



OFFICE OF ADMINISTRATIVE OPERATIONS – QUALITY IMPROVEMENT DIVISION

**OPEN-ENDED COMMENTS REPORT FORM**

**Spring 2019 Consumer Perception Survey Period: May 13 – May 17, 2019**

Service Area (SA):

Provider Number:

Type of Program(s) (Check all that apply):

- Child     Transition Age Youth (TAY)     Adult     Older Adult

Thank you for participating in the Spring 2019 Consumer Perception Survey (CPS) data collection period! The Quality Improvement Division (QID) is interested in gathering consumer feedback found in the open-ended comments of your CPS forms. There are several advantages to reviewing your consumers’ open-ended comments. Consumers can offer valuable information regarding their services, including negative and positive experiences and make general recommendations for program improvement. Reviewing your consumer’s feedback and completing the following Open-Ended Comments (OEC) Report form is an important Quality Improvement (QI) activity that will further support the Department’s ongoing Continuous Quality Improvement (CQI) efforts.

**Instructions:**

Please collaborate with your internal quality management team, including Program Managers and Directors, when completing this report. Direct service and front office staff involvement is also encouraged.

Please review the open-ended comments’ sections of your collected CPS forms. Track the positive and negative themes and general recommendations. For example, a positive theme should be noted when more than one consumer reported feeling “included” in their treatment, “heard” by their clinician, or other positive outcomes. A negative theme should be noted when more than one consumer referenced “long wait times,” reported feeling “rushed” during their sessions, or other adverse experiences. There is no specific number of responses needed to determine a theme.

**Questions:**

1. Did you receive any open-ended comments in the surveys your program collected for Spring 2019?

- a.  Yes     No

b. If **Yes**, how many surveys were reviewed

(Please enter the number of surveys with open-ended comments that were reviewed.)

2. What were the themes from these comments (please list the themes)?

a. Positive (i.e., feeling supported, satisfied with treatment, friendly staff):

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b. Negative (i.e., frequent staff turnover, no treatment progress, not enough parking):

A large rectangular area that has been redacted with a solid grey fill, intended for listing negative themes from comments.

c. General Recommendations (i.e., increase seating in waiting room, more evening appointments, increase availability of groups):

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3. What are your plans to address some of the comments and recommendations (please describe in one or more sentences, including timelines for implementation or action plans, and attach additional pages as needed)?



4. Have you received the provider-level survey results from your SA QIC Chair for the past survey periods?
- a.  Yes       No       N/A\*
- b. \*If **Yes**, did you share the survey results during your program's staff or quality management meetings?
- Yes       No

Thank you for your time and kind assistance!

Please email this completed OEC Report form to your SA Quality Improvement Committee (QIC) Chair no later than **MONDAY, JUNE 10, 2019**.