

Provider Transportation Round 5 QSR Results

Summary:

During the Round 5 Quality Service Review process there were 456 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 from the sample were support coordination/case management, crisis supports, and agency respite.

The three questions relevant to transportation adequacy that are part of the person-centered review include:

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

Of the 456 people interviewed who responded to Question 165, 72 responses (15.8%) were rated “could not determine (CND)”, 376 responses (82.4%) were rated “yes”, and 8 responses (1.8%) were rated “no”.

For question 166, there were 25 “no” responses and of those, 19 had responded “yes” to question 159. A review of the 19 “no” responses indicated that the issue resulting in a “no” was related to staffing challenges for 15 respondents (79%). Another 3 individuals noted possible staff issues (16%), specifically that they didn’t want to ask people.

This data from QSR Round 5 indicates that, factoring out the “CND” responses from the sample, 357/376 people (93%) feel their provider gets them where they need to go when they need to.

Data Visualization:

Column Code	Item Descriptor	Round 4	Round 5	Round 6	Round 7	Round 8	Round 9	Round 10
A	Total # Interviewed (B + D + E):	417	456					
B	Provider takes you (CND):	74	72					
C	Net Denominator (A - B):	343	384					
D	Provider takes you (YES):	339	376					
E	Provider takes you (NO):	4	8					
F	Provider takes you (YES); Can you get where you want to go (NO):	16	19					
G	Provider takes you without problems (D - F):	323	357					
H	% who get where they want to go without problems (G / C):	94.2%	93.0%					
I	% Could Not Determine (B / A):	17.7%	15.8%					

Light Blue highlighted lines are calculated numbers