

Protocol for On-Going Client Satisfaction Survey

The purpose of this protocol is to outline the process by which on-going consumer satisfaction with the overall service system will be assessed. The survey will focus on services received and **will also assess** any unmet needs consumers may have with 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 "On-Going Client Satisfaction Survey" will be completed on a quarterly basis during the months of March, June, September and December. All surveys will be completed by the 30th day of each designated month. A list of consumers receiving services and/or those who do not have options for treatment will be generated by the Network Department. The list will be given to the Quality Management Department by the 10th of the month.
- II. Distribution: A random sample of consumers will be contacted via telephone by the Quality Management Department. The "On-Going Client Satisfaction Survey" form will be utilized to **document this**. **The interviewer will explain the process and gather the consumer's information. If the survey cannot be completed via telephone due to Communication Barriers or difficulty understanding the survey, arrangements will be made to interview the consumer/family member with an interpretor or face to face.**
- III. Collection: 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 **requests** additional follow-up, the survey will be forwarded to the designated QM Director. 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
10th-29th-Distribution, Collection, Follow-up
30th-Submission to Data Minor & Reporting