Consumer Satisfaction & Functional Assessment

Adam L. Wasserman, Ph.D.
Roderick M. Harris, M.S.W.
For Each Quarter of the Contract

– 95% of individuals served surveyed using a Department-approved survey will report satisfaction scores on each of the following domains:

• Improved social connectedness
• Access to services
• Overall satisfaction with care
• Outcome from services
• Participation in treatment planning
• Cultural sensitivity of providers
• Positive about outcome
Approved Survey

- DCF Version of the Mental Health Statistics Improvement Project Adult and Child Consumer Survey
- Survey used in over 40 states
- MHSIP Surveys are used in the Uniform Report System which is required for Federal Block Grant reporting
**ME Requirements**

- All persons actively discharged from care (Purpose Code 3 in PERF and OUTC) or at time of annual review are required to be surveyed
  - Eliminates need for detailed sampling approaches
ME Requirements

• Data reported is not anonymous but should be private
  – Surveys should be completed by client at time of discharge/last session or during annual review.
  – Surveys should be submitted to someone other than the primary treatment provider/clinician.
  – If assistance is required, someone other than the primary treatment provider/clinician should assist.
ME Requirements

• MEs should have a plan to be able to report satisfaction results by April 1, 2013.
ME Requirements

• DCF is developing new file layouts for a combined Performance Measurement Outcome Record
  – Consumer satisfaction domain scores will be included as part of this record

• DCF will provide MEs with an interim method for reporting satisfaction results while the new records are being defined
Questions?
Provider Performance Measures

• Seven new provider performance measures were developed in consultation with providers and stakeholders
  – Reduce Symptoms
  – Increase Life Skills
  – Increase Positive Behaviors
  – Increase Safety Skills
  – Increase Timely Access To Services
  – Increase Consumer Satisfaction
  – Increase Cost Efficiency
Provider Performance Measures

• Several of the measures are derived from FARS and CFARS*
  – Reduce Symptoms
  – Increase Life Skills
  – Increase Positive Behaviors
  – Increase Safety Skills

* Functional Assessment Ratings Scale/Children’s Functional Assessment Ratings Scale
Provider Performance Measures

• Providers have until April 1, 2013 to be capable to completing C/FARS for persons receiving substance abuse treatment services.

• MEs will have until May 1, 2013 to begin reporting C/FARS results for clients that were discharged from substance abuse treatment services.
Provider Performance Measures

- DCF would like each ME to identify substance abuse treatment providers that can serve as pilot sites for the ME network.
- DCF needs to report data to the Legislature on the proposed performance measures.
- As such, DCF needs MEs to collect some data prior to Legislative session.
Questions?