

# Adult Treatment Perceptions Survey

Survey Period: November 9-13, 2020

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 November 9-13, 2020.

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.

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. 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 – November 2020

## 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 (5.4%), but overall feedback in this area was positive.
- **Perception of Quality and Appropriateness**
  - 93.5% 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 (84.8%).
- **Perception of Outcome Services**
  - 86.7% 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**
  - 93.6% of adult clients agreed or strongly agreed they felt welcomed at the place where they received services.

## Satisfaction by Survey Administration Method

- Among the adult surveys received in November 2020, roughly half (53%) were submitted via paper survey and half (47%) were submitted via online survey.
- The adult clients who submitted online surveys reported higher satisfaction across all five domains compared to those who submitted paper surveys.

## Satisfaction by Level of Care

- The adult clients who received services through the withdrawal management or detox 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 residential 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

- Asian 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.

## 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.
- Clients between the ages of 18 and 25 years old reported the lowest satisfaction averaged across all five domains in the services they received within the substance use disorder system of care.

## 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 1,299 Adult TPS forms for the November 2020 survey period. 687 (53%) of these surveys were submitted via paper survey and 612 (47%) were submitted via online survey. Nearly 100% of the surveys (1,296) were completed, as completed surveys were defined as having the first two questions completed on the survey. Overall, 32% 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 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.).	1,243	5.4	84.7
2. Services were available when I needed them.	1,281	3.5	89.4
3. I chose the treatment goals with my provider's help.	1,242	2.7	89.8
4. Staff gave me enough time in my treatment sessions.	1,268	1.6	92.5
5. Staff treated me with respect.	1,277	2.0	93.0
6. Staff spoke to me in a way I understood.	1,277	1.5	93.5
7. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	1,221	1.3	89.4
8. Staff here work with my physical health care providers to support my wellness.	1,171	3.6	84.6
9. Staff here work with my mental health care providers to support my wellness.	1,101	2.9	85.0
10. As a direct result of the services I am receiving, I am better able to do things that I want to do.	1,257	3.2	86.7
11. I felt welcomed here.	1,272	1.7	93.6
12. Overall, I am satisfied with the services I received.	1,262	2.0	90.9
13. I was able to get all the help/services that I needed.	1,258	2.9	88.5
14. I would recommend this agency to a friend or family member.	1,240	2.3	90.9

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)	1,290	87.1
Perception of Quality (Items 3, 4, 5, 6, 7)	1,287	91.5
Perception of Care Coordination (Items 8, 9)	1,194	84.8
Perception of Outcome (Items 10)	1,257	86.7
General Satisfaction (Items 11, 12, 13, 14)	1,281	90.8

## Satisfaction by Survey Administration Method

DOMAIN	Agree/Strongly Agree (%)	
	Paper Survey	Online Survey
	(N=687)	(N=612)
Perception of Access	84.2	90.3
Perception of Quality	89.6	93.7
Perception of Care Coordination	83.8	86.1
Perception of Outcome	85.9	87.6
General Satisfaction	89.0	92.9

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=688)	(N=366)	(N=18)	(N=227)
Perception of Access	89.6	80.4	88.9	90.0
Perception of Quality	93.0	86.3	97.8	94.9
Perception of Care Coordination	85.8	82.4	97.2	85.1
Perception of Outcome	89.2	78.0	94.4	92.7
General Satisfaction	92.6	85.3	97.2	93.9

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=22)	(N=22)	(N=89)	(N=295)	(N=13)	(N=607)	(N=53)	(N=121)	(N=77)
Perception of Access	97.6	77.3	86.9	89.1	92.3	86.9	84.9	82.4	88.8
Perception of Quality	91.0	85.5	89.8	92.5	90.8	93.0	92.6	87.2	86.1
Perception of Care Coordination	92.1	69.0	90.2	86.8	83.3	85.3	84.3	80.4	77.0
Perception of Outcome	95.0	77.3	85.9	87.9	76.9	87.9	90.4	80.9	81.5
General Satisfaction	93.7	86.4	91.9	92.6	89.7	91.2	89.6	85.2	89.5

\*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=110)	(N=393)	(N=339)	(N=224)	(N=157)
Perception of Access	81.4	86.5	86.5	90.0	88.4
Perception of Quality	89.6	91.5	91.0	93.9	92.2
Perception of Care Coordination	87.4	86.2	82.7	85.5	87.0
Perception of Outcome	81.8	87.4	85.8	89.5	88.2
General Satisfaction	88.6	90.7	91.3	92.1	91.1

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 2020 Demographics

Age	Total (N=1,299)		Paper Survey (N=687)		Online Survey (N=612)	
	N	%	N	%	N	%
18-25	110	8%	72	10%	38	6%
26-35	393	30%	199	29%	194	32%
36-45	339	26%	178	26%	161	26%
46-55	224	17%	116	17%	108	18%
56+ years	157	12%	86	13%	71	12%
Missing	76	6%	36	5%	40	7%
Gender Identity*	N	%	N	%	N	%
Female	484	37%	249	36%	235	38%
Male	761	59%	424	62%	337	55%
Transgender	7	1%	4	1%	3	<1%
Other Gender Identity	6	<1%	2	<1%	4	1%
Missing	45	3%	10	1%	35	6%
Race/Ethnicity	N	%	N	%	N	%
American Indian/Alaskan Native	22	2%	15	2%	7	1%
Asian	22	2%	8	1%	14	2%
Black/African American	89	7%	44	6%	45	7%
Latinx	295	23%	154	22%	141	23%
Native Hawaiian/Pacific Islander	13	1%	6	1%	7	1%
White	607	47%	317	46%	290	47%
Multiracial†	53	4%	32	5%	21	3%
Other	121	9%	79	11%	42	7%
Unknown/Missing	77	6%	32	5%	45	7%
Level of Care	N	%	N	%	N	%
Outpatient/Intensive Outpatient	688	53%	315	46%	373	61%
Residential	366	28%	258	38%	108	18%
Detox	18	1%	18	3%	0	0%
OTP/NTP	227	17%	96	14%	131	21%
Length in Treatment	N	%	N	%	N	%
First visit/day	66	5%	46	7%	20	3%
2 weeks or less	161	12%	103	15%	58	9%
More than 2 weeks	1019	78%	521	76%	498	81%
Missing	53	4%	17	2%	36	6%
Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)?	N	%	N	%	N	%
None	316	24%	241	35%	75	12%
Very little	326	25%	204	30%	122	20%
About half	241	19%	128	19%	113	18%
Almost all	244	19%	56	8%	188	31%
All	102	8%	13	2%	89	15%
Missing	70	5%	45	7%	25	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.