

QI Spotlight

March 2005

Member and Provider Satisfaction Survey Process

Satisfaction surveys completed by Members and Providers is an important outcomes tool of the CBHNP QI Program. Data collected from varied survey instruments is used in the Continuous Quality Improvement (CQI) process. To increase objectivity, external third parties are used for the collection and data analysis of all surveys currently being conducted. The following survey processes are used for HealthChoices:

- Consumer Satisfaction Services, Inc. (CSS) is contracted by Capital Area Behavioral Health Collaborative (CABHC) to conduct mail, telephonic, and face-to-face satisfaction surveys by Consumer / Family Satisfaction Teams, which is a program requirement of HealthChoices. The surveys are conducted with Members and parents throughout the year who have accessed mental health or substance abuse services. CBHNP is provided with the survey results on a quarterly basis for incorporation into quality improvement activities. Complete survey reports are available on the CABHC website, www.cabhc.org.
- CABHC also conducts targeted surveys of HealthChoices providers in the CBHNP network and provides the results to CBHNP for feedback and to improve performance. Complete survey reports are available on the CABHC website, www.cabhc.org.
- CBHNP also has conducted both Member and Provider mailed surveys annually. Summary survey results are reported on the CBHNP website, http://www.cbhnp.org/c_quality.html, and have been reported in prior QI Spotlights.

This year we are excited to begin using the Polk-Lepson Research Group out of York, PA to conduct, compile, and analyze all of our survey processes. In addition, CBHNP will be switching to the Experience of Care and Health Outcomes Survey (ECHO™) for Members. This is the most commonly used survey nationally in behavioral health managed care and satisfies NCQA accreditation requirements. This year's Provider and Member surveys will be initially mailed over the upcoming 2-4 weeks after final approval.