

QMMA Participant Satisfaction Surveys – Aggregated Results

Pennsylvania Department of Aging (PDA) and the Office of Long Term Living (OLTL) to receive approval from Centers for Medicare and Medicaid Services (CMS) for the Home and Community Based Waiver programs must meet six specific assurances. To meet the assurances performance measures were developed to ensure that the Waiver Programs are properly administered. A participant's satisfaction survey was developed to assist with meeting the performance measures. Five selected questions from the survey have been identified as essential to assist with measuring participant satisfaction as it relates to the health and welfare and service plan assurances.

The following charts illustrate the participant replies to these questions by waiver for each mailing. In order to determine the validity of the results, a statistical sample of replies must be received. Each chart illustrates the responses that cover the Aging, Attendant Care, and Independence Waivers over a period of time. The dates at the top of each column reflect the survey mailing dates. The final column is a cumulative total of all of the replies for that one particular survey question. STDev stands for Standard Deviation which should be considered when reviewing the survey results. Standard Deviation is defined as the variance in answers to a question. The closer the Standard Deviation is to zero, meaning less variety of responses, the greater confidence in the validity of the responses.

Margin of Error expresses the amount of random sampling error in a survey's results. The larger the number, the less valid the survey results for representation of all the consumers surveyed. Generally, the more people we survey and the higher the return rate for those surveyed, the lower the margin of error. Values are expressed in terms of + or -. For example +/- 5.0%. The calculation assumes a simple normal distribution @ 95% confidence level with an adjustment for a finite population of waiver participants. Bottom Line: The survey margin of error is very low due to the large number of survey responses. OLTL has great confidence in these survey results.