

Consumer Satisfaction Surveys

Policy

It is the policy of Central Florida Behavioral Health Network, Inc. (CFBHN) to assess and document the satisfaction of the persons who are served by our Network Service Providers (NSPs).

Purposes

To establish procedures for CFBHN’s collection and review of Consumer Satisfaction Survey data collected from NSPs.

Procedure

1. As required by contract, the CFBHN Continuous Quality Improvement (CQI) department will lead the process by which Consumer Satisfaction Survey data is collected from NSPs, summarized internally, and reported to DCF.
2. At the beginning of each fiscal year, CQI staff establish the target number of surveys to be collected by each NSP in the upcoming 12 months. The formula used to calculate each NSP’s annual target is published in Pamphlet 155-2, and takes into account the number of consumers served during the previous year.
3. The target number to be collected by each NSP is emailed to each NSP at the start of the fiscal year. This goal number, along with the number of valid surveys submitted by the NSP to date, are posted on the BI Portal in SharePoint at <https://cfnet.cfbhn.org/agency/biportal/Pages/DashBoard.aspx>.
4. NSPs are asked to submit completed surveys to CFBHN on a regular basis over the course of the fiscal year. Upon receipt, CFBHN checks the surveys for completeness, scans them, and documents the number of valid surveys collected.
5. Consumer Satisfaction Survey results are summarized in the monthly report for review CFBHN staff. On a quarterly basis, results are exported into an Excel spreadsheet and submitted to DCF.

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| <p>Consumer Satisfaction Surveys</p> <p>Approval:  Linda McKinnon, President/Chief Executive Officer</p> | <p>Date Issued: <u>11/01/2002</u></p> <p>Last Revision: <u>10/29/2020</u></p> <p>Review Date: <u>10/29/2020</u></p> |
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