

# **Participant and Concerned Others Satisfaction**

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

**Integrated Health/Service Coordination Programs**

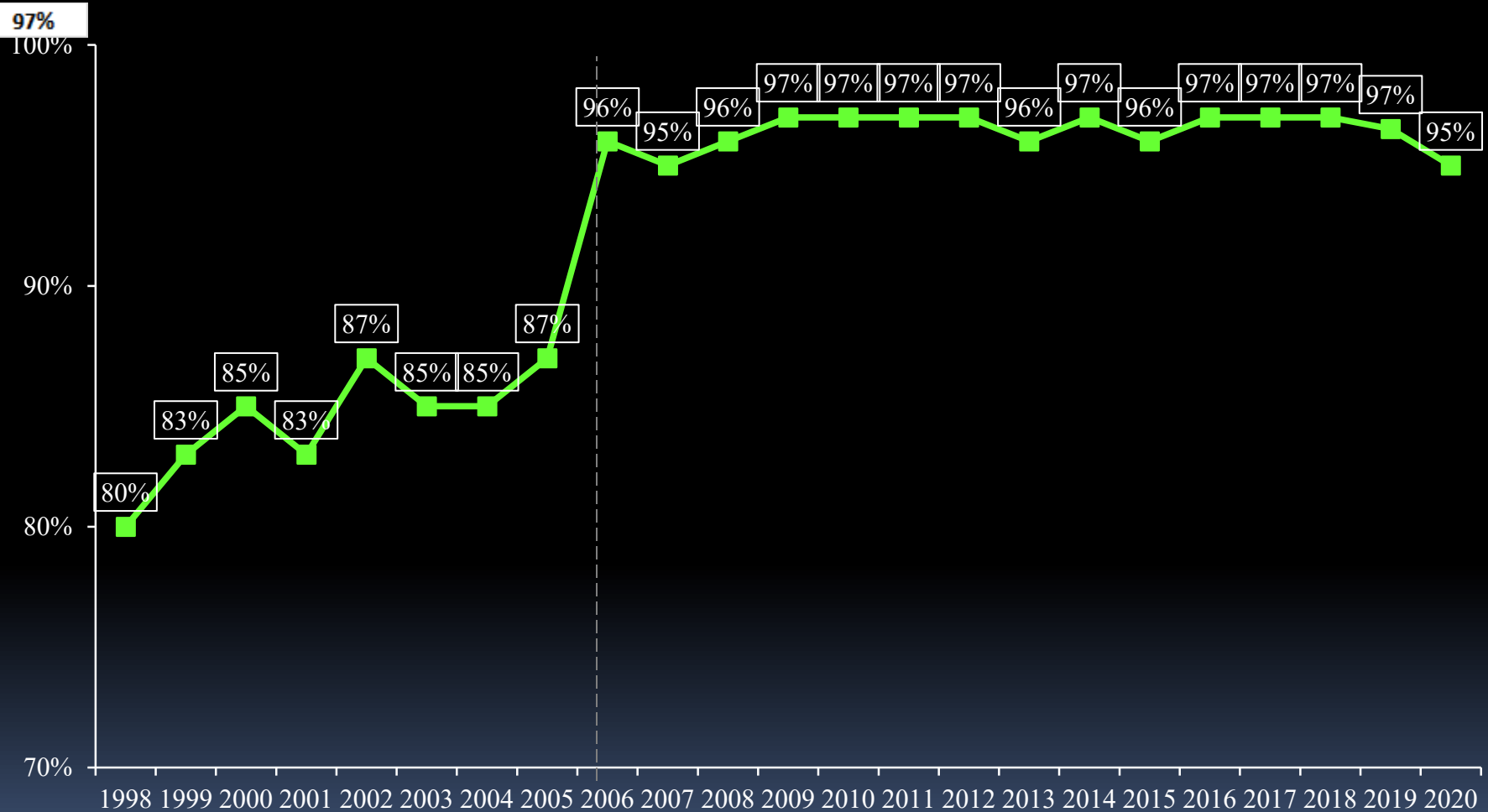
The Law, Health Policy and Disability Center  
The University of Iowa

2020



# Participant Satisfaction

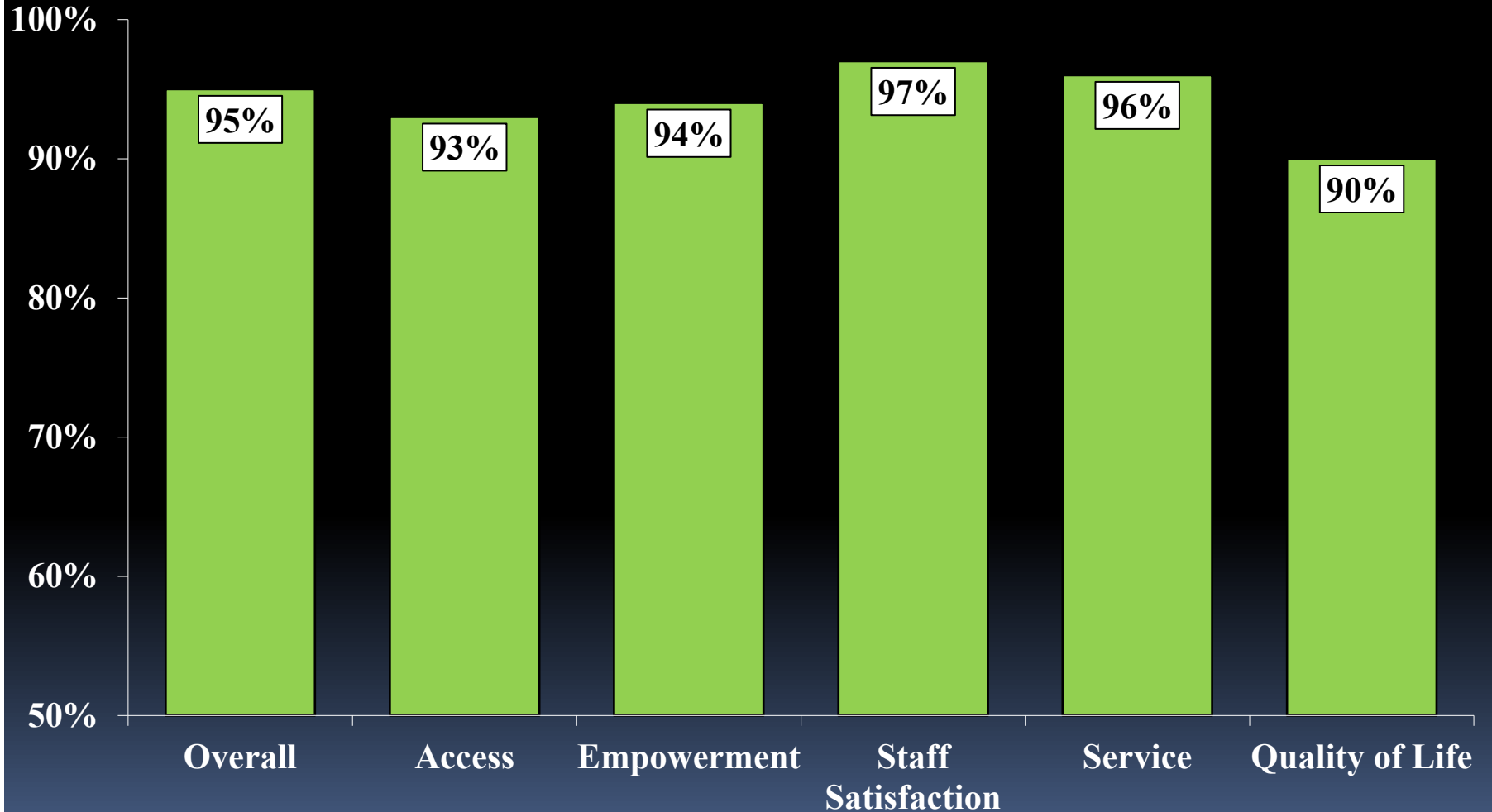
# System Participant Satisfaction 1998 through 2020



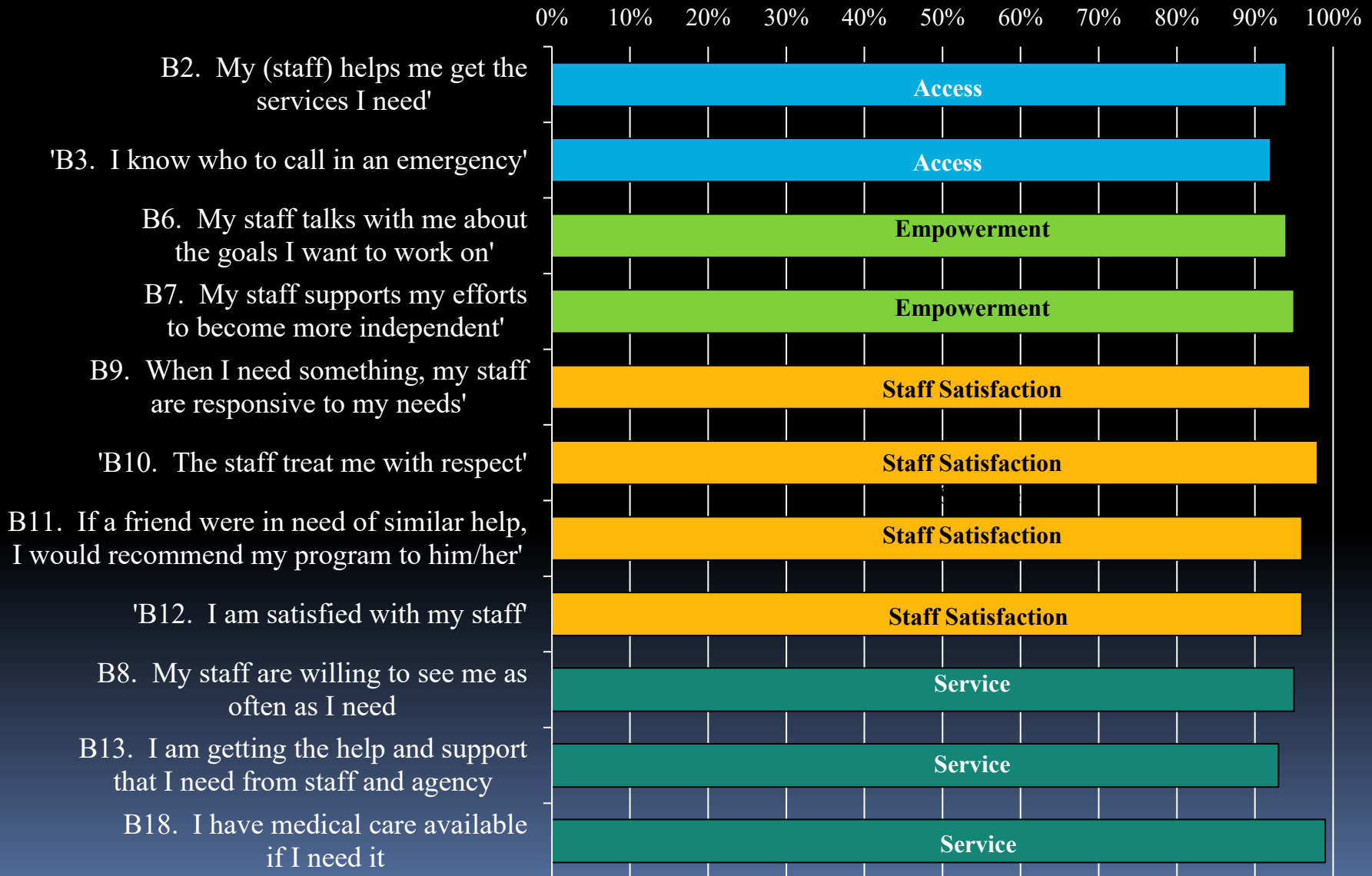
A new process and instrument were implemented to assess satisfaction starting in 2006.

# System Participant Satisfaction by Area

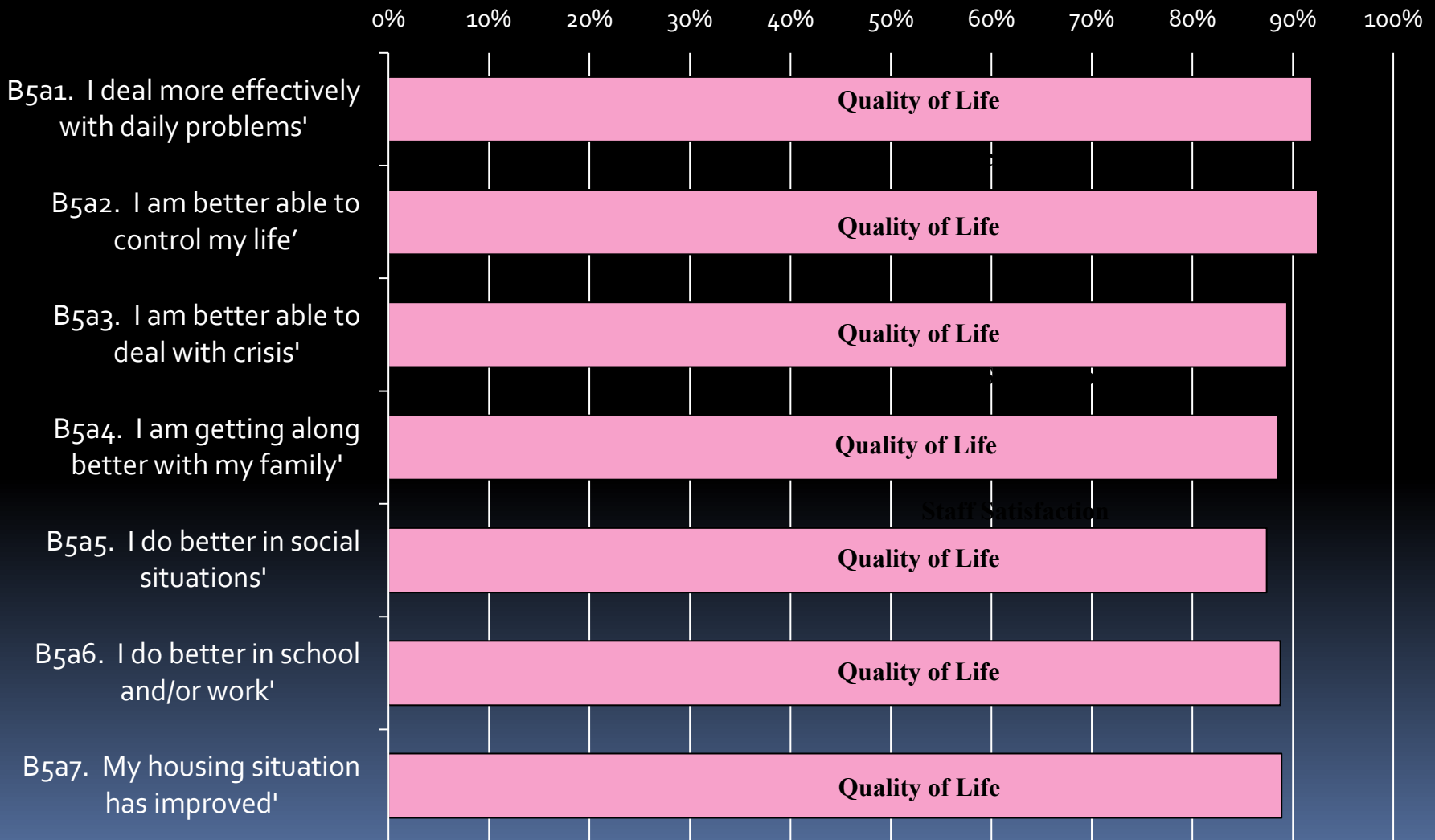
## PCHS 2020



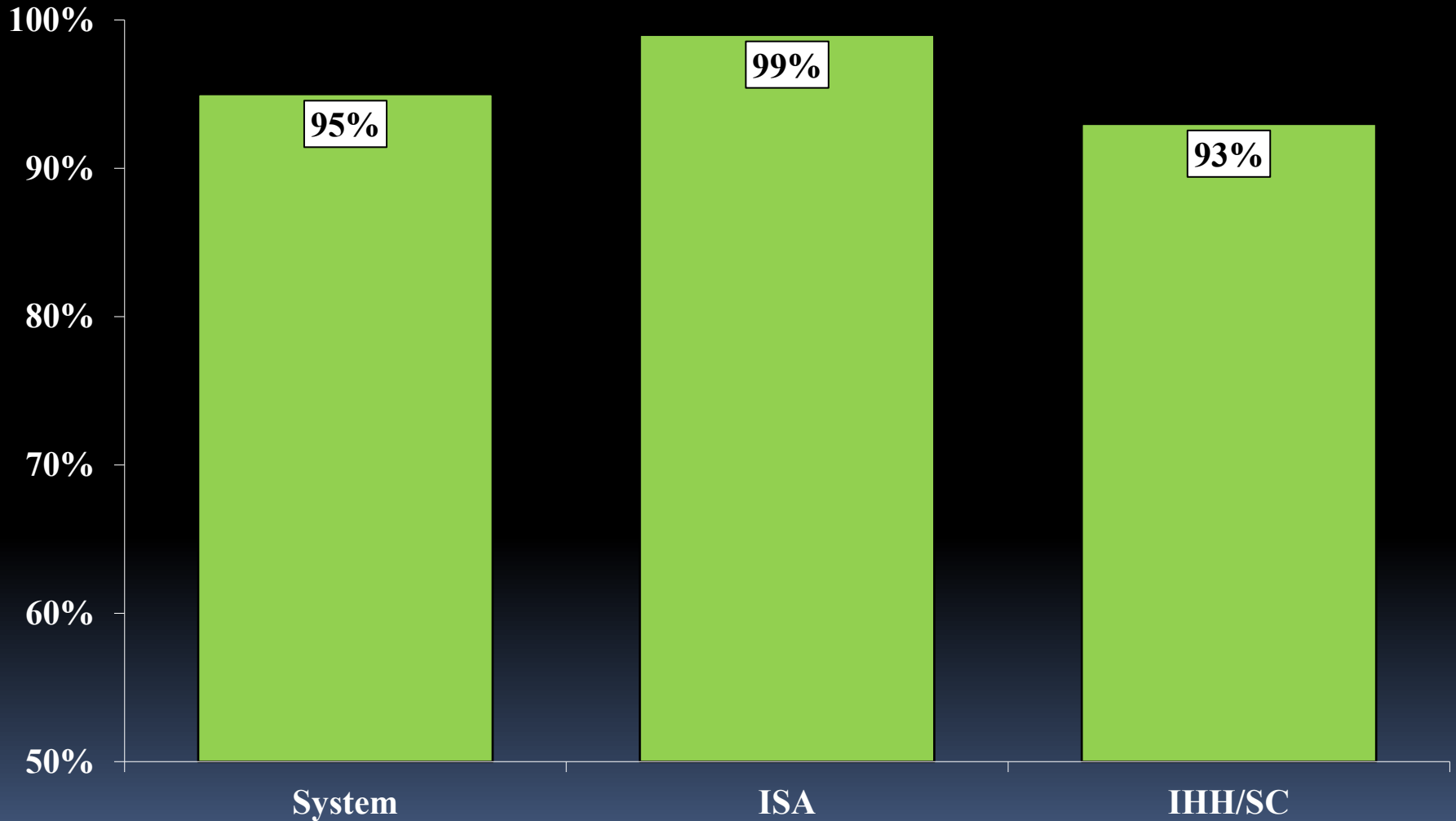
# Participant Satisfaction by Question 2020



# Participant Satisfaction by Question (Quality of Life) 2020

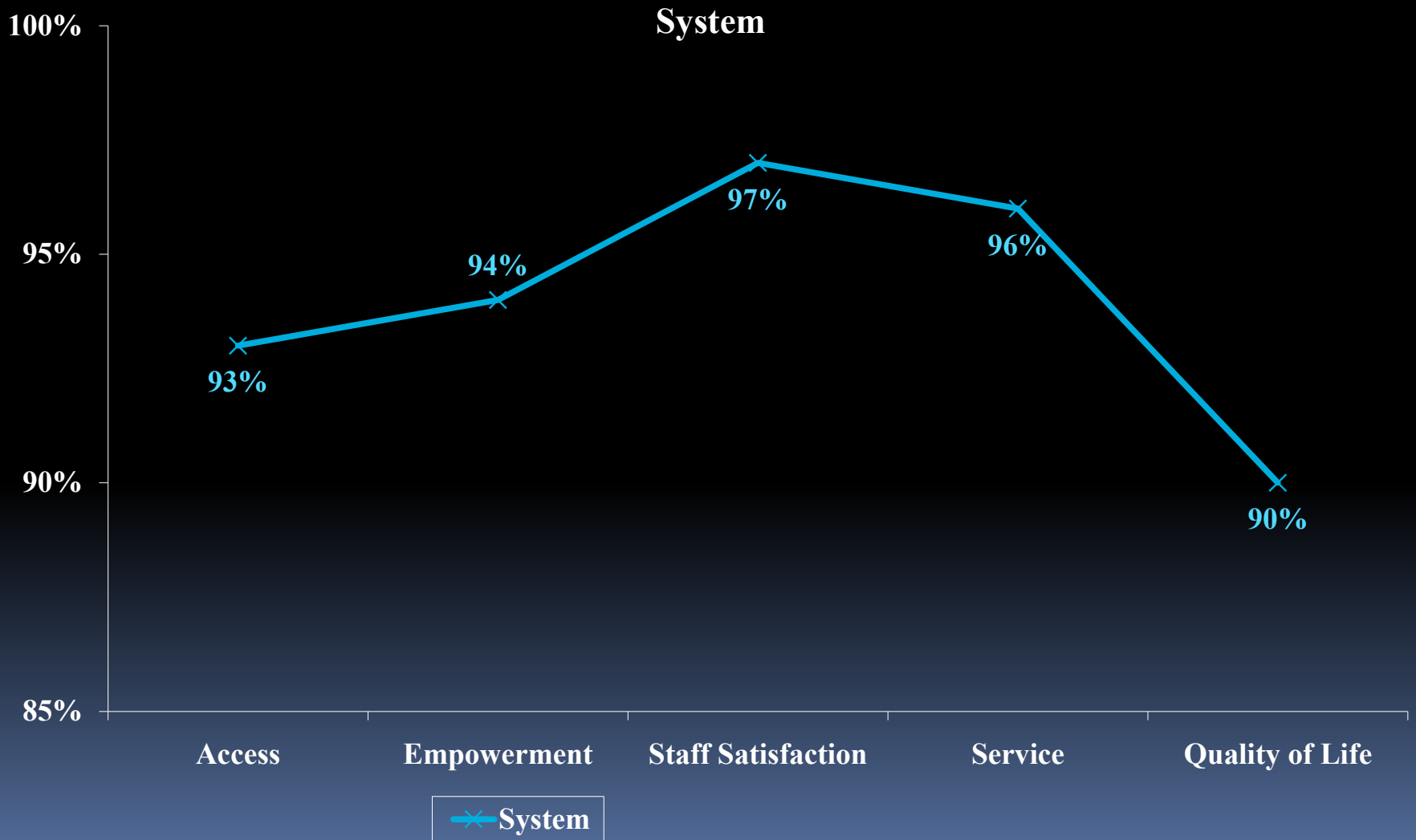


# Participant Satisfaction by Program PCHS 2020



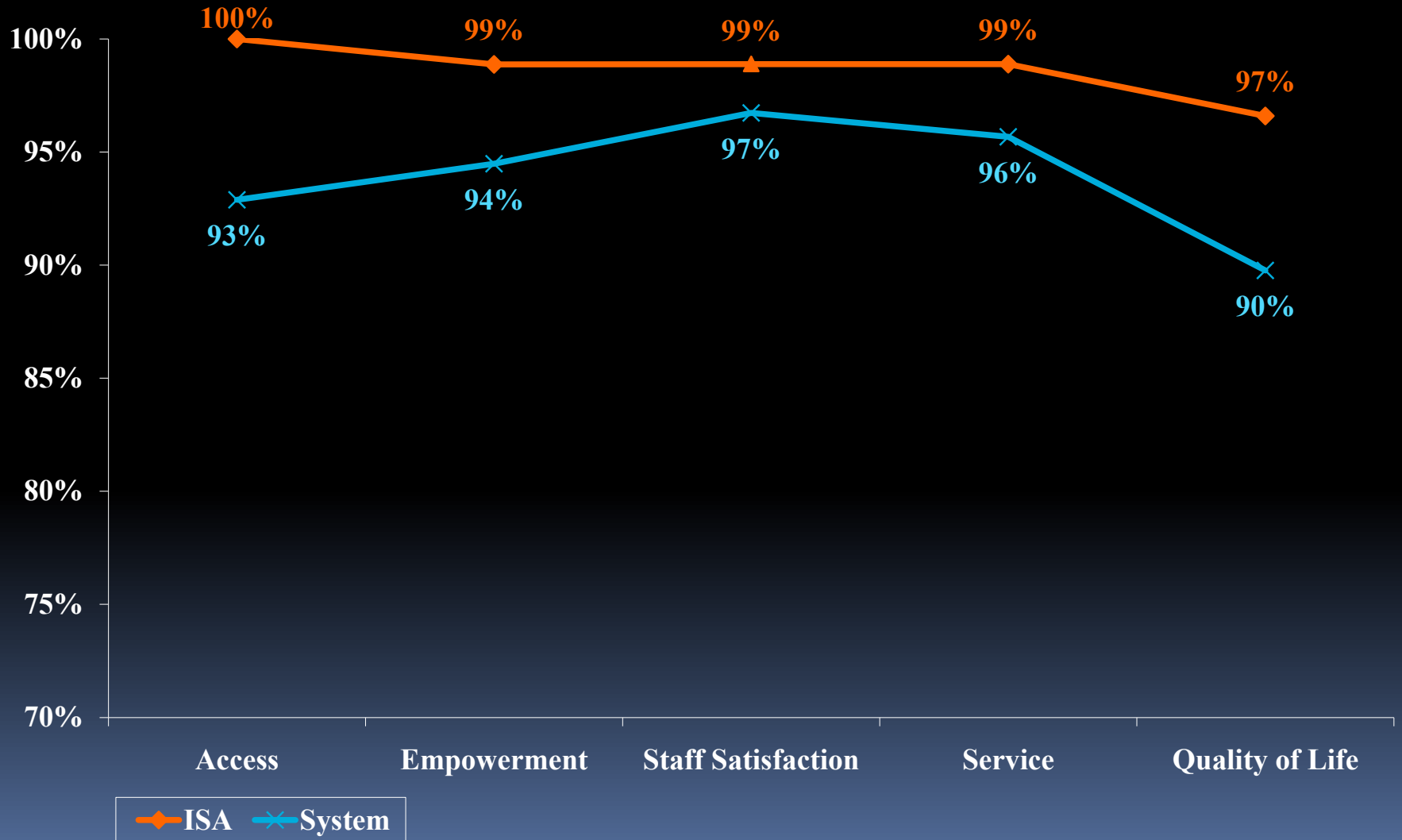
ISA based on 11 questions; IHH & SC based on 8 questions

# System Participant Satisfaction by Area and Program (System) 2020

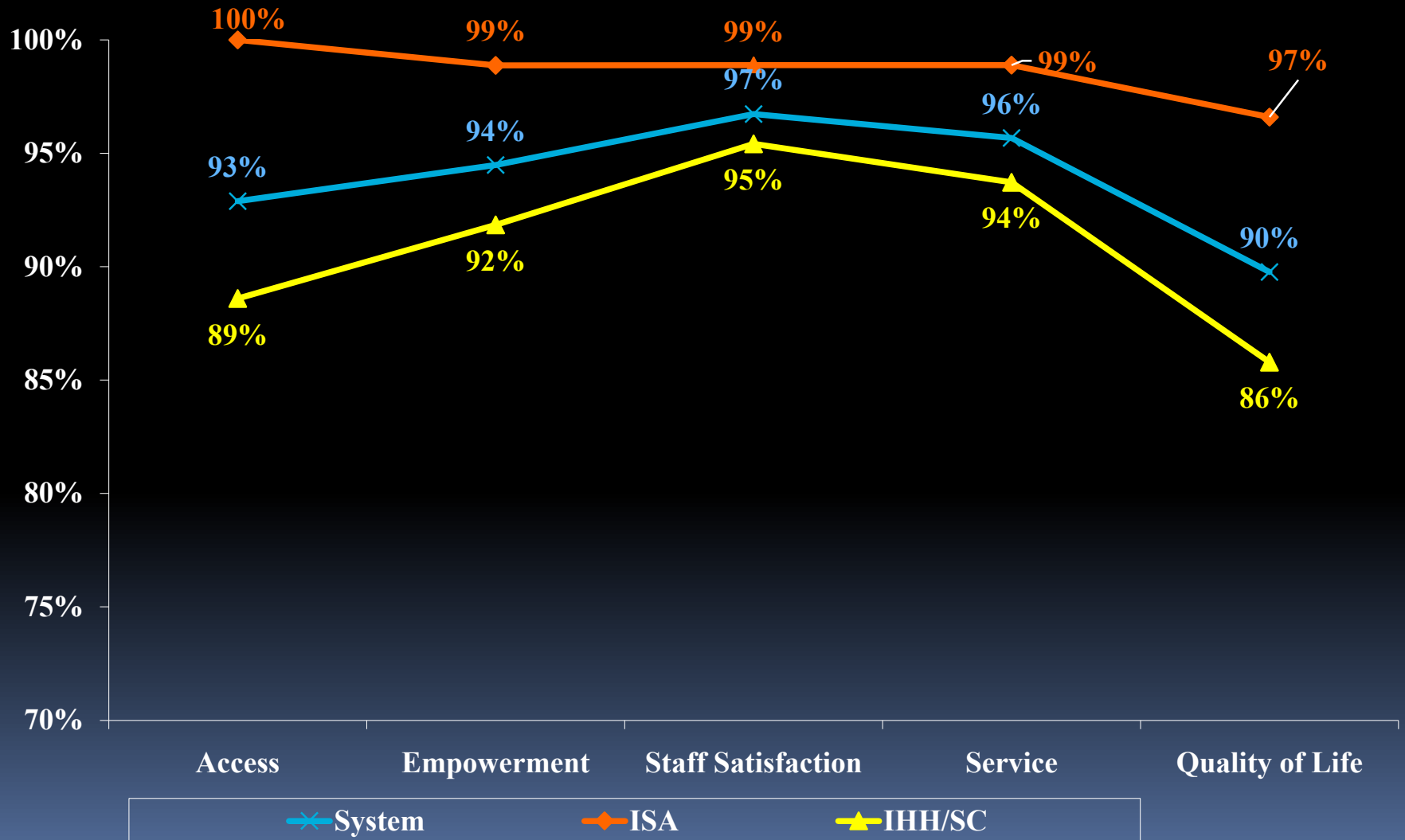




# System Participant Satisfaction by Area and Program (ISA & System) 2020



# System Participant Satisfaction by Area and Program (IHH/SC, ISA, & System) 2020



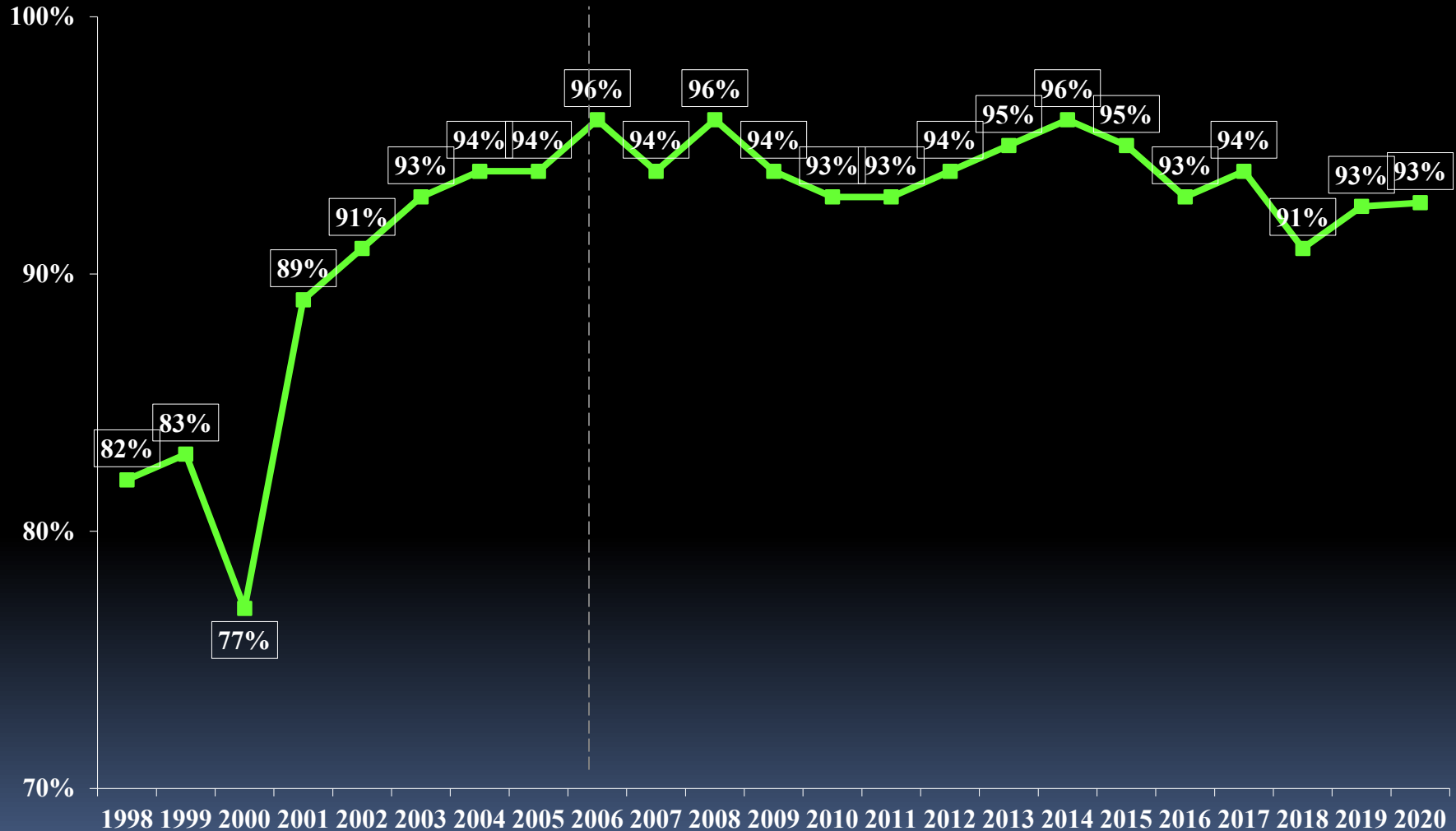


# Concerned Others Satisfaction

# System Concerned Others Satisfaction

## 1998 through 2020

(weighted average)



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

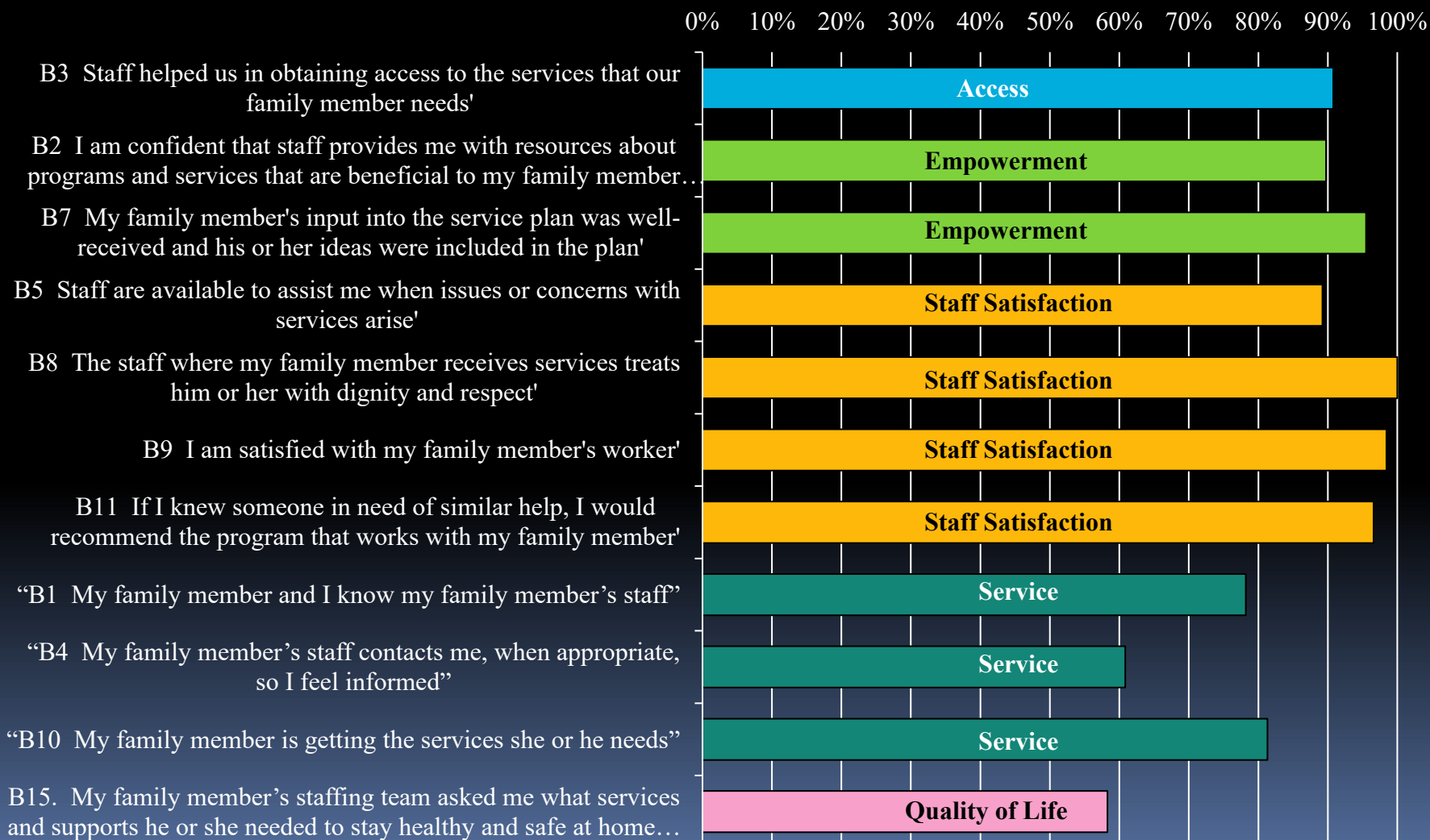
# Concerned Others Satisfaction by Area PCHS 2020



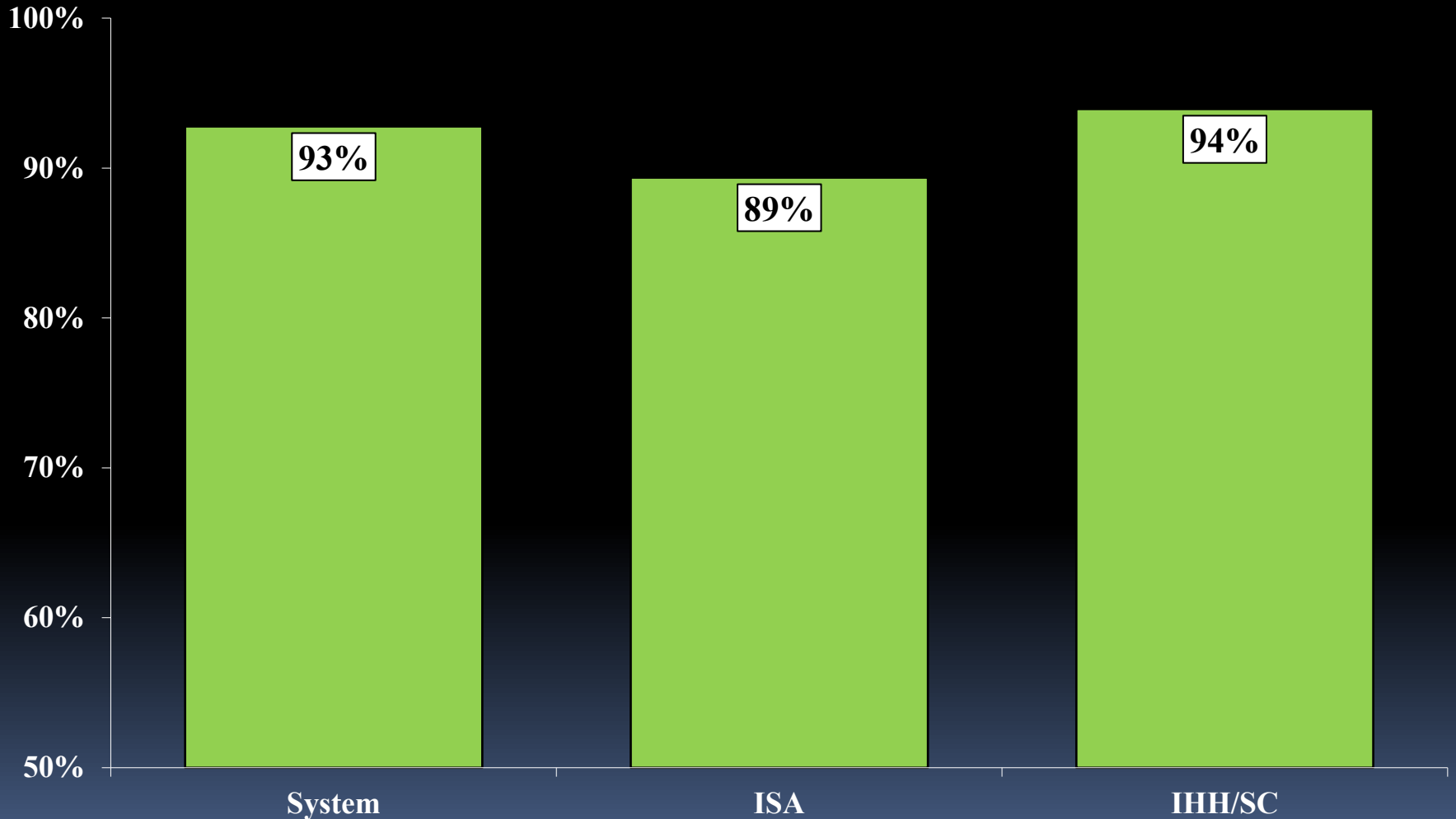
# Concerned Others Satisfaction

## by Item

2020

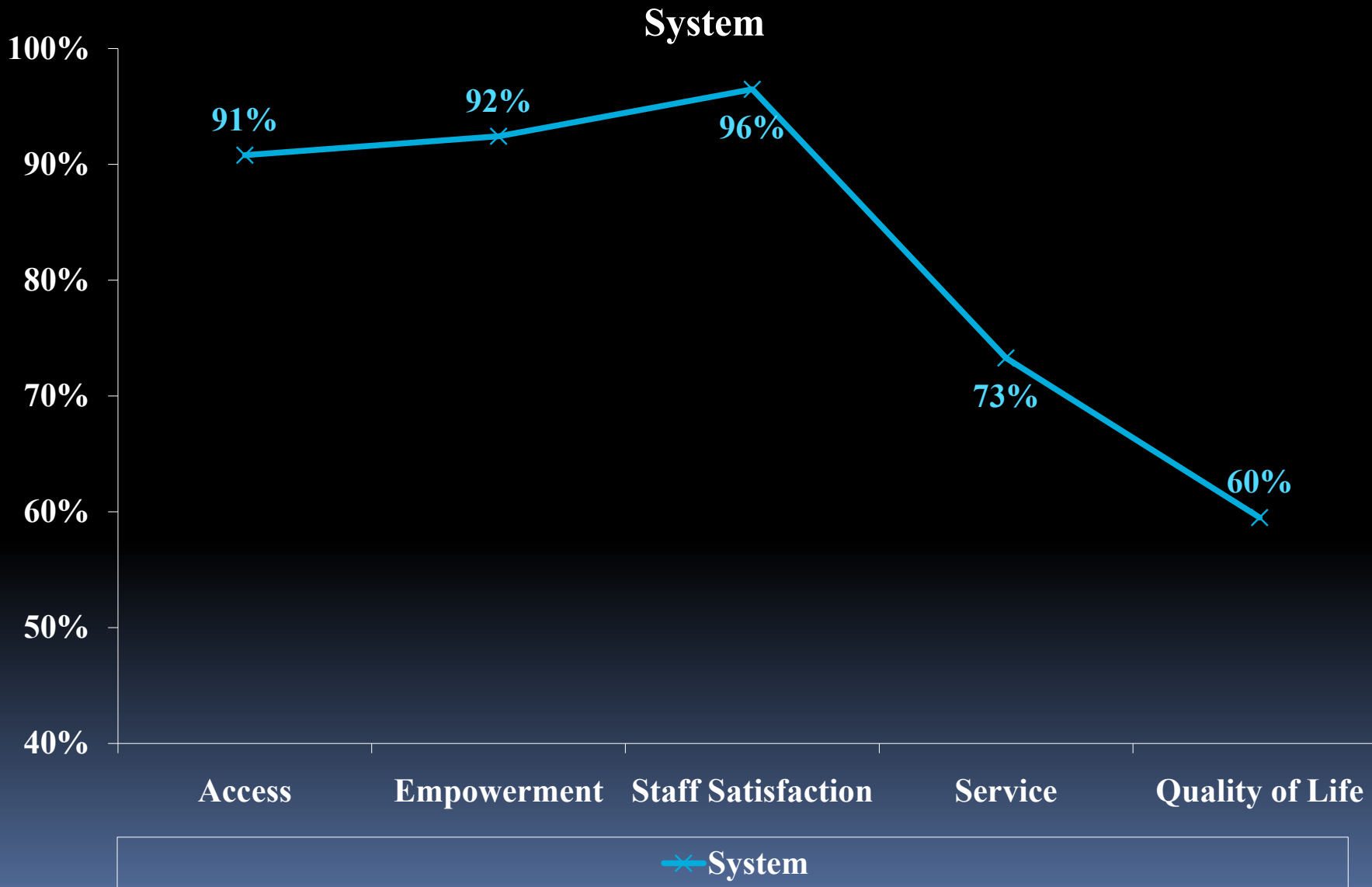


# Concerned Others Satisfaction by Program PCHS 2020



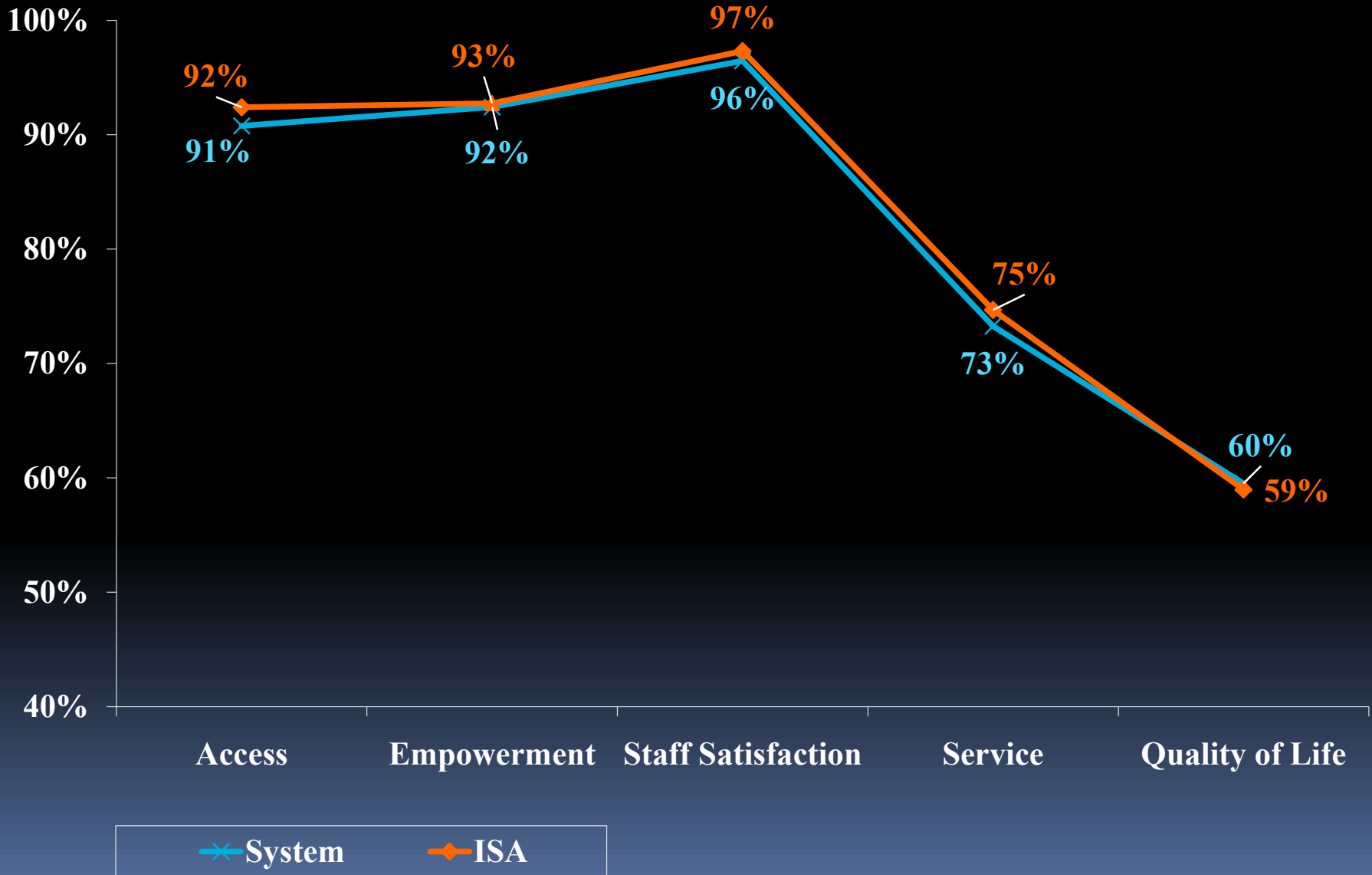
ISA based on 10 questions; IHH & SC based on 7 questions

# Concerned Others Satisfaction by Area and Program 2020

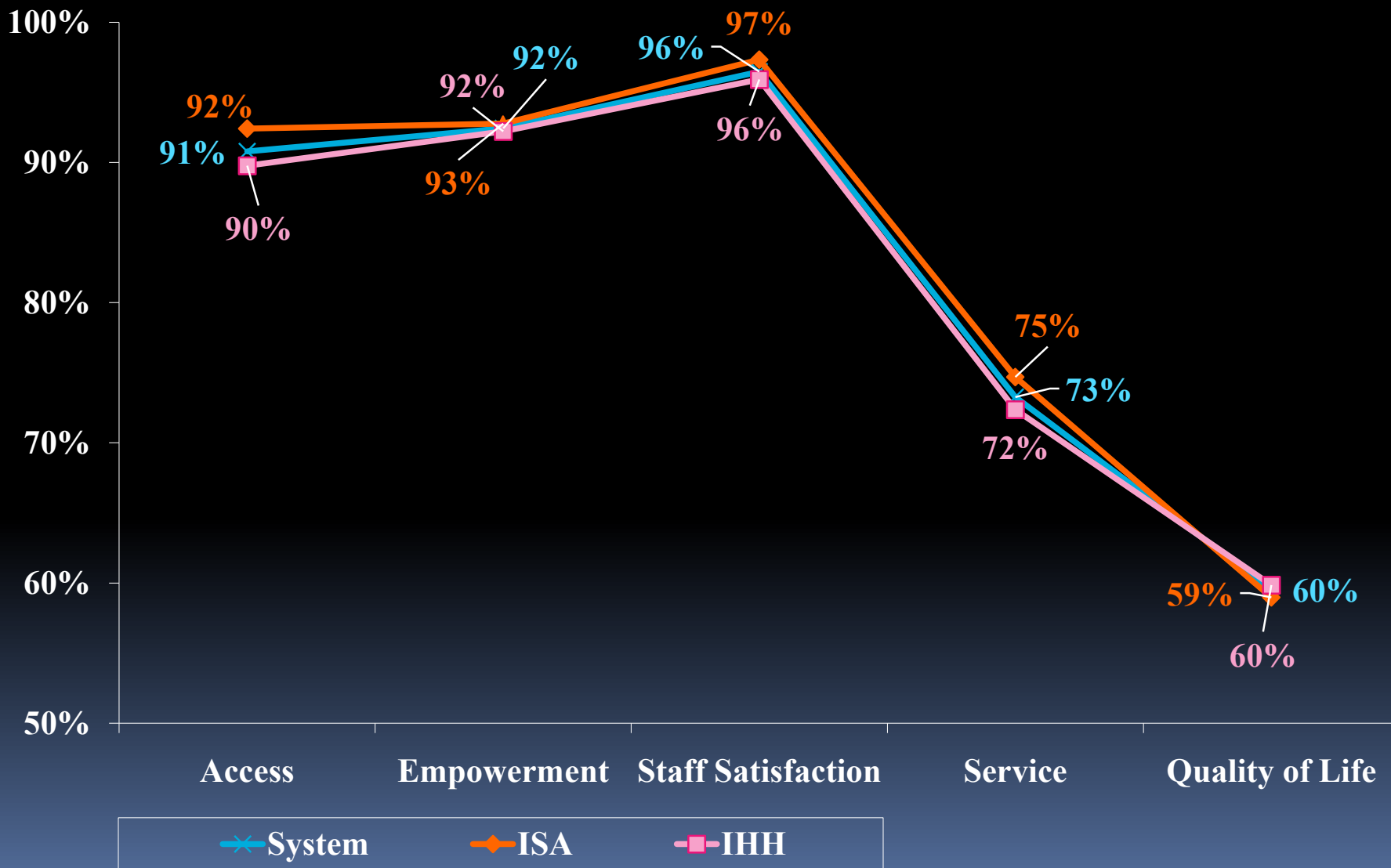




# Concerned Others Satisfaction by Area and Program 2020



# Concerned Others Satisfaction by Area and Program 2020



# Concerned Others Satisfaction by Item ISA and FACT 2020

■ 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)

72.50%

70.69%

66.67%

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

68.29%

70.00%

60.00%

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

83.54%

84.48%

78.57%

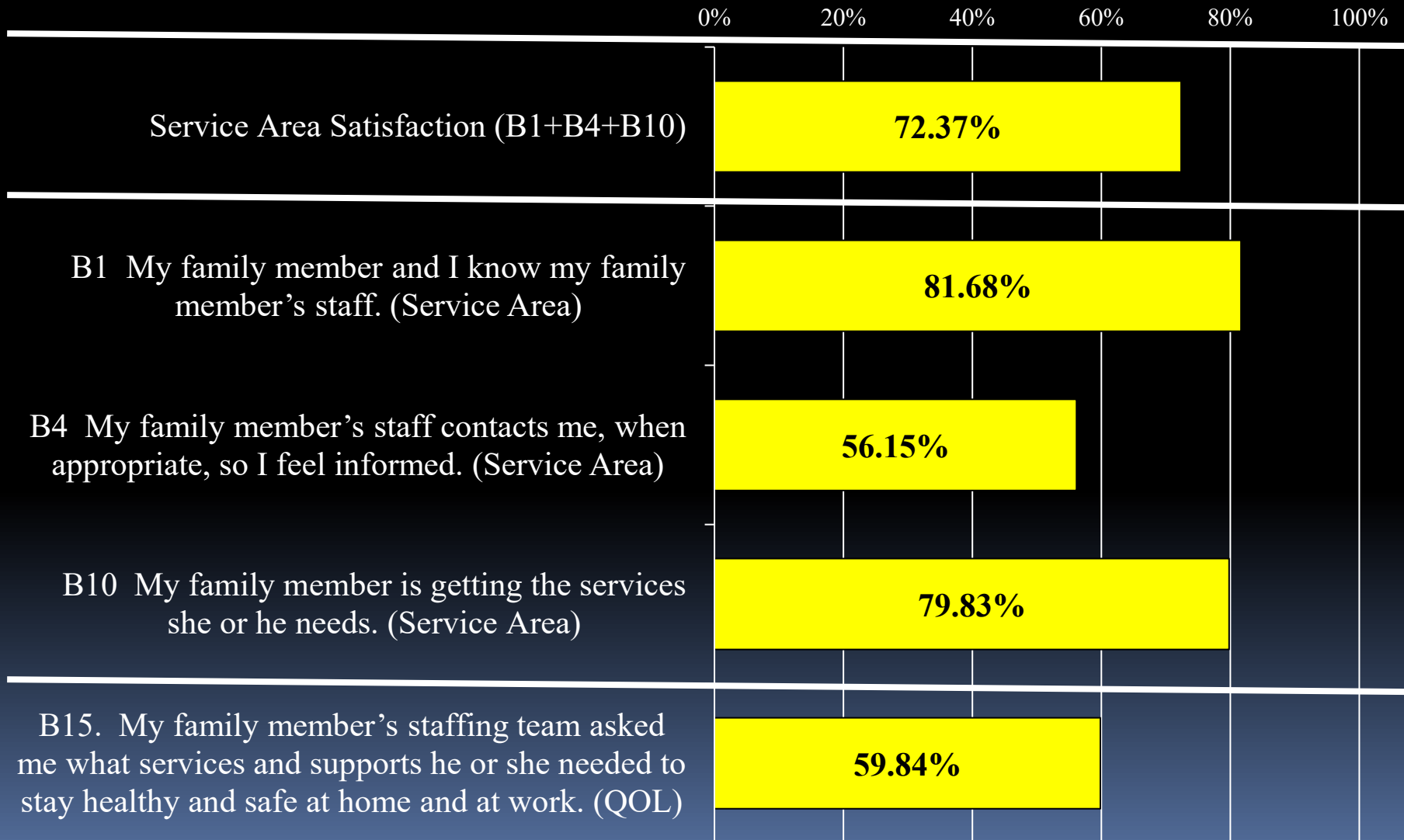
B15. My family member's staffing team asked me what services and supports he or she needed to stay healthy and safe at home and at work. (QOL)

58.97%

55.17%

57.14%

# Concerned Others Satisfaction by Item for IHH/SC 2020





# Summary



# Participant Satisfaction

- Remains high and stable at the system level (95%)
  - KEY at 100%
- Comparable across programs (93%-100%)
- System comparable across three of five areas (91%-96%):  
Access, Empowerment, Staff Satisfaction
- Staff have a good relationships with participants
  
- Possible Areas for Improvement:
  - Service
  - Quality of Life
  - Both probably affected by COVID this year

# Concerned Other Satisfaction

- Remains high at the system level (93%)
- Mostly comparable across programs (86%-100%)
- Comparable across three areas (91%-96%): Access, Empowerment, Staff Satisfaction
  - Satisfaction with Service was lower (73%)
  - QOL lowest (60%)
- 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.

