

# Adult Treatment Perceptions Survey (TPS) October 2019 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 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 substance use disorder system of care. This report focuses on results of the Adult TPS administered during the survey period of October 7-11, 2019.

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 2019

### 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%), but feedback in this area was overall positive.

#### ❖ Perception of Quality and Appropriateness

- 93% 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 (82%).

#### ❖ Perception of Outcome Services

- 85% 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

- 92% 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 adult clients who received services through the withdrawal management or detox level of care reported the lowest overall satisfaction with services received through the substance use disorder system of care compared to other levels of care.

### Satisfaction by Race/Ethnicity

- ❖ Results among the domains of *General Satisfaction* and the *Perception of Outcomes* 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.
- ❖ Native Hawaiian/Pacific Islander adults reported the lowest satisfaction averaged across all five of the domains.
- ❖ American Indian/Alaskan Native 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 46 and 55 years old reported the greatest satisfaction across all five domains.
- ❖ 90% 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 2,424 Adult TPS forms for the October 2019 survey period. A total of 2,412 surveys were completed, defined as having the first two questions completed. Overall, nearly 100% of the forms that were submitted were completed. Overall, 61% 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.).	2,373	5%	85%
2. Services were available when I needed them.	2,388	4%	86%
3. I chose the treatment goals with my provider's help.	2,350	3%	87%
4. Staff gave me enough time in my treatment sessions.	2,381	2%	91%
5. Staff treated me with respect.	2,392	3%	91%
6. Staff spoke to me in a way I understood.	2,390	2%	93%
7. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	2,361	2%	88%
8. Staff here work with my physical health care providers to support my wellness.	2,298	4%	83%
9. Staff here work with my mental health care providers to support my wellness.	2,199	4%	82%
10. As a direct result of the services I am receiving, I am better able to do things that I want to do.	2,378	3%	85%
11. I felt welcomed here.	2,393	2%	92%
12. Overall, I am satisfied with the services I received.	2,386	2%	91%
13. I was able to get all the help/services that I needed.	2,390	4%	86%
14. I would recommend this agency to a friend or family member.	2,387	3%	90%

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

## Satisfaction by Domain: Systemwide

Adult Satisfaction by TPS Survey Domain	
DOMAIN	Proportion Stating Strongly Agree or Agree
	Adult (N=2,424)
Perception of Access (Items 1, 2)	86%
Perception of Quality (Items 3, 4, 5, 6, 7)	90%
Perception of Care Coordination (Items 8, 9)	82%
Perception of Outcome (Items 10)	85%
General Satisfaction (Items 11, 12, 13, 14)	90%

## Satisfaction by Level of Care

Adult Satisfaction by Level of Care				
DOMAIN	Proportion Stating Strongly Agree or Agree			
	Outpatient/Intensive Outpatient (n=1,009)	Residential (n=634)	Detox (n=18)	NTP/OTP (n=763)
Perception of Access	87%	81%	72%	88%
Perception of Quality	93%	85%	77%	91%
Perception of Care Coordination	85%	79%	78%	81%
Perception of Outcome	86%	78%	72%	91%
General Satisfaction	93%	85%	78%	90%

## Satisfaction by Client Race/Ethnicity

DOMAIN	Proportion Stating Agree or Strongly Agree								
	American Indian/Alaskan Native (n=47)	Asian (n=30)	Black/African-American (n=181)	Latino (n=754)	Native Hawaiian/Pacific Islander (n=25)	White (n=1,083)	Multiracial* (n=64)	Other (n=122)	Unknown/Missing (n=118)
Perception of Access	83%	82%	85%	87%	82%	86%	78%	83%	86%
Perception of Quality	94%	88%	88%	90%	88%	92%	91%	84%	87%
Perception of Care Coordination	81%	75%	79%	84%	71%	84%	79%	72%	80%
Perception of Outcome	91%	83%	81%	87%	76%	86%	84%	82%	79%
General Satisfaction	96%	90%	88%	91%	78%	90%	89%	82%	86%

\*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	Proportion Stating Agree or Strongly Agree				
	18-25 years (n=248)	26-35 years (n=756)	36-45 years (n=549)	46-55 years (n=402)	56+ years (n=308)
Perception of Access	84%	85%	85%	89%	85%
Perception of Quality	89%	90%	90%	93%	90%
Perception of Care Coordination	83%	81%	83%	85%	79%
Perception of Outcome	85%	83%	84%	91%	87%
General Satisfaction	89%	88%	89%	93%	90%

## Adult TPS 2019 Demographics

Length in Treatment	Percentage	N
First visit/day	6%	134
2 weeks or less	12%	300
More than 2 weeks	79%	1,917
Missing	3%	73

Gender Identity	Percentage	N
Female	36%	884
Male	58%	1,408
Transgender	<1%	15
Other Gender Identity	<1%	6
Decline to Answer	1%	33
Missing	3%	78

Race/Ethnicity	Percentage	N
American Indian/Alaskan Native	2%	47
Asian	1%	30
Black/African American	7%	181
Latino	31%	754
Native Hawaiian/Pacific Islander	1%	25
White/Caucasian	45%	1,083
Multiracial*	3%	64
Other	5%	122
Missing	5%	118

\*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	10%	248
26 – 35 years	31%	756
36 – 45 years	23%	549
46 – 55 years	17%	402
56+ years	13%	308
Missing	7%	161

