

Consumer Satisfaction Survey Results

Survey Period: April 28 – May 2, 2014

San Diego County's Adult and Older Adult Behavioral Health Services (AOABHS):

Adult Mental Health Services

Consumer Satisfaction Survey Results

Survey Period: April 28 – May 2, 2014

Summary

Consumer Satisfaction

- 90.7% of consumers were generally satisfied with services received (as indicated by either having agreed or strongly agreed with the general satisfaction item).

Consumer Satisfaction: Trends Across Time

- Domain scores either slightly increased (greater percentage satisfied or very satisfied) or remained stable since the last survey period for all the domains except for Perception of Social Connectedness which decreased slightly from 73.9% to 72.4% since the last survey period.

Satisfaction by Level of Care

- Consumers who received Outpatient (OP) services had the highest mean scores for 4 of the 7 domains:
 - ✓ General Satisfaction
 - ✓ Perception of Access
 - ✓ Perception of Quality and Appropriateness
 - ✓ Perception of Participation in Treatment Planning
- Consumers who received ACT services reported higher percentages of satisfaction in the Perception of Functioning domain than did consumers receiving any of the other levels of care.
- Consumers who received CR services reported higher percentages of dissatisfaction in the following 3 domains than consumers receiving OP, ACT, CM, or Other services:
 - ✓ Perceptions of Outcome Services
 - ✓ Perception of Functioning
 - ✓ Perception of Social Connectedness

Total Number of Surveys Returned:
2,234

- 1,766 Completed
- 468 Not Completed

Satisfaction by Race/Ethnicity

- Hispanic persons had the highest mean scores of General Satisfaction compared to the other racial/ethnic groups (4.5 on a 5-point scale).
- Native American persons reported the highest proportion of satisfaction (and lowest proportion of dissatisfaction) among all racial/ethnic groups for the Perception of Quality and Appropriateness and Perception of Outcome Services domains.
- As compared to persons of other racial/ethnic backgrounds, African American persons reported the lowest proportion of satisfaction (and highest proportion of dissatisfaction) for the Perception of Outcome Services and the Perception of Social Connectedness domains.

Satisfaction by Age

- Older adults (ages 60+) reported the highest mean scores of General Satisfaction and the highest proportions of satisfaction (and lowest proportions of dissatisfaction) among all age groups for 6 out of the 7 domains:
 - ✓ General Satisfaction
 - ✓ Perception of Access
 - ✓ Perception of Quality and Appropriateness
 - ✓ Perception of Participation in Treatment Planning
 - ✓ Perception of Outcome Services
 - ✓ Perception of Functioning

Length of Services

- 58.1% of consumers who participated in the survey had been receiving behavioral health services for more than one year.

Arrests

- Among the 41.9% of consumers receiving services for less than one year, 63.5% reported encounters with police decreasing since they began to receive services for their mental health.
- Among the 58.1% of consumers receiving services for more than one year, 60.9% reported reduced encounters with police in the past year.

Consumer Demographics

- A slightly higher percentage of females (46.8%) participated in the April/May 2014 Consumer Satisfaction Survey than were represented in the overall AOABHS population for FY 2013-14 (45.2%).
- Each racial/ethnic group was represented in the April/May 2014 survey period, with White, Hispanic, and African American persons representing 86.2% of the total population surveyed.

Language Availability

- 96.6% of consumers reported services were provided in the language they prefer.

Reason for Involvement with Program

- 58.8% of persons who received mental health services reported that someone else recommended that they go.

Response Rate Summary

- The client response rate to the survey was 34% (excluding incomplete surveys).

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

April 28 – May 2, 2014 Survey Period

Health Services Research Center (MM, ST)

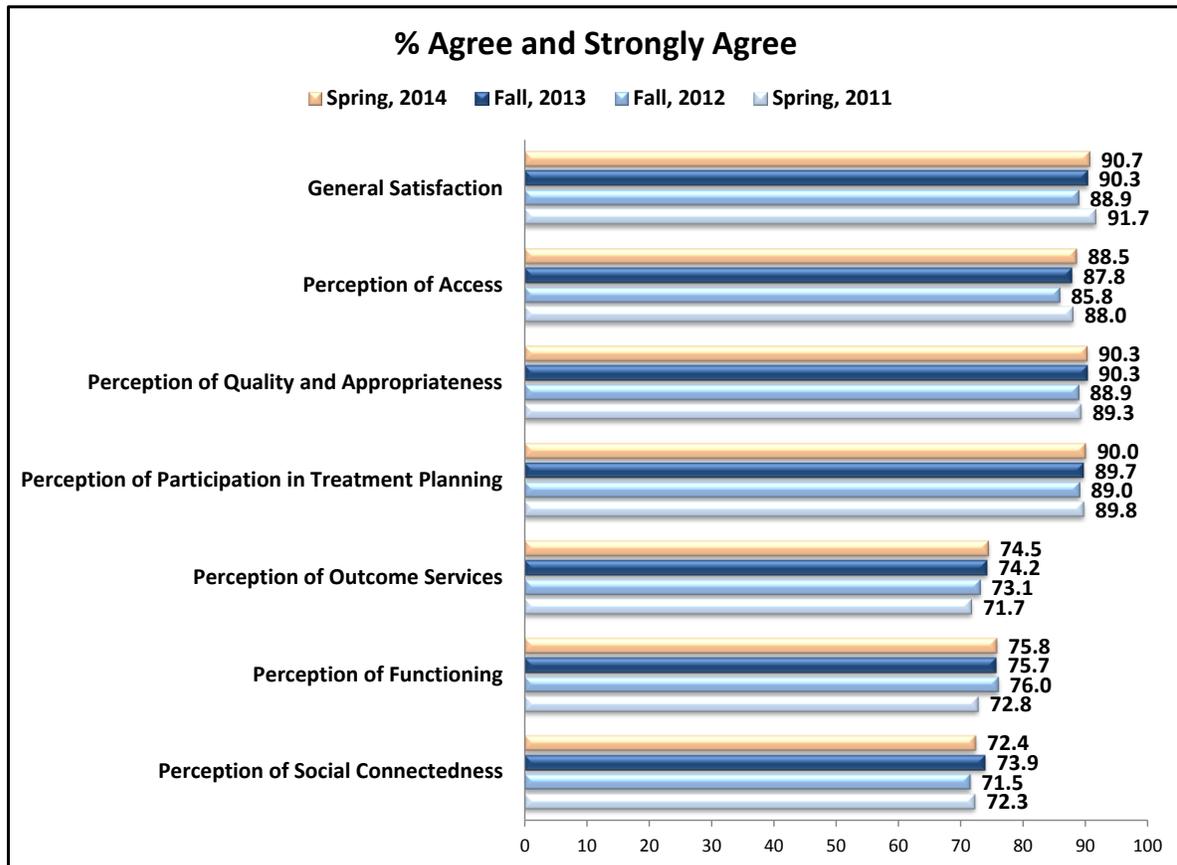
Date of Report: 8/20/2014

Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 1,764*)

DOMAIN	% below 3.5	% over 3.5	Mean
General Satisfaction (Items: 1-3)	9.3	90.7	4.4
Perception of Access (Items: 4-9)	11.5	88.5	4.2
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	9.7	90.3	4.3
Perception of Participation in Treatment Planning (Items: 11, 17)	10.0	90.0	4.2
Perception of Outcome Services (Items 21-28)	25.5	74.5	3.9
Perception of Functioning (Items: 29-32)	24.2	75.8	3.9
Perception of Social Connectedness (Items: 33-36)	27.6	72.4	3.8

Consumer Satisfaction: Trends Across Time



* The total number of responses for domains scores, in some cases, may not sum to the total number of completed surveys as the calculations were dictated by the statistical requirements of scoring algorithms that require a minimum number of responses in order to calculate a score.

Consumer Satisfaction (Item Responses: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 1,764*)

Questions based on services received in last 6 months	% Strongly Disagree/Disagree	% Agree/Strongly Agree
1. I like the services that I received here.	1.4	92.5
2. If I had other choices, I would still get services from this agency.	3.5	85.6
3. I would recommend this agency to a friend or family member.	2.5	90.4
4. The location of services was convenient (parking, public transportation, distance, etc.).	5.4	82.2
5. Staff were willing to see me as often as I felt it was necessary.	3.1	87.9
6. Staff returned my calls within 24 hours.	7.3	80.0
7. Services were available at times that were good for me.	3.2	88.8
8. I was able to get all the services I thought I needed.	4.1	84.8
9. I was able to see a psychiatrist when I wanted to.	7.9	78.5
10. Staff here believe that I can grow, change, and recover.	2.2	89.5
11. I felt comfortable asking questions about my treatment and medication.	2.6	90.2
12. I felt free to complain.	4.4	81.1
13. I was given information about my rights.	3.5	88.3
14. Staff encouraged me to take responsibility for how I live my life.	2.2	87.4
15. Staff told me what side effects to watch out for.	7.0	79.0
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	3.1	89.5
17. I, not staff, decided my treatment goals.	5.9	77.8
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	2.7	84.5
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	2.8	86.0
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	3.0	85.4

As a direct result of the services I received:	% Strongly Disagree/Disagree	% Agree/Strongly Agree
21. I deal more effectively with daily problems.	3.9	81.1
22. I am better able to control my life.	3.9	76.7
23. I am better able to deal with crisis.	5.0	75.8
24. I am getting along better with my family.	7.7	70.1
25. I do better in social situations.	9.3	66.8
26. I do better in school and/or work.	9.8	56.4
27. My housing situation has improved.	11.9	64.5
28. My symptoms are not bothering me as much.	13.6	65.8
29. I do things that are more meaningful to me.	6.7	72.0
30. I am better able to take care of my needs.	6.5	74.8
31. I am better able to handle things when they go wrong.	8.1	68.4
32. I am better able to do things that I want to do.	7.6	69.9
33. I am happy with the friendships I have.	8.9	69.6
34. I have people with whom I can do enjoyable things.	10.5	69.7
35. I feel I belong in my community.	12.2	61.5
36. In a crisis, I would have the support I need from family or friends.	10.3	72.9

* The total number of responses for domains scores, in some cases, may not sum to the total number of completed surveys as the calculations were dictated by the statistical requirements of scoring algorithms that require a minimum number of responses in order to calculate a score.

NOTE: The 3 highest percentages of “% Agree/Strongly Agree” are highlighted green. The 3 highest percentages of “% Strongly Disagree/Disagree” are highlighted red.

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

April 28 – May 2, 2014 Survey Period

Health Services Research Center (MM, ST)

Date of Report: 8/20/2014

Satisfaction by Level of Care

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

Means					
DOMAIN	OP	ACT	CM	CR	Other
	(N=957)	(N=594)	(N=94)	(N=61)	(N=58)
General Satisfaction	4.5	4.3	4.3	4.3	4.3
Perception of Access	4.3	4.1	4.2	4.1	4.1
Perception of Quality and Appropriateness	4.3	4.2	4.3	4.3	4.2
Perception of Participation in Treatment Planning	4.3	4.2	4.2	4.2	4.2
Perception of Outcome Services	3.9	4.0	3.9	3.9	3.9
Perception of Functioning	3.8	4.0	3.8	3.9	4.0
Perception of Social Connectedness	3.8	3.9	3.8	3.8	4.0

DOMAIN	% over 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	93.0	89.1	86.2	85.2	83.3
Perception of Access	91.3	85.4	90.4	82.0	80.0
Perception of Quality and Appropriateness	91.6	89.2	89.4	90.2	81.7
Perception of Participation in Treatment Planning	91.9	89.0	85.1	86.9	81.7
Perception of Outcome Services	72.5	77.7	78.5	70.5	71.7
Perception of Functioning	71.9	83.0	72.2	70.0	75.0
Perception of Social Connectedness	70.7	75.2	71.3	66.7	78.3

DOMAIN	% below 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	7.0	10.9	13.8	14.8	16.7
Perception of Access	8.7	14.6	9.6	18.0	20.0
Perception of Quality and Appropriateness	8.4	10.8	10.6	9.8	18.3
Perception of Participation in Treatment Planning	8.1	11.0	14.9	13.1	18.3
Perception of Outcome Services	27.5	22.3	21.5	29.5	28.3
Perception of Functioning	28.1	17.0	27.8	30.0	25.0
Perception of Social Connectedness	29.3	24.8	28.7	33.3	21.7

Legend	
OP	Outpatient
ACT	Assertive Community Treatment
CM	Case Management
CR	Crisis Residential
Other	Includes: Residential, Behavioral Health Court, and Prevention

NOTES: The total number of responses for domains scores, in some cases, may not sum to the total number of completed surveys as the calculations were dictated by the statistical requirements of scoring algorithms that require a minimum number of responses in order to calculate a score.

The 3 highest percentages of “% Agree/Strongly Agree” are highlighted green. The 3 highest percentages of “% Strongly Disagree/Disagree” are highlighted red.

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

April 28 – May 2, 2014 Survey Period

Health Services Research Center (MM, ST)

Date of Report: 8/20/2014

Satisfaction by Race/Ethnicity

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

DOMAIN	Means				
	White (N=817)	Hispanic (N=445)	African American (N=242)	Asian/ Pacific Is. (N=86)	Native American (N=19)
General Satisfaction	4.4	4.5	4.4	4.3	4.4
Perception of Access	4.2	4.2	4.3	4.1	4.2
Perception of Quality and Appropriateness	4.3	4.3	4.2	4.1	4.3
Perception of Participation in Treatment Planning	3.9	4.0	3.9	3.9	4.0
Perception of Outcome Services	3.9	4.0	3.9	3.9	3.9
Perception of Functioning	3.8	3.9	3.9	3.8	3.5
Perception of Social Connectedness	4.3	4.3	4.3	4.1	4.5

DOMAIN	% over 3.5				
	White	Hispanic	African American	Asian/ Pacific Is.	Native American
General Satisfaction	90.7	91.0	90.9	87.2	89.5
Perception of Access	88.5	87.4	89.3	88.4	84.2
Perception of Quality and Appropriateness	91.1	91.4	86.3	84.9	94.7
Perception of Participation in Treatment Planning	90.8	90.3	88.3	87.2	89.5
Perception of Outcome Services	75.6	74.5	72.1	76.7	84.2
Perception of Functioning	75.8	78.4	74.8	79.8	78.9
Perception of Social Connectedness	72.9	76.7	65.8	74.4	73.7

DOMAIN	% below 3.5				
	White	Hispanic	African American	Asian/ Pacific Is.	Native American
General Satisfaction	9.3	9.0	9.1	12.8	10.5
Perception of Access	11.5	12.6	10.7	11.6	15.8
Perception of Quality and Appropriateness	8.9	8.6	13.7	15.1	5.3
Perception of Participation in Treatment Planning	9.2	9.7	11.7	12.8	10.5
Perception of Outcome Services	24.4	25.5	27.9	23.3	15.8
Perception of Functioning	24.2	21.6	25.2	20.2	21.1
Perception of Social Connectedness	27.1	23.3	34.2	25.6	26.3

NOTES: Other (N = 92) and Unknown (N = 25) racial/ethnic categories are not displayed above.

The total number of responses for domains scores, in some cases, may not sum to the total number of completed surveys as the calculations were dictated by the statistical requirements of scoring algorithms that require a minimum number of responses in order to calculate a score.

The 3 highest percentages of “% Agree/Strongly Agree” are highlighted green. The 3 highest percentages of “% Strongly Disagree/Disagree” are highlighted red.

Satisfaction by Age

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

Means			
DOMAIN	18-24	25-59	60+
	(N=200)	(N=1,375)	(N=151)
General Satisfaction	4.4	4.4	4.5
Perception of Access	4.1	4.2	4.4
Perception of Quality and Appropriateness	4.3	4.3	4.4
Perception of Participation in Treatment Planning	4.3	4.2	4.4
Perception of Outcome Services	3.9	3.9	4.1
Perception of Functioning	4.0	3.9	4.1
Perception of Social Connectedness	4.0	3.8	4.0

DOMAIN	% over 3.5		
	18-24	25-59	60+
General Satisfaction	88.5	91.0	92.1
Perception of Access	87.0	88.6	90.8
Perception of Quality and Appropriateness	91.0	90.0	93.4
Perception of Participation in Treatment Planning	91.0	89.5	93.3
Perception of Outcome Services	74.2	74.0	79.7
Perception of Functioning	82.6	74.0	84.8
Perception of Social Connectedness	78.5	71.2	75.9

DOMAIN	% below 3.5		
	18-24	25-59	60+
General Satisfaction	11.5	9.0	7.9
Perception of Access	13.0	11.4	9.2
Perception of Quality and Appropriateness	9.0	10.0	6.6
Perception of Participation in Treatment Planning	9.0	10.5	6.7
Perception of Outcome Services	25.8	26.0	20.3
Perception of Functioning	17.4	26.0	15.2
Perception of Social Connectedness	21.5	28.8	24.1

NOTES: The total number of responses for domains scores, in some cases, may not sum to the total number of completed surveys as the calculations were dictated by the statistical requirements of scoring algorithms that require a minimum number of responses in order to calculate a score.

The 3 highest percentages of “% Agree/Strongly Agree” are highlighted green. The 3 highest percentages of “% Strongly Disagree/Disagree” are highlighted red.

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

April 28 – May 2, 2014 Survey Period

Health Services Research Center (MM, ST)

Date of Report: 8/20/2014

Length of Services

How long have you received services here? (N=1,629)	%
This is my first visit here.	3.8
I have had more than one visit but I have received services for less than one month.	5.0
1 - 2 months.	7.8
3 - 5 months.	10.7
6 months to 1 year.	14.6
More than 1 year.	58.1

Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services?	%	N
Yes	9.9	57
No	90.1	518
Were you arrested during the 12 months prior to that?	%	N
Yes	19.8	112
No	80.2	454
Since you began to receive mental health services, have your encounters with the police . . .	%	N
Been reduced	63.5	132
Stayed the same	27.4	57
Increased	9.1	19

Arrests: Services More than One Year

Were you arrested since you began to receive mental health services?	%	N
Yes	7.3	65
No	92.7	831
Were you arrested during the 12 months prior to that?	%	N
Yes	7.7	69
No	92.3	826
Since you began to receive mental health services, have your encounters with the police . . .	%	N
Been reduced	60.9	142
Stayed the same	30.0	70
Increased	9.0	21

Consumer Demographics

AOABHS April/May 2014 Survey Takers

Gender	%	N
Female	46.8	1,024
Male	53.1	1,161
Other/Unknown	0.1	3

All AOABHS Consumers in FY 2013-14

Gender	%	N
Female	45.2	19,561
Male	54.3	23,527
Other/Unknown	0.5	205

AOABHS April/May 2014 Survey Takers

Race/Ethnicity	%	N
White	48.6	1,064
Hispanic	24.1	527
African American	13.5	295
Asian/Pacific Islander	5.7	124
Native American	0.9	20
Other	5.9	129
Unknown	1.3	29

All AOABHS Consumers in FY 2013-14

Race/Ethnicity	%	N
White	45.7	19,765
Hispanic	22.5	9,746
African American	12.7	5,508
Asian/Pacific Islander	5.1	2,222
Native American	0.7	283
Other	4.7	2,015
Unknown	8.7	3,754

Data above includes all returned surveys from clients with valid Race/Ethnicity or Gender data in Anasazi (N=2,188).

Data Source: Anasazi download (7/2014).
NOTE: These data are preliminary and subject to change in the publication of the AOABHS Databook for FY 2013-14.

Language Availability

Were the services you received provided in the language you prefer?	%	N
Yes	96.6	1,541
No	3.4	54

Reason for Involvement with Program

What was the primary reason you became involved with this program?	%	N
I decided to come in on my own.	37.6	596
Someone else recommended that I come in.	58.8	932
I came in against my will.	3.5	56

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

April 28 – May 2, 2014 Survey Period

Health Services Research Center (MM, ST)

Date of Report: 8/20/2014

Consumer Satisfaction Survey Results

Response Rate Summary

APRIL/MAY 2014 SURVEY	
Total Number of Services Reported Per Program (during survey period)	9,283
Total Number of Clients Reported Per Program (during survey period)	5,119
Total Number of Surveys Received	2,234
Number of incomplete surveys received	468
Number of completed surveys received	1,766
Proportion of returned surveys completed	79%
Proportion of returned surveys incomplete	21%
BY SERVICE Response Rate including incompletes	24%
BY SERVICE Response Rate NOT including incompletes	19%
BY CLIENT Response Rate including incompletes	44%
BY CLIENT Response Rate NOT including incompletes	34%

