



JULY 2017 PCS CUSTOMER SATISFACTION SURVEY

YES/NO SURVEY QUESTIONS ASKED	YES	NO			N/A
The Scheduler advised me that I could have someone present for the assessment.	96% (96)	4% (4)			0% (0)
The Scheduler advised me that I could have any medical information available during the assessment.	100% (100)	0% (0)			0% (0)
The assessor arrived during the time scheduled.	97% (97)	3% (3)			0% (0)
The assessor identified themselves and explained the assessment process prior to beginning the assessment.	100% (100)	0% (0)			0% (0)
The assessor reviewed the Medicaid PCS Beneficiary Participation Guide prior to beginning the assessment.	100% (100)	0% (0)			0% (0)
The assessor spoke with me, any available family members or caregivers and/or staff about my medical conditions and my need for PCS.	100% (100)	0% (0)			0% (0)
The assessor answered questions I had during the assessment to my satisfaction.	100% (100)	0% (0)			0% (0)
The assessor asked me to demonstrate my ability to perform tasks that I need assistance with.	99% (99)	1% (1)			0% (0)
I was offered a list of providers in my area and allowed to choose up to three.	64% (64)	10% (10)			26% (26)
The assessor left a business card with Liberty Healthcare contact information.	94% (94)	6% (6)			0% (0)
The assessor reviewed the assessment with me at the conclusion of the assessment.	98% (98)	2% (2)			0% (0)
SURVEY TOTALS	95.2%	2.3%			2.3%
SCALE SURVEY QUESTIONS ASKED	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
The assessor was respectful and professional.	42% (42)	58% (58)	0% (0)	0% (0)	0% (0)
I was satisfied with the assessment process.	24% (24)	75% (75)	1% (1)	0% (0)	0% (0)
I felt intimidated by the assessment process and manner in which the assessor asked questions.	0% (0)	3% (3)	79% (79)	18% (18)	0% (0)
I felt the assessor pressured me to demonstrate tasks beyond my ability.	0% (0)	2% (2)	78% (78)	20% (20)	0% (0)
The assessment accurately reflects my ability to perform my activities of daily living.	10% (10)	83% (83)	7% (7)	0% (0)	0% (0)