



Dear Provider:

As in past years, the KCMHSAS Quality Monitoring Review (QMR) process includes a customer feedback component. We need your help arranging these interviews with KCMHSAS recipients. The process will vary depending on what kind of service is being reviewed and will be outlined by your specific service type in this letter. **All service providers** will be responsible for contacting recipients or their guardians to secure their permission to be interviewed. **Feel free to ask any KCMHSAS recipients who may be interested, even if their case file has not been selected as part of the clinical record review sample.** *Our goal is to interview at least five customers per service type and residential location reviewed.*

Attached, you will find the Participant Info Table. Please complete the form and fax it to Greg Paulsen at (269) 364-6989 or through encrypted email at gpaulsen@kazoozcmh.org **at least 7 business days prior to your scheduled QMR date.** Please note the new section on safety and communication. If there are any concerns noted, we may contact you for further information.

For **RESIDENTIAL SERVICE** providers, we anticipate that interviews can be completed in-person on the same day as your on-site QMR. For these interviews to be effective we will need several things from you. These include:

- Introductions to interested participants.
- Assistance with communication, if needed – your staff are the experts on how your customers communicate.
- A semi-private place for interviews. Good examples include the office or a dining or living area that is not currently being used by other residents. Resident bedrooms are not typically considered a good place for interviews.

For **PRIMARY SERVICE** programs such as CM/SC, we plan to interview customers on site. In order to do this, we will need:

- Appointments scheduled with customers at 20-minute intervals.
- Introductions to participants.
- Assistance with communication, if needed.
- An office or conference room in which to conduct interviews.

For **ANCILLARY SERVICE** programs, we will conduct interviews on-site if possible or via telephone if this is not practical. We will need:

- Appointments scheduled at 20-minute intervals **OR** contact information with preferred call times.
- Introductions to participants on-site **OR** calls placed to participants to ensure they are expecting a call from KCMHSAS Customer Service.
- Facilitation with communication if needed **OR** guardian/parent contact information if a customer is unable to participate in a phone interview.

If you have any questions regarding the interview process, please contact Greg Paulsen (Peer Support Specialist) at (269) 364-6987. We greatly appreciate your continuous efforts to support KCMHSAS quality improvement process.

Thank you

KCMHSAS QMR Team



QMR Interview Participant Info Table

Agency/Program Name: _____

Customer Name	Communication or Safety issues to consider for interview?	Name of Respondent (if different than customer i.e., Parent/Legal Guardian)	Phone Number ~ as necessary ~	Preferred Call Times ~ as necessary ~