



Current Status: Active

PolicyStat ID: 7442720



**Origination:** 03/2017  
**Effective:** 04/2020  
**Last Approved:** 04/2020  
**Last Revised:** 04/2020  
**Next Review:** 04/2021  
**Owner:** Margaret Keyes-Howard  
**Policy Area:** Customer Service  
**References:** MDHHS, MDHHS-EQR  
 STANDARD VI

## Provider Satisfaction Procedure

### PROCEDURE PURPOSE

To provide guidelines for the policy on Provider Satisfaction

### EXPECTED OUTCOME

It is expected that this procedure will identify the process which those responsible will participate and submit data related to Provider Satisfaction, this includes surveys, focus groups, forums, casual feedback, and other activity that solicits or receives feedback from Providers, Practitioners, DWIHN workforce related to the multi-level operational aspects and functions of DWIHN.

### PROCEDURE

- DWIHN will administer minimally an annual Provider Satisfaction Survey.
- Specific surveys that are subject to contractual requirements such as the Crisis Service Vendors will be given specific instructions for either validation or analysis purpose.
- Reports will be generated with applicable recommendations for process improvements. Managed Care Operations is responsible for analyzing the data in the Provider Survey and submitting the report to QISC.

### PROCEDURE MONITORING & STEPS

Who monitors this procedure:	Margaret Keyes-Howard-Team Lead
Department:	Customer Service
Frequency of monitoring:	Annually and as prescribed by Contractual Agreements
Reporting provided to:	Director of Customer Service, QISC Committee
<b>Comments:</b> This policy is associated with the <a href="#">Provider Satisfaction Policy</a> .	

## Attachments

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No Attachments

## Approval Signatures

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Approver	Date
Allison Smith: Project Manager, PMP	04/2020
Gail Parker	04/2020
Margaret Keyes-Howard	04/2020
Michele Vasconcellos: Director, Customer Service	01/2020