

Protocol for Annual Consumer/Family Satisfaction Survey

The purpose of this protocol is to outline the process by which the overall satisfaction of consumers and their family/guardian, if appropriate, will be assessed for the services provided by the LME as well as the Network Providers. It is vital that the input from the consumers be available to assist in identifying ways of continuously improving the quality of services.

- I. Schedule: The "Consumer/Guardian/Family Member Satisfaction Survey" will be distributed by the Providers beginning the first Monday in March of each year and continued until the Friday of that same week. The surveys must be turned in by the end of the month to ensure timeliness of reporting.
- II. Distribution: The Provider's office will give a survey to each consumer that comes in for service during that specific week. If the primary language of the consumer is different from the survey, they will be offered a translation at that time.
- III. Collection: The consumer will have the option of taking the survey with them, to mail directly to the QM department, or they can put the completed survey in a confidential envelope offered by the Provider. This choice is explained at the time of distribution.
- IV. Follow-up: If the consumer requested follow-up on the survey, a designated QM staff member will contact the consumer and investigate, if necessary, within one week of the receipt of the survey.
- V. Data Entry: The comments on the survey will be keyed by the QM department and coded by department and office location in order to be as specific as possible.
- VI. Reporting: The results will be recorded in a statistical report and distributed to the Executive Management Team, MH/SA and DD Management Teams for feedback.
- VII. Timelines:
 - First week of March - Distribution/Collection
 - First week of April - Data Entry/Follow-up
 - Second week of April - Reporting