

PROJECT NAME: New Directions Provider Satisfaction Survey

PROJECT LEAD: Marsha Dutcher, M.A.

TIMELINE: 2001 - 2003

CONTENT AREA:

FUNDER:

CLIENT: New Directions Behavioral Health, LLC

AUDIENCE:

RESEARCH

METHODOLOGY:

New Directions Behavioral Health (NDBH) is a full-service behavioral health organization based in the Kansas City area. NDBH provides managed behavioral health care and employee assistance services to 1.6 million Members nationwide, with a network of credentialed providers in all 50 states and selected international locations. Client companies include HMO, POS and PPO health plans, self-funded employers, union trusts, local and state governments, and employers across a broad spectrum of industries.

OVERVIEW:

NDBH retained Resource Development Institute (RDI) to evaluate Members satisfaction with services delivered by New Directions and mental health providers. Evaluation activities included preparation of survey forms, Scantron data entry, analysis and report writing.

LINKS: