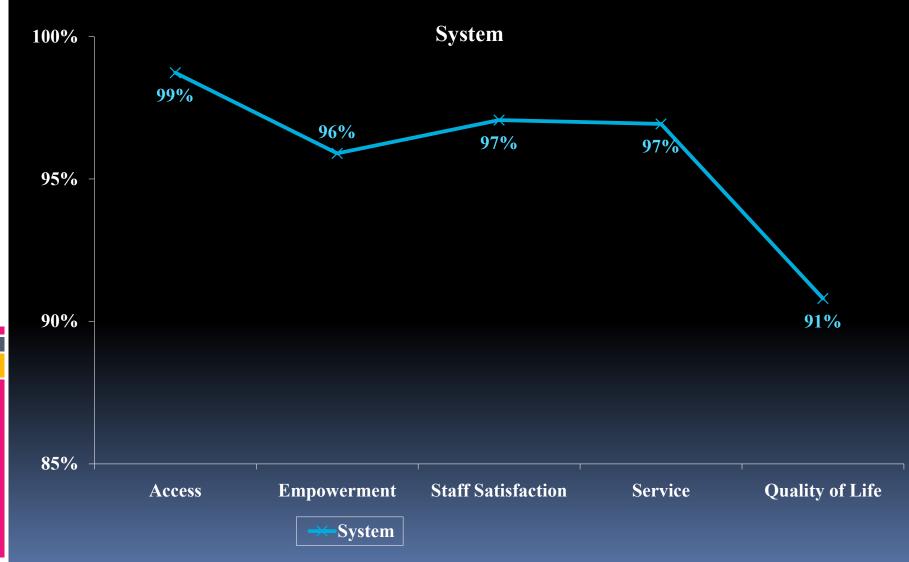


Participant Satisfaction by Program PCHS 2019

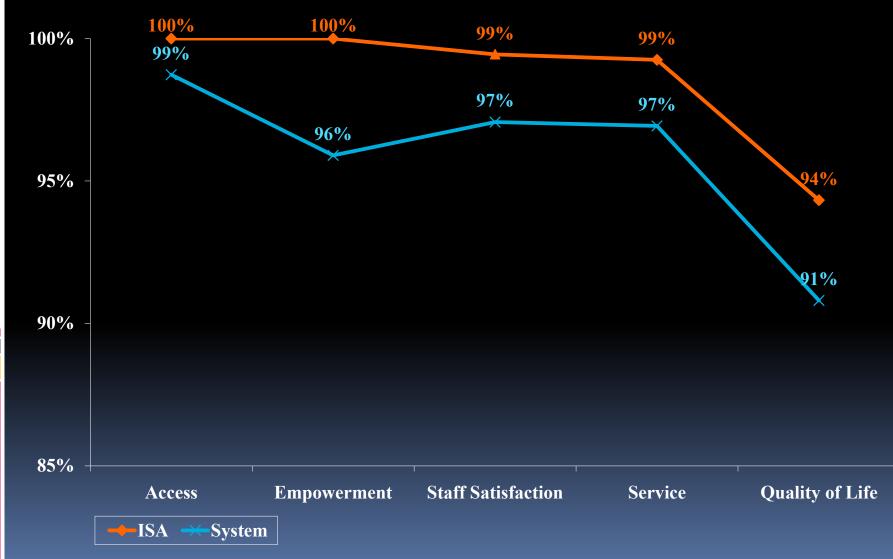


ISA based on 11 questions; IHH & SC based on 8 questions

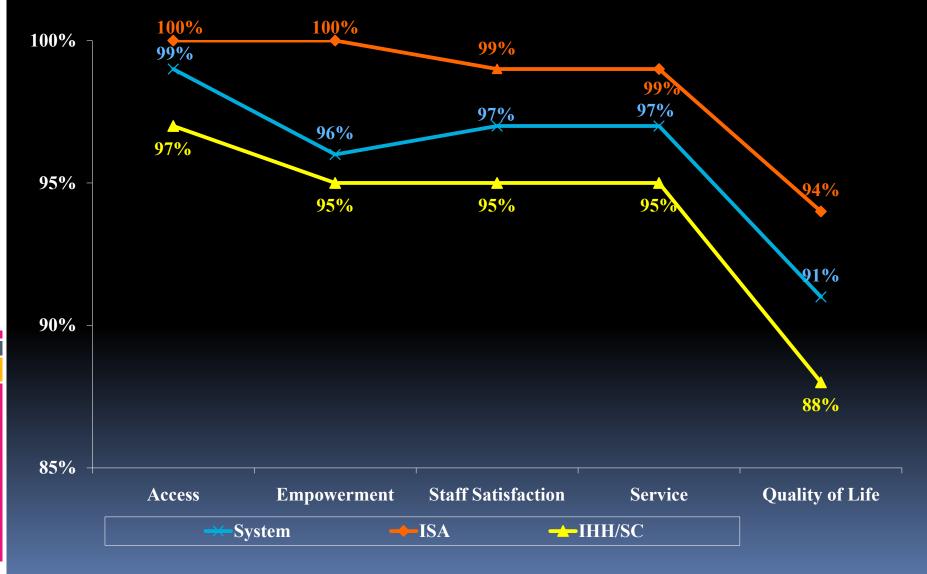
System Participant Satisfaction by Area and Program (System) 2019



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



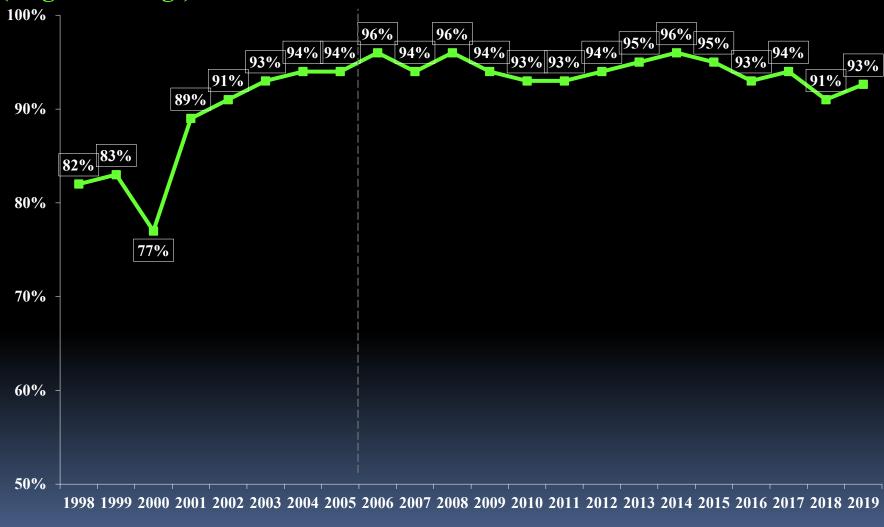
System Participant Satisfaction by Area and Program (IHH/SC, ISA, & System) 2019



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

100% 95% 90% 93% 92% 90% 80% 79% 70% 60% 58% 50% 40% 30% 20% 10% 0% Overall **Empowerment** Staff Satisfaction Service QOL Access

Concerned Others Satisfaction by Item 2019

B3 Staff helped us in obtaining access to the services that our family member needs'

B2 I am confident that staff provides me with resources about programs and services that are beneficial to my family member...

- B7 My family member's input into the service plan was wellreceived and his or her ideas were included in the plan'
- B5 Staff are available to assist me when issues or concerns with services arise'
- B8 The staff where my family member receives services treats him or her with dignity and respect'

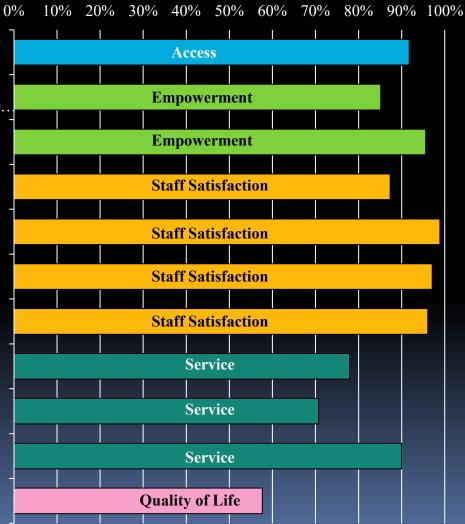
B9 I am satisfied with my family member's worker'

B11 If I knew someone in need of similar help, I would recommend the program that works with my family member'

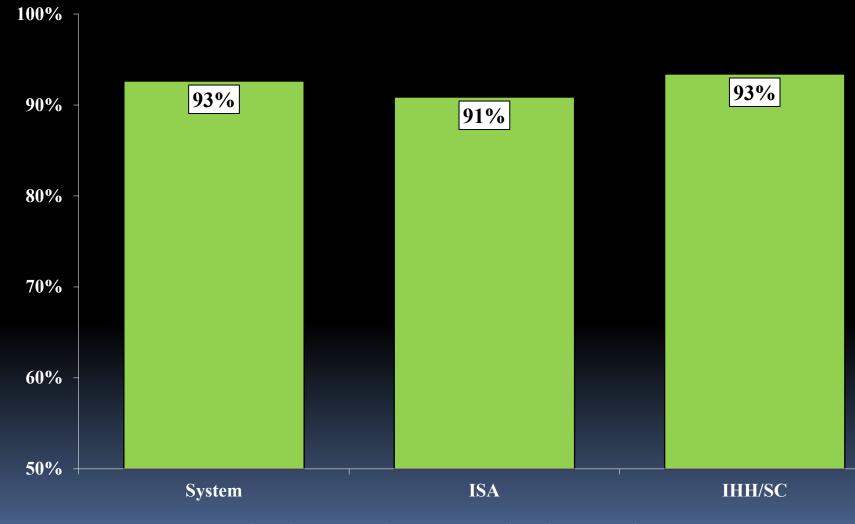
- "B1 My family member and I know my family member's staff"
- "B4 My family member's staff contacts me, when appropriate, so I feel informed"

"B10 My family member is getting the services she or he needs"

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



Concerned Others Satisfaction by Program PCHS 2019

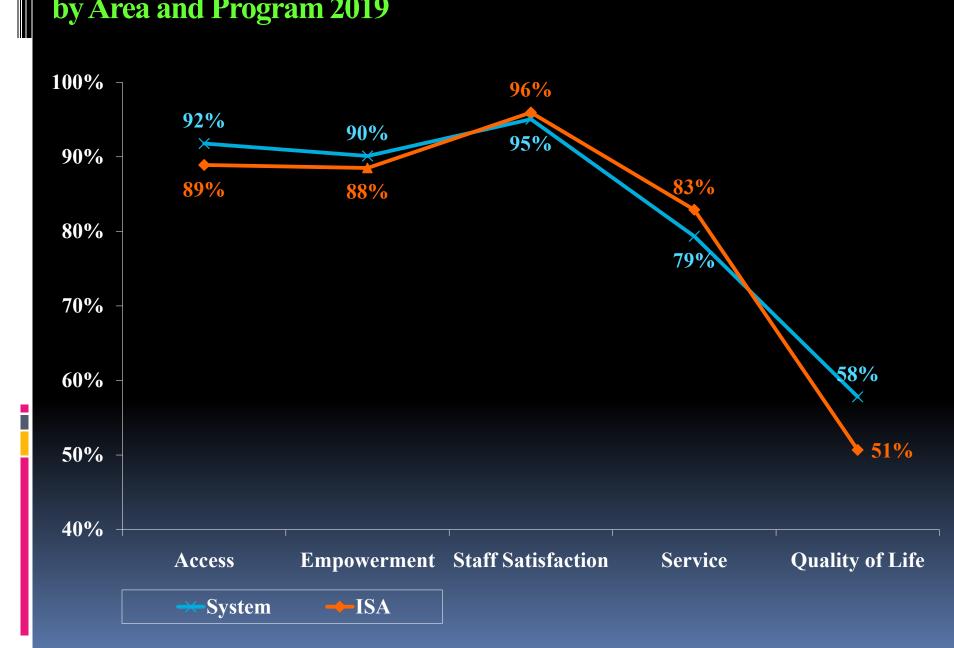


ISA based on 10 questions; IHH & SC based on 7 questions

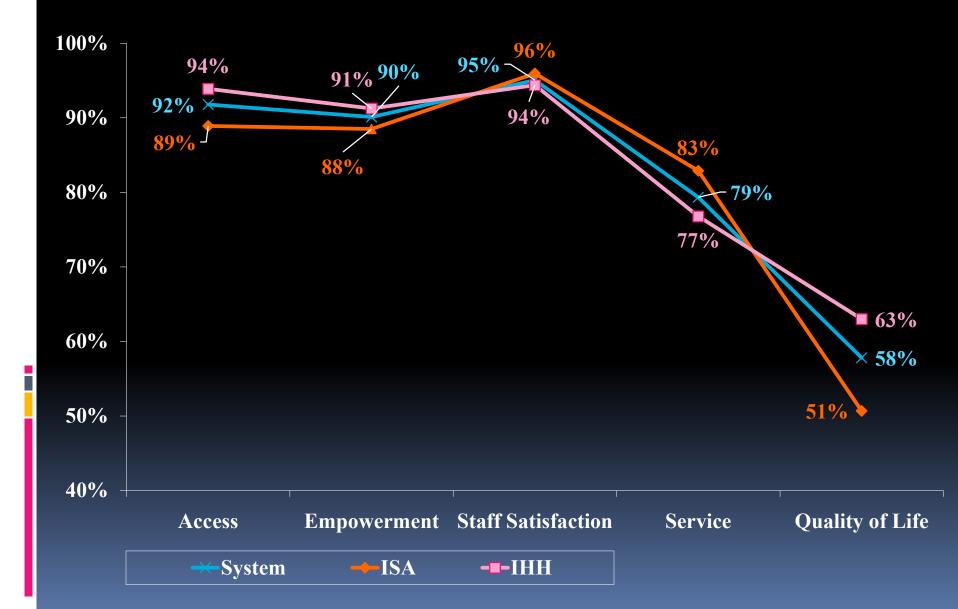
Concerned Others Satisfaction by Area and Program 2019

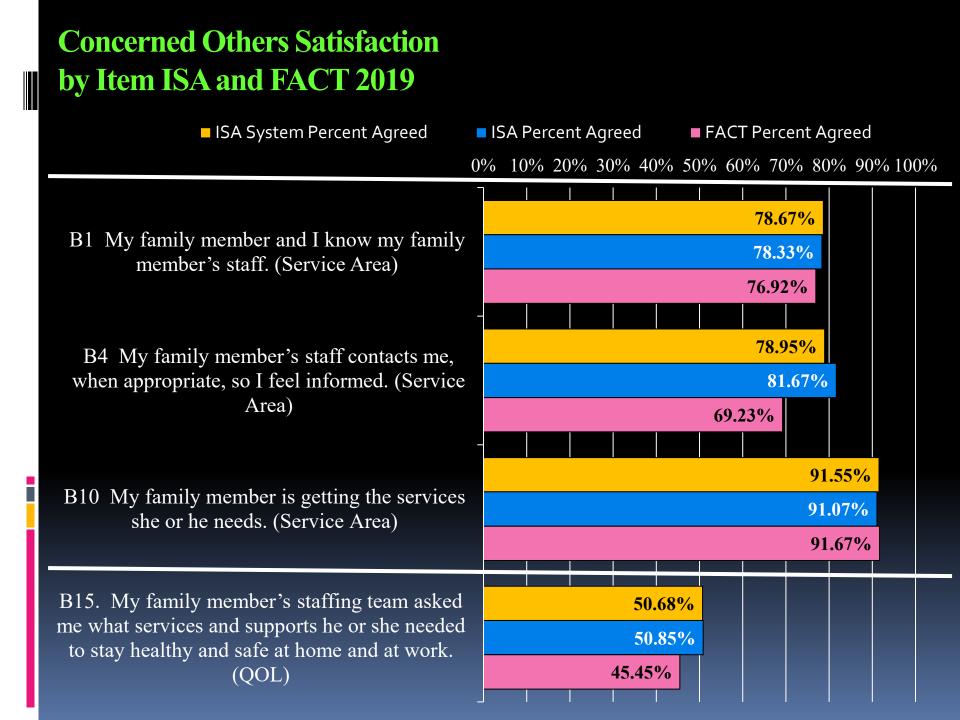


Concerned Others Satisfaction by Area and Program 2019

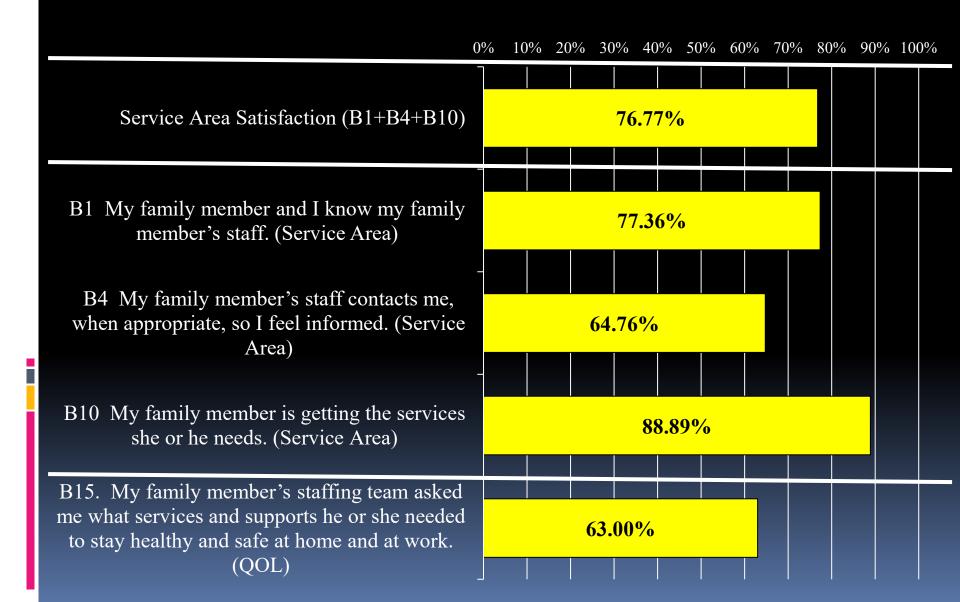


Concerned Others Satisfaction by Area and Program 2019





Concerned Others Satisfaction by Item for IHH/SC 2019



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.