
UCLA Treatment Perception Survey Analysis

Contra Costa
Behavioral Health
Services

Alcohol and Other Drug
Services

As submitted for EQRO
2018-19





AOD CLIENT SATISFACTION SURVEY RESULTS

TREATMENT PERCEPTION SURVEY

METHODOLOGY

Youth Treatment Perception Survey

- Survey conducted from October 1-5, 2018
- Overall sample size:
 - N=14 ⇒ 13 completed surveys
 - Only clients who responded to all 18 questions were included in the analysis (N=13)
- Results were broken down into 6 domains: Access, Quality, Therapeutic Alliance, Care Coordination, Outcome, General Satisfaction
- Approval rating varied from 1 (low) to 5 (high)

Treatment Perceptions Survey (Youth) Print PDF as needed.
Do not photocopy!

County / Provider Use Only CalOMS Provider ID (required) Program Reporting Unit (if required by your county):

Treatment Setting (required): OPI/OP Residential OTP/NTP Detox/WM (standalone) Partial hospitalization

Please answer these questions about your experience at this program.
If the question is about something you have not experienced, fill in the circle for "Not Applicable."
DO NOT WRITE YOUR NAME ON THIS FORM.
Your answers must be able to be read by a computer. Therefore, please use a pen, fill in the circle completely, and choose only one answer for each question.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. The location of services was convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Services were available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I had a good experience enrolling in treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My counselor and I worked on treatment goals together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I received services that were right for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I feel my counselor took the time to listen to what I had to say.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I developed a positive, trusting relationship with my counselor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I feel my counselor was sincerely interested in me and understood me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I liked my counselor here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. My counselor is capable of helping me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff here helped me with other issues and concerns I had related to legal/probation, family and educational systems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. My counselor provided necessary services for my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. As a result of the services I received, I am better able to do things I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Overall, I am satisfied with the services I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I would recommend the services to a friend who is in need of similar help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Let us know your comments. What was most helpful about this program? What would you change about this program?
Please do not write any information that may identify you, including but not limited to your name and/or phone number.

Please answer the following questions

1. How long have you have received services here?
 Less than 1 month 1 - 5 months 6 months or more

2. Gender Identity (Please mark all that apply):
 Female Male Transgender Other gender identity Decline to answer

3. Race/Ethnicity (Please mark all that apply):
 American Indian/Alaskan Native Latino Other
 Asian Native Hawaiian/Pacific Islander
 Black/African American White/Caucasian Unknown

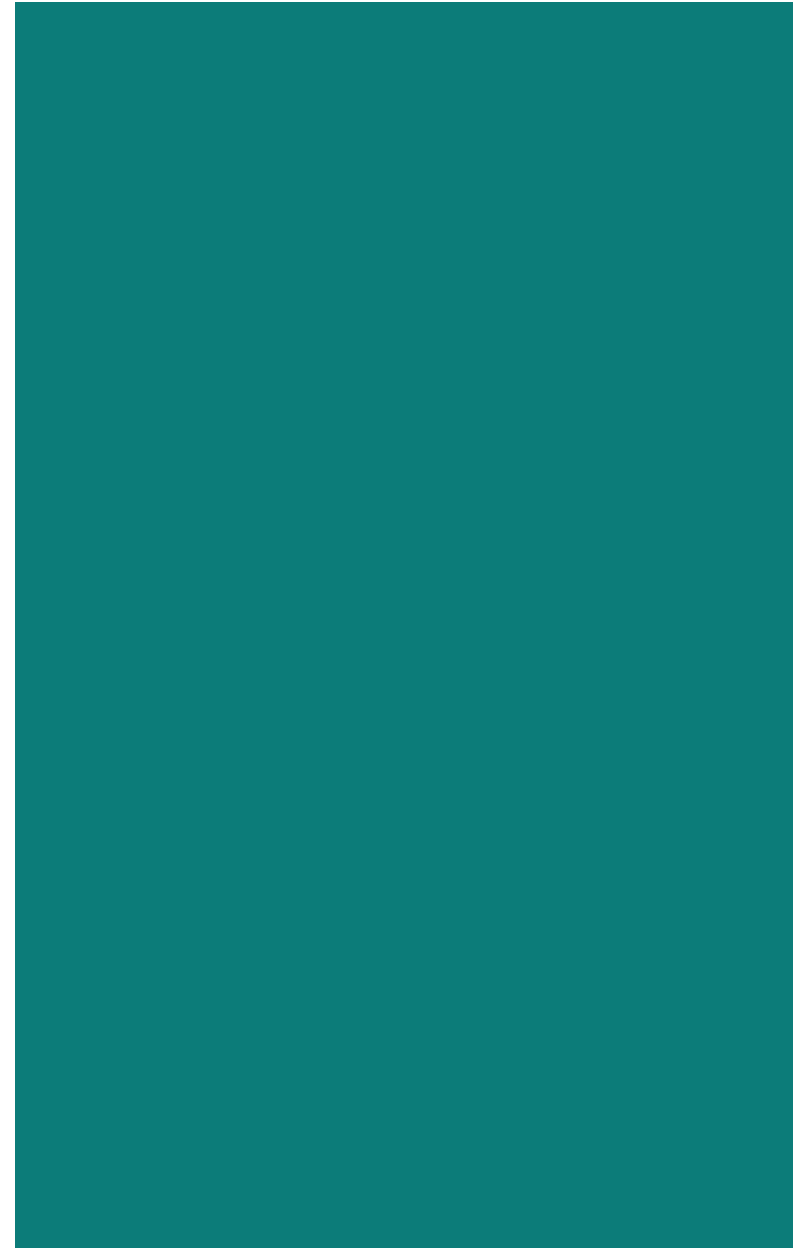
4. Age:

Thank you for taking the time to answer these questions!

Draft

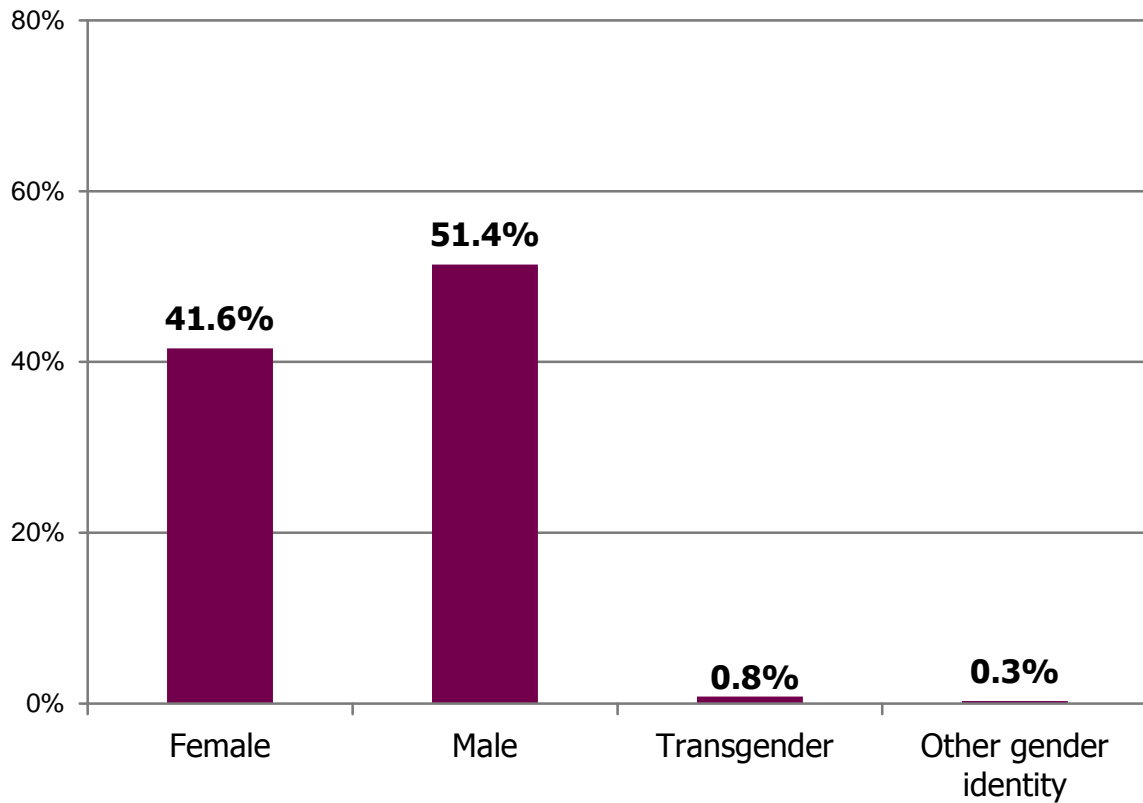
Revised 08/06/18 Treatment Perception Survey (Youth) - English

ADULT CLIENT RESULTS

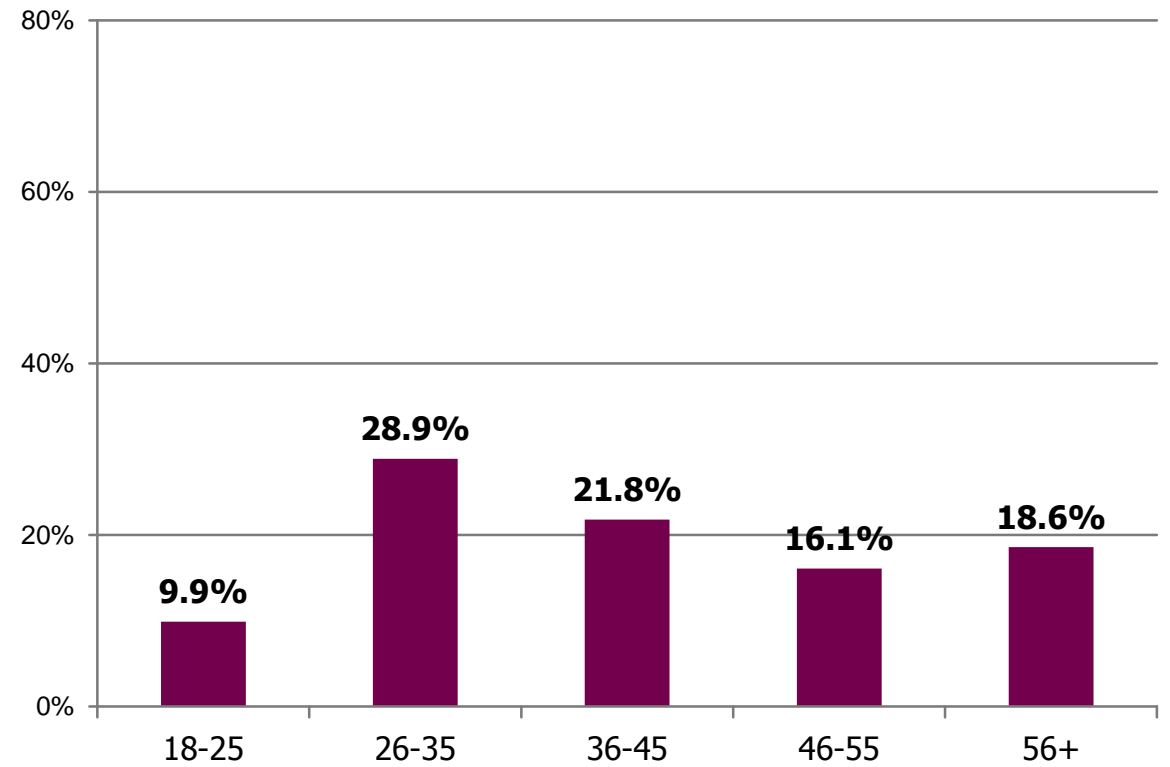


CLIENT SATISFACTION SURVEY – DEMOGRAPHIC RESULTS

Gender Identity

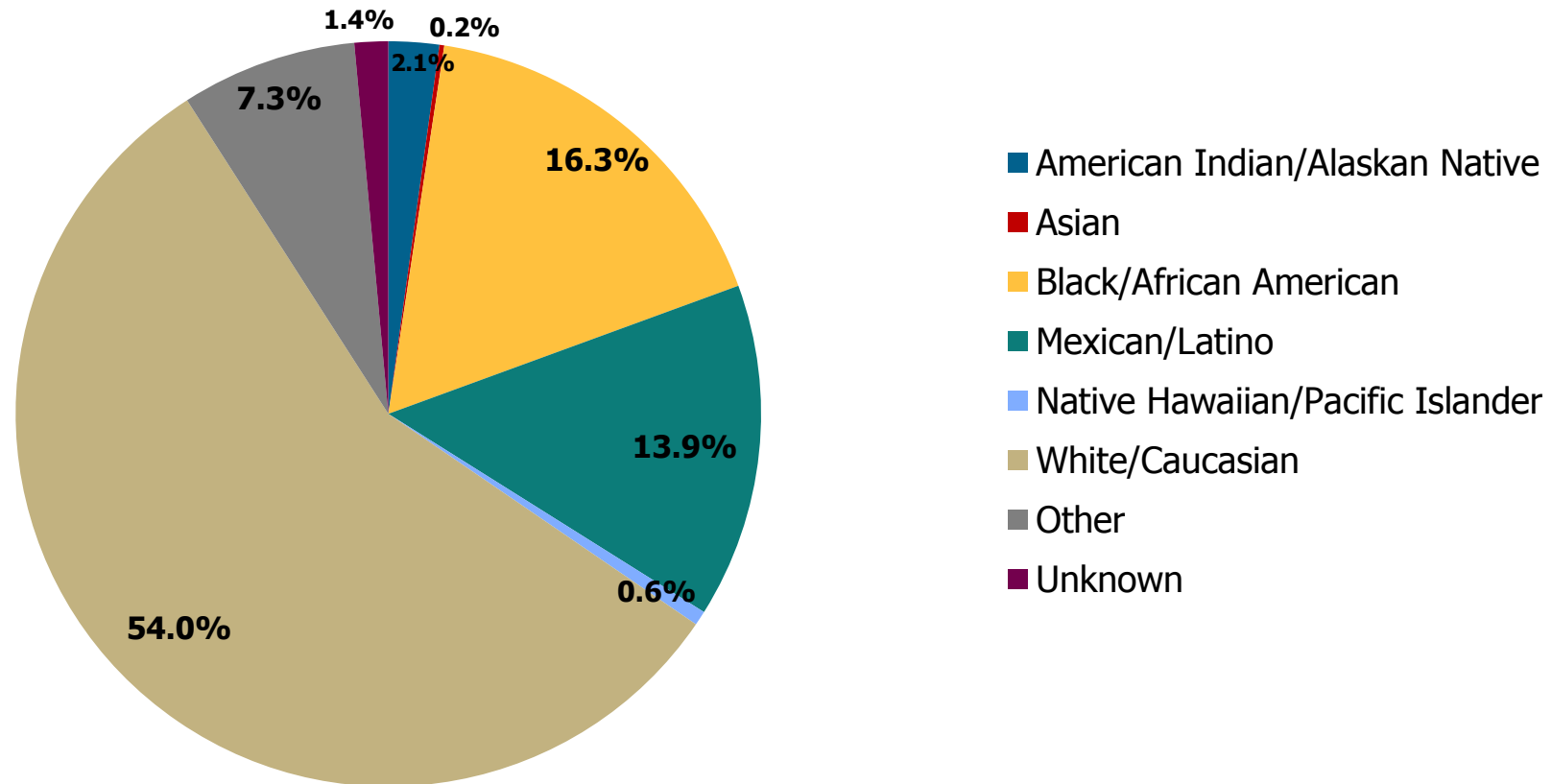


Age



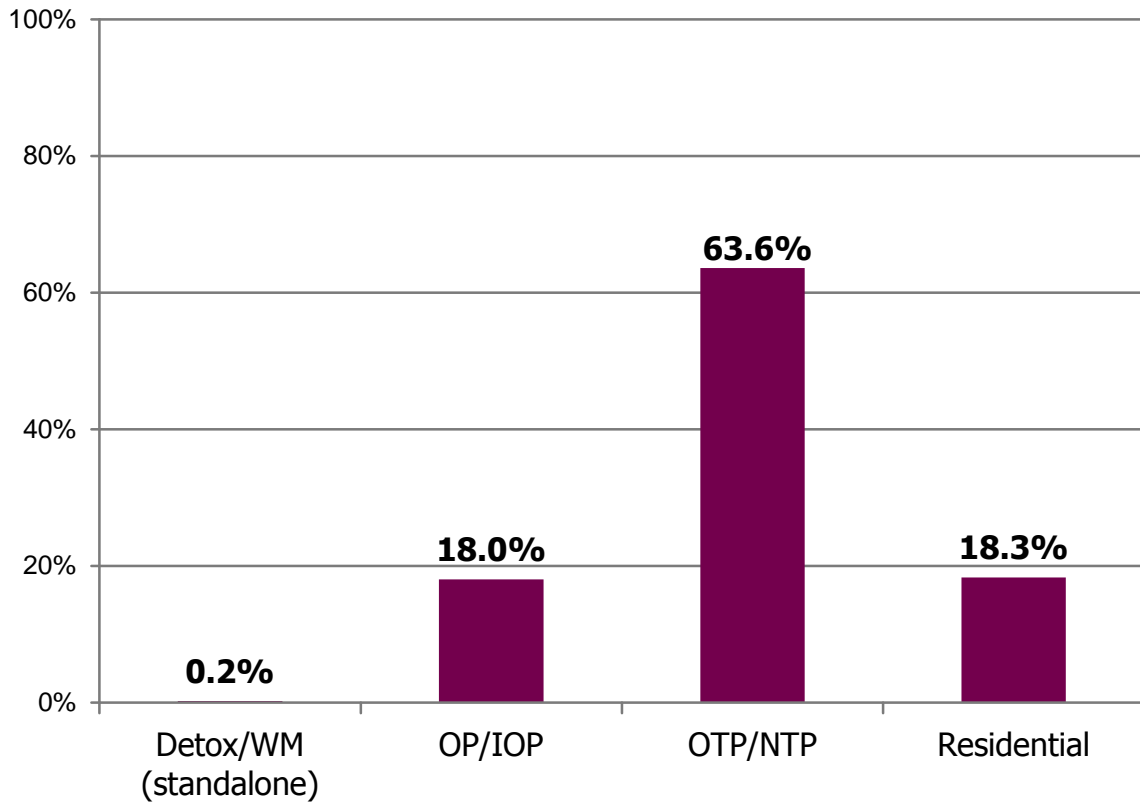
CLIENT SATISFACTION SURVEY – DEMOGRAPHIC RESULTS

Race

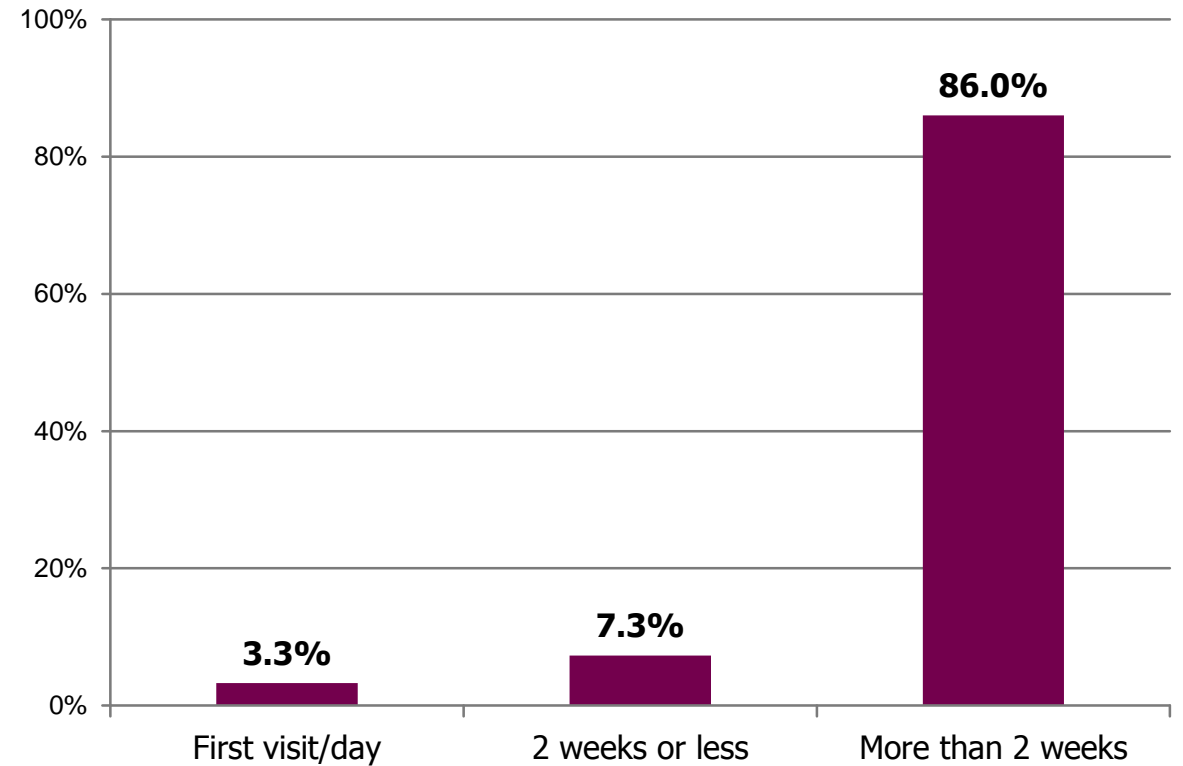


CLIENT SATISFACTION SURVEY – DEMOGRAPHIC RESULTS

Treatment Setting

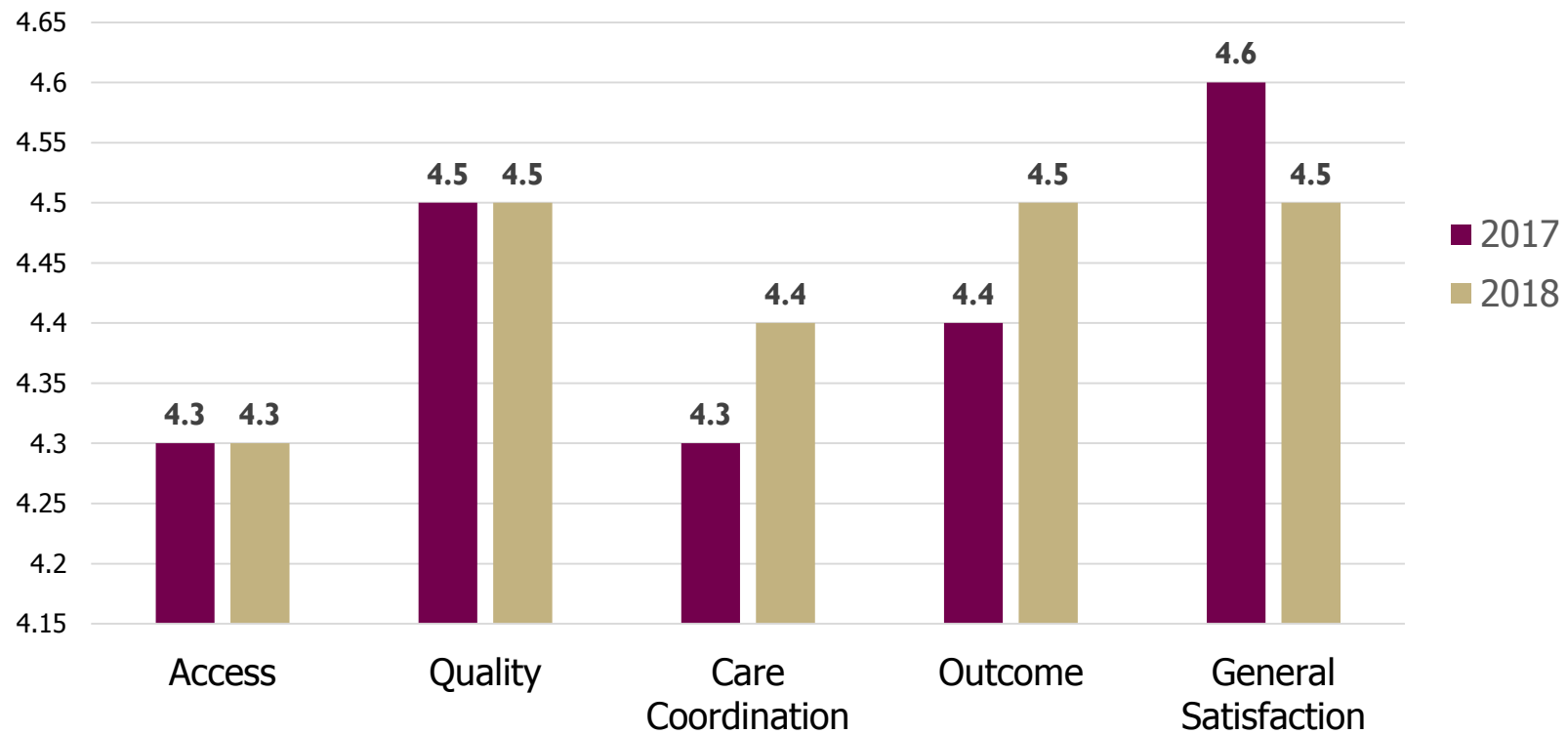


Length of Services



OVERVIEW OF SURVEY RESULTS BY DOMAIN

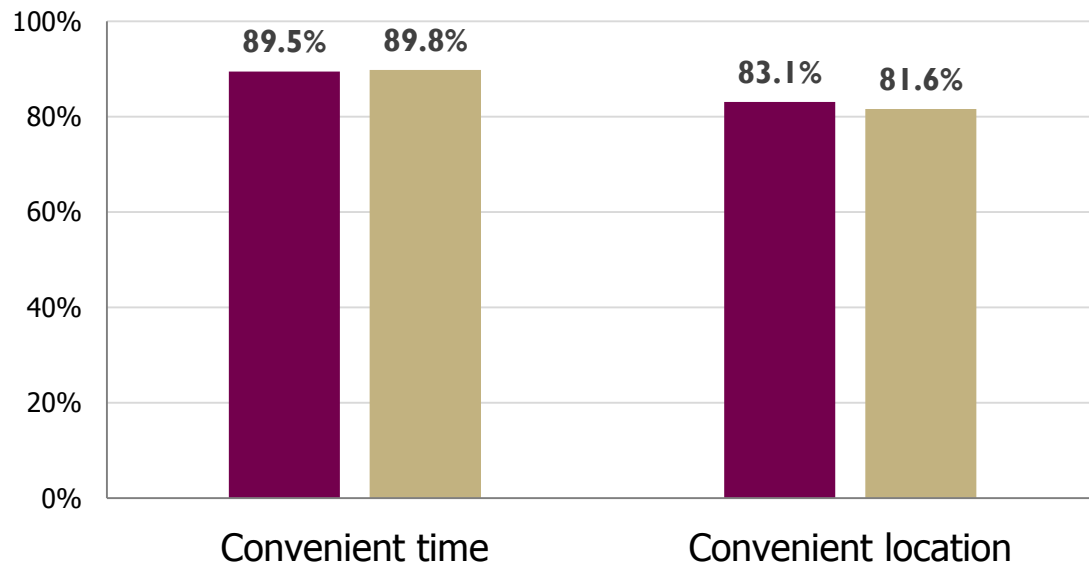
Approval Rating by Domain for 2017 and 2018



DOMAIN APPROVAL SCORES

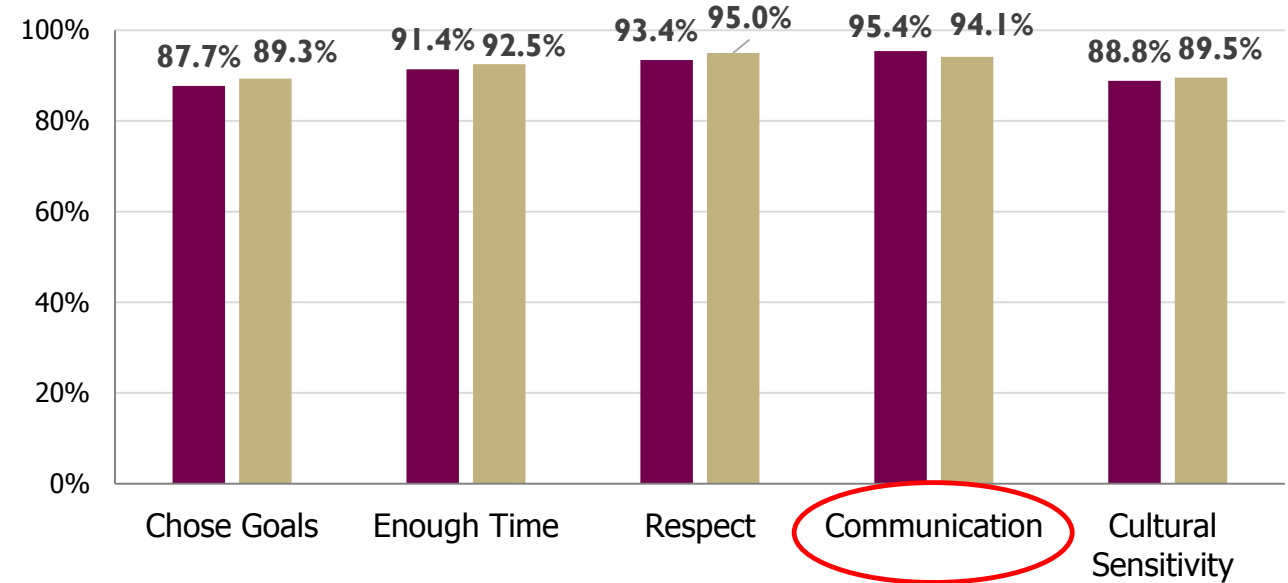
Access

2017 2018



Quality

2017 2018



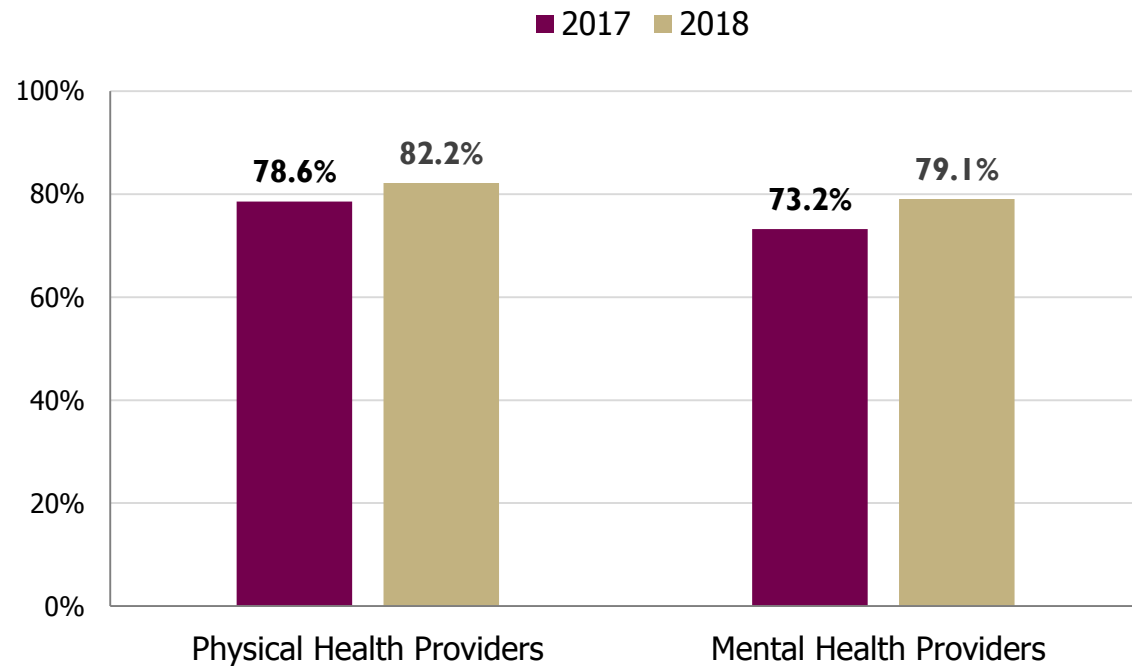
Domain approval scores (Answered "Agree" or "Strongly Agree")

2017, n=459

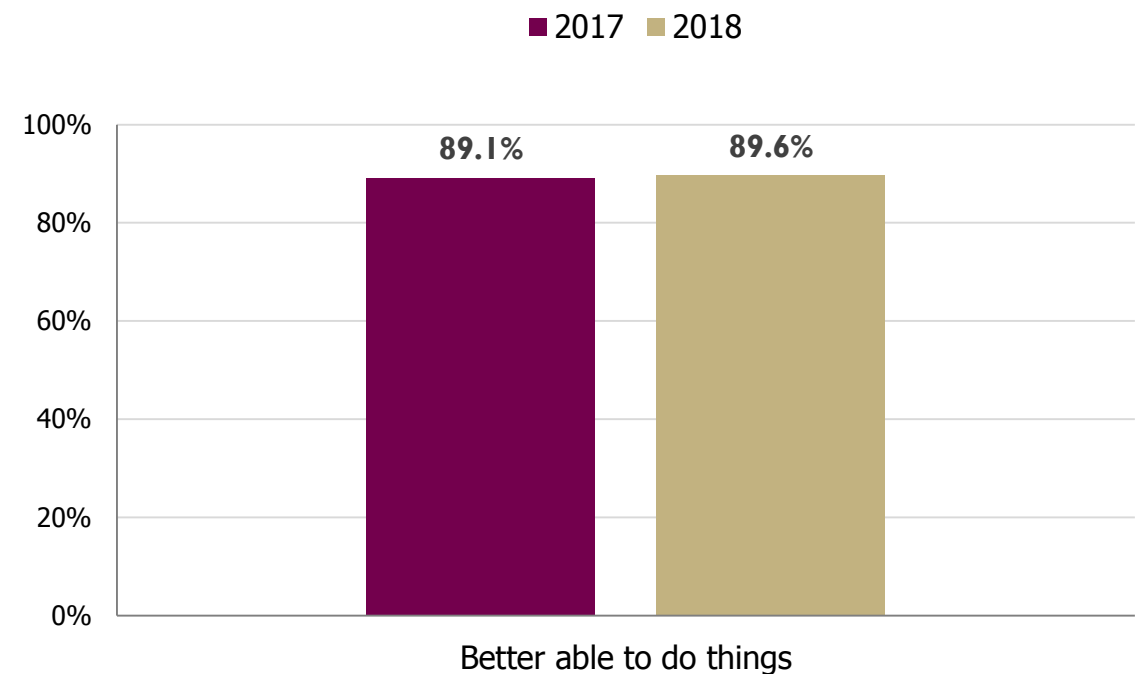
2018, n=657

DOMAIN APPROVAL SCORES

Care Coordination



Outcome



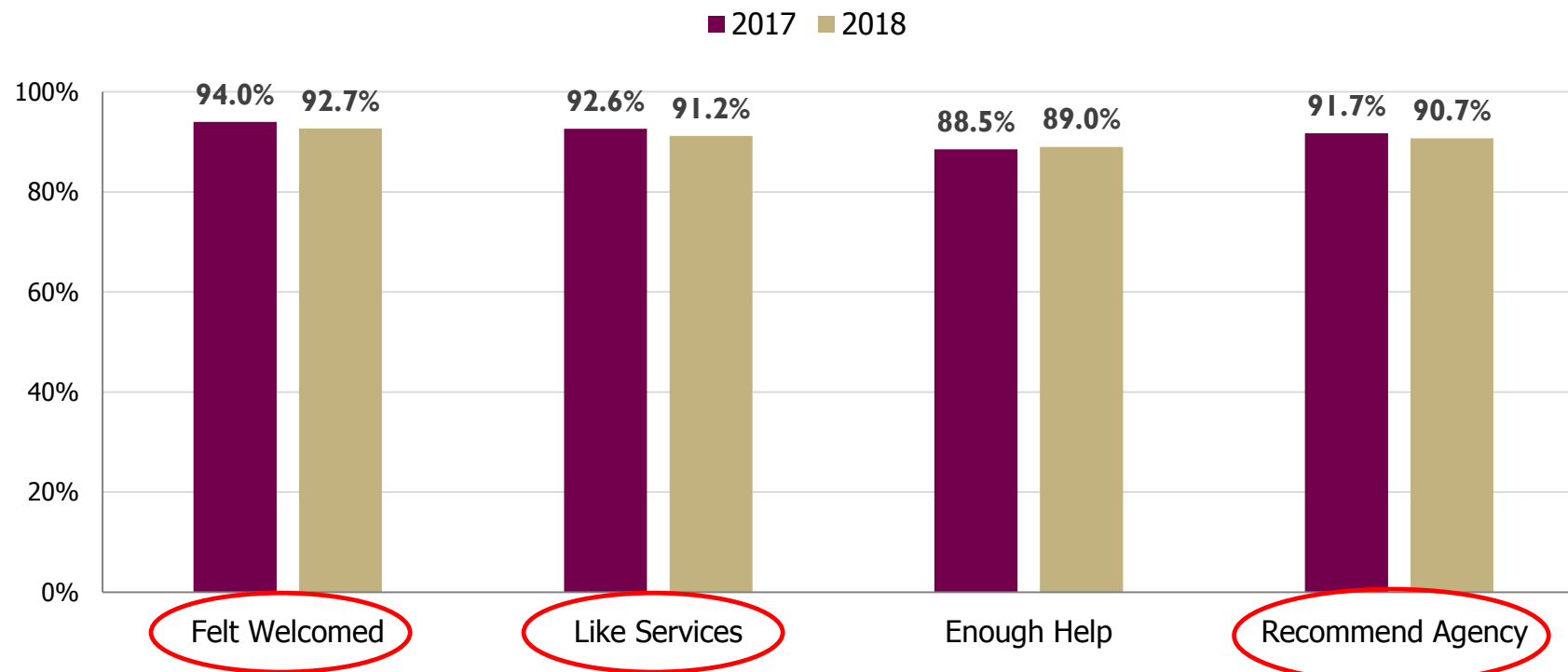
Domain approval scores (Answered "Agree" or "Strongly Agree")

2017, n=459

2018, n=657

DOMAIN APPROVAL SCORES

General Satisfaction



Domain approval scores (Answered "Agree" or "Strongly Agree")

2017, n=459

2018, n=657

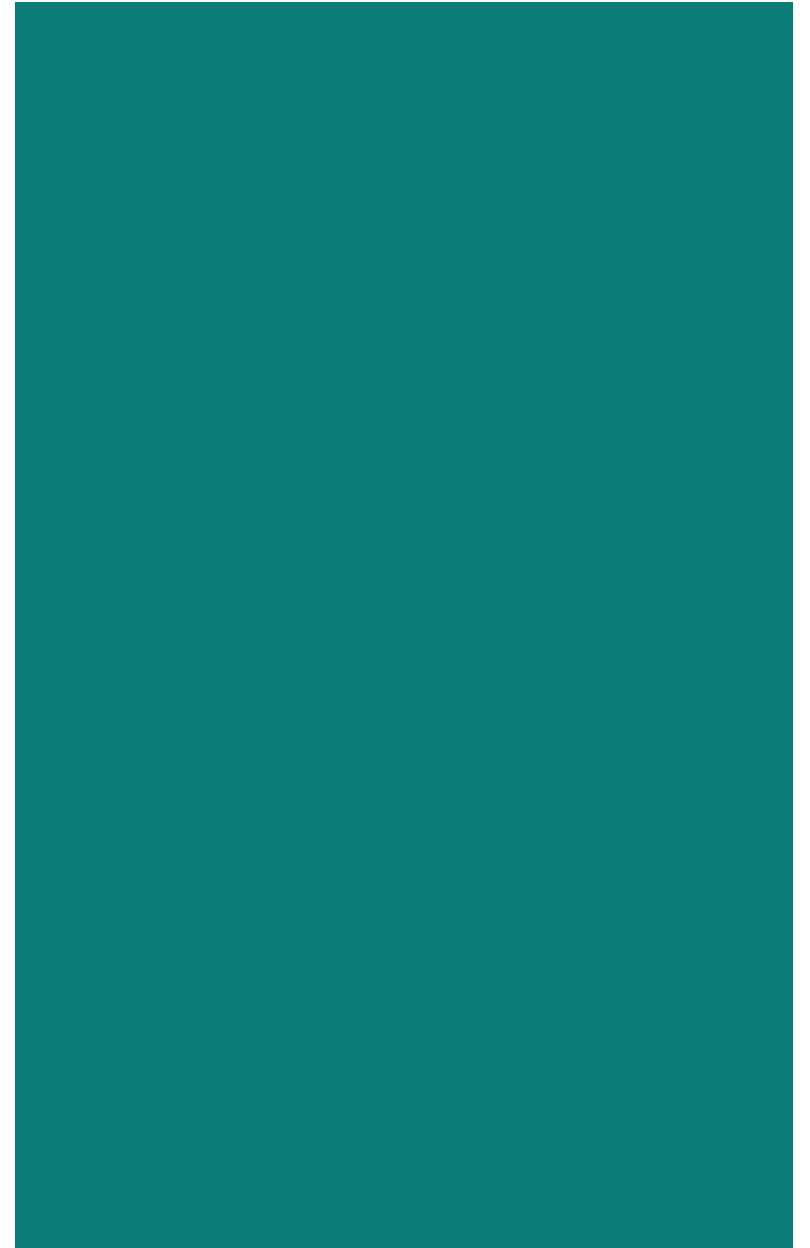
DOMAIN APPROVAL SCORES BY PROVIDER

- **29** providers collected surveys—
 - Access: **21** out of 29 received an average score of **4.3** or better
 - Quality of treatment: **20** out of 29 received an average score of **4.5** or better
 - Care coordination: **20** out of 29 received an average score of **4.4** or better
 - Outcomes: **17** out of 29 received an average score of **4.5** or better
 - General Satisfaction: **22** out of 29 received an average score of **4.5** or better

- “This program has saved my life. We have a wonderful staff.”
- “I absolutely love this treatment program. House is so comfortable. Staff is amazing. Thank you for asking 😊”
- “Staff was patient with my addiction & life...”
- “This program is amazing. It gave me life back and has helped me to get back on track.”

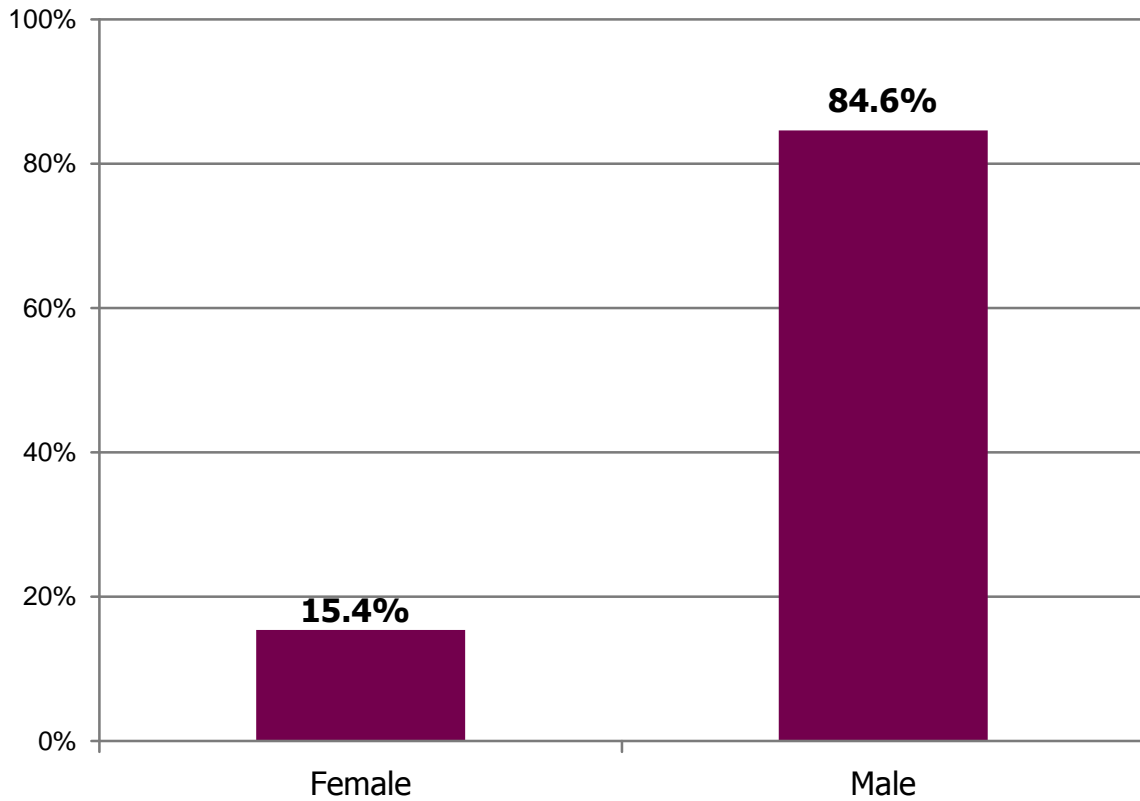
- Adult Clients

YOUTH CLIENT RESULTS

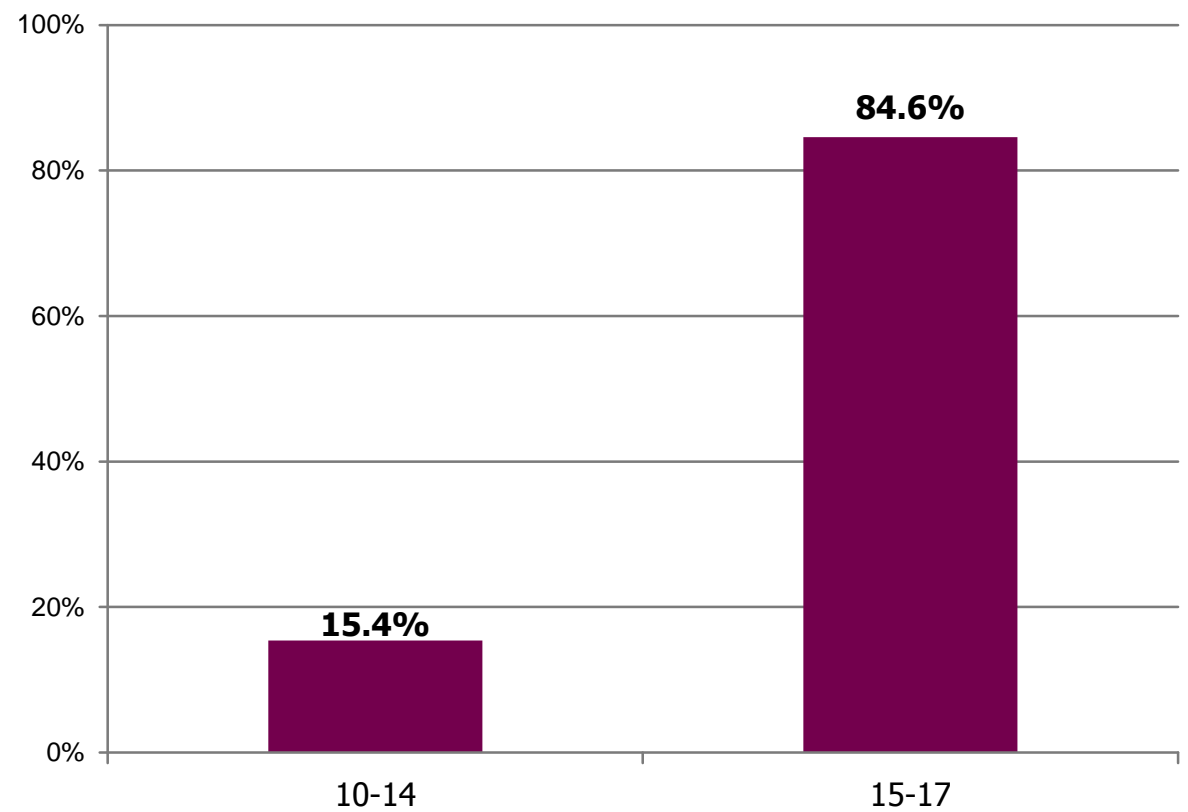


CLIENT SATISFACTION SURVEY – DEMOGRAPHIC RESULTS

Gender Identity

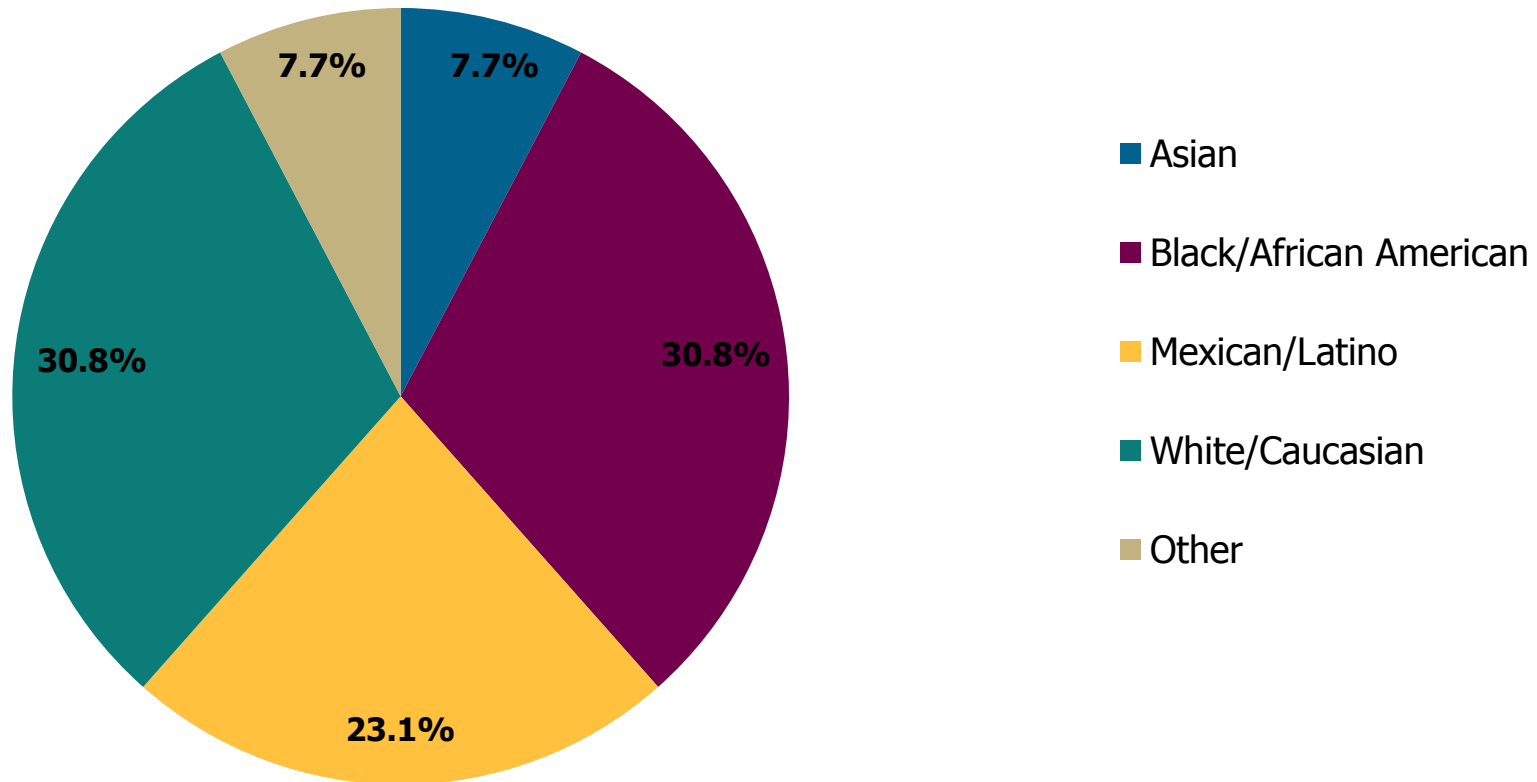


Age



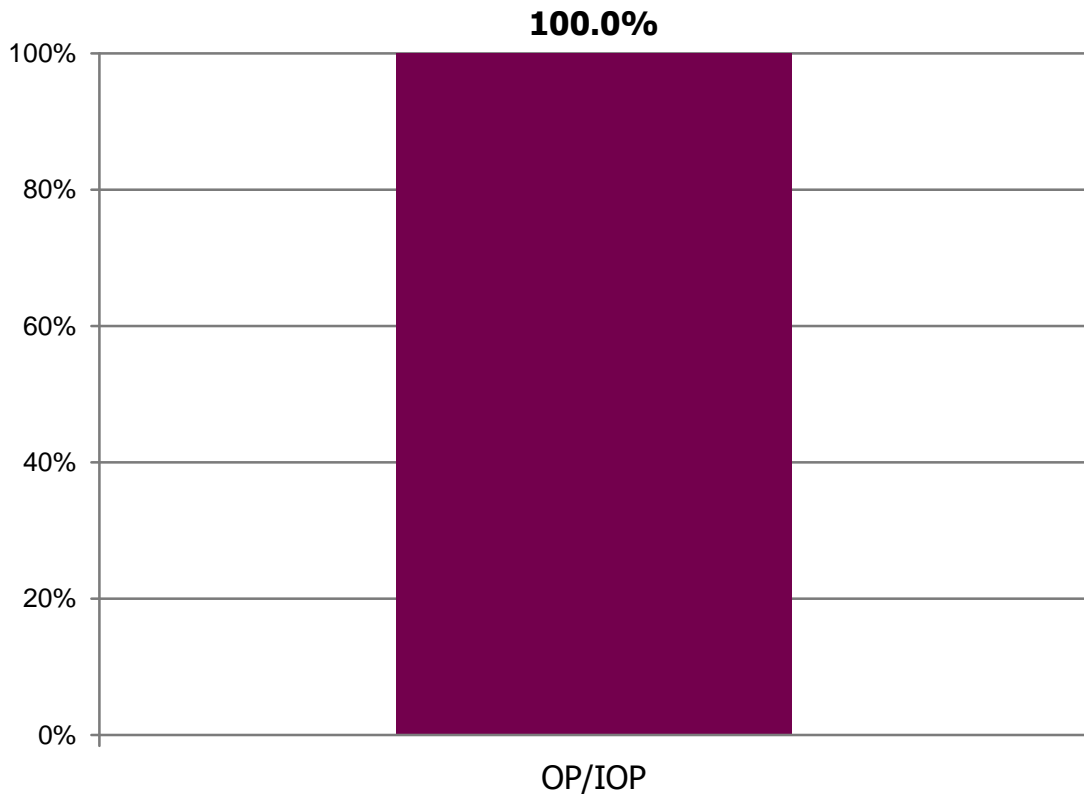
CLIENT SATISFACTION SURVEY – DEMOGRAPHIC RESULTS

Race

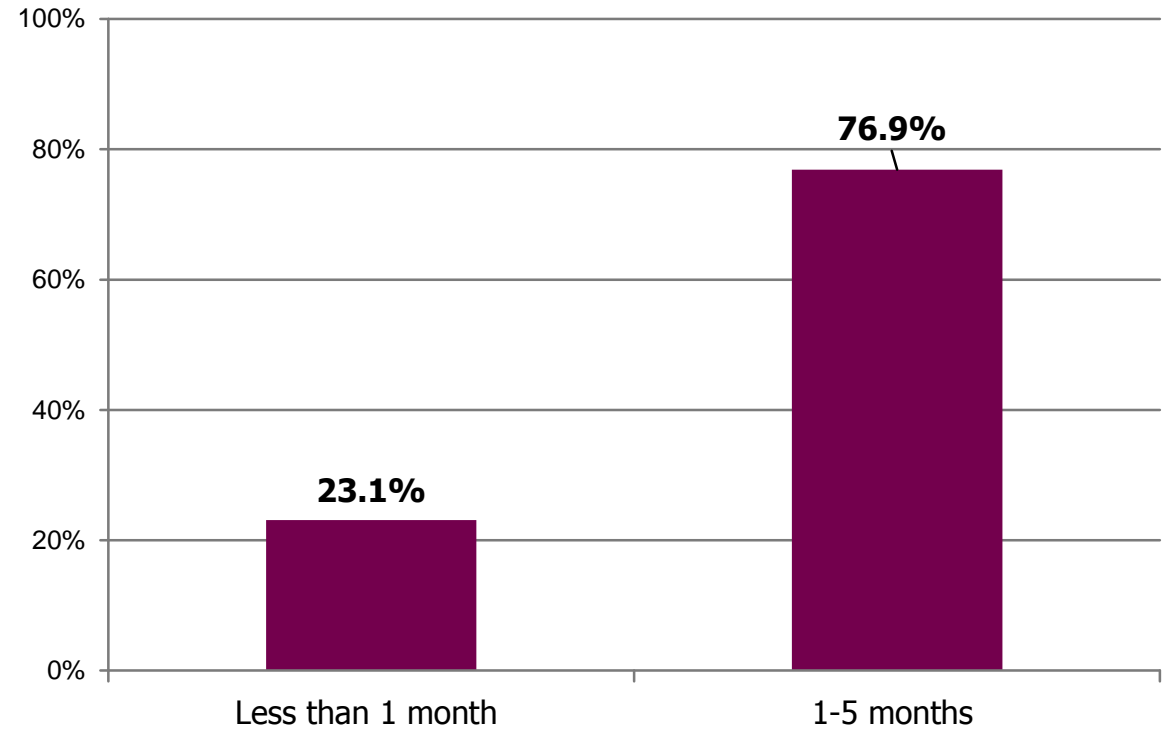


CLIENT SATISFACTION SURVEY – DEMOGRAPHIC RESULTS

Treatment Setting

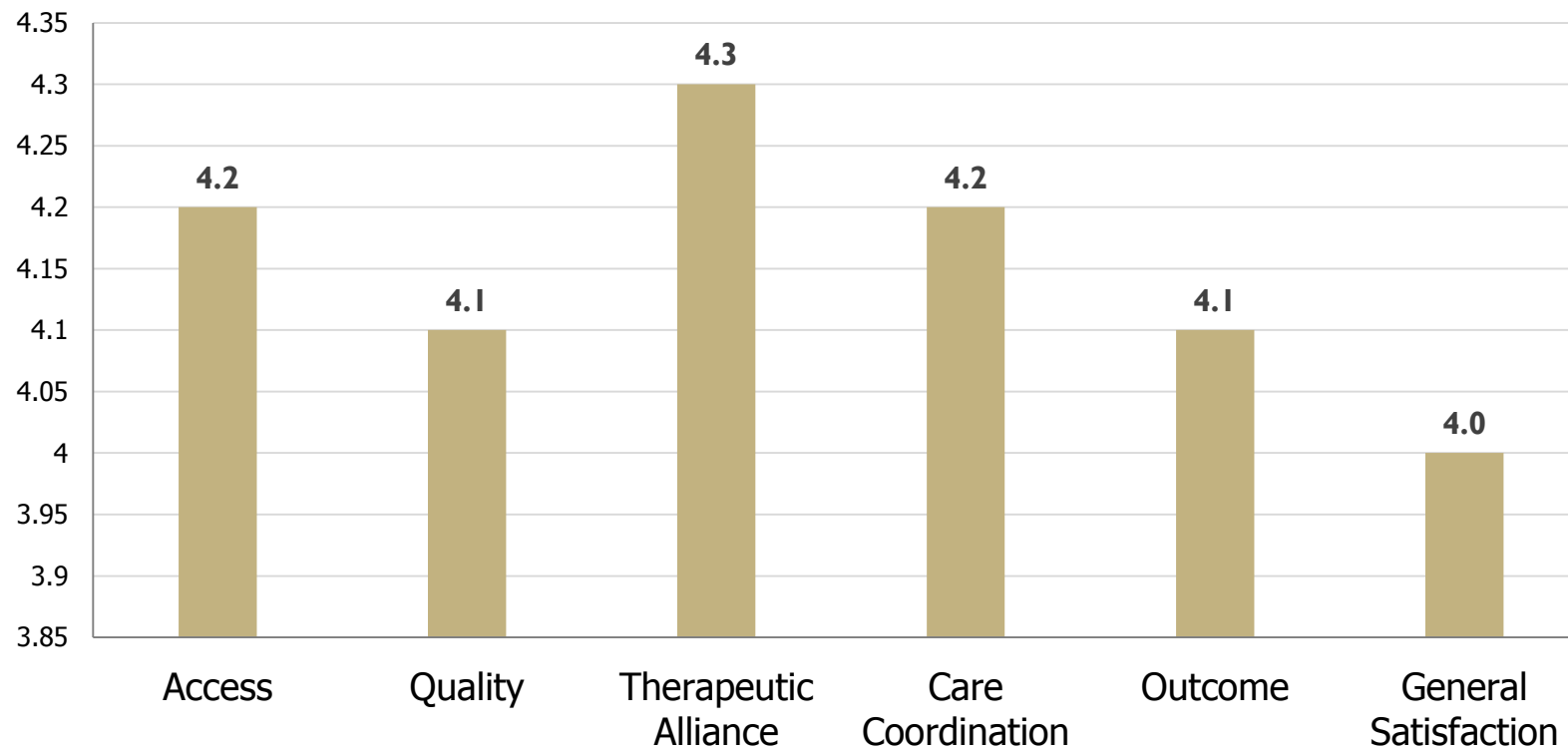


Length of Services



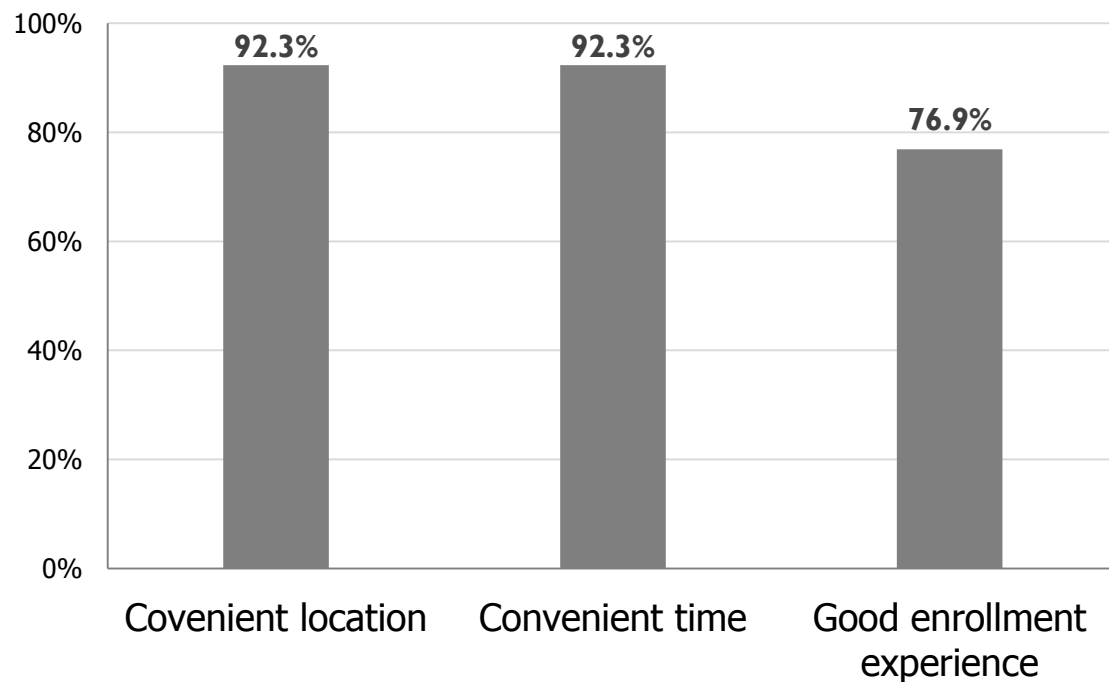
OVERVIEW OF SURVEY RESULTS BY DOMAIN

Approval Rating by Domain (2018)

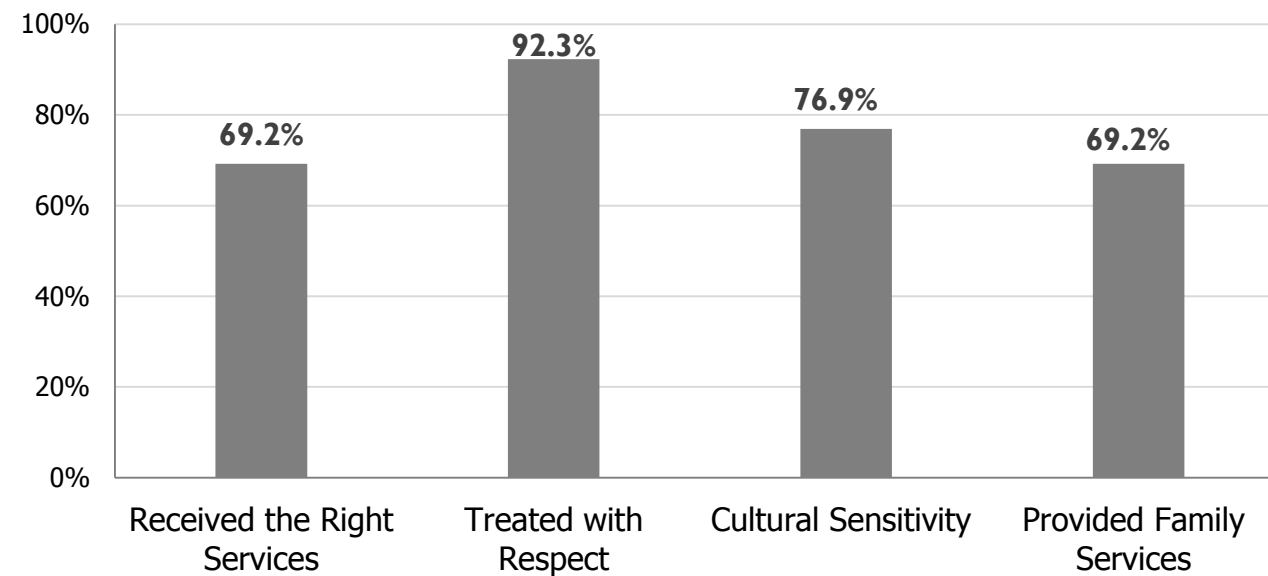


DOMAIN APPROVAL SCORES

Access

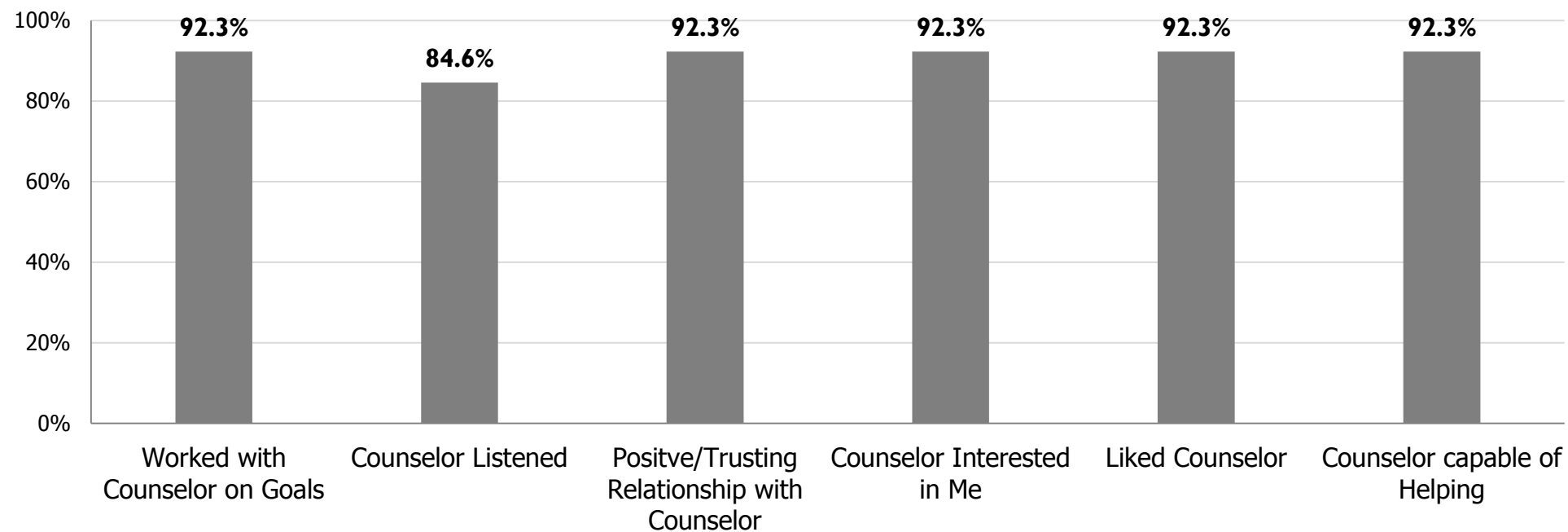


Quality



DOMAIN APPROVAL SCORES

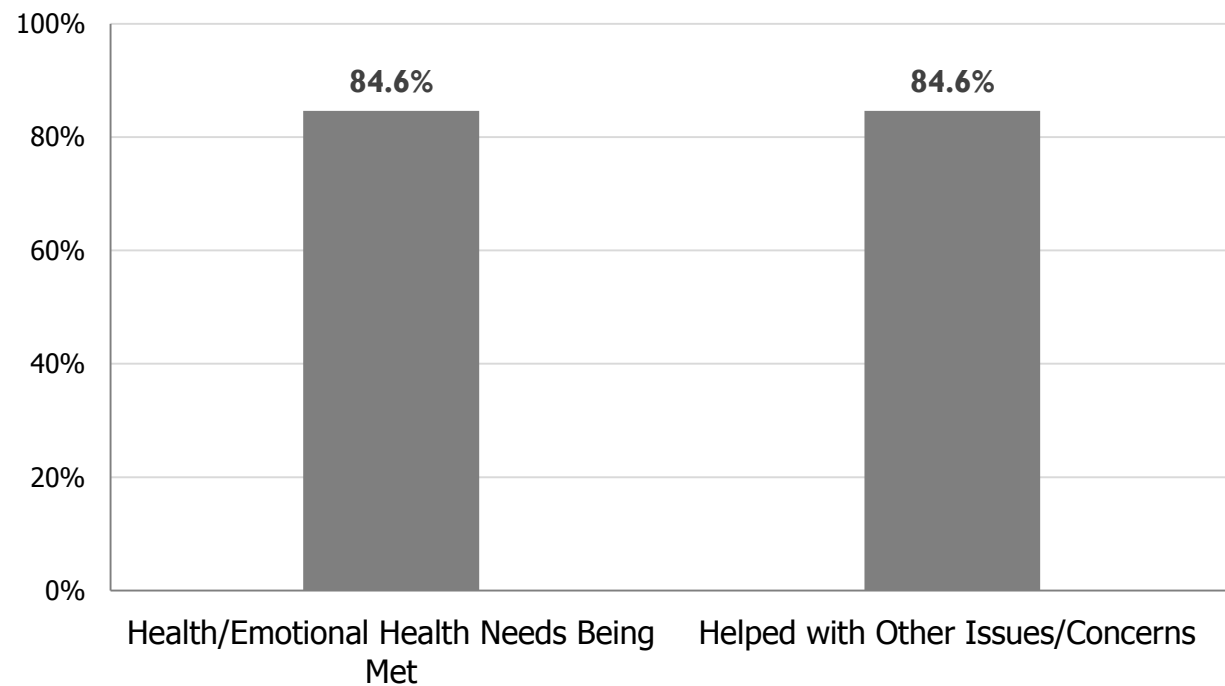
Therapeutic Alliance



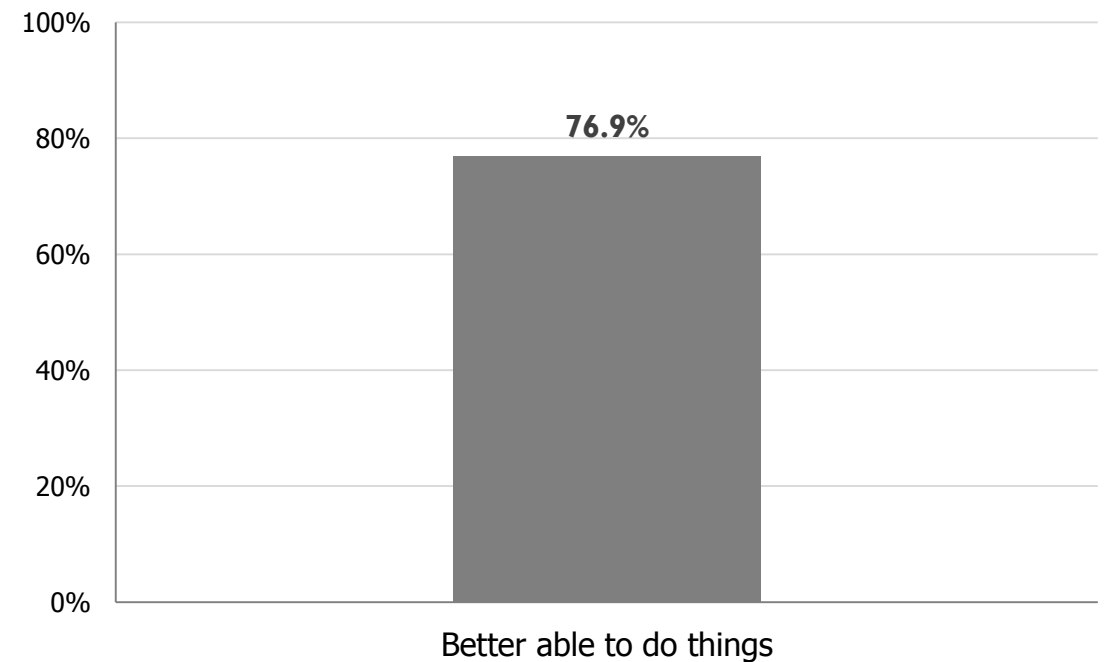
Domain approval scores (Answered "Agree" or "Strongly Agree")
2018, n=13

DOMAIN APPROVAL SCORES

Care Coordination

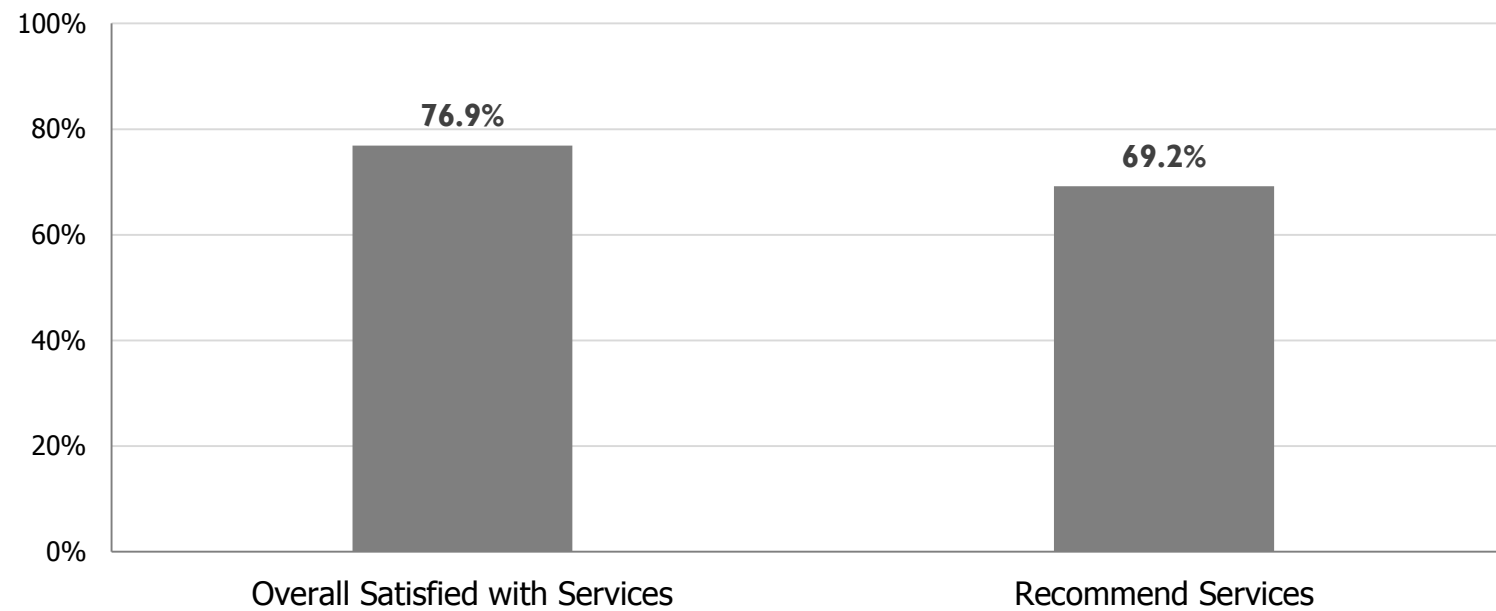


Outcome



DOMAIN APPROVAL SCORES

General Satisfaction



DOMAIN APPROVAL SCORES BY PROVIDER

- 3 providers collected surveys—
 - Access: 1 out of 3 received an average score of 4.2 or better
 - Quality of treatment: 3 out of 3 received an average score of 4.1 or better
 - Therapeutic Alliance: 1 out of 3 received an average score of 4.3 or better
 - Care coordination: 2 out of 3 received an average score of 4.2 or better
 - Outcomes: 2 out of 3 received an average score of 4.1 or better
 - General Satisfaction: 2 out of 3 received an average score of 4.0 or better

- “Encouraging staff”
- “Good location”
- “Support from counselor was helpful”

- Youth Clients

DISCUSSION

- How can survey participation increase among clients, especially youth clients?
- How can the results from this survey be used to improve services?
 - In particular, the *Access and Care Coordination* domains among adult clients?
 - *General Satisfaction, Outcome, and Quality* domains among youth clients?

THANK YOU!

Contact Information

Brittany Emelle, MPH

Phone: 925-313-9553

Email: Brittany.Emelle@cchealth.org

APPENDIX

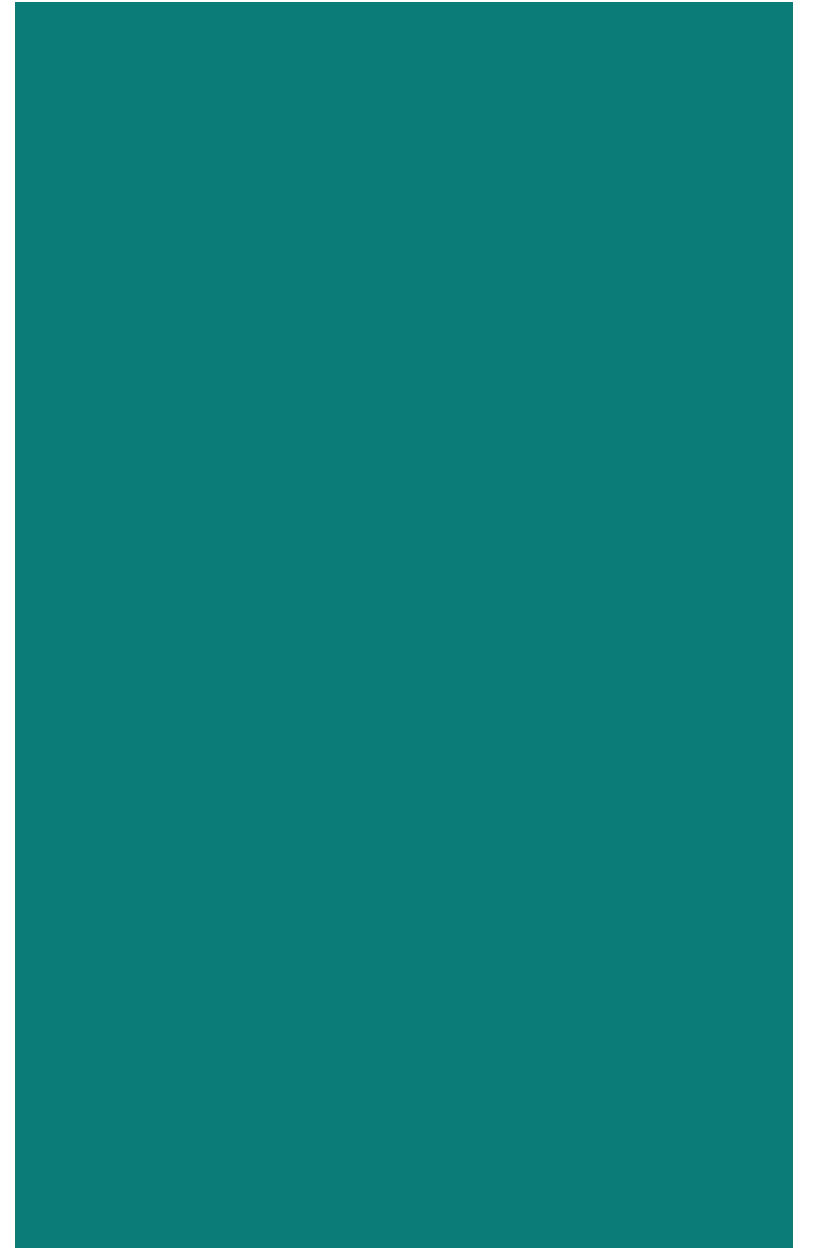


TABLE I: ADULT AVERAGE DOMAIN SCORE BY GENDER IDENTITY

Domain	Gender Identity			
	Female (n=273)	Male (n=338)	Transgender (n=5)	Other Gender Identity (n=2)
Access	4.4	4.2	4.4	4.5
Quality	4.6	4.5	4.4	4.8
Care Coordination	4.5	4.3	4.0	4.5
Outcome	4.5	4.5	4.2	4.5
General Satisfaction	4.6	4.5	4.4	4.5

TABLE 2: ADULT AVERAGE DOMAIN SCORE BY AGE

Domain	Age				
	18-25 (n=65)	26-35 (n=190)	36-45 (n=143)	46-55 (n=106)	56+ (n=122)
Access	4.4	4.4	4.3	4.3	4.1
Quality	4.5	4.6	4.5	4.5	4.3
Care Coordination	4.5	4.5	4.3	4.4	4.2
Outcome	4.6	4.6	4.4	4.5	4.2
General Satisfaction	4.6	4.6	4.5	4.5	4.3

TABLE 3: ADULT AVERAGE DOMAIN SCORE BY RACE

Domain	Race						
	AI/AN (n=14)	Asian (n=1)	Black/African American (n=107)	Mexican/Latino (n=91)	NH/PI (n=4)	White/Caucasian (n=355)	Other (n=48)
Access	4.4	4.5	4.3	4.3	4.6	4.3	4.1
Quality	4.7	4.8	4.5	4.5	4.5	4.5	4.4
Care Coordination	4.7	5.0	4.4	4.4	4.8	4.4	4.1
Outcome	4.8	5.0	4.4	4.4	4.3	4.5	4.3
General Satisfaction	4.7	5.0	4.5	4.5	4.5	4.5	4.4

AI/AN: American Indian/Alaska Native
 NH/PI: Native Hawaiian/Pacific Islander

TABLE 4: ADULT AVERAGE DOMAIN SCORE BY TREATMENT SETTING

Domain	Treatment Setting			
	Detox/WM (standalone) (n=1)	OP/IOP (n=118)	OTP/NTP (n=418)	Residential (n=120)
Access	5.0	4.5	4.3	4.2
Quality	4.6	4.6	4.5	4.4
Care Coordination	5.0	4.5	4.4	4.3
Outcome	5.0	4.5	4.5	4.4
General Satisfaction	5.0	4.7	4.5	4.4

TABLE 5: ADULT AVERAGE DOMAIN SCORE BY LENGTH OF SERVICES

Domain	Length of Services		
	First visit/day (n=22)	2 weeks or less (n=48)	More than 2 weeks (n=565)
Access	4.2	4.2	4.3
Quality	4.3	4.5	4.5
Care Coordination	4.0	4.3	4.4
Outcome	4.3	4.5	4.5
General Satisfaction	4.3	4.5	4.5

TABLE 6: YOUTH AVERAGE DOMAIN SCORE BY GENDER AND AGE

Domain	Gender Identity		Age	
	Female (n=2)	Male (n=11)	10-14 (n=2)	15-17 (n=11)
Access	5.0	4.1	4.8	4.1
Quality	5.0	4.0	4.4	4.1
Therapeutic Alliance	5.0	4.2	4.7	4.2
Care Coordination	5.0	4.1	5.0	4.1
Outcome	5.0	3.9	4.5	4.0
General Satisfaction	5.0	3.8	4.3	3.9

TABLE 7: YOUTH AVERAGE DOMAIN SCORE BY RACE

Domain	Race				
	Asian (n=1)	Black/African American (n=4)	Mexican/Latino (n=3)	White/Caucasian (n=4)	Other (n=1)
Access	4.0	4.4	4.2	4.4	3.0
Quality	4.0	4.3	4.3	4.2	3.0
Therapeutic Alliance	4.0	4.3	4.5	4.5	3.0
Care Coordination	4.0	4.6	4.2	4.3	3.0
Outcome	4.0	4.3	4.0	4.3	3.0
General Satisfaction	4.0	4.1	3.8	4.1	3.0

TABLE 8: YOUTH AVERAGE DOMAIN SCORE BY LENGTH OF SERVICES

Domain	Length of Services	
	Less than 1 month (n=3)	1-5 months (n=10)
Access	4.1	4.3
Quality	3.6	4.3
Therapeutic Alliance	4.1	4.4
Care Coordination	4.2	4.3
Outcome	4.0	4.1
General Satisfaction	4.0	4.0

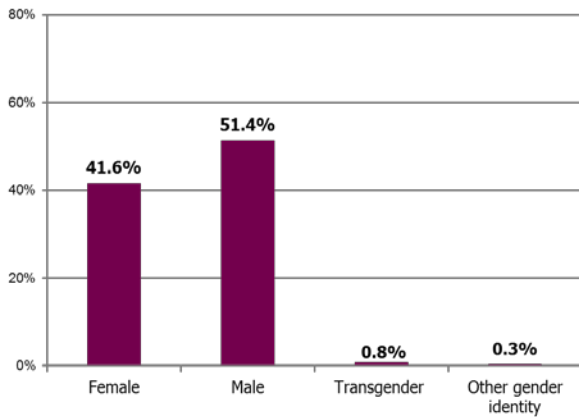
Adult Treatment Perception Survey Results

- Survey conducted from October 1-5, 2018.
- Overall sample size for adults (n=745) and youth (n=14).
 - 29 providers collected surveys and only *adult* clients who responded to all 14 questions were included in the analysis (**N=657**)
 - 3 providers collected surveys and only *youth* clients who responded to all 18 questions were included in the analysis (**N=13**)
- Domains: Access, Quality, Care Coordination, Outcome, General Satisfaction (additional domain for youth: Therapeutic Alliance)
- Approval rating varied from 1 (low) to 5 (high)

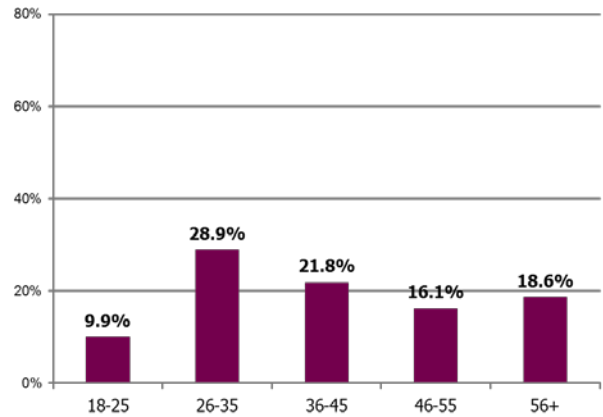
Adult Client Results

Demographics

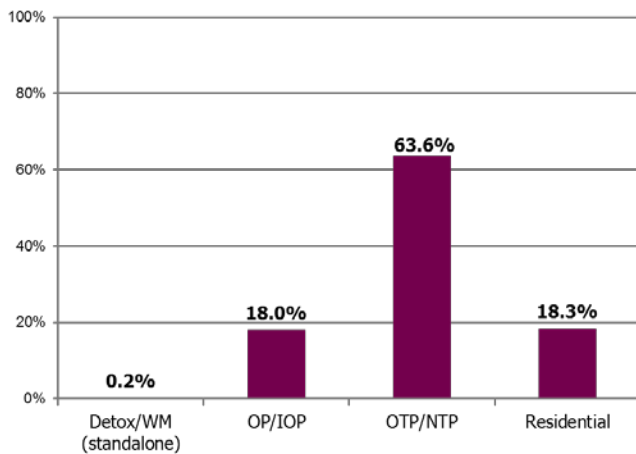
Gender Identity



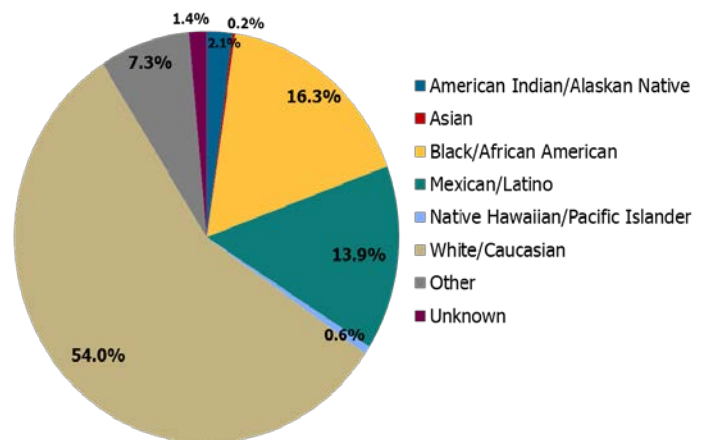
Age



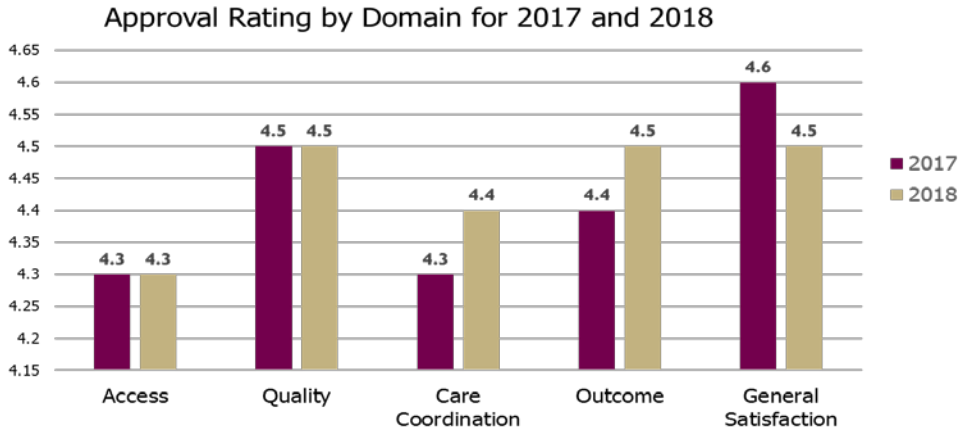
Treatment Setting



Race



Approval Rating by Domain



Domain approval scores (percentage of those who answered “agree” or “strongly agree”)

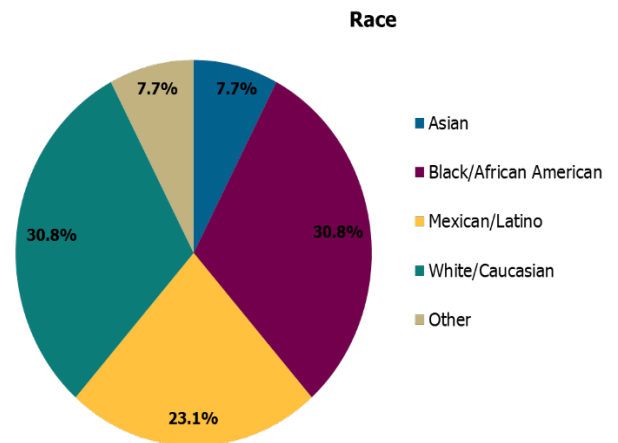
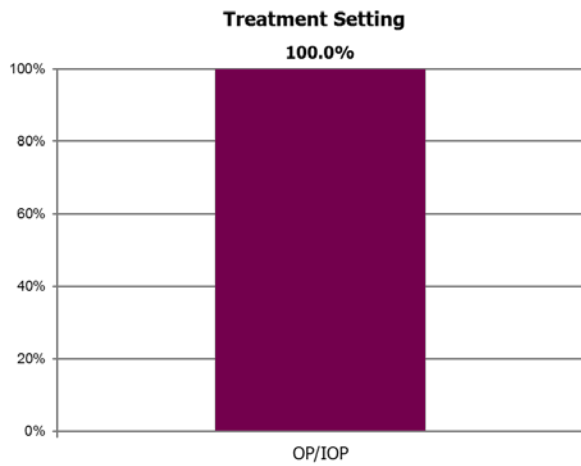
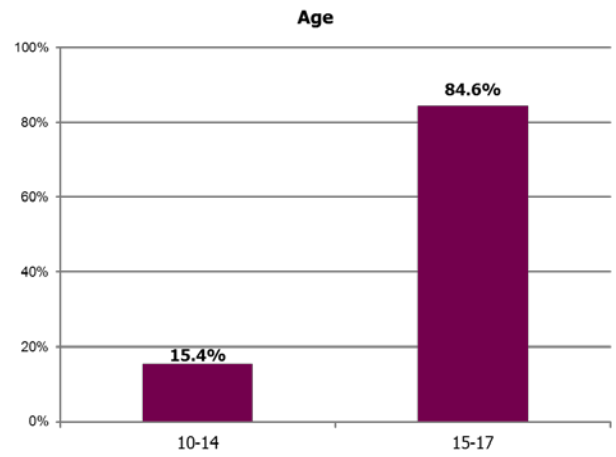
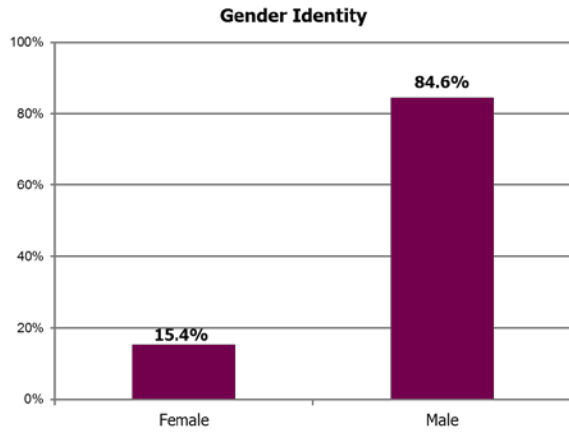
Domain	Approval Score	
	2017 (n=459)	2018 (n=657)
Access		
Convenient Time	89.5%	89.8%
Convenient Location	83.1%	81.6%
Quality		
Chose Goals	87.7%	89.3%
Enough Time	91.4%	92.5%
Respect	93.4%	95.0%
Communication	95.4%	94.1%
Cultural Sensitivity	88.8%	89.5%
Care Coordination		
Physical Health Providers	78.6%	82.2%
Mental Health Providers	73.2%	79.1%
Outcome		
Better able to do things	89.1%	89.6%
General Satisfaction		
Felt Welcomed	94.0%	92.7%
Like Services	92.6%	91.2%
Enough Help	88.5%	89.0%
Recommend Agency	91.7%	90.7%

- “This program has saved my life. We have a wonderful staff.”
- “I absolutely love this treatment program. House is so comfortable. Staff is amazing. Thank you for asking ☺”
- “Staff was patient with my addiction & life...”
- “This program is amazing. It gave me life back and has helped me to get back on track.”

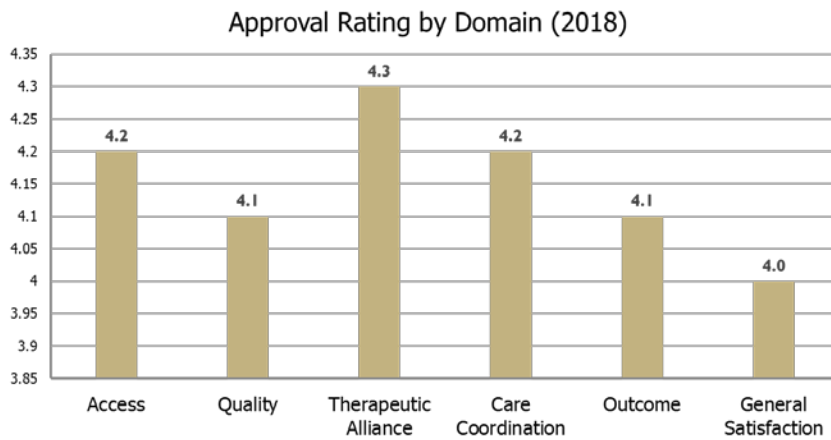
-Adult Clients

Youth Client Results

Demographics



Approval Rating by Domain



Domain approval scores (percentage of those who answered “agree” or “strongly agree”)

Domain	Approval Score (2018, n=13)
Access	
Convenient time	92.3%
Convenient location	92.3%
Good enrollment experience	76.9%
Quality	
Received the right services	69.2%
Treated with respect	92.3%
Cultural sensitivity	76.9%
Provided family services	69.2%
Therapeutic Alliance	
Worked with counselor on goals	92.3%
Counselor listened	84.6%
Positive/trusting relationship with counselor	92.3%
Counselor interested in me	92.3%
Liked counselor	92.3%
Counselor capable of helping	92.3%
Care Coordination	
Health/Emotional health needs met	84.6%
Helped with other issues/concerns	84.6%
Outcome	
Better able to do things	76.9%
General Satisfaction	
Overall satisfied with services	76.9%
Recommend services	69.2%

- “Encouraging staff”
 - “Good location”
 - “Support from counselor was helpful”
- Youth Clients