

Protocol for BTC Survey for Effectiveness of Behavior Treatment Plans FY21

Consumers who receive the H2000 service may be included in the survey. Each BTC Chair (or designee) will develop the list of who is to be surveyed. This will include the BTC docket of active consumers at a minimum.

BTC will determine who to send a survey: parent, guardian, and/or staff. The cover letter will be developed by local BTC. A specific number of surveys to be returned from group home staff for all consumers being reviewed during the survey process should be established. This will minimize the possibility of biased results based on any single consumer. If only considering the results on a case by case basis this bias is less important. The BTC leader will determine whether BT staff or QI staff will distribute and collect the survey data.

Staff will send the surveys and have them returned on a set schedule. Mailing may not be the best format for all concerned. QI and the BTC leader will work to decide the best approach. It may be that having staff fill out the survey at the group home staff meetings is more effective than mailing them. It will be possible to determine the category of respondent by the check off on the survey: guardian/ family/ staff

The survey is done biannually, and the survey and report are to be completed by the end of Q3. Each Board may set the timeframe for internal distribution and response during the quarter. The CMHSP will prepare a summary report by respondent type and individual item for NorthCare and MDHHS that is due by August 1, 2021.

Instructions for the Summary Report—the actual survey data should be summarized. In addition –the actual number of individuals receiving BTC services for whom surveys were sent out to stakeholders should be included with an overall respondent rate calculated. A paragraph or two summarizing the key areas for improvement and how they will be addressed through the QI process is to be included. The template provided by NorthCare should be filled out so the data from the last three surveys of behavior treatment planning can be viewed side by side for comparison and trend analysis.