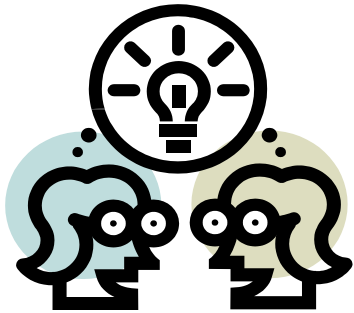


**WE APPRECIATE
YOUR WORDS OF
WISDOM.
PLEASE SHARE
THEM WITH US!**



**YOUR IDEAS ARE
IMPORTANT.
PASS THEM ON!**

NEWAYGO COUNTY MENTAL HEALTH

1049 NEWELL, PO BOX 867
WHITE CLOUD, MI 49349

PHONE: 231-689-7330
TOLL FREE: 800-968-7330

FAX: 231-689-7345
www.newaygocmh.org

**NEWAYGO COUNTY
MENTAL HEALTH**



**CONTRACTOR
SURVEY
DURING
NOVEMBER 2009**



**How You
RATED OUR
SERVICES!**

ADMINISTRATION AND ORGANIZATION

HOW SATISFIED ARE YOU WITH...

- ↑ CMH's negotiations with your organization. (100% - 91% last year.)
- ↑ The contract negotiation process used by CMH. (100% - 91% last year.)
- ↑ Timeliness of payment for services from CMH (100% - 92% last year.)
- ☺ The training provided by CMH to the staff of contractors. (100% - 100% last year)
- ☺ CMH's openness to your recommendations for changes in their contractual operations. (100% - 100% last year.)
- ☺ The amount of paperwork required by CMH. (100% - 100% last year)
- ☺ The accuracy of payment. (100% - 100% last year.)
- ☺ The ability to participate in quality management or quality assurance activities. (100% - 100% last year.)
- ☺ CMH's efforts to keep you informed about issues that may impact CMH or your organization (e.g., changes in funding, regulations). (100% - 100% last year.)

CLINICAL CARE

HOW SATISFIED ARE YOU WITH...

- ↑ The quality of care authorization process. (100% - improved from 92% last year)
- ☺ Customer service provided to consumers and their families. (100% - 100% last year.)
- ☺ How well consumers are informed regarding their rights as a mental health consumer. (100% - 100% last year.)
- ☺ Access to consultations relative to a specific client or episode with CMH staff. (100% - 100% last year.)
- ☺ The grievance and appeal procedures. (100% - 100% last year.)
- ☺ Customer services provided to contractors and office staff. (100% - 100% last year.)

COMMENTS:

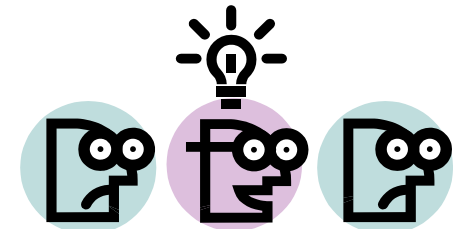
- Keep up the good work! It has been a pleasure working with you.
- A great Board and staff to work with, they maintain open lines of communication and are responsive to our needs. Very consumer and program oriented.
- I have been impressed with the clinicians at NCCMH, particularly (staff name), (staff name) and (staff name).

As always, return rates are important to us. We value what you have to say. For these results, 49 surveys were mailed and 27% (13) were returned.



Our Mission:

To improve and promote the quality of life of persons with, or at risk of, behavioral healthcare needs and/or developmental disabilities, who reside in Newaygo County and surrounding communities, by providing family and person-centered services.



For more results on this survey and others, please visit <http://www.cmhamm.org/>
