



PROVIDER ALERT

Consumer/Family Satisfaction Team

Community Care Behavioral Health values the feedback of members and families regarding their satisfaction with services enrolled in the HealthChoices Program. Community Care also values feedback from providers and other stakeholders, which is collected through other means. All of this information is useful in assisting in continuous quality improvement efforts.

Consumer and family input, specifically, also helps to communicate to providers, OMHSAS, counties, and Community Care how services can support recovery and resilience for members. The purpose of the Consumer/Family Satisfaction Team (C/FST) is to provide the survey structure necessary to identify potential issues related to access, treatment delivery, timeliness, and outcomes, as viewed by the consumers who utilize the services and their family members. This is accomplished through surveys conducted via face-to-face interviews, telephone interviews, and mailed paper surveys.

Requirements for C/FST members include the following:

- Members have obtained child abuse and criminal history clearances in accordance with the Child Protective Services Law, Chapter 63, Sections 6303 and 6344.
- All members are mandated reporters for child abuse and have been trained appropriately.
- All members of C/FST are mandated to comply with applicable state and federal laws, regulations, and rules regarding the confidentiality of mental health consumers and recipients of drug and alcohol treatment services and have signed confidentiality agreements. Training has been provided regarding these regulations along with an understanding of the responsibilities under the Health Insurance Portability and Accountability Act of 1996 (HIPPA).
- All C/FST members have a basic knowledge of mental illness and addictive diseases and an understanding of the concept of recovery and resilience in relation to both for adults, children, and adolescents.
- C/FST members have been educated to enhance their understanding of the cultural diversity of the individual and community being served and its relationship to the concepts of recovery and resilience.
- All members have received orientation and training on Community Care's operations, policies and procedures for satisfaction team members.

Community Care is currently contracted with Advocacy Alliance (AA), Consumer Action & Response Team (CART) , and Pennsylvania Mental Health Consumers Association (PMHCA) to provide the technical oversight of the C/FSTs for the in the HealthChoices North Central region. Service providers within this region should expect to be contacted by their local C/FST to arrange dates, times, and places for members to be surveyed.

Requirements for HealthChoices providers:

- C/FST is a required function for HealthChoices, as outlined in Appendix L of the Program Standards, and, therefore, is included in the contract of every provider who is enrolled in the HealthChoices Program.
- At the agreed-upon time of the survey, a comfortable, confidential area at the provider site must be provided in order to facilitate a productive interview.
- The C/FST members will act on behalf of Community Care and will provide feedback to Community Care and the providers at the conclusion of each series of surveys. This feedback will include problem identification and recommendations for action. Providers are expected to respond to this feedback in a timely manner and to outline the actions taken in response to reported problems and concerns.

The Quality Management Department of Community Care will provide oversight to this process and will address any identified trends or system changes that require more in-depth study to resolve. A report of survey findings and resulting recommendations for quality improvement will be presented quarterly at the Quality and Care Management Committee meeting and will be submitted to DPW as part of the annual quality management report and quality management plan for the upcoming year.

We hope you have found the above information useful and look forward to your cooperation with the C/FST process. If you have any questions, please contact the Quality Department at 814-375-5716.