

BAY-ARENAC BEHAVIORAL HEALTH POLICIES AND PROCEDURES MANUAL

Chapter: 12	Riverhaven Coordinating Agency		
Section: 5	Performance Improvement and Utilization Review		
Topic: 4	Provider Satisfaction Survey Process		
Page:1 of 3	Supersedes Date: Pol: Proc: 12-20-07	Approval Date: Pol: 12-20-07 Proc: 1-31-11	_____ <i>Board Chairperson Signature</i>
			_____ <i>Chief Executive Officer Signature</i>
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Policy

Riverhaven Coordinating Agency (RCA) will ensure the measurement of provider satisfaction. Measurements will be performed to promote improvement of provider satisfaction with RCA and the Access Alliance of Michigan (AAM) and improve the 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 BABH Staff
 Selected BABH Staff, as follows: Service Access/Intake
 All Contracted Providers: Policy Only Policy and Procedure
 Selected Contracted Providers, as follows: Substance Use Disorder Staff
 Policy Only Policy and Procedure
 BABH's Affiliates: Policy Only Policy and Procedure
 Other:

Definitions

N/A

Procedure

1. RCA will monitor satisfaction related to basic areas of outcomes:

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- a. Provider Satisfaction with RCA.
 - b. Provider Satisfaction with AAM.
2. On an annual basis, RCA staff will invite providers to participate in two online surveys designed to measure satisfaction with RCA and AAM, respectively.
 3. RCA staff will draft an invitation to providers indicating the purpose of the survey, instructions, scope, and the end date of data collection.
 4. RCA will e-mail the invitation to both direct service providers as well as administrative personnel for providers.
 5. After the surveys have been e-mailed, providers will have an allotted time to log in to RCA's web-based survey system and complete the survey.
 6. All survey responses will be aggregated into a single report. Analysis of the data will be performed and presented at appropriate meetings. Information will be distributed to providers.
 7. The Provider Satisfaction Survey process will be utilized to improve business practice changes and to enhance provider satisfaction where appropriate.

Attachments

N/A

Related Forms

Provider Satisfaction Survey – RCA
 Provider Satisfaction Survey - AAM

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Related Materials

N/A

References/Legal Authority

Michigan Department of Community Health Contract, 10/1/2009to 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 <input type="checkbox"/> No Changes <input type="checkbox"/> Replacement <input type="checkbox"/> Revision <input checked="" type="checkbox"/>		
List reason for deletion/replacement/revision here. If replacement, list policy to be replaced. Updated process initiated.		