

Mystery Shopper Study Results – Celebrating Excellent Performance!

West Michigan CMH recently participated in the Michigan Association of CMH Boards “Mystery Shopper” project.

For this project, Customer Services staff from CMHs across Michigan agreed to “mystery shop” other participating CMHs—that is, call posing as a new consumer or a member of the public seeking information. Mystery Shoppers use instructions, a review tool, and scenarios outlined by the Michigan Association of CMH Boards.

Results:

For the period of May 2014– August 2014, staff from 20 CMHs across the State of Michigan “mystery shopped” West Michigan CMH. WMCMH staff showed excellent performance on 8 out of 11 indicators (95% compliance or higher) and very good performance on 3 out of 11 indicators (90% performance).

Reviewer Comments:

- Did an awesome job answering questions and directing me to someone that could give me info.
- Excellent!
- Very helpful and friendly right when [she] answered the phone and answered all of my questions.
- Was very helpful.
- Her actions and voice tone were VERY helpful
- Answered all my questions thoroughly
- Was informative about ... What I liked most about the call is that [she] took an extra step and said that even in the event of a non-emergency if I was in a situation for which I needed assistance, to call the CMH number and they would help.
- Answered phone politely.
- Very accomodating and pleasant.
- Very helpful... and gave alternative options
- Very good information and delivered in a way that was rather easy to understand.
- Pleasant.
- Great call
- Helpful. Clear and pleasant.

If you have questions please contact Tracy Bonstell (5020) or Betsy Reed (5025).