Making Meaningful the Measurement of Clients’ Perceptions of Care Within Drug Medi-Cal Organized Delivery Systems (DMC-ODS)

Behavioral Health Informatics Conference
May 3, 2018
Client Treatment Perceptions Survey (TPS)

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UCLA Integrated Substance Abuse Programs
TPS - Purposes

• Fulfill External Quality Review Organization (EQRO) requirement

• Collect data for the CMS-required evaluation of the DMC-ODS waiver

• Support DMC-ODS quality improvement
TPS – Development & TA

• Reviewed existing client satisfaction/perceptions of care surveys – validated or in wide use (e.g., MHSIP/CPS, CAHPS/ECHO, PoC)
• Stakeholder input (e.g., single-page, wording)
• Based on San Francisco County’s model; adapted to address DMC-ODS waiver evaluation domains
• TPS website: MHSUDS IN, forms (13 languages, 2 formats), FAQs, Instructions
Treatment Perceptions Survey (Adult)

Please answer these questions about your experience at this program. If the question is about something you have not experienced, fill in the circle for “Not Applicable.” DO NOT WRITE YOUR NAME ON THIS FORM.

Your answers must be able to be read by a computer. Therefore, please use a pen, fill in the circle completely, and choose only one answer for each question.

1. The location was convenient (public transportation, distance, parking, etc.).
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - Not Applicable

2. Services were available when I needed them.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - Not Applicable

3. I chose the treatment goals with my provider’s help.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - Not Applicable

4. Staff gave me enough time in my treatment sessions.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - Not Applicable

5. Staff treated me with respect.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - Not Applicable

6. Staff spoke to me in a way I understood.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - Not Applicable

7. Staff were sensitive to my cultural background (race, religion, language, etc.).
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - Not Applicable

8. Staff here work with my physical health care providers to support my wellness.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - Not Applicable

9. Staff here work with my mental health care providers to support my wellness.
   - Strongly Agree
   - Agree
   - Neutral
   - Disagree
   - Strongly Disagree
   - Not Applicable

10. As a direct result of the services I am receiving, I am better able to do things that I want to do.
    - Strongly Agree
    - Agree
    - Neutral
    - Disagree
    - Strongly Disagree
    - Not Applicable

11. I felt welcomed here.
    - Strongly Agree
    - Agree
    - Neutral
    - Disagree
    - Strongly Disagree
    - Not Applicable

12. I like the services offered here.
    - Strongly Agree
    - Agree
    - Neutral
    - Disagree
    - Strongly Disagree
    - Not Applicable

13. I was able to get all the help/services that I needed.
    - Strongly Agree
    - Agree
    - Neutral
    - Disagree
    - Strongly Disagree
    - Not Applicable

14. I would recommend this agency to a friend or family member.
    - Strongly Agree
    - Agree
    - Neutral
    - Disagree
    - Strongly Disagree
    - Not Applicable

Comments:
Please do not write any information that may identify you, including but not limited to your name and phone number.

Please answer the following questions
1. How long have you received services here?
   - First visit/day
   - 2 weeks or less
   - More than 2 weeks

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

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

4. Age Range:
   - 18-25
   - 26-35
   - 36-45
   - 46-55
   - 56+

Thank you for taking the time to answer these questions!
TPS – Administration

• Counties coordinate administration
  ➢ Submit paper forms or electronic data files to UCLA

• UCLA prepares county- and program-level summary reports for counties
TPS Preliminary Results

Marin, Riverside, San Mateo, Santa Clara, Contra Costa, San Francisco, and Los Angeles Counties
Number of Completed TPS Forms: Survey Period - November 2017 (and January 2018)

<table>
<thead>
<tr>
<th>OP/IOP</th>
<th>Residential</th>
<th>OTP/NTP</th>
<th>Detox/WM</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,556</td>
<td>2,064</td>
<td>3,275</td>
<td>107</td>
<td>9,002</td>
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<tr>
<td>(39.5%)</td>
<td>(22.9%)</td>
<td>(36.4%)</td>
<td>(1.2%)</td>
<td>(100%)</td>
</tr>
</tbody>
</table>

Note: Partial hospitalization (N=4) and Other/missing (N=30) not included in analysis due to small Ns.
% of Survey Forms with All 14 Questions Answered

<table>
<thead>
<tr>
<th></th>
<th>Marin</th>
<th>Riverside</th>
<th>San Mateo</th>
<th>Santa Clara</th>
<th>Contra Costa</th>
<th>San Francisco</th>
<th>Los Angeles</th>
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<tr>
<td></td>
<td>86.1</td>
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<td>94.6</td>
<td>76.0</td>
<td>90.5</td>
<td>92.2</td>
<td>82.6</td>
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## Overall Average Client Satisfaction Ratings by Treatment Setting

<table>
<thead>
<tr>
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<th>Residential</th>
<th>OTP/NTP</th>
<th>Detox/WM</th>
<th>Total</th>
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<tr>
<td>N</td>
<td>3,078</td>
<td>1,827</td>
<td>2,722</td>
<td>101</td>
<td>7,728</td>
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<tr>
<td>Avg (SD)</td>
<td>4.5 (0.6)</td>
<td>4.3 (0.7)</td>
<td>4.5 (0.6)</td>
<td>4.5 (0.6)</td>
<td>4.4 (0.6)</td>
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% of Clients w/ Overall Positive Ratings by Demographics

<table>
<thead>
<tr>
<th>Demographics</th>
<th>OP/IOP</th>
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<th>OTP/NTP</th>
<th>Detox/WM</th>
<th>Total</th>
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<td>Female</td>
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<td>89.6</td>
<td>94.5</td>
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<td>Male</td>
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<td>89.6</td>
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<td>94.4</td>
<td>100.0</td>
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<td>Other</td>
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<td>100.0</td>
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<tr>
<td><strong>Age</strong></td>
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<tr>
<td>18-25</td>
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<td>86.1</td>
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<td>26-35</td>
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<td>92.9</td>
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<td>94.1</td>
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<td>92.3</td>
<td>84.0</td>
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<tr>
<td>56+</td>
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<td>94.1</td>
<td>94.9</td>
<td>100.0</td>
<td>94.6</td>
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<tr>
<td><strong>Race/ethnicity</strong>*</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>94.2</td>
<td>92.6</td>
<td>91.9</td>
<td>--</td>
<td>92.9</td>
</tr>
<tr>
<td>Asian</td>
<td>97.7</td>
<td>93.8</td>
<td>93.6</td>
<td>66.7</td>
<td>95.6</td>
</tr>
<tr>
<td>Black/African American</td>
<td>93.1</td>
<td>93.3</td>
<td>94.3</td>
<td>100.0</td>
<td>93.7</td>
</tr>
<tr>
<td>Latino</td>
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<td>89.5</td>
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<td>92.3</td>
<td>94.2</td>
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<tr>
<td>Native Hawaiian/Pacific Islander</td>
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<td>93.8</td>
<td>81.8</td>
<td>100.0</td>
<td>93.4</td>
</tr>
<tr>
<td>White/Caucasian</td>
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<td>88.0</td>
<td>94.2</td>
<td>89.5</td>
<td>92.9</td>
</tr>
<tr>
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<td>93.9</td>
<td>90.3</td>
<td>92.2</td>
<td>87.5</td>
<td>92.5</td>
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* Multiple responses allowed
<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Domain</th>
<th>Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Convenient Location</td>
<td>Access</td>
<td>4.3</td>
</tr>
<tr>
<td>2 Convenient Time</td>
<td>Access</td>
<td>4.3</td>
</tr>
<tr>
<td>3 Chose Goals</td>
<td>Quality</td>
<td>4.3</td>
</tr>
<tr>
<td>4 Enough Time</td>
<td>Quality</td>
<td>4.4</td>
</tr>
<tr>
<td>5 Treated with Respect</td>
<td>Quality</td>
<td>4.5</td>
</tr>
<tr>
<td>6 Understood Communication</td>
<td>Quality</td>
<td>4.5</td>
</tr>
<tr>
<td>7 Cultural Sensitivity</td>
<td>Quality</td>
<td>4.4</td>
</tr>
<tr>
<td>8 Work with PH Providers</td>
<td>Care Coordination</td>
<td>4.3</td>
</tr>
<tr>
<td>9 Work with MH Providers</td>
<td>Care Coordination</td>
<td>4.3</td>
</tr>
<tr>
<td>10 Better Able to Do Things</td>
<td>Outcome</td>
<td>4.3</td>
</tr>
<tr>
<td>11 Felt Welcomed</td>
<td>General Satisfaction</td>
<td>4.5</td>
</tr>
<tr>
<td>12 Like Services</td>
<td>General Satisfaction</td>
<td>4.5</td>
</tr>
<tr>
<td>13 Enough Help</td>
<td>General Satisfaction</td>
<td>4.3</td>
</tr>
<tr>
<td>14 Recommend Agency</td>
<td>General Satisfaction</td>
<td>4.5</td>
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</tbody>
</table>
## Mean Satisfaction Score in Five Domains

<table>
<thead>
<tr>
<th>Domain</th>
<th>Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>4.3</td>
</tr>
<tr>
<td>Quality</td>
<td>4.5</td>
</tr>
<tr>
<td>Care Coordination</td>
<td>4.3</td>
</tr>
<tr>
<td>Outcome</td>
<td>4.3</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>4.5</td>
</tr>
</tbody>
</table>
County & Provider Reports – Sample

Figure 1. Percent of responses for each survey question

<table>
<thead>
<tr>
<th>Question</th>
<th>1Strongly Disagree</th>
<th>2Disagree</th>
<th>3Neutral</th>
<th>4Agree</th>
<th>5Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Convenient Location</td>
<td>16.7</td>
<td>41.7</td>
<td>33.3</td>
<td>8.3</td>
<td>41.7</td>
</tr>
<tr>
<td>02 Convenient Time</td>
<td>32.3</td>
<td>41.7</td>
<td>58.3</td>
<td>16.7</td>
<td>27.3</td>
</tr>
<tr>
<td>03 Chose Goals</td>
<td>8.3</td>
<td>41.7</td>
<td>33.3</td>
<td>58.3</td>
<td>16.7</td>
</tr>
<tr>
<td>04 Enough Time</td>
<td>16.7</td>
<td>41.7</td>
<td>33.3</td>
<td>58.3</td>
<td>16.7</td>
</tr>
<tr>
<td>05 Treated with Respect</td>
<td>8.3</td>
<td>41.7</td>
<td>50.0</td>
<td>16.7</td>
<td>8.3</td>
</tr>
<tr>
<td>06 Understood Communication</td>
<td>8.3</td>
<td>41.7</td>
<td>50.0</td>
<td>66.7</td>
<td>16.7</td>
</tr>
<tr>
<td>07 Cultural Sensitivity</td>
<td>25.0</td>
<td>41.7</td>
<td>16.7</td>
<td>41.7</td>
<td>16.7</td>
</tr>
<tr>
<td>08 Work with PH Providers</td>
<td>16.7</td>
<td>41.7</td>
<td>33.3</td>
<td>41.7</td>
<td>16.7</td>
</tr>
<tr>
<td>09 Work with MH Providers</td>
<td>16.7</td>
<td>41.7</td>
<td>33.3</td>
<td>41.7</td>
<td>16.7</td>
</tr>
<tr>
<td>10 Better Able to Do Things</td>
<td>8.3</td>
<td>25.0</td>
<td>41.7</td>
<td>41.7</td>
<td>25.0</td>
</tr>
<tr>
<td>11 Felt Welcomed</td>
<td>16.7</td>
<td>41.7</td>
<td>66.7</td>
<td>16.7</td>
<td>8.3</td>
</tr>
<tr>
<td>12 Like Services</td>
<td>8.3</td>
<td>8.3</td>
<td>41.7</td>
<td>41.7</td>
<td>16.7</td>
</tr>
<tr>
<td>13 Enough Help</td>
<td>8.3</td>
<td>25.0</td>
<td>41.7</td>
<td>25.0</td>
<td>41.7</td>
</tr>
<tr>
<td>14 Recommend Agency</td>
<td>8.3</td>
<td>8.3</td>
<td>41.7</td>
<td>41.7</td>
<td>16.7</td>
</tr>
</tbody>
</table>
County & Provider Reports – Sample

Figure 2. Average score of survey questions (range 1-5)

Score

0.1 Convenient Location
0.2 Conveniences Time
0.3 Chose Goals
0.4 Enough Time
0.5 Treated with Respect
0.6 Cultural Sensitivity
0.7 Work with Pt.Providers
0.8 Better Able to Do Things
1.0 Felt Welcomed
1.1 Life Services
1.2 Enough Help
1.3 Recommend Agency

Domains
- Access
- Quality
- Care_Coordination
- Outcome
- General_Satisfaction
Program Report – Sample

Figure 3. Average scores (range 1-5) of the five domains by program and overall county

<table>
<thead>
<tr>
<th>Domain</th>
<th>Program</th>
<th>Overall_County</th>
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</thead>
<tbody>
<tr>
<td>Access</td>
<td>3.7</td>
<td>4.3</td>
</tr>
<tr>
<td>Quality</td>
<td>4.2</td>
<td>4.5</td>
</tr>
<tr>
<td>Care_Coordination</td>
<td>4.0</td>
<td>4.3</td>
</tr>
<tr>
<td>Outcome</td>
<td>3.8</td>
<td>4.4</td>
</tr>
<tr>
<td>General_Satisfaction</td>
<td>3.9</td>
<td>4.6</td>
</tr>
</tbody>
</table>

* Only clients who responded to each question in the domains were included.
Examples of Client Comments

“Please separate windows for take home patients and the regular detox/daily dosers. I feel that would decrease the wait time and satisfy clients.”

“I feel there should be more services for housing resources and transitional housing. I don’t have anywhere for me and my child to go after my treatment.”

“Excellent curriculum – would very much like access to mental health services/support. Would wish for more therapy options.”
County Use of Client Survey Data for Quality Improvement - Examples

• Reviewed TPS reports with the Quality Improvement Committee
• Reviewed/analyzed comments; if negative, visits programs to discuss
• Deeper dive into the data (e.g., low cultural sensitivity scores at program with Spanish speakers)
• Considering including client satisfaction as one metric in individual provider report cards relative to peers
• Regular administration (fourth visit and at discharge) to determine if meeting clients’ needs/demands
• Shared report with DMC-ODS providers during onsite reviews
TPS – Next Steps

• Stakeholder feedback
  ➢ Youth TPS Form
  ➢ Electronic TPS Form

• Additional analyses

• Update TPS website:

• Next survey period: October 1-5, 2018
Acknowledgements

UCLA DMC-ODS Evaluation Team
Darren Urada (PI), David Huang, Vandana Joshi, Valerie Antonini, Dave Bennet, Anne Lee, Elise Tran, Howard Padwa, Kevin Moino, Eva Vasquez

San Francisco County
Department of Health Care Services
Thank you!

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