

COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN		<i>Procedure</i> Consumer Satisfaction Survey Procedure for CSSN's & CSSN-LA	
Department: Author: Performance Improvement		Local Policy Number (if used)	
Revision Date	Approval Date	Implementation Date	
Archive Information			
Date:			
Reason:			

I. PURPOSE

TO ENSURE THE CONSISTENT DISSEMINATION, COLLECTION AND RECORDING OF THE CONSUMER SATISFACTION SURVEY DATA RESULTS.

II. POLICY

N/A

III. APPLICATION

THIS PROCEDURE APPLIES TO ALL CSSN AND OR CSSN LOOK-A-LIKES THAT DELIVER SERVICES TO CONSUMERS WHOM ARE ADULTS OR CHILDREN WITH MENTAL ILLNESS, DEVELOPMENTAL DISABILITIES OR HAVE A SERIOUS EMOTIONAL DISTURBANCE.

PLEASE NOTE: SUBSTANCE ABUSE CONSUMERS HAVE A SEPARATE SURVEY.

IV. EXHIBITS

- CONSUMER SATISFACTION SURVEY
- CONSUMER SATISFACTION SURVEY AGGREGATE REPORTING FORM
- CONSUMER SATISFACTION SURVEY COMPILATION FORM

V. REFERENCES

Reference:	Check if applies:	Standard Numbers:
42 CFR Parts 400 et al. (Balanced Budget Act)		
45 CFR Parts 160 & 164 (HIPPA)		
42 CFR Part 2 (Substance Abuse)		
Michigan Mental Health Code Act 258 of 1974		
JCAHO- Behavioral Health Standards		
MDCH Medicaid Contract		
MDCH Substance Abuse Contract		

Michigan Medicaid Provider Manual		
PIHP Policy Review Schedule		
Policy Tracking Form		

VI. PROCEDURES

WHO	DOES WHAT
<p>CSSN and/or CSSN Look-A-Like</p>	<p><u>Survey Form</u></p> <ul style="list-style-type: none"> • The CSSN/CSSN-LA Consumer Satisfaction Survey (EXHIBIT B) can either be used as a stand alone survey or the eight questions and three open-ended questions can be incorporated into the CSSN's own consumer survey. • CSSN/CSSN-LA should complete the top bolded section of the CSSN Consumer Survey before making copies of the survey to distribute. <p><u>Distribution / Collection</u></p> <ul style="list-style-type: none"> • All consumers should be offered a survey. Surveys can be distributed any time during the third quarter – April, May or June – either by mail or hand delivered. • CSSN/CSSN-LA should keep track of the number of surveys sent (by population) and the number of surveys returned (by population). • Surveys should be returned in a sealed envelope that is addressed to a designated staff at the CSSN/CSSN-LA agency – preferably an administrative or office staff (most neutral staff). If an administrative or office staff person is not available, then the envelope should be addressed to a staff at the supervisory level. • Surveys should be returned by mail (CSSN/CSSN-LA to include self-addressed stamped envelope) or handed to an agency staff (not case manager) in the sealed envelope. <p><u>Assistance</u></p> <ul style="list-style-type: none"> • Staff working directly with the consumer should not provide assistance with completing the survey. • If a consumer needs assistance in filling out the survey, a guardian, parent, family member, or friend can assist. • Customer / Member Services at the CMH can be contacted if help is needed finding someone to assist the consumer in completing the survey. <p><u>Reporting</u></p> <ul style="list-style-type: none"> • CSSN Consumer Survey data is due annually by July 30th to the Regional Member Services Committee Chair or designee. • CSSN/CSSN-LA shall submit aggregate data when reporting (on the CSSN aggregate form). • Responses are to be reported using the CSSN Consumer

	<p>Survey Aggregate form by reporting the number of consumers answering each question for each category (strongly agree / agree / disagree / strongly disagree).</p> <ul style="list-style-type: none">• CSSNs should address any aggregate scores that fall below 90% for each of the survey questions. The explanation shall provide an analysis of the causes of the scores below the 90% benchmark and CSSN agency plans for improvement.
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