

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

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 or individual feedback from behavioral health recipients regarding the quality of services received and the expected outcomes associated with those services. The information collected from surveys is 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 behavioral health recipient satisfaction 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 statistically 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](#)
- [Policy and Procedures Manual QM 2.3, Behavioral Health Recipient Satisfaction Survey](#)
- [ADHS/DBHS Annual Consumer Survey Report](#)
- [ADHS/DBHS Quality Management \(QM\) Plan](#)
- [ADHS/DBHS Medical Management/Utilization Management \(MM/UM\) Plan](#)
- [Mental Health Statistics Improvement Program \(MHSIP\)](#)

8.3.3 Scope

To whom does this apply?

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T/RBHAs and behavioral health providers that deliver covered behavioral health services to Title XIX or Title XXI eligible persons receiving services in the public behavioral health system.

8.3.4 Did you know...?

- All Tribal and Regional Behavioral Health Authorities (T/RBHAs) and T/RBHA contracted providers are required to participate in and collaborate with ADHS/DBHS in planning, implementation, data analysis and results reporting for the annual statewide behavioral health recipient 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 Web site: [ADHS/DBHS Annual Consumer Survey 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 are administered by ADHS/DBHS: the Adult Consumer Survey and the Youth Services Survey for Families (YSS-F).
- The adult survey is administered to adult behavioral health recipients. If the individual requests assistance, a guardian may complete the questionnaire on the behavioral health recipient's behalf. The YSS-F is administered to the parent/guardian of the child receiving services.

8.3.5 Objectives

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

The survey gives TXIX/XXI enrolled behavioral health recipients aged 18 and over and family members of persons under age 18 receiving behavioral health services, an opportunity to provide direct feedback about their experiences while receiving services in the public behavioral health system.

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8.3.6 Procedures

8.3.6-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 behavioral health recipients' 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.