

Department of Mental Health
TRANSMITTAL LETTER

SUBJECT Consumer Satisfaction Surveys		
POLICY NUMBER DMH Policy 115.2	DATE MAR 06 2007	TL# 86

Purpose. To set forth the Department of Mental Health (DMH) policy for measuring consumer satisfaction with services received throughout the DMH system of care. This policy identifies the kinds of methods currently used and the frequency that survey activities are conducted. It also describes the Department's requirement for utilizing survey results to improve the quality of services and supports provided to consumers.

Applicability. Applies DMH-wide to all DMH consumers and mental health providers.

Policy Clearance. Reviewed by affected responsible staff and cleared through appropriate MHA offices.

Implementation Plans. A plan of action to implement or adhere to this policy must be developed by designated responsible staff. If materials and/or training are required to implement this policy, these requirements must be part of the action plan. Specific staff should be designated to carry out the implementation and program managers are responsible for following through to ensure compliance. Action plans and completion dates should be sent to the appropriate authority. Contracting Officer Technical Representatives (COTRs) must also ensure that contractors are informed of this policy if it is applicable or pertinent to their scope of work. *Implementation of all DMH policies shall begin as soon as possible. Full implementation of this policy shall be completed within sixty (60) days after the date of this policy.*

Policy Dissemination and Filing Instructions. Managers/supervisors of DMH and DMH contractors must ensure that staff are informed of this policy. Each staff person who maintains policy manuals must ensure that this policy is filed in the **DMH** Policy and Procedures Manual, and contractors must ensure that this policy is maintained in accordance with their internal procedures.

*If any CMHS or DMH policies are referenced in this policy, copies may be obtained from the DMH Policy Support Division by calling (202) 673-7757.


ACTION

REMOVE AND DESTROY


None

INSERT

DMH Policy 115.2



Stephen T. Baron
Director, DMH

<p>GOVERNMENT OF THE DISTRICT OF COLUMBIA</p>  <p>DEPARTMENT OF MENTAL HEALTH</p>	<p>Policy No. 115.2</p>	<p>Date MAR 06 2007</p>	<p>Page 1</p>
<p>Supersedes None</p>			

Subject: Consumer Satisfaction Surveys

1. **Purpose.** To set forth the Department of Mental Health (DMH) policy for measuring consumer satisfaction with services received throughout the DMH system of care. This policy identifies the kinds of methods currently used and the frequency that survey activities are conducted. It also describes the Department's requirement for utilizing survey results to improve the quality of services and supports provided to consumers.

2. **Applicability.** Applies DMH-wide to all DMH consumers and mental health providers.

3. **Authority.** Department of Mental Health Establishment Amendment Act of 2001.

4. **Policy.** DMH promotes the provision of consistent quality services to consumers that meet consumers' satisfaction and expectations. To accomplish this objective, DMH shall:

- **Develop and/or use** standardized, functional consumer satisfaction survey methods that establish the foundation to ensure that consumers' responses to services are appropriately evaluated;
- **Regularly measure** the level of consumer satisfaction with the DMH mental health system;
- **Use** consumer satisfaction survey results as one of the mechanisms for improving the quality of services provided; and
- **Incorporate** satisfaction data findings into DMH's quality improvement monitoring/plans.

5. **Currently Used DMH Methods and Frequency for Measuring Consumer Satisfaction.**

- Convenience Sample – conducted annually
- Focus Groups – meet quarterly, or more frequently as needed
- Mental Health Statistics Improvement Program (MHSIP) Survey – conducted annually
- Recovery Oriented System Indicators (ROSI) – conducted annually

Survey methods will be reassessed each year to determine if enhancements or other methodologies should be explored for quality improvement purposes.

6. **Responsibilities.**

6a. The DMH Director has ultimate responsibility for ensuring that consumer satisfaction is periodically measured, and that the results of survey activities are considered and incorporated into improvement plans.

6b. The Office of Consumer and Family Affairs (OCFA) shall:

- (1) **Coordinate** the administration of consumer satisfaction survey activities.

- (2) **Collaborate** with the DMH Quality Improvement Division, consumers not employed by DMH, and consumer advocates on the types of surveys to be conducted, measurement tools/processes used, and frequency of surveys.
- (3) **Ensure** that standard format and data collection methods are used that include adequate input from consumers across the spectrum of levels of acuity, age, race, and needs relating to care.
- (4) **Forward** the survey results to the DMH senior staff and the Director, Quality Improvement Division, for review and recommendation(s) for system improvements (also see Section 8 below).

7. Overview of Survey Methods. The DMH Office of Consumer and Family Affairs (OCFA) shall oversee the implementation of standardized consumer satisfaction surveys that are conducted by outside entities and consumers who have been contracted and trained to manage the surveys.

7a. Independent consumer satisfaction surveys are used to measure the aggregated response of consumers at one point in time on an annual basis. A consumer's participation is kept confidential and anonymous and will not affect the services consumers or their family members currently receive, or will receive in the future.

(1) The Mental Health Statistics Improvement Program (MHSIP) consumer survey is a federally mandated uniform survey that measures a consumer's perception of care related to access, quality/appropriateness, participation in treatment planning, cultural sensitivity of staff, and outcomes.

(2) Recovery Oriented System Indicators (ROSI) Measure is a national research project being used to find out what helps and what hinders adult mental health recovery, and includes national data collection requirements to generate comparable data across state and local mental health systems.

7b. The DMH OCFA also has oversight responsibility of an outside contractor who measures consumer satisfaction by using convenience samples and focus groups in order to create a comprehensive program to gauge mental health consumers' satisfaction with the quality of services they receive from DMH.

(1) Focus Groups. Focus groups are used to find and address common areas of concern for consumers. Consumer focus groups meet at least quarterly to discuss mental health concerns and a variety of issues that impact consumers' lives and the quality of services received. These groups meet at various venues throughout the city (e.g., homeless shelters, group homes, core services agencies).

(2) Convenience Sample. A survey instrument with distinct yet parallel surveys created for adult consumers, child consumers, and mental health provider staff. The survey instrument is divided into several domains that may change periodically (such as, housing, appropriate services, choice, access to information, confidentiality, and implementation priorities). Consumers, family members, and provider staff members are randomly approached by surveyors at each provider site and asked to participate in the survey.

The expectation is that consumers, family members, and provider staff will give feedback on what they expect from the services provided in the public mental health system and on the quality of those services in order to create another mechanism for quality assurance/improvement.

8. **Utilization of Survey Results to Improve the Quality of Services Provided.** The goals of the consumer satisfaction surveys are to obtain information from consumers to improve planning for the delivery of services that meet consumers' needs, and guide decisions on necessary changes in mental health services and monitoring to ensure consumers receive quality services.

8a. All survey results will be provided to the Office of Consumer and Family Affairs (OCFA) in a way that protects consumers' privacy. The report format will include methodology and processes used, findings, and barriers. The OCFA Director will disseminate the survey reports to providers and stakeholders, and address results and issues.

8b. A Quality Improvement Division workgroup (which shall include representation by providers and consumers) shall review all survey results, provide an analysis of the survey processes and results, and provide recommendations to the DMH Director for system improvements at the provider level, and DMH, as applicable.

8c. The DMH Director/designee shall:

(1) **Ensure** recommendations from consumer satisfaction survey activities are included in DMH and provider level planning processes (and budget process, when required); and

(2) **Assign** specific offices/individuals responsibility for implementation of improvement plans and tracking specific recommendations.

- Planning and implementation should occur in the forum of joint discussions between DMH, consumers and family members, and providers. This discussion should address the survey recommendations and identify those to which they will commit to implement based on a realistic timetable.
- DMH should take the lead on implementation of recommendations that require a joint or collaborative effort.

(3) **Determine**, based on review for quality improvement purposes, if other survey methods should be explored.

8d. The DMH Quality Improvement Division and each provider's quality improvement office shall jointly share monitoring responsibility for provider and DMH improvement plans to ensure activities are linked to performance improvement.

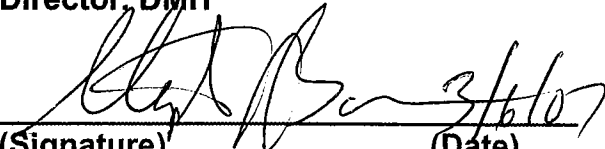
9. **Community Service Reviews.** In addition to the consumer satisfaction survey methods addressed in this policy, it should be noted that Community Service Reviews (CSRs) are conducted on a scheduled basis to provide a professional appraisal of consumer care by outside contractors and various MHA staff. The reviews assess the current status of consumers receiving services, and determine the adequacy of performance of key practices used for the same consumers.

- As part of the overall CSRs, the consumer's satisfaction with services is included to measure the degree to which the individual consumer believes that the services he/she is receiving are appropriate for his/her needs, respectful, and beneficial.
- Upon completion of all reviews, the contractor prepares a report that analyzes the overall results, as well as compares the results to previous reviews. This report is made available to the DMH Quality Improvement Division, DMH senior management, and to providers to be used for quality improvement.

10. Mental health providers may also develop and utilize additional survey methodologies as determined by their internal staff to monitor consumer satisfaction in their specific areas of responsibility.

Approved By:

Stephen T. Baron
Director, DMH


(Signature) (Date)