

Consumer & Family Survey Workgroup

MINUTES

NOVEMBER 19, 2010 9:00 TO 11:00
CENTRAL TIME

ATTENDEES	Carol Coussons de Reyes, DBH OCA; Sarah Cox, DBH; Sheri Dawson, DBH; Kathleen Hanson, Region V; Jim Harvey, DBH; Lisa Gion, Region 1; Ying Wang, DBH; Brian Wells, DBH; Lisa Christensen, Magellan; Corey Brockway, Region 2; Bev Ferguson, Mental Health Advisory; Susan Hancock, Region 5; Christine McCollister, CenterPointe; Lisa Sullivan, Region 4; Ann Tvrdik, Region 3; Melissa Doncheske, MHA; Mary O'Hare, Facilitator
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Agenda topics

**MAGELLAN
CONSUMER SURVEY**

LISA CHRISTENSEN

DISCUSSION	<ul style="list-style-type: none"> • Magellan Corporate does the survey each year using a key driver analysis. • Quality Improvement activities are developed based on the analysis. • A mail-out and mail-back method is utilized. • Cooperation rate is 17.3%. • Consumers may opt out of getting a survey. • No opportunities to increase overall satisfaction were noted on the last Magellan survey. Workgroup members asked Magellan to address points that were rated low beyond what the key driver analysis indicated. • As the workgroup moves forward, they will consider Magellan's timing for distribution of their survey so that consumers don't receive the DBH and Magellan survey at the same time. 	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
None		

**INPUT FROM
MENTAL HEALTH
ADVISORY COUNCIL**

SHERI DAWSON

DISCUSSION	<ul style="list-style-type: none"> • The following is a summary of input from the Mental Health Advisory Council: <ol style="list-style-type: none"> 1. Families of youth would like the youth to be able to complete a survey not just the adult/caregiver for the youth. 2. The survey process needs to facilitate and increase in the response rate and consumer voice. 3. Peers trained to administer the survey may increase the number of respondents. Consider contracting with peers to conduct the survey in person. Each agency could have a defined sample and use a standardized tool to be submitted to DBH. 4. We need to set the targets for response rates and positive responses at a benchmark level and not be conservative even though there is some risk of losing block grant dollars. • Discussion was held as to how high to set the mental health block grant benchmarks without jeopardizing the block grant funding. 	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
None		

**CONSUMER FAMILY
SURVEY CHANGES
FOR 2011**

BRIAN WELLS

DISCUSSION	<ul style="list-style-type: none"> The NOMS outcome questions must be left in the Consumer/Family Surveys; otherwise, any of the other MHSIP or BRFSS Questions can be replaced. Brian will develop a survey for workgroup members that will allow them to indicate which current survey questions they would like to see withdrawn from the survey and which recommended questions they would like to see added to the survey. The survey questions under consideration are based on the work done by Dr. Furst and Ying which was presented at the last meeting. The workgroup must provide their input to Brian by mid-January 2011. The DBH survey will most likely not be a replacement for provider surveys as they need to collect certain types of provider-specific information for accreditation purposes. 	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
<ul style="list-style-type: none"> Brian will email the survey on 11/22/10. Workgroup is asked to return their response to Brian by 11/29/10. 	Brian Workgroup Members	11/22/10 11/29/10

NEXT MEETING DATES	<ul style="list-style-type: none"> 2:00 to 4:00 Central Time December 1, 2010 Monthly meetings will be scheduled for the 2nd Friday of each Month beginning in January and continuing through June, 2011.
CALL IN NUMBER	1-888 – 820-1398, Attendee Code is 8928797#