

Protocol for Annual Community Stakeholder/Provider Satisfaction Survey

The purpose of this protocol is to outline the process by which the overall satisfaction of community stakeholders and providers will be assessed regarding the LME functions and processes. It is vital that the input from the community stakeholders and providers be available to assist in identifying ways of continuously improving the LME relations and operations in providing quality services.

- I. Schedule: The "Community Stakeholder/Provider Satisfaction Survey" will be distributed by the LME staff, consumers and family members of consumers employed by the LME the first Monday in March of each year and continued until the Friday of that same week. The surveys must be turned in by the end of the month to ensure timeliness of reporting.
- II. Distribution: The surveys will be distributed via mail and / or intranet access to all the providers within the network and to community stakeholders to include local government and private entities that have involvement with the LME. If the primary language of the community stakeholders or providers is different from the survey, a translated version of the survey will be provided to meet their needs. An interpreter would also be available upon request. Assistance is also available upon request with completion of the surveys.
- III. Collection: The community stakeholders and providers will have the option of mailing the surveys directly to the QM department, or if completing via intranet, they will be able to submit surveys to QM Department via email. This choice is explained at the time of distribution.
- IV. Follow-up: If community stakeholders and/or providers request immediate follow-up to any specific questions on the survey, a designated QM staff member will contact them and investigate, if necessary, within one week of the receipt of the survey.
- V. Data Entry: The comments on the survey will be keyed by the QM department and coded by community stakeholder, provider, and county location in order to be as specific as possible.
- VI. Reporting: For all areas of satisfaction, results will be tallied and shared with Consumers, Support Committees to include Executive Management Team and MHSA/DD Management Teams within the

LME for evaluation and planning to improve areas of weakness and ideas for maintaining areas of strength. The results will be recorded in a statistical report. The results and feedback from the Consumers and Support Committees will be provided to the providers and community stakeholders and also posted on the LME intranet web site.

VII. Timelines:

First week of March - Distribution/Collection

Second-Fourth week of March - Collection/Data Entry

First week of April - Data Entry/Follow-up

Second week of April- Reporting