

# Protocol for Independent Practitioner Provider Survey

The purpose of this protocol is to outline the process to assess satisfaction of consumers with the Independent Practitioners that are currently under contract with the LME. The survey will focus on services received and will indicate any unmet needs consumers may have with services provided by the Independent Practitioners.

- I. Schedule: Independent Practitioner Survey will be completed on a monthly basis. All surveys will be completed by the 30<sup>th</sup> day of each designated month. A list of consumers receiving services will be generated by the Network Department. The list will be given to the Quality Management Department by the 10<sup>th</sup> of the month.
- II. Distribution: A random sample of consumers will be contacted by the Quality Management department via telephone to assess the satisfaction of the consumers with the services received from the Practitioners or to assess any unmet needs.
- III. Collection: The interviewer will first complete the demographic information by asking the consumer/family member. The interviewer will read each question and possible responses for each question to the consumer/family member as listed on the survey. The interviewer will ask the consumer/family member to choose a response for each question which best describes their satisfaction level. The interviewer will ask the consumer/family member for any strengths or weaknesses that have been noted about the provider. The interviewer will also ask the consumer/family member for any additional comments. If follow-up is not needed, the survey will be forwarded to the QM Data Manager for data entry.
- IV. Follow-up: If the consumer request additional follow-up on the survey, the survey will be forwarded to the designated QM Director. The QM Director will assign follow-up responsibilities. Once follow-up is completed, the survey will be forwarded to the QM Data Manager for data entry.

- 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:
  - 10th of the Month - List Received
  - 10<sup>th</sup>-29<sup>th</sup>-Distribution, Collection, Follow-up
  - 30<sup>th</sup>-Submission to Data Minor & Reporting

Specific Issues: If the survey cannot be completed via the telephone because of one of the following issues: Language or Communication Barriers or difficulty understanding the survey; arrangements will be made by the interviewer to interview the consumer/family member. Arrangements will be made with an interpreter or translator or someone who can assist the interviewer in explaining the survey and assist the client in understanding the survey.