

# **SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER**

## **POLICY AND PROCEDURE MANUAL**

**Date of Issue: 12/2/97**

**Section Number 134**

**Date Revised: 1/16/03; 3/17/05; 9/7/07; 4/24/09; 12/10/12; 1/28/16, 9/23/2020**

### **Policy 134 – Consumer Satisfaction Surveys**

#### **I. POLICY**

It is the policy of Southern Highlands Community Mental Health Center to provide quality, consumer friendly services to all consumers regardless of ability to pay or third party payor. In order to more objectively measure the quality of the services provided, Southern Highlands CMHC will utilize consumer satisfaction surveys to obtain feedback. This feedback will be used to correct system problems and improve the quality of services.

#### **II. PROCEDURE**

There will be thirteen types of consumer satisfaction surveys. One that will be used for: 1) Outpatient Services, 2) DUI Services, 3) Mental Health Residential Services, 4) I/DD Title XIX Home and Community Based Waiver Services, 5) Crisis Stabilization Unit, 6) Residential Substance Use Treatment Programs, 7) Community Engagement Services, 8) School Based Services, 9) CCSS Services., 10) HOPE Recovery Center 11) Crisis Response Unit. 12) LEAD Program 13) TRAC Program. Procedures for each survey are discussed below.

##### **Outpatient Services**

- A. A survey form will be provided to each individual that will be receiving services on a quarterly basis. Consumer may also complete survey via SHCMHC website.
- B. The consumer will be given the opportunity to complete the survey without staff present.
- C. After the survey form is completed, it will be returned to the Front Desk.
- D. Consumers may sign their survey if they so desire, but most surveys will be anonymous. Any consumer expressing dissatisfaction and signing the survey noting that they want to be contacted will be called by a designated supervisor.
- E. The Administrative Assistant will collect the surveys at the Princeton site. The receptionist in Welch and Mullens will collect the surveys at their sites and mail or email them to the Administrative Assistant.

- F. A report of all surveys by site will be compiled and presented to Executive Staff and the Board of Directors quarterly. Problems will be reviewed and corrective action will be implemented as required.

### **DUI Surveys**

- A. During the last class of each DUI Education session, each consumer will be asked to complete the DUI Course Evaluation pages in their participant book. Surveys may also be completed online.
- B. The instructor will place one consumer in charge of collecting the surveys. All staff will leave the room while consumers complete the surveys. After completion, the consumer in charge will place all surveys in an envelope, seal the envelope and return it to a staff person.
- C. The staff person will send the unopened envelope to the Administrative Assistant.
- D. The results of the surveys will be included in the quarterly reports to the Executive Staff and Board of Directors.
- E. In the event of a national emergency or pandemic, surveys will be completed and collected in a manner consistent with health and safety guidelines.

### **Mental Health Residential Services**

- A. In January and July of each year each resident living in a mental health group home/supported living site or their legal representative will be given a Residential Consumer Satisfaction Survey. The purpose of the survey will be explained and assistance will be provided to those residents who cannot read or write.
- B. Surveys will be returned to the Administrative Assistant in sealed envelopes, provided to consumers and/or legal guardians, family members, for tabulation of results. The Administrative Assistant will furnish results and analysis to the Chief Executive Officer. If needed, a Plan of Correction will be developed to remediate identified program deficits.

### **Crisis Stabilization Services and Hope Recovery Center**

- A. A consumer satisfaction survey form will be provided to each program participant at the time of discharge. The consumer will be afforded privacy to complete the survey as well as instructions to place the completed survey in a sealed envelope. Surveys will be completed online as needed.
- B. Surveys will be returned to the discharge clinician and placed in the “to go to the agency” out box in the sealed envelope provided to the consumers. The surveys will be turned in to the Administrative Assistant daily who will furnish results and analysis to the Chief Executive Officer. If needed, a Plan of Correction will be developed to remediate identified program deficits.

**I/DD Title XIX Home and Community Based Waiver**

- A. Surveys will be provided to the Waiver member and or the member’s legal representative at each annual IDT and at each six (6) month IDT. Surveys will be completed online as needed.
- B. The purpose of the survey will be explained, a self addressed envelope will be provided and the member/legal representative will be asked to return it within one calendar month if possible. This will be documented in the IDT meeting minutes. The survey respondent has the option of providing identifying information for the purpose of facilitating an individualized response to issues and concerns or may remain anonymous.
- C. The survey will be returned to the attention of the Administrative Assistant who will tabulate the results and provide a report to the Chief Executive Officer. If needed, a Plan of Correction will be developed to remediate identified program deficits.

**Residential Substance Use Treatment Programs**

- A. A consumer satisfaction survey form will be provided to each program participant at the time of discharge. The consumer will be afforded privacy to complete the survey as well as instructions to place the completed survey in a sealed envelope. Surveys will be completed online as needed.
- B. Surveys will be returned to the discharge clinician and placed in the “to go to the agency” out box in the sealed envelope provided to the consumers. The surveys will be turned in to the Administrative Assistant who will furnish results and analysis to the Chief Executive Officer. If needed, a Plan of Correction will be developed to remediate identified program deficits.

**Community Engagement Program**

- A. The Community Engagement Services supervisor will choose two consumers from each CES staff's caseload each month to complete a phone survey. The survey will be turned in to the Administrative Assistant who will furnish results and analysis to the Chief Executive Officer.
- B. In January and July of each year, a consumer satisfaction survey form will be provided to a larger group of consumer in the Community Engagement Program. Surveys will also be given to the consumer at the time of discharge. The consumer will be afforded privacy to complete the survey as well as instructions to place the completed survey in a sealed envelope.
- C. The consumer will return the survey in the sealed envelope to their Community Engagement Specialist. The survey will be turned in to the Administrative Assistant who will furnish results and analysis to the Chief Executive Officer. If needed, a Plan of Correction will be developed to remediate identified program deficits.

**Expanded School Based Program**

- A. A consumer satisfaction survey form will be provided to each program participant in December and May. The purpose of the survey will be explained and assistance will be provided to the child/adolescent that requests assistance in completing the survey.
- B. The survey will be turned in to the Administrative Assistant who will furnish results and analysis to the Chief Executive Officer. If needed, a Plan of Correction will be developed to remediate identified program deficits.

**CCSS Program**

- A. A consumer satisfaction survey will be provided to each program participant in January and July each year. The purpose of the survey will be explained and assistance will be provided to participants that requests assistance.
- C. Surveys will be returned to the coordinator in sealed envelopes provided to consumers. The coordinator will send the envelopes to the Administrative Assistant will furnish results and analysis to the Chief Executive Officer. If needed, a Plan of Correction will be developed to remediate identified program deficits.

**Crisis Response Unit**

- A.** Within one week of discharge a survey will be mailed to the care provider for completion by the consumer with a self-addressed envelope to be sent to SHCMHC Administrative Assistant by the Resource Coordinator.
- B.** The surveys will be returned to the attention of the Administrative Assistant who will tabulate the results and provide a report to the Chief Executive Officer. If needed, a Plan of Correction will be developed to remediate identified program deficits.

**Law Enforcement Assisted Diversion (LEAD)**

- A. LEAD Supervisor will complete two surveys at random via phone or person per caseload monthly.
- B. LEAD Supervisor will complete surveys on newly enrolled consumers monthly.
- C. Surveys will be documented in a progress note in the medical record.
- D. The numbers of individuals surveyed and outcomes will be included in the monthly LEAD report.
- E. The survey report will be turned in to the Administrative Assistant who will furnish results and analysis to the Chief Executive Officer. If needed, a Plan of Correction will be developed to remediate identified program deficits.