

CLIENT FEEDBACK LEADS TO QUALITY SERVICES

The **Consumer Satisfaction Survey** is conducted every year to gauge clients' satisfaction with the mental health and substance use services. At DMHAS' River Valley Services, clients are also involved in understanding the Survey *results*. Through a series of poster sessions, people have an opportunity to review the survey results, share information, and make suggestions for improvement. A **Client Focus Group** explores the issues and makes recommendations for improvement, including developing supplemental questions for the next survey. These recommendations are then presented to agency staff and leadership, and reviewed in the agency's annual planning process.

Client Feedback Leads to CHANGE:

Focus Group discussion indicated some clients did not feel involved in their treatment planning.



Clients created a supplemental question to the 2008 survey intended to measure client involvement in treatment planning.



Results of the supplemental question revealed that **only 77%** of 140 clients agreed that they were involved in their treatment planning. The goal was at least 85%.



The Treatment Plan was reworked to become a **Treatment/Recovery Plan** that included a section on client goals and dreams, written in their own words, with a space provided for their signature.



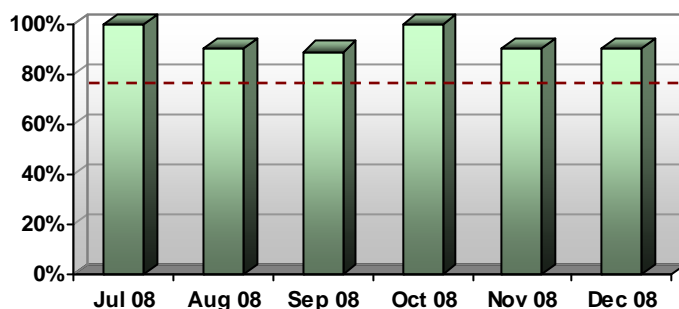
Client Feedback Leads to RESULTS:

Client response to the new Treatment/Recovery Plan was monitored beginning in July 2008. Year to date results indicate that **93% of audited client charts** (59 charts reviewed) showed client involvement in Treatment /Recovery Planning. Clients talked about how they felt about the new Treatment/Recovery Plan—were they signing it? ... was the new plan capturing their intended goals?



Consistently high results have been noted since the inception of the new Treatment/Recovery Plan

% Client Involvement in Treatment Planning



Client Feedback Leads to More Effective Services:

Research indicates that clients who are involved in all phases of treatment have more positive treatment outcomes. We expect that as clients get more involved in the treatment planning process, there will be an increase in positive treatment outcomes. Talking with people about survey results in the Client Focus Group is an important part of helping DMHAS maintain its goal of meeting the highest standard of care throughout the service system.