

<p>York/Adams Drug and Alcohol Commission Treatment Policy and Procedure Manual</p>	<p>Number: C-18 Policy: Treatment Satisfaction Survey</p>
<p>Created: 11/2/22 Effective Date: 11/2/22</p>	<p>Page: 1 of 1</p>

I. Purpose:

The York/Adams Drug and Alcohol Commission is responsible to ensure all SCA funded individuals have an opportunity (ies) to provide treatment satisfaction feedback. To ensure this opportunity, the SCA may implement various methods of assurance to ensure individuals have this opportunity.

II. Policy:

Providers shall inform every individual that he/she can reach out to the SCA to provide satisfaction feedback.

The SCA may reach out several times a year to contracted providers to come in and meet with individuals; and/or contact individuals to conduct Treatment Satisfaction Surveys.

Individuals may be selected from various methods to include but not limited to the following:

- Contracted providers invoicing
- Weekly Outpatient Admission Reports submitted by contracted providers
- Monthly Reports submitted from cost reimbursed services provided

*****PLEASE NOTE THAT ALL INFORMATION COLLECTED SHALL REMAIN CONFIDENTIAL*****

III. Sharing Feedback Received:

All feedback received from individuals shall remain confidential in that names or identifying information will not be shared.

SCA staff shall share both negative and positive feedback with providers in a general sense. Our intent in sharing this feedback is to help providers recognize areas where they are doing well, and areas in which improvements may be necessary.

Approved By:

Audrey L. Gladfelter
YADAC Administrator

11/2/22
Date