

Reporting Consumers' Satisfaction – Substance Abuse Providers

Consumer Survey Procedure

Survey Form

- The Consumer Survey for SA providers provided can either be used as a stand alone survey or the eight questions and three open-ended questions (things I like best, things I'd like to see improved, and other comments) can be incorporated into the provider's own consumer survey.
- Providers should complete the top of the Consumer Survey with the provider agency name, type of service provided, age, gender and provider / program name in the instruction section before distributing the surveys.

Distribution / Collection

- All consumers should be offered a survey and scores reported on quarterly. Surveys can be distributed either by mail or hand delivered.
- Providers should keep track of the number of surveys sent (by contract type) and the number of surveys returned (by contract type). If you have more than one site to report on, data should be reported separately for each site. Providers may wish to copy surveys on different colored paper for each site or to code each survey with a different name or letter at the bottom for each site.
- Surveys should be returned in a **sealed envelope** that is addressed to a designated staff at the provider 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 (provider to include self-addressed stamped envelope) or handed to an agency staff (not direct care staff) in the **sealed envelope**.

Assistance

- 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. If none of these choices are available, a case manager, provider administrative staff, or provider supervisor 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.

Reporting

- Consumer Survey data is **due quarterly – January 15, April 15, July 15, and October 15 2007**.
- Providers shall submit aggregate data when reporting this data on a quarterly basis.
- Aggregate responses are to be reported on Encompass by reporting the number of consumers answering each question for each category (strongly agree / agree / disagree / strongly disagree); Encompass calculates the percent satisfied on each question.
- Providers 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 provider agency plans for improvement.
- In addition please include a summary of comments (things I like best, things I'd like to see improved, and additional comments) in the comment section in Encompass.