

Consumer Satisfaction Survey Results

Survey Period: May 16-20, 2016

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 16-20, 2016

Summary

Consumer Satisfaction

- 89% of consumers were generally satisfied with services received (as indicated by either having agreed or strongly agreed with general satisfaction domain).

Consumer Satisfaction: Trends Across Time

- Consumer satisfaction scores were slightly lower across all domains in the Spring 2016 survey period as compared to the Fall 2015 survey period, except for Perception of Functioning.

Satisfaction by Level of Care

- Across all levels of care, means were higher for the General Satisfaction domain, with individuals receiving Other and Outpatient (OP) services giving the highest ratings.
- Consumers who received Crisis Residential (CR) services reported higher percentages of dissatisfaction in the following three domains than consumers receiving Outpatient (OP), Assertive Community Treatment (ACT), Case Management (CM), or Other services:
 - ✓ Perceptions of Outcome Services
 - ✓ Perception of Functioning
 - ✓ Perception of Social Connectedness

Satisfaction by Race/Ethnicity

- Native American persons had higher mean scores than any other racial/ethnic group for the Perception of Quality and Appropriateness, and Perception of Social Connectedness domains.
- Native American persons reported the highest proportion of satisfaction among all racial/ethnic groups in Perception of Access, Perception of Quality and Appropriateness, and Perception of Participation in Treatment Planning.

Total Number of
Surveys Returned:
2,626

- 2,178 completed
- 448 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 three of the first three items of the questionnaire were missing.*

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

- As compared to persons of other racial/ethnic backgrounds, African American persons reported the highest proportions of dissatisfaction for five out of the seven domains: Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, Perception of Outcome Services, Perception of Functioning, and Perception of Social Connectedness.

Satisfaction by Age

- All age ranges have equally as high mean scores for three out of the seven domains: Perception of Access, Perception of Outcome Services, and Perception of Functioning.
- Older Adults reported the highest (or equally as high) proportion of satisfaction in six out of the seven domains: General Satisfaction, Perception of Access, Perception of Participation in Treatment Planning, Perception of Outcome Services, Perception of Functioning, and Perception of Social Connectedness.

Length of Services

- 62% of consumers who participated in the survey had been receiving mental health services with AOABHS for more than one year.

Arrests

- Among the 38% of consumers who received services for one year or less, 70% reported reduced encounters with police since they began receiving mental health services.
- Among the 62% of consumers who received services for more than one year, 61% reported reduced encounters with police since they began receiving mental health services.

Consumer Demographics

- About half (52%) of the consumers that participated in the Spring 2016 survey were male.
- Each racial/ethnic group was represented in the Spring 2016 survey period, with White, Hispanic, and African American persons representing 86% of the total population surveyed (44%, 28%, and 14%, respectively).

Language Availability

- 97% 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

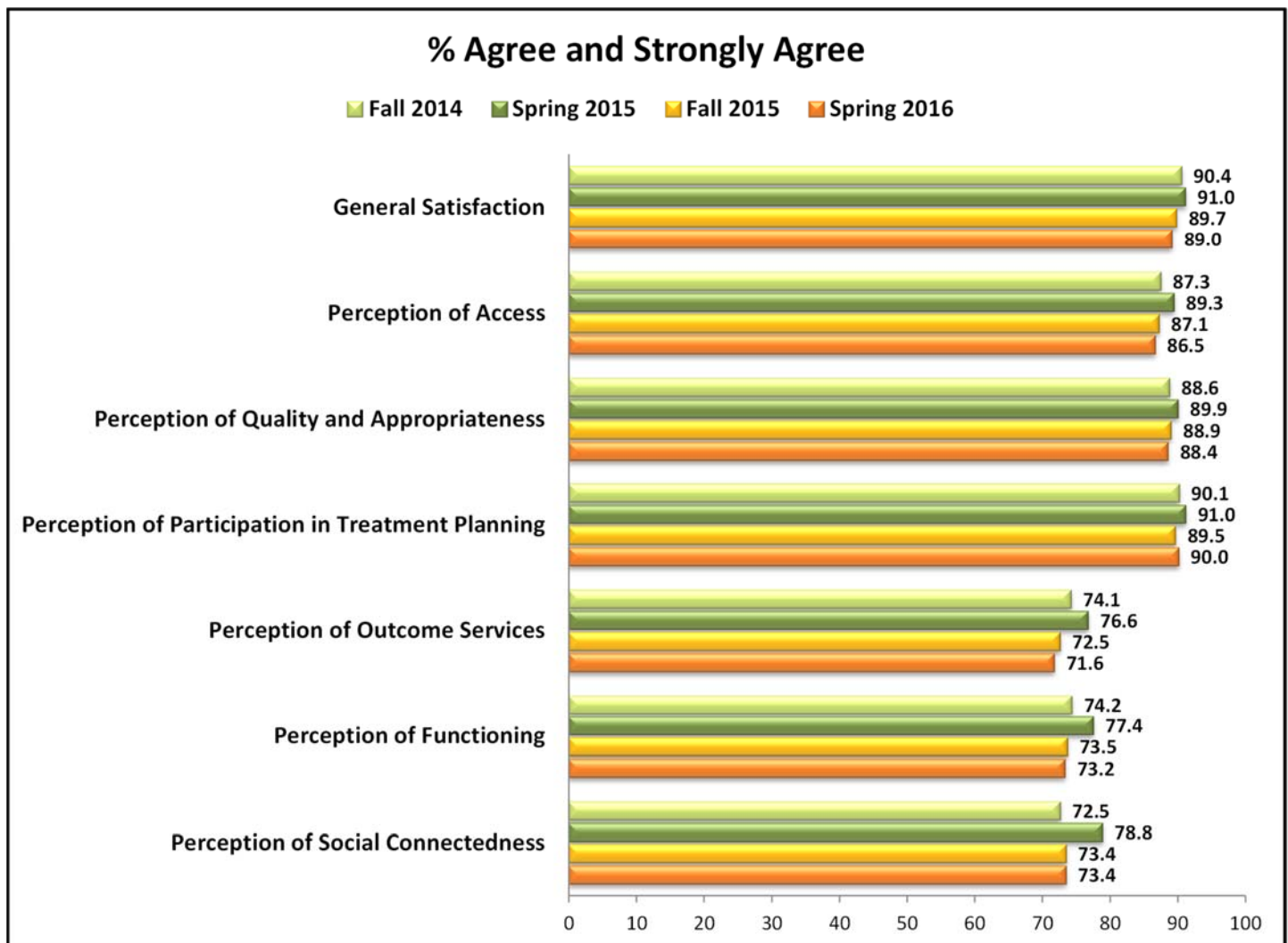
- 83% of clients who received “face to face” services during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 2,178*)

DOMAIN	% below 3.5	% over 3.5	Mean
General Satisfaction (Items: 1-3)	11.0	89.0	4.4
Perception of Access (Items: 4-9)	13.5	86.5	4.2
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	11.6	88.4	4.3
Perception of Participation in Treatment Planning (Items: 11, 17)	10.0	90.0	4.2
Perception of Outcome Services (Items: 21-28)	28.4	71.6	3.9
Perception of Functioning (Items: 29-32)	26.8	73.2	3.9
Perception of Social Connectedness (Items: 33-36)	26.6	73.4	3.9

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, sufficient data to calculate the other domain scores may not have been available for all respondents.

Consumer Satisfaction (Item Responses: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 2,178*)

	% Disagree/ Strongly Disagree	% Agree/ Strongly Agree
Questions based on services received in last 6 months		
1. I like the services that I received here.	1.9	89.7
2. If I had other choices, I would still get services from this agency.	4.7	85.3
3. I would recommend this agency to a friend or family member.	3.3	87.5
4. The location of services was convenient (parking, public transportation, distance, etc.).	6.0	82.7
5. Staff were willing to see me as often as I felt it was necessary.	4.5	85.7
6. Staff returned my calls within 24 hours.	8.4	78.1
7. Services were available at times that were good for me.	3.8	87.9
8. I was able to get all the services I thought I needed.	5.5	84.2
9. I was able to see a psychiatrist when I wanted to.	7.3	78.8
10. Staff here believe that I can grow, change, and recover.	2.2	88.3
11. I felt comfortable asking questions about my treatment and medication.	3.2	89.6
12. I felt free to complain.	4.8	80.7
13. I was given information about my rights.	3.0	87.4
14. Staff encouraged me to take responsibility for how I live my life.	2.9	87.5
15. Staff told me what side effects to watch out for.	8.5	78.1
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	3.3	87.7
17. I, not staff, decided my treatment goals.	5.4	79.7
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	3.1	84.4
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	3.4	85.3
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	3.8	84.4

	% Disagree/ Strongly Disagree	% Agree/ Strongly Agree
As a direct result of the services I received:		
21. I deal more effectively with daily problems.	4.4	78.4
22. I am better able to control my life.	5.1	75.8
23. I am better able to deal with crisis.	6.1	74.8
24. I am getting along better with my family.	8.2	70.4
25. I do better in social situations.	9.4	66.4
26. I do better in school and/or work.	12.5	55.6
27. My housing situation has improved.	13.9	62.2
28. My symptoms are not bothering me as much.	13.6	63.0
29. I do things that are more meaningful to me.	8.0	69.8
30. I am better able to take care of my needs.	7.4	72.7
31. I am better able to handle things when they go wrong.	9.5	68.7
32. I am better able to do things that I want to do.	10.3	68.6
33. I am happy with the friendships I have.	9.0	71.0
34. I have people with whom I can do enjoyable things.	9.6	71.4
35. I feel I belong in my community.	12.8	63.2
36. In a crisis, I would have the support I need from family or friends.	9.6	73.7

* 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, sufficient data to calculate the other domain scores may not have been available for all respondents.

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

Satisfaction by Level of Care

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

DOMAIN	Means				
	OP (N=1,184)	ACT (N=716)	CM (N=183)	CR (N=79)	Other (N=464)
General Satisfaction	4.5	4.2	4.3	4.2	4.6
Perception of Access	4.3	4.0	4.3	4.0	4.3
Perception of Quality and Appropriateness	4.3	4.1	4.3	4.2	4.5
Perception of Participation in Treatment Planning	4.3	4.1	4.3	4.3	4.4
Perception of Outcome Services	3.9	3.9	4.0	3.7	4.1
Perception of Functioning	3.8	3.9	4.0	3.7	4.1
Perception of Social Connectedness	3.9	3.9	3.9	3.7	4.0

DOMAIN	% over 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	92.7	83.8	88.0	83.5	90.0
Perception of Access	89.9	81.1	89.6	75.9	90.0
Perception of Quality and Appropriateness	91.4	83.8	90.6	78.5	95.0
Perception of Participation in Treatment Planning	91.7	87.4	90.4	86.1	95.0
Perception of Outcome Services	70.4	72.9	79.9	56.4	80.0
Perception of Functioning	71.0	77.2	77.9	57.1	84.2
Perception of Social Connectedness	73.1	74.2	78.4	61.0	72.2

DOMAIN	% below 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	7.3	16.2	12.0	16.5	10.0
Perception of Access	10.1	18.9	10.4	24.1	10.0
Perception of Quality and Appropriateness	8.6	16.2	9.4	21.5	5.0
Perception of Participation in Treatment Planning	8.3	12.6	9.6	13.9	5.0
Perception of Outcome Services	29.6	27.1	20.1	43.6	20.0
Perception of Functioning	29.0	22.8	22.1	42.9	15.8
Perception of Social Connectedness	26.9	25.8	21.6	39.0	27.8

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, sufficient data to calculate the other domain scores may not have been available for all respondents.

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

Satisfaction by Race/Ethnicity

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

DOMAIN	Means				
	White (N=1,164)	Hispanic (N=725)	African American (N=364)	Asian/ Pacific Is. (N=185)	Native American (N=28)
General Satisfaction	4.3	4.4	4.3	4.5	4.4
Perception of Access	4.1	4.3	4.2	4.3	4.5
Perception of Quality and Appropriateness	4.2	4.3	4.2	4.3	4.6
Perception of Participation in Treatment Planning	3.9	4.0	3.8	4.0	4.1
Perception of Outcome Services	3.8	4.0	3.8	4.0	4.2
Perception of Functioning	3.8	4.0	3.8	4.0	4.2
Perception of Social Connectedness	4.2	4.3	4.2	4.3	4.6

DOMAIN	% over 3.5				
	White	Hispanic	African American	Asian/ Pacific Is.	Native American
General Satisfaction	87.0	92.0	88.2	91.9	88.0
Perception of Access	83.8	89.5	84.2	90.0	100.0
Perception of Quality and Appropriateness	88.2	89.7	83.9	90.5	100.0
Perception of Participation in Treatment Planning	89.0	91.4	87.9	92.4	96.0
Perception of Outcome Services	70.0	75.4	67.5	77.7	72.0
Perception of Functioning	72.3	76.0	71.6	78.4	87.5
Perception of Social Connectedness	71.7	78.7	67.2	79.5	75.0

DOMAIN	% below 3.5				
	White	Hispanic	African American	Asian/ Pacific Is.	Native American
General Satisfaction	13.0	8.0	11.8	8.1	12.0
Perception of Access	16.2	10.5	15.8	10.0	0.0
Perception of Quality and Appropriateness	11.8	10.3	16.1	9.5	0.0
Perception of Participation in Treatment Planning	11.0	8.6	12.1	7.6	4.0
Perception of Outcome Services	30.0	24.6	32.5	22.3	28.0
Perception of Functioning	27.7	24.0	28.4	21.6	12.5
Perception of Social Connectedness	28.3	21.3	32.8	20.5	25.0

NOTES: Other (N = 112) and Unknown (N = 31) 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, sufficient data to calculate the other domain scores may not have been available for all respondents.

The 3 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

DOMAIN	Means		
	18-25 (N=336)	26-59 (N=1,931)	60+ (N=359)
General Satisfaction	4.3	4.4	4.4
Perception of Access	4.2	4.2	4.2
Perception of Quality and Appropriateness	4.3	4.3	4.2
Perception of Participation in Treatment Planning	4.3	4.2	4.3
Perception of Outcome Services	3.9	3.9	3.9
Perception of Functioning	3.9	3.9	3.9
Perception of Social Connectedness	3.9	3.9	3.8

DOMAIN	% over 3.5		
	18-25	26-59	60+
General Satisfaction	88.9	88.7	91.1
Perception of Access	86.3	86.5	86.5
Perception of Quality and Appropriateness	89.7	88.2	88.3
Perception of Participation in Treatment Planning	90.1	89.7	91.8
Perception of Outcome Services	73.7	70.6	75.0
Perception of Functioning	76.7	72.0	77.1
Perception of Social Connectedness	75.1	72.9	75.1

DOMAIN	% below 3.5		
	18-25	26-59	60+
General Satisfaction	11.1	11.3	8.9
Perception of Access	13.7	13.5	13.5
Perception of Quality and Appropriateness	10.3	11.8	11.7
Perception of Participation in Treatment Planning	9.9	10.3	8.2
Perception of Outcome Services	26.3	29.4	25.0
Perception of Functioning	23.3	28.0	22.9
Perception of Social Connectedness	24.9	27.1	24.9

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, sufficient data to calculate the other domain scores may not have been available for all respondents.

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

Length of Services

How long have you received services here? (N=2,003)	%	N
This is my first visit here.	4%	71
I have had more than one visit but I have received services for less than one month.	5%	106
1 - 2 months.	8%	167
3 - 5 months.	9%	172
6 months to 1 year.	12%	241
More than 1 year.	62%	1,246

Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services?	%	N
Yes.	11%	71
No.	89%	553
Were you arrested during the 12 months prior to that?	%	N
Yes.	18%	111
No.	82%	505
Since you began to receive mental health services, have your encounters with the police ...?	%	N
Been reduced.	70%	176
Stayed the same.	23%	58
Increased.	7%	18

Arrests: Services More than One Year

Were you arrested since you began to receive mental health services?	%	N
Yes.	7%	79
No.	93%	1,118
Were you arrested during the 12 months prior to that?	%	N
Yes.	10%	114
No.	90%	1,081
Since you began to receive mental health services, have your encounters with the police ...?	%	N
Been reduced.	61%	173
Stayed the same.	29%	82
Increased.	10%	27

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

Consumer Demographics

AOABHS Spring 2016 Survey Takers

Gender	%	N
Female	47%	1,244
Male	52%	1,363
Other/Unknown	<1%	2

All AOABHS Consumers in FY 2015-16

Gender	%	N
Female	49%	5,471
Male	50%	5,567
Other/Unknown	<1%	47

AOABHS Spring 2016 Survey Takers

Race/Ethnicity	%	N
White	45%	1,164
Hispanic	28%	725
African American	14%	364
Asian/Pacific Islander	7%	185
Native American	1%	28
Other	4%	112
Unknown	1%	31

All AOABHS Consumers in FY 2015-16

Race/Ethnicity	%	N
White	44%	4,871
Hispanic	26%	2,844
African American	12%	1,313
Asian/Pacific Islander	9%	968
Native American	1%	83
Other	5%	559
Unknown	4%	447

Data above includes all returned surveys from clients with valid Race/Ethnicity or Gender data in CCBH (N=2,609).

Data Source: CCBH download (7/2016)
NOTE: These data are preliminary and subject to change in the publication of the AOABHS Databook for FY 2015-16.

Language Availability

Were the services you received provided in the language you prefer?	%	N
Yes.	97%	1,874
No.	3%	56

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.	36%	706
Someone else recommended that I come in.	59%	1,157
I came in against my will.	5%	97

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

Response Rates

SPRING 2016 SURVEY	
Total Number of Visits Reported Across Programs (during survey period)	4,430
Total Number of Clients Who Received Services Across Programs (during survey period)	3,554
Total Number of Surveys Received	2,626
Number of Incomplete Surveys Received	448
Number of Completed Surveys Received	2,178
Proportion of Returned Surveys Completed	83%
Proportion of Returned Surveys Incomplete*	17%
BY VISIT Response Rate Including Incompletes	59%
BY VISIT Response Rate NOT Including Incompletes	49%
BY CLIENT Response Rate Including Incompletes	74%
BY CLIENT Response Rate NOT Including Incompletes	61%

**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.

