

Title of Manual: Mid-South Substance Abuse Commission Policy and Procedures			Page 1 of 2	
			History	
Policy Number: Q001	Subject/Title: Client Satisfaction Surveys		Replaces:	2/1/2001
			Last Reviewed:	4/2011
Issued By: Executive Director	Approved By: Board of Directors	Scope: All Treatment Providers	Effective:	4/26/2011

## 1. POLICY

It shall be the policy of Mid-South that a client satisfaction survey will be conducted and reported upon periodically to determine client satisfaction and to help assess service delivery.

## 2. PURPOSE

To help ensure that clients' quality of care can be achieved in the most cost-effective manner, ensure a high level of performance throughout Mid-South, and ensure periodic assessment of clients' satisfaction with the services utilized throughout Mid-South.

## 3. PROCEDURES

3.1. Client satisfaction shall be a critical component of services and has informal and formal components. The informal program includes: orienting clients to the communication linkages with Mid-South and acquainting the clients with the concerns for their care. Clients will be encouraged to provide feedback and to contact Mid-South if problems occur.

3.2. Formal client satisfaction surveys shall be conducted for the Mid-South funded client population. While optional for clients to participate, clients will be surveyed by the Care Coordination Center (CCC) staff for information regarding their treatment and perceptions of progress, satisfaction, and symptoms alleviation information. The formal manner in which satisfaction studies will be conducted is sensitive because the ethical and legal standards require protection of client confidentiality.

3.3. Formal reports of results will be generated as part of quality assurance activities and communicated to the Program Development Committee and the Board of Directors.

3.4. System corrections and improvements will be made when problems are identified.

## 4. PROCEDURE FOR ADMINISTRATION OF SURVEY

4.1. The CCC staff will perform the client satisfaction questionnaire by telephone to clients actively participating in treatment or who have been discharged from treatment. The questionnaire will be administered to all modalities for which Mid-South funds services, except detox. The survey will be performed by the CCC staff whenever a client is willing to be surveyed. Detox clients will not be required to complete a survey.

4.2. As client participation and comments are an important component of satisfaction, clients who choose on the survey to be contacted to participate at a focus group or to discuss their treatment are contacted by Mid-South staff.

## 5. EVALUATION

5.1. The Client Satisfaction Survey is comprised of the following rating scale:

Strongly Agree (4)    Agree (3)    Disagree (2)    Strongly Disagree (1)

5.2. The Client Satisfaction Survey ranking is as follows:

100% = **Excellent** // 88 - 99% = **Good** // 87 - 75% = **Fair** // 74% and below = **Poor**

**5.3. The Client Satisfaction Survey categories are as follows:**

**5.3.1. Recipient Rights**

**5.3.2. Treatment**

**5.3.3. Program Administration**

**5.3.4. Quality of Care**

- 5.4. The response results scores are calculated by averaging the rating, overall and in each category, for all survey questions and dividing by the highest possible rate (4) to determine the percentage of satisfaction. Any provider receiving a combined score of less than 75% indicates an average rating that is lower than “Agree” and is therefore unacceptable.
- 5.5. Response results are compiled in various graphs and reports. Strengths and weaknesses of results are reviewed and communicated to the appropriate staff, committees, providers, and board members. Survey results are assessed for trends and areas needing improvement. The individual committees are responsible for taking action on identified problem areas.

Reference:  
Form Q100 Client Satisfaction Survey