

SPECIAL FOCUS QUALITY ALERT

JANUARY 2019

Consumer Satisfaction Surveys

The EQMI Department communicates to DMHAS funded and state operated providers regarding performance indicators and outcome measures that are required both for federal government reporting, as well as employing a robust quality improvement program throughout the State of Connecticut.

This newsletter is written to remind providers about the requirement to complete an annual Consumer Satisfaction Survey. The purpose of collecting satisfaction survey data from the individuals we serve is to learn what we do well, and also highlight opportunities for improvement. The Consumer Satisfaction Surveys are an irreplaceable component of our quality improvement efforts.

Here are a few suggestions for a smooth and successful survey cycle:

- Begin the survey process early. Try not to wait until the end of the year to do this. (The final deadline for data submission is **June 30, 2019**.)
- Check that relevant staff users are set up to perform data entry as soon as possible. Applications for new user accounts may take up to two weeks to process. Visit this page for information about obtaining user access and tokens: <http://www.ct.gov/dmhas/cwp/view.asp?a=2900&q=423042>
- Calculate your sample size using the unduplicated count for Quarter 1, FY19 (July 1, 2018 – September 30, 2018). Visit this document for more information about sample size: <http://www.ct.gov/dmhas/lib/dmhas/consumersurvey/CSInstructions.pdf> and read page 2.

As in past years, all materials related to the Consumer Satisfaction Survey for FY 2019 will be posted on the DMHAS website at <http://www.ct.gov/dmhas>, with a link under “Featured Links”, or by direct link to <http://www.ct.gov/dmhas/consumersurvey>.

If you have any questions about the survey or its process, please contact Michael Giralmo, EQMI Behavioral Health Program Manager, at Michael.Giralmo@ct.gov or (860) 418-6919.

We want to thank you for your ongoing commitment to quality in the services you provide to the people in recovery throughout the state of Connecticut.