

POLICY QM 2.3 BEHAVIORAL HEALTH RECIPIENT SATISFACTION SURVEY

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- A. PURPOSE: To ensure that the Behavioral Health Recipient Satisfaction Survey is conducted, implemented and analyzed annually with active participation from Tribal and Regional Behavioral Health Authorities (T/RBHAs) and T/RBHA contracted providers. The survey is conducted with Title XIX and XXI enrolled persons, and is used to maintain the highest quality of care within the public behavioral health system.
- B. SCOPE: Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and Tribal and Regional Behavioral Health Authorities (T/RBHAs). As applicable, T/RBHAs must ensure that all contracted providers adhere to the requirements of this policy.
- C. POLICY: The T/RBHAs and their subcontracted providers must participate in and cooperate with ADHS/DBHS in planning, implementation, administration, data analysis and results reporting of the annual behavioral health recipient survey.

D. REFERENCES:

The following citations can serve as additional resources for this content area:

[42 C.F.R. § 438.10 \(b\)\(c\)\(d\)](#)

[42 C.F.R. § 438.206](#)

[42 C.F.R. § 438.240](#)

[A.A.C. R9-22-522 \(B\)\(1\) and \(5\)](#)

[AHCCCS/ADHS Contract](#)

[ADHS/RBHA Contracts](#)

[ADHS/TRBHA IGAs](#)

[Provider Manual Section 8.3, Behavioral Health Recipient Satisfaction Survey](#)

[ADHS/DBHS Annual Consumer Survey Report](#)

[ADHS/DBHS Quality Management \(QM\) plan](#)

[ADHS/DBHS Medical Management/Utilization Management \(MM/UM\) Plan](#)

[Mental Health Statistics Improvement Program \(MHSIP\)](#)

E. PROCEDURES:

1. Mental Health Statistics Improvement Program (MHSIP) Statewide Consumer Survey

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- a. Annually, ADHS/DBHS, the T/RBHAs, and T/RBHA contracted providers jointly conduct the Behavioral Health Recipient Satisfaction Survey (i.e., the Adult Consumer Survey and the Youth Services Survey for Families (YSS-F)) based on the MHSIP survey questions (See the [Mental Health Statistics Improvement Program \(MHSIP\)](#) for further information). The purpose of the survey is to assess behavioral health recipients' perception of (1) access to services, (2) the quality and appropriateness of services, (3) the outcomes of services, (4) participation in treatment planning, (5) cultural sensitivity, (6) general satisfaction with services received, (7) social connectedness, and (8) improved functioning. The results of the survey are used to initiate performance improvement efforts statewide.
- b. ADHS/DBHS will provide oversight for the statewide implementation of the MHSIP Consumer Survey. ADHS/DBHS facilitates the following survey activities:
- (1) Organizing and facilitating the survey-related focus group meetings with T/RBHAs and other stakeholders representing providers, behavioral health recipients, advocates and family members. Focus group members will serve as the working committee for survey planning and implementation;
  - (2) Determining a statistically significant sample size for each T/RBHA;
  - (3) Communicating with MHSIP to secure updated survey instruments;
  - (4) Translating the survey into another language when the other language is spoken by three thousand (3,000) or ten percent (10%), whichever is less, of the behavioral health recipients in a geographic region who also have Limited English Proficiency and provide sample survey instruments to each T/RBHA for distribution;
  - (5) Ensuring a uniform statewide survey distribution and data collection process;
  - (6) Compiling and analyzing statewide survey data; and
  - (7) Ensure that the T/RBHAs initiate appropriate implementation activities to improve care for behavioral health recipients in response to survey findings.
- c. The T/RBHAs must perform several activities pertaining to regional survey administration, data collection, analysis and the development of a regional report of survey results. T/RBHA survey responsibilities include:

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- (1) Full participation in all survey focus group meetings coordinated by ADHS/DBHS before, during, and after survey administration.
- (2) Preparation for survey implementation within the Geographic Service Areas (GSAs) for which the T/RBHA is responsible. This includes:
  - (a) Creation of a T/RBHA staffing and implementation plan for the administration of the survey;
  - (b) Coordination with subcontracted providers to ensure awareness and active participation in survey activities; and
  - (c) Oversight of logistical arrangements (e.g., copies of surveys and return envelopes) necessary for the administration of the survey. Logistics may be provided either by the T/RBHA or by T/RBHA contracted providers, depending on their agreement.
- (3) Distribution of surveys and other relevant material to the sample population according to the survey protocol. The adult survey will be administered to adult behavioral health recipients. If the individual requests assistance, a guardian may complete the questionnaire on the behavioral health recipient's behalf. The YSS-F will be administered to the parent/guardian of the child receiving services.
- (4) Training of the participating behavioral health providers about their role in the administration of the survey and ensuring consistent and correct interpretation of the survey protocol.
- (5) Oversight to ensure consistent implementation of the survey protocol across the participating subcontracted providers.
- (6) Updates to ADHS/DBHS periodically on the progress of the survey implementation and discuss administration issues in a timely manner.
- (7) Submit to ADHS/DBHS the required data files and report updates as follows:
  - (a) Mid-term evaluation of the progress of survey administration; and
  - (b) Data file containing survey results according to a specified format.

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- (8) Collection of completed surveys, review, and analysis of survey data according to ADHS/DBHS specifications, and development of a T/RBHA survey report. The survey report provides a description and analysis of T/RBHA specific results, following the report outline agreed upon with ADHS/DBHS.
  - (9) Collaboration with ADHS/DBHS to plan and prepare for future survey cycles.
  - (10) Reporting on the results of the survey to local stakeholders (e.g., behavioral health recipients, family members).
  - (11) Identifying patterns, problems or other issues related to survey results and take corrective action to initiate quality improvement actions as necessary to achieve enhanced behavioral health recipient satisfaction.
- d. ADHS/DBHS will compile survey data submitted by the T/RBHAs, complete a statewide analysis of survey results and develop a statewide survey report proposing areas for improvement based on the analysis. The results of the MHSIP/Behavioral Health Recipient Satisfaction Survey will become public information and will be available upon request to all interested parties. ADHS/DBHS posts the report online at the following location: [ADHS/DBHS Annual Consumer Survey Report](#).
  - e. ADHS/DBHS must submit the statewide survey report, including the survey methodology, to The Arizona Health Care Cost Containment System (AHCCCS) annually in accordance with the AHCCCS/ADHS contract.

F. APPROVED BY:

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