

Adult Treatment Perceptions Survey

Survey Period: October 17-21, 2022

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 DMC-ODS. This report focuses on results of the Adult TPS administered during the survey period of October 17-21, 2022.

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 – October 2022

Key Findings from Each Domain

- **Perception of Access**
 - Satisfaction with the *Perception of Access* domain has been positive and relatively stable over the past five years, with 85% to 87% of adult clients reporting satisfaction.
- **Perception of Quality and Appropriateness**
 - The *Perception of Quality and Appropriateness* domain had the highest satisfaction (90%) and lowest dissatisfaction (3%) across all domains.
 - 93% 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%).
- **Perception of Outcome Services**
 - 85% 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**
 - 92% of adult clients agreed or strongly agreed that they felt welcomed at the place where they received services.
 - However, 6% of adult clients disagreed or strongly disagreed that they were able to get all the help and services they needed.

Satisfaction by Domain: Systemwide 5-Year Trends

- Over the past five years, the *Perception of Quality and Appropriateness* domain has had the highest satisfaction and lowest dissatisfaction across all domains.
- Adult clients reported the highest satisfaction with all domains during the 2020 TPS administration period.

Satisfaction by Survey Administration Method

- Among the surveys received in October 2022, roughly half (52%) were submitted via paper survey and half (48%) were submitted via online survey.
- Systemwide item level and domain satisfaction did not significantly differ by survey administration method.
- All surveys submitted by adult clients receiving services from an opioid treatment program/narcotic treatment program were completed via online survey.

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 and highest dissatisfaction across all five domains in the services they received through the DMC-ODS.

Satisfaction by Race/Ethnicity

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

Satisfaction by Age

- Clients between the ages of 18 and 25 years old reported the highest dissatisfaction across all five domains in the services they received within the DMC-ODS.

Satisfaction by Gender Identity

- Clients who identify as Transgender or Other Gender Identity reported high dissatisfaction across all five domains.

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 1,489 Adult TPS forms for the October 2022 survey period. 776 (52%) of these surveys were submitted via paper survey and 713 (48%) were submitted via online survey. Approximately 98% of the surveys (1,464) were completed, as completed surveys were defined as having the first two questions completed on the survey. Overall, 33% of consumers who had a billed face-to-face, phone, telehealth, or community 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	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
1. The location was convenient (public transportation, distance, parking, etc.).	1,445	85.1	3.4
2. Services were available when I needed them.	1,469	86.1	4.4
3. I chose the treatment goals with my provider's help.	1,446	85.0	4.6
4. Staff gave me enough time in my treatment sessions.	1,453	90.4	2.3
5. Staff treated me with respect.	1,455	89.7	3.2
6. Staff spoke to me in a way I understood.	1,457	93.1	1.7
7. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	1,434	87.6	2.6
8. Staff here work with my physical health care providers to support my wellness.	1,385	81.4	4.5
9. Staff here work with my mental health care providers to support my wellness.	1,334	81.5	4.4
10. As a direct result of the services I am receiving, I am better able to do things that I want to do.	1,435	85.1	4.6
11. I felt welcomed here.	1,443	92.4	1.9
12. Overall, I am satisfied with the services I received.	1,441	89.6	3.5
13. I was able to get all the help/services that I needed.	1,432	83.5	6.2
14. I would recommend this agency to a friend or family member.	1,425	86.9	4.7

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" 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

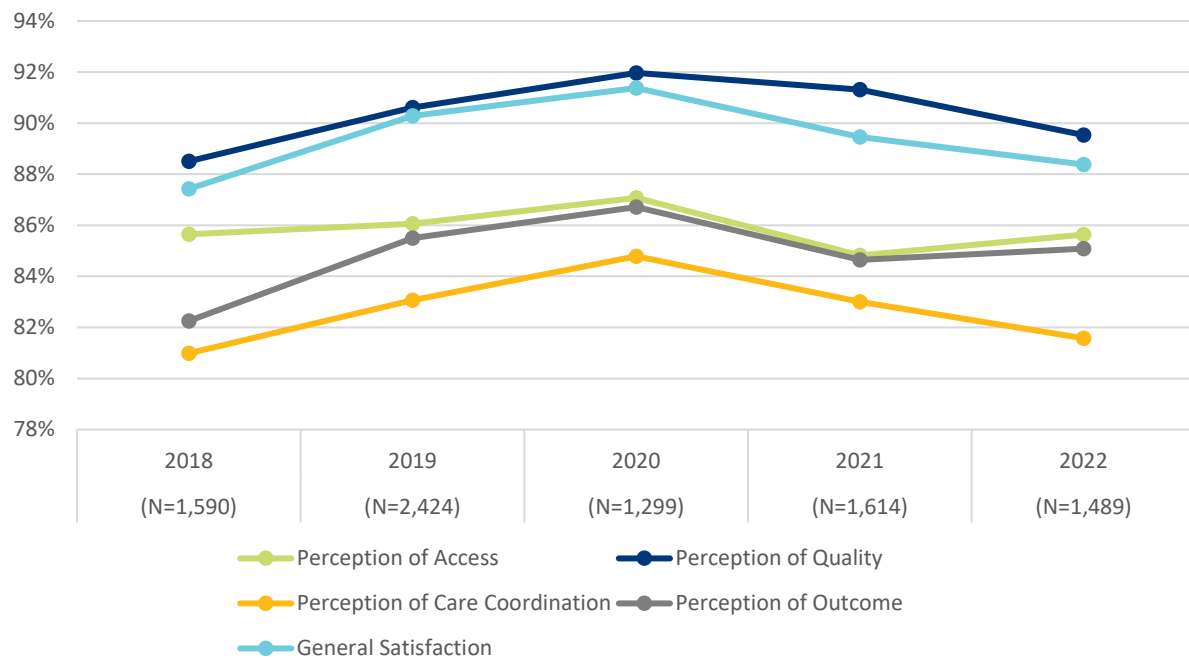
DOMAIN	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
Perception of Access (Items 1, 2)	1,435	85.6	3.9
Perception of Quality (Items 3, 4, 5, 6, 7)	1,379	89.5	2.7
Perception of Care Coordination (Items 8, 9)	1,321	81.6	4.4
Perception of Outcome (Item 10)	1,435	85.1	4.6
General Satisfaction (Items 11, 12, 13, 14)	1,399	88.4	4.0

NOTE: Percent may not add up to 100%, as “I am Neutral” and “Not Applicable” responses are not reported here.

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 Domain: Systemwide 5-Year Trends

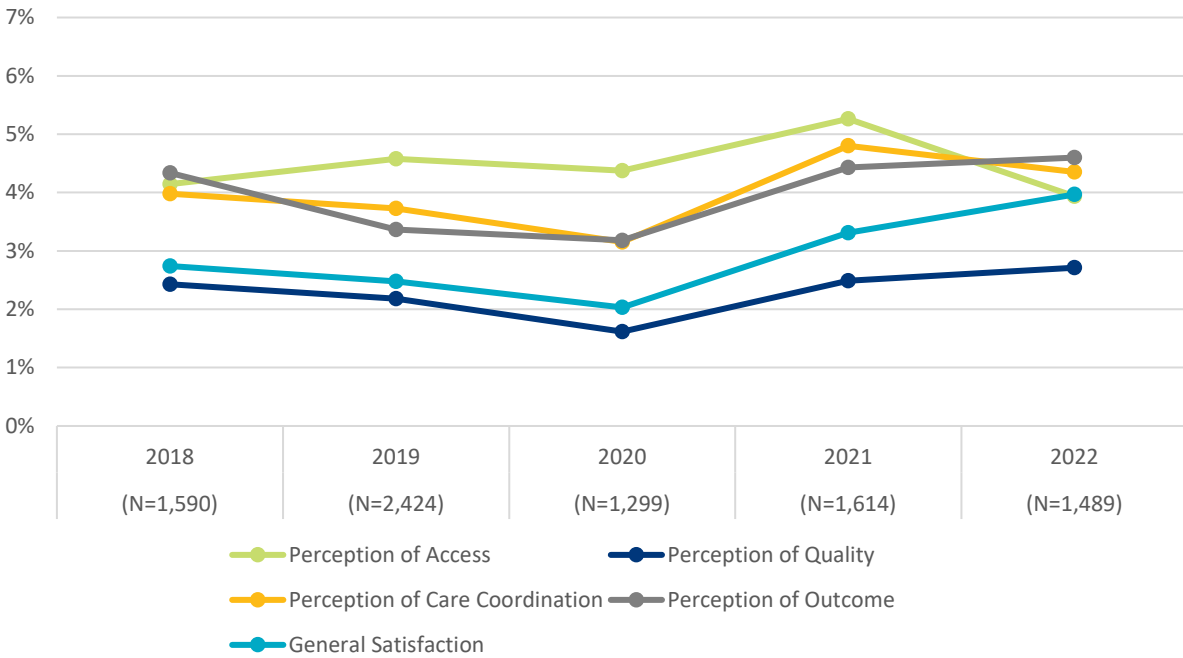
Agree/Strongly Agree (%) from 2018-2022



NOTE: 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.

Agree/Strongly Agree (%) values may differ from those reported in previous deliverables as the methodology for calculating domain scores was updated.

Disagree/Strongly Disagree (%) from 2018-2022



NOTE: 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 Survey Administration Method

DOMAIN	Agree/Strongly Agree (%)	
	Online Survey	Paper Survey
	(N=713)	(N=776)
Perception of Access	85.8	85.5
Perception of Quality	88.8	90.2
Perception of Care Coordination	80.4	82.6
Perception of Outcome	84.0	86.1
General Satisfaction	87.6	89.1

DOMAIN	Disagree/Strongly Disagree (%)	
	Online Survey	Paper Survey
	(N=713)	(N=776)
Perception of Access	3.6	4.3
Perception of Quality	2.7	2.7
Perception of Care Coordination	5.2	3.6
Perception of Outcome	4.7	4.5
General Satisfaction	4.3	3.6

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

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 respondent

Satisfaction by Level of Care

DOMAIN	Agree/Strongly Agree (%)			
	Outpatient/Intensive Outpatient	Residential	Detox	OTP/NTP
	(N=801)	(N=569)	(N=14)	(N=105)
Perception of Access	86.4	82.9	95.8	93.9
Perception of Quality	92.0	84.7	95.4	95.2
Perception of Care Coordination	83.3	78.8	100.0	81.1
Perception of Outcome	88.6	78.4	92.9	93.0
General Satisfaction	91.3	82.6	100.0	95.7

DOMAIN	Disagree/Strongly Disagree (%)			
	Outpatient/Intensive Outpatient	Residential	Detox	OTP/NTP
	(N=801)	(N=569)	(N=14)	(N=105)
Perception of Access	3.5	5.2	0.0	0.5
Perception of Quality	1.4	5.1	1.5	0.0
Perception of Care Coordination	2.1	8.3	0.0	0.0
Perception of Outcome	2.6	8.4	0.0	0.0
General Satisfaction	2.1	7.5	0.0	0.0

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" 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.

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=36)	(N=20)	(N=114)	(N=323)	(N=16)	(N=638)	(N=69)	(N=152)	(N=121)
Perception of Access	90.0	76.3	86.7	85.0	92.9	87.2	81.8	85.3	79.5
Perception of Quality	85.2	87.4	91.8	89.9	88.0	90.3	87.9	90.9	82.0
Perception of Care Coordination	75.8	75.0	83.9	83.2	93.3	80.9	75.0	84.8	78.0
Perception of Outcome	77.8	95.0	83.8	86.9	81.3	86.2	76.5	85.1	79.8
General Satisfaction	81.6	82.5	89.0	88.8	93.8	89.0	88.3	90.1	80.4

DOMAIN	Disagree/Strongly Disagree (%)								
	American Indian/Alaskan Native	Asian	Black/African American	Latinx	Native Hawaiian/Pacific Islander	White	Multiracial*	Other	Unknown/Missing
	(N=36)	(N=20)	(N=114)	(N=323)	(N=16)	(N=638)	(N=69)	(N=152)	(N=121)
Perception of Access	5.7	7.9	2.8	3.2	0.0	3.8	5.3	3.8	6.7
Perception of Quality	9.0	0.0	2.1	2.2	4.0	2.0	6.1	2.3	6.4
Perception of Care Coordination	9.1	0.0	3.2	4.8	3.3	3.8	7.5	5.1	3.6
Perception of Outcome	11.1	0.0	5.4	4.1	0.0	4.0	8.8	4.7	6.0
General Satisfaction	10.3	2.5	4.5	3.4	1.6	3.2	5.9	3.6	9.1

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

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" 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.

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 Age

DOMAIN	Agree/Strongly Agree (%)				
	18-25	26-35	36-45	46-55	56+ years
	(N=98)	(N=526)	(N=414)	(N=197)	(N=151)
Perception of Access	75.5	86.3	86.8	86.6	88.4
Perception of Quality	86.7	89.7	90.9	90.3	88.7
Perception of Care Coordination	80.6	84.9	81.6	82.2	70.2
Perception of Outcome	80.0	87.3	84.4	84.5	85.2
General Satisfaction	83.1	88.9	89.1	89.2	88.1

DOMAIN	Disagree/Strongly Disagree (%)				
	18-25	26-35	36-45	46-55	56+ years
	(N=98)	(N=526)	(N=414)	(N=197)	(N=151)
Perception of Access	6.9	2.8	4.4	4.5	2.7
Perception of Quality	4.2	2.7	2.2	1.3	4.0
Perception of Care Coordination	8.6	3.2	3.9	5.5	6.5
Perception of Outcome	10.5	3.7	4.6	5.7	2.7
General Satisfaction	7.6	3.1	3.6	5.1	3.5

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" 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.

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 Gender Identity*

DOMAIN	Agree/Strongly Agree (%)			
	Female	Male	Transgender	Other Gender Identity
	(N=519)	(N=866)	(N=13)	(N=20)
Perception of Access	87.5	85.4	76.9	73.7
Perception of Quality	89.9	90.0	84.6	80.0
Perception of Care Coordination	80.7	82.9	83.3	62.5
Perception of Outcome	85.7	85.7	92.3	65.0
General Satisfaction	89.2	88.6	88.5	75.0

DOMAIN	Disagree/Strongly Disagree (%)			
	Female	Male	Transgender	Other Gender Identity
	(N=519)	(N=866)	(N=13)	(N=20)
Perception of Access	2.5	4.4	19.2	7.9
Perception of Quality	2.5	2.4	3.1	9.0
Perception of Care Coordination	4.8	3.7	8.3	20.0
Perception of Outcome	4.1	4.6	7.7	20.0
General Satisfaction	3.5	3.8	11.5	16.3

*Clients were allowed to select more than one gender identity. As such, a single client may be represented in more than one gender identity subgroup.

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" 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.

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 2022 Demographics

Age	Total (N=1,489)		Online Survey (N=713)		Paper Survey (N=776)	
	N	%	N	%	N	%
18-25	98	7%	45	6%	53	7%
26-35	526	35%	262	37%	264	34%
36-45	414	28%	200	28%	214	28%
46-55	197	13%	83	12%	114	15%
56+ years	151	10%	54	8%	97	13%
Missing	103	7%	69	10%	34	4%
Gender Identity*	N	%	N	%	N	%
Female	519	35%	287	40%	232	30%
Male	866	58%	340	48%	526	68%
Transgender	13	1%	8	1%	5	1%
Other Gender Identity	20	1%	14	2%	6	1%
Missing	80	5%	71	10%	9	1%
Race/Ethnicity	N	%	N	%	N	%
American Indian/Alaskan Native	36	2%	20	3%	16	2%
Asian	20	1%	7	1%	13	2%
Black/African American	114	8%	39	5%	75	10%
Latinx	323	22%	144	20%	179	23%
Native Hawaiian/Pacific Islander	16	1%	9	1%	7	1%
White	638	43%	309	43%	329	42%
Multiracial†	69	5%	31	4%	38	5%
Other	152	10%	70	10%	82	11%
Unknown/Missing	121	8%	84	12%	37	5%
Level of Care	N	%	N	%	N	%
Outpatient/Intensive Outpatient	801	54%	348	49%	453	58%
Residential	569	38%	259	36%	310	40%
Detox	14	1%	1	<1%	13	2%
OTP/NTP	105	7%	105	15%	0	0%
Length in Treatment	N	%	N	%	N	%
First visit/day	77	5%	31	4%	46	6%
2 weeks or less	179	12%	68	10%	111	14%
More than 2 weeks	1,157	78%	552	77%	605	78%
Missing	76	5%	62	9%	14	2%
Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)?	N	%	N	%	N	%
None	701	47%	304	43%	397	51%
Very little	376	25%	198	28%	178	23%
About half	159	11%	65	9%	94	12%
Almost all	104	7%	69	10%	35	5%
All	39	3%	26	4%	13	2%
Missing	110	7%	51	7%	59	8%

*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.