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 served by 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 of Children and Families (DCF). 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 month, DCF provides raw satisfaction survey data is to CFBHN. On a monthly basis, a data summary is shared with the NSPs to allow them to assess their progress toward meeting their established annual goal. The data summary includes:
1. The number of satisfaction surveys submitted;
2. The number of valid surveys collected;
3. A report of survey results for their organization;
4. Survey comments made by persons-served; and
5. A measure of progress toward their established annual goal.

D. A summary of network-wide data is prepared on a monthly basis, and reviewed as a part of the CFBHN Risk Management/CQI Oversight meeting. This summary is also shared with the local DCF office.

Community Persons Served Satisfaction Surveys	Date Issued: <u>11/01/2002</u>
Approval: Alan Davidson, President/Chief Executive Officer	Last Revision: <u>07/31/2024</u> Review Date: <u>07/31/2024</u>