



PCS CUSTOMER SATISFACTION SURVEY

YES/NO SURVEY QUESTIONS ASKED	Yes	No		
The Scheduler advised me that I could have someone present for the assessment.	94.3% (66)	5.7% (4)		
The Scheduler advised me that I could have any medical information available during the assessment.	88.6% (62)	11.4% (8)		
The assessor arrived during the time scheduled.	97.1% (68)	2.9% (2)		
The assessor identified themselves and explained the assessment process prior to beginning the assessment.	95.7% (67)	4.3% (3)		
The assessor reviewed the Medicaid PCS Beneficiary Participation Guide prior to beginning the assessment.	97.1% (68)	2.9% (2)		
The assessor spoke with me, any available family members or caregivers and/or staff about my medical conditions and my need for PCS.	95.7% (66)	4.3% (3)		
The assessor answered questions I had during the assessment to my satisfaction.	98.6% (68)	1.4% (1)		
The assessor asked me to demonstrate my ability to perform tasks that I need assistance with.	97.1% (68)	2.9% (2)		
I was offered a list of providers in my area and allowed to choose up to three.	88.2% (60)	11.8% (8)		
The assessor left a business card with Liberty Healthcare contact information.	91.4% (64)	8.6% (6)		
The assessor reviewed the assessment with me at the conclusion of the assessment.	94.2% (65)	5.8% (4)		
SURVEY TOTALS	94.4%	5.6%		
SCALE SURVEY QUESTIONS ASKED	Strongly Agree	Agree	Disagree	Strongly Disagree
The assessor was respectful and professional.	25% (17)	70.6% (48)	4.4% (3)	0% (0)
I was satisfied with the assessment process.	14.7% (10)	77.9% (53)	7.4% (5)	0% (0)
I felt intimidated by the assessment process and manner in which the assessor asked questions.	0% (0)	7.4% (5)	88.2% (60)	4.4% (3)
I felt the assessor pressured me to demonstrate tasks beyond my ability.	0% (0)	7.4% (5)	83.8% (57)	8.8% (6)
The assessment accurately reflects my ability to perform my activities of daily living.	4.4% (3)	77.9% (53)	17.6% (12)	0% (0)