

## Provider Transportation Round 4 QSR Results

### Summary:

During the Round 4 Quality Service Review process there were 417 people who participated in an in person or telephonic interview with the QSR vendor. During this interview individuals were asked three questions related to their provider offering transportation as part of their services. Services excluded were support coordination, crisis supports, and agency respite.

The three questions that are part of the person centered review include:

- 1) 159. If you want to go somewhere, does your provider take you? (response options: Yes, No, CND for could not determine)
- 2) 160. Can you get where you want to go without problems? (response options: Yes, No, CND for could not determine), and
- 3) 161. If no, what kinds of problems do you have? (text entry where “no” is indicated for Q2).

Of the 417 people interviewed, 339 responded yes to question 159, If you want to go somewhere does your provider take you. 4 individuals responded no, and 74 the reviewer could not determine.

For question 160, and additional 16 individuals indicated no. A review of the data indicated that public transportation system was challenging (4), there were staffing challenges(6), easier if they had a driver’s license (2) and other (7).

This data indicates that 77% of people feel their provider gets them where they need to go when they need to.

If we added in people who could not be determine by the QSR vendor and assume their provider did in fact take them where they wanted to go the percentage would be 95%.