

SATISFACTION AND OUTCOME SURVEYS
CHILDREN'S LONG TERM INPATIENT PROGRAMS (CLIP)

The CLIP programs are committed to providing effective, high quality services.

Each CLIP program continuously strives to improve all aspects of their program. To support these efforts, it is critically important that the program receive your feedback about the services that they provided to you and your child. The staff will encourage open dialog with you throughout your child's stay. In order to gather additional feedback, the CLIP programs designed a satisfaction survey to be administered at discharge, and an outcome survey to be administered approximately six months after discharge.

Your feedback will be used to help the program improve.

*** SATISFACTION SURVEY ***

- ↵ This survey is administered by the CLIP program's parent advocate (or designee) either in person or by telephone at the point of discharge of your child from the CLIP program.
- ↵ The survey questions were developed by parents and CLIP staff, keeping in mind that parents and families must be active, respected participants in their child's treatment.
- ↵ The survey asks you to rate how the program performed. For example, you will be asked to rate how much you agree with some of the following statements:

"The people helping my child asked for my ideas and opinions about my child's treatment."

"I believe my child made progress in treatment."

"I was included in developing my child's discharge plan."

*** OUTCOME SURVEY ***

- ↵ This survey is administered by the CLIP Administration, the state-funded independent organization that oversees admissions, discharges and quality of care in the CLIP programs. The survey is administered over the telephone approximately six months after your child's discharge.
- ↵ This survey asks some of the same questions that you were asked at the time of discharge. For example: "Rate the quality of the discharge plan..."
- ↵ To get information about how well things have gone since discharge, the interviewer will ask you about your child's current living arrangements, school involvement and ongoing treatment. For example, you will be asked whether your child is receiving outpatient mental health services, or whether they have been hospitalized for psychiatric care.

If you have any questions about the surveys, please ask the CLIP program staff.