



PCS CUSTOMER SATISFACTION SURVEY OCTOBER 2016

YES/NO SURVEY QUESTIONS ASKED	Yes	No		
The Scheduler advised me that I could have someone present for the assessment.	90.7% (88)	9.2% (9)		
The Scheduler advised me that I could have any medical information available during the assessment.	89.7% (88)	10.2% (10)		
The assessor arrived during the time scheduled.	98% (98)	2% (2)		
The assessor identified themselves and explained the assessment process prior to beginning the assessment.	97% (97)	3% (3)		
The assessor reviewed the Medicaid PCS Beneficiary Participation Guide prior to beginning the assessment.	93.8% (92)	6.1% (6)		
The assessor spoke with me, any available family members or caregivers and/or staff about my medical conditions and my need for PCS.	94% (94)	6% (6)		
The assessor answered questions I had during the assessment to my satisfaction.	96.9% (95)	3% (3)		
The assessor asked me to demonstrate my ability to perform tasks that I need assistance with.	96% (96)	4% (4)		
I was offered a list of providers in my area and allowed to choose up to three.	82.2% (74)	17.7% (16)		
The assessor left a business card with Liberty Healthcare contact information.	87.5% (84)	12.5% (12)		
The assessor reviewed the assessment with me at the conclusion of the assessment.	88.6% (86)	11.3% (11)		
SURVEY TOTALS	92.3%	7.6%		
SCALE SURVEY QUESTIONS ASKED	Strongly Agree	Agree	Disagree	Strongly Disagree
The assessor was respectful and professional.	5% (5)	93% (93)	2% (2)	0% (0)
I was satisfied with the assessment process.	3% (3)	86% (86)	11% (11)	0% (0)
I felt intimidated by the assessment process and manner in which the assessor asked questions.	0% (0)	7% (7)	93% (93)	0% (0)
I felt the assessor pressured me to demonstrate tasks beyond my ability.	0% (0)	6% (6)	94% (94)	0% (0)
The assessment accurately reflects my ability to perform my activities of daily living.	0% (0)	89% (89)	11% (11)	0% (0)