

**Applied Behavioral Health Policy
 STAR Project - Mystery Shopper Update
 April 20, 2004
 STAR Change #4**

**Background
 (Methodology)**

As part of the evaluation process conducted by ABHP for the TERROS star project, regularly placed “mystery shopper” calls are being placed. Currently, these calls are being placed only to the Call Center at McDowell and the MESA Clinic. During these calls, ABHP employees present themselves as either a new or returning client in need of services, response to a personal crisis, or seeking some form of assistance. Upon completion of each call, the ABHP staff person complete a brief summary of their call using a prepared recording sheet, attached. While the original intent of these calls were to assess receptionists staff compliance with Motivational Interviewing consistent verbal behavior, the focus has shifted and broadened to incorporate a more holistic assessment of the degree of helpfulness, helpfulness, and overall customer orientation provided.

Progress to Date

Begin writing your report here.

Critical Dimension¹	Mean Score	
	Site #1	Site #2
Acceptance		
Collaboration		
Seeks Client Perspective		
Support’s Client’s Autonomy		
Helpfulness		
Courteousness		
Hopefulness		

¹ Each dimension rated on a 7-point Likert Scale, anchored at 4 = minimally acceptable/neutral; below 4 less than acceptable; above 4 greater than acceptable/neutral

**Applied Behavior Health Policy
 TERROS Star Project Change #4
 Mystery Shopper Rating Form**

Date:	Shopper:
Call Site: _____ McDowell _____ Mesa	Role Name:
Staff name:	Role: _____ New Client _____ Recurring Client
Begin:	Gender: _____ Female
End:	_____ Male
Total time:	Race/Ethnicity: _____ White _____ Hispanic
Hold time:	_____ A A _____ N A



Scale:	4 = acceptable or neutral 3 & below = degrees less than acceptable/neutral 5 & above = degrees greater than acceptable/neutral
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Acceptance	1	2	3	4	5	6	7
Collaboration	1	2	3	4	5	6	7
Seeks Client's Perspective	1	2	3	4	5	6	7
Supports Client's Autonomy	1	2	3	4 4	5	6	7
Helpfulness	1	2	3	4	5	6	7
Courteousness	1	2	3	4	5	6	7
Hopefulness	1	2	3	4	5	6	7

Summary & Comments:

Mystery Shopper - Operational Definitions

Variable	Low	High
Acceptance	Staff member consistently communicated non-acceptance, disregard, or disapproval of the client. They may be perceived as judgmental, harsh, disrespectful, labeling, or condescending.	Staff member consistently communicated acceptance and respect to the client. They may be perceived as warm and supportive, but the key attribute is to communicate unconditional positive regard for the client: Staff may have respected a client's opinions without agreeing with them. Staff may have accepted a client's choices without approving of them. Staff may have supported the client as a worthwhile human being without either condoning or condemning the client's actions and views.
Collaboration	The staff member confronted the client. An authoritarian and rigid stance was apparent and little effort was made to include the client's ideas about how the goal might be accomplished. This staff member viewed the client as deficient in some manner and attempted to provide what was missing, often using an "expert" stance to do so.	The staff member negotiated with the client and avoided an authoritarian stance. Staff member showed respect for a variety of ideas about how the goal could be reached and accepted differences between her ideal plan and what the client was willing to use. The staff member minimized power differentials and interacted with the client as a partner.
Seeks Client's Perspective	The staff member showed little or no interest in exploring the client's own reasons for the request being made by the client. She conveyed an attitude of suspicion or cynicism about the client. She focused on giving information and advice, educating the client or giving logical reasons for what "had to happen."	The staff member drew out the client's perspectives rather than "installing" the staff member's knowledge, insights and advice. She did not educate or give opinions without permission. She was curious and patient.
Supports Client's Autonomy	The staff member communicated a lack of acceptance that the client might not follow the clinic procedures. She conveyed a sense of urgency about the need to do something in a certain way, and used imperative language, telling the client what she "must" or "had to" do. Little emphasis or acknowledgment was given to the client's freedom of choice.	The staff member accepted that the client could choose what to do next. She emphasized the client's freedom of choice, and conveyed an understanding that the decision was the client's.

Helpfulness	Staff did not present practical solutions or offers of assistance in response to client's request or expressed interest.	Staff presented practical solutions or offers of assistance in response to client's request or expressed interest. If there was no practical solution available for the client's request there was an expression of understanding of how this might be a disappointment for the client.
Courteousness	Staff was more focused on getting something accomplished, getting to the "next thing", rather than the satisfaction of the customer. Staff was rude to client.	Staff displayed an orientation of customer satisfaction and politeness toward the caller.
Hopefulness	Staff conveyed a sense that things were the way they were and unlikely to change or get better.	Staff conveyed a sense of hope to the caller that things could get better.