



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

November 2019 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**

November 2020

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

**CONSUMER
SATISFACTION
OUTCOMES
REPORT
FOR
NOVEMBER 2019
SURVEY PERIOD**

**EXECUTIVE
SUMMARY
NOVEMBER 2020**

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

Out of 13,605 surveys completed during the November 2019 survey period, most came from Adults (46.1%), followed by Families (31.8%), Youth (16.9%) and Older Adults (5.2%). Surveys were collected from over a quarter (26.2%) 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. Over 96% of Adult, Older Adult, and Family non-English respondents reported receiving services in their preferred language and having written information available in their preferred language. Females completed more surveys for the Adults, Older Adults and Youth whereas caregiver reported on more Male youth for the Family surveys. Service Area (SA) 2 had the highest amount of completed surveys and SA 5 had the lowest amount of completed surveys. The race/ethnicities of those completing the surveys varied considerably by SA.

For November 2019, Families and Youth had the highest scores for the Cultural Sensitivity domain with 96.7% and 95.9% of respondents agreeing or strongly agreeing with the items in that domain. Adults and Older Adults had the highest scores for Quality and Appropriateness and Participation in Treatment Planning with 91.7% and 94.3% of respondents agreeing or strongly agreeing with the items in those domains, respectively.

About a third of both Families (29.2%) and Youth (30.2%) reported being on medication for emotional or behavioral problems and this varied across SA with SA 7 having the highest rates of medication. Of those prescribed medication, the majority of Youth (86%) and Families (83.4%) reported they were told about medication side effects.

Trends for the common items across all four versions of the survey were similar for the last three survey periods (November 2018, May 2019, November 2019). Families had the highest percentage of respondents that agreed or strongly agreed with seven out of the eight common items. Adults, and Older Adults agreed or strongly agreed that services were available at convenient times. The lowest percentage that agreed or strongly agreed for all age groups was for the item related to doing better in school and/or work, indicating this is an area for improvement. Similarly, getting along better with family members and being better able to do desired things tended to have lower ratings than other items and represent targets 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 areas of strength and potential target areas for improvement. Provider-level domain data reports are also compiled twice a year for each survey period and are distributed at SA QIC meetings. Recently, the QI unit also created one-page consumer handouts with a brief overview of several select data indicators. These handouts, in addition to these brief reports, are distributed to the SA 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 (SA) of Los Angeles County from November 4, 2019 through November 8, 2019. These surveys are collected throughout California and the United States (U.S.) during the same survey period and are used for continuous quality improvement (CQI).

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, November 2019

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, 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 is presented by domain as well as the individual items within each domain.

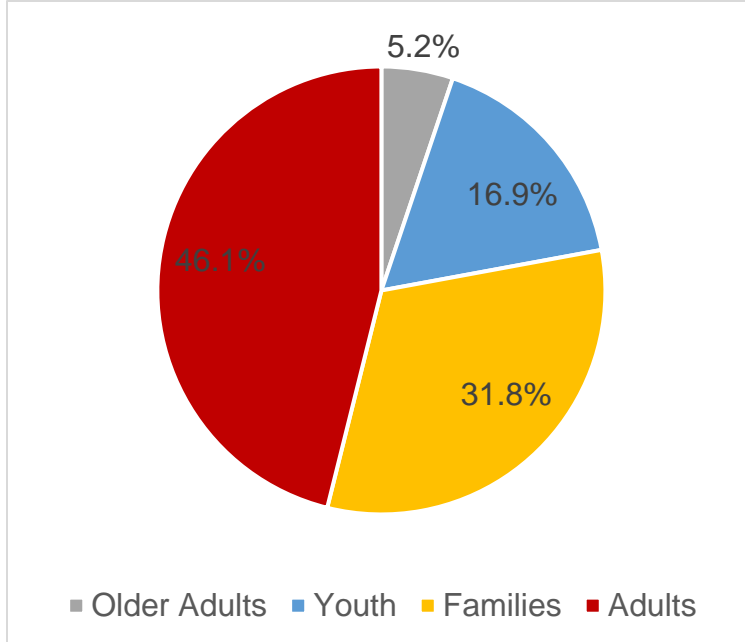
How to Use This Report

This report presents the survey data in various sections. It includes the number of completed surveys by consumer and County demographics (i.e., age, gender, race/ethnicity, SA), 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. You can use this report to examine differences across the demographics and the domains and specific items. For age groups, 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

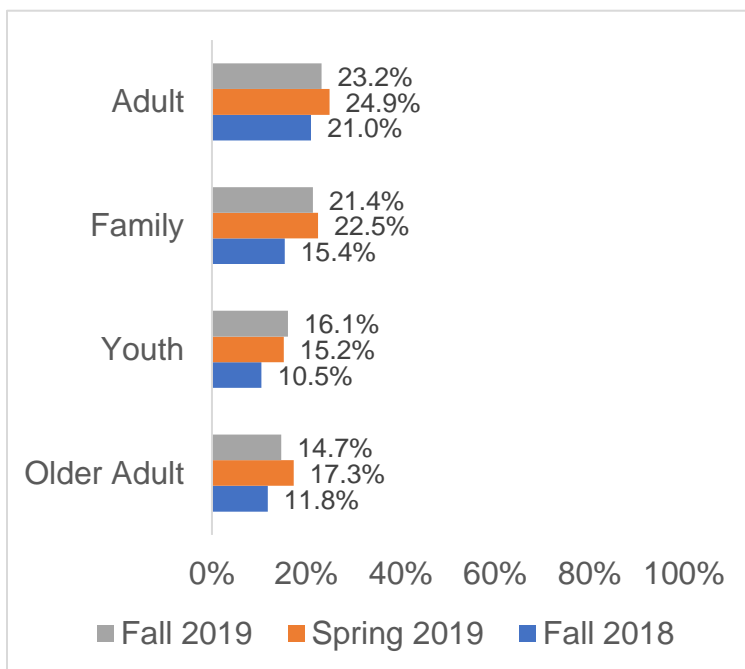
Figure 1. Number of Completed Surveys by Age Group



Of the returned surveys, the majority were completed by Adults and Families. A total of 13,605 surveys were returned for all age groups and 13,405 were completed (98.5%). Adults had the highest percentage of completed surveys at 46.1%, followed by Families at 31.8%, Youth at 16.9% and Older Adults at 5.1%. Of the collected surveys, 1.5% (N = 200) were declined.

Data Source: Consumer Perception Survey data, November 2019

Figure 2. Response Rates for Surveys Completed by Age Group

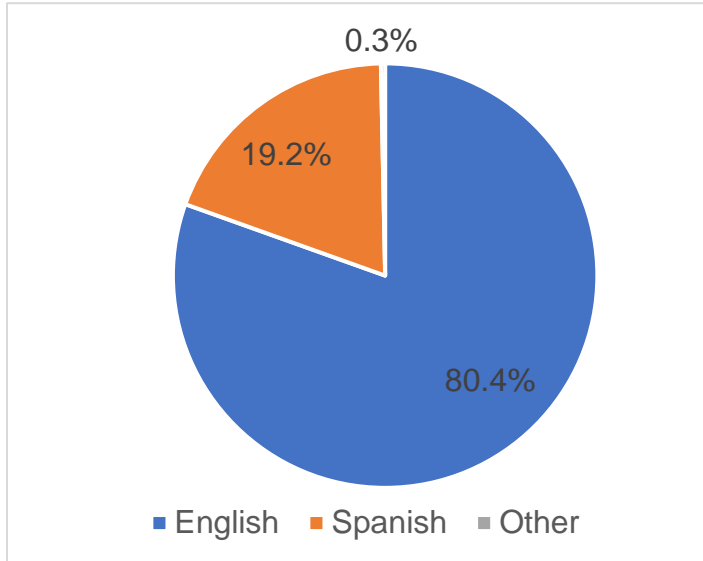


Over the past three survey periods, the percent of consumers who participated in the survey out of those receiving services during survey week generally increased from Fall 2018 to Spring 2019 and then decreased in Fall 2019. Surveys were collected from 26.2% of the consumers seen in outpatient and day treatment programs during the survey period. Of note, these numbers do not include consumers seen in settings outside of outpatient clinics (e.g., their homes, residential facilities).

Data Source: Consumer Perception Survey data, November 2018-19.

Language

Figure 3. Completed Surveys by Language



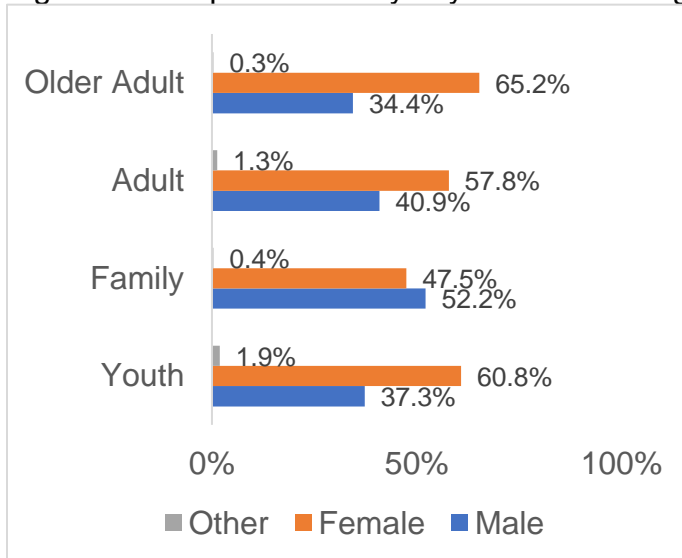
The majority of consumers (80.4%) completed surveys in the English language and 19.6% of consumers completed the survey in a non-English language. Most of the non-English language surveys were completed in Spanish (98.3%). Surveys completed in other languages such as Chinese (N=34), Tagalog (N=4), Vietnamese (N=6), and Other (N=1) accounted for 0.3% of the total surveys.

Data Source: Consumer Perception Survey data, November 2019.

Across Adults, Older Adults, Youth and Families, 96% of the non-English survey respondents reported that they had written information available to them in their preferred language and that they received services in their preferred language.

Gender

Figure 4. Completed Surveys by Gender and Age Group

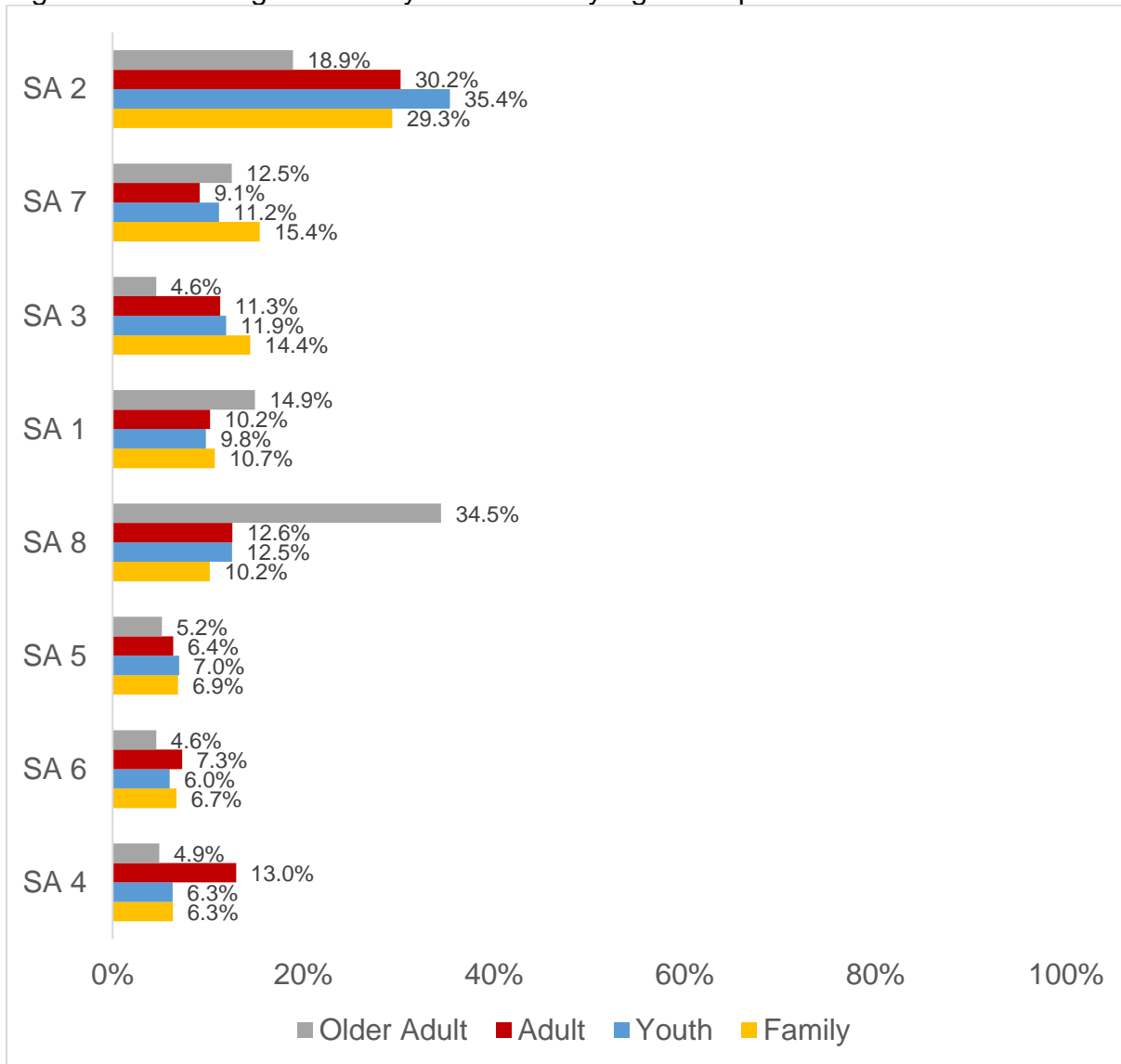


For Older Adults, Adults, and Youth, the majority of surveys were completed by Females. For Family surveys, the majority of caregivers reported on Male youth. A total of 3.9% of all participants indicated an Other gender.

Data Source: Consumer Perception Survey data, November 2019.

Service Area

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

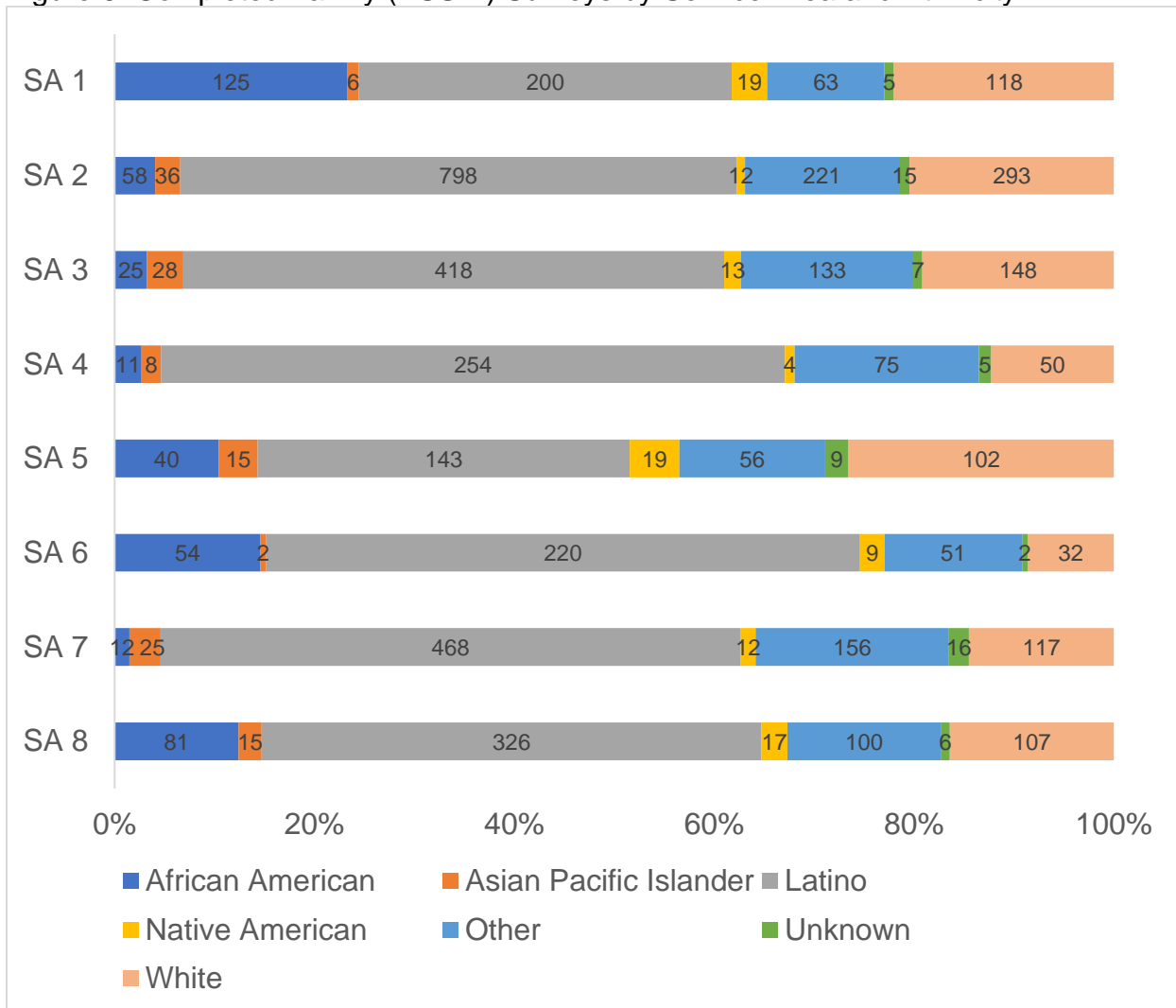


Data Source: Consumer Perception Survey data, November 2019.

Figure 5 shows that SA 2 had the highest number of surveys returned from all age groups, except for Older Adults, which was highest in SA 8. The percentage of each age group of surveys collected varied across the SAs. For example, SAs 3 and 7 had a higher percentage of Youth and Family surveys as opposed to Adult and Older Adult.

Ethnicity

Figure 6. Completed Family (YSS-F) Surveys by Service Area and Ethnicity

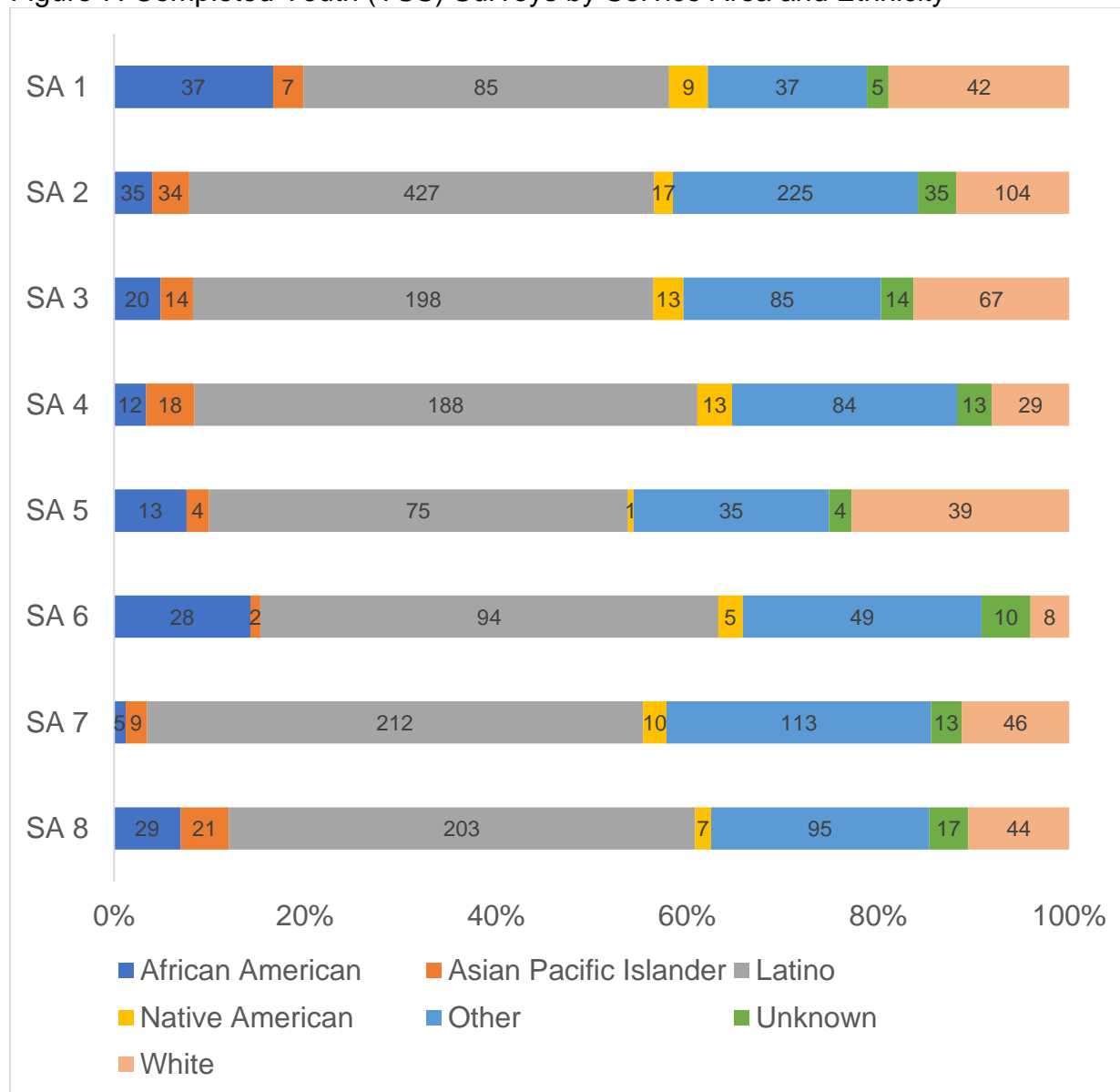


Data Source: Consumer Perception Survey data, November 2019.

Figure 6 shows the number and percent of completed Family (YSS-F) Surveys by SA and ethnicity. Racial and ethnic categories are determined by the American Community Survey conducted by the US Census Bureau in Calendar Year (CY) 2019. The completed surveys by race/ethnicity varied widely for different SAs. The breakdown of percent of surveys completed by race/ethnicity is as follows:

- African Americans (7.6%, Range: 1.5%-23.3%)
- Asian/Pacific Islanders (2.5%, Range: 0.5%-3.9%)
- Latino (52.7%, Range: 37.2%-62.4%)
- Native Americans (2.0%, Range: 0.8%-4.9%)
- Consumers that identify as Other (16.0%, Range: 11.8%-19.4%)
- Consumers that identify as Unknown (1.2%, Range: 0.5%-2.3%)
- Whites (18.0%, Range: 8.6%-26.6%)

Figure 7. Completed Youth (YSS) Surveys by Service Area and Ethnicity



Data Source: Consumer Perception Survey data, November 2019.

Figure 7 shows the number and percent of completed Youth (YSS) Surveys by SA and ethnicity. The completed surveys by ethnicity varied widely for different SAs. For Youth surveys, the breakdown is as follows:

- African Americans (5.9%, Range: 1.2%-16.7%)
- Asian/Pacific Islanders (3.6%, Range: 1.0%-5.0%)
- Latinos (48.5%, Range: 38.3%-52.7%)
- Native Americans (2.5%, Range: 0.6%-4.1%)
- Consumers that identify as Other (23.6%, Range: 16.7%-27.7%)
- Consumers that identify as Unknown (3.6%, Range: 2.3%-5.1%)
- Whites (12.4%, Range: 4.1%-22.8%)

Figure 8. Completed Adult Surveys by Service Area and Ethnicity

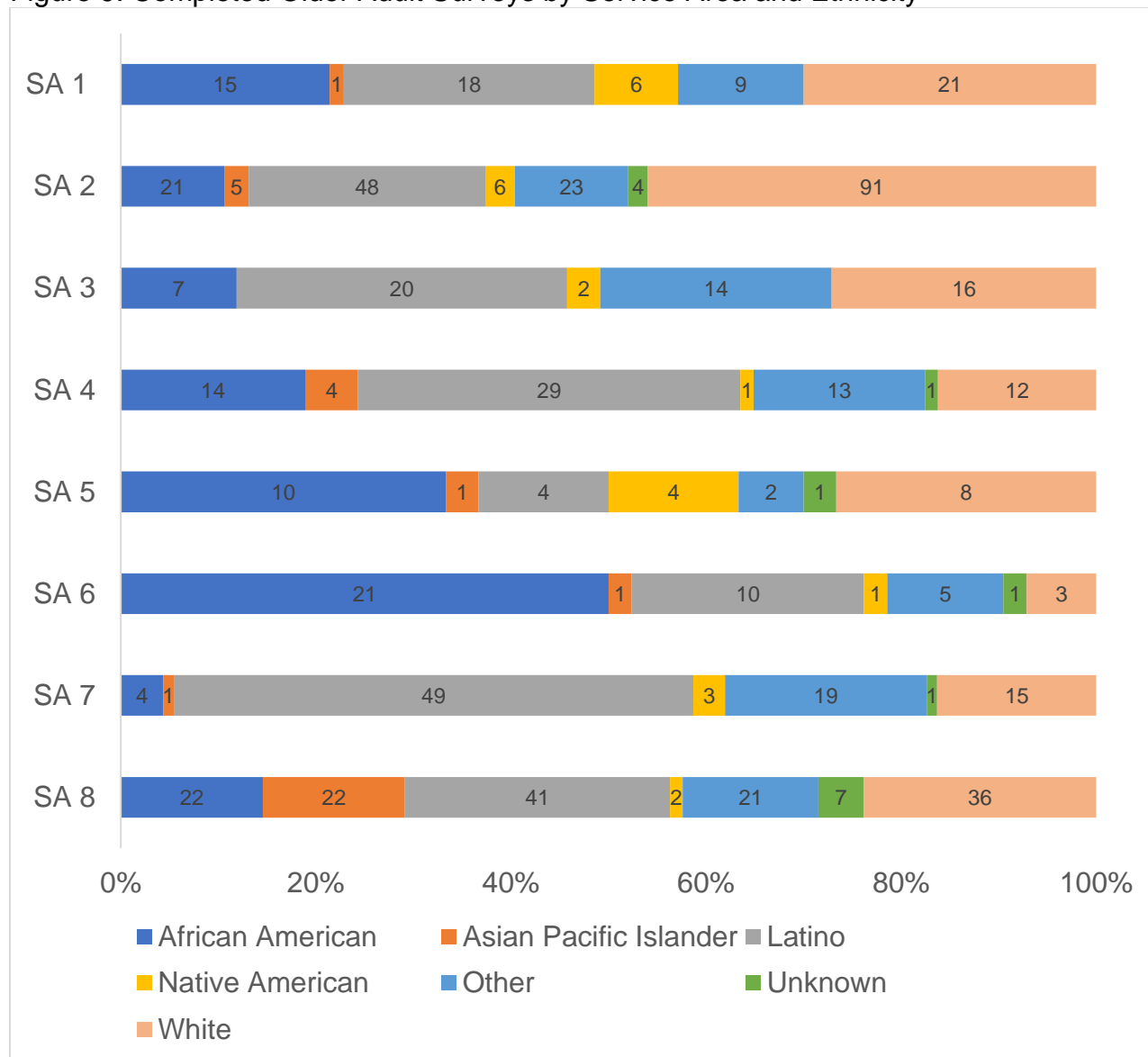


Data Source: Consumer Perception Survey data, November 2019.

Figure 8 shows the number and percent of completed Adult Surveys by SA and ethnicity. Adults surveys demonstrated more variability by ethnicity. The completed surveys by ethnicity varied widely for different SAs. The breakdown is as follows:

- African Americans (12.9%, Range: 3.0%-33.3%)
- Asian/Pacific Islanders (6.4%, Range: 1.1%-13.2%)
- Latinos (34.4%, Range: 23.4%-49.9%)
- Native Americans (3.5%, Range: 2.4%-4.3%)
- Consumers that identify as Other (17.1%, Range: 13.2%-21.2%)
- Consumers that identify as Unknown (2.6%, Range: 1.8%-3.2%)
- Whites (23.1%, Range: 9.2%-35.5%)

Figure 9. Completed Older Adult Surveys by Service Area and Ethnicity



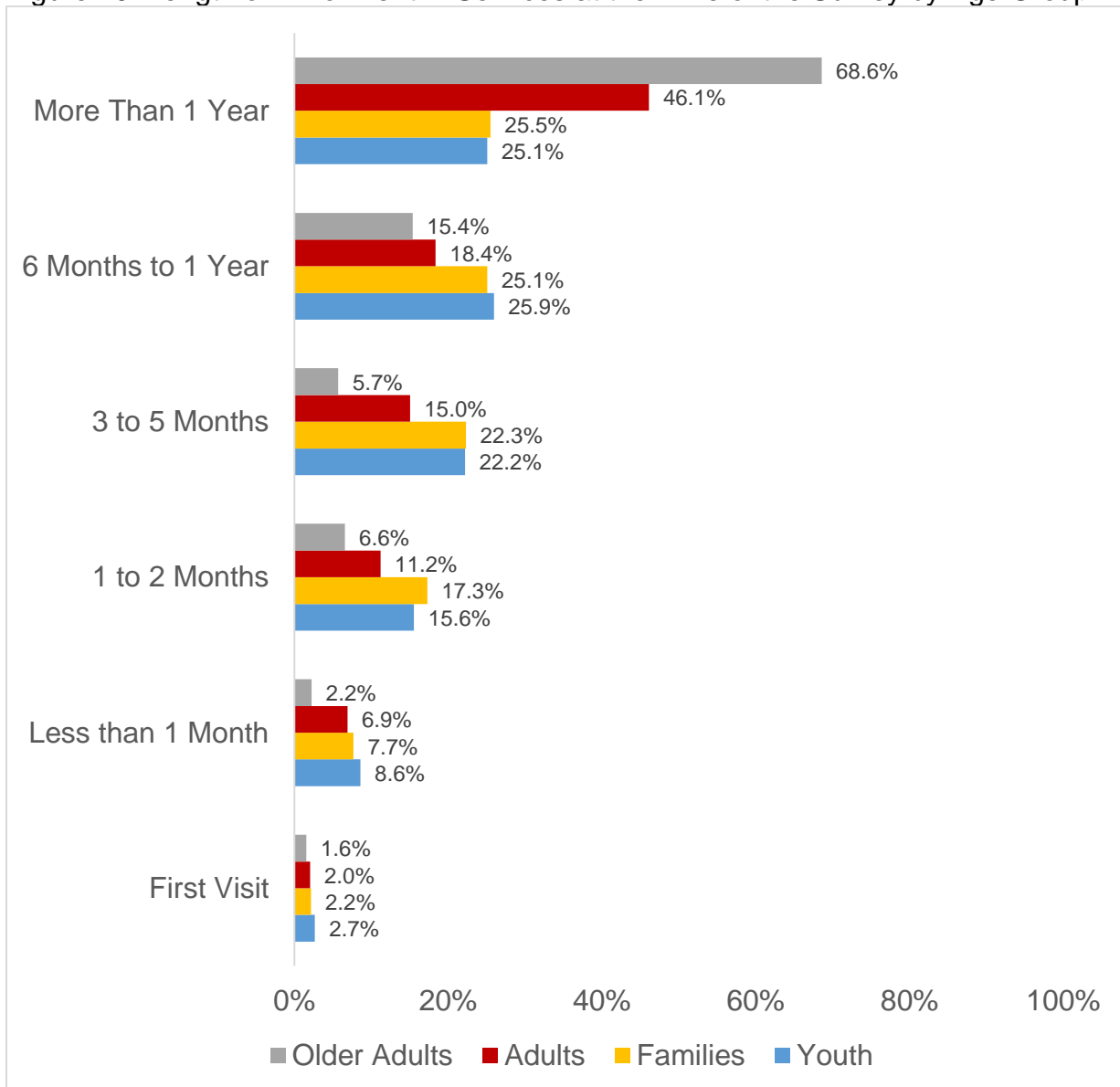
Data Source: Consumer Perception Survey data, November 2019.

Figure 9 shows the number and percent of completed Older Adult Surveys by SA and ethnicity. The completed surveys by ethnicity varied widely for different SAs. The breakdown by ethnicity is as follows:

- African Americans (15.9%, Range: 4.3%-50.0%)
- Asian/Pacific Islanders (4.9%, Range: 0%-14.6%)
- Latinos (30.6%, Range: 13.3%-53.3%)
- Native Americans (3.5%, Range: 1.3%-13.3%)
- Consumers that identify as Other (14.8%, Range: 6.7%-23.7%)
- Consumers that identify as Unknown (2.1%, Range: 0%-4.6%)
- Whites (28.2%, Range: 7.1%-46.0%)

Length of Enrollment

Figure 10. Length of Enrollment in Services at the Time of the Survey by Age Group



Most of the survey respondents had been in services for six months to over a year at the time they completed the survey. The majority of Older Adults respondents and a under half of Adults had been in services over a year. For Families and Youth, the percentages were similar for those who had been in services six months to a year and more than one year at the time of the survey.

Survey Domains and Items

General Satisfaction Domain

On the General Satisfaction domain, Older Adults were the most satisfied with 93.6% agreeing or strongly agreeing with the items. Families were the next highest group with 92.1%, followed by Adults with 92.0% and Youth with 89.9%.

Figure 11. Percent Agree or Strongly Agree with Adult and Older Adult General Satisfaction Items

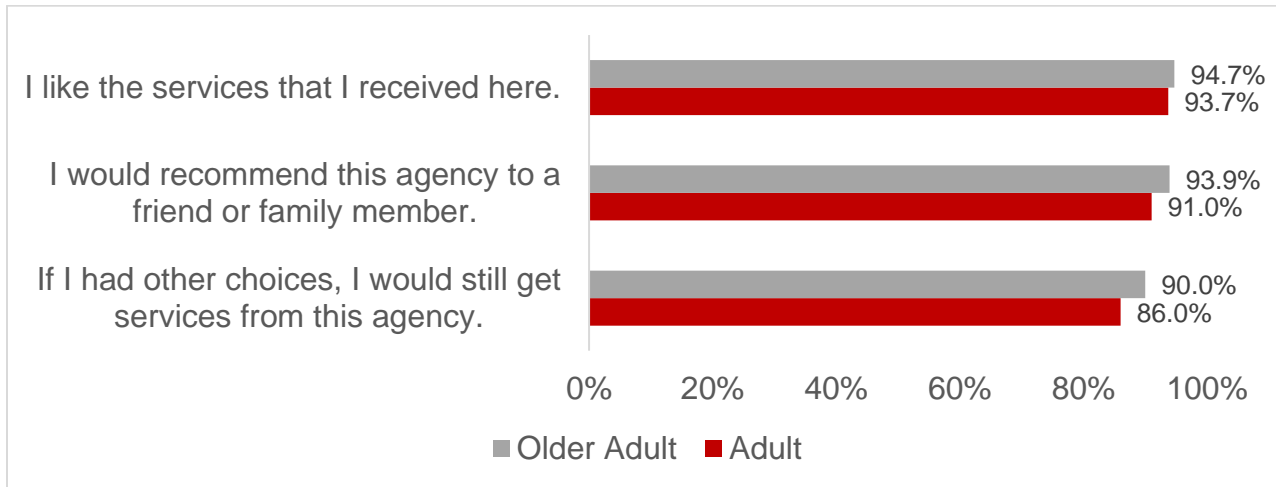
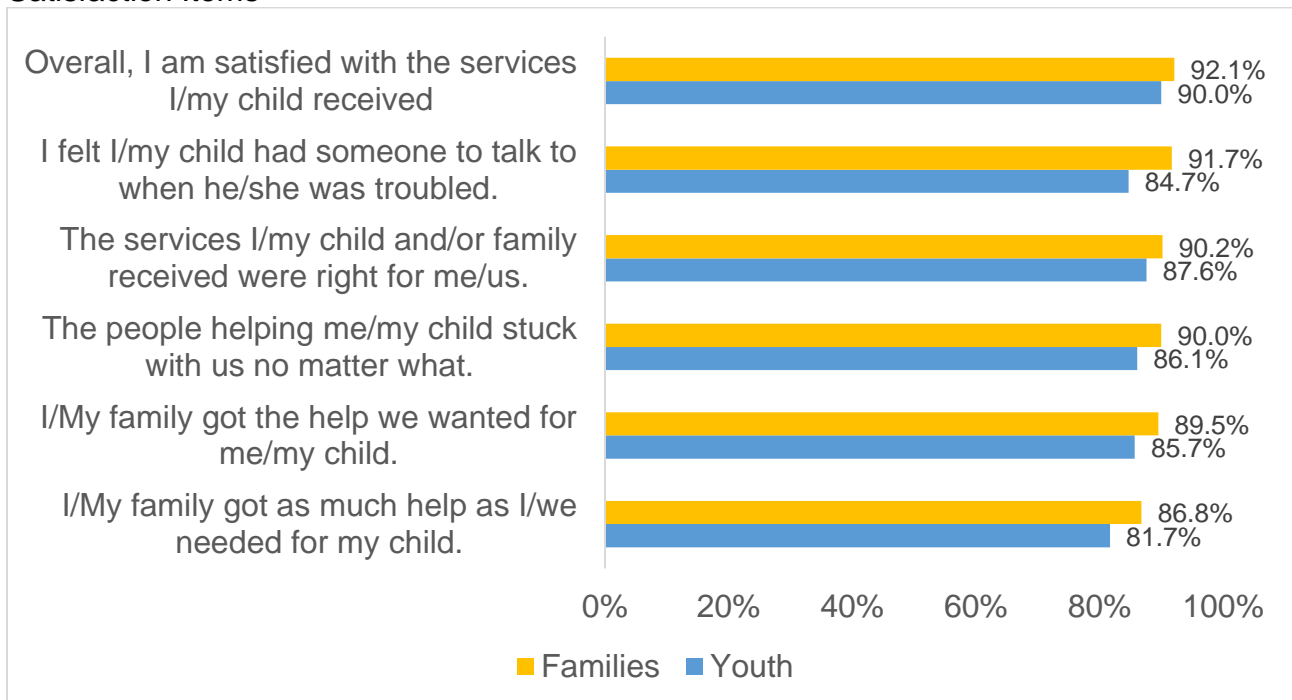


Figure 12. Percent Agree or Strongly Agree with Youth and Families General Satisfaction Items



Access

On the Access domain, Families were the most satisfied with 93.4% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 90.7%, followed by Adults with 89.9% and Youth with 89.6%.

Figure 13. Percent Agree or Strongly Agree with Adult and Older Adult Access Items

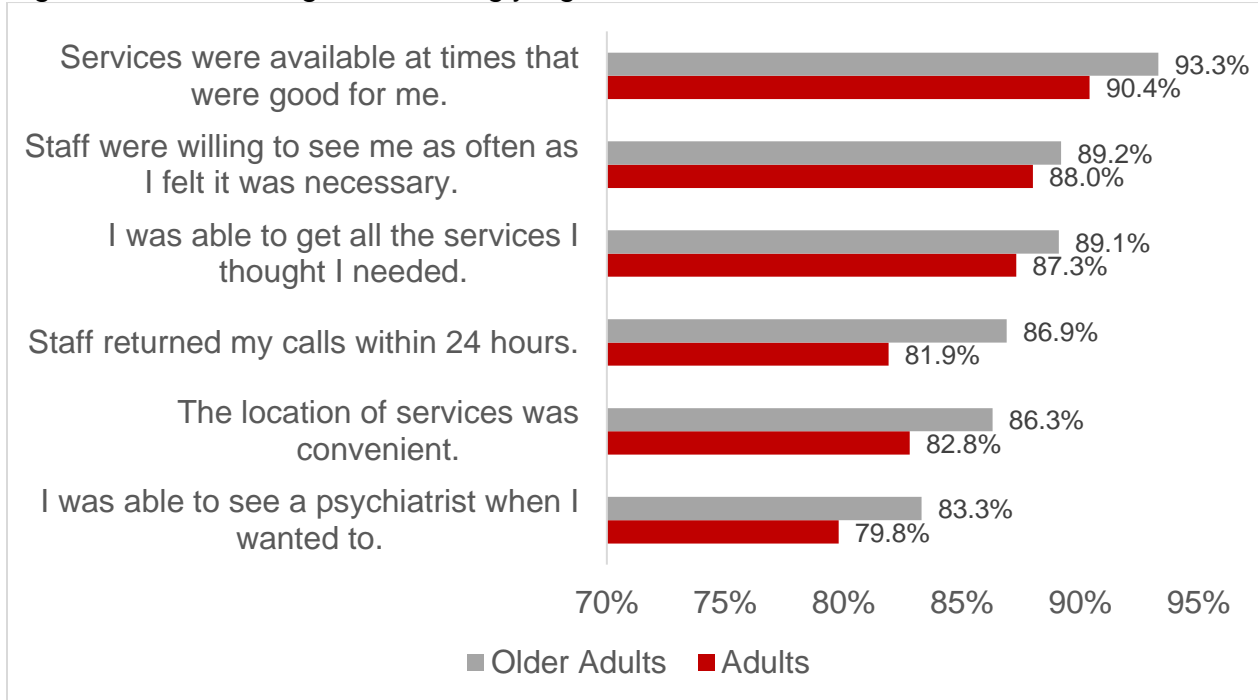
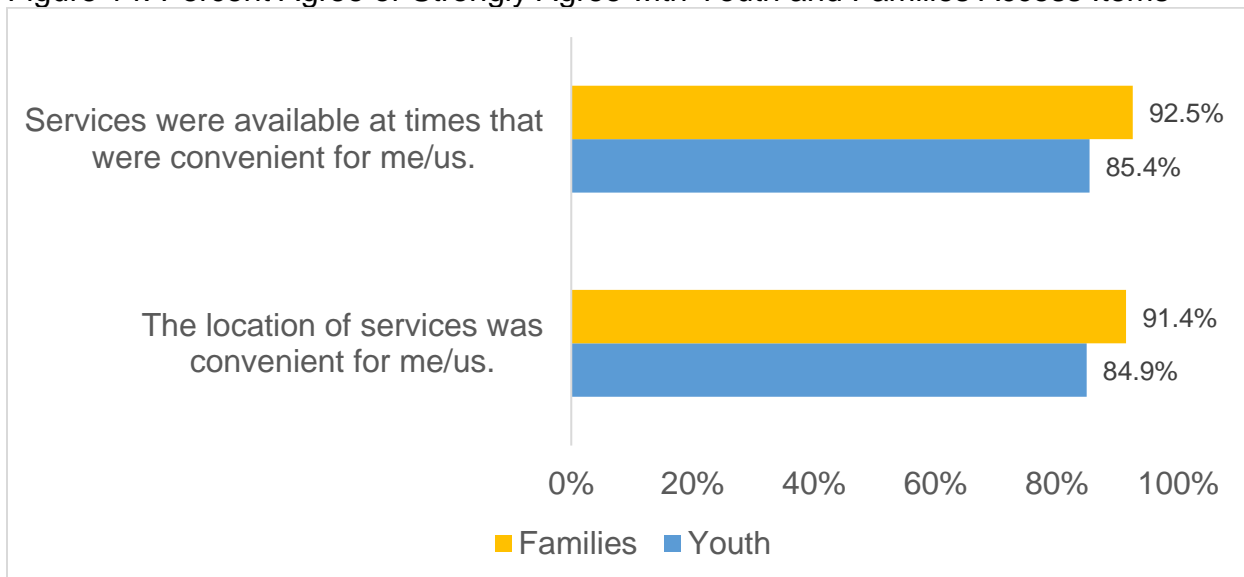


Figure 14. Percent Agree or Strongly Agree with Youth and Families Access Items



Participation in Treatment Planning

On the Participation in Treatment Planning domain, Older Adults were the most satisfied with 94.3% agreeing or strongly agreeing with the items. Families were the next highest group with 92.3%, followed by Adults with 91.7% and Youth with 84.9%.

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

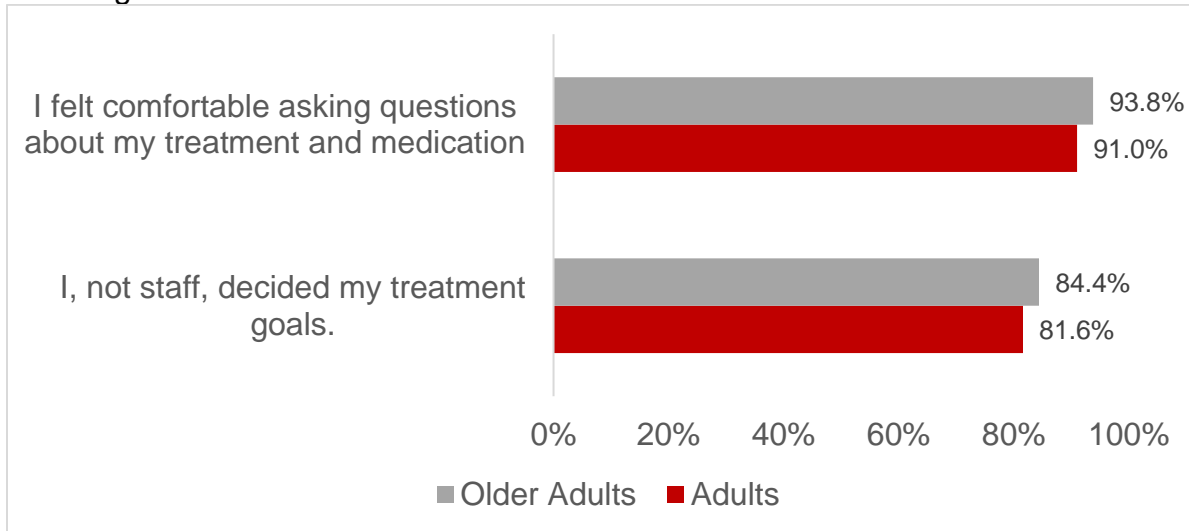
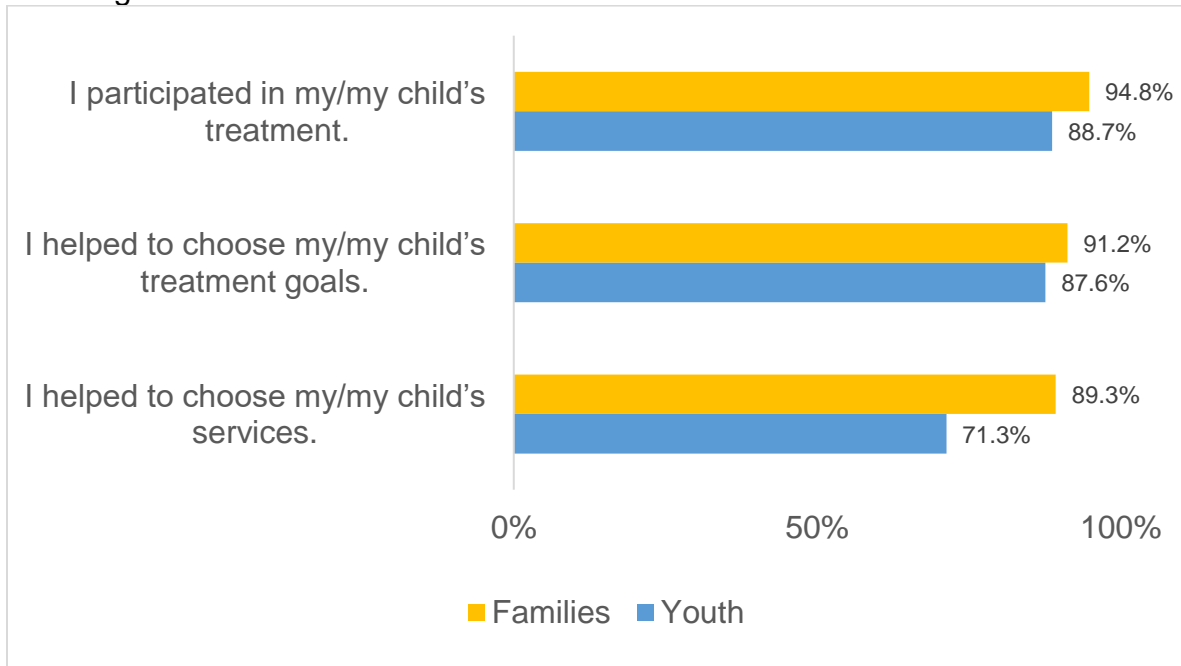


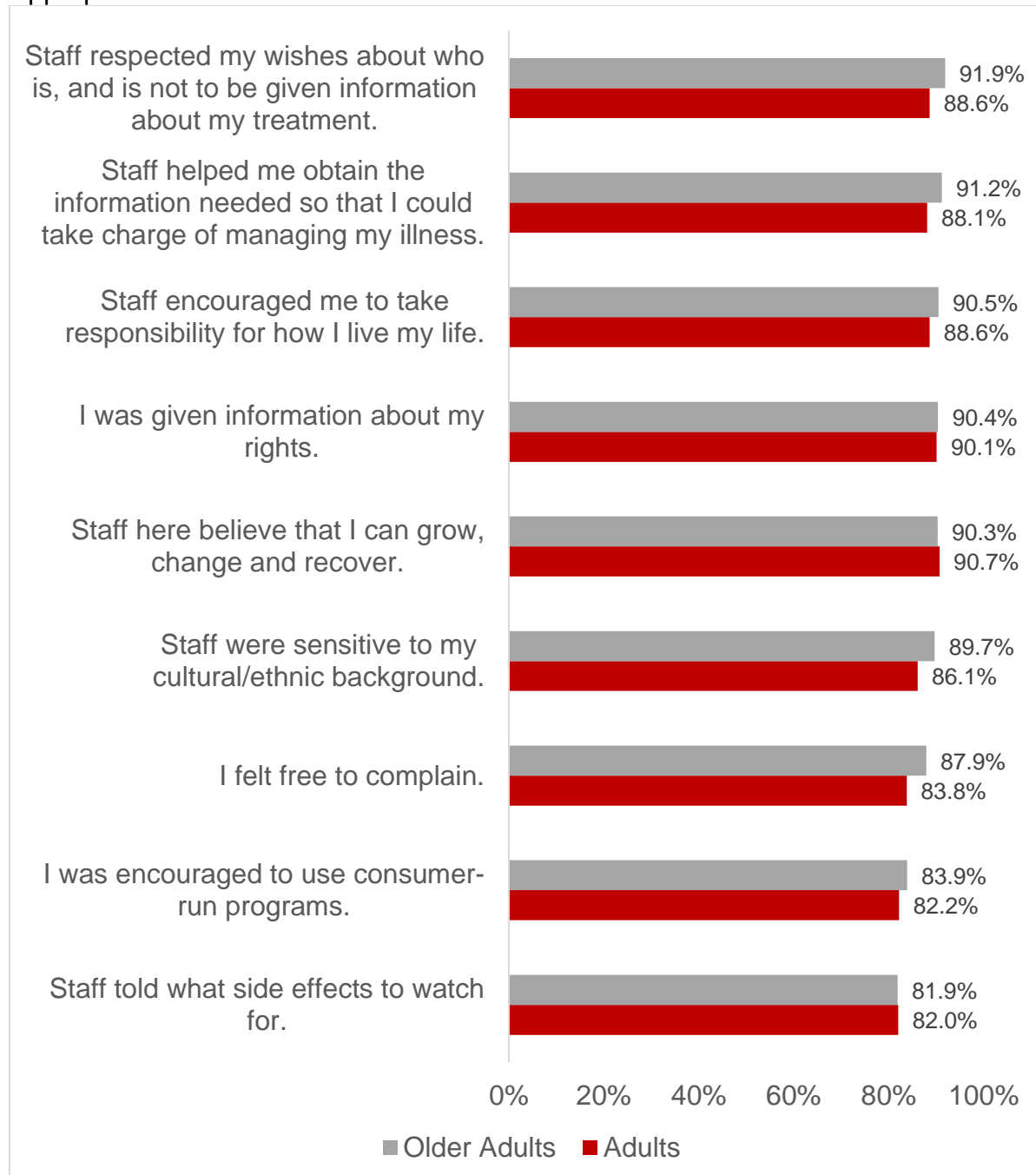
Figure 16. Percent Agree or Strongly Agree with Youth and Families Treatment Planning Items



Quality & Appropriateness/Cultural Sensitivity

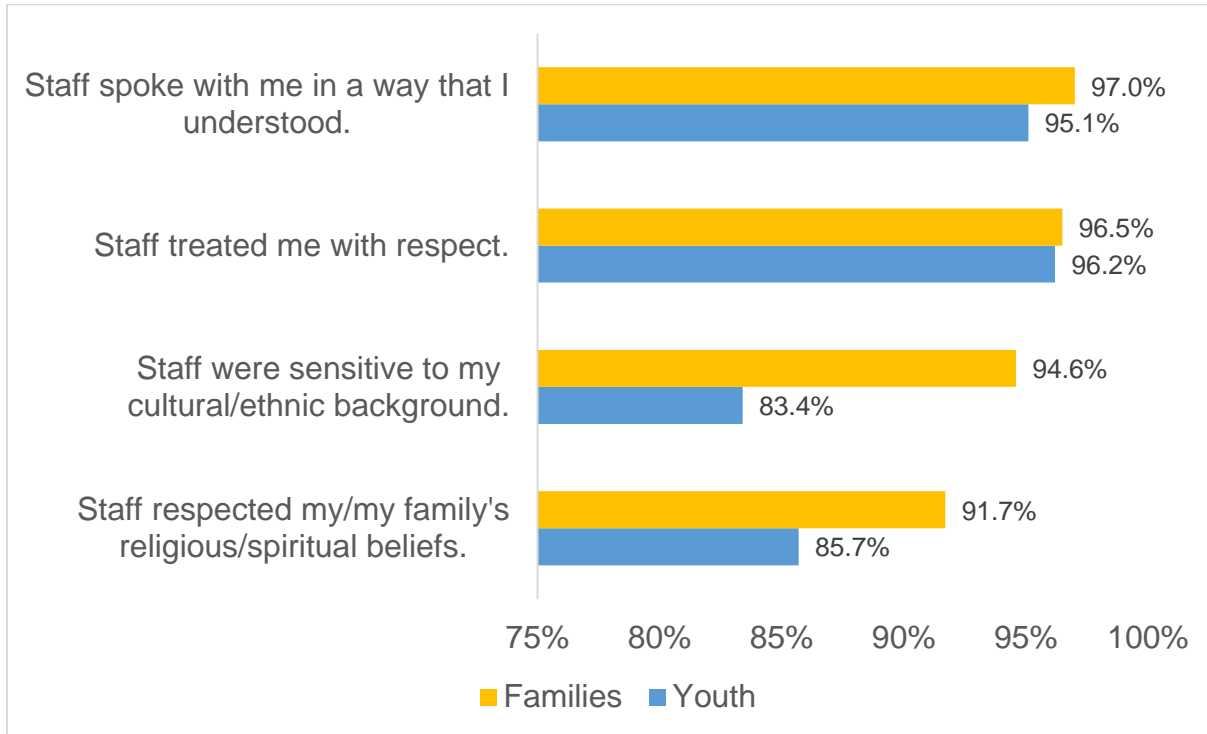
On the Quality & Appropriateness domain, 94.3% of Older Adults and 91.7% of Adults agreed or strongly agreed with the items.

Figure 17. Percent Agree or Strongly Agree with Adult and Older Adult Quality & Appropriateness Items



On the corresponding Cultural Sensitivity domain, 96.7% of Families and 95.9% of Youth agreed or strongly agreed with the items.

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



Perception of Outcomes

On the Outcomes domain, Families were the most satisfied with 77.2% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 77.0%, followed by Youth with 74.7% and Adults with 73.4%.

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

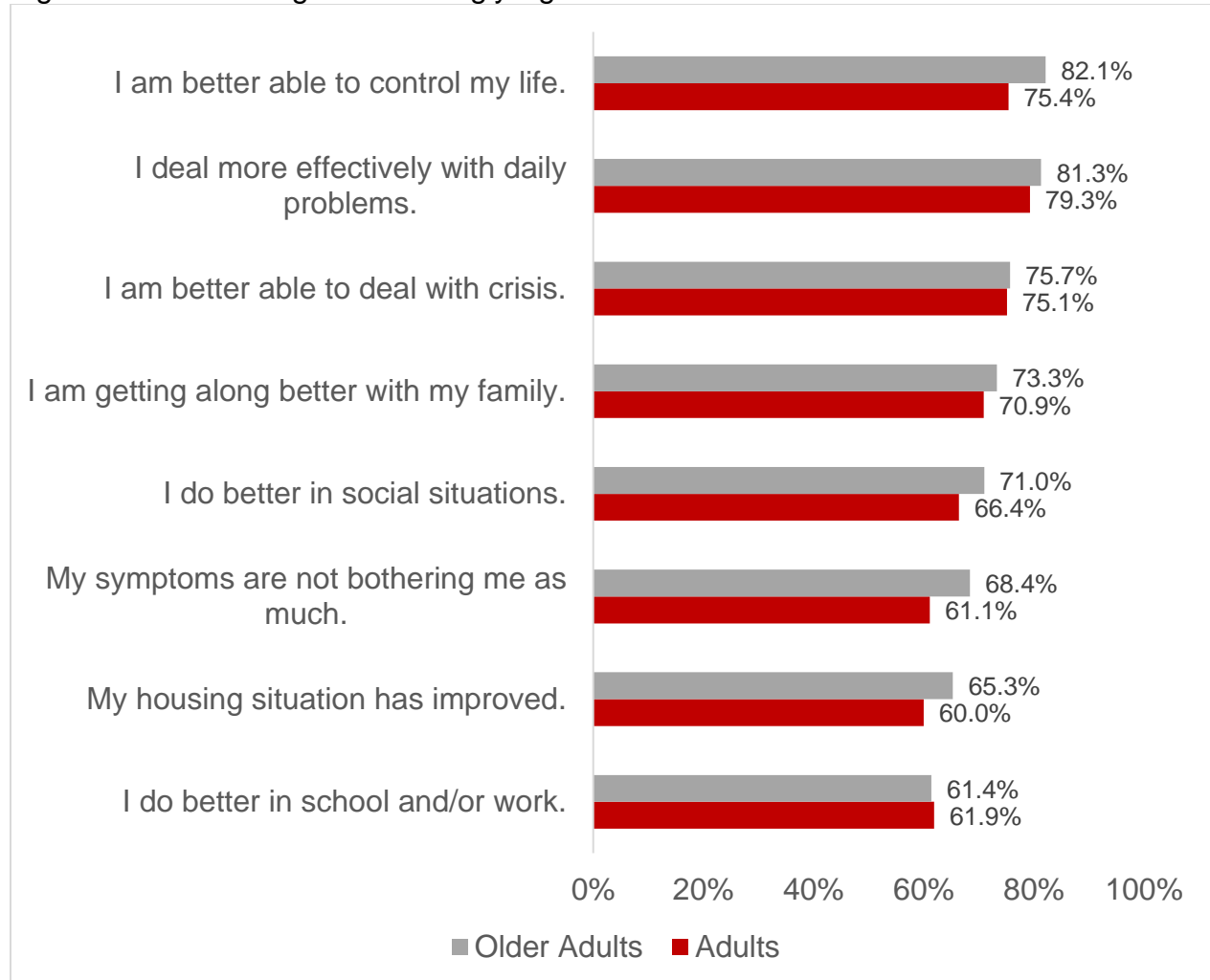
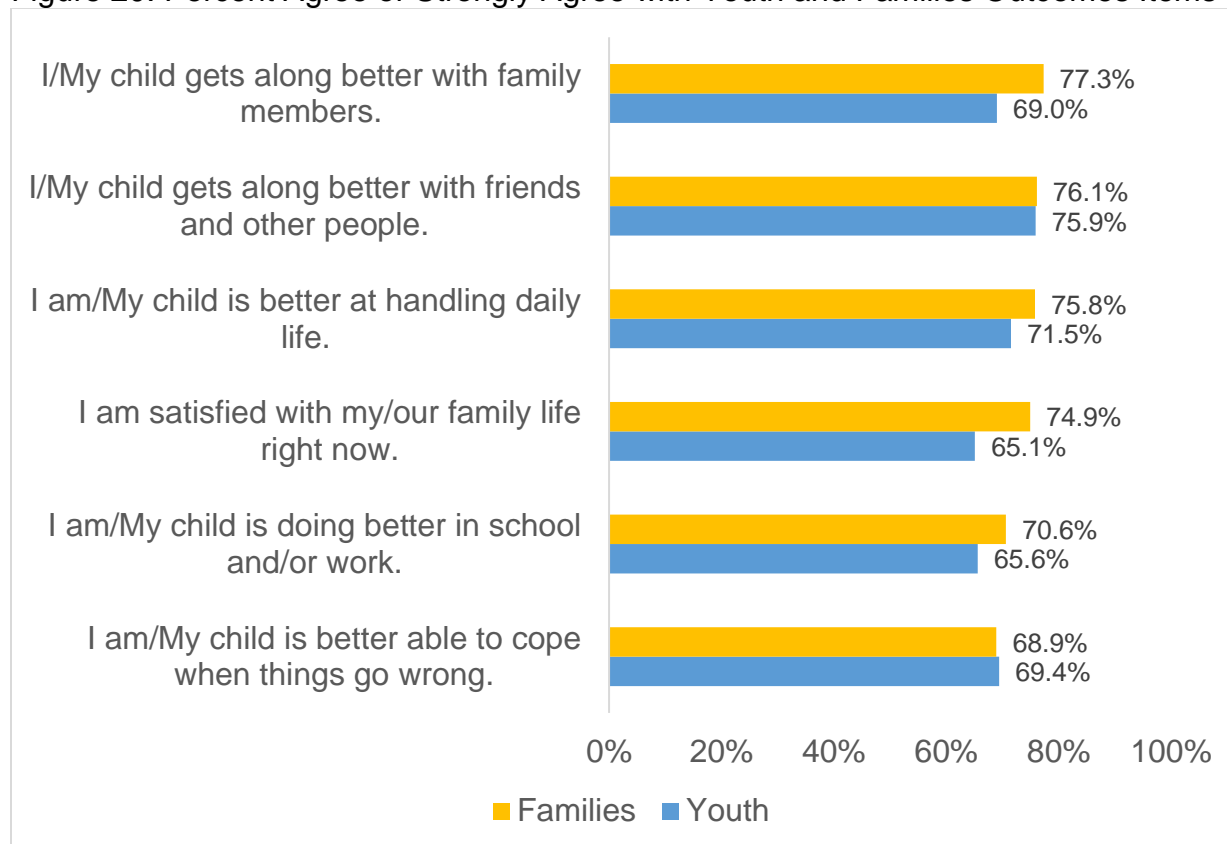


Figure 20. Percent Agree or Strongly Agree with Youth and Families Outcomes Items



Perception of Functioning

On the Functioning domain, Families were the most satisfied with 75.5% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 75.0%, followed by Youth with 72.9% and Adults with 69.8%.

Figure 21. Percent Agree or Strongly Agree with Adult and Older Adult Functioning Items

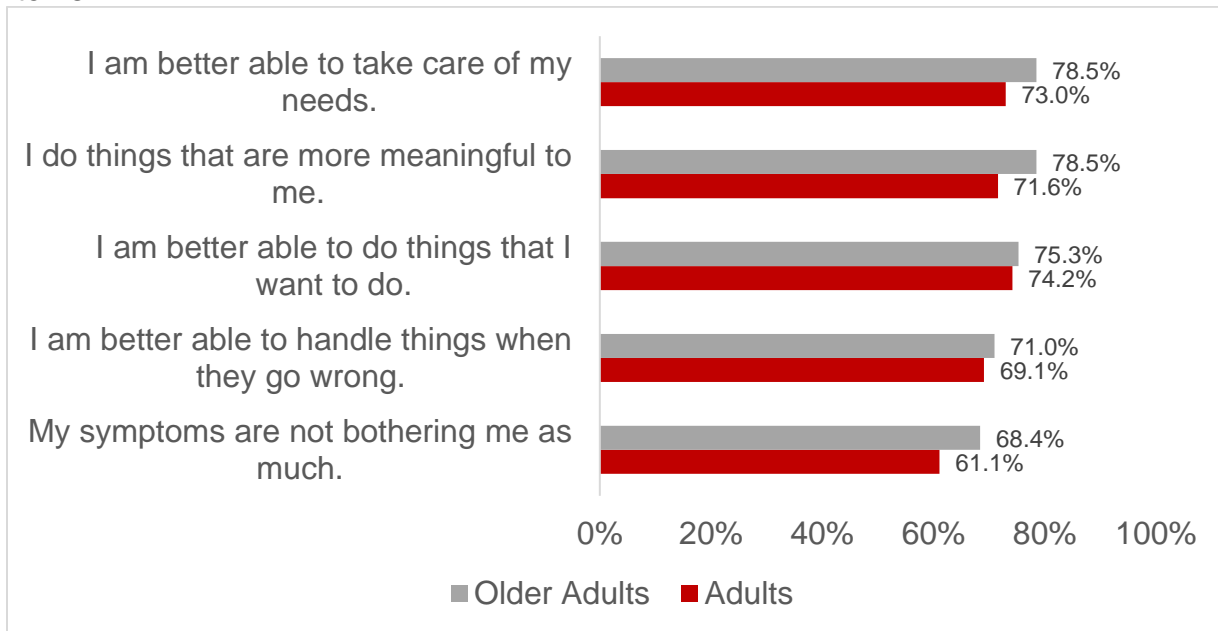
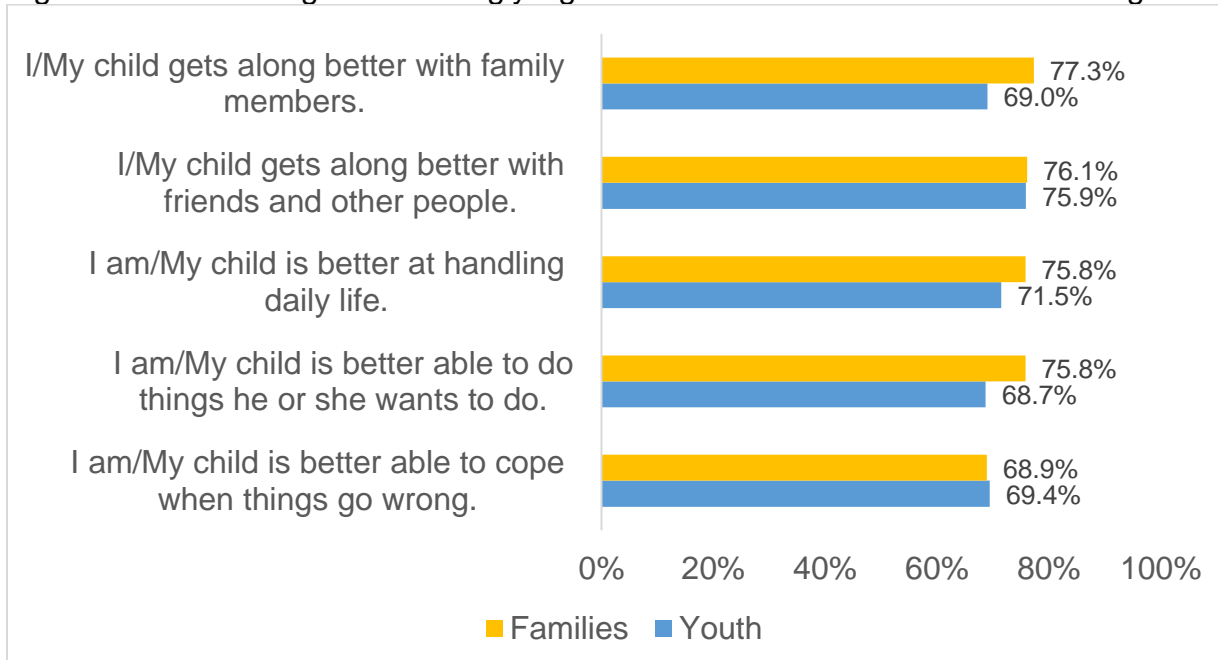


Figure 22. Percent Agree or Strongly Agree with Youth and Families Functioning Items



Social Connectedness

On the Social Connectedness domain, Families were the most satisfied with 92.3% agreeing or strongly agreeing with the items. Youth were the next highest group with 89.2%, followed by Older Adults with 76.2% and Adults with 75.5%.

Figure 23. Percent Agree or Strongly Agree with Adult and Older Adult Social Connectedness Items

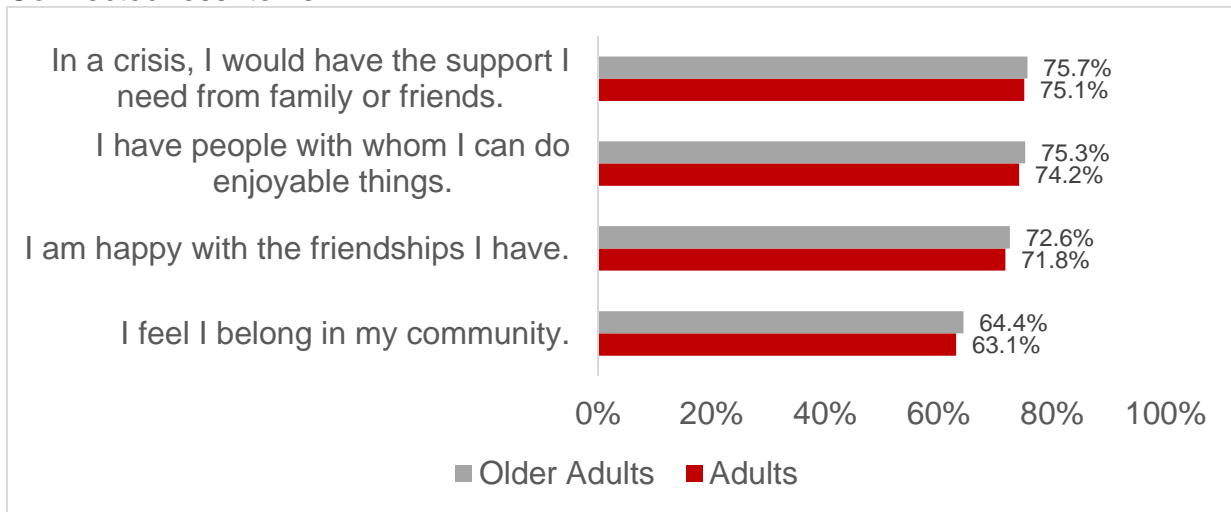
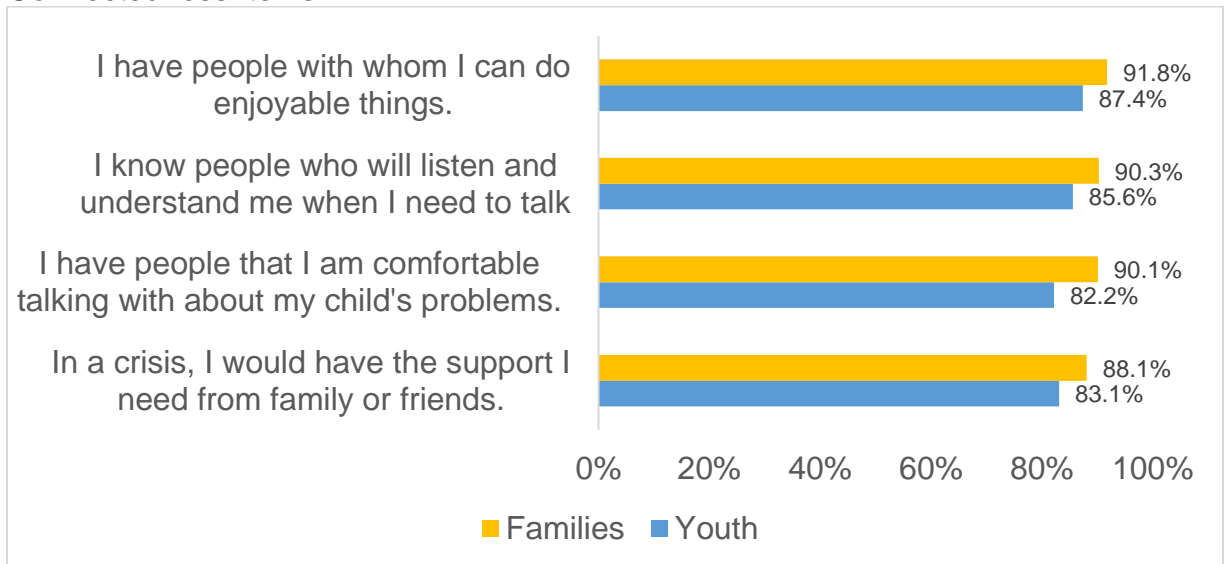


Figure 24. Percent Agree or Strongly Agree with Youth and Families Social Connectedness Items



Overall Satisfaction

The Overall Satisfaction score is an average of all of the satisfaction items on the survey. Families were the most satisfied with 93.0% agreeing or strongly agreeing with the items. Youth were the next highest group with 90.5%, followed by Older Adults with 90.2% and Adults with 87.4%.

Medication and Side Effects – Family and Youth

Figure 25. Percent of Family Responses Regarding Medications

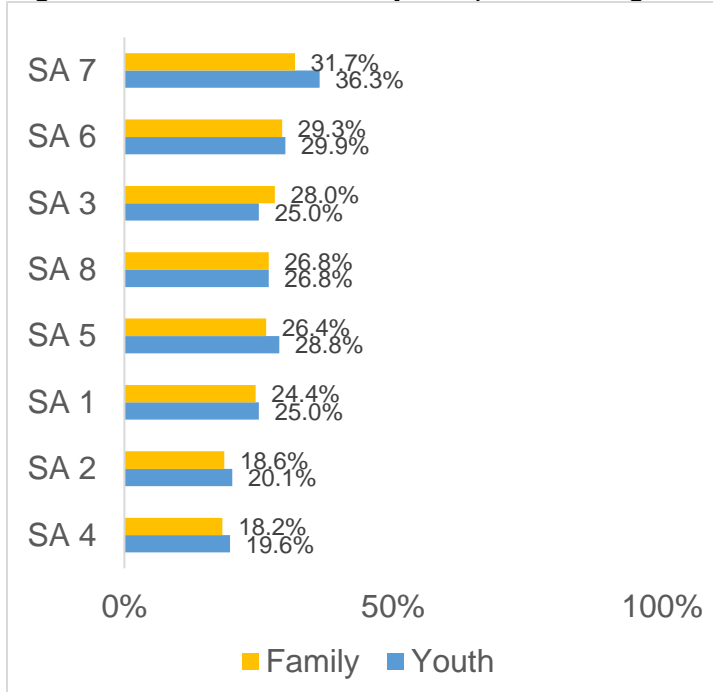


Figure 25 shows that, across all SAs, 30.2% of Youth and 29.2% of Families reported that they were on medication for emotional or behavioral problems. Rates of medication were varied across the SAs. Family (31.7%) and Youth (36.3%) respondents in SA 7 had the highest percentage reporting they were on medication for emotional or behavioral problems. Families (18.2%) and Youth (19.6%) had the lowest percentages in SA 4.

Data Source: Consumer Perception Survey data, November 2019.

Figure 26. Percent of Family Responses Regarding Notice of Medication Side Effects

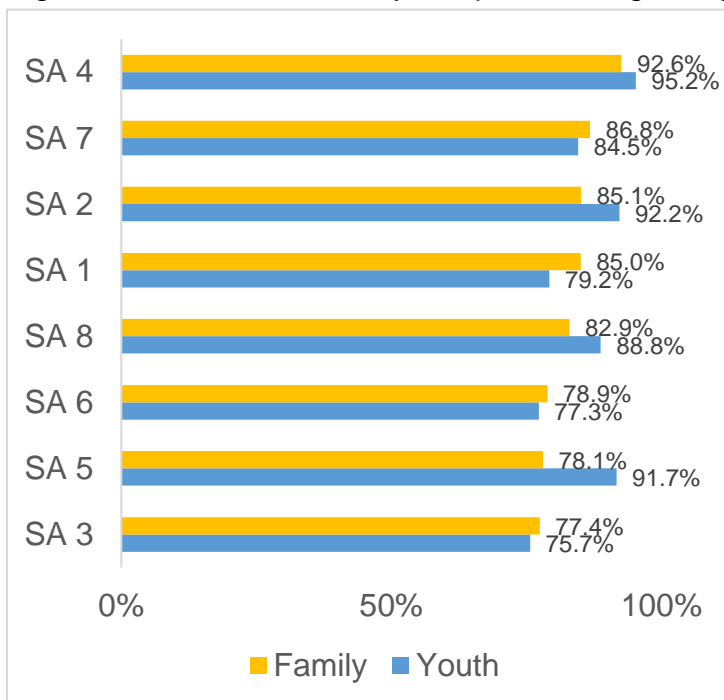
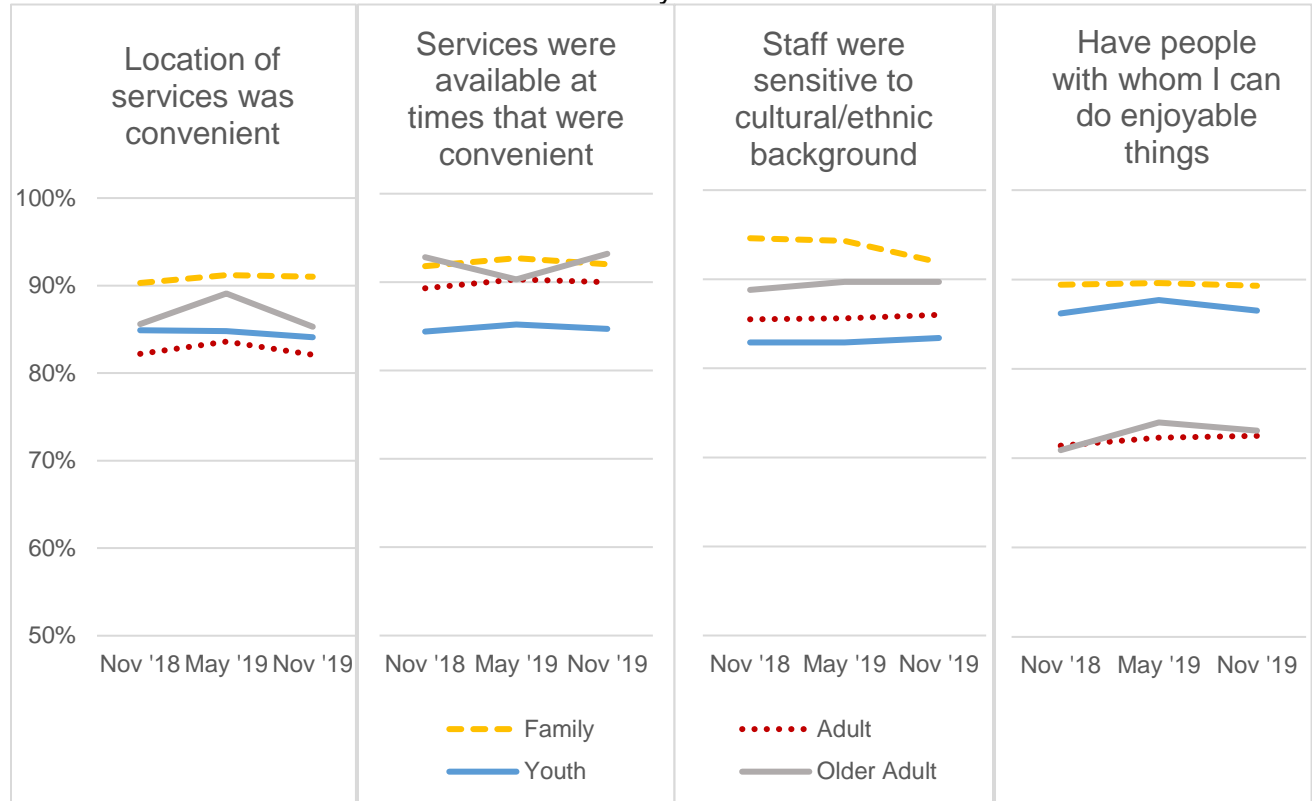


Figure 26 shows that, across all SAs, 83.3% of Families and 86.0% of Youth reported that their doctor or nurse told them the medication side effects to watch for. Families (92.6%) and Youth (95.2%) in SA 4 had the highest percentage reporting “yes” as compared with the lowest percentage in SA 3 (Families: 77.4%; Youth: 75.7%).

Data Source: Consumer Perception Survey data, November 2019.

Age Group Comparison of Common Survey Items

Figure 27. Age Group Comparison of Access, Cultural Sensitivity, and Social Connectedness Common Items Across Surveys Over Time



Data Source: Consumer Perception Survey data, November 2018, May 2019, and November 2019.

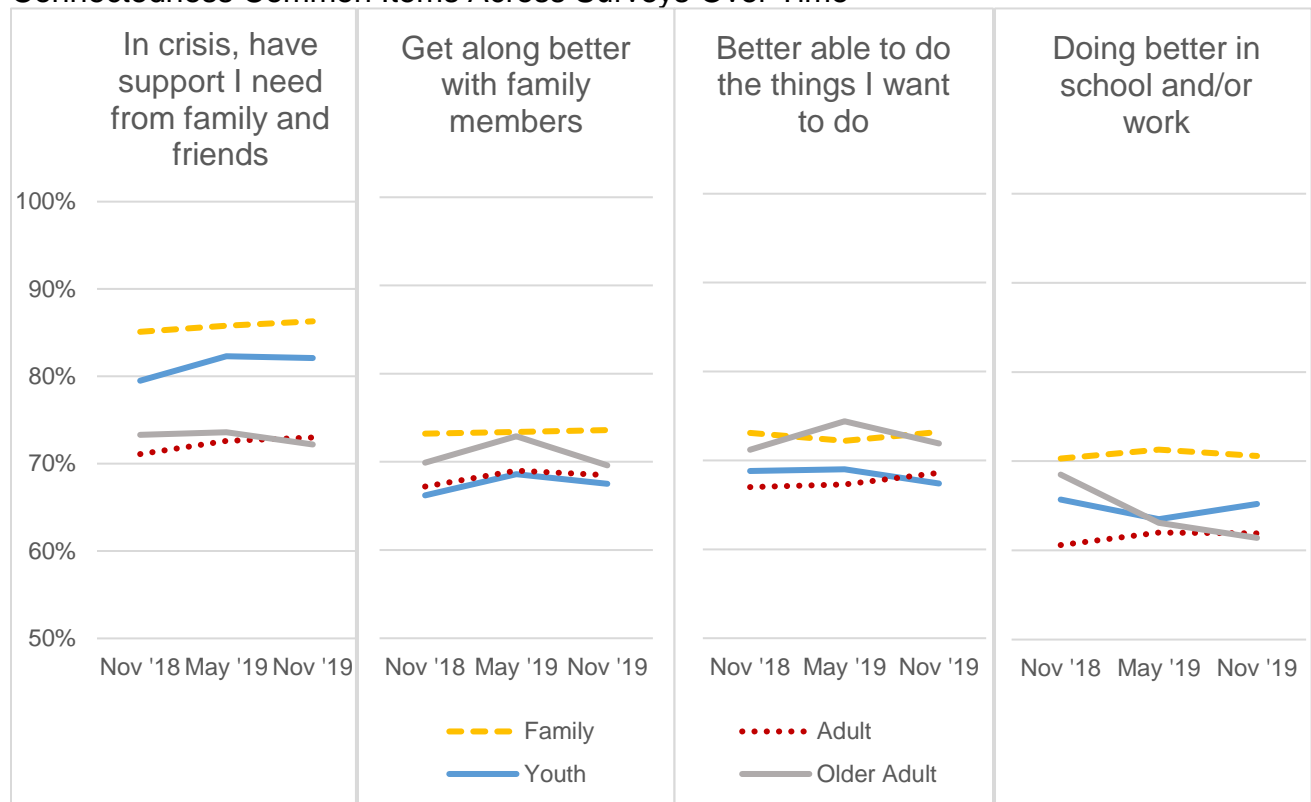
Figure 27 shows four of the CPS items that are common to the Families, Youth, Adult, and Older Adult surveys from November 2018 to November 2019. The percentages reflect the number of respondents selecting either Agree or Strongly Agree for each item.

Families had the highest percentages on three of the four items (i.e., Location of Services was convenient, Staff were sensitive to cultural/ethnic background, I have people with whom I can do enjoyable things) as compared to the other three age groups for all three time periods.

Older Adult surveys had the highest percentage on the County Performance item, “Services were available at times that were convenient” for November 2018 and November 2019 whereas Families were highest in May 2019.

Youth and Adults tended to have the lower percentages over all three time periods. Youth had the lowest percentage on the “Services were available at times that were convenient” and “Staff were sensitive to my cultural/ethnic background” at all three time periods. Adult had the lowest percentage on the “Location of services was convenient” item at all three time periods. Adult and Older Adults also had much lower percentages on the “I have people with whom I can do enjoyable things” item as compared to Youth and Families.

Figure 28. Age Group Comparison of Outcomes, Functioning, and Social Connectedness Common Items Across Surveys Over Time



Data Source: Consumer Perception Survey data, November 2018, May 2019, and November 2019.

Figure 28 shows the other four of the CPS items that are common to the Families, Youth, Adult, and Older Adult surveys from November 2018 to November 2019. The percentages above reflect the number of respondents selecting either Agree or Strongly Agree for each item.

Families had the highest percentages on three of the four common County Performance Outcomes items with Older Adults being higher on the item “I am better able to do the things I want to do” in May 2019.

Youth and Adults again tended to have the lower percentages over all three time periods. Youth had the lowest percentage on the “I get along better with family members” item at all three time periods. Adults and Older Adults had the lowest percentage on the “In a crisis, I have the support I need from family and friends”. Adults were lowest on the “I am doing better in school and/or work” items across all three time periods. The “Doing better in school and/or work” measure had much lower percentages overall, ranging from 60.6% to 71.3%.