Consumer Satisfaction Outcomes Report

Spring 2022 Survey Period

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

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August 2023

OFFICE OF ADMINISTRATIVE OPERATIONS QUALITY, OUTCOMES, AND TRANING DIVISION

QUALITY IMPROVEMENT UNIT

CONSUMER SATISFACTION OUTCOMES REPORT FOR SPRING 2022 SURVEY PERIOD

EXECUTIVE SUMMARY AUGUST 2023

Lisa Wong, Ph.D. Director

The Los Angeles County Department of Mental Health (LACDMH) conducts Consumer Perception Survey (CPS) in Spring. Consumers receiving services in 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).

Different than the trend from Spring 2020 to Spring 2021, there was an increase in surveys completed during the Spring 2022 survey period. The majority of surveys came from Adults (40.9%), followed by Families (34.7%), Youth (16.0%) and Older Adults (8.4%). Surveys were collected from 12.2% 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. Service Area (SA) 2 had the highest amount of completed surveys (18.0%) and SA 1 (3.2%) had the lowest amount of completed surveys.

For Spring 2022, 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%).

One quarter of Families (25%) and over a third of Youth (34.1%) who completed the surveys reported being on medication for emotional or behavioral problems. Youth (28.4%) respondents in SA 8 and Families in SA 3 (19.0%) had the highest percentage of reporting they were receiving medication. Families (3.9%) and Youth (3.6%) in SA 1 had the lowest percentage of receiving medication.

Trends for the items that are common across all four versions of the survey fluctuated across the last three survey periods (June 2020, June 2021, and May 2022). 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.

Contents

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 May 16, 2022, through May 20, 2022. For this survey period, the majority of surveys were administered using the paper survey method 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, May 2022.

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.

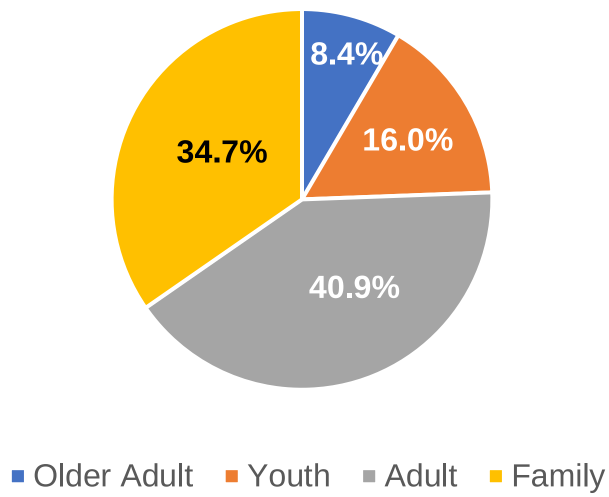
How to Use This Report

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. 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

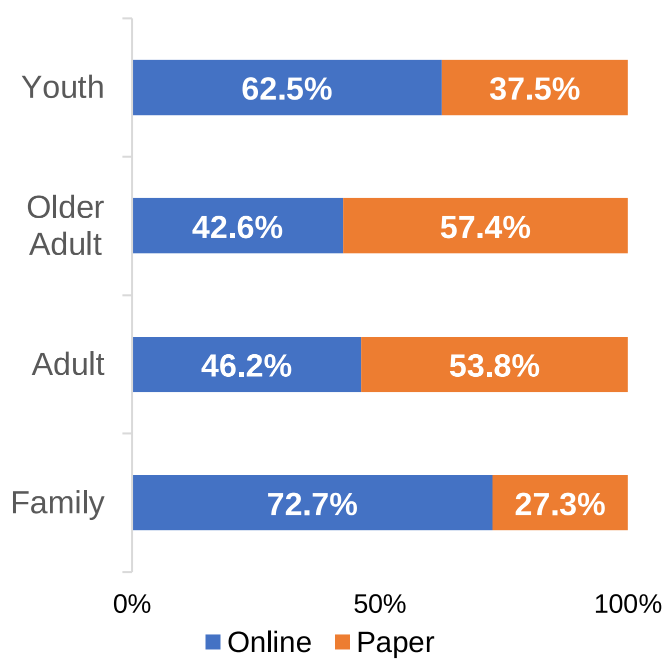
Figure 1. Number of Completed Surveys by Age Group



Of the returned surveys, the majority were completed by Adults and Families. A total of 7,297 surveys were returned for all age groups and 7,255 were completed (99.4%). Adults had the highest percentage of completed surveys at 40.9% (2,970 surveys), followed by Families at 34.7% (2,514 surveys), Youth at 16.0% (1,158 surveys) and Older Adults at 8.4% (613 surveys).

Data Source: Consumer Perception Survey data, May 2022

Figure 2. Completed Surveys by Format

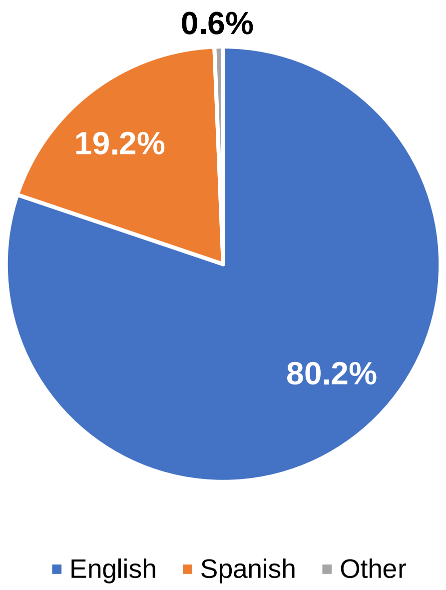


The four age groups showed preferences for completing surveys in different formats. Families and Youth completed most surveys using the online format (Families, 72.7%; Youth, 62.5%). Adults completed the majority of surveys using the paper format (53.8%). Older Adult respondents also completed the majority of the surveys using the paper format (57.4%).

Data Source: Consumer Perception Survey data, May 2022

Language

Figure 3. Completed Surveys by Language



Data Source: Consumer Perception Survey data, May 2022.

The majority of consumers (80.2%) completed surveys in the English language and 19.2% of consumers completed the survey in a non-English language. Most of the non-English language surveys were completed in Spanish (19.2%). Surveys completed in other languages such as Korean, (N=50), Chinese (N=24), Vietnamese (N=10), Armenian (N=9), Farsi (N=6), Tagalog (N=2), Russian (N=2) and Khmer (N=1) accounted for 0.6% of the total surveys.

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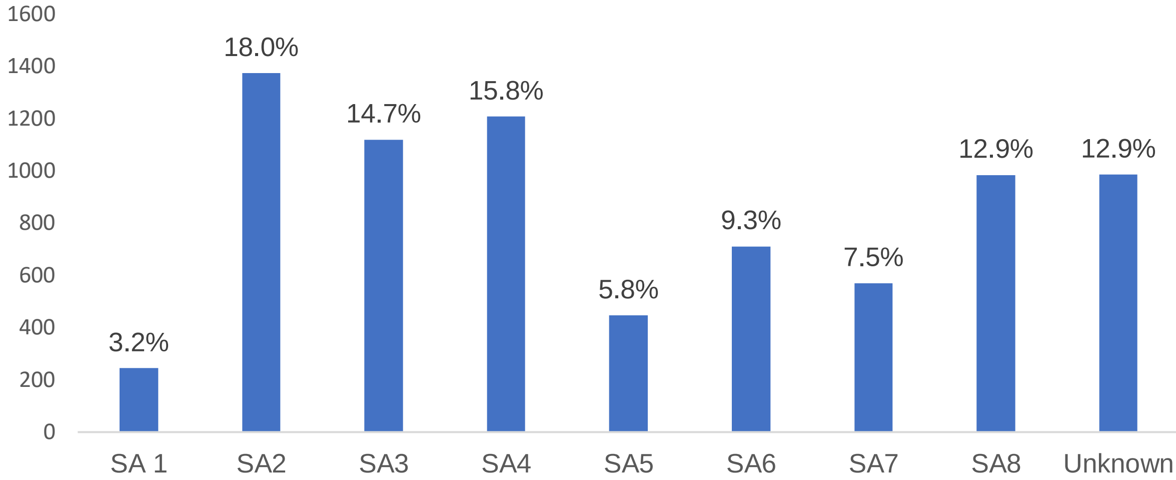
Service Area

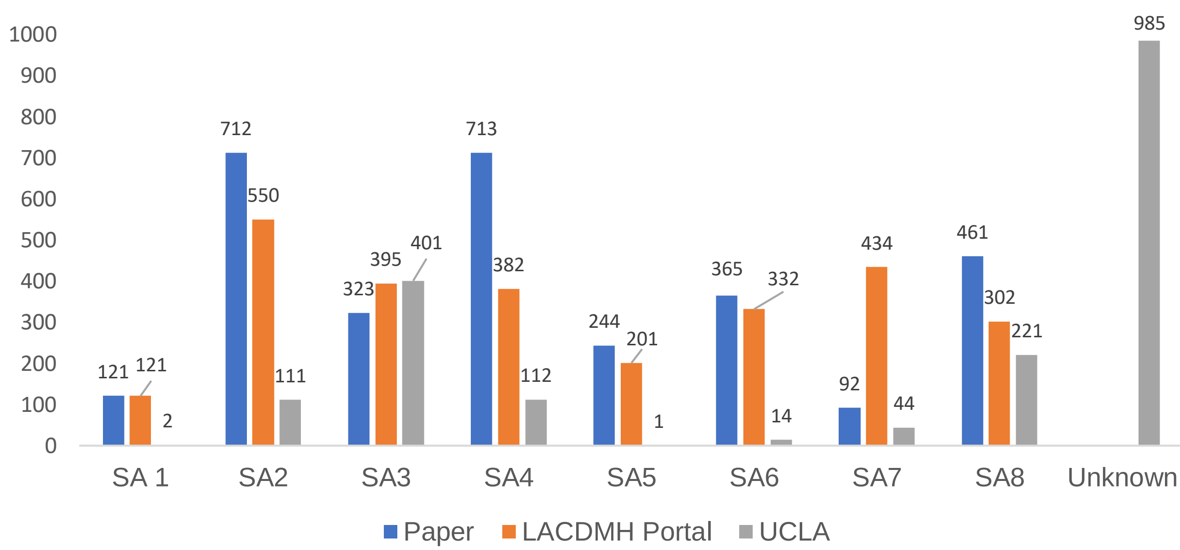
Figure 4: Percent of Surveys Returned by Service Area



Data Source: Consumer Perception Survey data, May 2022

Figure 4 displays the percent of surveys returned by SA. SA 2 had the highest number of surveys returned from all 8 SAs with 18.0% of total surveys returned. SA 1 had the lowest number of surveys returned with 3.2% of total surveys returned. It is of note that 12.9% of surveys were returned as Unknown in which SA and reporting unit were not identified nor included in SA totals.

Figure 5: Completed Surveys by Method Returned by Service Area

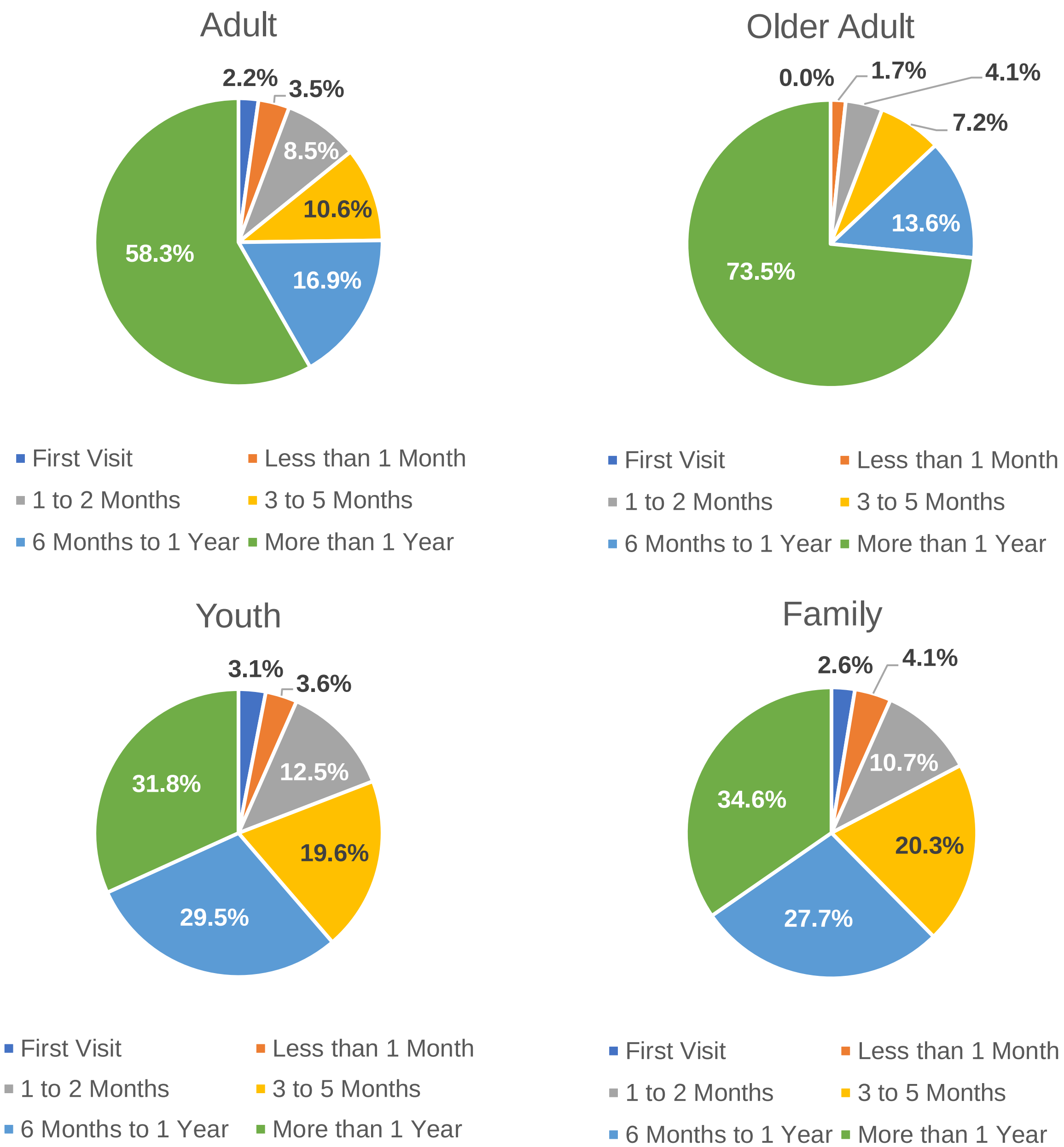


Data Source: Consumer Perception Survey data, May 2022

Figure 5 shows the breakdown of completed surveys by method of delivery among the 8 SAs. SA 2 had the highest number of completed surveys by LACDMH portal and a similar number of completed paper surveys as SA 4. The majority of surveys completed by UCLA link were returned as Unknown. The majority of those with reporting unit identified were from SA 3.

Length of Enrollment

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



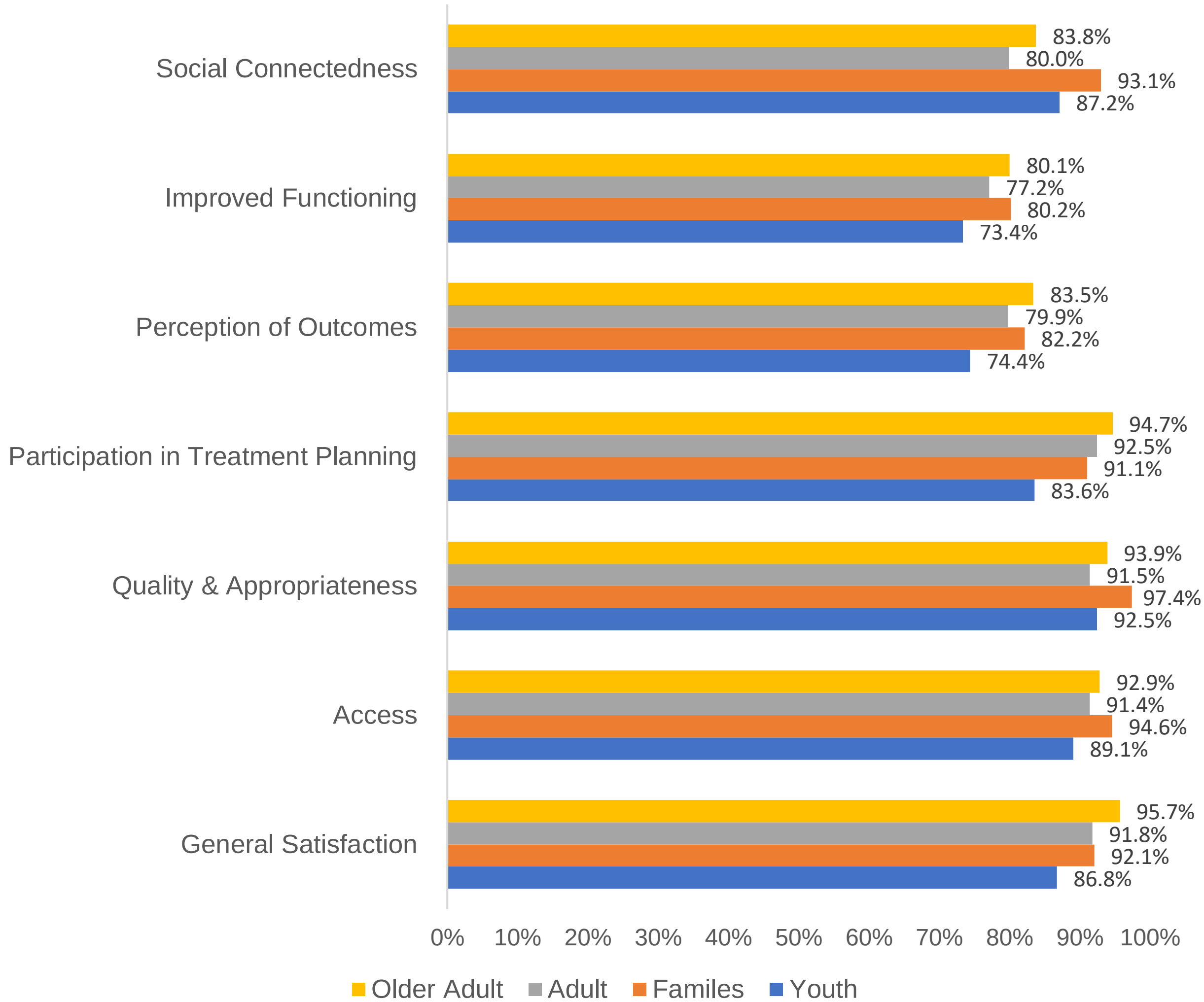
Data Source: Consumer Perception Survey data, May 2022.

Figure 6 shows that 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 (73.5%) and over half of Adults (58.3%) had been in services over a year. For Families (62.3%) and Youth (61.3%), the largest percentages were also in services for more than a year or six months to a year at the time of the survey.

Survey Domains and Items

Overall Satisfaction by Age Group

Figure 7. Percent Agree or Strongly Agree with Satisfaction Survey Domains by Age Group



Data Source: Consumer Perception Survey data, May 2022

The percentage of individuals that reported being very satisfied remained high for several domains. Figure 7 summarizes the age group comparison of satisfaction by domain. Families and Older Adults had the highest scores for the Quality and Cultural Appropriateness domain, with 97.4% and 93.9% of respondents agreeing or strongly agreeing with the items in that domain. Families also had the highest scores in the Social Connectedness domain (93.1%), the Access domain (94.6%) as well as the Improved Functioning domain (80.2%). Older Adults had the highest scores in the Perception of Outcomes domain (83.5%), the Participation in Treatment Planning domain (94.7%) and the General Satisfaction domain (95.7%). Youth demonstrated the lowest scores among the four age groups across all domains except for Social Connectedness and Quality and Cultural Appropriateness.

General Satisfaction Domain

Figures 8 and 9 show that in the General Satisfaction domain Older Adults were the most satisfied with 95.7% agreeing or strongly agreeing with the items. Families were the next highest group with 92.1%, followed by Adults with 91.8% and Youth with 86.8%.

Figure 8. Percent Agree or Strongly Agree with Adult and Older Adult General Satisfaction Items

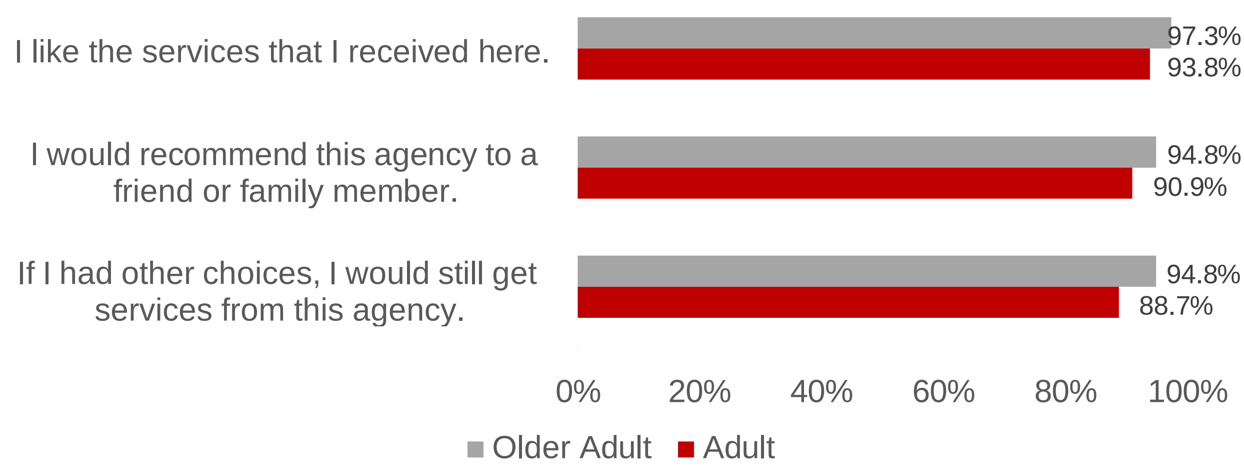
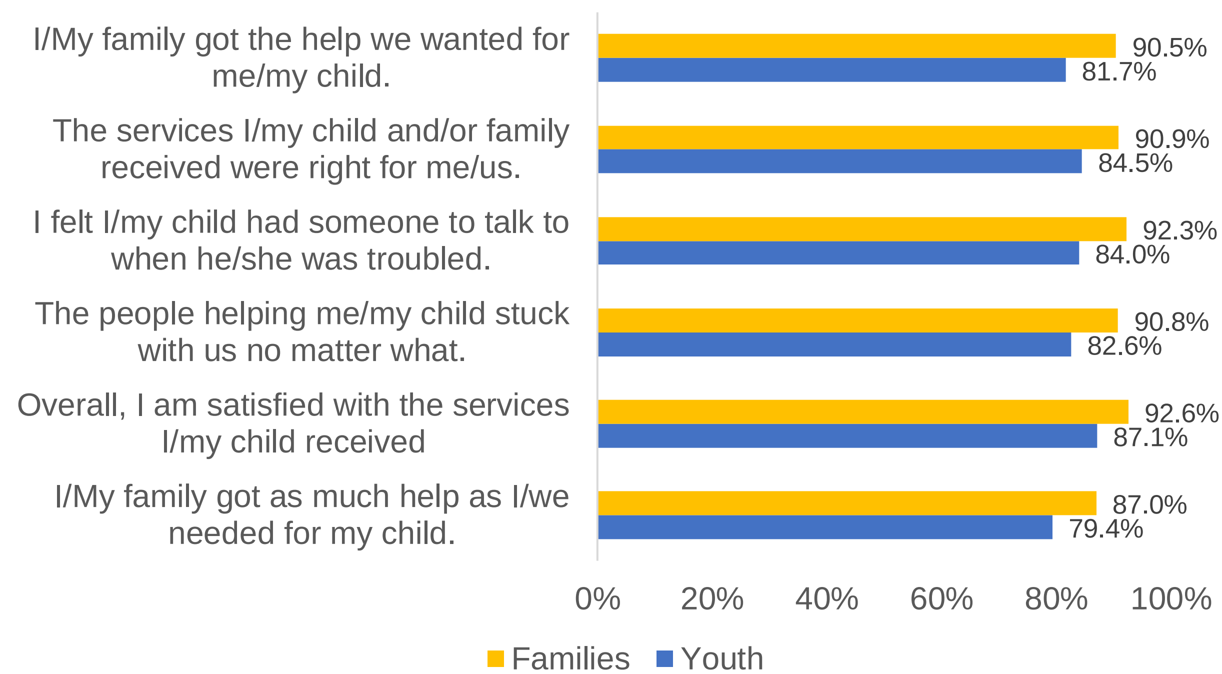


Figure 9. Percent Agree or Strongly Agree with Youth and Families General Satisfaction Items



Access

Figures 10 and 11 show that in the Access domain Families were the most satisfied with 94.6% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 92.9% followed by Adults with 91.4% and Youth with 89.1%.

Figure 10. Percent Agree or Strongly Agree with Adult and Older Adult Access Items

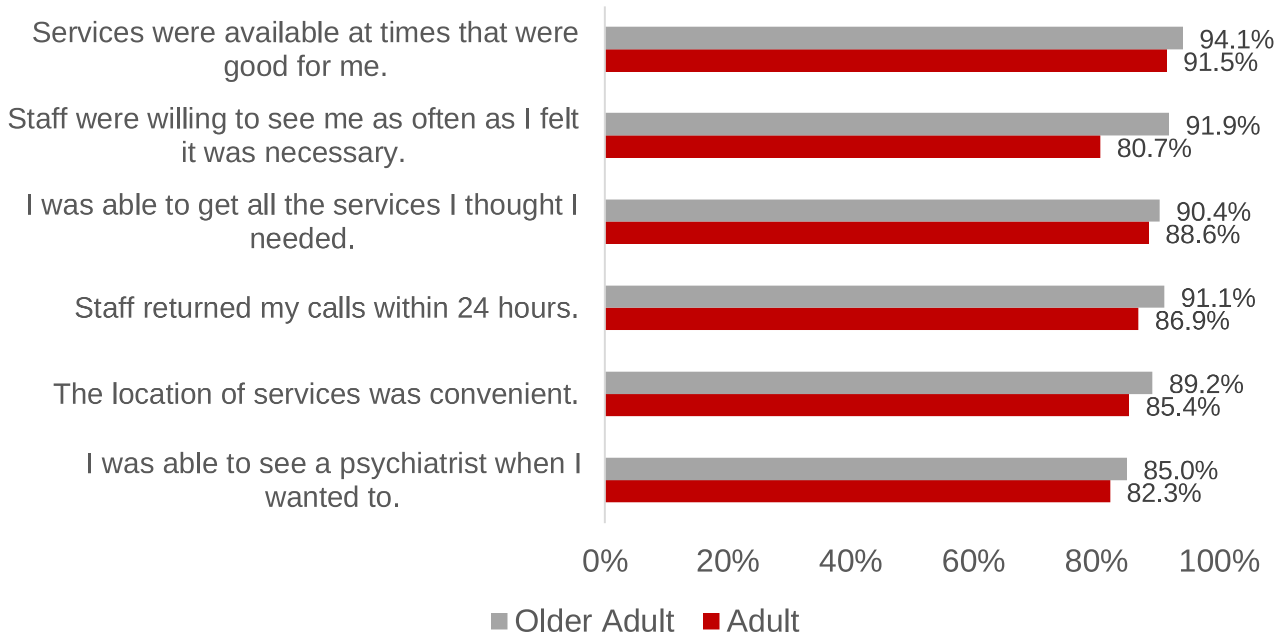
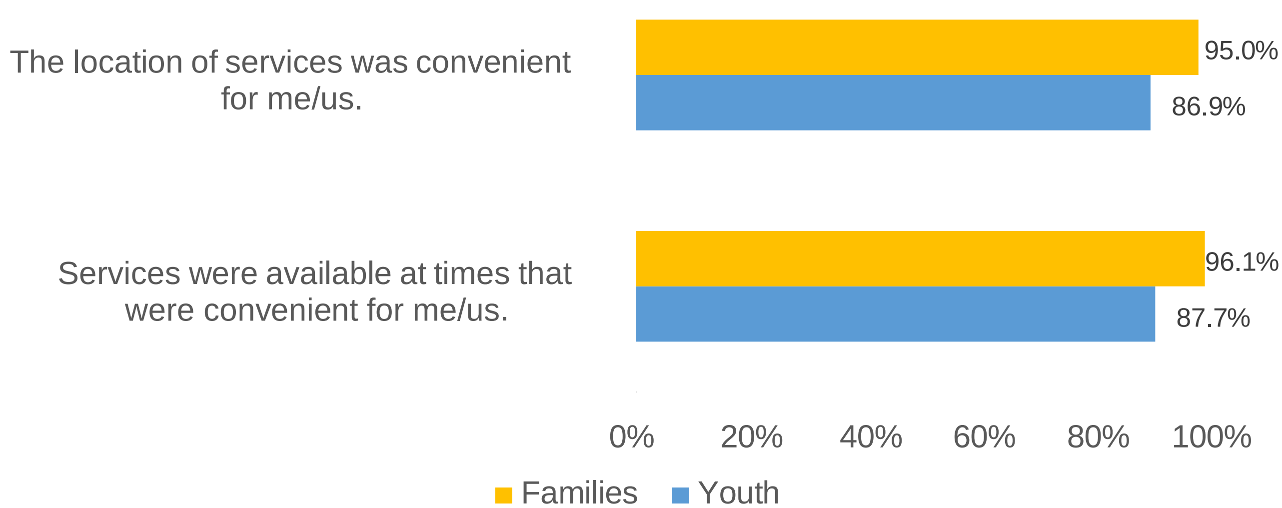


Figure 11. Percent Agree or Strongly Agree with Youth and Families Access Items



Participation in Treatment Planning

Figures 12 and 13 show that Older Adults were the most satisfied on the Participation in Treatment Planning domain with 94.7% agreeing or strongly agreeing with the items. Adults were the next highest group with 92.5% followed by Families with 91.1% and Youth with 83.6%.

Figure 12. Percent Agree or Strongly Agree with Adult and Older Adult Treatment Planning Items

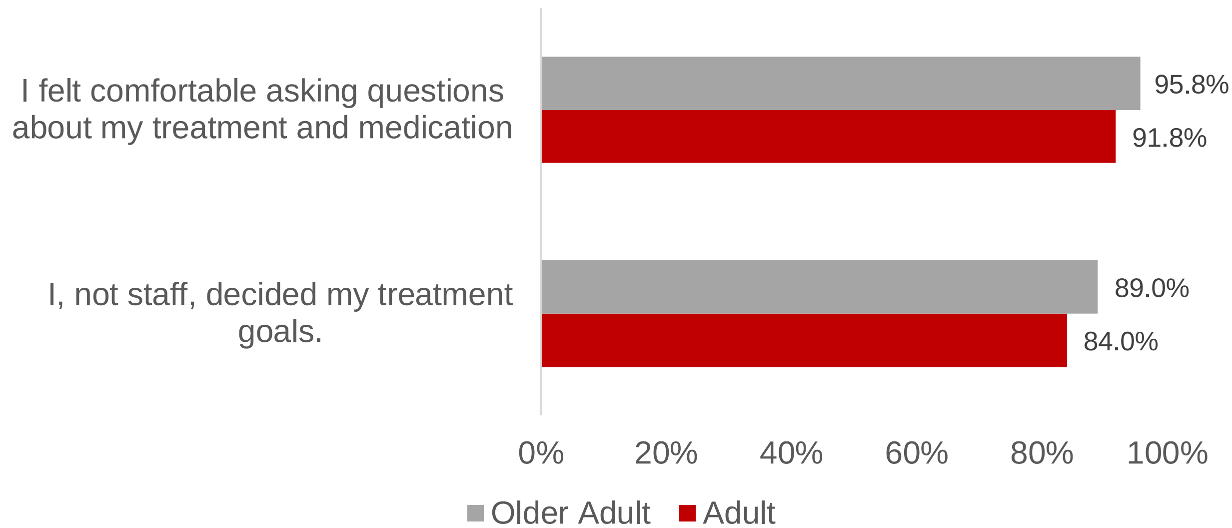
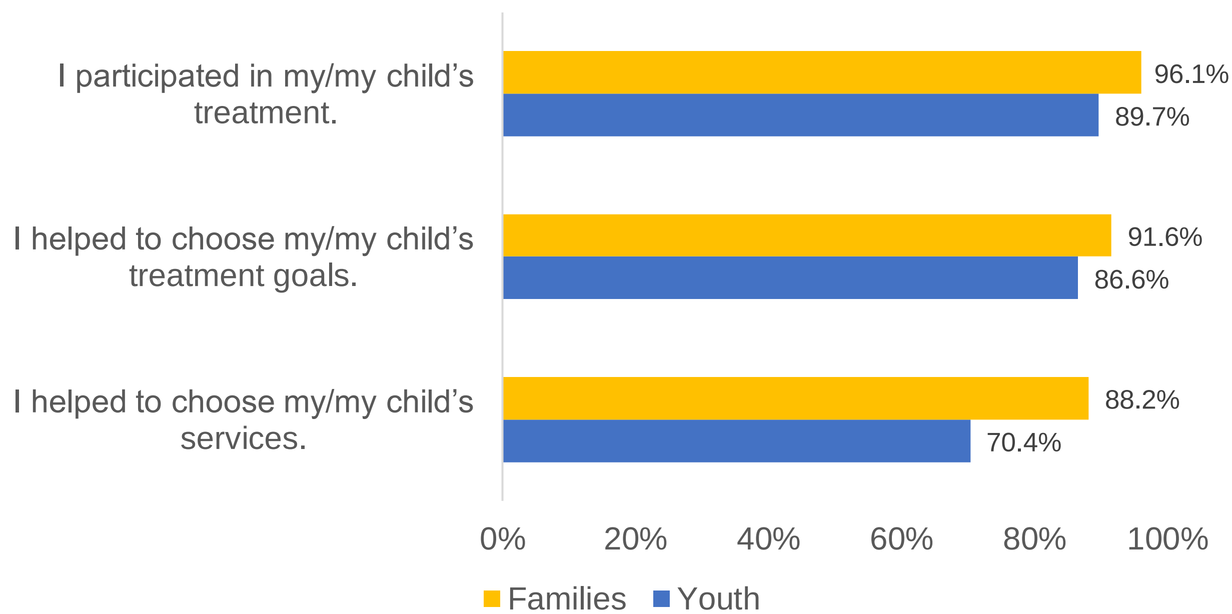


Figure 13. Percent Agree or Strongly Agree with Youth and Families Treatment Planning Items



Quality & Appropriateness/Cultural Sensitivity

Figure 14 shows that in the Quality & Appropriateness domain 93.9% of Older Adults and 91.5% of Adults agreed or strongly agreed with the items.

Figure 14. Percent Agree or Strongly Agree with Adult and Older Adult Quality & Appropriateness Items

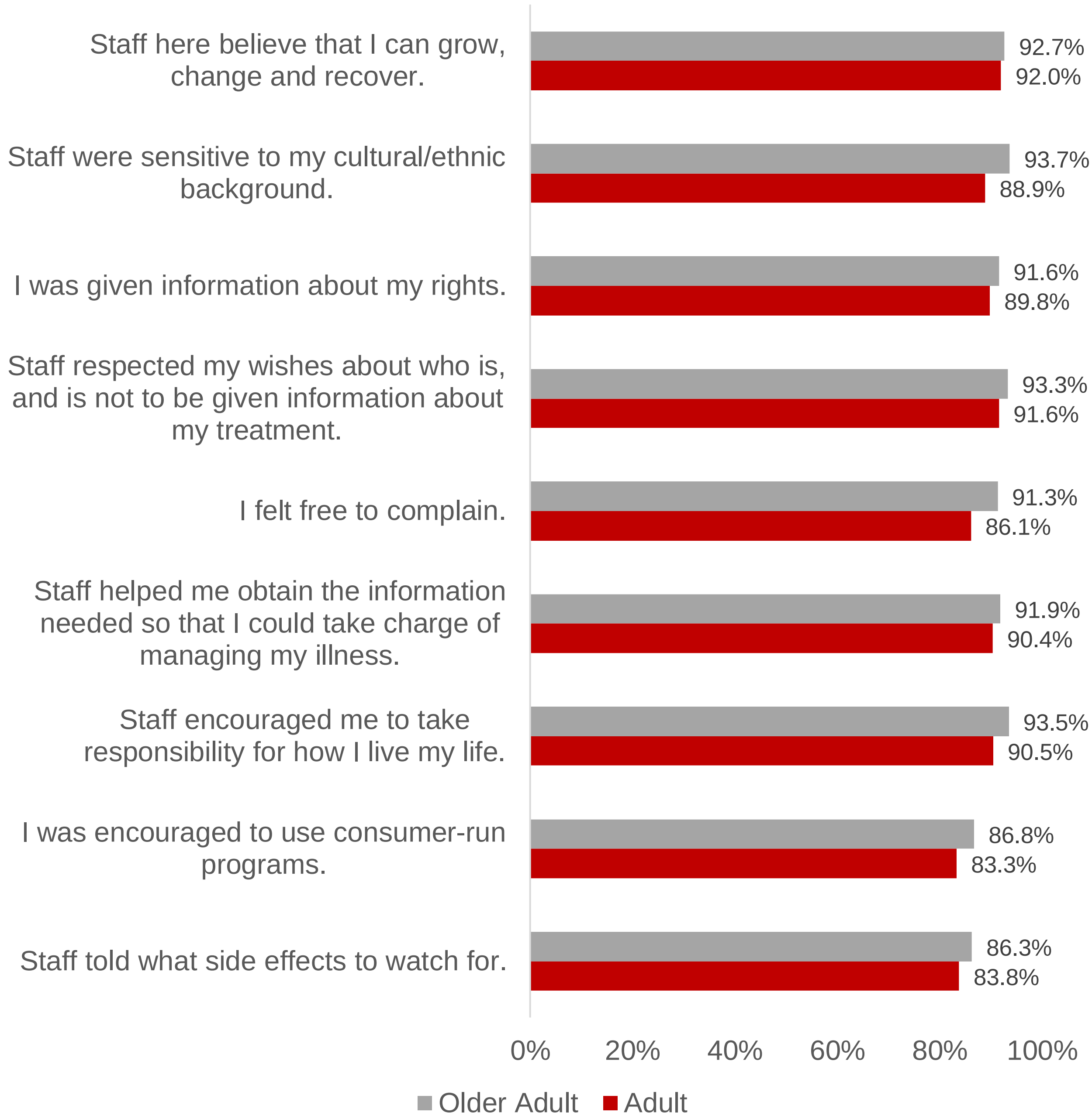
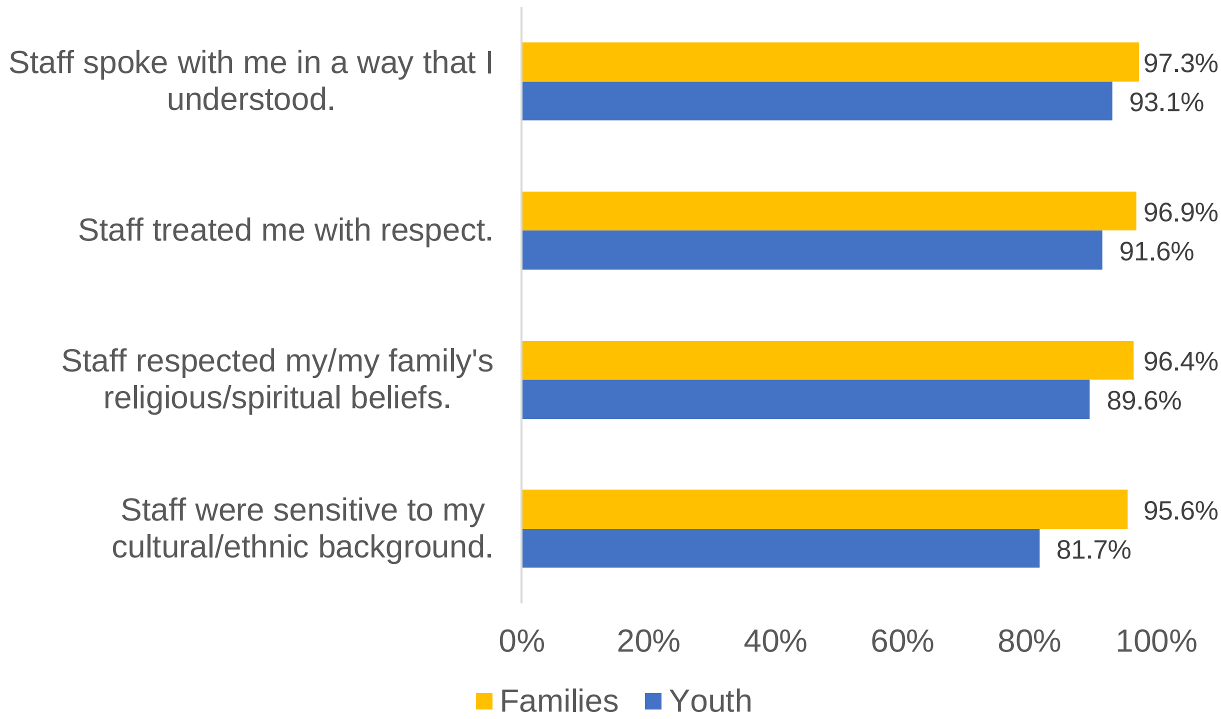


Figure 15 shows that in the corresponding Cultural Sensitivity domain 97.4% of Families and 92.5% of Youth agreed or strongly agreed with the items.

Figure 15. Percent Agree or Strongly Agree with Youth and Families Cultural Sensitivity Items



Perception of Outcomes

Figures 16 and 17 show that in the Outcomes domain Older Adults were the most satisfied with 83.5% agreeing or strongly agreeing with the items. Families were the next highest group with 82.2%, followed by Adults with 79.9% and Youth with 74.4%.

Figure 16. Percent Agree or Strongly Agree with Adult and Older Adult Outcomes Items

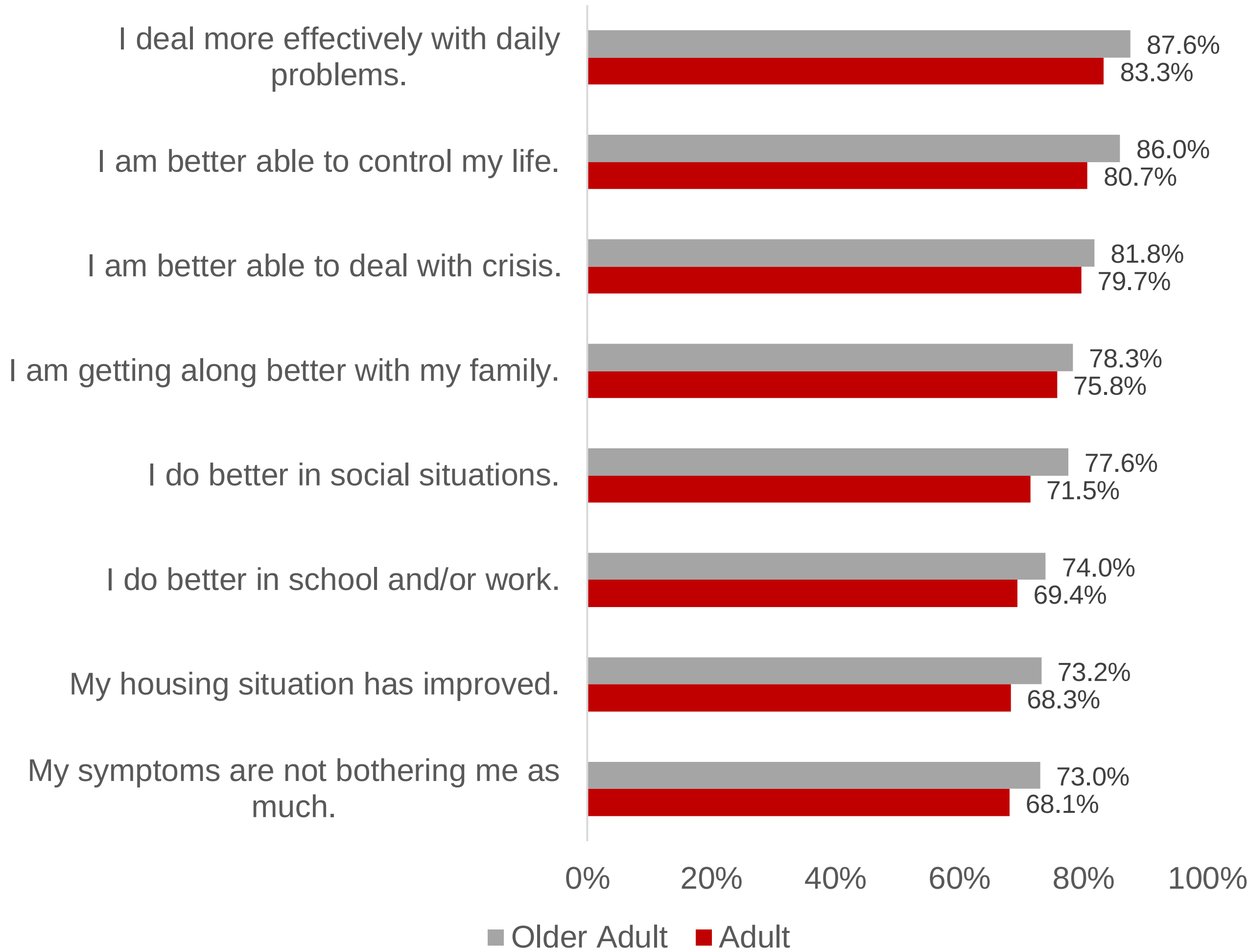
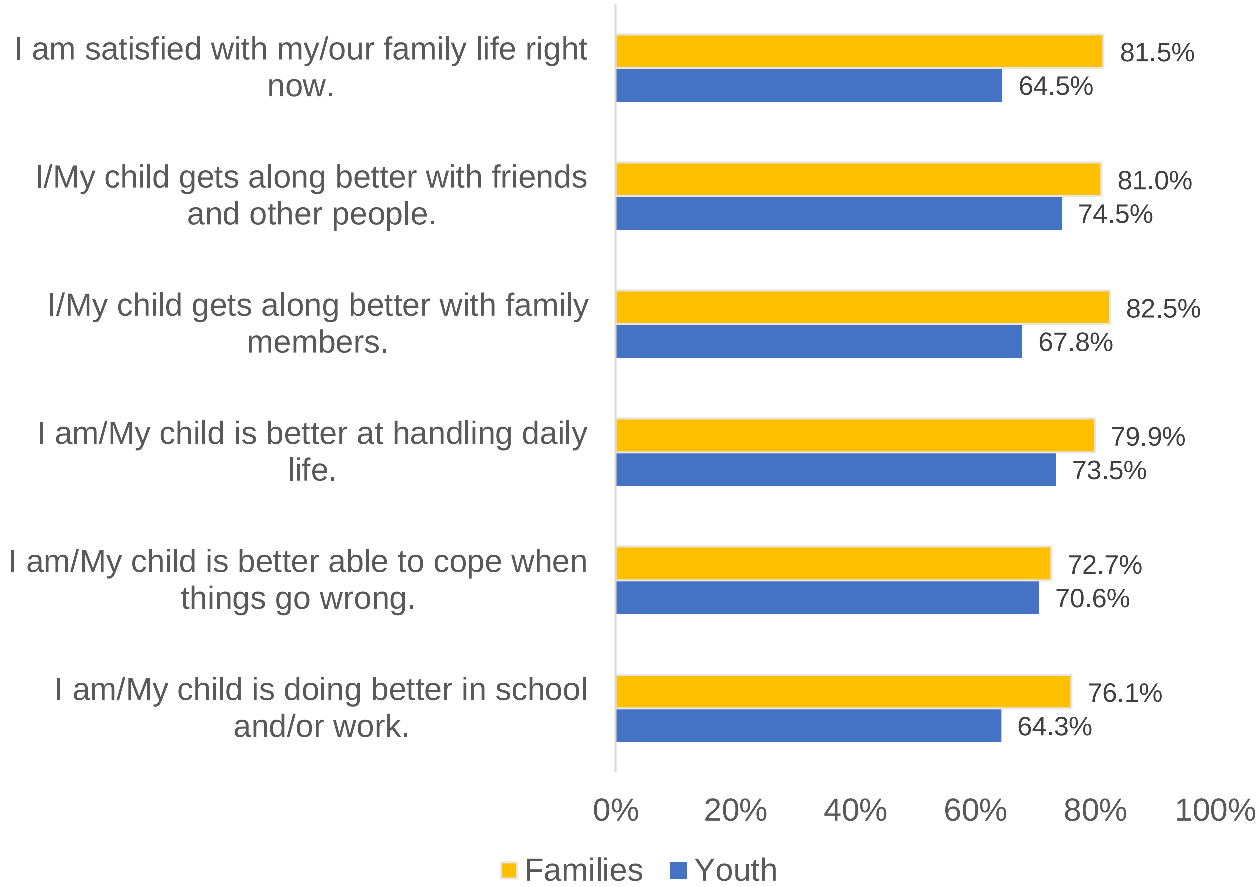


Figure 17. Percent Agree or Strongly Agree with Youth and Families Outcomes Items



Perception of Functioning

Figures 18 and 19 show that in the Functioning domain Families were the most satisfied with 80.2% agreeing or strongly agreeing with the items. Older Adults were the next highest group with 80.1%, followed by Adults with 77.2% and Youth with 73.4%.

Figure 18. Percent Agree or Strongly Agree with Adult and Older Adult Functioning Items

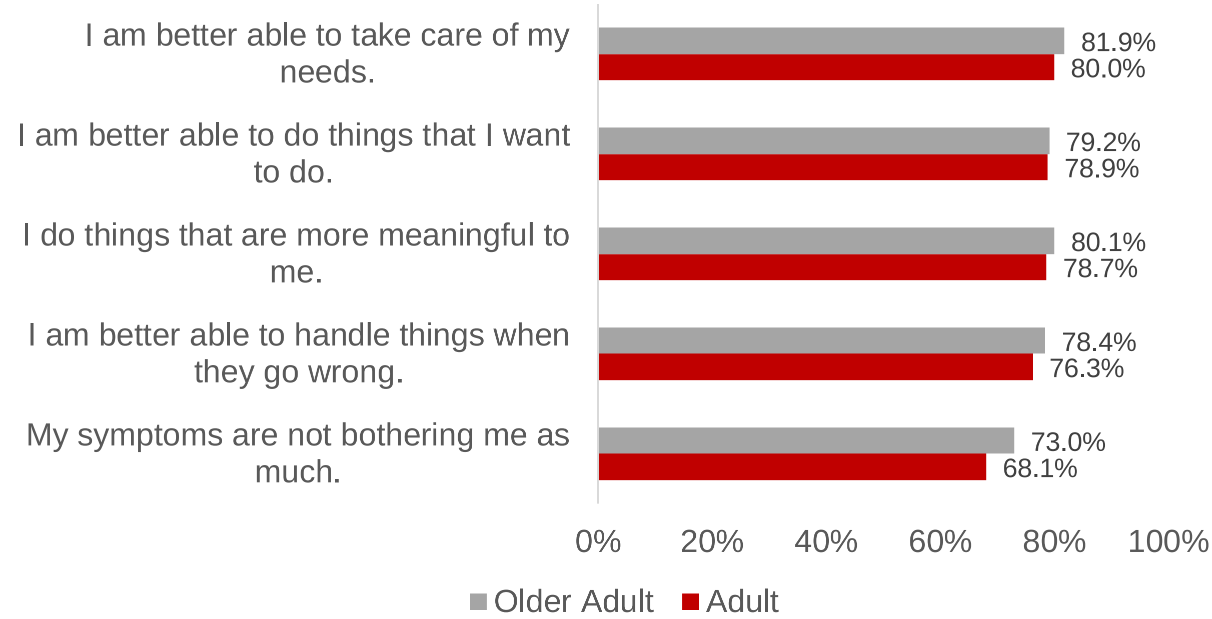
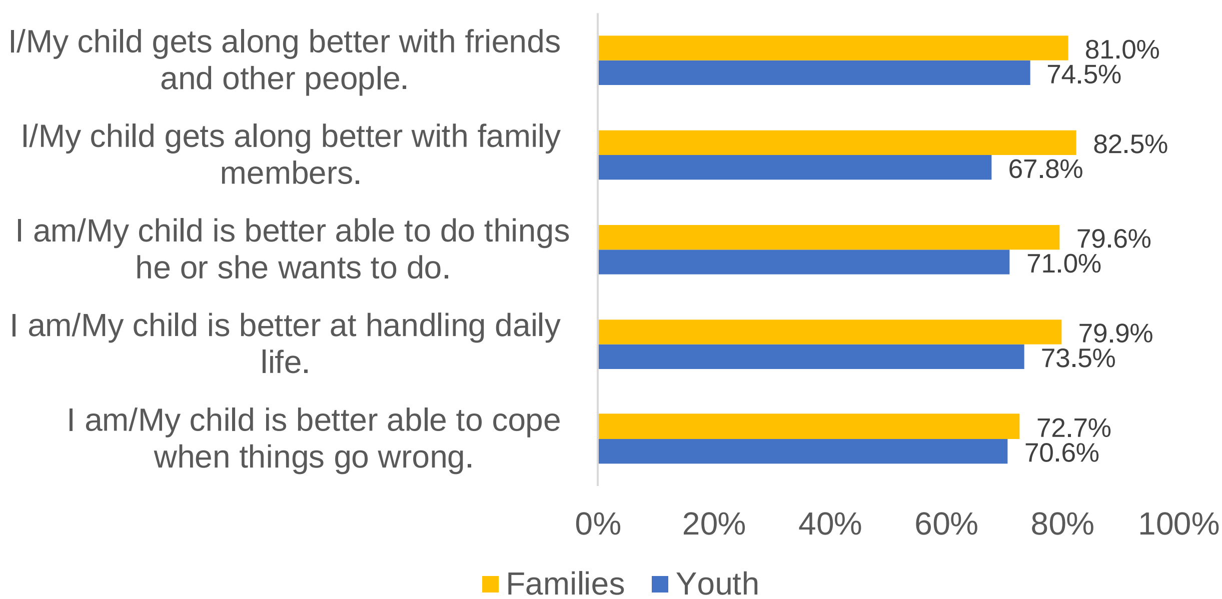


Figure 19. Percent Agree or Strongly Agree with Youth and Families Functioning Items



Social Connectedness

Figures 20 and 21 show that in the Social Connectedness domain Families were the most satisfied with 93.1% agreeing or strongly agreeing with the items. Youth were the next highest group with 87.2%, followed by Older Adults with 83.8% and Adults with 80.0%.

Figure 20. Percent Agree or Strongly Agree with Adult and Older Adult Social Connectedness Items

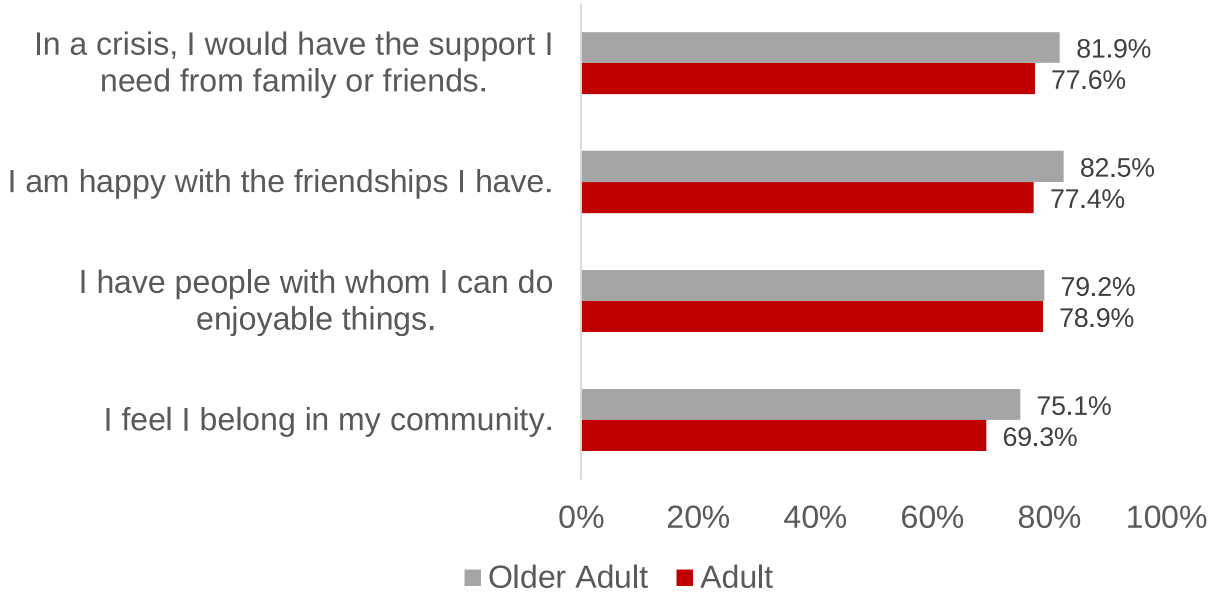
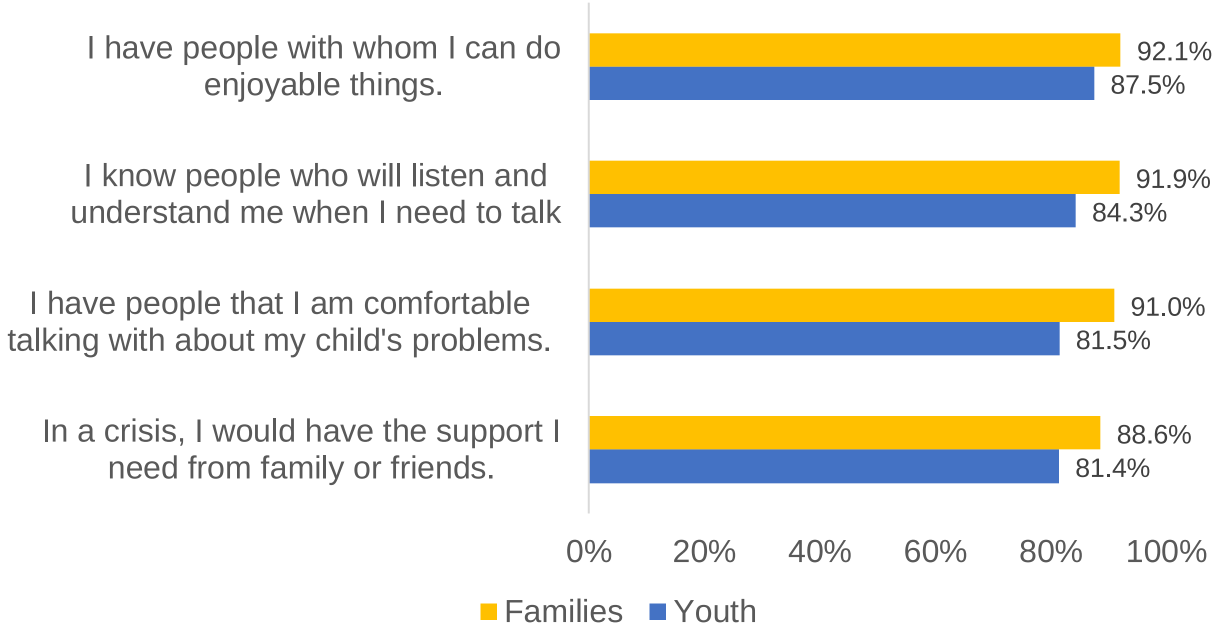
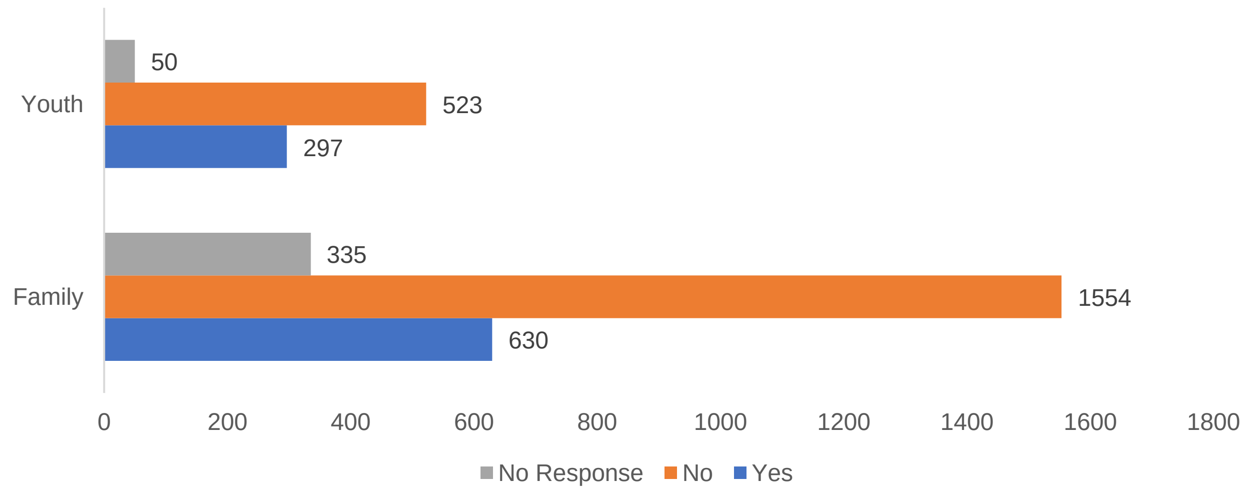


Figure 21. Percent Agree or Strongly Agree with Youth and Families Social Connectedness Items



Medication – Family and Youth

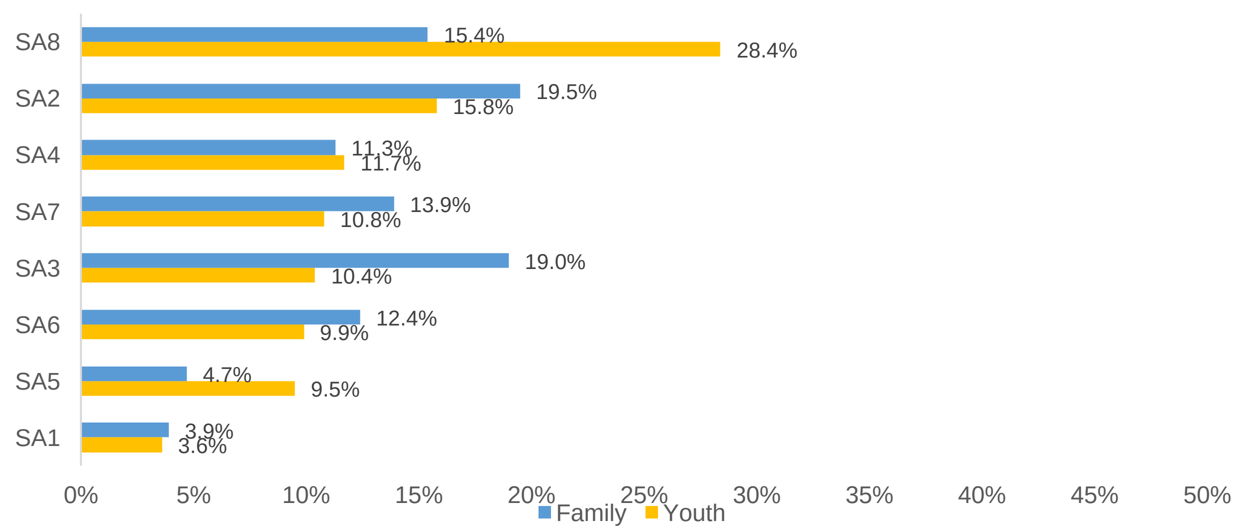
Figure 22. Percent of Family and Youth Responses Regarding Medication



Data Source: Consumer Perception Survey data, May 2022.

Figure 22 shows that, across all SAs, most of the Youth (N=523) and Families ((N=1,554) reported they were not receiving medication for emotional or behavioral problems. Over one third of Youth (34.1%) and one quarter (25%) of Families who completed surveys reported receiving medication.

Figure 23. Percent of Family and Youth Responses Regarding Medication by Service Areas

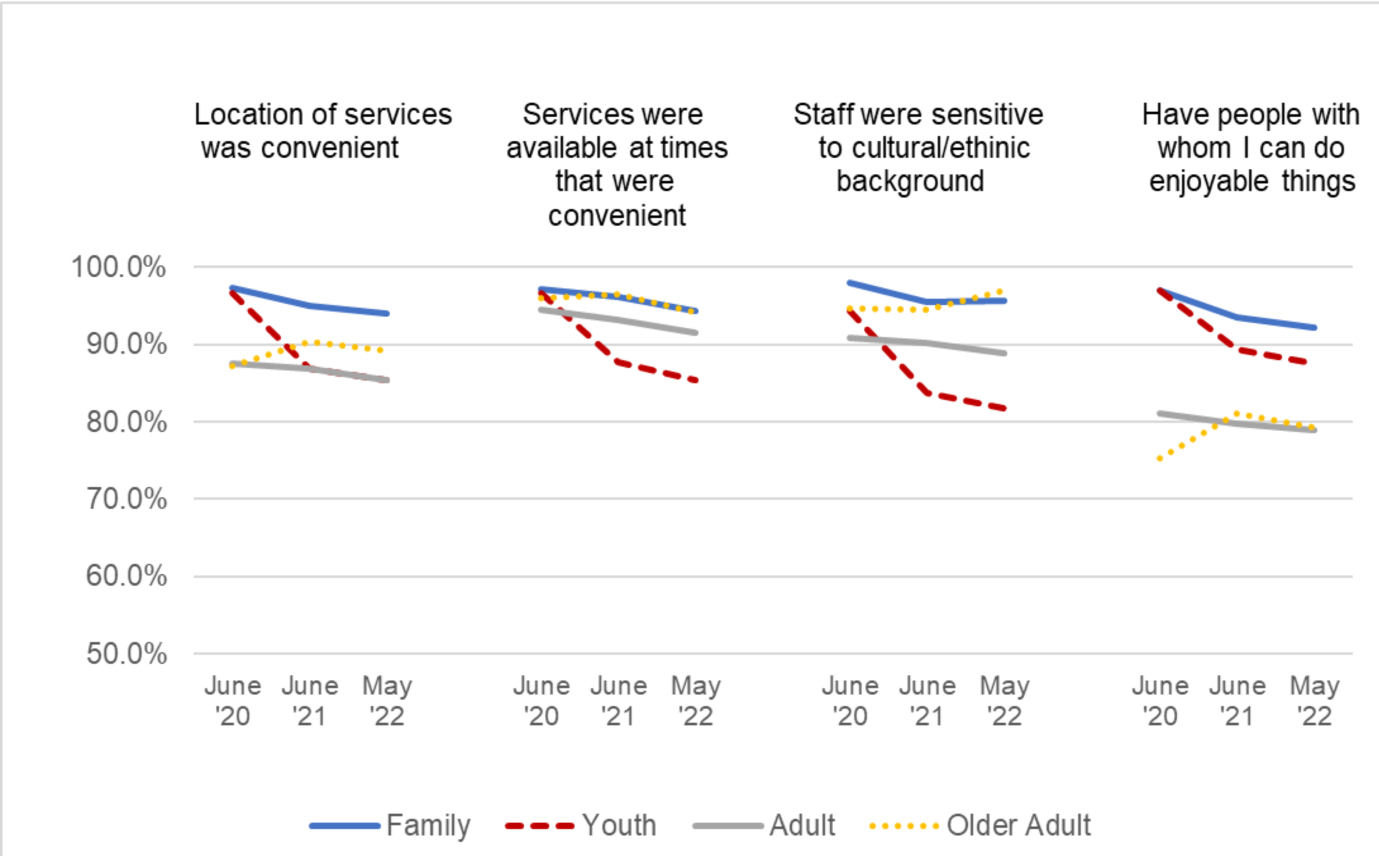


Data Source: Consumer Perception Survey data, May 2022.

Figure 23 shows that rates of reported medication use among Families and Youth were varied across the SAs. Youth (28.4%) respondents in SA 8 and Families in SA 3 (19.0%) had the highest percentage of reporting they were on medication for emotional or behavioral problems. Families (3.9%) and Youth (3.6%) in SA 1 reported the lowest percentages.

Age Group Comparison of Common Survey Items

Figure 24. Age Group Comparison of Access, Cultural Sensitivity, and Social Connectedness Common Items Across Surveys Over Time



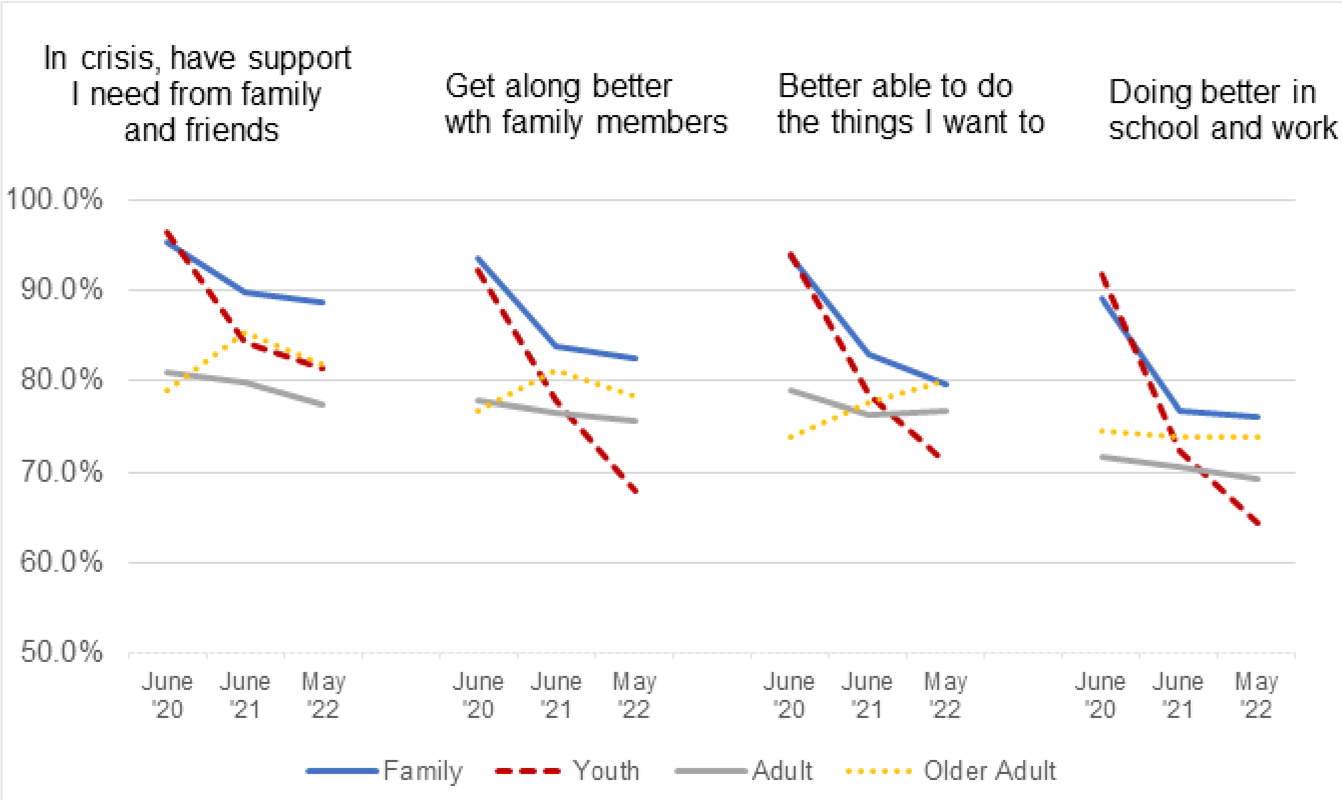
Data Source: Consumer Perception Survey data, June 2020, June 2021, and May 2022

Figure 24 shows four of the CPS items common to the Families, Youth, Adult, and Older Adult surveys from June 2020 to May 2022. 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 compared to the other three age groups for all three time periods except for June 2021, where Older Adults were higher on "Services were available at convenient times" and May 2022, "Staff were sensitive to my cultural and ethnic background." Adult and Youth scores decreased on all items over time with Youth showing a considerable decrease from June 2020 to May 2022. Notably, Older Adults and Adults had much lower scores on the item "I have individuals with whom I can do enjoyable things" than compared to Youth and Families.

Adults and Youth tended to have lower percentages, particularly for June 2021 and May 2022. 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 June 2021 and May 2022. 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 25. Age Group Comparison of Outcomes, Functioning, and Social Connectedness Common Items Across Surveys Over Time



Data Source: Consumer Perception Survey data, June 2020, June 2021, and May 2022

Figure 25 shows the other four CPS items common to the Families, Youth, Adult, and Older Adult surveys from June 2020, June 2021, and May 2022. 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 "In crisis, have support", "Getting along better with family members," "Being better able to do the things I want to do," and "Doing better in school or work items," in June 2020. From June 2020 to May 2022, Youth and Families percentages decreased for all items with Youth showing a considerable decrease from June 2020 to May 2022. Families scores tend to be higher than those of Youth, Adults and Older Adults. Youth scores tend to be lower than the other three age groups. Youth had the lowest percentages on the "Getting along with family members," "Better able to do the things I want to do," and Doing better in school or work items." Like the other common items in Figure 24, overall scores decreased for all age groups from June 2020 to May 2022 except for Older Adults and Adults who increased on "Better able to do the things I want to do," and Older Adults showing slight increase in "Doing better at school and work."

Trends for the common items across all four survey versions fluctuated across the last three survey periods (June 2020, June 2021, and May 2022). 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 and May 2022. Older Adults improved percentages on most items from June 2020 to June 2021 and then decreased on most in May 2022. Adult scores tended to be lower for most items in June 2020 to June 2021 and continued to show an overall decrease in May 2022. Youth tended to have the lowest percentages in May 2022 on most items with a considerable decrease from 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.