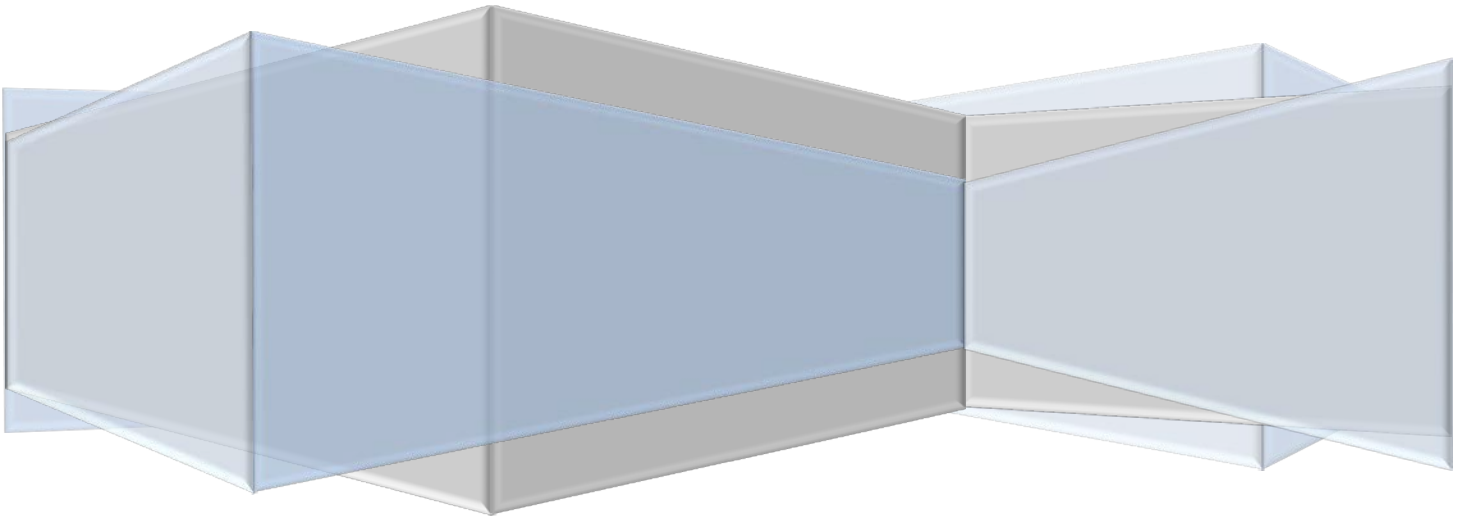


# **Programs of All-Inclusive Care for the Elderly (PACE)**

## **Audit Survey**



## 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 the Audit Lead conduct a follow-up call after the Audit Engagement letter was issued?

- Yes
- No

3. 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

4. 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

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

6. 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

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



## Audit Activities

1. Did the Audit Lead conduct an Entrance Conference?

- Yes
- No

2. When the audit team determined that sample cases were potentially non-compliant, did members of the audit team explain why the sample cases were non-compliant? Enter NA if there was no non-compliance identified 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"/>

Never Sometimes Always

### **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"/>

Never Sometimes Always

### **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"/>

Never Sometimes Always

### **Quality:**

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"/>

Never Sometimes Always

3. Did the audit team members provide the PACE organization (PO) with opportunities to provide additional supporting documentation when potential non-compliance was identified? Enter NA if there was no non-compliance identified 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"/>
Never					Sometimes			Always		

**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"/>
Never					Sometimes			Always		

**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"/>
Never					Sometimes			Always		

**Quality:**

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"/>
Never					Sometimes			Always		

4. Did the audit team members request one or more Root Cause Analyses? 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

**Quality:**

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. 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

**Quality:**

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

6. Was 10 business days a reasonable timeframe for completing the requested Impact Analyses? Enter NA if you did not complete an Impact Analysis.

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"/>

Not Reasonable

Somewhat Reasonable

Very Reasonable

7. 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?

8. During the exit conference, was your organization familiar with the conditions being cited and why they were being cited?

Yes

No

If you responded No, which conditions were not discussed prior to the exit conference (you may enter the condition number cited in your audit report or provide a brief description of the condition)?

9. How many hours do you estimate staff spent collecting, reviewing, and submitting data during the audit?

10. Was the timeframe for submitting documentation and data during the audit adequate?

1

2

3

4

5

6

7

8

9

10


Not Adequate

Adequate

Very Adequate



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



## Post-Audit Activities

1. Did the Audit Lead contact the PACE organization before issuing an Immediate Corrective Action Required (ICAR) notification or the Draft Report (if no ICARs were cited) to discuss any conditions that were added or removed following the exit conference?

- Yes
- No
- NA – No conditions were added or removed.

2. 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

3. How helpful was the Audit Lead when responding to corrective action plan (CAP) questions? Enter NA if you did not have any CAPs or did not ask for assistance.

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"/>

Not Helpful Helpful Very Helpful

4. How helpful was the Account Manager when responding to CAP monitoring questions? Enter NA if you did not have any CAPs or did not ask for assistance.

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"/>

Not Helpful Helpful Very Helpful

5. How many hours do you estimate staff spent collecting, reviewing, and submitting data following the audit?

6. Was the timeframe for submitting documentation and data following 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

7. 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:

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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

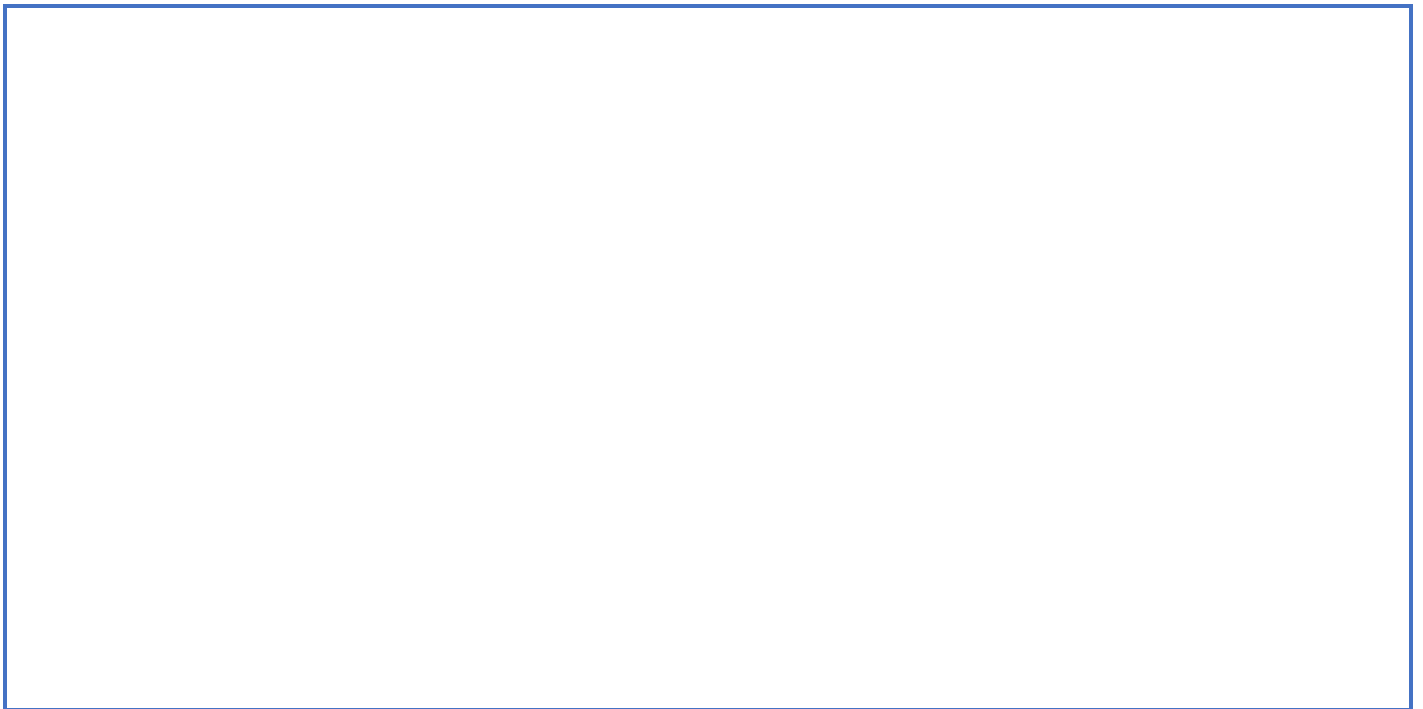
Similar

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?

