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Milwaukee County Behavioral Health Division  Community Services Branch	Date Revised	Subject: Quality Improvement	

## 1. POLICY:

Per DHS 36.07 (1) (b) and 36.08 it is the policy of Comprehensive Community Services (CCS) in Milwaukee County to utilize continuous quality improvement (CQI) activities both to improve overall system quality and to assure the quality of services provided to individual consumers.

## 2. PROCEDURE:

### A. Quality Improvement to Assess Consumer Satisfaction

1. Vital Voices is an advocacy agency that administers all consumer satisfaction surveys. They must maintain the confidentiality of client service records in accordance with the provisions of Health Insurance Portability and Accountability Act (HIPAA) 45 CFR Parts 160 and 164, Wis. Stat. 51.30, 42 CFR Part 2, and DHS 92. Surveys are anonymous and the results will be de-identified. In addition they will also:
  - a. Ensure that consumer rights are protected in accordance with DHS 94.
  - b. Administer MHSIP and ROSI Surveys to consumers.
  - c. Complete in-depth interviews of consumers as needed.
  - d. Conduct Focus Group and Public Listening Sessions.
  - e. Respond to concerns/complaints from consumers and serve as a Consumer Advocate.

### A. Consumer Progress towards desired outcomes

- B. NOMS – National Outcomes Measurement System. Individual outcome variables for consumers receiving behavioral health services that have been identified by the Substance Abuse and Mental Health Services Administration.

### C. Identified Tools to Assess the System

*Required:*

1. MHSIP – Mental Health Statistics Improvement Program Consumer Satisfaction Survey. Nationally recognized and validated survey of consumer satisfaction shown to be a reliable and valid measure of satisfaction across different types of mental health programs and systems.
2. ROSI – Recovery Oriented Systems Indicator. Tool designed to assess the recovery orientation of community mental health systems for adults with serious and prolonged psychiatric disorders.

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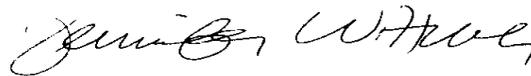
MHSIP/ROSI will be implemented with technical assistance received from DMHSAS.

*County Preferred:*

3. Core Values – See attached.

D. Results of consumer satisfaction will be utilized for change projects when warranted.

- Milwaukee County will work with DMHSAS to determine threshold benchmarks for consumer satisfaction. Survey results below those benchmarks will warrant a change project.
- The survey will be re-administered to evaluate the effectiveness of the change projects.



Reviewed and Approved by: \_\_\_\_\_

Jennifer Wittwer, Associate Director  
Adult Community Services Branch