



2024 FMS Member Satisfaction Survey Presentation

June 26, 2024



Introduction

This spring, Consumer-Directed Attendant Support Services (CDASS) members were asked about their satisfaction with the services they get from their Financial Management Services (FMS) provider. They were surveyed either by mail or email. The FMS providers for this survey were Palco and PPL.

The survey is done every year. Consumer Direct for Colorado (CDCO), with support from the Department of Health Care Policy & Financing (HCPF), conducts this survey, analyzes the responses, and presents the results.

The full survey reports for Palco and PPL will be available on CDCO's website and the Participant-Directed Program's website in early July.

Survey Feedback

On February 28, 2024, CDCO shared a draft of the survey with the Participant-Directed Program Policy Collaborative (PDPPC) and asked for feedback on desired changes. The deadline for feedback was March 22. During the meeting, a few stakeholders expressed general dissatisfaction with the survey.

After the meeting, CDCO received feedback from one stakeholder with requests for specific changes. Their suggestions were not possible to implement for this survey but will be revisited.

In the Fall of 2024, CDCO will be inviting stakeholders to participate in updating the survey and surveying process for the new contract term. Interested stakeholders who desire to see significant changes to this survey are encouraged to participate.

Methodology

On March 15, 2024, CDASS members (or their authorized representatives (AR)) got emails from CDCO inviting them to choose if they wanted an emailed or paper survey. CDCO used current member data from Palco and PPL. Members/ARs had until March 22, 2024, to choose and if they didn't respond, they got a mailed paper survey.

Before sending out the surveys, HCPF reviewed and approved the questions. Surveys were sent out on April 12, 2024. The paper surveys had a postage-paid return envelope. CDCO used Survey Monkey for the emailed surveys. Completed surveys were due by May 10, 2024.

The first part of the survey asked members/ARs to rate services they receive from their FMS. They were asked questions about how well their FMS handles things like customer service, employer duties, and payroll tasks. They were also asked about how easy it is to use and access the web-based systems and EVV.

Methodology

We asked satisfaction questions using a scale from 1 to 5, where 5 meant the best or most satisfied, and 1 meant the worst or least satisfied. To find the satisfaction rating for each question, we added up all the ratings and divided by the number of questions. We also calculated an overall satisfaction rating by adding up all the ratings and dividing by the total number of questions.

The second part of the survey let people write open-ended comments. Consumer Direct Care Network's (CDCN) Quality Improvement Department coded all comments. They tried to keep any handwritten comments exactly as they were written. Names or contact information were taken out to maintain privacy. People could choose whether to include their name with their survey.

Topics within the comments were classified into common themes or categories. All comments and thematic coding will be available within the final reports.

Satisfaction Ratings Summary

	Palco	PPL	All
Number of surveys mailed	844	2745	3589
Number of mailed surveys returned ²	120	310	430
Number of electronic surveys sent	61	201	262
Number of electronic surveys returned ²	57	163	220
Mail Return Rate	14.20%	11.30%	12.00%
Electronic Return Rate	93.40%	81.10%	84.00%
% of Answers with highest rating value of 5	65.40%	61.10%	62.30%
Please rate your satisfaction with FMS EVV technologies and services (average rating, question 7)	4.17	4.25	4.23
Overall weighted average (questions 2-6)	4.48	4.4	4.42

Additional Information

In the survey reports, you will also find other helpful information such as:

Who Completed the Survey

	Total Number	Percentage
Member	330	50.80%
Authorized Representative	242	37.30%
Question not answered	77	11.90%

Open-ended Comments

All written comments as recorded by each Member/AR are included starting on page 7.

Any Questions?



Thank you

