



Behavioral Health Home Consumer Satisfaction Survey FAQ 2019

Q. Where will we enter the survey data? **NEW for FY 2019**

A. Use the DMHAS Consumer Survey portal¹. The BHH questions are on Page 3:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
NCQA Accreditation How satisfied are you with ...						
29. The access to care, treatment, or services and communication (are you able to get an appointment when you need to and is program responsive when you call)?	<input type="radio"/> SA	<input type="radio"/> A	<input type="radio"/> N	<input type="radio"/> D	<input type="radio"/> SD	<input type="radio"/> NA
30. The comprehensiveness of care, treatment or services (are you able to get most of your needs met in the program)?	<input type="radio"/> SA	<input type="radio"/> A	<input type="radio"/> N	<input type="radio"/> D	<input type="radio"/> SD	<input type="radio"/> NA
31. The coordination of care, treatment, or services (do your providers talk to each other about your care when they have your permission)?	<input type="radio"/> SA	<input type="radio"/> A	<input type="radio"/> N	<input type="radio"/> D	<input type="radio"/> SD	<input type="radio"/> NA
32. The continuity of care, treatment, or services (have the transitions between programs, if needed, been smooth)?	<input type="radio"/> SA	<input type="radio"/> A	<input type="radio"/> N	<input type="radio"/> D	<input type="radio"/> SD	<input type="radio"/> NA

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Q. Why is it important for us to collect consumer satisfaction data specifically from BHH clients?

A. Under CT's state plan amendment for BHH, DMHAS is mandated to report consumer satisfaction data to CMS as part of our outcome reporting. Additionally, we want to know how BHH clients are doing in comparison to the general population at DMHAS – learn what we are doing well, and what we can improve!

Q: How many of our clients should complete this survey?

A: Please try to get as many responses as possible so we can have good representative data of the BHH initiative from each BHH provider. The survey is the same as the existing DMHAS survey with a few new questions, so the process should remain essentially the same.

Q. Do BHH clients need to complete the DMHAS consumer satisfaction survey and this new BHH survey?

A. No, the new BHH survey includes the existing DMHAS survey and a few new questions. The important part is to ensure you are surveying BHH clients using the new survey.

Q. What if a BHH client is active in several programs, how many surveys do they need to complete?

A. Each client only needs to complete 1 survey. The survey is reviewing satisfaction with the organization, not the program.

¹ If you need access to the consumer satisfaction survey, please contact Karin Haberlin at (860) 418-6842 or Karin.Haberlin@ct.gov.

Q: If we give this survey only to BHH clients, won't that violate their anonymity?

A: It is the survey responses that need to be anonymous, not handing the survey out. Like other DMHAS satisfaction surveys, all surveys should be returned in a way so that staff cannot review the survey, nor identify which person filled out which survey.

Q: What are ways to make sure the filled out surveys are anonymous?

A: Completed surveys can be returned in sealed envelopes or dropped in a drop box.

Q: Will the BHH surveys count towards our agency's sample size?

A: Yes! Please contact Karin Haberlin at (860) 418-6842 if you want to double check the number of surveys needed to comply with DMHAS contract.

Q: How do I enter the data on the health thermometer (last question)?

A: This question uses a visual to help people gauge their overall well-being. The answer will be the two digit number between 0 (bottom of the thermometer) and 100 (the top of the thermometer). For example, if the respondent marks the thermometer at the 6th notch above 50, you will report 56.

Q: Should we keep the paper surveys after the data is entered?

A: Yes. Do not store the survey in the client record, as that would defeat the purpose of a confidential survey. BHH staff will work with you to retrieve the paper copies when this year's cycle is done.

Q: Who should I call if I have any questions about this process?

A: You may call Karin Haberlin, EQMI Program Manager, at (860) 418-6842, or email her at karin.haberlin@ct.gov. Also, please visit the Consumer Satisfaction Survey web page at <http://www.ct.gov/dmhas/consumersurvey> for general information about the survey process.