

**NORTH COUNTRY COMMUNITY MENTAL HEALTH
NORTHERN AFFILIATION**

Policy Regarding Stakeholder Input

POLICY:

- A. The Affiliation is committed to providing quality services driven by stakeholder input. For processing input, three basic principles should always be present:
1. Listen to the stakeholder's input.
 2. Take action, as appropriate, on the input from stakeholders.
 3. Assess reaction by listening again.
 4. Feedback is provided to stakeholders.
- B. Input from stakeholder will be:
1. Suggestion forums (i.e., boxes, electronic) to always provide an avenue for stakeholders,
 2. Responded to in a timely and respectful manner,
 3. Tracked and analyzed for trends and areas for improvement, and
 4. Used in decision making and the development and improvement of organizational processes and services.
- C. Various mechanisms will be utilized to obtain input from stakeholders:
1. Consumer and family input will be obtained through a variety of means that include:
 - a. Establishing formal or informal meetings (i.e., focus groups and consumer advisory council);
 - b. Encouraging and promoting consumer and family representation at all levels, including the Board and improvement teams of the organization;
 - c. Assuring that individual service plans and meetings reflect a person-centered approach;
 - d. Surveying consumer satisfaction at least once a year from each service area;
 - e. Completing a follow-up survey with a sample of consumers leaving services;
 - f. Supporting consumer advocacy groups;
 - g. Conducting interviews with consumers and families;
 - h. Tracking access data to determining service needs;
 2. Advocacy groups input will be obtained through a variety of means that include:
 - a. Regular meetings with advocacy groups;
 - b. Advisory and planning committees;
 - c. Review of newsletters;
 - d. Comments at Mental Health Board meetings.

3. Staff input will be obtained through various mechanisms including:
 - a. Staff communications through supervisory channels;
 - b. Participation on unit, department or management meetings, workgroups, and/or teams;
 - c. Staff Forums with the CEOs;
 - d. Staff meetings;
 - e. Staff Surveys; and
 - f. Performance Evaluations.

4. Community input will be obtained through various mechanisms including:
 - a. Community forums/focus groups;
 - b. Bi-annual Community Needs Assessments
 - c. Multi-Purpose Collaborative Bodies
 - d. Representation on various committees.

5. Provider service input will be obtained through a variety of means that include:
 - a. Regular meetings;
 - b. Provider Orientations and trainings;
 - c. Board meetings;
 - d. Committees.

Approved by Operations Committee: June 18, 2002