



# State Performance Outcomes Summary Report

## Clinic Surveys – May 2009 Service Area 1

### Part III

### January 2011

County of Los Angeles  
Department of Mental Health  
Program Support Bureau  
Quality Improvement Division  
Data Unit

# Background

In compliance with the mandated State Performance Outcomes System, this report summarizes the results of the four nationally administered Mental Health Statistics Improvement Program (MHSIP) Surveys conducted in Clinic Outpatient and Day Treatment Programs in the eight Service Areas of LAC-DMH from May 4 through May 15, 2009.

This report is also consistent with the recommendations of the APS EQRO, FY 09-10 Final Report related to outcomes, quality of care, clinical care and access. The report tracks and compares the above outcomes to the Countywide outcome averages and highlights specific areas of quality improvement in each Service Area.

The surveys were administered to consumers/families member who received face-to-face mental health care services in Clinic Outpatient and Day Treatment Programs during the survey period.

# Background

The four surveys are:

Youth Services Survey – Family (YSS-F) (Family Members of Consumers Ages 0 - 17), Youth Services Survey (YSS) (Ages 13 – 17), Adults (Ages 18 – 59) and Older Adults (Ages 60 +).

The report summarizes the results for each of the four surveys in SA 1.

Part 1 reports on Response Rates, Overall Satisfaction and Satisfaction Subscales, Clinical care and Quality of Life Subscales for Clinic Surveys only.

Part II reports on the County Performance Outcome Measures for Clinic and Field Surveys.

**Table1: Surveys Received by Age Group in SA 1 Compared with Countywide (CW)**

<b>Age Groups</b>	<b>SA 1 Surveys Received</b>	<b>SA 1 Percent Surveys Received</b>	<b>CW Surveys Received</b>	<b>CW Percent Surveys Received</b>
<b>YSS-F (0-17)</b>	713	47.0%	5,394	32.6%
<b>YSS (13-17)</b>	387	25.5%	3,355	20.3%
<b>Adult (18-59)</b>	406	26.8%	7,195	43.5%
<b>Older Adult (60+)</b>	11	0.7%	605	3.7%
<b>Total</b>	1,517	100%	16,549	100%

**Surveys Received** = Number of surveys received.

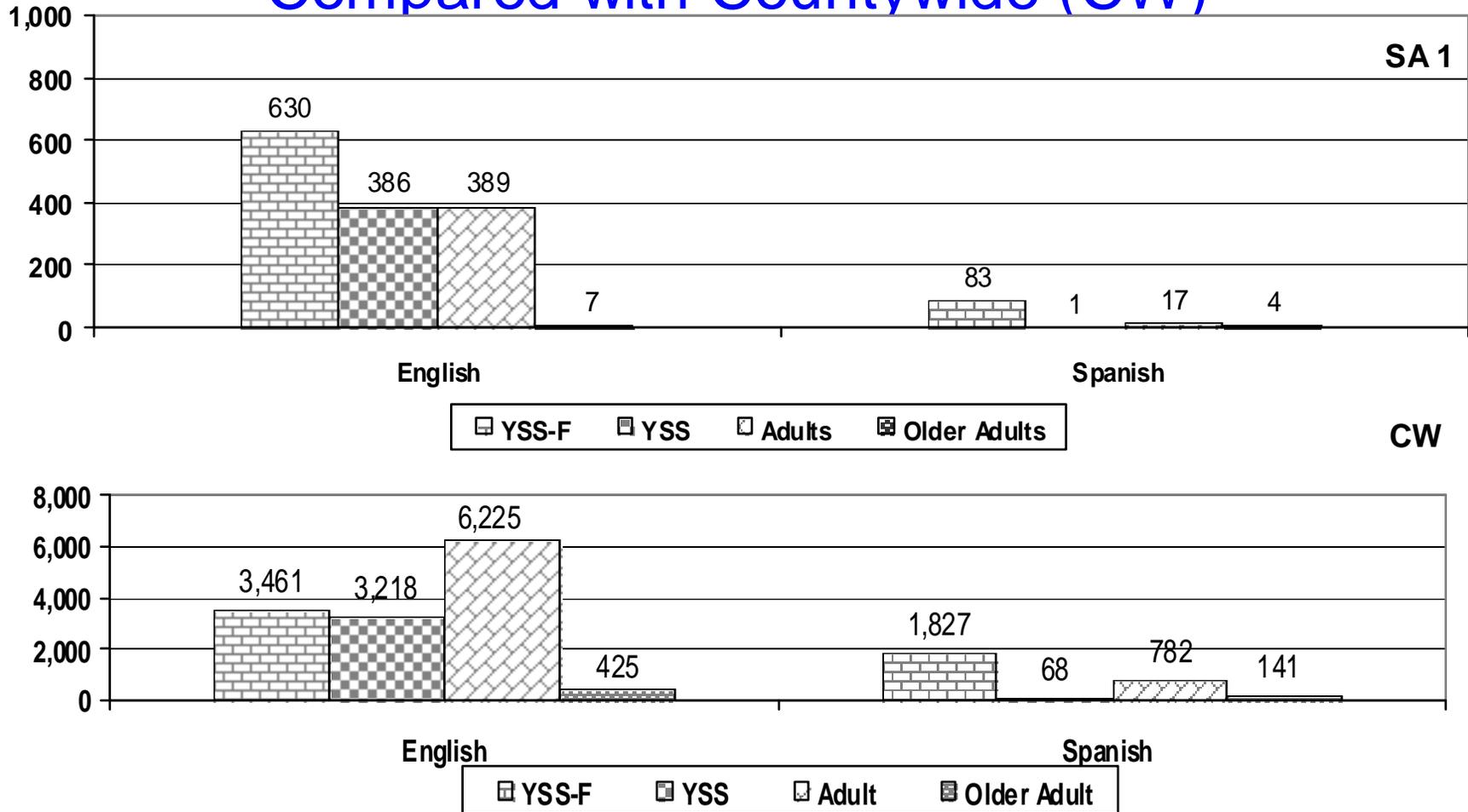
**Surveys Completed** = Number of surveys completed without missing data for SA and reason for not completing the survey.

## Table 2: Surveys Completed by Race/Ethnicity and Age Groups - SA 1

SA 1	African American	Asian/ Pacific Islander	Latino	Native American	Other	White	Total
<b>YSS-F</b>	235	14	206	31	116	222	824
<i>Percent</i>	28.5%	1.7%	25.0%	3.8%	14.1%	26.9%	47.1%
<b>YSS</b>	132	16	133	25	103	108	517
<i>Percent</i>	25.5%	3.1%	25.7%	4.8%	19.9%	20.9%	29.6%
<b>Adults</b>	85	8	68	26	47	164	398
<i>Percent</i>	21.4%	2.0%	17.1%	6.5%	11.8%	41.2%	22.8%
<b>Older Adults</b>	2	0	3	0	2	3	10
<i>Percent</i>	20.0%	0%	30.0%	0%	20.0%	30.0%	0.6%
<b>Total</b>	<b>454</b>	<b>38</b>	<b>410</b>	<b>82</b>	<b>268</b>	<b>497</b>	<b>1,749</b>
<i>Percent</i>	28.6%	0%	42.9%	0%	28.6%	26.9%	100%

**\*Total of 1,749 represents multiple responses for race and ethnicity.**

# Figure 1: Surveys Completed By Language and Age Group - SA 1 Compared with Countywide (CW)



# Figure 2: Response Rate for Surveys Completed By Age Group SA 1 Compared with Countywide (CW)

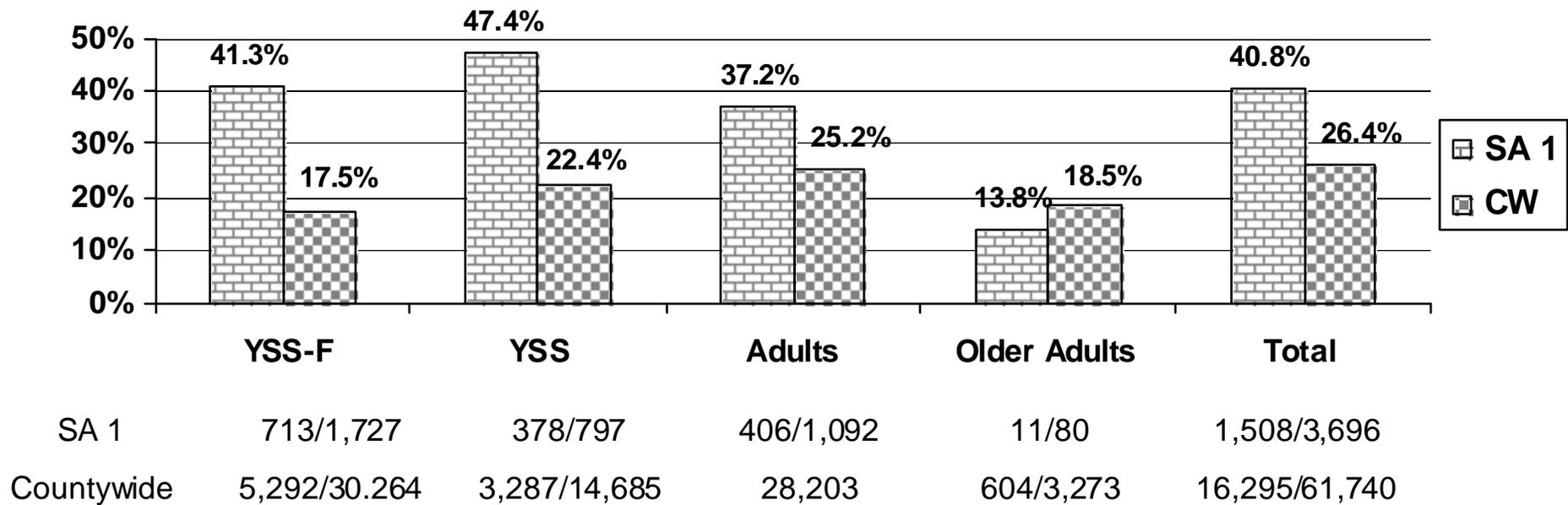


Table 3: “Was Written Information Available To You In The Language You Prefer?”  
SA 1 Compared with Countywide (CW)

	YSS-F		YSS	
	SA 1	CW	SA 1	CW
	Yes	Yes	Yes	Yes
<b>N</b>	609	4,072	255	2,225
<b>Percent</b>	96.5%	96.6%	92.1%	92.7%

	ADULTS		OLDER ADULTS	
	SA 1	CW	SA 1	CW
	Yes	Yes	Yes	Yes
<b>N</b>	274	3,908	8	290
<b>Percent</b>	95.8%	95.1%	100%	92.9%

## Table 4: Satisfaction Subscale Reliability By Age Group - SA 1

Subscale	Age Group			
	YSS-F	YSS	Adult	Older Adult
	Cronbach's Alpha ( $\alpha$ )			
General Satisfaction	0.91	0.86	0.86	0.44 <sup>1</sup>
Perception of Access	0.81	0.64	0.86	0.90
Perception of Quality and Appropriateness (Cultural Sensitivity)	0.93	0.87	0.91	0.97
Perception of Participation in Treatment Planning	0.80	0.72	0.63 <sup>1</sup>	-.2
Perception of Outcomes	0.92	0.85	0.90	0.99
Perception of Functioning	0.93	0.83	0.90	0.92
Perception of Social Connectedness	0.87	0.87	0.90	1.00

<sup>1</sup> Scale not reliable < 0.70

Cronbach's alpha was calculated to test the reliability of the subscales. Cronbach's alpha ( $\alpha$ ) is a reliability measure for calculating intraclass correlation between individual survey items. An alpha score of .70 or higher is considered reliable when at least 3 items are used to measure a Subscale. The reliability score for all the subscales was greater than 0.70 with the exception of General Satisfaction and Perception of Participation in Treatment Planning subscales.

**Table 5: Mean and Standard Deviation for  
Overall Satisfaction Subscales By Age Group  
SA 1**

<b>Subscale</b>	<b>Age Group</b>				
	<b>YSS-F</b>		<b>YSS</b>		<b>Range</b>
	<b>Mean</b>	<b>SD</b>	<b>Mean</b>	<b>SD</b>	
Overall Satisfaction	<b>122.5</b>	<b>17.40</b>	<b>121.5</b>	<b>16.90</b>	<b>30 -150</b>
General Satisfaction	<b>25.6</b>	<b>4.13</b>	<b>24.6</b>	<b>4.14</b>	<b>6 - 32</b>
Perception of Access	<b>8.6</b>	<b>1.47</b>	<b>7.9</b>	<b>1.56</b>	<b>2 - 10</b>
Perception of Quality and Appropriateness (Cultural Sensitivity)	<b>17.6</b>	<b>2.64</b>	<b>17.1</b>	<b>2.61</b>	<b>4 – 20</b>
Perception of participation in Treatment Planning	<b>12.8</b>	<b>1.98</b>	<b>11.5</b>	<b>2.30</b>	<b>3 – 15</b>
Perception of Outcomes	<b>22.2</b>	<b>5.23</b>	<b>23.2</b>	<b>4.43</b>	<b>6 – 30</b>
Perception of Functioning	<b>18.5</b>	<b>4.36</b>	<b>19.5</b>	<b>3.63</b>	<b>5 – 25</b>
Perception of Social Connectedness	<b>16.8</b>	<b>2.58</b>	<b>16.4</b>	<b>3.00</b>	<b>4 - 20</b>

**Table 6: Mean and Standard Deviation for  
Overall Satisfaction Subscales By Age Group  
SA 1**

<b>Subscale</b>	<b>Age Group</b>				
	<b>Adults</b>		<b>Older Adults</b>		<b>Range</b>
	<b>Mean</b>	<b>SD</b>	<b>Mean</b>	<b>SD</b>	
Overall Satisfaction	<b>148.1</b>	<b>20.97</b>	<b>164.7</b>	<b>15.27</b>	<b>99-185</b>
General Satisfaction	<b>13.2</b>	<b>2.04</b>	<b>12.8</b>	<b>1.68</b>	<b>5 – 15</b>
Perception of Access	<b>25.6</b>	<b>4.02</b>	<b>26.7</b>	<b>4.37</b>	<b>10 – 30</b>
Perception of Quality and Appropriateness (Cultural Sensitivity)	<b>38.8</b>	<b>5.50</b>	<b>41.0</b>	<b>4.43</b>	<b>23 – 45</b>
Perception of participation in Treatment Planning	<b>8.4</b>	<b>1.40</b>	<b>8.6</b>	<b>1.06</b>	<b>4 – 10</b>
Perception of Outcomes	<b>29.6</b>	<b>6.11</b>	<b>32.5</b>	<b>5.74</b>	<b>14 – 40</b>
Perception of Functioning	<b>17.8</b>	<b>7.42</b>	<b>19.2</b>	<b>4.03</b>	<b>5 – 25</b>
Perception of Social Connectedness	<b>14.8</b>	<b>3.94</b>	<b>17.3</b>	<b>2.06</b>	<b>4 - 20</b>

**Table 7: “In The Last Year, Did Your Child/You See a Medical Doctor or Nurse For A Health Check-up or Because He/She/You was Sick?  
SA 1 Compared with Countywide (CW)**

<b>Age Group</b>	<b><u>Yes</u> Clinic/Office</b>	<b><u>Yes</u> Hospital/ER</b>	<b>No</b>	<b>Don't Remember</b>	<b>No Response</b>	<b>Total</b>
<b>YSS-F (N=713)</b>	445	36	127	10	95	713
<b>SA 1 Percent</b>	62.4%	5.0%	17.8%	1.4%	13.3%	100%
<b>CW (N =5,292)</b>	3,215	261	905	143	768	5,292
<b>CW Percent</b>	60.8%	4.9%	17.1%	2.7%	14.5%	100%
<b>YSS (N=387)</b>	197	48	49	59	34	387
<b>SA 1 Percent</b>	50.9%	12.4%	12.7%	15.2%	8.8%	100%
<b>CW (N =3,287)</b>	1,603	296	422	488	478	3,287
<b>CW Percent</b>	48.8%	9.0%	12.8%	14.8%	14.5%	100%

**Table 8: “Is Your Child or Are You on Medication for Emotional/Behavioral Problems?”  
SA 1 Compared with Countywide (CW)**

<b>Age Group</b>	<b>Yes</b>	<b>No</b>	<b>No Response</b>	<b>Total</b>
<b>YSS-F (N=713)</b>	317	290	106	713
<b>SA 1 Percent</b>	44.5%	40.7%	14.9%	100%
<b>CW (N=5,292)</b>	2,140	2,195	957	5,292
<b>CW Percent</b>	40.4%	41.5%	18.1%	100%
<b>YSS (N=387)</b>	165	170	52	387
<b>SA 1 Percent</b>	42.6%	43.9%	13.4%	100%
<b>CW (N=3,287)</b>	1,159	1,581	547	3,287
<b>CW Percent</b>	35.3%	48.1%	16.6%	100%

Table 9: “Did The Doctor or Nurse Tell You and/or Your Child of Medication Side Effects to Watch For?”  
SA 1 Compared with Countywide (CW)

<b>Age Group</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>YSS-F (N=292)</b>	247	45	292
<b>SA 1 Percent</b>	84.6%	15.4%	100%
<b>CW (N=2,177)</b>	1,529	648	2,177
<b>CW Percent</b>	70.2%	29.8%	100%
<b>YSS (N=190)</b>	111	79	190
<b>SA 1 Percent</b>	58.4%	41.6%	100%
<b>CW (N =1,534)</b>	899	635	1,534
<b>CW Percent</b>	58.6%	41.1%	100%

**Table 10: “Does Your Child or Do You Have  
Medi-Cal (Medicaid) Insurance?”  
SA 1 Compared with Countywide (CW)**

<b>Age Group</b>	<b>Yes</b>	<b>No</b>	<b>No Response</b>	<b>Total</b>
<b>YSS-F (N=713)</b>	571	18	124	713
<b>SA 1 Percent</b>	80.1%	2.5%	17.4%	100%
<b>CW (N = 5,292)</b>	3,907	447	938	5,292
<b>CW Percent</b>	73.8%	8.4%	17.7%	100%
<b>YSS (N=387)</b>	297	17	73	387
<b>SA 1 Percent</b>	76.7%	4.4%	18.9%	100%
<b>CW (N = 3,287)</b>	2,110	354	823	3,287
<b>CW Percent</b>	64.2%	10.8%	25.0%	100%

**Table 11: Mean and Standard Deviation for SA 1  
Quality of Life Subscales  
By Age Group**

Quality of Life Subscale	Adults (N=320)		Older Adults (N=8)		Range
	Mean	SD	Mean	SD	
Perception of Living Situation	13.25	4.65	15.37	3.2	3.00 - 21.00
Perception of Daily Activities & Functioning	16.58	5.53	20.50	4.93	4.00 - 28.00
Perception of Family Relationships	8.61	3.37	10.87	2.23	2.00 - 16.00
Time Spent with Family <sup>1</sup>	7.21	3.32	τ	τ	2.00 - 16.00
Perception of Social Relations	18.12	6.05	20.75	2.55	4.00 - 32.00
Finances <sup>1</sup>	2.48	1.86	τ	τ	0.00 - 5.00
Crime Victim in Past Month	0.17	0.46	0.00	0.00	0.00 - 2.00
Perception of Legal Safety	13.65	4.24	15.50	2.62	3.00 - 21.00
Perception of Health	11.14	4.34	12.00	2.56	3.00 - 21.00

*τ= Subscale question not asked in the MHSIP Older Adult Survey.*

**Table 12: Significant Gender Differences in Adult Quality of Life Subscales - SA 1**

Quality of Life – Subscale	Male		Female	
	Mean	SD	Mean	SD
Perception of Family Relationships *	8.55	3.77	8.81	3.14
Crime Victim in Past Month *	0.25	0.57	0.12	0.35

\* Statistically significant at  $p \leq 0.05$

**Table 13: Significant Ethnic Differences in Adult Quality of Life Subscales – SA 1**

Quality of Life Subscales	White		Non-White <sup>1</sup>	
	Mean	SD	Mean	SD
Perception of Legal Safety*	0.16	0.40	0.19	0.51
Quality of Life Subscales	African American		Non-African American <sup>1</sup>	
	Mean	SD	Mean	SD
Perception of Legal Safety*	0.24	0.55	0.15	0.42
Quality of Life Subscales	Asian/ Pacific Islander		Non-Asian/ Pacific Islander <sup>1</sup>	
	Mean	SD	Mean	SD
Perception of Family Relationships*	9.57	1.40	8.59	3.40

\* Statistically significant at  $p \leq 0.05$ .

# Part II

## Clinic & Field Surveys

### County Performance Outcomes

# Table 14: Average Percent Strongly Agree or Agree With County Performance Outcomes YSS-F & YSS SA 1

Performance Outcomes	YSS (N =867 )	YSS-F (N = 520 )
1. I Felt My child/I had someone to talk when He/She/I was troubled.	92.0%	84.0%
2. Location of services was convenient for us/me.	90.6%	82.6%
3. Services were available at times that were convenient for us/me.	91.9%	82.5%
4. Staff were sensitive to my cultural/ethnic background.	<b>92.5%</b>	<b>84.9%</b>
5. My child/I gets along better with family members.	67.5%	<b>66.7%</b>
6. My child/I are doing better in school and /or work.	<b>66.9%</b>	73.0%
7. In a crisis, I would have the support I need from family or friends.	86.6%	82.1%

Highest and lowest percent are in bold.

# Table 15: Average Percent Strongly Agree or Agree With County Performance Outcomes Adults & Older Adults SA 1

Performance Outcomes	Adults (N =397 )	Older Adults (N = 23 )
1. The location of services was convenient (Parking, Public Transportation, Distance, etc.)	85.8%	91.0%
2. Staff were willing to see me as often as I felt was necessary.	83.9%	84.0%
3. Services were available at times that were good for me.	<b>88.7%</b>	<b>92.6%</b>
4. Staff were sensitive to my cultural background (race, religion, language, etc).	83.2%	91.7%
5. I deal more effectively with daily problems.	69.1%	73.1%
6. I do better in school and/or work.	51.2%	75.0%
7. My symptoms are not bothering me as much.	<b>49.9%</b>	<b>50.0%</b>

Highest and lowest percent are in bold.

# Table 16: Average Percent Strongly Agree or Agree with County Performance Outcomes<sup>1</sup> for All Age Groups SA 1 Compared with Countywide (CW)

Performance Outcomes	YSS-F (N =867)	YSS (N=520)	Adults (N=397)	Older Adults (N = 23)	Average SA 1	Average CW
1. Location of services was convenient.	90.6%	82.6%	85.8%	91.0%	87.5%	87.7%
2. Services were available at times that were convenient.	91.9%	82.5%	88.7%	92.6%	88.9%	89.7%
3. Staff were sensitive to cultural/ethnic background.	92.5%	84.9%	83.2%	91.7%	88.1%	89.0%
4. Doing better in school and/or work.	66.9%	73.0%	51.2%	75.0%	66.5%	69.7%

<sup>1</sup> These 4 outcome questions were asked of all age groups.

**Table 17: Average Percent Strongly Agree or Agree  
with County Performance Outcomes<sup>1</sup>  
for YSS-F & YSS  
SA 1 Compared to Countywide (CW)**

<b>Performance Outcomes</b>	<b>YSS-F (N = 867)</b>	<b>YSS (N=520)</b>	<b>Average SA 1</b>	<b>Average CW</b>
1. I Felt My child/I had someone to talk when He/She/I was troubled.	92.0%	84.0%	88.0%	86.7%
2. My child/I gets along better with family members.	67.5%	66.7%	67.1%	72.5%
3. In a crisis, I would have the support I need from family or friends.	86.6%	82.1%	84.4%	84.0%

<sup>1</sup> These 3 outcome questions were asked only of YSS-F & YSS age groups.

## Table 18: Average Percent Strongly Agree or Agree with County Performance Outcomes<sup>1</sup> for Adults & Older Adults SA 1 Compared to Countywide (CW)

Performance Outcomes	Adults (N =397)	Older Adults (N=23)	Average SA 1	Average CW
1. Staff were willing to see me as often as I felt was necessary.	83.9%	84.0%	84.0%	87.1%
2. I deal more effectively with daily problems.	69.1%	73.1%	71.1%	73.9%
3. My symptoms are not bothering me as much.	49.9%	50.0%	50.0%	77.3%

<sup>1</sup> These 3 outcome questions were asked only of Adults & Older Adults age groups.

**Table 19: Rank Order of County Performance Outcomes in SA 1 Compared to Countywide (CW)**

<b>County Performance Outcomes</b>	<b>Average for all Age Groups – SA1</b>	<b>Average for all Age Groups - CW</b>	<b>Rank Order SA 1</b>	<b>Rank Order CW</b>
Services were available at times that were convenient	88.9%	88.8%	1	1
Staff were sensitive to cultural/ethnic background	88.1%	88.6%	2	2
Staff were willing to see me as often as I felt was necessary	84.0%	87.7%	6	3
I Felt My child/I had someone to talk when He/She/I was troubled	88.0%	86.7%	3	4
Location of services was convenient	87.5%	86.4%	4	5
In a crisis, I would have the support I need from family or friends	84.4%	84.0%	5	6
My symptoms are not bothering me as much	50.0%	77.3%	10	7
I deal more effectively with daily problems	71.1%	73.9%	7	8
My child/I gets along better with family members	67.1%	72.5%	8	9
Doing better in school and/or work	66.5%	69.6%	9	10