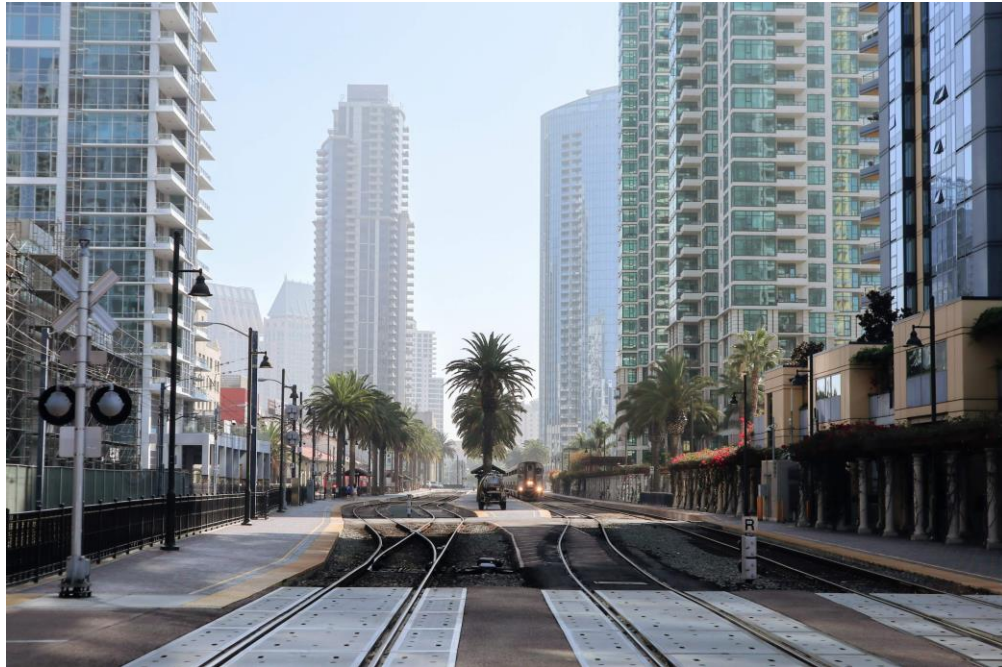


Adult Treatment Perceptions Survey

Survey Period: September 20-24, 2021

San Diego County Behavioral Health Services

Substance Use Disorder Services



Report prepared by the
Health Services Research Center (HSRC)
March 2022

Overview

The Centers for Medicare and Medicaid Services (CMS) requires counties opting into the Drug Medi-Cal Organized Delivery System Waiver (DMC-ODS) to collect and submit client satisfaction data. The California Department of Health Care Services monitors each county at least once a year through an External Quality Review Organization (EQRO) to ensure compliance and proper delivery of quality care is provided in alignment with the DMC-ODS requirements. In order to meet the requirements of the assessment for client satisfaction data, the validated Adult Treatment Perception Survey (TPS) was developed by the University of California, Los Angeles (UCLA) to collect client satisfaction outcomes within the DMC-ODS.

In San Diego County, data on consumer satisfaction is collected by adult clients through the Adult TPS, which is completed by any adult client served by a substance use disorder program contracted by San Diego County Behavioral Health Services (SDCBHS) during the survey period. The majority of questions on the TPS focus on client access and satisfaction with services provided through the DMC-ODS. This report focuses on results of the Adult TPS administered during the survey period of September 20-24, 2021.

TPS results are calculated directly from submitted surveys. The TPS provides a snapshot in time of the adult population receiving substance use disorder services within San Diego County.

Individual items on the Adult TPS are grouped into five domains for analysis:

1. Perception of Access
2. Perception of Quality and Appropriateness
3. Perception of Care Coordination
4. Perception of Outcome Services
5. General Satisfaction

Clients may receive services from more than one program during the TPS period; therefore, a single client may submit multiple forms. Results are evaluated by item and domain 1) systemwide, 2) by level of care, and 3) by program.

Traditionally, the TPS is administered to clients solely on paper. Due to increased rates of treatment delivery via telehealth as a result of the ongoing COVID-19 pandemic, the TPS was moved to an electronic web-based format in Qualtrics during 2020. Despite this shift in service delivery, many clients receiving services within the DMC-ODS continued to receive in-person services, so paper copies of the TPS were also made available to providers upon request.

Key Findings – September 2021

Key Findings from Each Domain

- **Perception of Access**
 - Convenience of the location of treatment services had the highest dissatisfaction compared to any other item in the TPS (6.0%), but overall feedback in this area was positive.
- **Perception of Quality and Appropriateness**
 - 94.1% of adult clients agreed or strongly agreed that staff spoke to them in a way they could understand.
- **Perception of Care Coordination**
 - The *Perception of Care Coordination* domain had the overall lowest satisfaction rating among adult clients compared to the other four domains (82.7%).
- **Perception of Outcome Services**
 - 84.6% of adult clients agreed or strongly agreed that, as a direct result of the services they are receiving, they are better able to do things that they want to do.
- **General Satisfaction**
 - 93.0% of adult clients agreed or strongly agreed that they felt welcomed at the place where they received services.

Satisfaction by Survey Administration Method

- Among the adult surveys received in September 2021, roughly half (52%) were submitted via online survey and half (48%) were submitted via paper survey.
- The adult clients who submitted online surveys reported higher satisfaction in the *Perception of Quality* domain compared to those who submitted paper surveys (92.0% vs. 89.7%, respectively).

Satisfaction by Level of Care

- Compared to other levels of care, the adult clients who received services through the residential level of care reported the lowest satisfaction across all five domains in the services they received through the DMC-ODS.

Satisfaction by Race/Ethnicity

- Asian adults reported the highest satisfaction across all five of the domains.
- American Indian/Alaskan Native adults were among the lowest reported overall satisfaction across all five domains in the services they received.

Satisfaction by Age

- In general, the adult clients age 56+ years reported the greatest satisfaction across all five domains.
- Clients between the ages of 18 and 25 years old reported the lowest satisfaction across all five domains in the services they received within the DMC-ODS.

TPS Response Rate

Providers were tasked with the administration of the Adult TPS to every client receiving a service during the survey period. San Diego County received 1,614 Adult TPS forms for the September 2021 survey period. 767 (48%) of these surveys were submitted via paper survey and 847 (52%) were submitted via online survey. Nearly 100% of the surveys (1,598) were completed, as completed surveys were defined as having the first two questions completed on the survey. Overall, 43% of consumers who had a billed face-to-face, phone, or telehealth service in San Diego Web Infrastructure for Treatment Services (SanWITS) during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

Satisfaction by Item Responses: Systemwide

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

| Questions based on services received within the last year: | N | Disagree/Strongly Disagree (%) | Agree/Strongly Agree (%) |
|---------------------------------------------------------------------------------------------------------|-------|--------------------------------|--------------------------|
| 1. The location was convenient (public transportation, distance, parking, etc.). | 1,575 | 6.0 | 81.9 |
| 2. Services were available when I needed them. | 1,585 | 4.6 | 87.7 |
| 3. I chose the treatment goals with my provider's help. | 1,558 | 3.3 | 88.8 |
| 4. Staff gave me enough time in my treatment sessions. | 1,560 | 2.8 | 90.9 |
| 5. Staff treated me with respect. | 1,568 | 2.7 | 92.0 |
| 6. Staff spoke to me in a way I understood. | 1,570 | 1.5 | 94.1 |
| 7. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.). | 1,545 | 2.6 | 89.3 |
| 8. Staff here work with my physical health care providers to support my wellness. | 1,427 | 5.5 | 82.9 |
| 9. Staff here work with my mental health care providers to support my wellness. | 1,364 | 4.3 | 82.8 |
| 10. As a direct result of the services I am receiving, I am better able to do things that I want to do. | 1,557 | 4.4 | 84.6 |
| 11. I felt welcomed here. | 1,566 | 1.5 | 93.0 |
| 12. Overall, I am satisfied with the services I received. | 1,570 | 3.7 | 89.9 |
| 13. I was able to get all the help/services that I needed. | 1,552 | 5.0 | 85.6 |
| 14. I would recommend this agency to a friend or family member. | 1,541 | 3.4 | 88.3 |

NOTE: Percent may not add up to 100%, as "I am Neutral" responses are not reported here.

The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The three highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

Satisfaction by Domain: Systemwide

| DOMAIN | N | Agree/Strongly Agree (%) |
|----------------------------------------------|-------|--------------------------|
| Perception of Access (Items 1, 2) | 1,602 | 84.8 |
| Perception of Quality (Items 3, 4, 5, 6, 7) | 1,591 | 90.9 |
| Perception of Care Coordination (Items 8, 9) | 1,458 | 82.7 |
| Perception of Outcome (Item 10) | 1,557 | 84.6 |
| General Satisfaction (Items 11, 12, 13, 14) | 1,576 | 89.2 |

Satisfaction by Survey Administration Method

| DOMAIN | Agree/Strongly Agree (%) | |
|---------------------------------|--------------------------|---------------|
| | Paper Survey | Online Survey |
| | (N=759) | (N=844) |
| Perception of Access | 85.2 | 84.5 |
| Perception of Quality | 89.7 | 92.0 |
| Perception of Care Coordination | 83.4 | 81.9 |
| Perception of Outcome | 83.4 | 85.8 |
| General Satisfaction | 89.0 | 89.3 |

Note: Domain scores that are significantly different at the $p < .05$ are highlighted gold.

Satisfaction by Level of Care

| DOMAIN | Agree/Strongly Agree (%) | | | |
|---------------------------------|---------------------------------|-------------|--------|---------|
| | Outpatient/Intensive Outpatient | Residential | Detox | OTP/NTP |
| | (N=834) | (N=468) | (N=24) | (N=278) |
| Perception of Access | 86.0 | 81.1 | 93.8 | 86.5 |
| Perception of Quality | 92.5 | 85.4 | 94.8 | 95.1 |
| Perception of Care Coordination | 85.2 | 79.8 | 81.3 | 79.2 |
| Perception of Outcome | 85.3 | 79.6 | 87.5 | 91.1 |
| General Satisfaction | 91.4 | 83.0 | 94.8 | 92.3 |

Note: The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green.

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 having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Satisfaction by Race/Ethnicity

| DOMAIN | Agree/Strongly Agree (%) | | | | | | | | |
|---------------------------------|--------------------------------|--------|------------------------|---------|----------------------------------|---------|--------------|---------|-----------------|
| | American Indian/Alaskan Native | Asian | Black/African American | Latinx | Native Hawaiian/Pacific Islander | White | Multiracial* | Other | Unknown/Missing |
| | (N=27) | (N=26) | (N=103) | (N=416) | (N=17) | (N=719) | (N=66) | (N=141) | (N=88) |
| Perception of Access | 70.4 | 86.5 | 84.0 | 85.6 | 82.4 | 86.0 | 84.8 | 86.4 | 74.4 |
| Perception of Quality | 86.1 | 95.4 | 88.7 | 91.8 | 92.9 | 91.8 | 93.7 | 90.4 | 78.8 |
| Perception of Care Coordination | 82.0 | 90.9 | 84.0 | 82.4 | 82.4 | 82.3 | 86.5 | 88.2 | 68.9 |
| Perception of Outcome | 74.1 | 96.2 | 88.9 | 84.6 | 82.4 | 85.6 | 85.9 | 86.4 | 62.9 |
| General Satisfaction | 86.1 | 98.1 | 88.7 | 90.0 | 88.2 | 89.8 | 90.4 | 88.1 | 75.8 |

*Multiracial was determined if client selected two or more races not including Latinx; If Latinx was selected, the client was reported as Latinx.

Note: The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green.

Satisfaction by Age

| DOMAIN | Agree/Strongly Agree (%) | | | | |
|---------------------------------|--------------------------|---------|---------|---------|-----------|
| | 18-25 | 26-35 | 36-45 | 46-55 | 56+ years |
| | (N=120) | (N=600) | (N=393) | (N=231) | (N=179) |
| Perception of Access | 78.6 | 84.2 | 85.8 | 85.7 | 89.7 |
| Perception of Quality | 86.5 | 90.5 | 91.9 | 92.5 | 94.2 |
| Perception of Care Coordination | 80.3 | 82.5 | 82.6 | 84.8 | 85.9 |
| Perception of Outcome | 83.8 | 84.3 | 85.6 | 85.5 | 87.4 |
| General Satisfaction | 83.0 | 89.0 | 89.0 | 91.5 | 94.5 |

Note: The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green.

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 having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

Adult TPS 2021 Demographics

| Age | Total (N=1,614) | | Paper Survey (N=767) | | Online Survey (N=847) | |
|----------------------------------------------------------------------------------------------------------------------|-----------------|-----|----------------------|-----|-----------------------|-----|
| | N | % | N | % | N | % |
| 18-25 | 121 | 7% | 57 | 7% | 64 | 8% |
| 26-35 | 603 | 37% | 304 | 40% | 299 | 35% |
| 36-45 | 394 | 24% | 175 | 23% | 219 | 26% |
| 46-55 | 231 | 14% | 116 | 15% | 115 | 14% |
| 56+ years | 181 | 11% | 79 | 10% | 102 | 12% |
| Missing | 84 | 5% | 36 | 5% | 48 | 6% |
| Gender Identity* | N | % | N | % | N | % |
| Female | 543 | 34% | 195 | 25% | 348 | 41% |
| Male | 993 | 62% | 547 | 71% | 446 | 53% |
| Transgender | 13 | 1% | 11 | 1% | 2 | <1% |
| Other Gender Identity | 10 | 1% | 5 | 1% | 5 | 1% |
| Missing | 58 | 4% | 11 | 1% | 47 | 6% |
| Race/Ethnicity | N | % | N | % | N | % |
| American Indian/Alaskan Native | 27 | 2% | 8 | 1% | 19 | 2% |
| Asian | 26 | 2% | 15 | 2% | 11 | 1% |
| Black/African American | 104 | 6% | 56 | 7% | 48 | 6% |
| Latinx | 418 | 26% | 245 | 32% | 173 | 20% |
| Native Hawaiian/Pacific Islander | 17 | 1% | 8 | 1% | 9 | 1% |
| White | 722 | 45% | 305 | 40% | 417 | 49% |
| Multiracial† | 67 | 4% | 31 | 4% | 36 | 4% |
| Other | 141 | 9% | 71 | 9% | 70 | 8% |
| Unknown/Missing | 92 | 6% | 28 | 4% | 64 | 8% |
| Level of Care | N | % | N | % | N | % |
| Outpatient/Intensive Outpatient | 839 | 52% | 377 | 49% | 462 | 55% |
| Residential | 472 | 29% | 357 | 47% | 115 | 14% |
| Detox | 24 | 1% | 24 | 3% | 0 | 0% |
| OTP/NTP | 279 | 17% | 9 | 1% | 270 | 32% |
| Length in Treatment | N | % | N | % | N | % |
| First visit/day | 86 | 5% | 54 | 7% | 32 | 4% |
| 2 weeks or less | 177 | 11% | 110 | 14% | 67 | 8% |
| More than 2 weeks | 1298 | 80% | 595 | 78% | 703 | 83% |
| Missing | 53 | 3% | 8 | 1% | 45 | 5% |
| Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)? | N | % | N | % | N | % |
| None | 547 | 34% | 350 | 46% | 197 | 23% |
| Very little | 367 | 23% | 219 | 29% | 148 | 17% |
| About half | 281 | 17% | 89 | 12% | 192 | 23% |
| Almost all | 262 | 16% | 42 | 5% | 220 | 26% |
| All | 75 | 5% | 21 | 3% | 54 | 6% |
| Missing | 82 | 5% | 46 | 6% | 36 | 4% |

*The total number of responses for Gender Identity may be greater than the reported number of completed surveys as multiple responses were allowed.

†Multiracial was determined if client selected two or more races not including Latinx; If Latinx was selected, the client was reported as Latinx.