

**Los Angeles County Department of Mental Health
Office of Administrative Operations – Quality Improvement Division**

Spring 2019 Consumer Perception Survey (CPS) Data Collection

Frequently Asked Questions (FAQs)

CPS Administration

1. Should surveys be administered to field-based consumers?

Surveys should not be administered to consumers in the field. Please administer surveys only to consumers coming into the clinic/office for outpatient services between May 13, 2019 and May 17, 2019.

2. If consumers are receiving field-based services and come into the clinic during the survey period for an outpatient service, should they receive a survey?

Yes, all consumers receiving outpatient services in the clinic during the survey period should receive a survey.

3. Do school-based programs participate in the survey?

No, school-based services are not required to participate in CPS data collection.

4. If a consumer comes into our Headquarters during the week of surveys and their program is associated with our other location and a different provider number, should they receive a survey?

Yes, please survey all consumers who come into the clinic/office for services, even if they are receiving additional services from another provider number.

5. Should surveys be administered to consumers in the Intake/Enrollment phase of their treatment?

Please only administer surveys to consumers who have completed an Intake and one additional outpatient service, i.e., case management, psychiatry evaluation, etc.

6. How many surveys should parents/guardians complete if multiple youth (0 -17 years) are engaged in outpatient services?

Parents/guardians should be encouraged to complete at least one Youth Services Survey for Families (YSS-F) for multiple children. One YSS-F form per child engaged in outpatient services would grant the parent/caregiver the opportunity to provide feedback specific to each child. This method is encouraged, when possible.

7. May adult siblings complete the YSS-F survey for their youth sibling?

Yes, adult siblings may complete the YSS-F survey for a youth consumer aged 0 -17 years.

8. If a youth consumer comes in for outpatient services without a parent, what should be done?

If the consumer is aged 13-17 years, they may complete a Youth Services Survey (YSS). Please encourage parents/guardians to come into the clinic/office during the week of the surveys. Surveys should not be mailed to parents/guardians or completed outside the survey period of May 13 – May 17.

9. If a consumer requests assistance with the meaning of specific words on a survey form, is it acceptable to provide assistance?

Yes, assistance with the meaning of words on a survey is supportive to the consumer; however, surveys should not be translated.

10. If a consumer is unable to read, is it possible to read the survey to the consumer?

Yes, surveys can be read to consumers as long as the survey is in the consumer's preferred language. Surveys should not be translated.

11. Is it permissible to translate the Assurance of Confidentiality Statement?

Yes, there are no limits on the translation of the Assurance of Confidentiality Statement. Translations are currently available in English, Spanish, Tagalog, simplified and traditional Chinese, and Russian.

12. What should be done with the Assurance of Confidentiality Statements?

Once the survey period is complete, Assurance of Confidentiality Statements may be recycled.

13. What should be done if a consumer makes a mistake and marks an answer incorrectly?

A mistake can be noted by marking an "X" over the incorrect answer. Please encourage the consumer to avoid marks other than filling in their responses and commenting in the Comment section.

14. Should a hardcopy of the survey be available for each consumer who comes in to the clinic/office for outpatient services?

Yes, a hardcopy of the survey form should be provided to each consumer who comes into the clinic/office for outpatient services during the survey period.

CPS Form

15. What survey forms should be used for the Spring 2019 survey period?

Please use and print the survey forms available on the Quality Improvement Division's (QID) website: http://psbqi.dmh.lacounty.gov/Survey_Spring_2019.htm Please ensure the forms are dated 2019.

16. Is a no show or cancellation considered a Refused survey?

No, no shows or cancellations are not considered Refused surveys.

17. It is possible to give the specific reason a survey is Refused?

There are four Reasons available to indicate the cause of a Refused survey: Refused, Impaired, Language, or Other.

There is no space available to add a specific reason, i.e., a survey being refused due to having no Korean language survey available. Please mark Language for this reason. Inform your QI Liaison of any languages encountered that are not currently available in the survey forms.

18. Should blank or incomplete Refused surveys be submitted?

Yes, please return all Refused surveys and reflect the total on a Refused Tally sheet. Ensure that each Refused survey has a Reason for the refusal bubbled-in clearly.

19. When completing the For Office Use Only section, what should be completed?

In the For Office Use Only section, please complete the Date of Survey Administration, Reason for refusal (if applicable), CSI County Client Number (IS/IBHIS), and County Reporting Unit (Service Area number and Provider Number). The CSI County Client Number and County Reporting numbers on the CPS Spring 2019 PowerPoint slides are **examples only**. Please enter the information specific to the consumer completing the survey and the Provider site at which the survey is administered.

20. Is the review of the Comments section billable?

No, the review of the Comments section is not billable. A Licensed Clinician should review the Comments section of each survey daily for concerning comments that require follow-up. If the Licensed Clinician finds a comment that requires follow-up, such as harm to self or others, the consumer contact may reflect a billable service.

CPS Data Submission and Drop-off

21. To whom should surveys, Completed and Refused Tally sheets, and electronic copy of the Tally sheets be submitted?

Providers should submit their surveys, Tally sheets, and electronic copies of the Tally sheets to their Service Area (SA) Quality Improvement Committee (QIC) Chairs. SA QIC Chairs will submit their surveys and Tally sheets to Chief Information Office Bureau (CIOB) with the exception of **SA 4**.

22. What is the deadline for surveys, Tally sheets, and electronic Tally sheets should be turned in to the SA QIC Chairs?

SAs may vary in the deadline date for submission to SA QIC Chairs. Please contact your SA QIC Chair to confirm your deadline and instructions for submission. The general deadline for survey submission is Thursday, May 23. **SA 4** will submit their surveys to LACDMH QID on Wednesday, May 29.

23. Should the surveys be submitted through email?

No, please do not submit surveys through email. Surveys should be submitted as hardcopies to your SA QIC Chair.

Open-Ended Comments (OEC) Report Form

24. Is the OEC Report a separate form from the survey?

Yes, the OEC Report is a separate form. It should be completed whether or not comments were received. The OEC Report form is due to your SA QIC Chair on Monday, June 10.

25. Where will the OEC Report be available?

The OEC Report will be available on the QID website at a later date: http://psbqi.dmh.lacounty.gov/Survey_Spring_2019.htm. The OEC Report will also be distributed through email to the SA QIC Chairs with instructions on completing the form.

26. What is an example of a theme in the Comments section?

Themes are patterns that emerge from qualitative (i.e., text-based) data. The Comments section provides a space for consumers to give text-based feedback on the services they are receiving. In order to make sense of this feedback, it is helpful to look over all the comments received and note any patterns that are present across them. For example, a positive theme may be that most consumers who provided feedback mentioned feeling included in their treatment and feeling heard by their providers. A negative theme may be that many consumers referenced long wait times in the clinic or reported feeling rushed during their sessions. There is no specific number of responses needed to determine a theme. However, if something appears in the majority (over 50%) of responses, it's likely represents a common theme.