



Community Behavioral Health: Provider Notification MHOP Survey April 28, 2017

CBH has engaged the Consumer Satisfaction Team, Inc. (CST) to conduct a member satisfaction survey for adult members receiving mental health outpatient (MHOP) services. CST is a non-profit organization staffed entirely by individuals in recovery from mental illness and/or substance use and family members of individuals in recovery. CST is authorized by the Office of Behavioral Health and CBH to assess member satisfaction with behavioral health services.

The MHOP survey is based on the Adult Mental Health Statistics Improvement Program Survey (MHSIP) developed by SAMHSA and used by state governments and other jurisdictions across the country (<https://www.nri-inc.org/state-consumer-surveys>). The survey results will be reported to providers, along with other MHOP performance measures, later this calendar year. In 2018, the surveys will be scored and applied to Pay-For-Performance (P4P).

Adult MHOP providers will be hearing from CST during the coming weeks to schedule a time for a CST survey specialist to visit the MHOP site and conduct the survey with CBH members in person. Please communicate to MHOP staff to make every effort to accommodate the survey specialists, so that your results can be included in the reports for MHOP P4P this year.

Please direct questions about CST, the survey, or P4P, to Susanna Kramer, Performance Evaluation, Analytics, and Research (PEAR) Program Evaluation Coordinator, at Susanna.Kramer@phila.gov.