

Adult Treatment Perceptions Survey (TPS) October 2018 Survey Period

San Diego County Behavioral Health Services



Substance Use Disorder Services



Report prepared by the
Health Services Research Center (HSRC)

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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 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 substance use disorder system of care. This report focuses on results of the Adult TPS administered during the survey period of October 1-5, 2018.

TPS results are calculated directly from submitted surveys. The TPS gives 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 systemwide, by level of care, and by program.



Key Findings—October 2018

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 (5%).

❖ Perception of Quality and Appropriateness

- 91% of adult clients agreed or strongly agreed the 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 (80%).

❖ Perception of Outcome Services

- 88% of adult clients agreed or strongly agreed as a direct result of the services they are receiving, they are able to do things that they want to do.

❖ General Satisfaction

- 91% of adult clients agreed or strongly agreed they felt welcomed at the place where they received services.

Satisfaction by Level of Care

- The adult clients who received services through the outpatient and intensive outpatient level of care reported greater overall satisfaction with services received through the substance use disorder system of care than other levels of care.
- The withdrawal management or detox level of care only had the highest satisfaction rating of adult clients agree or strongly agree in the *Perception of General Satisfaction* domain.

Satisfaction by Race/Ethnicity

- Satisfaction and perception of outcomes within all five domains varied widely among different racial/ethnic groups. However, the domain of *Perception of Quality* reported one of the highest percentages of agree or strongly agree across all racial/ethnic groups.
- American Indian/Alaskan Native adults reported the lowest satisfaction averaged across all five of the domains.
- Black/African-American and Asian adults were among the highest reported overall satisfaction across all five domains in the services they received within the substance use disorder system of care.

Satisfaction by Age

- In general, the adult clients between the ages of 36 and 45 years old reported the greatest satisfaction across all five domains.
- 87% of adults ages 56 years or older reported they agreed or strongly agreed with the quality of services they received from the substance use disorder system of care.

TPS Response Rate

Providers are tasked with the administration of Adult TPS to every client receiving a service during the survey period. San Diego County received 1,590 Adult TPS forms for the October 2018 survey period. A total of 1,564 surveys were completed, defined as having the first two questions completed. Overall, 98% of the forms that were turned in were completed. Overall, 72% of consumers who had a billed face to face 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 Response: Systemwide

Adult Satisfaction by Item*			
Questions based on services received within the last year:	N	% Strongly Disagree/ Disagree	% Strongly Agree/Agree
1. The location was convenient (public transportation, distance, parking, etc.).	1,555	5%	85%
2. Services were available when I needed them.	1,571	4%	86%
3. I chose the treatment goals with my provider's help.	1,538	4%	84%
4. Staff gave me enough time in my treatment sessions.	1,552	3%	88%
5. Staff treated me with respect.	1,567	3%	89%
6. Staff spoke to me in a way I understood.	1,564	2%	91%
7. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	1,532	3%	87%
8. Staff here work with my physical health care providers to support my wellness.	1,482	4%	81%
9. Staff here work with my mental health care providers to support my wellness.	1,434	4%	80%
10. As a direct result of the services I am receiving, I am better able to do things that I want to do.	1,544	4%	82%
11. I felt welcomed here.	1,572	1%	91%
12. Overall, I am satisfied with the services I received.	1,564	3%	88%
13. I was able to get all the help/services that I needed.	1,558	5%	82%
14. I would recommend this agency to a friend or family member.	1,568	3%	86%

*Percent may not add up to 100%, as "I am Neutral" response is not reported here.

Satisfaction by Domain: Systemwide

Adult Satisfaction by TPS Survey Domain	
DOMAIN	Percent Stating Strongly Agree or Agree
	Adult (N=1,590)
Perception of Access (Items 1, 2)	85%
Perception of Quality (Items 3, 4, 5, 6, 7)	88%
Perception of Care Coordination (Items 8, 9)	80%
Perception of Outcome (Items 10)	82%
General Satisfaction (Items 11, 12, 13, 14)	87%

Satisfaction by Level of Care

Adult Satisfaction by Level of Care				
DOMAIN	Percent Stating Strongly Agree or Agree			
	Outpatient/Intensive Outpatient (n=829)	Residential (n=630)	Detox (n=21)	NTP/OTP (n=110)
Perception of Access	87%	85%	80%	80%
Perception of Quality	91%	84%	92%	84%
Perception of Care Coordination	83%	78%	83%	79%
Perception of Outcome	85%	78%	86%	88%
General Satisfaction	89%	84%	90%	85%

Satisfaction by Client Race/Ethnicity

DOMAIN	Percent Stating Agree or Strongly Agree								
	American Indian/Alaskan Native (n=36)	Asian (n=22)	Black/African-American (n=143)	Latino (n=490)	Native Hawaiian/Pacific Islander (n=18)	White (n=703)	Multiracial* (n=42)	Other (n=74)	Unknown/Missing (n=62)
Perception of Access	81%	88%	91%	86%	78%	86%	87%	78%	73%
Perception of Quality	80%	92%	89%	88%	84%	89%	89%	80%	85%
Perception of Care Coordination	76%	88%	82%	82%	76%	79%	79%	79%	80%
Perception of Outcome	74%	68%	84%	86%	89%	81%	88%	75%	82%
General Satisfaction	82%	81%	90%	88%	86%	87%	85%	82%	80%

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

Satisfaction by Client Age

DOMAIN	Percent Stating Agree or Strongly Agree				
	18-25 years (n=208)	26-35 years (n=515)	36-45 years (n=351)	46-55 years (n=306)	56+ years (n=122)
Perception of Access	84%	83%	89%	88%	84%
Perception of Quality	87%	87%	91%	89%	87%
Perception of Care Coordination	81%	81%	83%	78%	76%
Perception of Outcome	80%	81%	87%	83%	82%
General Satisfaction	85%	86%	89%	88%	85%

Adult TPS 2018 Survey Takers Demographics

Length in Treatment	Percentage	N
First visit/day	8%	132
2 weeks or less	15%	236
More than 2 weeks	75%	1,195
Missing	2%	31

Gender Identity	Percentage	N
Female	36%	575
Male	61%	963
Transgender	<1%	5
Other Gender Identity	<1%	3
Decline to Answer	0%	0
Missing	3%	44

Race/Ethnicity	Percentage	N
American Indian/Alaskan Native	2%	36
Asian	1%	22
Black/African American	9%	143
Latino	31%	490
Native Hawaiian/Pacific Islander	1%	18
White/Caucasian	44%	703
Multiracial*	3%	42
Other	5%	74
Missing	4%	62

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

Age	Percentage	N
18 – 25 years	13%	208
26 – 35 years	32%	515
36 – 44 years	22%	351
46 – 55 years	19%	306
56+ years	8%	122
Missing	6%	88

