

Community Persons Served 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 Community Persons Served Satisfaction Survey (CPSSS) data collected from persons-served by contracted NSPs.

Procedure

- A. Results of the CPSSS are maintained by the Department. The survey is administered via an electronic link that NSPs share with individuals for whom they have provided care.
- B. The Continuous Quality Improvement (CQI) Manager is responsible for CFBHN’s role in the collection of CPSSS data collected from persons served. .
- C. At the beginning of each fiscal year, the CQI Manager establishes 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 persons served during the previous year. The target number is shared with each NSP.
- D. Each week, DCF provides raw satisfaction survey data is to CFBHN. For each NSP, the number of satisfaction surveys submitted by persons served, and the count of valid surveys collected, are summarized. On a monthly basis, this data is shared with the NSPs to allow them to assess their progress toward meeting their annual goal.

<p>Community Person Served 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>02/03/2022</u></p> <p>Review Date: <u>02/03/2022</u></p>
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