

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL**

Section 8.3 Behavioral Health Recipient Satisfaction Survey

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8.3.1 Introduction

The purpose of the annual Behavioral Health Recipient Satisfaction Survey is to solicit independent feedback from behavioral health recipients regarding the quality of services received and the expected outcomes associated with those services. The information collected from surveys will be used to improve the public behavioral health system. The Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) currently administers a statewide consumer survey primarily based on the Mental Health Statistics Improvement Program (MHSIP) surveys (the Adult Consumer Survey and the Youth Services Survey for Families (YSS-F)). These surveys are administered annually statewide to a significant sample of enrolled TXIX/XXI behavioral health recipients.

8.3.2 References

The following citations can serve as additional resources for this content area:

- [42 C.F.R. § 438.10 \(b\)\(c\)\(d\)](#)
- [42 C.F.R. § 438.206](#)
- [42 C.F.R. § 438.240](#)
- [A.A.C. R9-22-522 \(B\)\(1\) and \(5\)](#)
- [AHCCCS/ADHS Contract](#)
- [ADHS/RBHA Contracts](#)
- [ADHS/TRBHA IGAs](#)
- [Mental Health Statistics Improvement Program \(MHSIP\)](#)
- [Policy and Procedures Manual Policy QM 2.3 Behavioral Health Recipient Satisfaction Survey](#)
- [ADHS/DBHS Annual Consumer Survey Report](#)
- [ADHS/DBHS Quality Management/Utilization Management Plan](#)

8.3.3 Scope

To whom does this apply?

All behavioral health providers that deliver covered behavioral health services to Title XIX or Title XXI eligible persons enrolled in the ADHS/DBHS behavioral health system.

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8.3.4 Did you know...?

- All Tribal and Regional Behavioral Health Authorities (T/RBHAs) and subcontracted providers are required to participate in and collaborate with ADHS/DBHS in planning, implementation, data analysis and results reporting for the annual statewide consumer surveys.
- ADHS/DBHS utilizes survey data submitted by the T/RBHAs to complete a statewide report of findings. The results of the statewide Behavioral Health Recipient Satisfaction Survey are public information and are available on the ADHS/DBHS website: [ADHS/DBHS Annual Consumer Report](#).
- Each T/RBHA conducts an in-depth analysis of the survey data and copies of the report may be obtained from the respective T/RBHA. The results of the survey are used to initiate performance improvement efforts and activities statewide.
- Two MHSIP survey instruments will be administered by ADHS/DBHS – the Adult Consumer Survey and the Youth Services Survey for Families (YSS-F).
- The adult survey will be administered to the adult consumer. If the individual requests assistance, a guardian may complete the questionnaire on the consumer's behalf. The YSS-F will be administered to the parent/guardian of the child receiving services.

8.3.5 Definitions

Benchmark – The ultimate standard to be achieved. If a T/RBHA has already achieved or exceeded the goal for any performance measure, the T/RBHA must strive to meet the benchmark for the measure. If the T/RBHA has achieved the benchmark, the T/RBHA is expected to maintain this level of performance for future years.

Goal - A reachable standard for a given performance indicator for the contract year. If the T/RBHA has already met or exceeded the ADHS/DBHS established or approved minimum performance standard for any measure, the T/RBHA shall strive to meet the established goal for the indicator.

Minimum Performance Standard - The minimal expected level of performance by the T/RBHA. If a T/RBHA does not achieve this standard or any measure declines to a level below the ADHS/DBHS Minimum Performance Standard, the T/RBHA will be required to submit a corrective action plan and may be subject to sanctions.

Performance Standards – A set of standardized indicators designed to assist ADHS/DBHS in evaluating, comparing and improving the performance of the T/RBHAs.

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8.3.6 Objectives

To describe behavioral health providers' obligations regarding the Annual Behavioral Health Recipient Satisfaction Survey. The survey will allow ADHS/DBHS and T/RBHAs to receive feedback from consumers and families to improve services, protect their rights, enhance access to quality care and to provide comprehensive data to make other systemic program improvements.

The survey gives Title XIX/XXI enrolled behavioral health recipients aged 18 and over and family members of persons under age 18 receiving behavioral health services across the state an opportunity to provide direct feedback about their experience receiving services in the ADHS/DBHS behavioral health system.

8.3.7 Procedures

8.3.7-A. Statewide Behavioral Health Recipient Satisfaction Survey

Annually, ADHS/DBHS and the T/RBHAs jointly conduct a statewide Behavioral Health Recipient Satisfaction Survey with the participation of T/RBHA providers. The purpose of the survey is to assess consumer perception of (1) access to services, (2) the quality and appropriateness of services, (3) the outcomes of services, (4) participation in treatment planning, (5) cultural sensitivity (6) general satisfaction with services received, (7) social connectedness and (8) improvement in functioning. The results of the survey are used to initiate performance improvement efforts statewide.

8.3.7-B Other Surveys

T/RBHAs may participate in additional survey activities as may be required in association with legislative or other special initiatives.

NARBHA may require behavioral health providers to participate in survey activities other than the statewide consumer surveys. These surveys may be required in association with legislative or other special initiatives. If (RA) Responsible Agency wish to conduct other consumer surveys to Title XIX or Title XXI members throughout the year, the (RA) Responsible Agency must submit samples of the survey tool(s) to NARBHA for approval. NARBHA will in turn obtain approval from DBHS as per contract requirement.