

Participant Satisfaction Surveys.

The Quality Management, Metrics, and Analytics Office (QMMA) within PDA and the Office of Long Term Living (OLTL), with the assistance of Penn State University, have developed two Participant Satisfaction Surveys for use with our Home and Community Based Services (HCBS) waiver programs. Beginning in November 2009, annual and new participant surveys have been mailed to enrolled OLTL waiver participants.

The 'New Enrollment Survey' is mailed out every four months to participants who are within their initial 120 days of enrollment in a program. The 'Annual Participant Satisfaction Survey' is sent to a valid statistical sampling of those individuals who have been receiving OLTL program services for over one year.

Overall, QMMA has been pleased with both the positive responses to the surveys and the amount of participants who invested their time to give us valuable insights into the quality of service delivery. The following two charts show the name of the OLTL waiver program, the total amount of surveys mailed, and our return rate. The time period of survey mailings is from November 2009 through July 2010.

Annual Participant Survey (MA 543)

Waiver	Total Surveys Mailed	Total Replies Received	Percentage Rate of Return
Aging	9019	2648	29%
Attendant Care	4950	1342	27%
Independence	2385	693	29%
OBRA	1489	401	27%
Commcare	527	145	28%
AIDS	510	79	15%

New Participant Survey (MA 544)

Waiver	Total Surveys Mailed	Total Replies Received	Percentage Rate of Return
Aging	6880	1872	27%
Attendant Care	1756	457	26%
Independence	1108	300	27%

Note: Data is not presented for other OLTL waivers as the number of new enrollees has been negligible.

The Office of Long Term living is responsible for administering the Home and Community Based (HCBS) Waiver Programs within the Commonwealth of Pennsylvania. Each Waiver must be undergo an application process with the Federal Center for Medicare and Medicaid Services (CMS) to make certain assurances that OLTL is administering and monitoring the waiver programs as efficiently as possible. OLTL has developed performance measures that will allow us gather data to show our progress of improved satisfaction, participant safety, and service delivery. The surveys are one method utilized to monitor the Health and Welfare and Service Plan Assurances.

OLTL has been sharing the survey results with various stakeholder groups and internally with OLTL's Bureaus. The results have assisted OLTL to strengthen and enrich the providers, case managers and supports coordinators training. Survey feedback also influences OLTL policy decisions. OLTL always continues to enhance business practices as part of our quality improvement strategy.

All OLTL participants are urged to try to first resolve any waiver issues with their supports coordinators at the local level. At the end of every survey and on the cover letter the toll free phone number for our OLTL Participant Help Line is included. This allows any waiver participants an immediate way to contact OLTL with any concerns or complaints. This has been a very effective means of communication between OLTL and our participants.

The Participant Satisfaction Surveys results published on this site include Annual Survey results for the Aging, Attendant Care, and Independence Waivers for our most recent four mailings. Results for the other OLTL waivers will be posted when a more valid statistical sample of replies is received. The results are quite positive and the surveys are a valuable tool to assist OLTL in enhancing our programs whenever possible.