

Q1 Spotlight

September 2004

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 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. Over the past year, three main issues of focus have developed as a result of the CSS survey process:

1. HealthChoices awareness by Members
2. Member Choice of Providers
3. Complaint and Grievance awareness by Members

A number of interventions have addressed Member, provider, and staff education of all three areas. Positive results are being seen in at least two of these areas showing substantial reductions in the percentage of Members indicating Disagree / Strongly Disagree:

Member Choice of Providers	2002-03	2003-04 YTD
Question 15 - I know that I have a choice of behavioral health care providers.	32.1%	20%
Question 16 - When I was referred for treatment I was given the choice of more than one behavioral health care provider.	35.5%	23.9%
Question 17 - If I want to change providers, I know how to do it.	37.9%	26.3%

Complaint and Grievance awareness by Members	2002-03	2003-04 YTD
Question 21 – I fully understand the grievance / complaint policy.	33.1%	22.1%
Question 22 – I know how to file a grievance / complaint if I ever need to.	35.1%	23.9%

Complete survey reports are available on the CABHC website, www.cabhc.org.