



Technical Assistance for Medicare Advantage Organizations (MAO) Quality Improvement Project (QIP) and Chronic Care Improvement Programs (CCIP)

Optimal Solutions Group LLC (“Optimal”) is interested in your feedback the technical assistance (TA) that was provided to you on how to improve your Quality Improvement Project (QIP) and Chronic Care Improvement Program (CCIP). Your candid feedback will help Optimal in our efforts to continually improve our services to you, and other Medicare Advantage Organizations (MAO). Your answers are voluntary and the survey should take no more than 5 minutes to complete.

1. How useful was the technical assistance (TA) you received from Optimal in terms of being effective and helpful in the refinement of your plans QIP/CCIP? Using a five point scale on which “1” means “Not at all Useful, and “five” means “Exceptionally Useful”, how useful was the QIP/CCIP TA you received from Optimal?
 1. Not at All Useful
 2. Somewhat Useful
 3. Neutral
 4. Very Useful
 5. Exceptionally Useful

2. Was the information Optimal provided regarding how to improve your QIP/CCIP clear and understandable? Using a five point scale on which “1” means “Not at all clear and understandable”, and “5” means “Exceptionally clear and understandable”, how clear and understandable was the information?
 1. Not at All clear and understandable
 2. Somewhat clear and understandable
 3. Neutral
 4. Very clear and understandable
 5. Exceptionally clear and understandable

3. Please consider all your experience receiving quality technical assistance (TA) from professional staff; using a five point scale on which “1” means “Not Very High Quality TA, and “5” means “Exceptionally High Quality TA”, what was the level of overall Quality of the TA provided by Optimal staff?
 1. Not Very High Quality TA
 2. Moderate Quality TA
 3. Neutral
 4. High Quality TA
 5. Exceptionally High Quality TA



4. How Professional was the Optimal staff in terms of being knowledgeable? Using a five point scale on which “1” means “Not at all professional and knowledgeable” and “5” means Exceptionally professional and knowledgeable, ” how professional and knowledgeable were Optimal staff providing technical assistance?
 1. Not at all professional and knowledgeable
 2. Somewhat professional knowledgeable
 3. Neutral
 4. Very professional and knowledgeable
 5. Exceptionally professional and knowledgeable

5. Considering all of your TA expectations, to what extent has Optimal “Fallen Short of or Exceeded your Expectations”? Using a five point scale on which “1” means “Falls short of your expectations” and “5” means “Exceeds your expectations”, to what extent has Optimal “Fallen short or exceeded your expectations”?
 1. Fallen short of your TA expectations
 2. Moderate disappointment in meeting TA expectations
 3. Neutral
 4. Met TA expectations
 5. Exceeded TA expectations

In the box below, please provide any additional comments you wish to share:
[INSERT BOX]