

OMHSAS Integrating Consumer Satisfaction Survey Methodologies (CSM) Workgroup

IMPLEMENTING SURVEY METHODOLOGIES STATEWIDE: A STRATEGY

Identifying the Need

The need to develop and enact a statewide implementation strategy for integrating consumer and family survey methodologies was identified by the OMHSAS CSM Workgroup as being an essential step in successfully enhancing and standardizing satisfaction survey activities.

Components

- Shared Commitment
 - Clarity in Appendix L

- Education and Outreach

- Training

- Toolkit
 - Standard survey measures
 - Common optional measures
 - Clear definitions for all survey items
 - Data entry instructions
 - Instructions on conducting local data analysis and reporting
 - Information on using the survey findings to improve quality

- Shared Knowledge