



Section 8.3 Client Satisfaction Surveys

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I. STATEMENT OF PURPOSE:

The purpose of the annual Client 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 Pascua Yaqui (PY) Centered Spirit Program (CSP) Tribal Regional Behavioral Health Authority (TRBHA) behavioral health system.

II. REFERENCES:

The following citations and AHCCCS document also serve as 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/TRBHA Intergovernmental Agreement 2021 (IGA)

III. STANDARDS:

The survey will allow the PY CSP TRBHA to receive feedback from behavioral health recipients 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 CSP behavioral health system.

All TRBHAs and subcontracted providers are required to participate in and collaborate with AHCCCS in planning, implementation, data analysis and results reporting for the annual statewide behavioral health recipient surveys.

AHCCCS utilizes survey data submitted by the TRBHAs to complete a statewide report of findings. The results of the statewide Client Satisfaction Survey are public information.



IV. **PROCEDURES:**

A. **CSP Annual Client Satisfaction Survey:**

The CSP TRBHA conducts an in-depth analysis of the survey data, and copies of the report may be obtained from the CSP TRBHA. The results of the survey are used to initiate performance improvement efforts and activities in conformity with the AHCCCS/TRBHA Intergovernmental Agreement (IGA) 2021.

The CSP TRBHA Client Satisfaction Survey instruments will be administered by CSP. Enrolled persons over the age of 18 will be asked to complete the Adult Consumer Survey; parents of children receiving services will be asked to complete the Youth Services Survey for Families. If the individual requests assistance, a guardian may complete the questionnaire on the behavioral health recipient's behalf.

B. **Other consumer surveys:**

The PY CSP TRBHA 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.