

Adult Treatment Perception Survey, Los Angeles County, 2022

What is the Treatment Perceptions Survey (TPS)?

An anonymous survey conducted annually throughout California to gauge client perception/satisfaction with Substance Use Disorder treatment services.

TPS Collects Information in 6 Areas



- ◆ Satisfaction
- ◆ Treatment Outcome
- ◆ Access
- ◆ Quality of Care
- ◆ Care Coordination
- ◆ Telehealth

Data Into Action

Providers Use Client's Feedback to:

- ✓ "Identify strengths and areas for growth"
- ✓ "Let clients know they have a voice"
- ✓ "Action planning for improving services, grant applications, ongoing accreditation"
- ✓ "Staff get feedback from client comments"
- ✓ "Identify areas for improvement"
- ✓ "Outcome measurement directly from clients themselves"

TPS Surveys collected in LA County, 10/2022



- ◆ 6,007 valid adult surveys were collected from 186 facilities
- ◆ Average response rate: 62%

Key Findings

9 of 10 clients were satisfied overall with services received



Satisfaction



- ◆ I felt welcomed - 93%*
- ◆ I received needed services - 87%*
- ◆ I would recommend to others - 91%*

Treatment Outcome

Better able to do things that I want to do - 88%*



Access



- ◆ Services available when I needed - 89%*
- ◆ Convenient Location for me - 87%*

Quality of Care



- ◆ Respectful - 91%*
- ◆ Gave enough time with sessions - 91%*
- ◆ Sensitive to my cultural background - 90%*
- ◆ I chose treatment goals with provider's help - 87%*

Care Coordination

With my physical health care provider - 86%*

With my mental health care provider - 86%*

Telehealth

As helpful as in-person sessions - 66%*



Note: * Percent of clients who agreed with statement

Client Comments

Praise

"This treatment facility is a miracle and major blessing. The staff are above and beyond caring and sensitive to our needs. This facility is not just a center, it's a family! I would highly recommend this place to anyone that is currently suffering from alcohol/drug addiction. This awesome place literally saved my life! Thank you!!!"

"Love the communication with my counselor and how honest and open we are able to be helps me in my recovery"

Concerns and Suggestions

"They are always short-staffed always changing counsel or, no stability."

"I would like to see more diverse (black) counselors. I would like for the counselor and staff to be a little more friendly. Not to look bothered all time. Team smile and understanding."

Developed by the Health Outcomes and Data Analytics Division at Substance Abuse Prevention and Control Bureau, Los Angeles County Department of Public Health.