

Consumer Satisfaction Survey Results

Survey Period: May 11-15, 2015

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

Consumer Satisfaction Survey Results

Survey Period: May 11-15, 2015

Summary

Consumer Satisfaction

- 91.0% 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

- Consumer satisfaction scores were slightly higher this survey period for all the domains than they have been for the last four survey periods (with the exception of the Perception of Quality and Appropriateness domain which was higher than just the last survey period).

Satisfaction by Level of Care

- Consumers who received Outpatient (OP) services had the highest (or equally as high) mean scores for 3 of the 7 domains:
 - ✓ General Satisfaction
 - ✓ Perception of Access
 - ✓ Perception of Quality and Appropriateness
- Consumers who received Assertive Community Treatment (ACT) services reported the highest percentages (or equally as high) of satisfaction on the Perception of Functioning and Perception of Social Connectedness domains.
- Consumers who received Crisis Residential (CR) services reported higher percentages of dissatisfaction in the following 4 domains than consumers receiving OP, Assertive Community Treatment (ACT), Case Management (CM), or Other services:
 - ✓ Perceptions of Outcome Services
 - ✓ Perception of Quality and Appropriateness
 - ✓ Perception of Participation in Treatment Planning
 - ✓ Perception of Access

Total Number of Surveys Returned:

2,683

- 2,193 completed
- 490 incomplete*

*To calculate response rates, surveys were counted as incomplete if the survey had insufficient data to compute the "General Satisfaction" domain score of the MHSIP which meant that all 3 of the first 3 items of the questionnaire were missing.

NOTE: All surveys (complete and incomplete) were included in the aggregate analyses.

Satisfaction by Race/Ethnicity

- Hispanic persons had the highest (or equally as high) mean scores for all 7 domains compared to the other racial/ethnic groups.
- Asian/Pacific Islander persons reported the highest proportion of satisfaction among all racial/ethnic groups across all domains except for the General Satisfaction and Perception of Social Connectedness domains.
- As compared to persons of other racial/ethnic backgrounds, Native American persons reported the highest proportions of dissatisfaction for 4 out of the 7 domains: Perception of Access, Perception of Outcome Services, Perception of Functioning, and Perception of Social Connectedness.

Satisfaction by Age

- Transition Age Youth (ages 18-24) reported the highest mean scores (or equally as high) as the other age groups for the following 5 domains: Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, Perception of Outcomes Services, Perception of Functioning, and Perception of Social Connectedness.

Length of Services

- 63.4% of consumers who participated in the survey had been receiving mental health services with AOABHS for more than one year.

Arrests

- Among the 36.6% of consumers who received services for one year or less, 64.0% reported reduced encounters with police since they began receiving mental health services.
- Among the 63.4% of consumers receiving services for more than one year, 61.3% reported reduced encounters with police since they began receiving mental health services.

Consumer Demographics

- More than half (53.7%) of the consumers that participated in the May 2015 survey were male.
- Each racial/ethnic group was represented in the May 2015 survey period, with White, Hispanic, and African American persons representing 87.4% of the total population surveyed (45%, 30% and 13%, respectively).

Language Availability

- 97.4% of consumers reported that services were provided in the language they prefer.

Reason for Involvement with Program

- The majority (59%) of persons who received mental health services reported that someone else recommended that they go.

Response Rates

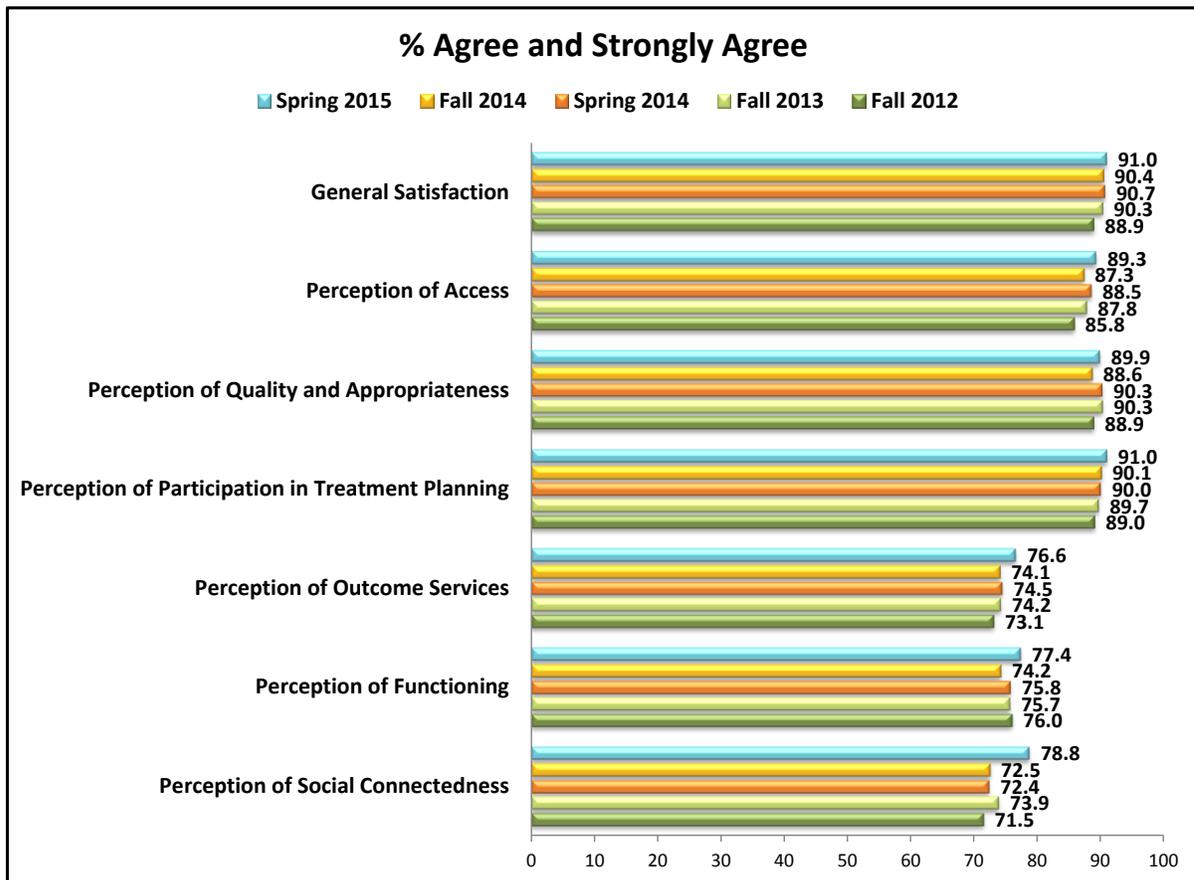
- 82% of clients who received “face to face” services during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 2,193*)

DOMAIN	% below 3.5	% over 3.5	Mean
General Satisfaction (Items: 1-3)	9.0	91.0	4.3
Perception of Access (Items: 4-9)	10.7	89.3	4.2
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	10.1	89.9	4.2
Perception of Participation in Treatment Planning (Items: 11, 17)	9.0	91.0	4.2
Perception of Outcome Services (Items 21-28)	23.4	76.6	3.8
Perception of Functioning (Items: 29-32)	22.6	77.4	3.8
Perception of Social Connectedness (Items: 33-36)	21.2	78.8	3.8

Consumer Satisfaction: Trends Across Time



* The total number of responses for domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

Consumer Satisfaction (Item Responses: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 2,193*)

Questions based on services received in last 6 months	% Disagree/ Strongly Disagree	% Agree/ Strongly Agree
1. I like the services that I received here.	2.3	91.1
2. If I had other choices, I would still get services from this agency.	4.9	85.3
3. I would recommend this agency to a friend or family member.	3.3	87.9
4. The location of services was convenient (parking, public transportation, distance, etc.).	6.0	82.9
5. Staff were willing to see me as often as I felt it was necessary.	3.7	85.7
6. Staff returned my calls within 24 hours.	7.1	78.9
7. Services were available at times that were good for me.	3.1	88.7
8. I was able to get all the services I thought I needed.	4.7	84.3
9. I was able to see a psychiatrist when I wanted to.	7.8	78.2
10. Staff here believe that I can grow, change, and recover.	2.3	87.4
11. I felt comfortable asking questions about my treatment and medication.	3.2	88.2
12. I felt free to complain.	6.3	79.7
13. I was given information about my rights.	4.0	86.1
14. Staff encouraged me to take responsibility for how I live my life.	2.7	87.0
15. Staff told me what side effects to watch out for.	7.7	78.3
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	3.1	87.8
17. I, not staff, decided my treatment goals.	6.8	77.0
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.6	83.1
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	3.8	85.9
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	4.2	83.4

As a direct result of the services I received:	% Disagree/ Strongly Disagree	% Agree/ Strongly Agree
21. I deal more effectively with daily problems.	5.0	77.8
22. I am better able to control my life.	5.9	74.5
23. I am better able to deal with crisis.	6.8	73.4
24. I am getting along better with my family.	8.7	70.6
25. I do better in social situations.	10.0	65.0
26. I do better in school and/or work.	12.5	57.2
27. My housing situation has improved.	12.7	63.4
28. My symptoms are not bothering me as much.	15.0	61.5
29. I do things that are more meaningful to me.	9.2	68.8
30. I am better able to take care of my needs.	8.4	71.1
31. I am better able to handle things when they go wrong.	10.6	66.0
32. I am better able to do things that I want to do.	10.6	67.0
33. I am happy with the friendships I have.	9.8	71.6
34. I have people with whom I can do enjoyable things.	10.1	70.9
35. I feel I belong in my community.	13.4	62.8
36. In a crisis, I would have the support I need from family or friends.	10.0	74.0

* The total number of responses for domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

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

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

May 11-15, 2015 Survey Period
Health Services Research Center (MM, ST)
Report Date: 10/28/2015

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=1,372)	(N=908)	(N=299)	(N=60)	(N=44)
General Satisfaction	4.4	4.2	4.2	4.4	4.3
Perception of Access	4.3	4.0	4.2	4.1	4.2
Perception of Quality and Appropriateness	4.3	4.1	4.2	4.2	4.2
Perception of Participation in Treatment Planning	4.2	4.1	4.2	4.2	4.3
Perception of Outcome Services	3.8	3.9	3.9	4.0	4.0
Perception of Functioning	3.8	3.9	3.9	4.0	4.0
Perception of Social Connectedness	3.8	3.8	3.9	4.1	3.9

DOMAIN	% over 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	93.3	88.9	87.6	88.3	88.6
Perception of Access	91.5	86.0	90.6	85.0	86.4
Perception of Quality and Appropriateness	92.0	87.7	89.6	81.7	84.1
Perception of Participation in Treatment Planning	92.1	90.1	90.3	83.3	90.9
Perception of Outcome Services	73.2	80.7	79.9	71.7	81.8
Perception of Functioning	73.7	81.6	81.6	78.3	75.0
Perception of Social Connectedness	77.1	81.1	80.3	78.3	72.7

DOMAIN	% below 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	6.7	11.1	12.4	11.7	11.4
Perception of Access	8.5	14.0	9.4	15.0	13.6
Perception of Quality and Appropriateness	8.0	12.3	10.4	18.3	15.9
Perception of Participation in Treatment Planning	7.9	9.9	9.7	16.7	9.1
Perception of Outcome Services	26.8	19.3	20.1	28.3	18.2
Perception of Functioning	26.3	18.4	18.4	21.7	25.0
Perception of Social Connectedness	22.9	18.9	19.7	21.7	27.3

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 domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

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

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

May 11-15, 2015 Survey Period

Health Services Research Center (MM, ST)

Report Date: 10/28/2015

Satisfaction by Race/Ethnicity

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

DOMAIN	Means				
	White (N=1,060)	Hispanic (N=707)	African American (N=315)	Asian/ Pacific Is. (N=152)	Native American (N=21)
General Satisfaction	4.3	4.4	4.4	4.3	4.1
Perception of Access	4.1	4.2	4.2	4.2	4.0
Perception of Quality and Appropriateness	4.2	4.3	4.2	4.2	4.0
Perception of Participation in Treatment Planning	4.1	4.2	4.2	4.2	4.1
Perception of Outcome Services	3.8	3.9	3.9	3.8	3.6
Perception of Functioning	3.8	3.9	3.9	3.9	3.7
Perception of Social Connectedness	3.8	3.9	3.9	3.8	3.4

DOMAIN	% over 3.5				
	White	Hispanic	African American	Asian/ Pacific Is.	Native American
General Satisfaction	89.2	91.5	90.8	90.8	90.5
Perception of Access	87.4	88.8	90.5	91.4	85.7
Perception of Quality and Appropriateness	89.2	89.8	89.2	93.4	90.5
Perception of Participation in Treatment Planning	89.9	91.5	90.5	93.4	90.5
Perception of Outcome Services	75.2	78.6	76.8	79.6	71.4
Perception of Functioning	76.5	78.5	80.0	80.3	66.7
Perception of Social Connectedness	77.0	79.2	81.3	80.3	66.7

DOMAIN	% below 3.5				
	White	Hispanic	African American	Asian/ Pacific Is.	Native American
General Satisfaction	10.8	8.5	9.2	9.2	9.5
Perception of Access	12.6	11.2	9.5	8.6	14.3
Perception of Quality and Appropriateness	10.8	10.2	10.8	6.6	9.5
Perception of Participation in Treatment Planning	10.1	8.5	9.5	6.6	9.5
Perception of Outcome Services	24.8	21.4	23.2	20.4	28.6
Perception of Functioning	23.5	21.5	20.0	19.7	33.3
Perception of Social Connectedness	23.0	20.8	18.7	19.7	33.3

NOTES: Other (N = 105) and Unknown (N = 21) racial/ethnic categories are not displayed above.

The total number of responses for domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

The highest percentages of “% Agree/Strongly Agree” are highlighted green. The 3 highest percentages of “% Disagree/ Strongly 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=291)	(N=1,794)	(N=296)
General Satisfaction	4.2	4.3	4.3
Perception of Access	4.1	4.2	4.2
Perception of Quality and Appropriateness	4.2	4.2	4.2
Perception of Participation in Treatment Planning	4.2	4.2	4.2
Perception of Outcome Services	3.9	3.8	3.8
Perception of Functioning	3.9	3.8	3.8
Perception of Social Connectedness	3.9	3.8	3.8

DOMAIN	% over 3.5		
	18-24	25-59	60+
General Satisfaction	91.1	90.5	89.9
Perception of Access	86.6	89.5	89.5
Perception of Quality and Appropriateness	90.0	89.7	91.6
Perception of Participation in Treatment Planning	90.7	91.0	91.9
Perception of Outcome Services	75.3	76.8	77.0
Perception of Functioning	78.0	77.6	76.0
Perception of Social Connectedness	77.7	78.4	80.7

DOMAIN	% below 3.5		
	18-24	25-59	60+
General Satisfaction	8.9	9.5	10.1
Perception of Access	13.4	10.5	10.5
Perception of Quality and Appropriateness	10.0	10.3	8.4
Perception of Participation in Treatment Planning	9.3	9.0	8.1
Perception of Outcome Services	24.7	23.2	23.0
Perception of Functioning	22.0	22.4	24.0
Perception of Social Connectedness	22.3	21.6	19.3

NOTES: The total number of responses for domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

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

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

May 11-15, 2015 Survey Period

Health Services Research Center (MM, ST)

Report Date: 10/28/2015

Length of Services

How long have you received services here? (N=2,058)	%	N
This is my first visit here.	3.3	68
I have had more than one visit but I have received services for less than one month.	4.1	84
1 - 2 months.	7.4	152
3 - 5 months.	9.6	197
6 months to 1 year.	12.3	253
More than 1 year.	63.4	1,304

Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services?	%	N
Yes.	9.6	61
No.	90.4	572
Were you arrested during the 12 months prior to that?	%	N
Yes.	18.8	118
No.	81.2	510
Since you began to receive mental health services, have your encounters with the police . . . ?	%	N
Been reduced.	64.0	128
Stayed the same.	24.0	48
Increased.	12.0	24

Arrests: Services More than One Year

Were you arrested since you began to receive mental health services?	%	N
Yes.	5.6	69
No.	94.4	1,153
Were you arrested during the 12 months prior to that?	%	N
Yes.	7.9	96
No.	92.1	1,125
Since you began to receive mental health services, have your encounters with the police . . . ?	%	N
Been reduced.	61.3	190
Stayed the same.	25.8	80
Increased.	12.9	40

NOTE: Percentages in the tables above may not add up to 100% due to rounding.

Consumer Demographics

AOABHS May 2015 Survey Takers

Gender	%	N
Female	46.2	1,101
Male	53.7	1,279
Other/Unknown	0.0	1

All AOABHS Consumers in FY 2014-15

Gender	%	N
Female	47.2	11,369
Male	52.5	12,657
Other/Unknown	0.3	67

AOABHS May 2015 Survey Takers

Race/Ethnicity	%	N
White	44.5	1,060
Hispanic	29.7	707
African American	13.2	315
Asian/Pacific Islander	6.4	152
Native American	0.9	21
Other	4.4	105
Unknown	0.9	21

All AOABHS Consumers in FY 2014-15

Race/Ethnicity	%	N
White	45.1	10,876
Hispanic	22.5	5,429
African American	12.6	3,026
Asian/Pacific Islander	6.1	1,463
Native American	0.7	167
Other	4.6	1,117
Unknown	8.4	2,015

Data above includes all returned surveys from clients with valid Race/Ethnicity or Gender data in CCBH (N=2,381).

Data Source: CCBH download (7/2015).
NOTE: These data are preliminary and subject to change in the publication of the AOABHS Databook for FY 2014-15.

Language Availability

Were the services you received provided in the language you prefer?	%	N
Yes.	97.4	1,936
No.	2.6	51

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.	35.1	698
Someone else recommended that I come in.	59.0	1,173
I came in against my will.	5.9	117

NOTE: Percentages in the tables above may not add up to 100% due to rounding.

Response Rates

MAY 2015 SURVEY	
Total Number of Visits Reported Across Programs (during survey period)	4,644
Total Number of Clients Who Received Services Across Programs (during survey period)	3,771
Total Number of Surveys Received	2,683
Number of Incomplete Surveys Received	490
Number of Completed Surveys Received	2,193
Proportion of Returned Surveys Completed	82%
Proportion of Returned Surveys Incomplete*	18%
BY VISIT Response Rate Including Incompletes	58%
BY VISIT Response Rate NOT Including Incompletes	47%
BY CLIENT Response Rate Including Incompletes	71%
BY CLIENT Response Rate NOT Including Incompletes	58%

*To calculate response rates, surveys were counted as incomplete if the survey had insufficient data to compute the “General Satisfaction” domain score of the MHSIP which meant that all 3 of the first 3 items of the questionnaire were missing.

NOTE: All surveys (complete and incomplete) were included in the aggregate analyses.

