



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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Consumer Satisfaction Outcomes Report

Spring 2021 Survey Period

**Los Angeles County - Department of Mental Health
Office of Administrative Operations – Quality, Outcomes, and Training Division
Quality Improvement Unit**

**Jonathan E. Sherin, M.D., Ph.D.
Director**

May 2022



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OFFICE OF
ADMINISTRATIVE
OPERATIONS
QUALITY, OUTCOMES,
AND TRAINING DIVISION
QUALITY IMPROVEMENT
UNIT

CONSUMER
SATISFACTION
OUTCOMES
REPORT
FOR
SPRING 2021
SURVEY PERIOD

EXECUTIVE
SUMMARY
MAY 2022

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The Los Angeles County Department of Mental Health (LACDMH) conducts Consumer Perception Survey (CPS) in Spring. Consumers receiving services in randomly-selected outpatient clinics complete one of four versions of the CPS: Adult (ages 18 to 59), Older Adult (ages 60 and up), Youth (ages 13 to 17) and Families (ages 0 to 17).

Similar to the trend from Spring 2020, fewer surveys were completed during the Spring 2021 survey period. The majority of surveys came from Adults (52.1%), followed by Families (29.1%), Youth (9.8%) and Older Adults (9.0%). Surveys were collected from 10.9% of the consumers who received services from outpatient and day treatment programs during the one-week survey period. Most surveys were completed in English or Spanish and respondents indicated high satisfaction with language availability. Service Area (SA) 2 had the highest amount of completed surveys and SA 5 had the lowest amount of completed surveys.

For Spring 2021, the percent of individuals that reported being very satisfied remained high for several domains. Families and Youth had the highest scores for the Cultural Sensitivity domain with 96.8% and 90.4% of respondents agreeing or strongly agreeing with the items in that domain. Adults had the highest scores in the Quality & Appropriateness domain (92.5%) and Older Adults had the highest scores in the General Satisfaction domain (95.9%).

Over a quarter of Families (28.6%) and over half of Youth (67.5%) reported being on medication for emotional or behavioral problems. Youth had the highest medication rates in SA 5 (100%) and SA 2 (87.9%) and Families had the highest medication rates in SA 8 (35.8%). Of those prescribed medications, the majority of Families (88.2%) and about half of Youth (50.6%) reported they were told about the medication side effects.

Trends for the items that are common across all four versions of the survey fluctuated across the last three survey periods (November 2019, June 2020, and June 2021). Families tended to have the highest percentage of respondents that agreed or strongly agreed with common items for the last three survey periods. Youth and Families had similar percentages for June 2020 and then decreased considerably for Youth in June 2021. Older Adults improved percentages on most items from June 2020 to June 2021. Adult scores tended to be lower for most items and decreased from June 2020 to June 2021. The lowest percentage that agreed or strongly agreed for all age groups was for the functioning item related to doing better in school and/or work, indicating this is a continued area for improvement.

The QI unit shares domain-level data trends from the past five survey periods in both the Countywide and SA-specific Quality Improvement Committee (QIC) meetings to identify strengths and areas for improvement. Provider-level domain data reports are also compiled for each survey period and are distributed at SA QIC meetings. The QI unit also creates one-page consumer handouts with a brief overview of target data indicators. These handouts, in addition to these brief reports, are distributed to the QICs and are made publicly available on the QI website.

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Background

Consumer Perception Surveys (CPS) offer important feedback on consumer and family satisfaction with their mental health services. Surveys for this period were administered at outpatient programs in the Department of Mental Health (DMH) in the eight Service Areas (SAs) of Los Angeles County from June 21, 2021, through June 25, 2021. The Spring survey period typically occurred in May and was delayed to June as a result of the COVID-19 global pandemic. For this survey period, the majority of surveys were administered using an internal portal developed by the DMH Central Information Office (CIO) and the inclusion criteria was broadened to include consumers receiving field-based and telehealth services. CPS forms are collected throughout California and the United States (U.S.) during the same survey period and are used for continuous quality improvement.

Surveys are given according to the following age groups:

Survey Version	Age Bracket
Adult	Ages 18–59 years
Older Adult	Ages 60 years and older
Youth (Youth Services Survey)	Ages 13 – 17 years
Families (Youth Services Survey for Families)	Caregivers/family members of consumers 0 – 17 years

Data Source: Department of Health Care Services, June 2021.

CPS survey items correspond to eight domains of satisfaction: Overall Satisfaction, General Satisfaction, Perception of Access, Perception of Quality and Appropriateness/Cultural Sensitivity, Perception of Participation in Treatment Planning, Perception of Outcomes, Perception of Functioning, and Perception of Social Connectedness. Scores are on a Likert scale of 1 to 5 (Strongly Disagree to Strongly Agree) with 5 representing the highest score. A higher mean score for the subscale domain reflects a higher consumer perception of care. The percentage of consumers scoring 3.5 or above are presented by domain as well as the individual items within each domain.

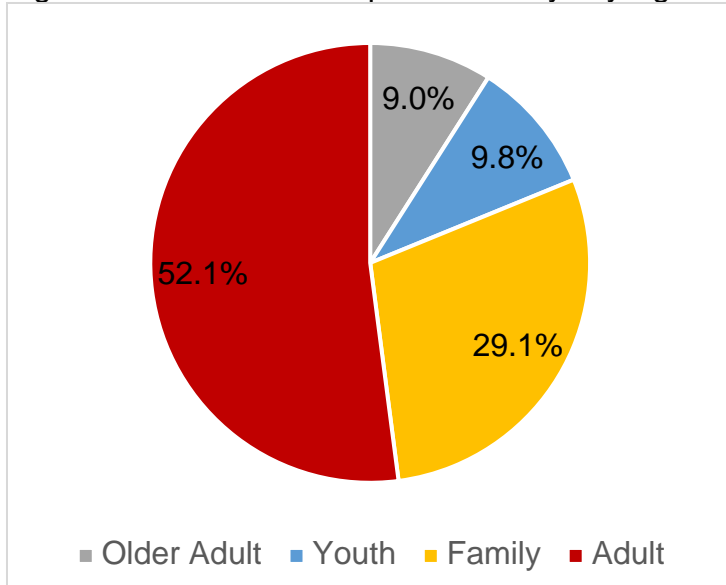
How to Use This Report

This report presents the survey data in various sections. It includes the number of completed surveys by consumer, the survey domains and the items within those domains according to age group, medication rates by SA, and the common items across age groups over time. County demographics (i.e., age, gender, race/ethnicity, SA) will be included in an updated version of the report when the data are available in December 2022. You can use this report to examine differences across the domains and specific items. For age group, Adults and Older Adults are usually paired together as are Youth and Families as they take similar versions of the same survey. Some of the identical items can be compared across all four age groups and these analyses are included where possible. Tables with more detailed information are available in the Appendix. Please review this section if you want to compare specific numbers and percentages.

Surveys by Consumer Demographics

Age Group

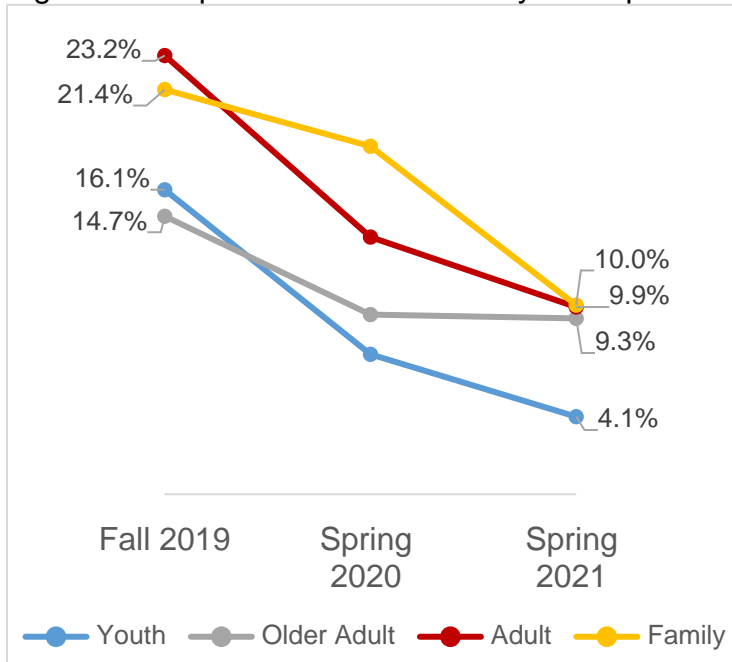
Figure 1. Number of Completed Surveys by Age Group



Of the returned surveys, the majority were completed by Adults and Families. A total of 6,544 surveys were returned for all age groups and 5,396 were completed (82.5%). Adults had the highest percentage of completed surveys at 52.1% (2,812 surveys), followed by Families at 29.1% (1,569 surveys), Youth at 9.8% (527 surveys) and Older Adults at 9.0% (488 surveys).

Data Source: Consumer Perception Survey data, June 2021

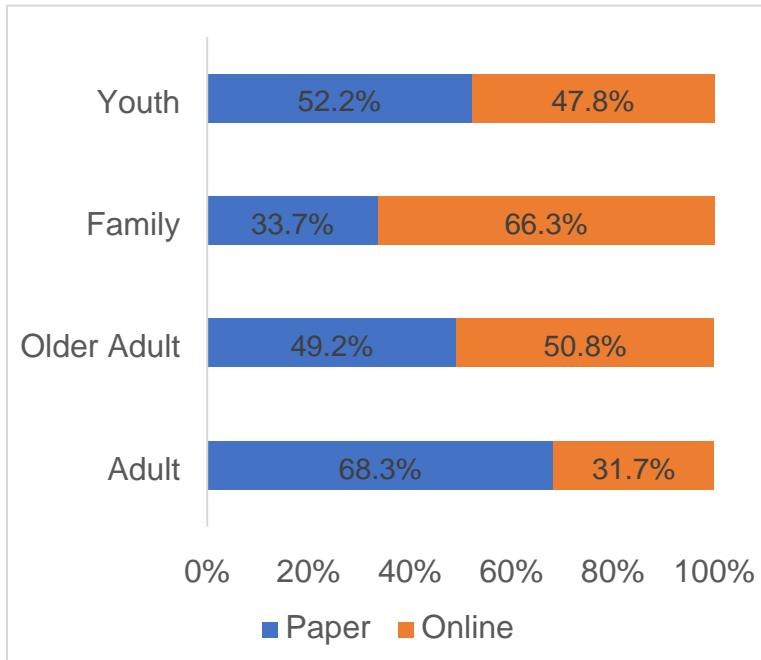
Figure 2. Response Rates for Surveys Completed by Age Group



Over the past three survey periods, the percent of consumers who participated in the survey out of those receiving services during survey week has ranged from 4.1% to 23.2% and decreased significantly in Spring 2020 and Spring 2021. Family, Youth, and Adult response rates decreased the most over time. Surveys were collected from 10.9% of the consumers seen in outpatient and day treatment programs during the Spring 2021 survey period.

Data Source: Consumer Perception Survey data, 2019 – 2021.

Figure 3. Completed Surveys by Format

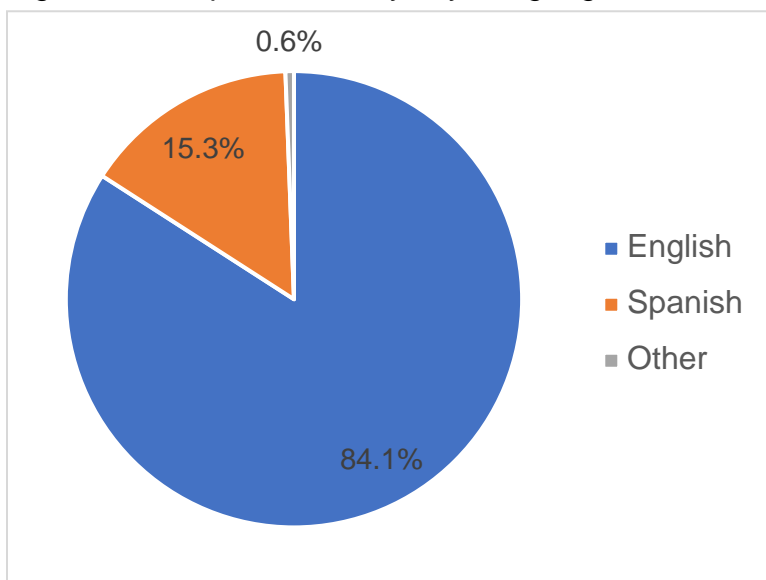


Data Source: Consumer Perception Survey data, June 2021.

The four age groups showed preferences for completing surveys in different formats. Families completed the majority of surveys online (66.3%) whereas Adults completed the majority of surveys using the paper forms (68.3%). Youth and Older Adult respondents were more evenly split between completing the surveys in the online and paper formats.

Language

Figure 4. Completed Surveys by Language

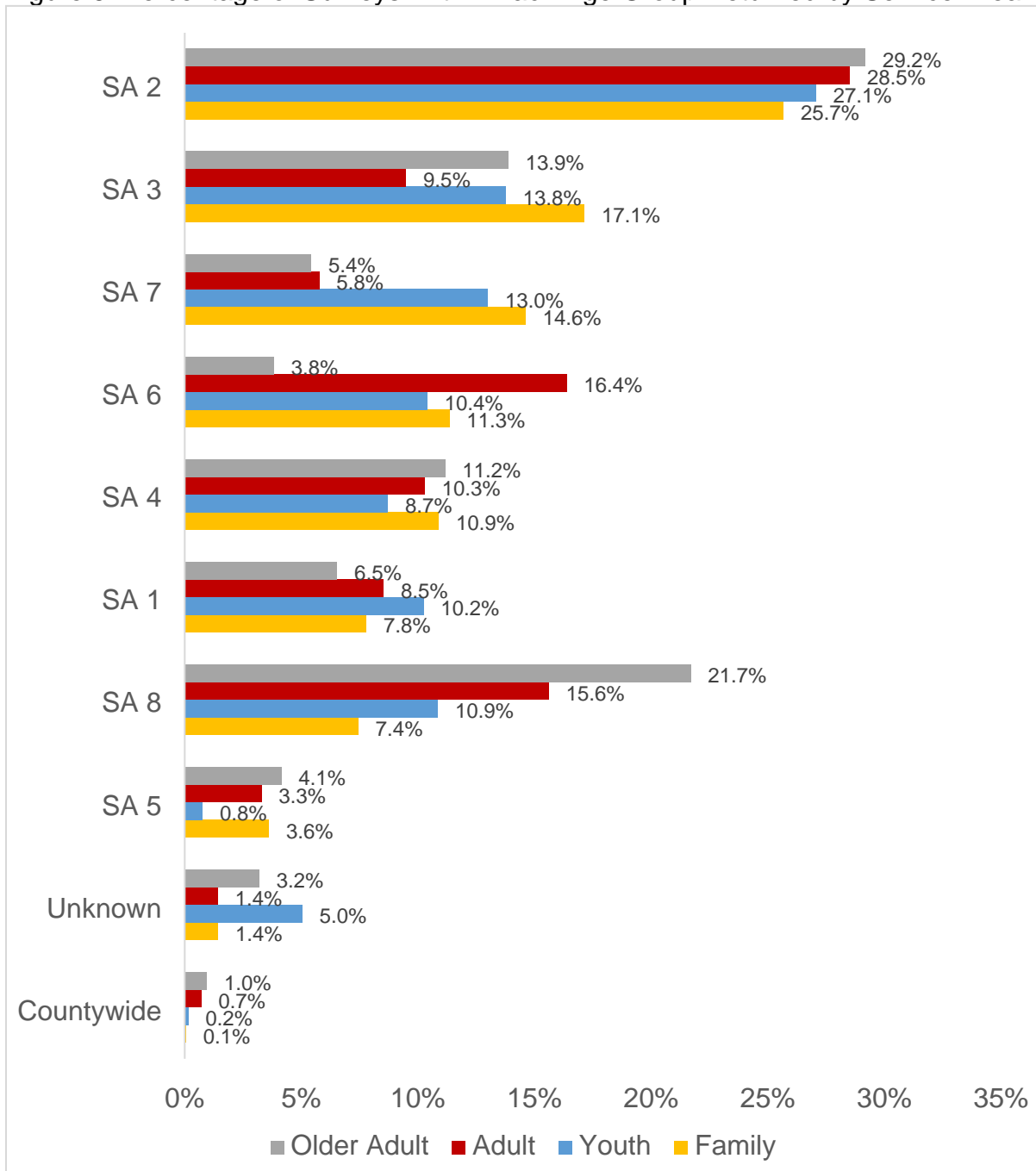


Data Source: Consumer Perception Survey data, June 2021.

The majority of consumers (84.1%) completed surveys in the English language and 15.9% of consumers completed the survey in a non-English language. Most of the non-English language surveys were completed in Spanish (96.2%). Surveys completed in other languages such as Korean, (N=12), Khmer (N=11), Chinese (N=8), Vietnamese (N=4), and Russian (N=3) and Tagalog (N=2) accounted for 0.6% of the total surveys.

Service Area

Figure 5: Percentage of Surveys Within Each Age Group Returned by Service Area

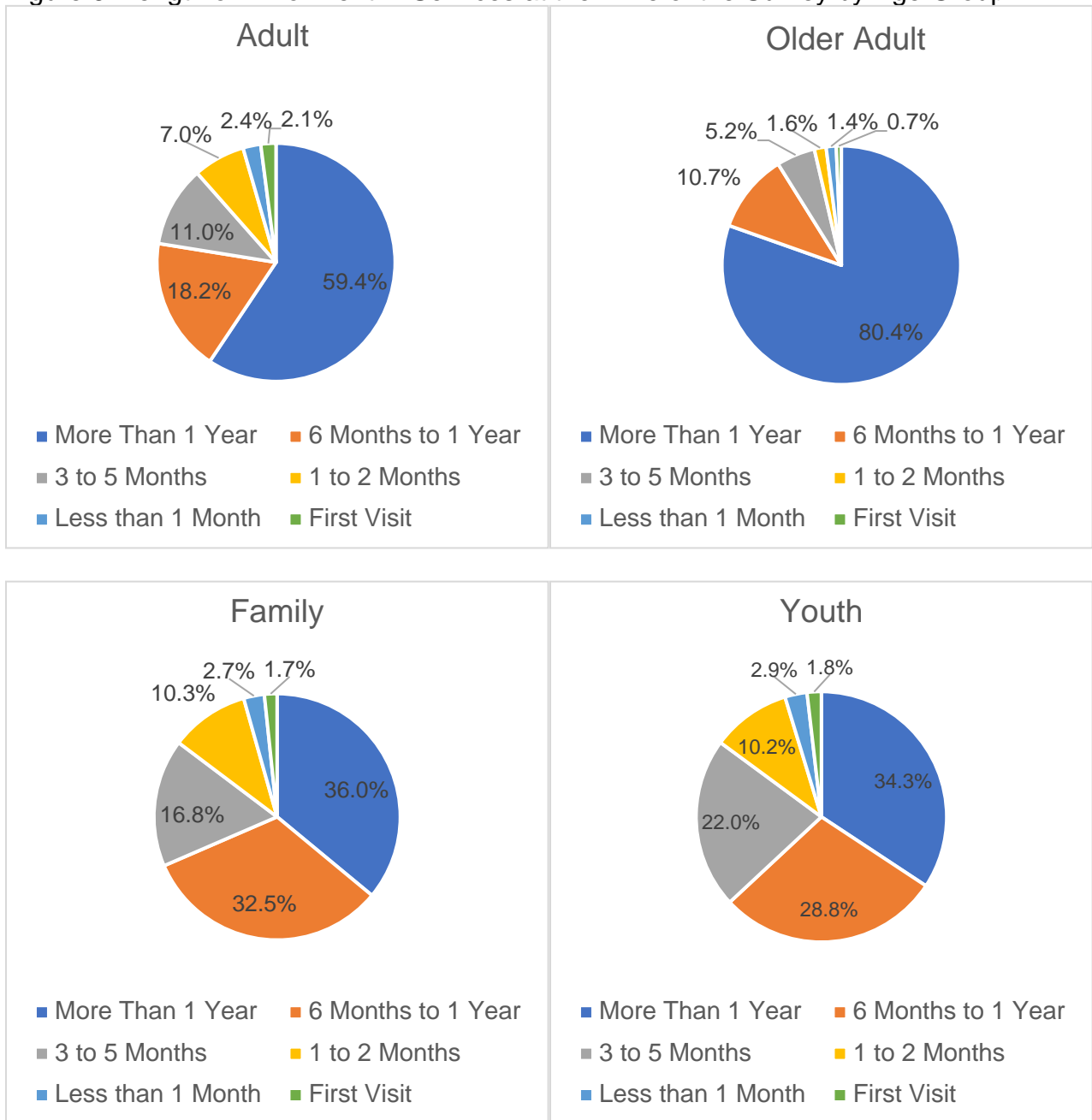


Data Source: Consumer Perception Survey data, June 2021.

Service Area (SA) 2 had the highest number of surveys returned from all age groups. The percentage of each age group of surveys collected varied across the SAs. For example, SA 8 collected many more surveys from Older Adults and Adults than Youth and Families whereas SA 7 collected many more surveys from Youth and Families.

Length of Enrollment

Figure 6. Length of Enrollment in Services at the Time of the Survey by Age Group



Data Source: Consumer Perception Survey data, June 2021.

Most of the survey respondents had been in services for six months to over a year when they completed the survey. The majority of Older Adult respondents and over half of Adults had been in services over a year. For Families and Youth, the largest percentages were in services for more than a year or six months to a year at the time of the survey.

Survey Domains and Items

General Satisfaction Domain

In the General Satisfaction domain, Older Adults were the most satisfied with 95.9% agreeing or strongly agreeing with the items. Families were the next highest group with 93.1%, followed by Adults with 91.5% and Youth with 88.4%.

Figure 7. Percent Agree or Strongly Agree with Adult and Older Adult General Satisfaction Items

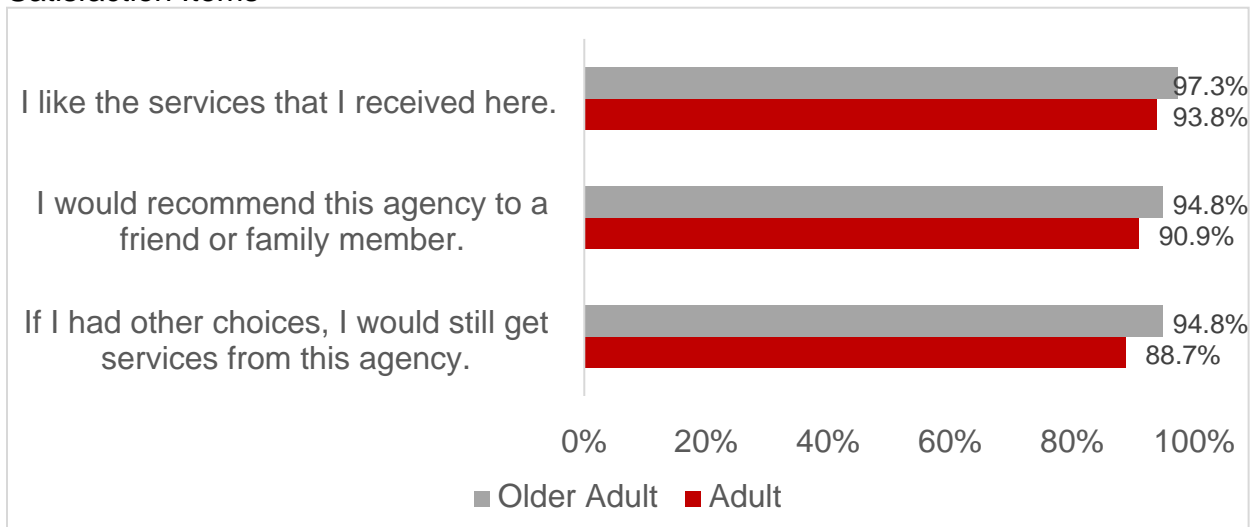
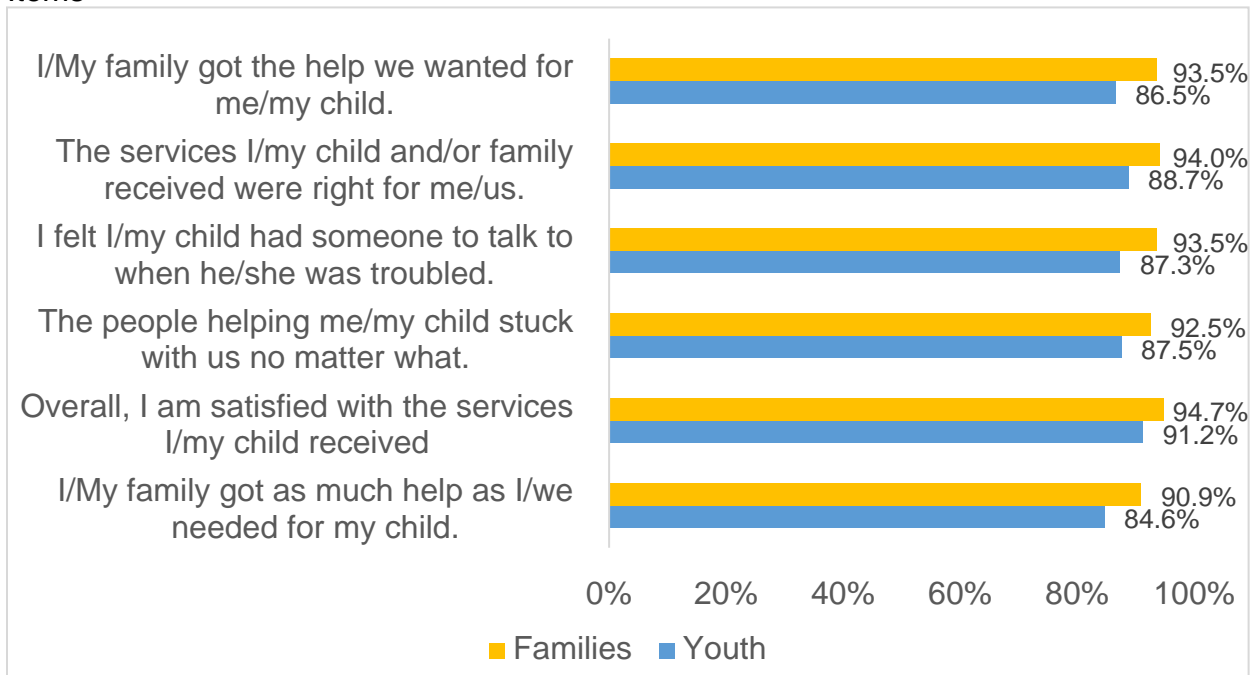


Figure 8. Percent Agree or Strongly Agree with Youth and Families General Satisfaction Items



Access

On the Access domain, Families were the most satisfied with 94.4% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 92.3% followed by Adults with 89% and Youth with 84.3%.

Figure 9. Percent Agree or Strongly Agree with Adult and Older Adult Access Items

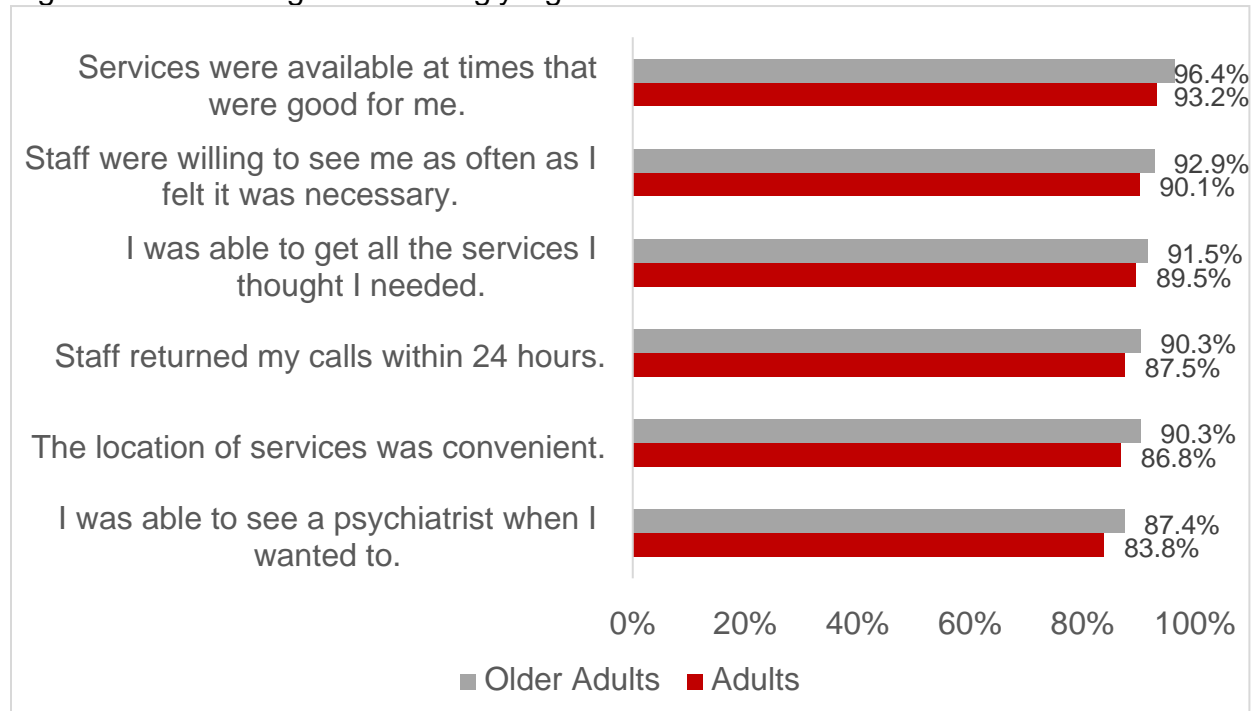
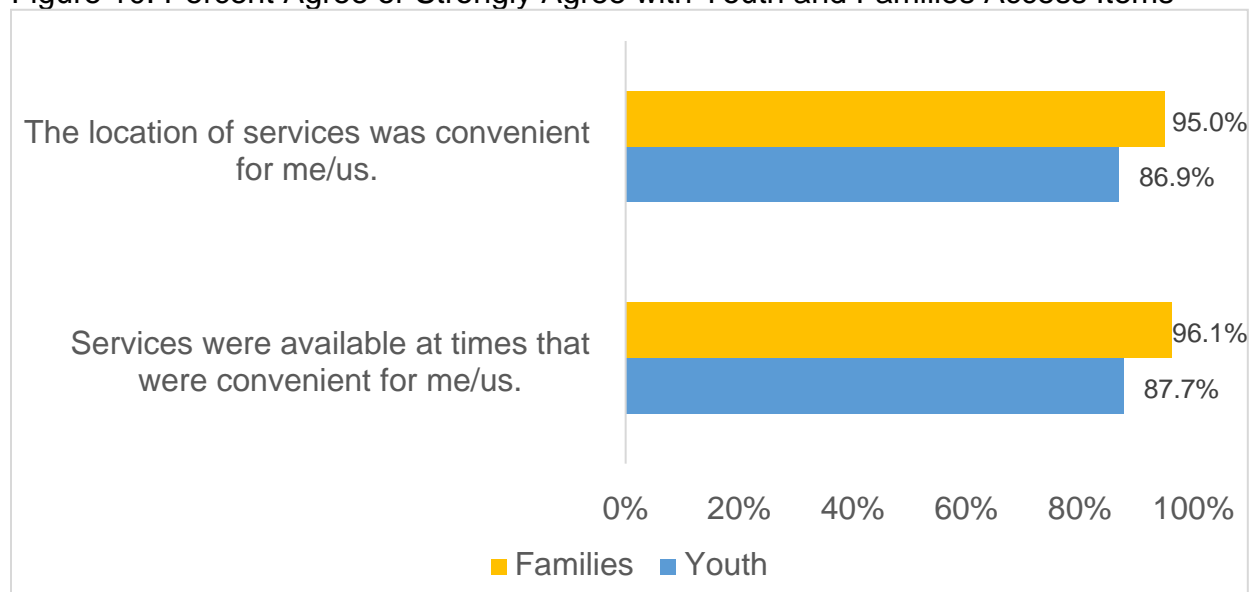


Figure 10. Percent Agree or Strongly Agree with Youth and Families Access Items



Participation in Treatment Planning

Families were the most satisfied on the Participation in Treatment Planning domain with 91.8% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 88.8% followed by Adults with 86.9% and Youth with 85.1%.

Figure 11. Percent Agree or Strongly Agree with Adult and Older Adult Treatment Planning Items

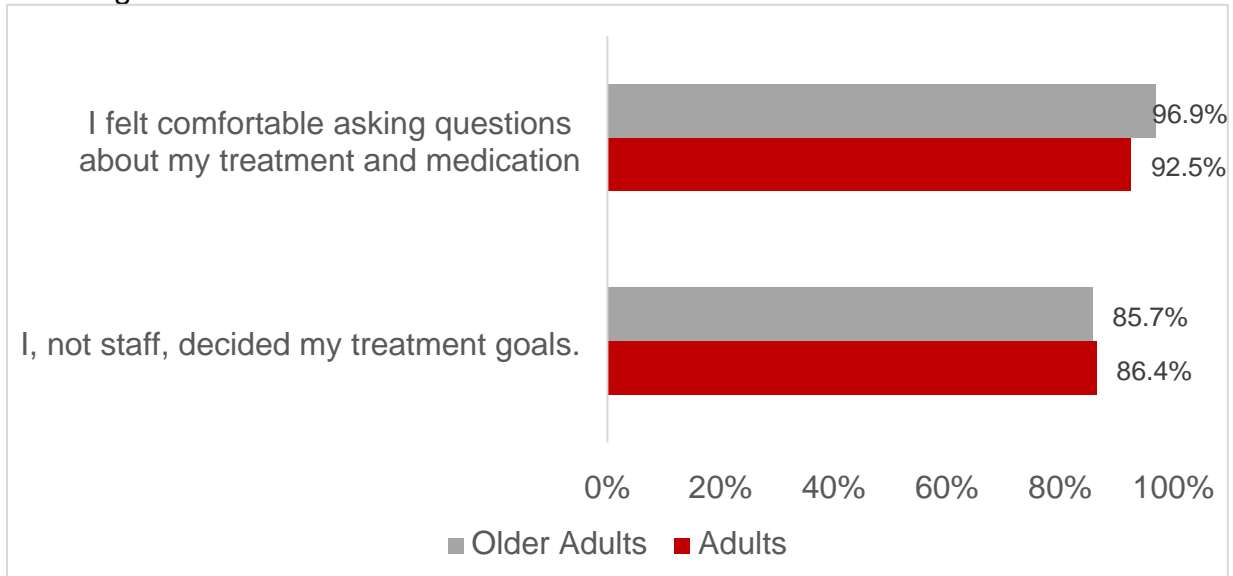
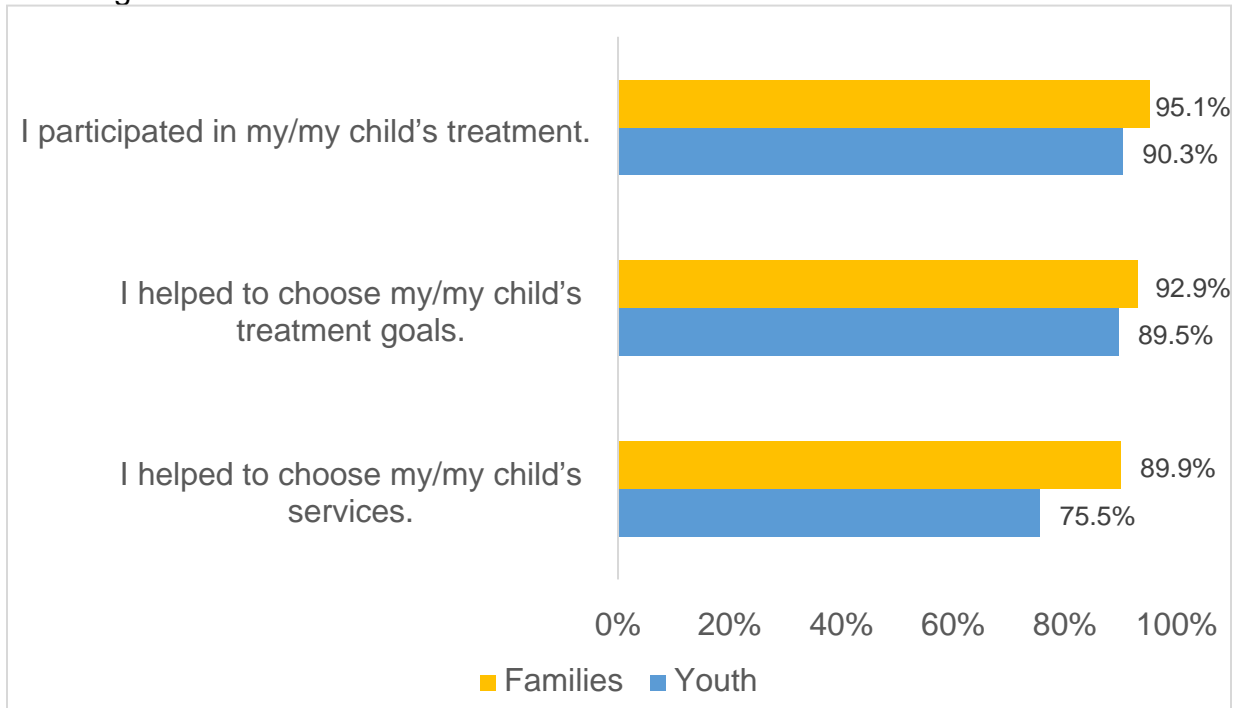


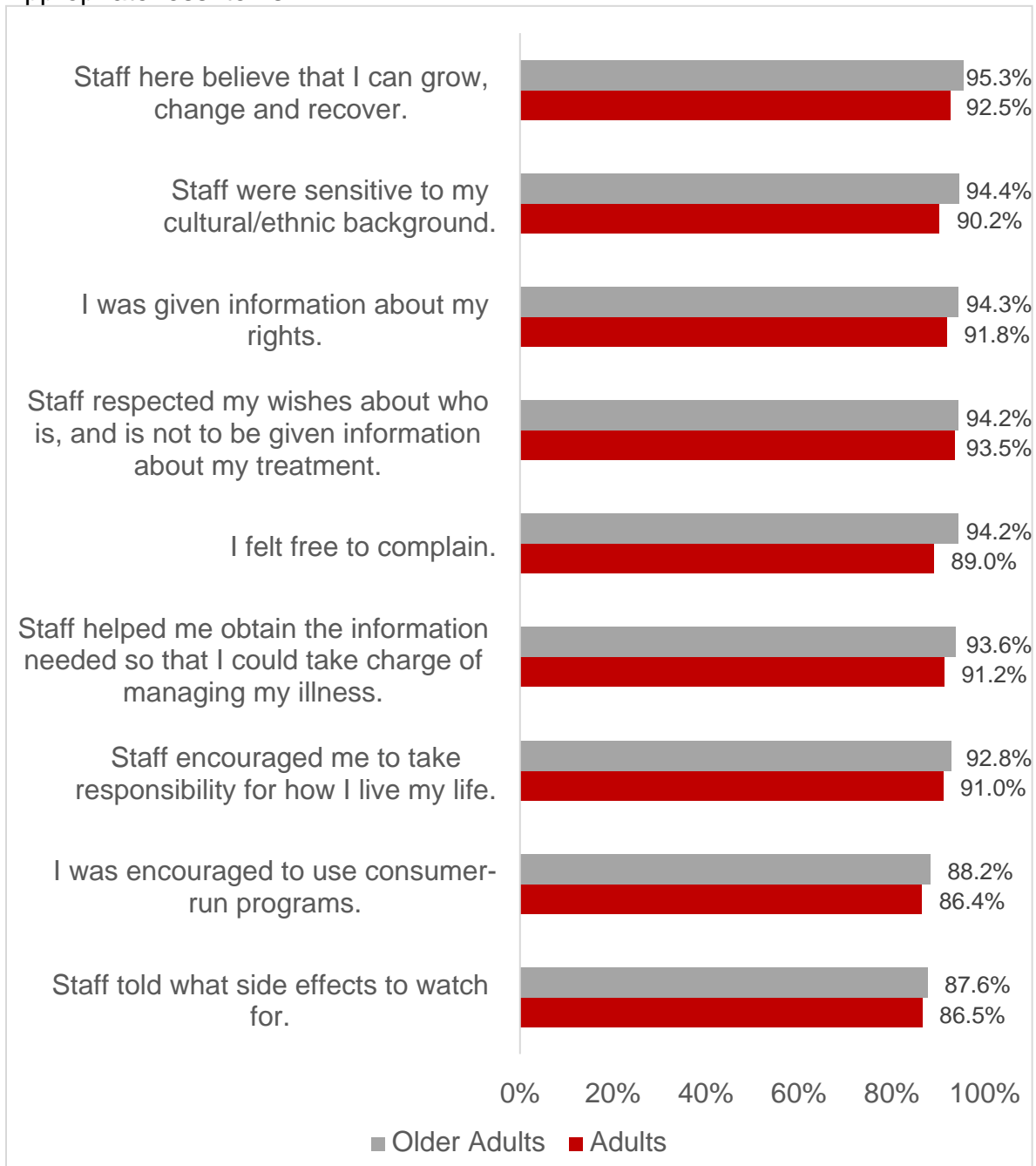
Figure 12. Percent Agree or Strongly Agree with Youth and Families Treatment Planning Items



Quality & Appropriateness/Cultural Sensitivity

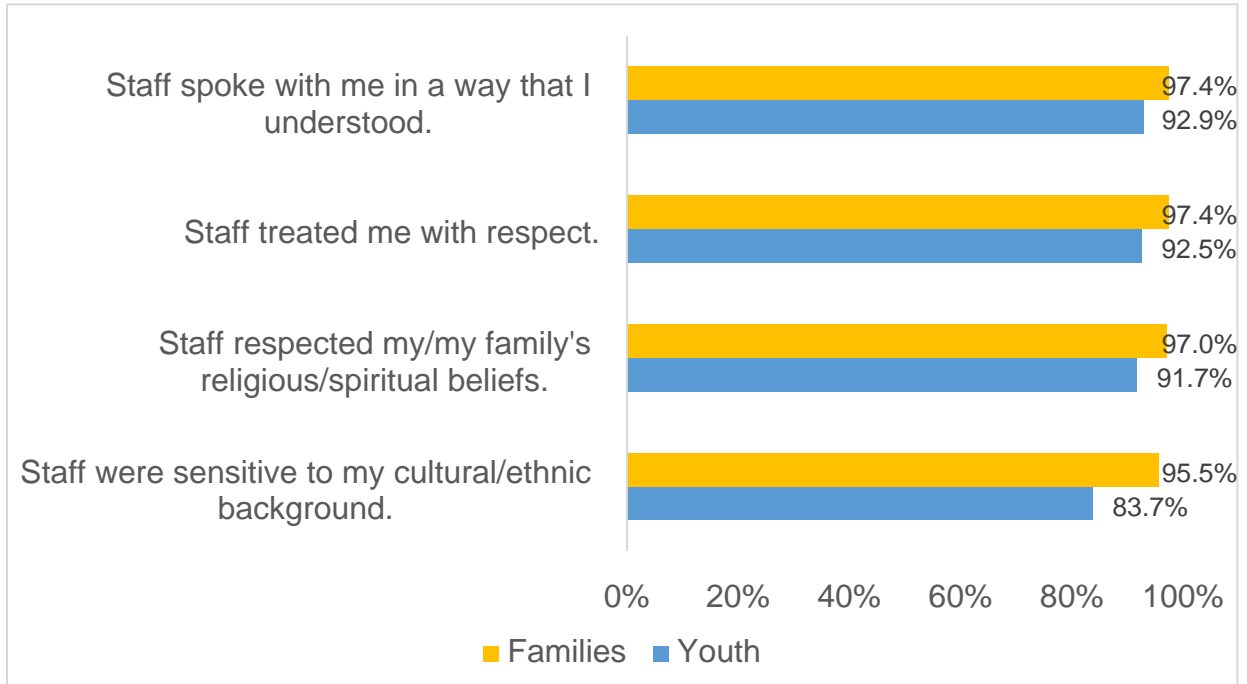
On the Quality & Appropriateness domain, 95.3% of Older Adults and 92.5% of Adults agreed or strongly agreed with the items.

Figure 13. Percent Agree or Strongly Agree with Adult and Older Adult Quality & Appropriateness Items



On the corresponding Cultural Sensitivity domain, 96.8% of Families and 90.4% of Youth agreed or strongly agreed with the items.

Figure 14. Percent Agree or Strongly Agree with Youth and Families Cultural Sensitivity Items



Perception of Outcomes

In the Outcomes domain, Older Adults were the most satisfied with 83.0% agreeing or strongly agreeing with the items. Families were the next highest group with 80.5%, followed by Adults and Youth with 76.1%.

Figure 15. Percent Agree or Strongly Agree with Adult and Older Adult Outcomes Items

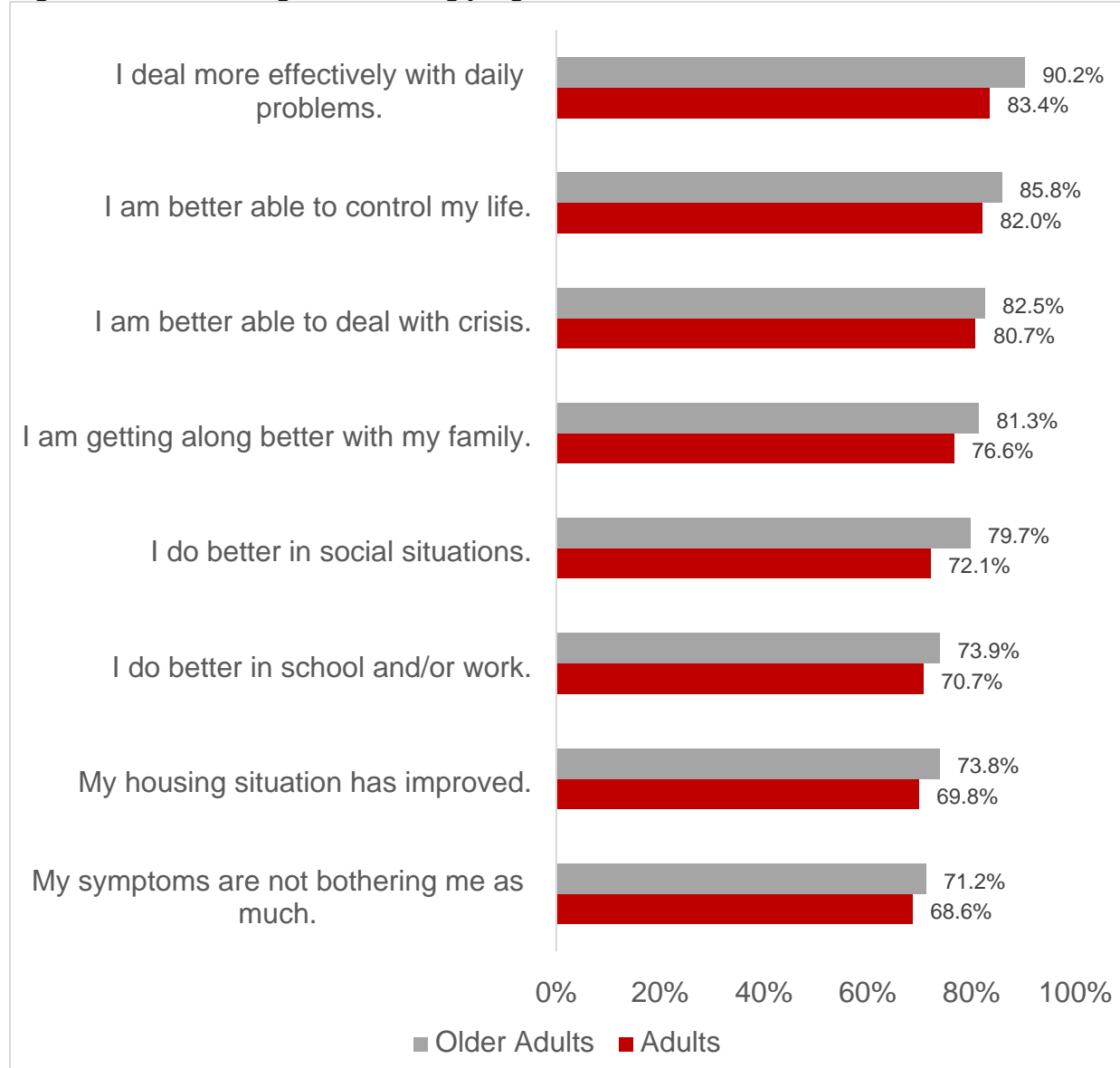
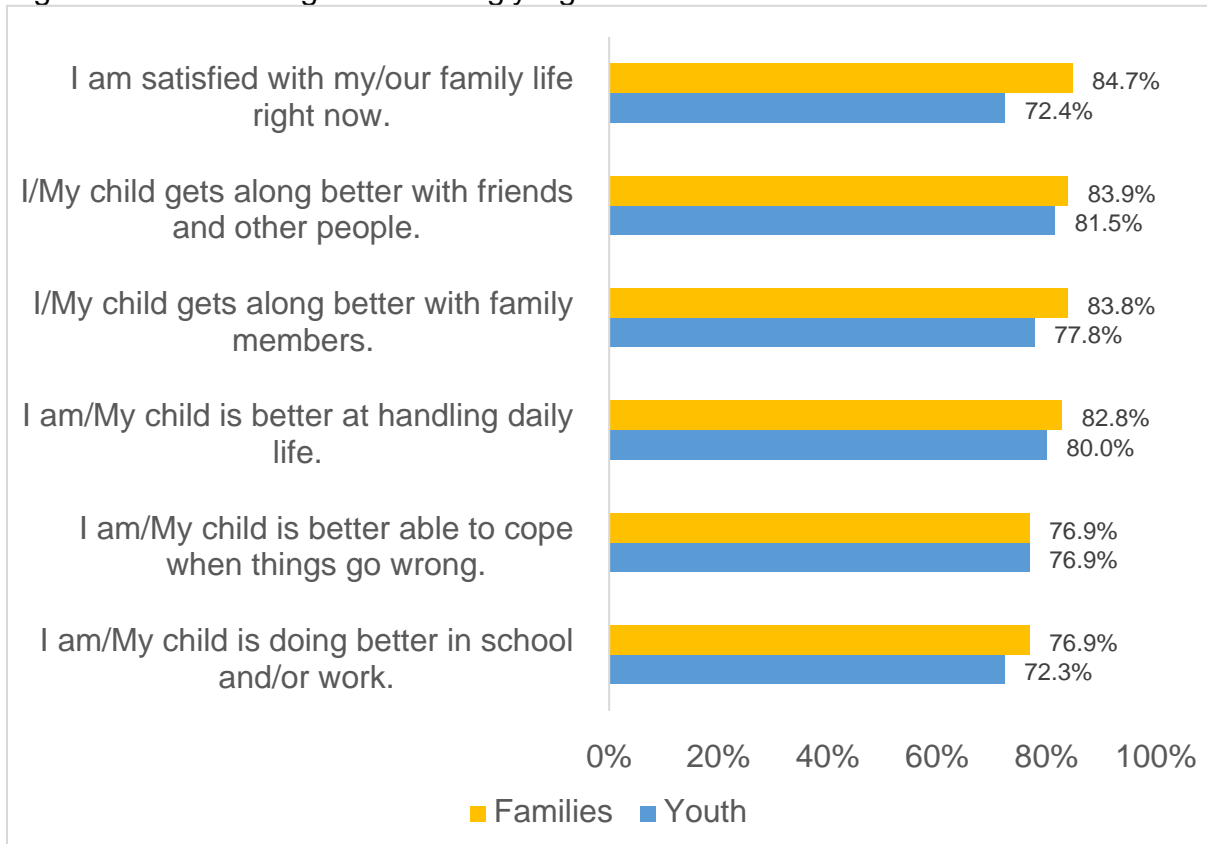


Figure 16. Percent Agree or Strongly Agree with Youth and Families Outcomes Items



Perception of Functioning

On the Functioning domain, Families were the most satisfied with 82.9% agreeing or strongly agreeing with the items. Youth were the next highest group with 78.8%, followed Older Adults with 78.4% and Adults with 76.6%.

Figure 17. Percent Agree or Strongly Agree with Adult and Older Adult Functioning Items

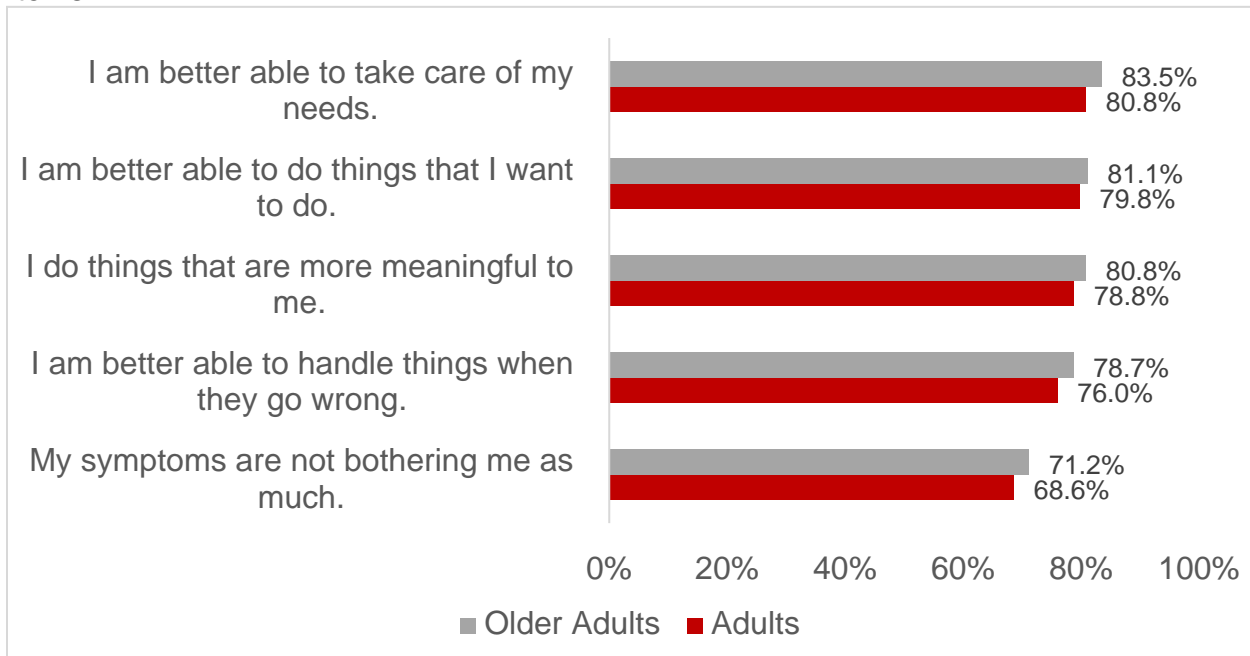
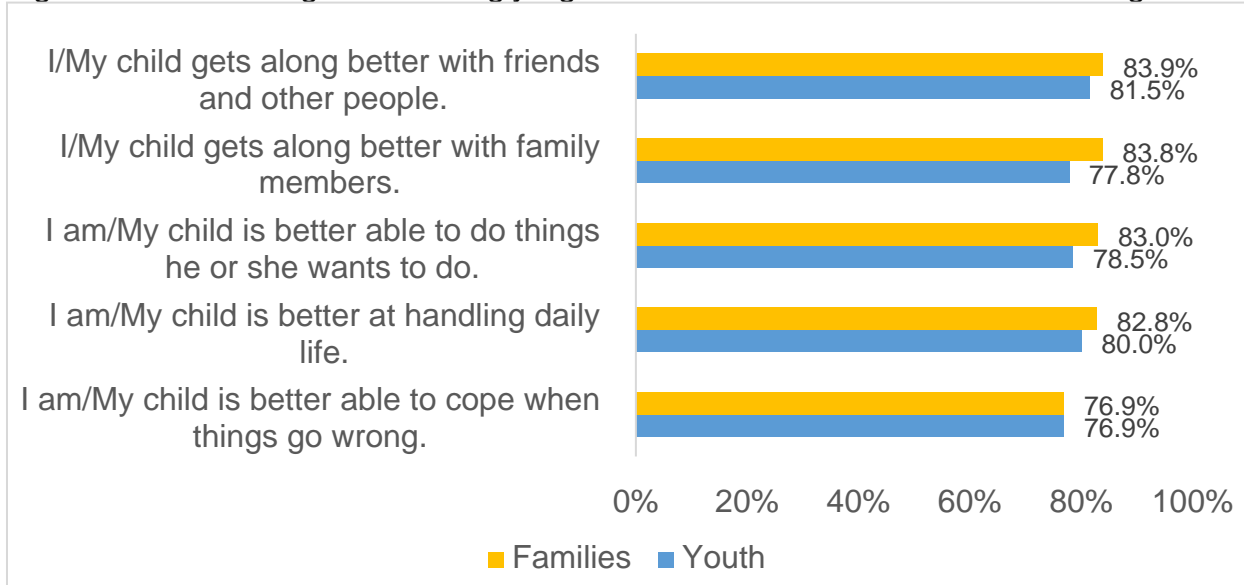


Figure 18. Percent Agree or Strongly Agree with Youth and Families Functioning Items



Social Connectedness

On the Social Connectedness domain, Families were the most satisfied with 89.8% agreeing or strongly agreeing with the items. Youth were the next highest group with 84.4%, followed by Older Adults with 77.9% and Adults with 73.7%.

Figure 19. Percent Agree or Strongly Agree with Adult and Older Adult Social Connectedness Items

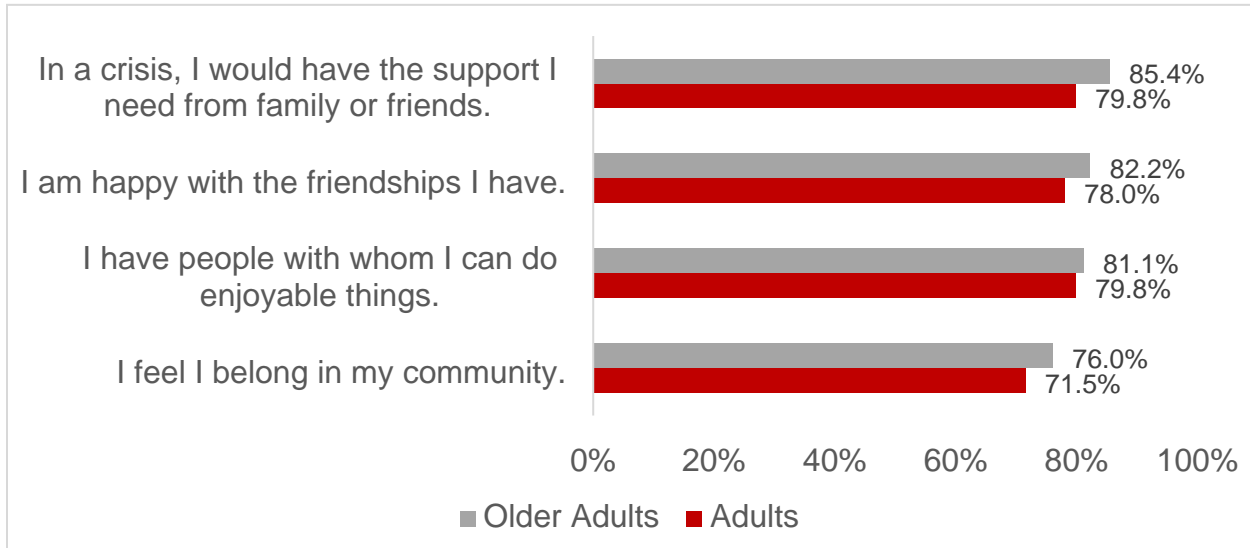
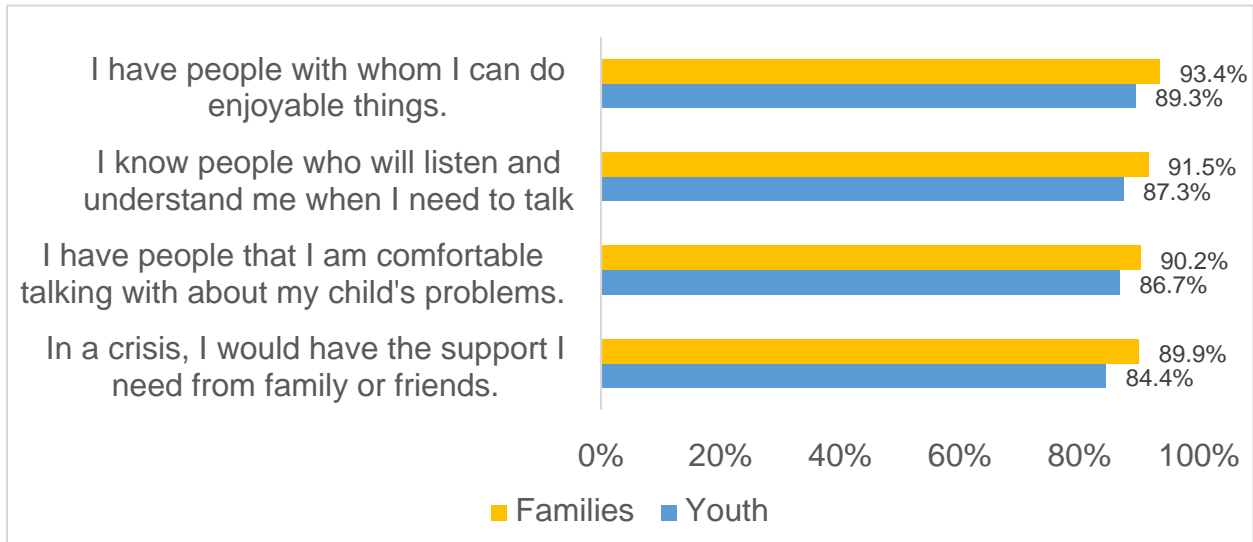


Figure 20. Percent Agree or Strongly Agree with Youth and Families Social Connectedness Items



Overall Satisfaction

The Overall Satisfaction score is an average of all of the satisfaction items on the survey. Families were the most satisfied with 94.3% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 93.9% followed by Youth and Adults with 89.6%.

Medication and Side Effects – Family and Youth

Figure 21. Percent of Family Responses Regarding Medications

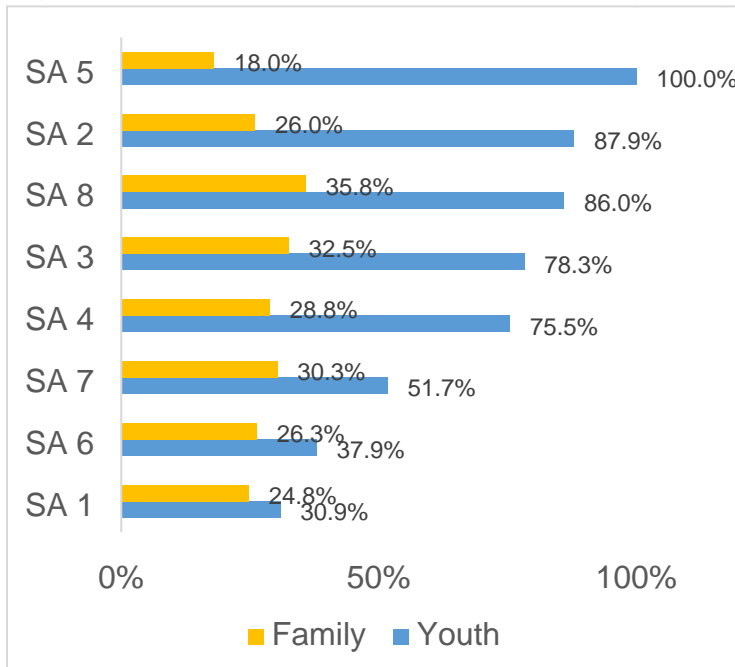


Figure 21 shows that, across all SAs, 67.5% of Youth and 28.6% of Families reported that they were on medication for emotional or behavioral problems. Rates of medication were varied across the SAs. Youth (100%) respondents in SA 5 and Families in SA 8 (35.8%) had the highest percentage reporting they were on medication for emotional or behavioral problems. Families in SA 5 (18.0%) and Youth in SA 1 (30.9%) had the lowest percentages.

Data Source: Consumer Perception Survey data, June 2021.

Figure 22. Percent of Family Responses Regarding Notice of Medication Side Effects

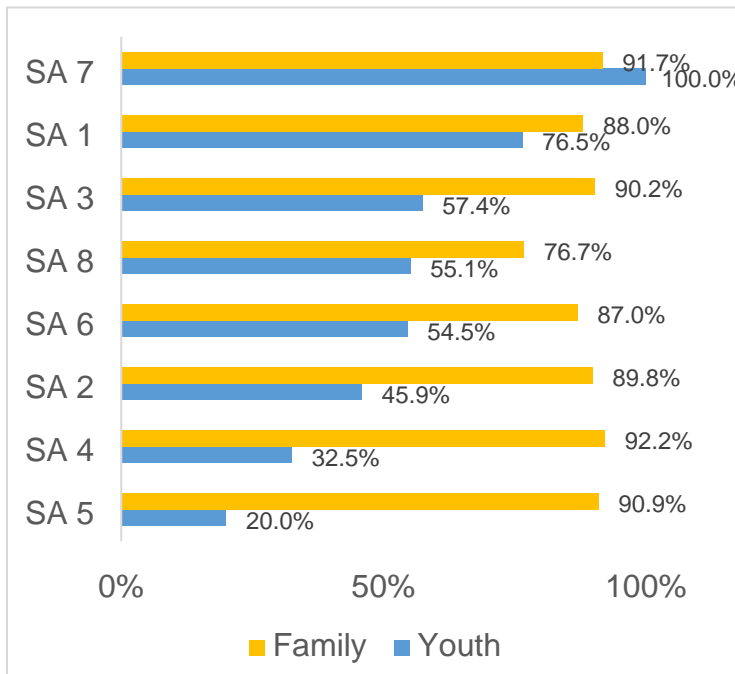
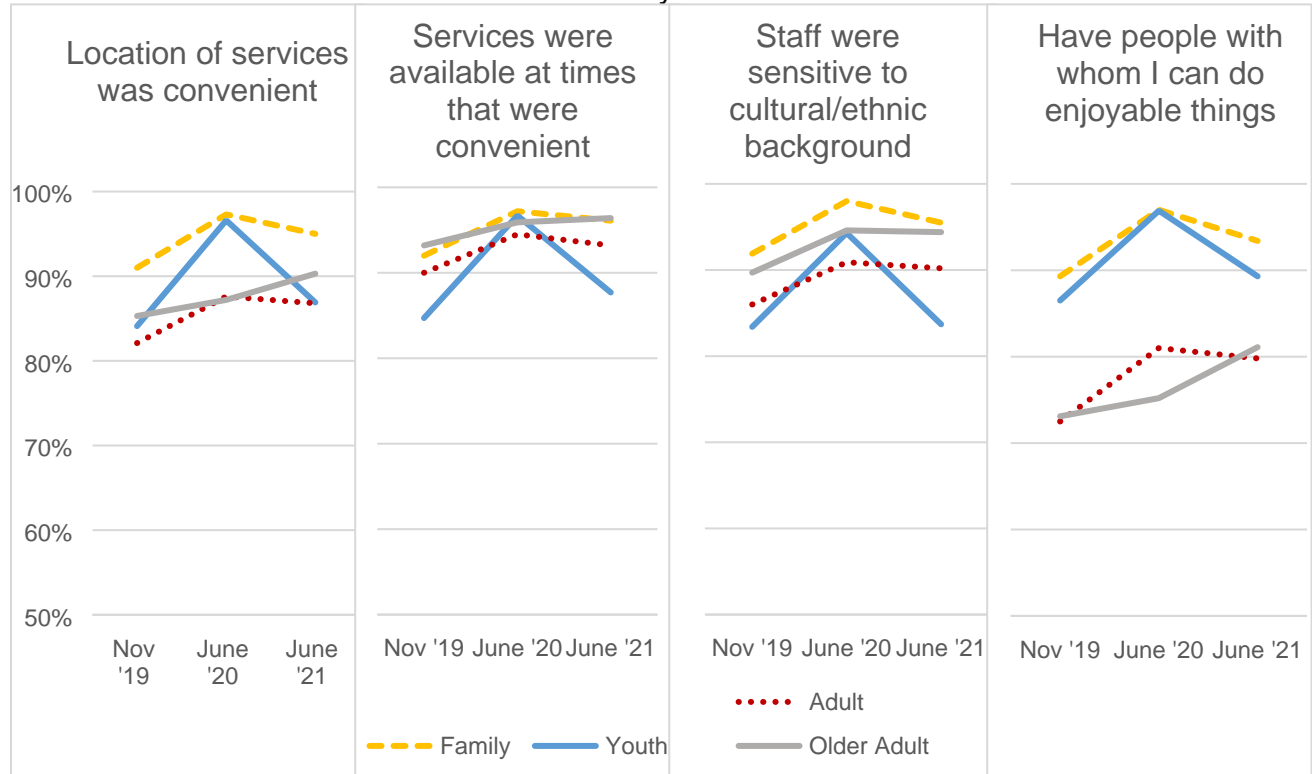


Figure 22 shows that, across all SAs, 88.2% of Families and 50.6% of Youth reported that their doctor or nurse told them the medication side effects to watch for. Youth (100%) in SA 7 and Families in SA 4 (92.2%) had the highest percentage reporting “Yes”. Youth in SA 5 (20%) and Families in SA 8 (76.7%) had the lowest percentages.

Data Source: Consumer Perception Survey data, June 2021.

Age Group Comparison of Common Survey Items

Figure 23. Age Group Comparison of Access, Cultural Sensitivity, and Social Connectedness Common Items Across Surveys Over Time



Data Source: Consumer Perception Survey data, November 2019, June 2020, and June 2021.

Figure 23 shows four of the CPS items common to the Families, Youth, Adult, and Older Adult surveys from November 2019 to June 2021. The percentages above reflect the number of respondents selecting either Agree or Strongly Agree for each item.

Families had the highest percentages on all four items as compared to the other three age groups for all three time periods except for November 2019 and June 2021 where Older Adults were higher on “Services were available at convenient times.” Older Adults were the only age group whose scores increased or stayed the same over time on all items. Notably, Older Adults and Adults had much lower scores on the “I have people with whom I can do enjoyable things” item as compared to Youth and Families.

Adults and Youth tended to have lower percentages, particularly for November 2019 and June 2021. Youth had the lowest percentage on the “Services were available at times that were convenient” and “Staff were sensitive to my cultural/ethnic background” items in November 2019 and June 2021. Adults also had the lowest percentage on the “Location of services was convenient” item at all three time periods except for June 2020, where they were slightly higher than Older Adults.

Figure 24. Age Group Comparison of Outcomes, Functioning, and Social Connectedness Common Items Across Surveys Over Time



Data Source: Consumer Perception Survey data, November 2019, June 2020, and June 2021.

Figure 24 shows the other four of the CPS items common to the Families, Youth, Adult, and Older Adult surveys from November 2019 to June 2021. The percentages above reflect the number of respondents selecting either Agree or Strongly Agree for each item.

Youth and Families tended to have the highest percentages of agreement with the support, and doing better in school or work items in November 2019 and June 2020. From June 2020 to June 2021, Youth and Families percentages decreased for all items. Although Youth and Families scores tend to be higher than those of Adults and Older Adults, Youths had lower percentages on the getting along with family members and doing better in school or work than Older Adults. Older Adults, similar to the other common items above, were the only age group to increase over time on most items. For Older Adults, only the doing better in school or work item decreased slightly (less than a percentage point).

Adults tended to have lower percentages over all three time periods. Adults had the lowest percentage on the “In a crisis, I have the support I need from family and friends” item across all three time periods. Adults were also the lowest on the “I am doing better in school and/or work” item except for the November 2019 period, in which they were slightly higher than Older Adults.