

Department of Behavioral Health
TRANSMITTAL LETTER

SUBJECT Behavioral Health Services User Satisfaction Surveys		
POLICY NUMBER DBH Policy 115.2	DATE NOV 21 2016	TL# 304

Purpose. To establish policy and procedures for the administration of satisfaction surveys that measure perceptions of those who use behavioral health services provided by the Department of Behavioral Health (DBH) in the community. Results of the surveys are used for quality improvement, accountability reporting and federal Block Grant performance.

Applicability. Applies to DBH and DBH-certified or licensed providers with a Human Care Agreement.


Policy Clearance. Reviewed by affected responsible staff and cleared through appropriate Behavioral Health Authority (BHA) offices and providers.

Effective Date. This policy is effective immediately.

Superseded Policies. None

Distribution. This policy will be posted on the DBH web site at www.dbh.dc.gov under Policies and Rules. Applicable entities are required to ensure that affected staff is familiar with the contents of this policy.


Tanya A. Royster, M. D.
Director, DBH

<div>GOVERNMENT OF THE DISTRICT OF COLUMBIA</div> <div></div> <div>DEPARTMENT OF BEHAVIORAL HEALTH</div>	<div>Policy No. 115.2</div>	<div>Date NOV 21 2016</div>	<div>Page 1</div>
	<div>Supersedes DMH Policy 115.2 Consumer Satisfaction Surveys, dated March 6, 2007</div>		
<div>Subject: Behavioral Health Services User Satisfaction Surveys</div>			

1. **Purpose.** To establish policy and procedures for the administration of satisfaction surveys that measure perceptions of those who use behavioral health services provided by the Department of Behavioral Health (DBH) in the community. Results of the surveys are used for quality improvement, accountability reporting and federal Block Grant performance.

2. **Applicability.** Applies to DBH and DBH-certified or licensed providers with a Human Care Agreement.

3. **Authority.** The DBH Establishment Act of 2013; 22A DCMR Chapter 34 Mental Health Rehabilitation Services (MHRS) Provider Certification Standards, and 22A DCMR Chapter 63 Certification Standards for Substance Use Disorder Treatment and Recovery Providers.

4. **Definitions.**

Users – In this policy, refers to consumers of mental health (MH) services or clients of substance use disorder (SUD) treatment or recovery services in the community. Sometimes, the term “recipients of services” will also mean users.

5. **Policy.** DBH promotes the provision of consistent behavioral health quality services in the community to adults, children and youth that meet their satisfaction and expectations. To accomplish this objective, DBH shall:

5a. Use standardized and functional satisfaction survey tools and methods that are based on the core domains in service delivery - see section 6 (5);

5b. Provide satisfaction surveys written in other languages (e.g., Spanish).

5c. Conduct satisfaction surveys among users of services and/or their caregivers (for children and youth), as applicable, to measure their level of satisfaction in the services they are receiving; and

5d. Compile, analyze and disseminate satisfaction survey results through appropriate channels to assist managerial decision making and quality improvement in DBH service delivery.

6. **Description of Surveys.**

6a. Tools and methodology of surveys.

(1) The DBH Service Users’ Satisfaction Surveys are done at least annually.

(2) Certified peer specialists and recovery coaches are involved, if needed, in the survey implementations (e.g., interviewing, distributions of survey tool, telephone contacts, etc.).

(3) Random sampling is utilized for a statistically valid size.

(4) Quantitative and qualitative analyses of the domains are conducted from a random sample of users who have responded to the surveys and who have received at least one of two behavioral health services (mental health and substance use disorder) in the past fiscal year. The core domains (see section 5a above) that are measured are as follows:

- a. Access
- b. Participation in Treatment Planning
- c. Quality and Appropriateness
- d. Social Connectedness
- e. Cultural sensitivity
- f. Functioning
- g. Outcomes
- h. General Satisfaction

6b. Responsibilities.

(1) The Consumer and Family Affairs Administration (CFAA) shall:

a. Work with DBH sections in the administration of behavioral health services users' satisfaction survey activities.

b. Ensure that standard format and data collection methods are used and include adequate input from users across the behavioral health services spectrum in terms of levels of acuity, age, race, and needs relating to care.

(2) The designated satisfaction survey data manager shall:

a. Implement the service user satisfaction surveys.

b. Make public the final survey results and analyses through the DBH website: <http://dbh.dc.gov/page/reports-01>

c. Arrange for DBH-wide presentations and discussions on the completed survey results as appropriate.

(3) Submit the completed DBH service user satisfaction survey report to federal and District agencies as required (e.g., SAMSHA, Center for Mental Health Services [CMHS], Center for Substance Abuse Treatment [CSAT] and Center for Substance Abuse Prevention [CSAP]).

7. Utilization of Results of Surveys. The goals of the DBH service satisfaction surveys are to obtain information from DBH service users to improve planning for service delivery that meets mental health and/or substance use disorder treatment services for individuals served, and guide decisions on necessary changes in behavioral health services and monitoring to ensure quality service delivery.

7a. All survey results shall be provided to the CFAA. Individual's privacy shall be safeguarded. The report format shall include methodology and processes used, findings, and barriers.

7b. The DBH Director shall designate a workgroup, which shall include representation by providers and consumers, to review survey results, provide an analysis of the survey processes and results, and provide recommendations to the DBH Director for system improvements at the provider level and DBH, as applicable.

7c. The DBH Director/designee shall:

(1) Ensure that recommendations from the behavioral health service users' satisfaction survey are included at the DBH and provider level planning processes;

(2) Assign specific offices/individuals to be responsible for implementation of improvement plans and in tracking specific recommendations.

a. Planning and implementation using joint discussions between DBH, service users and providers. This discussion should address the survey recommendations.

b. DBH shall take the lead on implementation of recommendations that require a joint or collaborative effort.

(3) Determine, based on review for quality improvement purposes, if other survey methods and strategies shall be explored.

7d. The DBH designated workgroup and each provider's quality improvement office shall jointly share monitoring responsibility for provider and DBH improvement plans to ensure activities are linked towards performance improvement.

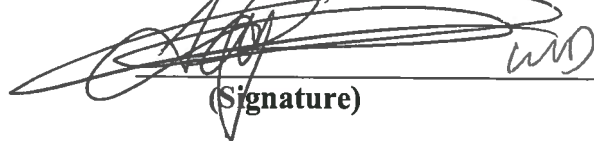
7e. Behavioral health providers may also develop and utilize additional survey methodologies as determined by their internal staff to monitor service users' satisfaction in their specific areas.

8. **Contact for this Policy.** DBH Consumer and Family Affairs Administration (CFAA).

Approved by:

Tanya A. Royster, M. D.

Director, DBH



(Signature)

11/21/2016
(Date)