New Policy Summary

Policy Number and Topic: 12.02.00 Customer Satisfaction Survey Methodology

Submitted by: Clair Green, QI Administrator

This is a: New ____ Revised ___X___ policy.

The major changes or additions covered in this policy are as follows:

Throughout policy:
   Replaced “CQI Administrator” with “Quality Improvement (QI) Administrator”
   and/or “QI Administrator.”
   Revised grammar and language, intent remains the same.

Attachment A:
   Added new realignment language.
SUBJECT:

Client Satisfaction Survey Methodology Policy

I. PURPOSE:

To ensure standardized methodology is used in the collection of client satisfaction data. Standardized methodology improves the reliability and validity of the data, and will allow for comparison of data between sites.

II. APPLICATION:

All Agency staff.

III. DEFINITIONS:

None

IV. SUBJECT CONTENT:

1. Service Teams are required to create site-specific procedures for the collection of client satisfaction data. These procedures must be compliant with the Agency policy on Client Satisfaction Survey Methodology as well as all Service Site funding source requirements. These site-specific procedures and survey tools will be submitted to the Executive CQI Committee for approval.

2. Service Site Client Satisfaction Survey Procedures Criteria:
   a. All Service Teams are required to solicit client satisfaction data from a representative sample of their clients.
   b. Service Teams will administer client satisfaction surveys on a schedule determined as a part of their site specific procedure, but at a minimum of at least once per quarter.
   c. Service Team surveys will contain, as a minimum, the official Agency Client Satisfaction survey questions, unless they are required to use a different survey tool by their funder. Sites providing primary care services should use the Client Satisfaction survey specific for primary care sites. Actual wording of the survey questions may be changed to better fit the type of services provided as long as the intent of the question remains the same; sites may also request to add additional questions specific to the services they provide. These requests will be made to and approved by the Executive CQI Committee.
   d. Each team’s process must describe the survey administration process. Whenever possible, clients should be asked to fill out the satisfaction survey independently. Clients must be given the opportunity to complete the survey in an anonymous manner. If clients are unable to complete the form independently (due to age, mental functionality, literacy, etc.), the service team’s process will define how surveys will be administered to these clients.
   e. Clients will be asked to fill out surveys at the Service Site. Mailing of surveys is discouraged and will only be permitted for clients who are no longer
receiving services from the agency, provided that the client has consented in writing to post-discharge contact.

f. Procedures will be defined for maintaining client anonymity in the survey administration phase, as well as the data collection phase of the survey process.

3. Completed client satisfaction surveys will be submitted to the agency Quality Improvement (QI) Administrator as soon as they are completed, and before the second week of each new quarter to ensure inclusion in the previous quarter’s report.

4. Service Teams will receive quarterly reports detailing results of client satisfaction data. The report will also detail the results of client satisfaction scores over time. Through the Agency CQI process, Service Teams, with oversight from their Service Area CQI Committees, will be responsible for submitting action plans to address deficiencies in scores. Deficiencies are defined as average scores below the goal set for the program.

5. Client satisfaction data will be made available to all staff, clients, family members, Funder, and all interested parties upon request.

V. RESPONSIBILITIES:

Service Teams will be responsible for:

2. Seeking approval of the Client Satisfaction Survey Procedure and survey tools from the Executive CQI Committee.
3. Administering client satisfaction surveys to clients according to approved procedures.
4. Submitting completed surveys to the QI Administrator
5. Reviewing Client Satisfaction Data Reports and creating action plan for deficiency areas.

The QI Administrator will be responsible for:

1. Analyzing Client Satisfaction data and reporting to sites in a useful manner.
2. Maintaining database of client satisfaction data for historical comparison over time.

Service Area CQI Committees will be responsible for:

1. Reviewing Client Satisfaction Data Reports and all action plans for deficiencies.

Executive CQI Committee will be responsible for:

1. Reviewing and approving all Service Team client satisfaction survey procedures.
2. Reviewing and approving all changes to the standard agency satisfaction survey.
3. Providing oversight through review of client satisfaction data and action plans.

VI. REFERENCES:

ODMH Administrative Rule 5122-28-03
ODMH Administrative Rule 5122-28-04
ODADAS General Standards 3793:2-1-04
VII. APPROVAL(S):

Prepared by: [Signature]
QI Administrator
Talbert House & Affiliates

Date: 11/4/99

Approved by: [Signature]
President/CEO
Talbert House

Executive Director
Gateways

Approval Date: August 18, 1999

Effective Date: November 1, 1999