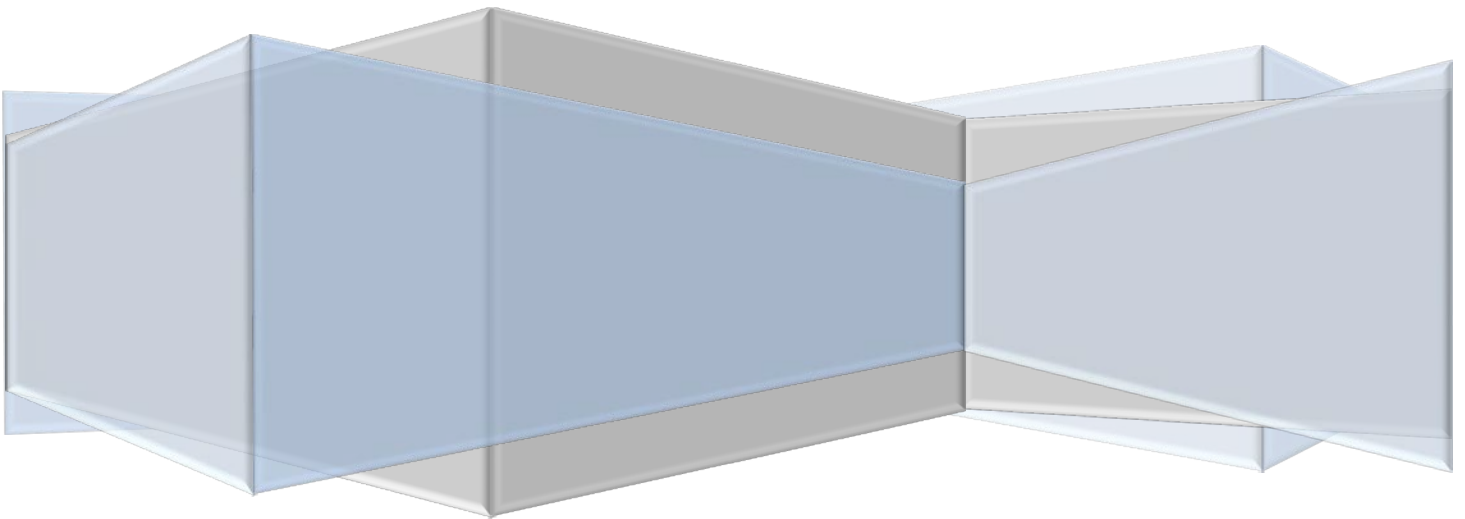


# **Programs of All-Inclusive Care for the Elderly (PACE)**

*Audit Survey*



## PACE Audit Survey

The following survey is voluntary and anonymous. After issuance of the final audit report, PACE Organizations (POs) will receive a weblink to the survey questions below. The survey is organized according to pre-audit, audit, and post-audit activities. CMS utilizes survey feedback to improve the audit process.

### Pre-Audit Activities

1. How easy was it to follow CMS' documentation and universe submission instructions?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not Easy

Easy

Very Easy

2. Did you find the information provided in the follow-up call after the audit engagement letter helpful?

☐ Yes

☐ No

3. Do you have any suggestions to improve the audit engagement letter follow-up call?

4. Was the Audit Lead available to answer questions prior to the audit?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not Available

Available

Always Available

5. How helpful was the Audit Lead in assisting your organization with pre-audit processes such as documentation submission and universe preparation?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not Helpful

Helpful

Very Helpful

6. How many hours do you estimate staff spent collecting, reviewing, and submitting data prior to the audit?

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7. Was the timeframe for submitting documentation and data during the pre-audit portion of the audit adequate?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not Adequate

Adequate

Very Adequate

8. Do you have any additional comments or suggestions regarding the pre-audit process:

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## Audit Activities

1. Did the audit team members request one or more Root Cause Analyses (RCAs)? If so, how well did the auditor(s) explain the purpose of the RCA(s) and how to complete them? Enter NA if no RCAs were requested for a particular element.

### **SDAG:**

NA	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Needs Improvement

Explained Adequately

Explained Very Well

### **Provision of Services:**

NA	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Needs Improvement

Explained Adequately

Explained Very Well

### **Personnel:**

NA	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Needs Improvement

Explained Adequately

Explained Very Well

### **Compliance and Quality Improvement:**

NA	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Needs Improvement

Explained Adequately

Explained Very Well

2. How many hours do you estimate staff spent collecting, reviewing, and submitting data from the start of audit fieldwork through the submission of RCAs?

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3. Was the timeframe adequate for submitting documentation and data from the start of audit fieldwork through the submission of RCAs?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not Adequate

Adequate

Very Adequate

4. Did the audit team members request one or more Impact Analyses? If so, how well did the auditor(s) explain the purpose of the Impact Analyses and how to complete them? Enter NA if there no Impact Analyses were requested for a particular element.

**SDAG:**

NA	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Needs Improvement

Explained Adequately

Explained Very Well

**Provision of Services:**

NA	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Needs Improvement

Explained Adequately

Explained Very Well

**Personnel:**

NA	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Needs Improvement

Explained Adequately

Explained Very Well

**Compliance and Quality Improvement:**

NA	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Needs Improvement

Explained Adequately

Explained Very Well

5. In order to complete the requested Impact Analyses:

a. How many hours do you estimate it took to complete the requested Impact Analyses?

b. How many staff members do you estimate it took to complete the requested Impact Analyses?

6. During the exit conference, did your organization have a clear understanding of all issues of non-compliance being cited and why they were being cited?

☐ Yes

☐ No

If you responded No, which issues of non-compliance were not discussed prior to the exit conference (you may enter any numeric identifier of the issue of non-compliance cited in your audit report or provide a brief description of the issue)?

7. Do you have any additional comments or suggestions regarding the audit fieldwork process:

Post-Audit Activities

1. How easy was it to understand the Draft and Final Audit Reports?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not Easy				Easy				Very Easy	

2. How many hours do you estimate staff spent collecting, reviewing, and submitting data following issuance of the Final Audit Report?

3. Was the timeframe adequate for submitting documentation and data following issuance of the Final Audit Report?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not Adequate			Adequate				Very Adequate		

4. Do you have any additional comments or suggestions regarding the post-audit process:



## General Audit Questions

1. Please identify any areas or aspects of the audit process that you believe would benefit from increased transparency or communication.

2. Does the PO's parent organization operate any additional PACE organizations and/or PACE contracts?

- ☐ Yes  
☐ No

If yes, please enter the names and contract numbers of the other PACE organizations.

PACE Organization

Names/Contract Numbers:

3. How would you compare the audit of your PACE organization with the audits of other POs operated by the same parent organization? Enter NA if the PO's parent organization does not operate any other PACE organizations or if the PACE contracts do not compare audit experiences.

NA	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Very Different

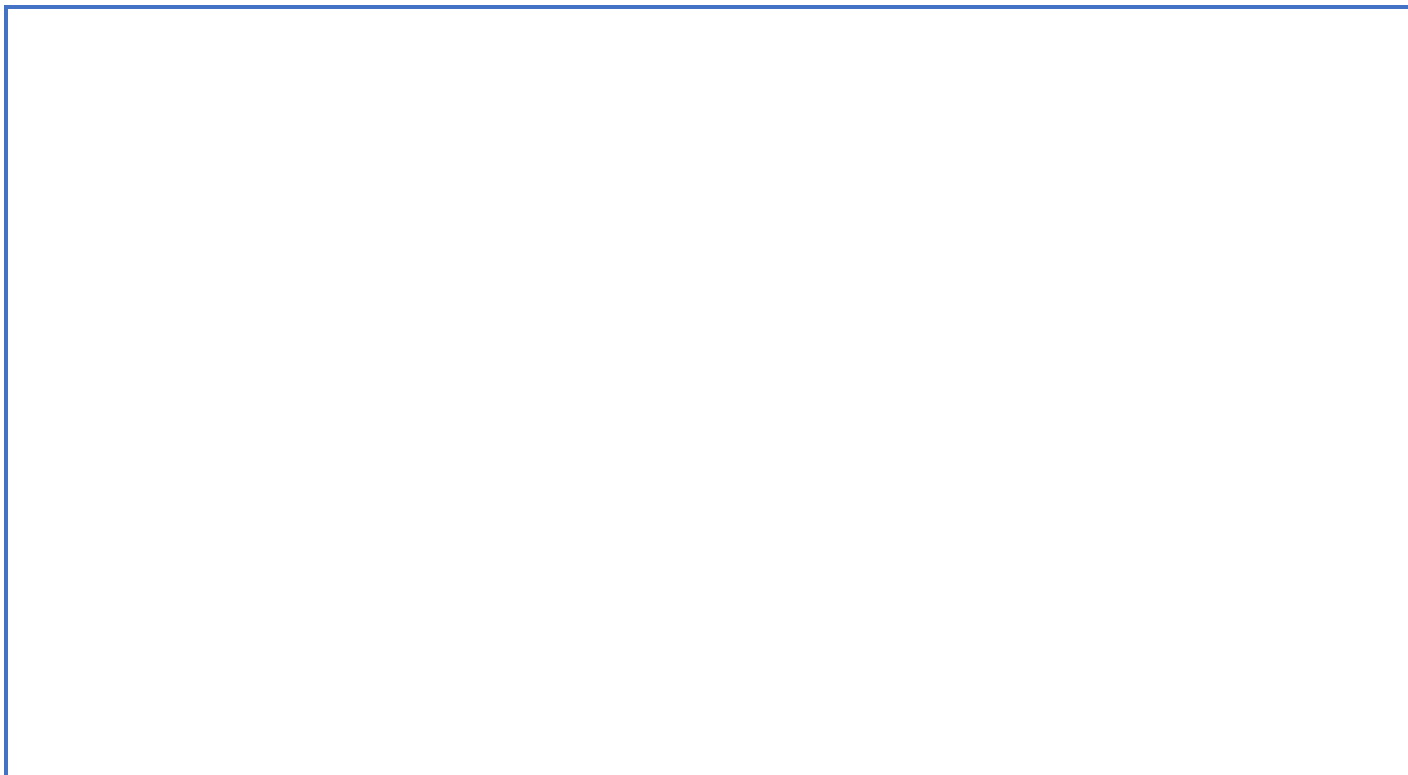
Similar

Very Similar

4. If you feel that your audit experience was different than other PACE organizations operated by the same parent organization, please explain how they were different:

5. If you feel that your audit experience was different than other PACE organizations operated by different parent organizations, please explain how they were different:

6. Are there any other ways you believe we can improve the overall audit process?

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