



# ADMINISTRATIVE/FISCAL/CLINICAL/PHF POLICY AND PROCEDURES

COUNTY OF SANTA BARBARA  
ALCOHOL, DRUG AND MENTAL HEALTH SERVICES

**Section -** QUALITY ASSURANCE

**Effective:** 4/1/1998

**Policy -** #21 MENTAL HEALTH PLAN SATISFACTION  
SURVEYS

**Revised:**

**Director's Approval** See signature page

**Date** \_\_\_\_\_

**Assistant Director's Approval** \_\_\_\_\_

**Date** \_\_\_\_\_

**Form Ref.** -

**Reviewed:** 10/25/2007

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## **POLICY:**

Santa Barbara County Mental Health will mail satisfaction surveys to beneficiaries who have accessed MHP services at discharge or 60 days after their initial contact.

Legal Citation:  
CCR, Title 9, Chapter 11, Section 1810.440(b)(2)

## **PROCEDURE:**

1. Satisfaction surveys will be mailed to all beneficiaries 60 days after their initial contact with the Access Team or upon discharge, which ever occurs first.
2. Satisfaction surveys will be mailed to any person who has a brief contact with the Access Team on the second month of each quarter. 100 persons who have had brief contacts during the quarter will be randomly selected to receive surveys.
3. All persons who receive a satisfaction survey will receive a return addressed, stamped envelope.
4. Surveys will be confidential and will carry contact identifiers.

**Assistance:** Quality Assurance Manager

**Reference:** Quality Assurance Representative

**Replaces:** N/A

