

BAY-ARENAC BEHAVIORAL HEALTH POLICIES AND PROCEDURES MANUAL

Chapter: 2	Continuous Quality Improvement		
Section: 4	Stakeholder Input		
Topic: 7	Surveys		
Page: 1 of 5	Supersedes Date: Pol: Proc: 12-11-2020, 7-16-15	Approval Date: Pol: 7-16-15 Proc: 1-9-2024	<hr style="width: 80%; margin: 0 auto;"/> <i>Board Chairperson Signature</i> <hr style="width: 80%; margin: 0 auto;"/> <i>Chief Executive Officer Signature</i>
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Policy applies to:			

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Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) to establish and maintain a program to solicit and receive feedback for process improvements from stakeholders.

Purpose

The purpose of this policy and procedure is to describe the process for staff, persons receiving services, and other stakeholders to provide feedback for improvements to BABHA operations and to define the process for response to the feedback. The purpose is to enhance and improve the quality of services offered, identify cost savings, positively impact the organization through greater efficiency and safer practices.

Education Applies to

- All BABHA Staff
- Selected BABHAA Staff, as follows:
- All Contracted Providers: Policy Only Policy and Procedure
- Selected Contracted Providers, as follows:
 - Policy Only Policy and Procedure
- Other:

Definitions

Stakeholder(s): An employee, a person receiving services, associated community agency or vendor/contractor of BABHA.

Contracted Clinical Service Provider- Any service provider in which BABHA has a signed agreement with to provide a clinical service. This includes but is not limited to specialized residential services, vocational providers, clubhouse providers, inpatient units, primary providers of outpatient therapy and case management, community living supports, behavior aides, and psychiatric services.

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Procedure

Survey/Population

- Mental Health Statistic Improvement Program Survey (MHSIP)-Standardized survey required to be used for publicly funded Community Mental Health Specialty Programs for adult individuals who experience a mental illness. The Michigan Quality Improvement Council provides the specific instructions and guidelines for the distribution of this survey.
- Youth Satisfaction Survey (YSS) - Standardized survey required to be used for publicly funded Community Mental Health Specialty Programs for youth individuals who experience a mental illness. The Michigan Quality Improvement Council provides the specific instructions and guidelines for the distribution of this survey.
- National Core Indicators Survey (NCI)-A survey used to measure standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety (www.nationalcoreindicators.org).
- Employee Survey- All BABHA staff
- Behavior Treatment Survey- All consumers/guardians that received a behavior treatment plan
- Provider Survey- All Contracted Clinical Service Providers
- Michigan Department of Health and Human Services Annual Submission- Community stakeholders

Method

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During the course of treatment individuals will be given the opportunity to complete a survey. The series of questions on the survey have responses choices of a level of agreement and disagreement based on the respondent's opinion. Input from stakeholders will be sought in order to develop an effective and efficient process. Standardized validated tools will be used when appropriate and available. The use of standard validated tools allows for comparisons with other like organizations.

The method and frequency of distribution may vary based on the needs of the population group. The methods most frequently used are face to face interviews and hand delivered surveys. Phone interviews, email surveys, or mailings may also used as a method of distribution. Each specific process will be accompanied by specific instructions/project descriptions that will specify the method of distribution.

Reporting

The results of the survey will be aggregated and analyzed. Summary analyses are completed, benchmarks are used for comparison when available, and findings are presented in report form for distribution to practitioners, providers, service recipients and consumer councils, and the governing body. Survey results guide: specific action on individual cases as appropriate, identification and investigation of sources of dissatisfaction, and systematic action steps to follow up on findings. The effects of post-survey actions are evaluated for effectiveness, and maintenance or change of procedures are made as necessary.

Attachments

NA

Related Forms

Mental Health Statistics Improvement Program (MHSIP) Survey

(G:\BABH\Performance Improvement\Stakeholder Satisfaction\Annual Survey (MHSIP & YSS)

Youth Satisfaction Survey (YSS)

(G:\BABH\Performance Improvement\Stakeholder Satisfaction\Annual Survey (MHSIP & YSS)

Employee Survey

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(G:\BABH\Employee Survey)

Provider Survey

(G:\BABH\Performance Improvement\Stakeholder Satisfaction\Provider Surveys)

Michigan Department of Health and Human Services Annual Submission (www.michigan.gov website)

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Behavior Treatment Survey

(G:\BABH\Performance Improvement\Stakeholder Satisfaction\Behavior Treatment Survey)

Related Materials

Description of Project-Study Consumer Satisfaction MHSIP/YSS

Provider Survey Project Description

National Core Indicator Instructions Document

References/Legal Authority

MDHHS/CMHSP Managed Mental Health Supports and Services Contract Attachment

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SUBMISSION FORM				
AUTHOR/ REVIEWER	APPROVING BODY/COMMITTEE/ SUPERVISOR	APPROVAL /REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
S. Gettel	J. Pinter	5/5/15	NEW	
S. Gettel	J. Pinter	10/16/17	Revision	Changed section name to Stakeholder Input. No policy or procedure changes made.
S. Holsinger	J. Pinter	12/11/20	Revision	Updates to current surveys distributed. Procedure changes made. Rearranged the formatting to move the definitions under the survey population.
S. Holsinger	K. Amon	1/9/2024	Revision	Removed RSA Survey- no longer completing due to the end of performance improvement project