

## **Consumer Satisfaction with Services Provided**

It is important to get consumer feedback regarding satisfaction with services; this is a great opportunity for gathering information about a provider's strengths as well as opportunities for improvement. SA treatment providers will use the SA consumer satisfaction survey provided to gather data; data is due quarterly.

Please refer to the "Consumer Survey Procedure" for specific procedures on distributing and reporting the results of the survey. Survey results should be submitted quarterly on Encompass. Providers should enter the aggregate data for each survey question and Encompass will calculate the percent satisfied. Providers are required to submit an explanation for any items falling below 90% satisfaction. In addition, providers should provide a summary of comments from the surveys (things I like best, things I'd like to see improved, additional comments) in the comment section for satisfaction in Encompass.