

<b>CHAPTER</b> Administrative	<b>CHAPTER</b> 01	<b>SECTION</b> 001	<b>SUBJECT</b> 20
<b>SECTION</b> Governance/Leadership		<b>DESCRIPTION</b> Input from Persons Served/Satisfaction Surveys	
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**APPLICATION:**

<input checked="" type="checkbox"/> CMH Staff	<input checked="" type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

**POLICY:**

Lapeer County Community Mental Health (LCCMH) values input from those served by the organization and endeavors to use the information to enhance and improve services.

**STANDARDS:**

- A. LCCMH must seek input in services and feedback from persons served, family members, and other stakeholders of the agency.
- B. Satisfaction surveys are indicators of quality care.
  - 1. Satisfaction surveys are based on a wide range of expectations between the Region 10 Pre-Paid Inpatient Health Plan (PIHP) and LCCMH regarding resources, service linkages, service delivery, and service outcomes.
  - 2. Satisfaction information is analyzed across characteristics and service elements and integrated in Quality Improvement practices.
  - 3. Satisfaction survey information is recognized as an important component of LCCMH’s annual evaluation and planning activities.

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C. Ongoing opportunities for input from persons served are provided regarding services, supports and treatments received and progress towards goal attainment.

1. Collection of comments from persons served is incorporated into the survey process.
2. The management and assessment of ongoing satisfaction is part of the Michigan Department of Health and Human Services auditing activities and is also an informal practice during an individual's treatment plan.
3. LCCMH incorporates continuous feedback in the progress notes of the electronic health record as satisfaction indicators for the improvement of direct-operated and contracted programs.

D. All groups are identified as important sources of satisfaction information. Some persons served may not be able to fully participate in the survey process and alternative ways of gathering feedback must be implemented.

E. Annual satisfaction reports summarizing satisfaction results are submitted to the LCCMH Services Board and the Region 10 PIHP.

**PROCEDURES:**

**Input From Persons Served**

A. Persons Served Surveys

1. Surveys are periodically distributed to persons served open and active in services. Additionally, the members of the Region 10 PIHP have instituted an annual person served satisfaction process for open and active persons served. The survey results are compiled into a report for the LCCMH Board
2. The Quality Council, as well as each supervisor, reviews the results of the surveys. The results from all surveys are discussed in the Quality Council meeting where specific areas for improvements are identified. Examples of improvements from the surveys include revisions to policies, procedures, changes in services or programs, new groups, and facility enhancements.

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3. The Lapeer County Community Mental Health Services Board (LCCMHSB) receives copies of the performance improvement reports, which contain the results of the person served surveys. The Board may identify additional ways to use the information. Those may include use of the input in public relations and marketing materials and in grant proposals.

#### B. Post-Discharge Follow-Up

1. All persons served who are no longer receiving services are surveyed after the cases are closed. Approximately one month after discharge, the person served is sent a survey or contacted for a phone survey.
2. The data is compiled, reported, reviewed and actions taken as described above.

#### C. Involvement in Service Plans

1. LCCMH uses the “person centered planning process,” consistent with LCCMH’s philosophy regarding involvement and decision-making by the persons served in their care and treatment. This process is described in detail in several policies.

#### D. Input in Program Meetings

1. Several programs conduct regular meetings with persons served to discuss services and programs. The information from these meetings is used to modify services, types of groups offered, special events and activities.

#### E. Persons Served Advisory Group

1. Advisory bodies are established through the LCCMHSB. The purpose of advisory bodies is to advise the LCCMHSB with regard to various program services.

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2. Advisory bodies do not establish policy and/or procedures. The advisory body provides a vehicle for broader person served input to assist the LCCMHSB in its policy-making role.
3. Members of advisory bodies are appointed by the LCCMHSB.
4. A staff liaison keeps the advisory body informed of relevant program functions / developments, compile materials and data for review and report program implementation, development and progress.
5. Advisory bodies may serve as advocates for specific program services, advise of community needs and possible target populations and recommend acceptance, modification or rejection of program models in terms of the needs and general environment of the catchment area. The advisory body may carry out evaluations of services, reporting findings to the LCCMHSB and the LCCMH Quality Council. Additionally, advisory bodies help facilitate cooperative community planning.
6. An example of an advisory body is the Citizens' Advisory Council, which is comprised of persons served and family members. This group meets regularly to discuss programs and services. This group provides feedback with follow up to staff members in program planning, evaluation and service delivery processes.
7. Persons served serve on various committees at LCCMH.

#### F. Complaints and Grievances

1. During intake and throughout the course of time receiving services, individuals are informed about the processes for receiving and acting on complaints and grievances from persons served and their family members. See Grievance and Appeals Policy 04.001.10.

#### G. Input from Family Members

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1. Family members of persons served are provided opportunities to provide input and feedback regarding programs and services. When authorized by the person served or guardians, family members are integral to the service planning process.
  
2. Family members are encouraged to participate in the Citizens' Advisory Council, as volunteers, in special events, public relations, and as members of the LCCMHSB. Their input is incorporated with all other formal and informal processes.

**REFERENCES:**

LCCMH Policy 02.003.35 Consumerism

LCCMH Policy 04.001.10 Grievance and Appeals and Second Opinion Process

Region 10 PIHP Satisfaction Survey Policy 01.04.03

LE:mgr

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This policy supersedes  
#06/06038 dated 06/23/2003.  
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