

Summary of Long-Term Care Consumer Listening Sessions

Three listening sessions have been held thus far: on June 19th with the Advocators; June 21st at the Coffee House; and June 26th at Highland Gardens. Here are the major highlights:

Continuity of care

Some comments...

- I do not want to change doctors or hospitals.
- It is good to keep people around that I know.
- I like my workers...don't want to change. Too hard to see new doctors.
- I like my service. I had my provider 5 years.
- I would like things to stay the same...it is too hard to start new relationships, I don't want any of this to change...This is important to me.

Personal choice

Some comments...

- I like choosing my own services.
- I like to be able to decide my own routine.
- It is important to choose what I want or what I need.
- Yes, I want to be involved in any changes concerning me.
- It is good to choose my services.

Access to information

Some comments...

- I need more information on self-directed services...this gives us power to direct our own needs.
- My Benefit Counselor is important to me...helps me do the right thing.
- I need help planning my employment.
- I like having advocates...they are helpful when it comes to services.

Transportation

Some comments...

- Good transportation is problem. I am unhappy with Milwaukee County bus...I don't feel safe on bus.
- I want more help with transportation...sometimes I am left waiting.
- Transportation is an issue for me in cabs. I don't like it when they use their cell phones when they drive.
- Sometimes the cabbies are under the influence...scares me.

Personal issues

Some comments...

- Consumers said it is important to be treated fairly and with dignity and respect.
- Consumers expect that their privacy will be protected.
- Consumers want to feel safe in their homes and in service settings.