



QUALITY MEASUREMENT PROGRAM

Minnesota Senior Health Options

**2002 Consumer Assessment of Health Care
~ *MSHO Nursing Home Population* ~**

~ August 2002 ~

TABLE OF CONTENTS

Executive Summary 3

- Background
- Summary of Findings
- Areas of Achievement
- Areas for Improvement
- Discussion

Introduction..... 10

- Minnesota Senior Health Options
- Prepaid Medical Assistance Program
- Past Nursing Home Resident Survey Projects

Project Methodology 12

- Sampling
- Sample Size
- Survey Instrument
- Data Collection Process

Survey Findings 15

- Response Rates
- Respondent and Beneficiary Characteristics
- Using the Survey Results
- Survey Results

Conclusions 23

Appendix A: Survey Instruments

- Appendix A1: MSHO Family Survey Instrument
- Appendix A2: PMAP Family Survey Instrument

Executive Summary

Background

The *2002 Consumer Assessment of Health Care – MSHO Nursing Home Population* survey was the third survey, since 1998, conducted by the Minnesota Department of Human Services (DHS), focusing on the health care services provided to nursing home residents enrolled in Minnesota Senior Health Options (MSHO). The 2002 MSHO survey asked randomly selected families about their experiences with their family member's health care, doctor, care coordinator, nursing home and the MSHO program or health plan. A comparison group of families whose family member was a nursing home resident but was enrolled in the Minnesota Prepaid Medical Assistance Program (PMAP) rather than MSHO was also surveyed.

The survey was conducted between May and June of 2002. A sample of 600 family members of MSHO beneficiaries and 600 family members of PMAP beneficiaries was selected to receive mailed surveys. A response rate of 78% was achieved for both groups of respondents.

A new survey instrument was used in this year's project. The selected instrument combined questions from the 2000 MSHO survey instrument with questions adapted from the Arizona Long Term Care System (ALTCS) Consumer Satisfaction Survey.

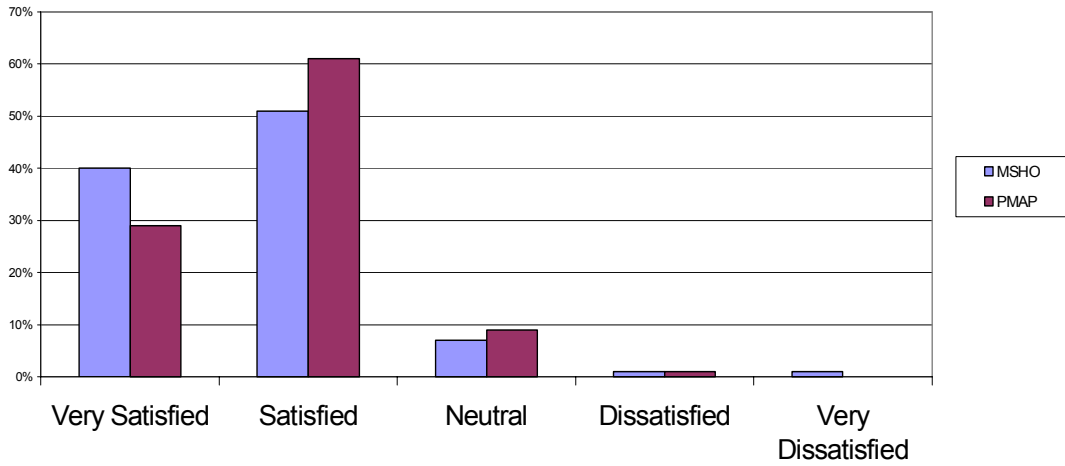
Summary of Findings

Family responders were asked to rate their experiences with their family member's health plan, care coordinator, doctor, and nursing home. Respondents were asked about their overall satisfaction in each area and whether or not they would recommend their family member's health plan, care coordinator, doctor, or nursing home to other family member's or friends. The results for these overall ratings are presented for each of the topic areas below. In the data tables, an up arrow (▲) shows that the score is significantly better than the project average. A down arrow (▼) shows that the score is significantly lower than the project average.

▪ Health Plan

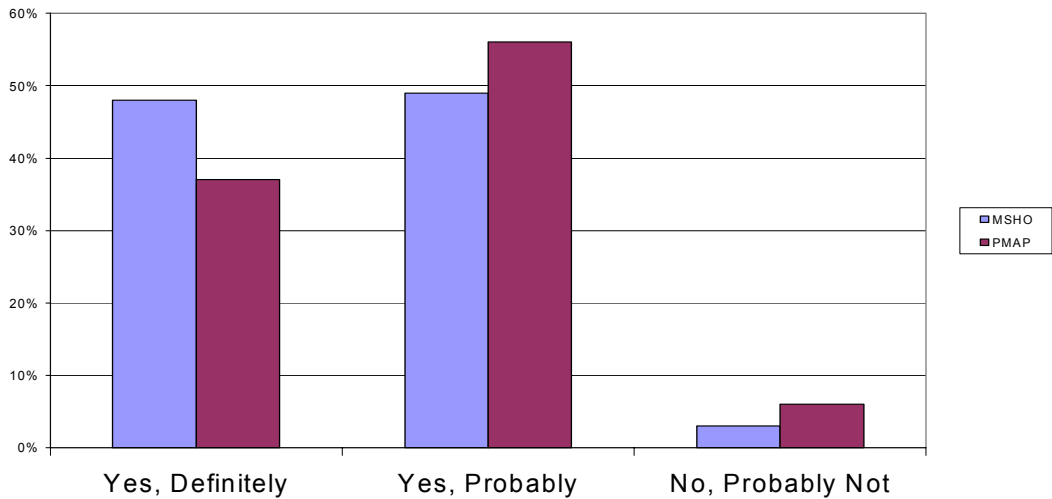
Over 90% of MSHO and PMAP family responders were either "very satisfied" or "satisfied" with their family member's health plan and would "definitely" or "probably" recommend the health plan to others. Significant differences were found between MSHO and PMAP respondents in the degree to which they were satisfied with the health plan. Families of MSHO beneficiaries reported that they were "very satisfied" with their family member's health plan and would "definitely" recommend the health plan to others significantly more often than families of PMAP beneficiaries.

Family Member Rating of Health Plan



Responses	MSHO	PMAP
Very Satisfied	40%▲	29%▼
Satisfied	51%▼	61%▲
Neutral	7%	9%
Dissatisfied	1%	1%
Very Dissatisfied	1%	0%

Would Recommend Health Plan



Responses	MSHO	PMAP
Yes – Definitely	48%▲	37%▼
Yes – Probably	49%	56%
No – Probably Not	3%	6%
No – Definitely Not	<1%	1%

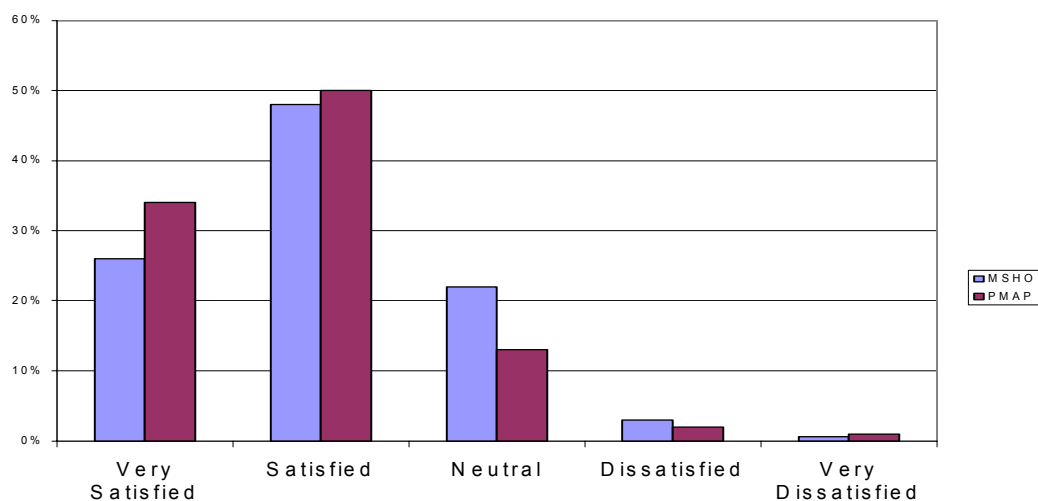
- **Care Coordination**

An important component of the MSHO demonstration is the assignment of a health care professional to assist in the coordination of the MSHO beneficiaries' health care. Since PMAP beneficiaries are not assigned a care coordinator, only family members of MSHO beneficiaries were asked questions about care coordination. Overall, close to 90% of families reported that they were "very satisfied" or "satisfied" with the person who coordinates their family member's care and 94% would "definitely" or "probably" recommend this person to family or friends.

- **Doctor**

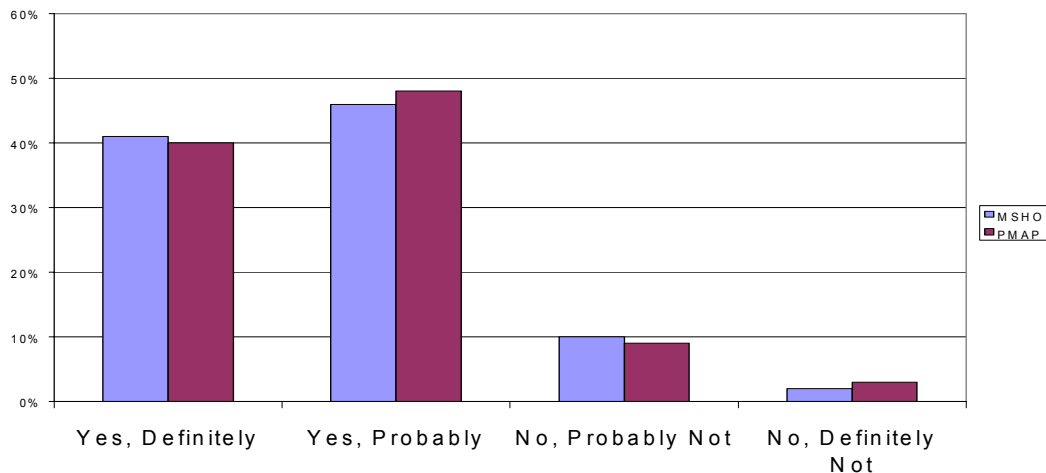
PMAP family responders were more satisfied with their family member's doctor than MSHO families. The differences in the ratings were primarily found in the number of families that were "very satisfied" with the doctor. Of the PMAP families, 34% reported being "very satisfied" compared to 26% of MSHO families. Across the groups, families were more likely to be "neither satisfied nor dissatisfied" with their family member's doctor compared to other care providers, however, most families would be more likely to recommend the doctor to others than not recommend them.

Family Member Rating of Doctor



Responses	MSHO	PMAP
Very Satisfied	26%▼	34%▲
Satisfied	48%	50%
Neutral	22%	13%
Dissatisfied	3%	2%
Very Dissatisfied	1%	1%

Would Recommend Doctor

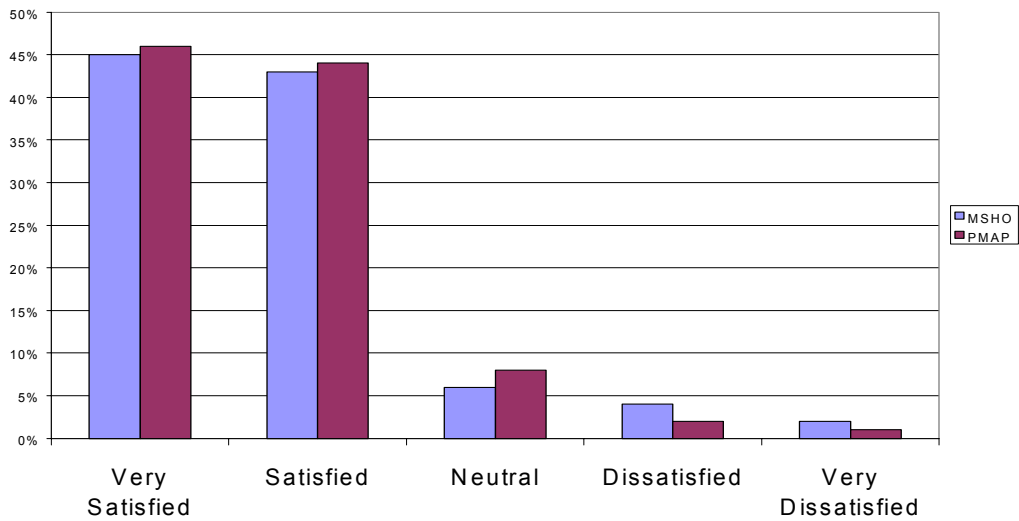


Responses	MSHO	PMAP
Yes – Definitely	41%	40%
Yes – Probably	47%	48%
No – Probably Not	10%	9%
No – Definitely Not	2%	3%

▪ Nursing Home

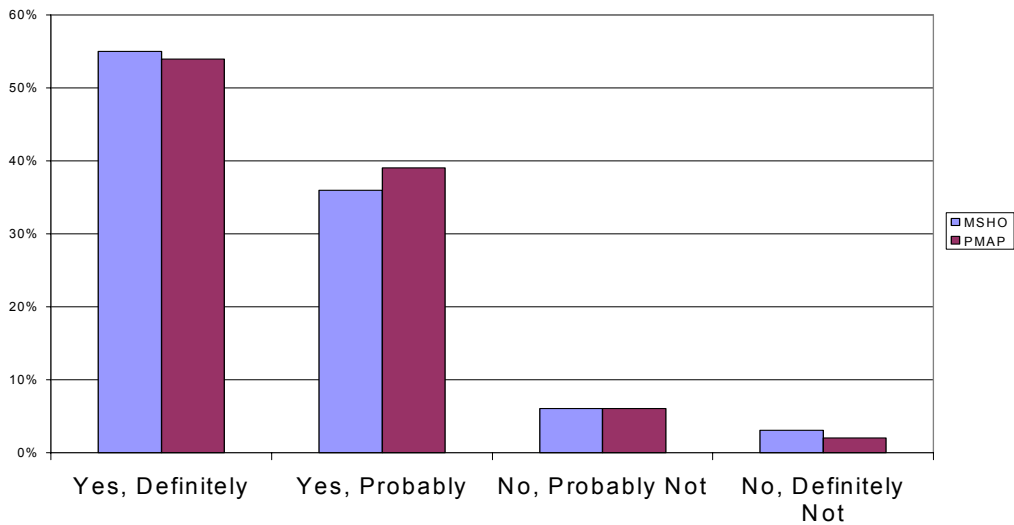
MSHO and PMAP families reported a high level of satisfaction with their family member’s nursing home. Close to 90% of families were either “satisfied” or “very satisfied” with the nursing home. Although very few families were dissatisfied with the nursing home, MSHO families were significantly more dissatisfied than PMAP families when combining “dissatisfied and “very dissatisfied” responses.

Family Rating of Nursing Home



Responses	MSHO	PMAP
Very Satisfied	45%	46%
Satisfied	43%	44%
Neutral	6%	8%
Dissatisfied	4%	2%
Very Dissatisfied	2%	<1%

Would Recommend Nursing Home



Responses	MSHO	PMAP
Yes – Definitely	55%	54%
Yes – Probably	36%	39%
No – Probably Not	6%	6%
No – Definitely Not	3%	1%

Areas of Achievement

Areas of achievement are questions that receive a high percentage of positive scores. Responses of “very satisfied”, “satisfied”, or “no problem” would be counted as positive responses.

For the MSHO and PMAP populations, there were a number of areas that received a high percentage of positive scores. The questions with positive scores over 90% for the **MSHO** population included:

- Overall satisfaction with MSHO (91%)
- Would recommend MSHO to others (96%)
- Family shown respect by health plan staff (90%)
- Family got the help they needed when calling person coordinating care (90%)
- Person coordinating care listened to family member (91%)
- Family shown respect by person coordinating care (92%)
- Would recommend person coordinating care to others (94%)
- Family shown respect by nursing home staff (92%)
- Would recommend nursing home to others (91%)

The questions with positive scores over 90% for the **PMAP** population included:

- Overall satisfaction with family member’s health plan (90%)
- Would recommend health plan to others (93%)
- Family member hospitalized when health problems require it (92%)
- Family got the help they needed when calling the nursing home (91%)
- Family shown respect by nursing home staff (94%)
- Overall satisfaction with nursing home (90%)
- Would recommend nursing home to others (93%)

Areas for Improvement

Areas for improvement are questions that receive high problem score ratings. Responses of “dissatisfied”, “very dissatisfied”, “small problem” or “big problem” would be counted as problem responses. The survey results showed that MSHO and PMAP populations identified similar areas for improvement. Topic areas with problem scores over 20% included:

- Problem reaching someone who can help when calling the health plan (20% for MSHO and 25% for PMAP)
- Problem reaching someone who can help when calling the doctor (35% for MSHO and 30% for PMAP)
- Problem reaching someone who can help when calling the nursing home (23% for MSHO)

Discussion

Both MSHO and PMAP families reported high levels of satisfaction with their family member's health care services. Overall satisfaction was close to, or greater than, 90% for ratings of health plan, care coordination, and nursing home. PMAP families tended to rate their family member's doctor higher than MSHO families. However, both groups were more likely to give the doctor a "neither satisfied nor dissatisfied" rating than a "satisfied or very satisfied" rating, resulting in lower satisfaction scores in this area.

MSHO and PMAP ratings were very similar when combining the satisfied and very satisfied responses. Differences were seen between the groups when separating these two response options. In most cases, especially in the health plan questions, MSHO families were more likely to report being "very satisfied" with their family member's health care services than PMAP families.

Very few families reported dissatisfaction with their family member's care. One of the challenges when using questions that ask about levels of satisfaction is to move families from a neutral response of "neither satisfied nor dissatisfied", or even "satisfied", to the level of "very satisfied". The data shows that this appears to be one of the strengths of MSHO.

The questions with response options of "big problem", "small problem", or "not a problem" did suggest some areas for improvement. At least 20% of families across population groups reported that they had a problem reaching someone who could help when calling their family member's health plan, doctor, or nursing home.

Approximately one-fourth of the family respondents reported that they had made a complaint about their family member's nursing home. Of the families making complaints, 60–64% were "satisfied" or "very satisfied" with how their complaint was handled while 16–22% were "dissatisfied" or "very dissatisfied". Few complaints were made about the family member's health plan or services received through the health plan. On the topic of complaints, it is important to note that over one-fourth of the families reported that they did not know whom to contact if they had a complaint or they were not satisfied with how a complaint was handled.

2002 Consumer Assessment of Health Care ~ MSHO Nursing Home Population ~

Introduction

Each year the Minnesota Department of Human Services (DHS) evaluates the care received by beneficiaries enrolled in Minnesota Senior Health Options (MSHO). This summary report presents the findings from the third round of surveys that have been conducted by DHS, since 1998, to assess the quality of care provided to nursing home residents enrolled in MSHO from the perspective of the resident's family member. The project was conducted by the Minnesota Health Data Institute, under contract with DHS. The results from these surveys are compared to the results of a survey of family members of nursing home residents enrolled in Minnesota's Prepaid Medical Assistance Program (PMAP).

Minnesota Senior Health Options

MSHO, which began in 1997, is a demonstration project designed to integrate care for low-income senior citizens eligible for both Medicare and Medicaid. The demonstration is designed to simplify and coordinate acute day-to-day and long-term care for dually enrolled (enrolled in both Medicare and Medicaid) seniors in a single, seamless system of care. MSHO is offered in the seven-county metropolitan area and in three additional rural counties. Enrollment in the program is voluntary. MSHO contracts with three health plans; Medica Health Plans, Metropolitan Health Plan, and UCare Minnesota (Medica, MHP, and UCare). These health plans contract with a network of care systems and providers to provide care to enrollees. MSHO beneficiaries are comprised of individuals who receive services in the community and individuals who receive services in a nursing home facility.

Prepaid Medical Assistance Program

PMAP is Minnesota's Medicaid managed care program. PMAP beneficiaries enroll in one of PMAP's contracted health plans and receive care through the health plan's contracted network of care systems and providers.

Past Nursing Home Resident Survey Projects

In 1998, an initial evaluation comparing the MSHO and PMAP programs was conducted by Robert L. Kane, M.D. from the Division of Health Services Research and Policy, School of Public Health, University of Minnesota. Both community and nursing home dually eligible populations were included in the evaluation. Survey instruments were designed by the evaluators specifically for the demonstration and were administered through face-to-face interviews with MSHO and PMAP beneficiaries. In cases in which the beneficiary was not able to complete the interview, due to cognitive impairments or other issues, a proxy respondent was interviewed. In cases where a beneficiary survey was completed, a family member identified by the beneficiary was asked to participate in a telephone-based, family version of the survey.

The 2000 MSHO nursing home project was conducted by the Minnesota Health Data Institute using a methodology similar to the 1998 project. A revised-version of the 1998 survey instrument was used to conduct face-to-face interviews with nursing home residents. Proxy interviews were not conducted. Family members were asked to complete a family version of the survey regardless of whether or not the nursing home resident was able to complete the beneficiary survey.

In both the 1998 and 2000 projects, the inability of nursing home residents to participate in the face-to-face survey interviews due to cognitive limitations resulted in a significant attrition rate. Approximately 80 to 85 percent of nursing home residents were not able to complete the survey interviews. However, the family survey response rates surpassed estimates with approximately 70% of family members completing and returning the survey in 2000¹.

The development of effective methodologies to directly survey nursing home residents is a topic that is currently being debated on a national level. While work is being conducted on developing a cognitively appropriate survey instrument and related methodology to survey this population, the 2002 survey focused on surveying family members of nursing home residents to assess their perspective on the quality of care provided to their family member.

¹ The 2000 *Medical Assistance Health Plan Survey of Nursing Home Residents and their Families Project Report* can be viewed on the DHS website at: www.dhs.state.mn.us/HlthCare/pmqi/default.htm.

Project Methodology

The 2002 survey was conducted from May through June of 2002. The focus of the survey was MSHO beneficiaries residing in a nursing home facility. PMAP beneficiaries residing in a nursing home facility were used as a control group. Surveys were sent to family members who had been identified in DHS records as the primary contact for these two groups.

Sampling

The sampling design for this project consisted of an experimental group (MSHO enrollees residing in nursing homes) and a control group (Prepaid Medical Assistance Program enrollees residing in nursing homes). The control group was matched to the experimental group based on age, gender, previous nursing home residence experience, and health plan enrollment (Medica, MHP, and UCare).

Sample data files were drawn by DHS from the Medicaid enrollment files and provided directly to an independent data collection and analysis vendor. The sample files included only those enrollees who met the following eligibility criteria:

- MSHO beneficiaries who had been continuously enrolled in MSHO for the 6 month period preceeding the date of the sample file extraction, and who had resided in a nursing home in the seven-county metropolitan area for that same time period.
- PMAP beneficiaries, 65+, who had been continuously enrolled in PMAP through Medica, MHP or UCare for the 6 month period preceeding the date of the sample file extraction, and who had resided in a nursing home in the seven-county metropolitan area for that same time period.

The sample files contained contact information about the family member to be surveyed and reference information about the nursing home resident. Contacts that were identified as social workers or other non-family contacts were excluded from the final sample.

Sample Size

A sample of 600 family members of nursing home residents enrolled in MSHO and 600 family members of nursing home residents enrolled in PMAP were randomly selected by the vendor from the final enrollment files. Table 1 shows the number of targeted completions per each population based on a 50% response rate.

Table 1
2002 Survey of the Families of Nursing Home Residents
Enrolled in MSHO & PMAP
~ Sampling Matrix ~

Population Group	Sample	Target completions
Families of MSHO Beneficiaries	600	300
Families of PMAP Beneficiaries	600	300

Survey Instrument

A new survey instrument was selected for the 2002 project. The instrument used in this project was adapted from the Arizona Long Term Care System (ALTCS) Consumer Satisfaction Survey that was developed under a grant from the Flinn Foundation. This instrument was used with the permission of the State of Arizona's Health Care Cost Containment System.² The adapted instrument retained some of the questions from the Family Questionnaire – Institution Version that was used in the 1998 and 2000 DHS MSHO family survey projects.

Two versions of the survey instrument were developed for the project. The MSHO version consisted of 72 questions asking family members to rate their experiences with their family member's:

- ◆ Health plan or MSHO services
- ◆ Care coordination
- ◆ Doctor
- ◆ Health care
- ◆ Nursing home care

The PMAP version of the instrument consisted of 60 questions and was identical to the MSHO version with the exception of excluding the block of questions about care coordination since PMAP beneficiaries do not have a designated care coordinator. Both versions also included questions regarding the experiences of the family with the process for reporting complaints about their family member's nursing home or health care services and demographic questions about the family member completing the survey and the nursing home resident. A copy of both versions of the instrument is included in Appendix A.

² The Arizona survey relied upon four other survey instruments as the guide in the development of AHCCCS' long term care satisfaction tool. These instruments included: 1) the Arizona Department of Economic Security Non-Medical Home and Community-based Services – Customer Satisfaction Survey (March 1999); 2) 1999 Maricopa Integrated Long Term Care Nursing Home Client Survey; 3) the Consumer Assessment of Health Plans Study (Version 2.0H), and 4) the Development and Validation of Scales to Measure Patient Satisfaction with Health Care Services: Volume 1. Part A. Review of Literature, Overview of Methods, and Results for Construction of Scales (PSQ).

Data Collection Process

The family survey was conducted over an 8-week period using a three-wave mailing protocol, consisting of:

- ◆ First mailing of survey instrument with cover letter
- ◆ Reminder postcard sent after one week
- ◆ Second mailing of survey instrument with cover letter sent three weeks later to non-responders

The cover letter used for the first and second survey mailing included a standard DHS language block instructing respondents to call a toll-free number at DHS with questions about the letter and survey. The languages included in the block were: Arabic; Cambodian (Khmer); Croatian; Hmong; Lao; Oromo; Russian; Somali; Spanish; and Vietnamese.

The final sample disposition for the project is presented in Table 2 below.

Table 2
2002 Survey of the Families of Nursing Home Residents
Enrolled in MSHO & PMAP
~ Final Sample Disposition ~

<i>Program</i>	<i>Surveys Mailed</i>	<i>Total Tracked</i>	<i>1st Mail Returns</i>	<i>2nd Mail Returns</i>	<i>Undeliverable</i>	<i>Mentally/Physically Unable to Complete</i>	<i>Blank/Refusal</i>	<i>Deceased</i>	<i>Does Not Meet Eligibility Criteria*</i>	<i>Language Problem</i>
MSHO	600	448	362	58	7	0	1	12	8	0
PMAP	600	435	333	57	2	0	1	13	29	0
Total	1200	883	695	115	9	0	2	25	37	0

** Does not meet eligibility criteria: Not in any Nursing Home, or survey sent to a Social Worker/Case Worker/Nursing Home etc.*

Survey Findings

Response rates

The adjusted survey response rates for both the MSHO and PMAP family responders significantly exceeded the targeted response rate of 50%. The response rates shown in Table 3 below have been adjusted by excluding families of nursing home residents that were deceased or were no longer enrolled in the MSHO or PMAP programs.

Table 3
2002 Survey of the Families of Nursing Home Residents
Enrolled in MSHO & PMAP
~ Response Rates ~

Population Group	Sample	Completed Surveys	Response Rate
Families of MSHO Beneficiaries	600	448	78%
Families of PMAP Beneficiaries	600	435	78%

Respondent and Beneficiary Characteristics

The majority of family members that responded to the survey were children of the nursing home residents. Daughters responded almost twice as often as sons. Family members typically lived less than a half hour away from the nursing home and visited the nursing home resident at least a few times a month. The respondent was more likely to visit the resident than to talk with him or her by phone.

Survey respondents and beneficiaries had very similar characteristics across the MSHO and PMAP population groups. The majority of respondents were white females between the ages of 45 and 74 and were in good to excellent health. Male respondents accounted for approximately one-third of the responses. Over 90% of respondents had a minimum of a high school education. Significantly more MSHO respondents had a 4-year college degree than PMAP respondents.

The MSHO and PMAP beneficiaries were primarily female and in fair to good health. Families reported their family member's health condition as fairly stable compared to their health one year ago.

Using the Survey Results

This section of the report presents the results of the 448 families of MSHO nursing home beneficiaries and 435 families of PMAP nursing home beneficiaries who responded to the survey.

The tables below show the percentage of respondents who selected each response option. For each question, the MSHO and PMAP results are compared to the total scores to indicate whether or not there are significant differences between the positive scores provided by the two populations. The positive responses are either “No Problem” or “Very Satisfied/Satisfied”. An up arrow (▲) shows that the positive score is significantly better than the project average. A down arrow (▼) shows that the positive score is significantly lower than the project average. An asterisk (*) indicates that the question was not asked for that population or health care service area.

Survey Results

These first survey results show answers to questions that were asked about health plan staff, care coordination staff, doctors, and nursing home staff.

The table below shows answers to a question that asked **how much of a problem** it was for families to reach someone who could help when they called about their family member.

Responses	Health Plan		Care Coord.		Doctor		Nursing Home	
	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP
Not a problem	80%	75%	83%	*	65%	70%	77%	82%
Small problem	17%	18%	16%	*	27%	25%	21%	16%
Big problem	3%	7%	1%	*	8%	5%	2%	2%

The following tables show answers to questions that asked family members **how satisfied they were** that:

- They got the help they needed when calling about their family member

Responses	Health Plan		Care Coord.		Doctor		Nursing Home	
	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP
Very Satisfied	48%▲	32%▼	51%	*	44%	41%	44%	41%
Satisfied	41%	47%	38%	*	43%	47%	40%▼	50%▲
Neutral	7%	12%	6%	*	7%	7%	9%	7%
Dissatisfied	4%	8%	4%	*	5%	3%	4%	2%
Very Dissatisfied	<1%	1%	1%	*	1%	2%	3%	0%

- The staff listened when they talked with them

Responses	Health Plan		Care Coord.		Doctor		Nursing Home	
	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP
Very Satisfied	42%▲	24%▼	45%	*	37%	35%	38%	42%
Satisfied	45%▼	59%▲	46%	*	47%	54%	49%	46%
Neutral	10%	15%	7%	*	13%	9%	5%	9%
Dissatisfied	2%	2%	2%	*	3%	2%	6%	2%
Very Dissatisfied	1%	0%	0%	*	0%	0%	2%	1%

- The staff showed them respect

Responses	Health Plan		Care Coord.		Doctor		Nursing Home	
	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP
Very Satisfied	48%▲	25%▼	48%	*	44%	45%	50%	52%
Satisfied	42%▼	58%▲	44%	*	43%	48%	42%	42%
Neutral	9%	17%	6%	*	11%	7%	4%	4%
Dissatisfied	1%	0%	2%	*	2%	<1%	3%	2%
Very Dissatisfied	0%	0%	0%	*	0%	0%	1%	0%

- The staff person involved them when making decisions about their family member's care

Responses	Health Plan		Care Coord.		Doctor		Nursing Home	
	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP
Very Satisfied	*	*	42%	*	25%	28%	44%	47%
Satisfied	*	*	42%	*	39%	42%	43%	42%
Neutral	*	*	13%	*	26%	22%	9%	8%
Dissatisfied	*	*	3%	*	7%	6%	3%	3%
Very Dissatisfied	*	*	<1%	*	3%	2%	1%	0%

- The staff took their family member's special cultural needs into consideration when providing health care services

Responses	Health Plan		Care Coord.		Doctor		Nursing Home	
	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP	MSHO	PMAP
Very Satisfied	37%▲	25%▼	36%	*	28%	26%	36%	39%
Satisfied	50%	58%	49%	*	49%	57%	48%	49%
Neutral	13%	16%	13%	*	21%	16%	11%	11%
Dissatisfied	0%	1%	<1%	*	2%	1%	3%	<1%
Very Dissatisfied	0%	0%	<1%	*	0%	0%	2%	<1%

Health Plan

The next set of tables show answers to questions that asked only about experiences with health plans.

The first question asked family members **how satisfied** they were that health plan staff solved problems that arose regarding their family member's health care.

Responses	MSHO	PMAP
Very Satisfied	35%▲	25%▼
Satisfied	51%	54%
Neutral	11%	19%
Dissatisfied	3%	2%
Very Dissatisfied	0%	0%

The next question asked family members **how much of a problem**, if any, it was to get the care for their family member that they or a doctor believed was necessary.

Responses	MSHO	PMAP
Not a problem	87%	85%
A small problem	12%	14%
A big problem	1%	1%

The last health plan question asked family members **how much of a problem**, if any, they had with paperwork for medical bills for their family member.

Responses	MSHO	PMAP
Not a problem	87%	82%
A small problem	10%	16%
A big problem	3%	2%

Care Coordination

The tables below show answers to questions that asked only about experiences with care coordination. The care coordination questions were not included in the PMAP family survey.

The questions asked family members how satisfied they were that the care coordination staff:

- **Solved problems that arose regarding their family member's health care**

Responses	MSHO
Very Satisfied	39%
Satisfied	48%
Neutral	11%
Dissatisfied	2%
Very Dissatisfied	0%

- **Provided assistance in getting the health care service their family member needed**

Responses	MSHO
Very Satisfied	40%
Satisfied	45%
Neutral	12%
Dissatisfied	2%
Very Dissatisfied	1%

Health Care

The next set of tables show answers to questions that were asked only about families' experiences with their family member's health care.

These questions asked family members **how satisfied they were** that their family member's doctor or nurse practitioner:

- **Responded quickly if their family member got sick**

Responses	MSHO	PMAP
Very Satisfied	41%▲	34%▼
Satisfied	47%▼	56%▲
Neutral	8%	8%
Dissatisfied	3%	2%
Very Dissatisfied	<1%	0%

- **Saw their family member often enough to treat their problems**

Responses	MSHO	PMAP
Very Satisfied	35%	30%
Satisfied	52%	58%
Neutral	10%	8%
Dissatisfied	3%	4%
Very Dissatisfied	<1%	<1%

- **Explained their family member's health problems in a way that they could understand**

Responses	MSHO	PMAP
Very Satisfied	44%▲	30%▼
Satisfied	42%▼	54%▲
Neutral	11%	13%
Dissatisfied	2%	2%
Very Dissatisfied	1%	<1%

- **Responded to their concerns when their family member was having serious health problems**

Responses	MSHO	PMAP
Very Satisfied	38%	33%
Satisfied	46%	52%
Neutral	12%	11%
Dissatisfied	4%	3%
Very Dissatisfied	<1%	1%

- **Hospitalized their family member when their health problems required it**

Responses	MSHO	PMAP
Very Satisfied	38%	34%
Satisfied	50%▼	58%▲
Neutral	11%	6%
Dissatisfied	1%	1%
Very Dissatisfied	0%	1%

Complaints

The last set of tables show answers to questions that asked about families' experiences with complaints about their family member's health care.

Nursing Home Complaints

- Approximately one-fourth of the respondents reported making a complaint about their family member's nursing home.
- The table shows answers to a question that asked family members **how satisfied they were** with how fairly their most recent complaint or concern about the nursing home was handled.

Responses	MSHO	PMAP
Very Satisfied	20%	20%
Satisfied	39%	43%
Neutral	18%	20%
Dissatisfied	17%	15%
Very Dissatisfied	6%	2%

Health Plan Complaints

- Less than 5% of respondents reported making a complaint about their family member's health plan, or services received through the health plan.
- There were not enough responses to report the results of a question asking family members **how satisfied they were** with how fairly their most recent complaint or concern about their family member's health plan, or services received through the health plan, was handled.

The last question in this area asked family members whether they knew how to contact someone if they had a complaint or were not satisfied with how a complaint was handled.

Responses	MSHO	PMAP
Yes (know who to contact)	74%	74%
No (do not know who to contact)	26%	26%

Conclusions

Overall, the survey findings suggest that families of both MSHO and PMAP beneficiaries residing in nursing homes are satisfied with the care received by their family members. The percentage of families responding that they were “satisfied” or “very satisfied” with their family member’s health plan, care coordination, and nursing home was consistently close to 90% across these three areas. Overall ratings of family member’s doctor were lower with 75% of MSHO families and 84% of PMAP families giving positive ratings in this area. Responses across all of the doctor related topic areas tended to fall in the “neither satisfied nor dissatisfied” response category more often than responses to questions in other areas, contributing to a lower overall rating.

Although the MSHO and PMAP family responses looked very similar when combining “very satisfied” and “satisfied” response options, differences between the groups were seen when these responses were viewed separately. Significantly more MSHO families than PMAP families reported being “very satisfied” across a number of questions related to services provided by the health plan and health plan staff and the health care provided by their family member’s doctor or nurse practitioner. PMAP families gave higher overall ratings to their family member’s doctor even though they rated the doctor lower than MSHO families across most questions.

One of the benefits of MSHO is the assignment of a health care professional to the beneficiary to assist in care coordination. Since PMAP beneficiaries do not have an assigned care coordinator, questions related to care coordination were only included in the MSHO family survey. MSHO family members gave high marks to the care coordination staff with very few families reporting that they were dissatisfied with these services. A drawback of including these questions as “MSHO only” questions is the lack of a comparison group for the care coordination topic area. The inclusion of some general care coordination questions that could be asked across groups may be beneficial for future projects to better understand the impact of the added care coordination benefit for MSHO enrollees.

At least 20% of families reported having some problems with reaching someone that could help them when they called their family member’s health plan, doctor, or nursing home. High problem scores were not seen on questions with “very dissatisfied” to “very satisfied” response options. For these types of questions it may be more beneficial to target improvement efforts in areas with higher percentages of “neither satisfied nor dissatisfied” responses.

A limitation of surveying only families of nursing home residents is that conclusions cannot be made about how accurately family member’s experiences directly reflect the experiences of the nursing home residents themselves. Further research is needed to assess the added value of directly surveying nursing home residents, given the complexity and cost of this task. This added value then needs to be weighed against the value of the information obtained from a family survey with strong response rates that can be easily administered with relatively low cost.

APPENDIX A1. MSHO FAMILY SURVEY INSTRUMENT



Minnesota Department of Human Services



2002 Medical Assistance Health Plan Survey Family Survey for Nursing Home Residents

Minnesota Department of Human Services

All information that would let someone identify you or your family will be kept private. DataStat, Inc. will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a barcode number on the front of this questionnaire. This number is ONLY used to let us know if you returned your questionnaire so we don't send you reminders.

If you want to know more about this study, please call 1-888-506-5134.

SURVEY INSTRUCTIONS

Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark



Incorrect
Marks



You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *Go to Question 1a*
- No



START HERE



1a. Our records show that your family member, [Beneficiary Name], is living at [nursing home]. Is that right?

- Yes → *Go to Question 2*
- No → *Go to Question 1b*

1b. Write in the name of the nursing home where your family member currently lives. Refer to this nursing home when you answer the other questions of the survey.

Nursing Home Name: _____ (Please print)

◆ ————— ◆
These first questions ask about your relationship to your family member.

2. How you are related to your family member?:

- Spouse
- Son
- Daughter
- Grandchild
- Brother
- Sister
- Nephew
- Niece
- Son-in-law
- Daughter-in-law
- Cousin
- Brother-in-law
- Sister-in-law
- Friend
- Don't know
- Other
(specify: _____)

3. How far away from your family member do you live? Would you say:

- Less than 1/2 hour drive
- About a 1-hour drive
- Two or three hours drive
- More than three hours drive
- Don't know

4. During the past month how often did you see your family member?

- Daily or almost every day
- Once or twice a week on average
- Two or three times
- Only once
- Did not visit
- Don't know

5. During the past month how often did you talk with your family member by phone?

- Daily or almost every day
- Once or twice a week on average
- Two or three times
- Only once
- Did not talk with him/her
- Don't know

**MSHO and YOUR FAMILY
MEMBER'S HEALTH PLAN**

The next questions ask about a program called Minnesota Senior Health Options also known as "MSHO." The State of Minnesota established MSHO as a health care program for people who qualify for both Medicare and Medical Assistance. The goal of this program is to streamline the two types of coverage into a single plan combining doctor, hospital and nursing home care. The State contracts with three health plans - Medica, Metropolitan Health Plan (or MHP) and UCare Minnesota - to provide these health care services.

Our records show that your family member is participating in Minnesota Senior Health Options or MSHO, but you may be more familiar with their health plan; Medica, Metropolitan Health Plan (MHP) or UCare Minnesota.

These health plans may provide care to your family member through care systems or clinics, such as; EverCare, Fairview Partners, HealthEast, Access Alliance, Aspen, University Affiliated Family Physicians (UAFP) or Park Nicollet.

6. Have you ever heard of or received information about the MSHO program?

- Yes
- No
- Don't Know

7. Did you know that your family member joined their current MSHO health plan?

- Yes
- No
- Don't Know

8. Since your family member joined their current MSHO health plan, have you or other family members had to provide more, less or about the same amount of help to him/her?

- More
- Same
- Less
- Don't Know

9. Have you tried to call the staff of your family member's health plan in the past 12 months?

- Yes → **Go to Question 10**
- No → **Go to Question 12**
- Don't Know → **Go to Question 12**

10. When you call your family member's health plan, how much of a problem, if any, is it to reach someone who can help?

- Not a problem
- A small problem
- A big problem
- Don't Know

11. When you call the health plan, how satisfied are you that you get the help you need?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

12. How often do you talk with the health plan?

- Once or twice a week on average
- Two or three times a month
- About once a month
- Less than once a month
- Never → **Go to Question 15**
- Don't know

13. How satisfied are you that the health plan staff listens to you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

14. How satisfied are you with the respect the health plan staff shows you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

15. If your family member has special cultural needs such as food or religious beliefs, how satisfied are you that the health plan staff takes them into consideration?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- My family member does not have special cultural needs
- Don't Know

16. How satisfied are you that the health plan staff solves problems that arise regarding your family member's health care?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

17. Under your family member's current MSHO health plan, how much of a problem, if any, is it to get the care for your family member that you or a doctor believes is necessary?

- Not a problem
- A small problem
- A big problem
- Don't Know

18. Under your family member's current MSHO health plan, how much of a problem, if any, do you have with paperwork for medical bills for your family member?
- Not a problem
 - A small problem
 - A big problem
 - Don't Know
19. Overall, how satisfied are you with your family member's MSHO health plan now?
- Very Satisfied
 - Satisfied
 - Neither Satisfied or Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't Know
20. Would you recommend your family member's current MSHO health plan to other family members or friends, if they were in a similar situation?
- Yes, definitely
 - Yes, probably
 - No, probably not
 - No, definitely not
 - Don't know
21. If they could, would your family member change out of their current MSHO health plan?
- Yes, definitely
 - Yes, probably
 - No, probably not
 - No, definitely not
 - Don't know

CARE COORDINATION FOR YOUR FAMILY MEMBER

Some people receive help with the coordination of their care. The person who helps coordinate your family member's care can be a care coordinator or a nurse practitioner. This person's role is to work with your family member, Medicare, Medical Assistance, and health care providers (doctors and nursing home staff) in the care that your family member receives. They may work for the health plan or the care system.

22. Have you tried to call the person who coordinates your family member's care in the past 12 months?
- Yes → *Go to Question 23*
 - No → *Go to Question 25*
 - Don't Know → *Go to Question 25*
23. When you call the person who coordinates your family member's care, how much of a problem, if any, is it to reach someone who can help?
- Not a problem
 - A small problem
 - A big problem
 - Don't Know
24. When you call the person who coordinates your family member's care, how satisfied are you that you get the help you need?
- Very Satisfied
 - Satisfied
 - Neither Satisfied or Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't Know

25. How often do you talk with the person who coordinates your family member's care about the care your family member receives?

- Once or twice a week on average
- Two or three times a month
- About once a month
- Less than once a month
- Never → **Go to Question 28**
- Don't know

26. How satisfied are you that the person who coordinates your family member's care listens to you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

27. How satisfied are you with the respect the person who coordinates your family member's care shows you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

28. How satisfied are you that the person who coordinates your family member's care involves you when making decisions about your family member's care?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

29. If your family member has special cultural needs such as food or religious beliefs, how satisfied are you that the person who coordinates your family member's care takes them into consideration?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- My family member does not have special cultural needs
- Don't know

30. How satisfied are you that the person who coordinates your family member's care solves problems that arise regarding your family member's health care?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

31. How satisfied are you that the person who coordinates your family member's care provides assistance in getting the health care services your family member needs?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

32. Overall, how satisfied are you with the person who coordinates your family member's care?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

33. **Would you recommend the person who coordinates your family member's care to family or friends if they were in a situation similar to yours?**

- Yes, definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

YOUR FAMILY MEMBER'S DOCTOR

The next questions ask about your family member's doctor.

34. **Have you tried to call your family member's doctor in the past 12 months?**

- Yes → **Go to Question 35**
- No → **Go to Question 37**
- Don't Know → **Go to Question 37**

35. **When you call your family member's doctor, how much of a problem, if any, is it to reach someone who can help?**

- Not a problem
- A small problem
- A big problem
- Don't Know

36. **When you call your family member's doctor, how satisfied are you that you get the help you need?**

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

37. **How often do you talk with your family member's doctor about the care your family member receives?**

- Once or twice a week on average
- Two or three times a month
- About once a month
- Less than once a month
- Never → **Go to Question 40**
- Don't know

38. **How satisfied are you that your family member's doctor listens to you?**

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

39. **How satisfied are you with the respect your family member's doctor shows you?**

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

40. **How satisfied are you that your family member's doctor involves you when making decisions about your family member's care?**

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

41. If your family member has special cultural needs such as food or religious beliefs, how satisfied are you that your family member's doctor takes them into consideration?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- My family member does not have special cultural needs
- Don't know

42. Overall, how satisfied are you with your family member's doctor now?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

43. Would you recommend your family member's doctor to family or friends if they were in a situation similar to yours?

- Yes, definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

YOUR FAMILY MEMBER'S HEALTH CARE

The next questions ask about the care provided by your family member's doctor and other health care professionals, such as a nurse practitioner or a physician assistant, who may help the doctor in providing health care.

44. How satisfied are you that your family member's doctor or nurse practitioner responds quickly if your family member gets sick?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

45. How satisfied are you that your family member's doctor or nurse practitioner sees your family member often enough to treat your family member's problems?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

46. How satisfied are you that your family member's doctor or nurse practitioner explains your family member's health problems in a way that you can understand?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

47. How satisfied are you that your family member's doctor or nurse practitioner responds to your concerns when your family member is having serious health problems?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

48. How satisfied are you that your family member's doctor or nurse practitioner will hospitalize your family member when his/her health problems require it?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

49. Overall, how satisfied are you with the health care provided by your family member's doctor or nurse practitioner now?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

YOUR FAMILY MEMBER'S NURSING HOME CARE

The next few questions ask you about the services provided to your family member by the nursing home.

50. Have you tried to call the staff at your family member's nursing home in the last 12 months?

- Yes → **Go to Question 51**
- No → **Go to Question 53**
- Don't Know → **Go to Question 53**

51. When you call the nursing home, how much of a problem, if any, is it to reach someone who can help?

- Not a problem
- A small problem
- A big problem
- Don't Know

52. When you call the nursing home, how satisfied are you that you get the help you need?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

53. How often do you talk with nursing home staff about the care your family member receives?

- Once or twice a week on average
- Two or three times a month
- About once a month
- Less than once a month
- Never → **Go to Question 56**
- Don't know

54. How satisfied are you that the nursing home staff listens to you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

55. How satisfied are you with the respect the nursing home staff shows you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

56. How satisfied are you that the nursing home staff involves you when making decisions about your family member's care?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

57. If your family member has special cultural needs such as food or religious beliefs, how satisfied are you that the nursing home staff takes them into consideration?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- My family member does not have special cultural needs
- Don't know

58. Overall, how satisfied are you with your family member's nursing home now?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

59. Would you recommend your family member's nursing home to family or friends if they were in a situation similar to yours?

- Yes, definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

COMPLAINTS

60. Have you ever made a complaint about your family member's nursing home?

- Yes → Go to Question 61
- No → Go to Question 62
- Don't Know → Go to Question 62

61. How satisfied are you with how fairly your most recent complaint or concern about the nursing home was handled?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

62. Have you ever made a complaint about your family member's health plan or services received through the health plan?

- Yes → Go to Question 63
- No → Go to Question 64
- Don't Know → Go to Question 64

63. How satisfied are you with how fairly your most recent complaint or concern about your family member's health plan, or services received through the health plan, was handled?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

64. Do you know who to contact if you have a complaint or you are not satisfied with how a complaint is handled?

- Yes
- No

ABOUT YOUR FAMILY MEMBER

65. In general, how would you rate your family member's health now?

- Excellent
- Very good
- Good
- Fair
- Poor

66. Compared to one year ago, how would you rate your family member's general health now?

- Excellent
- Very good
- Good
- Fair
- Poor

ABOUT YOU

67. In general, how would you rate your overall health now?

- Excellent
- Very good
- Good
- Fair
- Poor

68. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

69. Are you male or female?

- Male
- Female

70. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

71. Are you of Hispanic or Latino origin or descent?

- Hispanic or Latino
- Not Hispanic or Latino

72. What is your race? Please mark one or more.

- White
 - Black or African-American
 - Asian
 - American Indian or Alaska Native
 - Native Hawaiian or other Pacific Islander
 - Other
- (please print): _____

If there are issues or problems with which you would like help, you should talk to your family member's doctor, care coordinator, nurse practitioner or nursing home staff.

Thanks again for taking the time to complete this questionnaire! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the questionnaire to:

Please Note: This survey instrument is adapted from the Arizona Long Term Care System (ALTCs) Consumer Satisfaction Survey which was developed under a grant from the Flinn Foundation. It is being used with the permission of the State of Arizona's Health Care Cost Containment System. The Arizona survey relied upon four other survey instruments as the guide in the development of AHCCCS' long term care consumer satisfaction survey tool. These instruments included: 1) the Arizona Department of Economic Security Non-Medical Home and Community-Based Services - Customer Satisfaction Survey (March 1999); 2) 1999 Maricopa Integrated Long Term Care Nursing Home Client Survey; 3) the Consumer Assessment of Health Plans Study (Version 2.0H), and 4) the Development and Validation of Scales to Measure Patient Satisfaction with Health Care Services: Volume I. Part A. Review of Literature, Overview of Methods, and Results for Construction of Scales (PSQ).

APPENDIX A2. PMAP FAMILY SURVEY INSTRUMENT



Minnesota Department of Human Services



2002 Medical Assistance Health Plan Survey Family Survey for Nursing Home Residents

Minnesota Department of Human Services

All information that would let someone identify you or your family will be kept private. DataStat, Inc. will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a barcode number on the front of this questionnaire. This number is ONLY used to let us know if you returned your questionnaire so we don't send you reminders.

If you want to know more about this study, please call 1-888-506-5134.

SURVEY INSTRUCTIONS

Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark



Incorrect
Marks



You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *Go to Question 1a*
- No



START HERE



1a. Our records show that your family member, [Beneficiary Name], is living at [nursing home]. Is that right?

- Yes → *Go to Question 2*
- No → *Go to Question 1b*

1b. Write in the name of the nursing home where your family member currently lives. Refer to this nursing home when you answer the other questions of the survey.

Nursing Home Name: _____ (Please print)

◆ ————— ◆
These first questions ask about your relationship to your family member.

2. How you are related to your family member?:

- Spouse
- Son
- Daughter
- Grandchild
- Brother
- Sister
- Nephew
- Niece
- Son-in-law
- Daughter-in-law
- Cousin
- Brother-in-law
- Sister-in-law
- Friend
- Don't know
- Other
(specify: _____)

3. How far away from your family member do you live? Would you say:

- Less than 1/2 hour drive
- About a 1-hour drive
- Two or three hours drive
- More than three hours drive
- Don't know

4. During the past month how often did you see your family member?

- Daily or almost every day
- Once or twice a week on average
- Two or three times
- Only once
- Did not visit
- Don't know

5. During the past month how often did you talk with your family member by phone?

- Daily or almost every day
- Once or twice a week on average
- Two or three times
- Only once
- Did not talk with him/her
- Don't know

◆ ————— ◆
YOUR FAMILY MEMBER'S HEALTH PLAN

The next questions ask about your family member's health plan. The State of Minnesota's Medical Assistance program contracts with health plans such as Medica, Metropolitan Health Plan (or MHP) and UCare Minnesota to provide health care services.

Our records show that your family member is participating in one of these health plans.

6. Have you ever heard of or received information about your family member's health plan?

- Yes
- No
- Don't Know

7. Did you know that your family member joined their current health plan?

- Yes
- No
- Don't Know

8. Since your family member joined their current health plan, have you or other family members had to provide more, less or about the same amount of help to him/her?

- More
- Same
- Less
- Don't Know

9. Have you tried to call the staff of your family member's health plan in the past 12 months?

- Yes → **Go to Question 10**
- No → **Go to Question 12**
- Don't Know → **Go to Question 12**

10. When you call your family member's health plan, how much of a problem, if any, is it to reach someone who can help?

- Not a problem
- A small problem
- A big problem
- Don't Know

11. When you call the health plan, how satisfied are you that you get the help you need?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

12. How often do you talk with the health plan?

- Once or twice a week on average
- Two or three times a month
- About once a month
- Less than once a month
- Never → **Go to Question 15**
- Don't know

13. How satisfied are you that the health plan staff listens to you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

14. How satisfied are you with the respect the health plan staff shows you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

15. If your family member has special cultural needs such as food or religious beliefs, how satisfied are you that the health plan staff takes them into consideration?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- My family member does not have special cultural needs
- Don't Know

16. How satisfied are you that the health plan staff solves problems that arise regarding your family member's health care?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

17. Under your family member's current health plan, how much of a problem, if any, is it to get the care for your family member that you or a doctor believes is necessary?

- Not a problem
- A small problem
- A big problem
- Don't Know

18. Under your family member's current health plan, how much of a problem, if any, do you have with paperwork for medical bills for your family member?

- Not a problem
- A small problem
- A big problem
- Don't Know

19. Overall, how satisfied are you with your family member's health plan now?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

20. Would you recommend your family member's current health plan to other family members or friends, if they were in a similar situation?

- Yes, definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

21. If they could, would your family member change out of their current health plan?

- Yes, definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

YOUR FAMILY MEMBER'S DOCTOR

The next questions ask about your family member's doctor.

22. Have you tried to call your family member's doctor in the past 12 months?

- Yes → *Go to Question 23*
- No → *Go to Question 25*
- Don't Know → *Go to Question 25*

23. When you call your family member's doctor, how much of a problem, if any, is it to reach someone who can help?

- Not a problem
- A small problem
- A big problem
- Don't Know

24. When you call your family member's doctor, how satisfied are you that you get the help you need?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

25. How often do you talk with your family member's doctor about the care your family member receives?

- Once or twice a week on average
- Two or three times a month
- About once a month
- Less than once a month
- Never → *Go to Question 28*
- Don't know

26. How satisfied are you that your family member's doctor listens to you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

27. How satisfied are you with the respect your family member's doctor shows you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

28. How satisfied are you that your family member's doctor involves you when making decisions about your family member's care?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

29. If your family member has special cultural needs such as food or religious beliefs, how satisfied are you that your family member's doctor takes them into consideration?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- My family member does not have special cultural needs
- Don't know

30. Overall, how satisfied are you with your family member's doctor now?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

31. Would you recommend your family member's doctor to family or friends if they were in a situation similar to yours?

- Yes, definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

YOUR FAMILY MEMBER'S HEALTH CARE

The next questions ask about the care provided by your family member's doctor and other health care professionals, such as a nurse practitioner or a physician assistant, who may help the doctor in providing health care.

32. How satisfied are you that your family member's doctor or nurse practitioner responds quickly if your family member gets sick?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

33. How satisfied are you that your family member's doctor or nurse practitioner sees your family member often enough to treat your family member's problems?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

34. How satisfied are you that your family member's doctor or nurse practitioner explains your family member's health problems in a way that you can understand?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

35. How satisfied are you that your family member's doctor or nurse practitioner responds to your concerns when your family member is having serious health problems?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

36. How satisfied are you that your family member's doctor or nurse practitioner will hospitalize your family member when his/her health problems require it?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

37. Overall, how satisfied are you with the health care provided by your family member's doctor or nurse practitioner now?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

**YOUR FAMILY MEMBER'S
NURSING HOME CARE**

The next few questions ask you about the services provided to your family member by the nursing home.

38. Have you tried to call the staff at your family member's nursing home in the last 12 months?

- Yes → **Go to Question 39**
- No → **Go to Question 41**
- Don't Know → **Go to Question 41**

39. When you call the nursing home, how much of a problem, if any, is it to reach someone who can help?

- Not a problem
- A small problem
- A big problem
- Don't Know

40. When you call the nursing home, how satisfied are you that you get the help you need?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

41. How often do you talk with nursing home staff about the care your family member receives?

- Once or twice a week on average
- Two or three times a month
- About once a month
- Less than once a month
- Never → **Go to Question 44**
- Don't know

42. How satisfied are you that the nursing home staff listens to you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

43. How satisfied are you with the respect the nursing home staff shows you?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

44. How satisfied are you that the nursing home staff involves you when making decisions about your family member's care?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

45. If your family member has special cultural needs such as food or religious beliefs, how satisfied are you that the nursing home staff takes them into consideration?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- My family member does not have special cultural needs
- Don't know

46. Overall, how satisfied are you with your family member's nursing home now?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

47. Would you recommend your family member's nursing home to family or friends if they were in a situation similar to yours?

- Yes, definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

COMPLAINTS

48. Have you ever made a complaint about your family member's nursing home?

- Yes → Go to Question 49
- No → Go to Question 50
- Don't Know → Go to Question 50

49. How satisfied are you with how fairly your most recent complaint or concern about the nursing home was handled?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

50. Have you ever made a complaint about your family member's health plan or services received through the health plan?

- Yes → Go to Question 51
- No → Go to Question 52
- Don't Know → Go to Question 52

51. How satisfied are you with how fairly your most recent complaint or concern about your family member's health plan, or services received through the health plan, was handled?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

52. Do you know who to contact if you have a complaint or you are not satisfied with how a complaint is handled?

- Yes
- No

ABOUT YOUR FAMILY MEMBER

53. In general, how would you rate your family member's health now?

- Excellent
- Very good
- Good
- Fair
- Poor

54. Compared to one year ago, how would you rate your family member's general health now?

- Excellent
- Very good
- Good
- Fair
- Poor

ABOUT YOU

55. In general, how would you rate your overall health now?

- Excellent
- Very good
- Good
- Fair
- Poor

56. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

57. Are you male or female?

- Male
- Female

58. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

59. Are you of Hispanic or Latino origin or descent?

- Hispanic or Latino
- Not Hispanic or Latino

60. What is your race? Please mark one or more.

- White
 - Black or African-American
 - Asian
 - American Indian or Alaska Native
 - Native Hawaiian or other Pacific Islander
 - Other
- (please print): _____

If there are issues or problems with which you would like help, you should talk to your family member's doctor, care coordinator, nurse practitioner or nursing home staff.

Thanks again for taking the time to complete this questionnaire! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the questionnaire to:

Please Note: This survey instrument is adapted from the Arizona Long Term Care System (ALTCs) Consumer Satisfaction Survey which was developed under a grant from the Flinn Foundation. It is being used with the permission of the State of Arizona's Health Care Cost Containment System. The Arizona survey relied upon four other survey instruments as the guide in the development of AHCCCS' long term care consumer satisfaction survey tool. These instruments included: 1) the Arizona Department of Economic Security Non-Medical Home and Community-Based Services - Customer Satisfaction Survey (March 1999); 2) 1999 Maricopa Integrated Long Term Care Nursing Home Client Survey; 3) the Consumer Assessment of Health Plans Study (Version 2.0H), and 4) the Development and Validation of Scales to Measure Patient Satisfaction with Health Care Services: Volume I. Part A. Review of Literature, Overview of Methods, and Results for Construction of Scales (PSQ).