
Chapter: **QUALITY IMPROVEMENT**
Title: **FOLLOW-UP AND SATISFACTION-CONSUMERS**

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Approved by: _____

Executive Director

Date

I. Abstract

This policy establishes the standards and procedures for consumer follow-up and concurrent and post-discharge satisfaction assessment for consumers of the Macomb County Community Mental Health (MCCMH) Board.

II. Application

This policy shall apply to directly-operated and contracted network providers of the MCCMH Board.

III. Policy

It is the policy of the MCCMH Board to:

- A. Periodically assess the satisfaction of consumers on a system-wide basis both while consumers are actively receiving services from Board programs and after the consumers have been discharged from Board programs;
- B. Periodically assess provider and referral source satisfaction with Board services;
- C. Perform at a minimum, one follow-up contact to consumers post-discharge through the Consumer satisfaction/follow-up survey; and;

- D. Use information obtained from the consumer satisfaction assessment process to improve service delivery and assess needs for new or expanded service programs.

IV. Definitions

- A. None.

V. Standards

- A. Consumer satisfaction surveys for adults and children shall be prepared in formats which will enable all consumers to provide feedback on their satisfaction with services regardless of disability level or functional impairment.
- B. Post-discharge surveys shall provide an opportunity for consumers to report their current status, and identify service needs, as well as to indicate their satisfaction with services provided.
- C. Concurrent surveys shall provide an opportunity for consumers to report their satisfaction with services while still participating in service provision.
- D. Consumers shall be given the opportunity to report their assessment of services without fear of reprisal or without jeopardizing receipt of services for which they qualify.
- E. Consumer satisfaction information pertaining to identifiable individuals shall be considered confidential, as well as protected as quality assurance documents.
- F. MCCMH shall review satisfaction assessments, and, shall:
 - 1. Take specific action on individual cases as appropriate
 - 2. Identify and investigate sources of dissatisfaction;
 - 3. Outline systemic action steps to address on the findings; and
 - 4. Inform stakeholders including providers, consumers of services, and the MCMH Board of assessment results.
- G. MCCMH shall evaluate the effects of the actions taken in response to satisfaction assessments, as outlined above.
- H. MCCMH shall comply with the state level data collection reporting requirements contained in the current MDCH/MCCMH Managed Mental Health Supports and Services Contract pertaining to consumer satisfaction surveys.

VI. Procedures

A. Post-Discharge Follow-up and Satisfaction Assessment

1. Follow-up after a consumer has been discharged from a service program shall be by U.S. mail, using consumer post-discharge follow-up and satisfaction questionnaires, *"Help Us Serve You Better"* (for adults), or *"Kids, Tell Us What You Think"* (for children).
2. Completed post-discharge follow-up and satisfaction questionnaires shall be returned to the Clinical Strategy/Improvement (CSI) Division, for quarterly aggregation and preparation of a summary report for presentation to the Citizens Advisory Councils, the MCCMH Quality Assessment and Performance Improvement (QAPI) Committee, the MCCMH Board and, at least annually, in public communications.

B. Concurrent Satisfaction Assessment

1. Follow-up for current consumers shall be by U.S. mail, using a consumer concurrent satisfaction questionnaires, *"Help Us Serve You Better"* (for adults), or *"Kids, Tell Us What You Think"* (for children).
2. At least annually, a sample of consumers of each service program site shall be mailed a consumer concurrent satisfaction questionnaire.
3. Completed concurrent questionnaires shall be returned to the CSI Division, for aggregation (at least annually) and preparation of a summary report in accordance with the MCCMH annual Outcome Evaluation Plan.

C. All Satisfaction Assessments

1. Consumer requests for further contact noted on the consumer satisfaction surveys shall be forwarded to the MCCMH Ombudsman in the Office of Community Relations, Executive Office, for follow-up action.
2. Other follow-up activities may be initiated at the request of the consumer, his/her parent or guardian, as applicable, or by the behavioral health providers of the Board.

- D. MCCMH shall follow the procedures outlined in the current MDCH/MCCMH Managed Mental Health Supports and Services Contract pertaining to the annual consumer satisfaction survey reporting requirements.

VII. References / Legal Authority

- A. Commission on Accreditation of Rehabilitation Facilities (CARF) 2010 Standards Manual, §1D. Input from Persons Served and Other Stakeholders, 1., 2., pp. 51-

52; §1M. Information Measurement and Management, 1., 3., 4., pp. 91-96; §1N. Performance Improvement, 1., 2., pp. 97-98.

- B. MDCH / MCCMH Medicaid Specialty Supports and Services Contract FY 12, Attachment P6.7.1.1.

VIII. Exhibits

- A. None.