

DMHAS Secret Shopper Initiative

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THE QUARTERLY PROVIDERS MEETING
JUNE 6, 2019
PRESENTERS: SUSANNE MILLS AND JOHN WHITE

Division of Mental Health & Addiction Services
wellnessrecoveryprevention



DMHAS Secret Shopper Initiative

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- SAMHSA Site Visit
- Assistant Commissioner Mielke's Request
- DMHAS Committee followed SAMHSA Format
- Callers are DMHAS staff members
- Currently including All Mental Health and Addiction Service Providers Throughout New Jersey
- Calling both Licensed and Contracted Services
- Shoppers are not calling Acute Care Services

Secret Shopper's Experience Form

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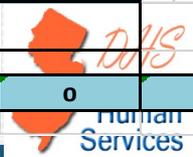
SECRET SHOPPER'S EXPERIENCE

Shopper's Name: _____ Name of Agency: _____
 Date: _____ Time: _____
 Agency Staff Person Taking the Call: _____ Service Level: _____

Directions: Enter 'X' in the appropriate cell.

PLEASE RATE THE FOLLOWING	Excellent	Very Good	Good	Fair	Poor	Does Not Apply
A. YOUR APPOINTMENT						
Ease of making appointment						
Appointment available within a reasonable amount of time						
B. STAFF						
The courtesy of the person who answered your call						
The helpfulness of the receptionist/office staff						
Willingness to listen to you						
Taking time to answer your questions						
Amount of time spent talking to you						
Explaining things in a way you could understand						
Showing respect for what you had to say						
Did the employee(s) you spoke to represent the agency well?						
C. COMMUNICATION WITH YOU						
Your phone call answered within 3 rings						
Clear and concise phone communication						
Call during office hours						
Was the employee professional, consumer-directed, accurate, appropriate, and knowledgeable about the agency's services?						
Did the employee give you information about the cost of services or Medicaid/Medicare Coverage?						
D. PRIORITY POPULATIONS (Substance Use Disorders Only)						
Did the employee know the agency admission priority listing?						
Did the employee mention if specialized services or referrals to specialized services were available? Can a pregnant woman bring her children? For example, were there groups for trauma and mental health diagnosis, child development, human immunodeficiency virus (HIV) etc.						
Was there onsite opioid treatment?						
E. INTERIM SERVICES (Substance Use Disorders Only)						
If no space was immediately available, did the employee give you information about the interim services available?						
Was clear information given about service set up and next steps?						
Total:	0	0	0	0	0	0

COMMENTS: _____
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Secret Shopper Action Steps

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- Shopper records phone experience
- System automatically tallies score
- Shopper documents remarks based on the call
- Two Team Advisors Review all completed questionnaires and pull comments
- Comments are placed in letter to Agency
- DMHAS is currently mailing letters to Agency CEO's describing experience of "Consumer" caller.



Current Areas of Concern

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- **Difficult to Make an Appointment**
- **Caller treated with Courtesy**
- **Time before Phone is Answered**
- **No Answer**
- **Caller Connected to Messaging System/Unable to Record Message**

Providing System Resources

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Staff Answering Phone Lines Direct Care Staff

- NJ Mental Health Cares
- ReachNJ
- MHANJ Peer Recovery Warmline
- NJ Hopeline
- DMHAS Ombudsman
- Addictions Complaint Line

AIM Statement

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An opportunity exists in the DMHAS 'Secret Shopper' initiative to improve the availability of behavioral health providers to answer consumers' questions about the accessibility of the services. This initiative will improve consumers' experience of care and help insure that they will gain access to needed behavioral health services.

Elements that Impact Customer Service

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- Staff
- Equipment
- Consumer
- System
- Policies/Regulations
- Method