

The Participant Experience Survey was developed by Thompson Reuters back in 2003. Originally it was titled the Participant Satisfaction Survey. There is both an “Elder” version and a DD version, and both surveys are for adults.

CMS developed the Waiver Assurances in 2004 because states administering waivers up to that point were not required to have quality assurance programs. Some states who were early developers of Quality Assurance programs between 2004 and 2006 began using the PES as one of their tools to collect quality data on participants. However, since the PES was developed a year prior to the CMS Quality Assurances, there wasn’t a neat and tidy connection between the two. States either used the PES as it was developed, they altered the PES, or they developed their own PES.

Idaho decided to use the PES as is the first few years. We were able to connect some of the data directly to sub-assurances in our Quality Improvement Strategy, and some of the PES data was purely demographic and we weren’t able to use it in the QIS. Each year, we refined the PES with a goal of eliminating some of the data that wasn’t particularly useful and streamlining the quality questions that were more relevant to the QIS.

Today, we take a random sample of our traditional population, (total sample of SD), and once the data is collected at years’ end, we score the PES sections and use the data to determine whether Idaho met relevant sub-assurances.

The Children’s Program wanted to adopt a children’s PES, but after some research, we learned no other state had ever developed a children’s PES. So I believe FACS worked with Thompson Reuters on their tool but I haven’t seen the finished result yet.

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