

## **POLICY**

The System Feedback Form is a standardized way for anyone in the Department of Alcohol and Drug Services (DADS) Adult System of Care to communicate to the Quality Improvement (QI) Division about quality issues within the system. Feedback (positive, neutral, or negative) is encouraged and vital to continuous quality improvement efforts.

Providers and individuals within the system are encouraged to discuss issues and work toward resolutions with each other, whenever possible. If a provider chooses to seek assistance from QI, the following are some examples of types of feedback that would be expected to arise: client complaints/concerns, system process problems, gaps in the range of services in the system, difficulties with the continuum of care process, and any other issues that seem to require QI involvement.

## **PROCEDURE**

### **All Providers**

Complete the System Feedback Form to process feedback or concerns about the system through the QI Division.

Fill in the form as completely and legibly as possible. Include the date you received the feedback or concern, your name and agency name, and whether the concern is related to a client issue, system issue, policy/procedure issue, Provider issue, or QI issue (check the applicable one on the form).

If the feedback is client related, include the client's name, telephone number, Unicare number, Social Security number, and date of birth, if possible. Indicate whether or not QI has been notified by telephone and the name of the QI Coordinator with whom you spoke. Write a brief description of the nature of the feedback or concern. If you have an expected outcome and/or would like a response from QI, indicate this in the "Summary Section" of the form.

Have your agency supervisor sign the form in the designated space (all Feedback Forms received by QI should be signed by the agency supervisor). The supervisor may make comments regarding the feedback/concern in the space provided. Fax the Feedback Form to the QI Division (408-947-8707).

### **QI Staff**

The QI Division will facilitate problem resolution, note the disposition/resolution at the bottom of the form and keep a record of the completed form at the QI Office. Upon request, a copy of the completed form will be given to the original Provider and to other provider(s) involved with the concern.