

Policy:

It is the purpose of this policy to establish a systematic approach to obtaining feedback from individuals supported and/or their guardians, regarding the quality and effectiveness of the services and supports provided to them by Mid-Missouri Supported Living. All feedback provided will be analyzed to identify common themes, areas of improvement needed, and to address any concerns noted by either individuals or their guardians.

Individual Meetings:

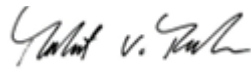
In the case of individuals who are able to provide feedback regarding their services and support, they will be given the opportunity to meet with their House Manager (HM) and/or Degreed Professional Manager (DPM) at least once monthly. Additionally, once annually, a member of the administration team will meet one-on-one with the individual, separate from the House Manager and ISL staff. All of these meetings will be documented and submitted to the administrative team for review, who will work with the HM and/or DPM to generate an action plan to address any concerns noted. Action plans will outline specific steps to be taken, with reasonable timelines, to address concerns and improve services.

Satisfaction Surveys:

In addition to monthly meetings with the individual supported, Mid-Missouri Supported Living will also solicit input from the individuals' guardians and family members who are involved in their care via a Satisfaction Survey, which will include both specific questions regarding the individual's care and open-ended questions, giving the respondent the opportunity to provide additional input. These Satisfaction Surveys will be sent out annually, around March 15th. Responses will be collected and reviewed by the administrative team, who will work with the HM, DPM, and possibly the survey respondent to generate an action plan to address any concerns noted. Action plans will outline specific steps to be taken, with reasonable timelines, to address concerns and improve services.

Comments:

All feedback provided by individuals supported and their guardians/family members will be treated with confidentiality and respect. Feedback will be used to drive continuous improvement efforts across all aspects of our services provided.



Approved by: _____

Robert Palmer, RN, BSN, Owner MMSL