

CENTRAL STATE HOSPITAL  
POLICY

SUBJECT: Central State Hospital (CSH) Client Satisfaction Survey

ANNUAL REVIEW MONTH: June

RESPONSIBLE FOR REVIEW: Risk Management Director

LAST REVISIONS DATE: February 2008

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**I. POLICY**

**A. PURPOSE:**

1. The purpose of this policy is to ensure that Central State Hospital (CSH) has specific guidelines in place to assist staff in obtaining, reviewing and reporting clients' expectations, perceptions, comments, and suggestions of their experience of service delivery and of the environment during their hospitalization.
2. To apply the client information in the performance improvement process.

**B. POLICY STATEMENT:**

CSH continually strives to improve its programs and services. The expectations, perceptions, comments and suggestions of the clients serve as critical input into our performance improvement process. A systematic method for obtaining information is the Client Satisfaction Survey.

The Client Satisfaction Survey shall be offered to each client during their hospitalization. The client will be asked to complete the survey and return it to the identified staff member.

In addition to the hospital -wide survey, discipline specific surveys will be included in the survey periodically.

Completed surveys shall be reviewed by the CEO/Leadership Team. Particular issues requiring in-depth evaluation shall be referred to the appropriate Service Chief, Service Director, or Office Director, as indicated.

Reports shall be developed for review by the Division of Mental Health/Developmental Disabilities/Addictive Diseases, Management Team, and the CSH's Leadership Team.

CSH shall promulgate specific procedures and responsibilities for developing, implementing and monitoring client satisfaction surveys.

**II. PROCEDURE: NA**

**APPROVED BY:**

**This policy was approved by the CEO and CMO in April 2008.**