2008 OIG Report and SMART FACTS; Survey Data Formula

Ginny Paulson, The Center

Survey Outcome #8B

Example: 20 completed surveys were received for a Group Ed. Session:

1. Before today, did you read your Medicare Summary Notice (MSN)?
   5 Yes 15 No
2. Do you now understand how reading your MSN can help identify fraud or errors in your bill? 18 Yes 2 No

SMART FACTS Formula:

Number of "YES" answers to Question #2 minus {difference between Total Survey Responses and Number of "NO" answers to Question #1} = Outcome

SO, using the example, the formula works this way: 18 – {20-15} = 13

Outcome:

As a result of group educational sessions, number of beneficiaries who understand how reading their MSN can help identify billing fraud or errors increased by 13 .

Survey Outcome #8C

Example: 20 completed surveys were received for a Group Ed. Session:

3. Before today, have you ever asked someone to help explain things you didn't understand on your medical bill? 5 Yes 15 No
4. Do you now know why it is important to ask someone to explain things you don't understand about your medical bill? 18 Yes 2 No

SMART FACTS Formula:

Number of "YES" answers to Question #4 minus {difference between Total Survey Responses and number of "NO" answers to Question #3} = Outcome

SO, using the example, the formula works this way: **18 – {20-15} = 13**

Outcome:

As a result of group educational sessions, beneficiaries who understand why it is important to seek assistance with billing questions increased by 13 .

Survey Outcome #8D

Example: 20 completed surveys were received for a Group Ed. Session:

5. Before today, did you give out your Medicare or Social Security numbers when someone asked for them? 5 Yes 15 No
6. Do you now know why it is important to protect your Medicare and Social Security numbers? 18 Yes 2 No

SMART FACTS Formula:

Number of "YES" answers to Question #6 minus {difference between Total Survey Responses and number of "NO" answers to Question #5} = Outcome

SO, using the example, the formula works this way: 18 – {20-15} = 13

Outcome:

As a result of group educational sessions, beneficiaries who know why it is important to protect their Medicare and Social Security Numbers increased by 13 .

Accuracy of Survey Outcomes

- Depends upon using FULLY COMPLETED Surveys only. Toss partially completed surveys.
- **Why?** The "Total Survey Responses" data entry field is integral to the formula.
- If surveys with a significant number of questions left blank are used, the combination of a high number of "Total Survey Responses" but low numbers on individual questions (due to no answers) leads to negative numbers for outcomes #8B, #8C, and #8D.
- **For Example:** If 20 surveys are received, but only 3 people answer questions #1 and #2, the outcome would look like this:

  3 – {20-3} = -14.

  It appears that the group session resulted in 14 people having less knowledge than they did before the presentation, which we know is not true. The -14 is the result of incomplete surveys, not a reduction in knowledge.

TIP: Use Footnote to Calculate Percentages

***Use footnote (total surveys) to calculate % increase in awareness or total % now aware**

- Example: # 8B: As a result….beneficiaries who understood….increased from 200 (#1) to 260 (#2) a total of 60.
- Footnote: 280 total responded to the survey.

Calculate percentages:

- "After the group presentation, 93% of survey respondents indicated that they now understand how to read the MSN" (260 of 280) OR
- "After group presentation, understanding of reading the MSN increased by 30%" (60 increase over 200)