

PCR Satisfaction Domain 8 7.1.16

Identifier	Domain	Weight	QA/QI	Indicator	Intent
S.1	8	0	QA	The person is satisfied with their staff.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.2	8	0	QA	The person is satisfied with the provider.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.3	8	0	QA	The person is satisfied with how the provider responds to inquiries, needs, wants and concerns.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.4	8	0	QA	The person feels respected and valued by the provider staff.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.5	8	0	QA	The person is satisfied with the progress they are making and the support they are given to achieve their life dreams.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.6	8	0	QA	The person is satisfied with their community presence.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.7	8	0	QA	The person is satisfied with how changes to service delivery are handled by the provider.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.8	8	0	QA	The person is satisfied with the amount of support they receive to develop and maintain relationships.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.9	8	0	QA	The person is satisfied with the amount of support they receive to advocate for their rights.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.10	8	0	QA	The person is satisfied with the amount of knowledge staff have about them.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.