

BAY-ARENAC BEHAVIORAL HEALTH POLICIES AND PROCEDURES MANUAL

Chapter: 12	Riverhaven Coordinating Agency		
Section: 5	Performance Improvement and Utilization Review		
Topic: 3	Consumer Satisfaction Survey Process		
Page: 1 of 3	Supersedes Date: Pol: Proc: 3-18-10	Approval Date: Pol: 3-18-10 Proc: 1-31-11	<hr/> <i>Board Chairperson Signature</i>
			<hr/> <i>Chief Executive Officer Signature</i>
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Policy

It is the policy of Bay Arenac Behavioral Health Authority (BABHA) to establish and maintain a program to solicit and receive suggestions for process improvements from stakeholders involved in substance abuse prevention and treatment services in the region. The Riverhaven Coordinating Agency (RCA) will uniformly measure consumer satisfaction across its contracted network of providers in order to promote improvement of consumer satisfaction quality of service.

Purpose

This policy and procedure is established to ensure the standardized measurement of providers for the purpose of effecting appropriate systems and process improvements.

Education Applies to:

- All BABHA Staff
 Selected BABHA Staff, as follows: Service Access/Intake
 All Contracted Providers: Policy Only Policy and Procedure
 Selected Contracted Providers, as follows: Substance Abuse Staff
 Policy Only Policy and Procedure
 BABHA's Affiliates: Policy Only Policy and Procedure
 Other:

Definitions

N/A

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Procedure

1. RCA will monitor satisfaction related to basic areas of outcomes:
 - a. Consumer Satisfaction with all providers.
2. On a quarterly basis, treatment provider agencies will submit consumer satisfaction score results. Score results will be limited to the total number of clients surveyed, the total number of respondents, and the total number of respondents indicating generally satisfied (as determined via an average of all responses) reported in two categories: Under 18 (adolescents) and Over 17 (adults).
3. RCA staff will aggregate all provided data into a single report which will be made available to the general public via RCA's website.
4. At least annually, RCA staff will review each provider's consumer satisfaction process to ensure that there is a consistently high level of performance improvement occurring (e.g. provider agencies are actively reviewing and responding to the results obtained from their consumer satisfaction survey efforts).

Attachments

N/A

Related Forms

Consumer Satisfaction Survey Questions

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Related Materials

N/A

References/Legal Authority

Bureau of Substance Abuse and Addiction Services Contract - 10/1/2009 - 9/30/2010

Submission Form		
<u>Approving Body/Committee/Supervisor:</u> Joe Sedlock	<u>Author/Reviewer:</u> Darren McAllister	<u>Approval/Review Date:</u> 1/31/11
<u>Result:</u> Deletion <input type="checkbox"/> New No Changes <input type="checkbox"/> Replacement <input type="checkbox"/> Revision <input checked="" type="checkbox"/>		
<u>List reason for deletion/replacement/revision here. If replacement, list policy to be replaced.</u> Updated based upon revised process.		