

# Adult Treatment Perceptions Survey

Survey Period: October 16-20, 2023

San Diego County Behavioral Health Services

Substance Use Disorder Services



Report prepared by the  
Health Services Research Center (HSRC)

March 2024



## Overview

The Centers for Medicare and Medicaid Services (CMS) requires counties opting into the Drug Medi-Cal Organized Delivery System Waiver (DMC-ODS) to collect and submit client satisfaction data. The California Department of Health Care Services monitors each county at least once a year through an External Quality Review Organization (EQRO) to ensure compliance and proper delivery of quality care is provided in alignment with the DMC-ODS requirements. In order to meet the requirements of the assessment for client satisfaction data, the validated Adult Treatment Perception Survey (TPS) was developed by the University of California, Los Angeles (UCLA) to collect client satisfaction outcomes within the DMC-ODS.

In San Diego County, data on consumer satisfaction is collected by adult clients through the Adult TPS, which is completed by any adult client served by a substance use disorder program contracted by San Diego County Behavioral Health Services (SDCBHS) during the survey period. The majority of questions on the TPS focus on client access and satisfaction with services provided through the DMC-ODS. This report focuses on results of the Adult TPS administered during the survey period of October 16-20, 2023.

TPS results are calculated directly from submitted surveys. The TPS provides a snapshot in time of the adult population receiving substance use disorder services within San Diego County.

Individual items on the Adult TPS are grouped into five domains for analysis:

1. Perception of Access
2. Perception of Quality and Appropriateness
3. Perception of Outcome Services
4. Perception of Care Coordination
5. General Satisfaction

Clients may receive services from more than one program during the TPS period; therefore, a single client may submit multiple forms. Results are evaluated by item and domain 1) systemwide, 2) by level of care, and 3) by program.

Traditionally, the TPS is administered to clients solely on paper. Due to increased rates of treatment delivery via telehealth as a result of the ongoing COVID-19 pandemic, the TPS was moved to an electronic web-based format in Qualtrics during 2020. Despite this shift in service delivery, many clients receiving services within the DMC-ODS continued to receive in-person services, so paper copies of the TPS were also made available to providers upon request.

# Key Findings – October 2023

## Key Findings from Each Domain

- **Perception of Access**
  - Satisfaction with the *Perception of Access* domain has been positive and relatively stable over the past five years, with 85% to 87% of adult clients reporting satisfaction.
- **Perception of Quality and Appropriateness**
  - The *Perception of Quality and Appropriateness* domain had the highest satisfaction (89%) and lowest dissatisfaction (3%) across all domains.
  - 91% of adult clients agreed or strongly agreed that staff spoke to them in a way they could understand.
- **Perception of Outcome Services**
  - 85% of adult clients agreed or strongly agreed that, as a direct result of the services they are receiving, they feel less craving for drugs and alcohol.
- **Perception of Care Coordination**
  - The *Perception of Care Coordination* domain had the overall lowest satisfaction rating (79%) and highest dissatisfaction (6%) among adult clients compared to the other four domains.
  - 7% of adult clients disagreed or strongly disagreed that program staff helped connect them with other services as needed.
- **General Satisfaction**
  - 91% of adult clients agreed or strongly agreed that they felt welcomed at the place where they received services.

## Satisfaction by Domain: Systemwide Five-Year Trends

- Adult clients reported the lowest satisfaction with all domains during the 2023 TPS administration period. However, the TPS 2023 administration featured an updated survey both online and on paper, v10 – 6/29/2023. While the domain categories did not change, the updated v10 survey contains edits and additional items that were not included in previous versions of the TPS, so this perceived decline in satisfaction should be interpreted with caution.
- Over the past five years, the *Perception of Quality and Appropriateness* domain has had the highest satisfaction and lowest dissatisfaction across all domains.

## Satisfaction by Survey Administration Method

- Among the surveys received in October 2023, over half (57%) were submitted via paper survey and 43% were submitted via online survey.
- Systemwide domain satisfaction did not significantly differ by survey administration method. However, clients who completed the TPS via online survey reported significantly higher dissatisfaction with the *Perception of Care Coordination* and *General Satisfaction* domains compared to clients who completed the TPS via paper survey.

## Satisfaction by Level of Care

- Compared to other levels of care, the adult clients who received services through the residential level of care reported the lowest satisfaction and highest dissatisfaction across all five domains in the services they received through the DMC-ODS.

## **Satisfaction by Age**

- Clients between the ages of 56 to 64 years were among the highest reported overall satisfaction across all five domains in the services they received.

## **Satisfaction by Race/Ethnicity**

- Native Hawaiian/Pacific Islander adults reported the highest overall satisfaction across all five domains in the services they received.

## **Satisfaction by Gender Identity**

- Clients who identified as Non-Binary reported high dissatisfaction across all five domains.

## **Satisfaction by Sexual Orientation**

- The majority (82%) of adult clients identified as straight or heterosexual.
- Clients who identified as Unknown sexual orientation were among the highest reported dissatisfaction across all five domains.

## TPS Response Rate

Providers were tasked with the administration of the Adult TPS to every client receiving a service during the survey period. San Diego County received 1,857 Adult TPS forms for the October 2023 survey period. 1,057 (57%) of these surveys were submitted via paper survey and 800 (43%) were submitted via online survey. Approximately 98% of the surveys (1,827) were completed, as completed surveys were defined as having the first two questions completed on the survey. Overall, 39% of consumers who had a billed face-to-face, phone, telehealth, or community service in San Diego Web Infrastructure for Treatment Services (SanWITS) during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

## Satisfaction by Item Responses: Systemwide

1 = Strongly Disagree; 2 = Disagree; 3 = I am Neutral; 4 = Agree; 5 = Strongly Agree

Questions about your experience at this program:	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
1. The location was convenient (public transportation, distance, parking, etc.).	1,816	83.6	5.0
2. Services were available when I needed them.	1,832	85.7	4.3
3. I chose the treatment goals with my provider's help.	1,781	82.1	5.8
4. Staff gave me enough time in my treatment sessions.	1,816	89.4	3.0
5. Staff treated me with respect.	1,825	89.5	3.5
6. Staff spoke to me in a way I understood.	1,827	91.2	2.1
7. Staff were sensitive to my cultural background (race, religion, language, etc.).	1,781	86.9	3.4
8. I felt welcomed here.	1,816	91.1	2.3
9. As a direct result of the services I am receiving, I am better able to do things that I want to do.	1,813	82.8	4.6
10. As a direct result of the services I am receiving, I feel less craving for drugs and alcohol.	1,800	84.5	3.4
11. Staff here work with my physical health care providers to support my wellness.	1,757	80.3	5.6
12. Staff here work with my mental health care providers to support my wellness.	1,685	78.0	5.8
13. Staff here helped me to connect with other services as needed (social services, housing, etc.).	1,733	78.2	7.0
14. Overall, I am satisfied with the services I received.	1,799	86.4	3.7
15. I was able to get all the help/services that I needed.	1,791	81.7	5.6
16. I would recommend this agency to a friend or family member.	1,797	86.3	4.2

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The three highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

## Satisfaction by Domain: Systemwide

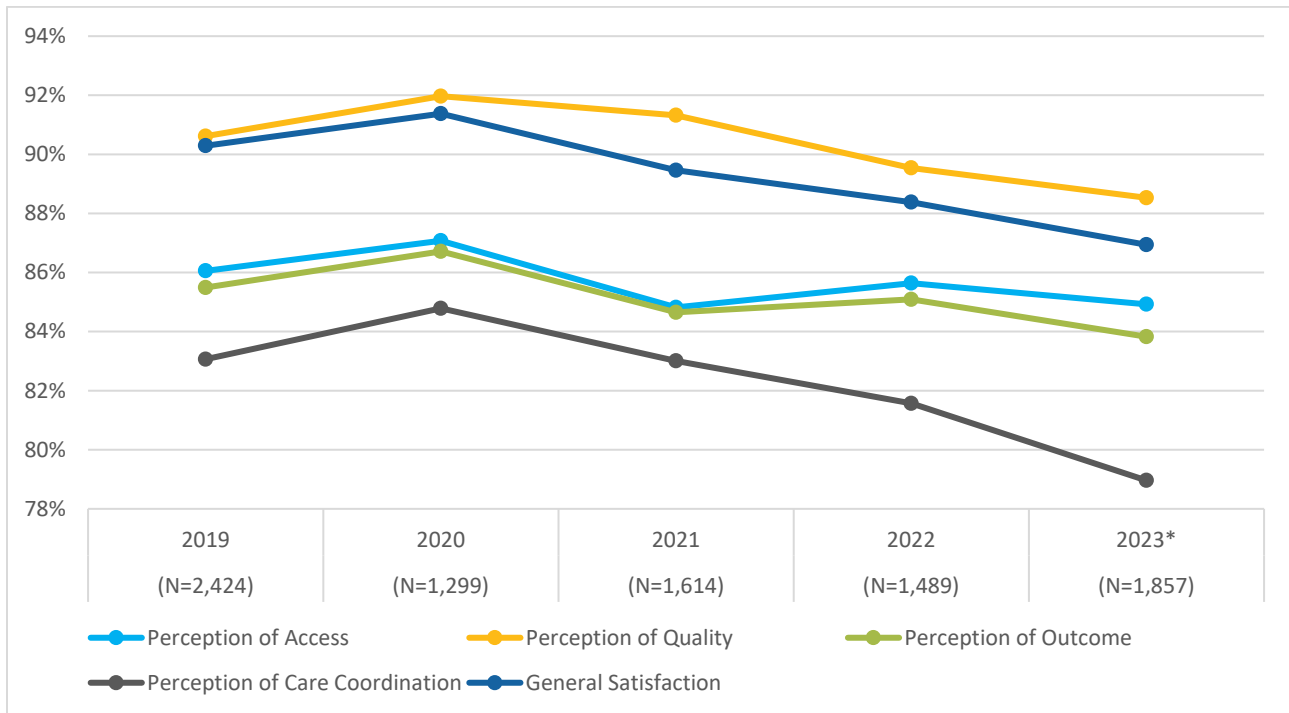
DOMAIN	N	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
Perception of Access (Items 1, 2)	1,801	84.9	4.4
Perception of Quality (Items 3, 4, 5, 6, 7)	1,707	88.5	3.2
Perception of Outcome (Items 9, 10)	1,790	83.8	3.9
Perception of Care Coordination (Items 11, 12, 13)	1,624	79.0	6.0
General Satisfaction (Items 8, 14, 15, 16)	1,759	86.9	3.8

NOTE: Percent may not add up to 100%, as “I am Neutral” and “Not Applicable” responses are not reported here.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

## Satisfaction by Domain: Systemwide Five-Year Trends

### Agree/Strongly Agree (%) from 2019-2023

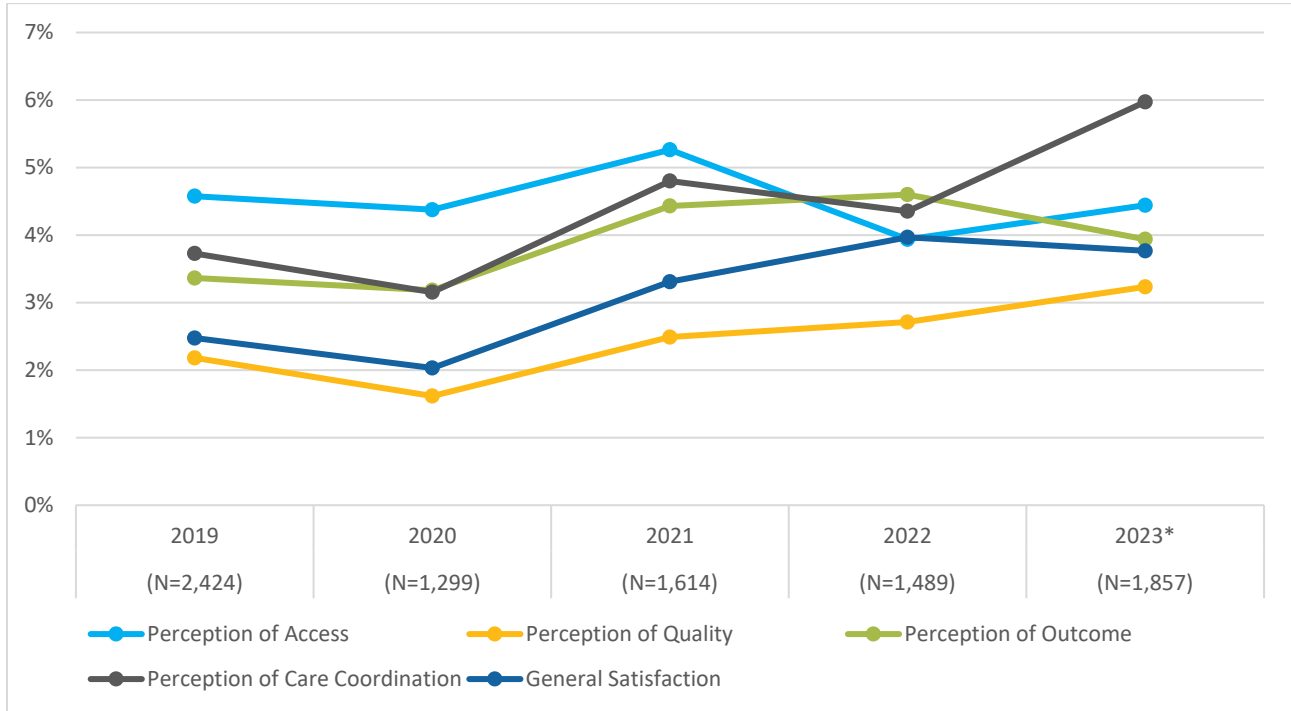


\*TPS 2023 administration featured an updated survey both online and on paper, v10 – 6/29/2023. While the domain categories did not change, the updated v10 survey contains edits and additional items that were not included in previous versions of the TPS, so perceived declines in satisfaction should be interpreted with caution.

NOTE: Agree/Strongly Agree (%) values may differ from those reported in previous deliverables as the methodology for calculating domain scores was updated.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

## Disagree/Strongly Disagree (%) from 2019-2023



\*TPS 2023 administration featured an updated survey both online and on paper, v10 – 6/29/2023. While the domain categories did not change, the updated v10 survey contains edits and additional items that were not included in previous versions of the TPS, so perceived declines in satisfaction should be interpreted with caution.

NOTE: The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

# Satisfaction by Survey Administration Method

DOMAIN	Agree/Strongly Agree (%)	
	Online Survey	Paper Survey
	(N=800)	(N=1,057)
Perception of Access	85.2	84.7
Perception of Quality	89.5	87.8
Perception of Outcome	85.2	82.8
Perception of Care Coordination	80.2	78.0
General Satisfaction	86.9	87.0

DOMAIN	Disagree/Strongly Disagree (%)	
	Online Survey	Paper Survey
	(N=800)	(N=1,057)
Perception of Access	5.3	3.8
Perception of Quality	3.4	3.1
Perception of Outcome	4.1	3.8
Perception of Care Coordination	7.0	5.2
General Satisfaction	4.7	3.1

NOTE: Percent may not add up to 100%, as “I am Neutral” and “Not Applicable” responses are not reported here.

Domain percentages that are significantly different at the p<.05 level are highlighted orange.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.



## Satisfaction by Level of Care

DOMAIN	Agree/Strongly Agree (%)			
	Outpatient/Intensive Outpatient	Residential	Detox	OTP/NTP
	(N=1,113)	(N=579)	(N=12)	(N=153)
Perception of Access	86.5	81.5	79.2	86.5
Perception of Quality	90.7	83.5	93.3	90.8
Perception of Outcome	85.6	79.9	100.0	84.7
Perception of Care Coordination	79.7	75.9	93.3	84.1
General Satisfaction	89.3	81.4	100.0	89.7

DOMAIN	Disagree/Strongly Disagree (%)			
	Outpatient/Intensive Outpatient	Residential	Detox	OTP/NTP
	(N=1,113)	(N=579)	(N=12)	(N=153)
Perception of Access	3.7	6.1	4.2	3.9
Perception of Quality	2.4	5.6	0.0	0.7
Perception of Outcome	3.0	6.4	0.0	1.7
Perception of Care Coordination	4.8	9.4	0.0	1.6
General Satisfaction	2.7	6.7	0.0	0.9

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

The four highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The three highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

## Satisfaction by Age\*

DOMAIN	Agree/Strongly Agree (%)					
	18-25	26-35	36-45	46-55	56-64	65+ years
	(N=133)	(N=609)	(N=547)	(N=281)	(N=150)	(N=50)
Perception of Access	79.1	85.4	84.7	86.5	88.6	83.3
Perception of Quality	85.1	87.7	89.9	89.1	90.9	90.2
Perception of Outcome	80.2	82.9	83.6	85.7	89.0	88.5
Perception of Care Coordination	78.4	78.7	78.9	79.8	79.7	83.7
General Satisfaction	85.3	85.7	87.1	88.8	92.2	86.4

DOMAIN	Disagree/Strongly Disagree (%)					
	18-25	26-35	36-45	46-55	56-64	65+ years
	(N=133)	(N=609)	(N=547)	(N=281)	(N=150)	(N=50)
Perception of Access	4.3	4.0	4.6	4.2	4.5	9.4
Perception of Quality	3.5	3.2	3.0	3.7	1.7	3.4
Perception of Outcome	3.9	3.9	4.6	3.1	0.7	4.2
Perception of Care Coordination	3.6	6.1	6.5	6.2	3.9	6.5
General Satisfaction	4.4	3.2	4.1	4.1	1.2	6.5

\*Age is missing for 87 respondents.

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The four highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

## Satisfaction by Race/Ethnicity

DOMAIN	Agree/Strongly Agree (%)								
	American Indian/Alaskan Native	Asian	Black/African American	Hispanic/Latinx	Native Hawaiian/Pacific Islander	White/Caucasian	Multiracial*	Another Race	Unknown/Missing
	(N=21)	(N=29)	(N=139)	(N=766)	(N=16)	(N=654)	(N=81)	(N=40)	(N=111)
Perception of Access	73.8	85.7	86.3	87.1	93.8	84.5	81.6	82.1	74.2
Perception of Quality	87.4	88.9	88.6	89.5	91.3	89.0	85.3	84.1	80.8
Perception of Outcome	86.8	87.5	84.7	86.5	90.0	82.1	82.5	77.8	72.6
Perception of Care Coordination	63.3	83.3	82.9	82.0	91.1	76.9	67.6	82.3	70.0
General Satisfaction	83.8	89.3	86.6	88.8	90.6	86.5	83.2	85.4	76.7

DOMAIN	Disagree/Strongly Disagree (%)								
	American Indian/Alaskan Native	Asian	Black/African American	Hispanic/Latinx	Native Hawaiian/Pacific Islander	White/Caucasian	Multiracial*	Another Race	Unknown/Missing
	(N=21)	(N=29)	(N=139)	(N=766)	(N=16)	(N=654)	(N=81)	(N=40)	(N=111)
Perception of Access	9.5	5.4	5.9	3.5	0.0	4.6	5.7	5.1	6.6
Perception of Quality	2.1	2.2	3.2	3.1	7.5	2.8	5.3	4.1	5.1
Perception of Outcome	2.6	3.6	4.4	3.4	3.3	4.2	4.5	5.6	5.5
Perception of Care Coordination	6.7	1.3	6.7	5.4	4.4	5.8	11.9	3.1	8.5
General Satisfaction	7.5	3.6	4.2	3.1	6.3	4.0	4.7	6.3	4.5

\*Multiracial was determined if a client selected two or more races not including Hispanic/Latinx. If Hispanic/Latinx was selected, the client was reported as Hispanic/Latinx.

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The three highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

## Satisfaction by Gender Identity\*

DOMAIN	Agree/Strongly Agree (%)				
	Male	Female	Transgender	Non-Binary	Another Gender Identity
	(N=1,119)	(N=643)	(N=10)	(N=20)	(N=15)
Perception of Access	85.6	84.5	61.1	67.5	70.0
Perception of Quality	89.4	88.0	75.0	67.4	72.7
Perception of Outcome	84.5	83.6	72.2	63.2	56.7
Perception of Care Coordination	80.6	77.5	70.4	51.7	59.5
General Satisfaction	88.1	86.1	84.4	57.9	71.4

DOMAIN	Disagree/Strongly Disagree (%)				
	Male	Female	Transgender	Non-Binary	Another Gender Identity
	(N=1,119)	(N=643)	(N=10)	(N=20)	(N=15)
Perception of Access	3.6	5.7	16.7	17.5	13.3
Perception of Quality	2.8	3.7	10.0	17.9	7.3
Perception of Outcome	3.7	3.9	11.1	23.7	23.3
Perception of Care Coordination	4.7	7.6	7.4	21.7	11.9
General Satisfaction	2.7	4.8	3.1	26.3	10.7

\*Clients were allowed to select more than one gender identity. As such, a single client may be represented in more than one gender identity subgroup. Gender identity is missing for 61 respondents.

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The three highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

## Satisfaction by Sexual Orientation\*

DOMAIN	Agree/Strongly Agree (%)					
	Straight/ Heterosexual	Gay or Lesbian	Bisexual	Queer	Another Sexual Orientation	Unknown
	(N=1,523)	(N=73)	(N=127)	(N=11)	(N=21)	(N=54)
Perception of Access	85.8	79.6	81.7	63.6	69.0	67.6
Perception of Quality	89.3	83.8	86.4	76.0	80.0	72.3
Perception of Outcome	84.9	78.1	75.4	65.0	76.2	66.7
Perception of Care Coordination	79.6	75.8	74.2	66.7	77.8	67.4
General Satisfaction	88.0	81.7	83.9	80.0	80.0	69.0

DOMAIN	Disagree/Strongly Disagree (%)					
	Straight/ Heterosexual	Gay or Lesbian	Bisexual	Queer	Another Sexual Orientation	Unknown
	(N=1,523)	(N=73)	(N=127)	(N=11)	(N=21)	(N=54)
Perception of Access	4.1	6.3	5.7	9.1	14.3	14.7
Perception of Quality	2.9	5.8	4.1	10.0	12.5	10.2
Perception of Outcome	3.7	6.2	6.7	15.0	7.1	14.7
Perception of Care Coordination	5.3	11.6	7.0	10.0	11.1	13.5
General Satisfaction	3.0	8.5	6.0	10.0	12.5	14.1

\*Clients were allowed to select more than one sexual orientation. As such, a single client may be represented in more than one sexual orientation subgroup. Sexual orientation is missing for 78 respondents.

NOTE: Percent may not add up to 100%, as "I am Neutral" and "Not Applicable" responses are not reported here.

The three highest percentages of "Agree/Strongly Agree (%)" are highlighted green. The three highest percentages of "Disagree/Strongly Disagree (%)" are highlighted red.

The total number of responses for domain scores may be less than the reported number of completed surveys, as a completed survey was defined as having the first two questions completed. While some respondents may have completed this requirement, sufficient data to calculate the other domain scores may not have been available for all respondents.

## Adult TPS 2023 Demographics

Age	Total (N=1,857)		Online Survey (N=800)		Paper Survey (N=1,057)	
	N	%	N	%	N	%
18-25	133	7%	59	7%	74	7%
26-35	609	33%	250	31%	359	34%
36-45	547	29%	238	30%	309	29%
46-55	281	15%	114	14%	167	16%
56-64	150	8%	63	8%	87	8%
65+	50	3%	28	4%	22	2%
Missing	87	5%	48	6%	39	4%
Race/Ethnicity						
American Indian/Alaskan Native	21	1%	6	1%	15	1%
Asian	29	2%	14	2%	15	1%
Black/African American	139	7%	57	7%	82	8%
Hispanic/Latinx	766	41%	330	41%	436	41%
Native Hawaiian/Pacific Islander	16	1%	7	1%	9	1%
White/Caucasian	654	35%	266	33%	388	37%
Multiracial†	81	4%	38	5%	43	4%
Another Race	40	2%	21	3%	19	2%
Unknown/Missing	111	6%	61	8%	50	5%
Gender Identity*						
Male	1,119	60%	394	49%	725	69%
Female	643	35%	344	43%	299	28%
Transgender Female-to-Male	< 5	< 1%	0	0%	< 5	< 1%
Transgender Male-to-Female	8	< 1%	< 5	< 1%	6	1%
Non-Binary	20	1%	7	1%	13	1%
Another Gender Identity	15	1%	8	1%	7	1%
Missing	61	3%	47	6%	14	1%
Sexual Orientation*						
Straight/Heterosexual	1,523	82%	632	79%	891	84%
Gay or Lesbian	73	4%	34	4%	39	4%
Bisexual	127	7%	54	7%	73	7%
Queer	11	1%	< 5	1%	7	1%
Another Sexual Orientation	21	1%	12	2%	9	1%
Unknown	54	3%	28	4%	26	2%
Missing	78	4%	50	6%	28	3%
Level of Care						
Outpatient/Intensive Outpatient	1,113	60%	544	68%	569	54%
Residential	579	31%	198	25%	381	36%
Detox	12	1%	5	1%	7	1%
OTP/NTP	153	8%	53	7%	100	9%

†Multiracial was determined if a client selected two or more races not including Hispanic/Latinx. If Hispanic/Latinx was selected, the client was reported as Hispanic/Latinx.

\*The total number of responses may be greater than the reported number of completed surveys as multiple responses were allowed.

## Adult TPS 2023 Telehealth Services

Now thinking about the services you received, how much of it was by telehealth (by telephone or video-conferencing)?	Total (N=1,857)		Online Survey (N=800)		Paper Survey (N=1,057)	
	N	%	N	%	N	%
None	1,038	56%	438	55%	600	57%
Very little	505	27%	209	26%	296	28%
About half	131	7%	52	7%	79	7%
Almost all	80	4%	44	6%	36	3%
All	37	2%	19	2%	18	2%
Missing	66	4%	38	5%	28	3%
How helpful were your telehealth visits compared to traditional in-person visits?*	N	%	N	%	N	%
Much better	128	7%	68	9%	60	6%
Somewhat better	121	7%	69	9%	52	5%
About the same	336	18%	148	19%	188	18%
Somewhat worse	73	4%	29	4%	44	4%

\*Responses for this question were limited to clients who reported receiving any telehealth services.