



Scott Walker
Governor

Dennis G. Smith
Secretary

State of Wisconsin
Department of Health Services

DIVISION OF QUALITY ASSURANCE

1 WEST WILSON STREET
P O BOX 2969
MADISON WI 53701-2969

Telephone: 608-266-8481
FAX: 608-267-0352
TTY: 888-241-9432
dhs.wisconsin.gov

Date: May 16, 2011

DQA Memo 11-014

To: Adult Day Care	ADC 02
Adult Family Homes	AFH 04
Ambulatory Surgery Centers	ASC 04
Certified Mental Health and AODA Programs	CMHA 03
Clinical Lab Improvement Amendments	CLIA 02
Community Based Residential Facilities	CBRF 07
End Stage Renal Dialysis Units	ESRD 04
Facilities for the Developmentally Disabled	FDD 04
Home Health Agencies	HHA 02
Hospices	HSPCE 04
Hospitals	HOSP 05
Nursing Homes	NH 09
Outpatient Rehabilitation Facilities	OPT/SP 02
Personal Care Providers	PCP 02
Residential Care Apartment Complexes	RCAC 04
Rural Health Clinics	RHC 02

From: Alfred C. Johnson, Director
Bureau of Technology, Licensing and Education

cc: Otis Woods, Administrator
Division of Quality Assurance

Summary of the Division of Quality Assurance Provider Post-Survey Questionnaire

The purpose of this memo is to share information regarding the results and use of the Division of Quality Assurance Post-Survey Questionnaire and to encourage all providers to utilize this tool to give the Division constructive feedback on the survey process.

The Division has utilized the Post-Survey Questionnaire since 2004. The survey was originally distributed to providers directly by surveyors when on-site surveys were conducted.

Starting in 2006, the Division implemented an online method of completing the questionnaire at <http://4.selectsurvey.net/DHS/TakeSurvey.aspx?SurveyID=ml00584>.

The following table summarizes the questionnaire responses received by the Division during the past five years.

Division of Quality Assurance Post Survey Questionnaire, Summary Results, CY 2006 to 2010				
		Overall Ratings (5 = Highest, 1 = Lowest)		
Year	Questionnaires Completed	On-Site Survey Process	Statement of Deficiency	% Satisfied with Survey Task Performance
2006	442	4.50	4.34	98.47
2007	436	4.54	4.35	97.42
2008	272	4.09	4.15	96.86
2009	208	4.46	4.25	97.05
2010	245	4.54	4.36	96.71

While providers' ratings of the survey process and statements of deficiency, and their level of satisfaction with survey task performance, have remained high throughout this period, these figures are based on responses from a relatively small and generally declining proportion of the providers that have actually been surveyed.

The Division encourages all providers to complete the questionnaire, and to provide feedback about your experiences with DQA's review. While the Division appreciates the generally high marks providers have given, responses indicative of less-than-satisfactory survey performance are actually the most useful when it comes to identifying opportunities for improvement, enhancing communication and training that often requires immediate follow-up.

The Division is committed to using the feedback received through the Post-Survey Questionnaire to improve the survey process in general and address any issues that will aid in staff performance as well as provider understanding of the survey process.

The Division of Quality Assurance is committed to continuous quality improvement. We expect it from the providers we regulate and we expect it of ourselves. We will use the information facilities submit to us through this questionnaire to review, revise and improve Division systems and practices.

Respondents may remain anonymous, and reports of the questionnaire results never include the identity of individual providers/facilities. While completion of the questionnaire is voluntary, your participation is vital; we need and want to hear from you.

If you have any questions related to the questionnaire or the results reported here, please contact Alfred Johnson at (608) 266-2055 or at alfred.johnson@wisconsin.gov. Thank you.