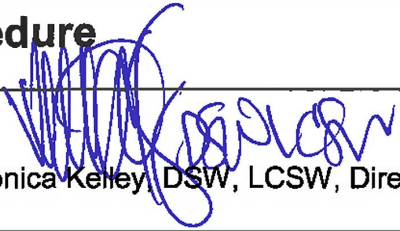




Post Client Satisfaction Survey Procedure

Effective Date 04/10/2019
Revised Date 06/20/2019


Veronica Kelley, DSW, LCSW, Director

Policy It is the policy of the Department of Behavioral Health (DBH) to monitor client satisfaction of treatment services received throughout the DBH continuum of behavioral health care, to assist with continued quality improvement in service delivery.

Purpose To provide information and direction on the process involved in analyzing, disseminating, and implementing satisfaction survey results on an annual basis.

Survey Requirements As part of assessing client satisfaction, each county Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) shall survey clients within the County's network, utilizing a survey approved by Department of Health Care Services (DHCS), within the following timeframes:

- MHP – bi-annually, and
- DMC-ODS Plan – annually.

Survey Process All clients twelve (12) years of age and older, with or without Medi-Cal who are accessing substance use disorder services at DBH or contract sites during the survey period will be provided a Client Satisfaction Survey. The surveys will be distributed, received, and processed by non-clinical, client advocate, or volunteer staff who have completed the survey training administered through Relias. The clinic supervisor or contract agency managers shall secure the confidential and completed surveys and arrange for timely delivery to DBH Research and Evaluation (R&E).

Survey Evaluation Once the completed surveys are received, R&E will process the submitted forms, aggregate and analyze the data, and prepare a comprehensive report.

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Post Client Satisfaction Survey Procedure, Continued

Provider Survey Results

Contractors may request their individual agency reports by contacting the assigned Substance Use Disorder and Recovery Services (SUDRS) Program Coordinator.

SUDRS Program Coordinator will submit the Contractors request for data to R&E, who will provide the following agency specific information:

- University of California, Los Angeles (UCLA) Data File;
- De-identified Raw Survey Data; and
- Survey Comments.

Note: DBH receives UCLA data from the Treatment Perception Survey approximately three (3) months after the survey completion deadline. Individual requests for data cannot be processed by R&E until UCLA survey results data is received by DBH.

Survey Results Dissemination & Implementation

DBH Quality Management (QM) and SUDRS and/or designee shall disseminate survey findings reports to the following committees to be used for strategic program improvements:

- Quality Improvement Committee;
 - Quality Management Action Committee (QMAC);
 - Substance Abuse Provider Network (SAPN) meetings; and/or
 - Any other forum or means, as identified by DBH.
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Related Policy or Procedure

- DBH Information Notice [18-04 UCLA Treatment Perceptions Survey Information-October 2018](#)
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Reference(s)

- Code of Federal Regulations , Title 42, Section 438.66
 - State Agreement No. 17-94066 - Substance Use Disorder Drug Medi-Cal Organized Delivery System
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