



# State Performance Outcomes Summary Report Clinic Surveys – May 2009 Service Area 3

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

Part III  
January 2011

# 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 members who received face-to-face mental health care services in Clinic Outpatient and Day Treatment Programs during the survey period.



# State Performance Outcomes Summary Report

## Clinic Surveys – May 2009 Service Area 3

### Part III

### January 2011

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

## Table 1: Surveys Received by Age Group in SA 3 Compared with Countywide (CW)

Age Groups	SA 3 Surveys Received	SA 4 Percent Surveys Received	CW Surveys Received	CW Percent Surveys Received
<b>YSS-F (0-17)</b>	184	41.3%	5,394	32.6%
<b>YSS (13-17)</b>	206	46.2%	3,355	20.3%
<b>Adult (18-59)</b>	50	11.2%	7,195	43.5%
<b>Older Adult (60+)</b>	6	1.3%	605	3.7%
<b>Total</b>	446	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.

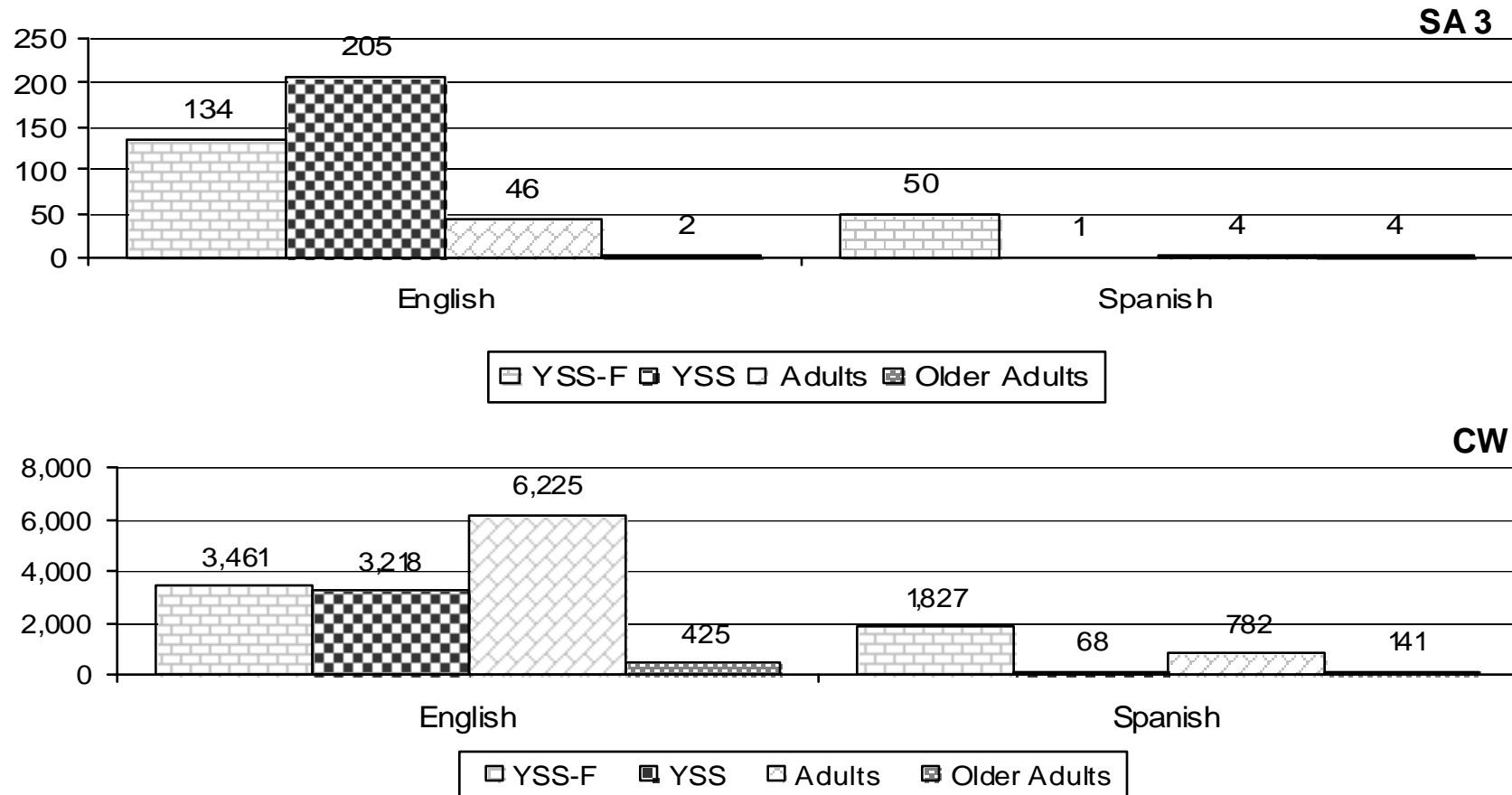
## Table 2: Surveys Completed by Race/Ethnicity and Age Group – SA 3

SA 3	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
YSS-F	36	9	103	7	56	47	258
<i>Percent</i>	14.0%	3.5%	39.9%	2.7%	21.7%	18.2%	100%
YSS	45	8	82	10	62	51	258
<i>Percent</i>	17.4%	3.1%	31.8%	3.9%	24.0%	19.8%	100%
Adults	21	0	21	2	14	12	70
<i>Percent</i>	30.0%	0.0%	30.0%	2.9%	20.0%	17.1	100%
Older Adults	0	0	3	0	1	1	5
<i>Percent</i>	0.0%	0.0%	75.0%	0.0%	25.0%	25.0%	100%
<b>Total</b>	102	17	209	19	136	111	591*
<i>Percent</i>	17.2%	2.9%	35.2%	3.2%	22.9%	18.7%	100%

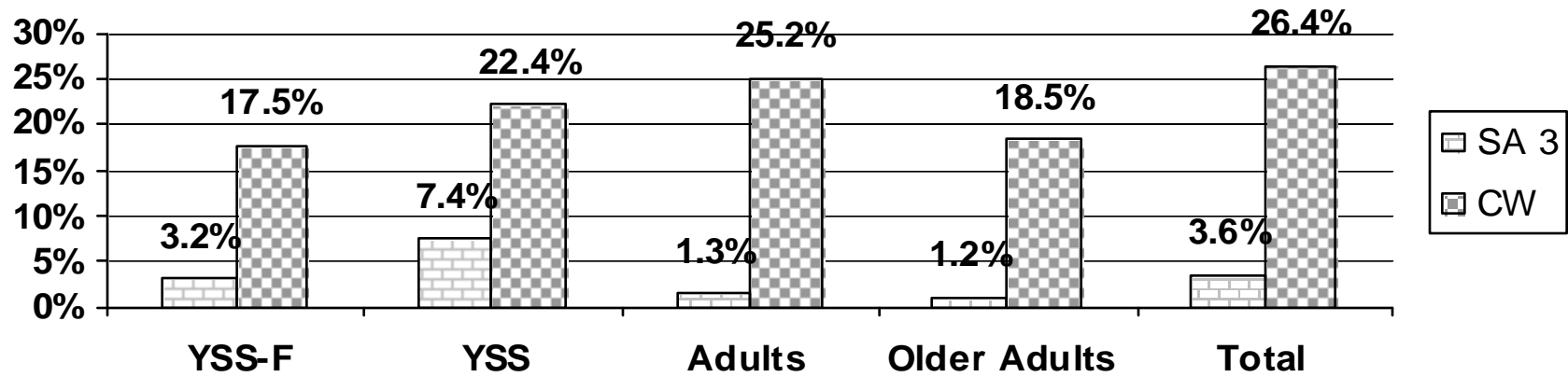
•Total of 591 represents multiple responses for race and ethnicity

# Figure 1: Surveys Completed By Language and Age Group

## SA 3 Compared with Countywide (CW)



# Figure 2: Response Rate for Surveys Completed By Age Group SA 3 Compared with Countywide (CW)



SA 3	184/5,768	206/2,797	50/3,882	6/494	466/12,941
Countywide	5,292/30,264	3,287/14,685	28,203	604/3,273	16,295/61,740

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

	YSS-F		YSS	
	SA 3	CW	SA 3	CW
	Yes	Yes	Yes	Yes
<b>N</b>	143	4,072	157	2,225
<b>Percent</b>	91.1%	96.6%	94.6%	92.7%

	Adults		Older Adults	
	SA 3	CW	SA 3	CW
	Yes	Yes	Yes	Yes
<b>N</b>	39	3,908	6	290
<b>Percent</b>	100%	95.1%	100%	92.9%



## Table 4: Satisfaction Subscale Reliability By Age Group - SA 3

Subscale	Age Group			
	YSS-F	YSS	Adults	Older Adults
	Cronbach's Alpha ( $\alpha$ )			
General Satisfaction	0.90	0.89	0.91	0.83
Perception of Access	0.82	0.76	0.94	<sup>-2</sup>
Perception of Quality and Appropriateness (Cultural Sensitivity)	0.96	0.85	0.97	0.98
Perception of Participation in Treatment Planning	0.78	0.76	0.69	0.99
Perception of Outcomes	0.89	0.84	0.95	0.92
Perception of Functioning	0.90	0.82	0.93	<sup>-2</sup>
Perception of Social Connectedness	0.88	0.83	0.89	0.84

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

<sup>2</sup> Scale not computed because of no survey responses.

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 the majority subscales was greater than 0.70, with the exception of Perception of Participation in Treatment Planning subscale.

**Table 5: Mean and Standard Deviation for Overall Satisfaction Subscale By Age Group**  
**SA 3**

Subscale	Age Group				
	YSS-F		YSS		Range
	Mean	SD	Mean	SD	
<b>Overall Satisfaction</b>	<b>127</b>	<b>20.5</b>	<b>120.4</b>	<b>22.1</b>	<b>34 – 150</b>
<b>General Satisfaction</b>	<b>26.6</b>	<b>3.6</b>	<b>24.0</b>	<b>4.8</b>	<b>6 – 30</b>
<b>Perception of Access</b>	<b>8.7</b>	<b>1.5</b>	<b>8.0</b>	<b>1.8</b>	<b>2 – 10</b>
<b>Perception of Quality and Appropriateness (Cultural Sensitivity)</b>	<b>17.9</b>	<b>3.1</b>	<b>16.8</b>	<b>2.7</b>	<b>4 – 20</b>
<b>Perception of participation in Treatment Planning</b>	<b>12.7</b>	<b>2.0</b>	<b>11.7</b>	<b>2.3</b>	<b>3 – 15</b>
<b>Perception of Outcomes</b>	<b>24.0</b>	<b>4.2</b>	<b>23.8</b>	<b>4.1</b>	<b>9 – 30</b>
<b>Perception of Functioning</b>	<b>20.0</b>	<b>3.5</b>	<b>19.8</b>	<b>3.4</b>	<b>6 – 25</b>
<b>Perception of Social Connectedness</b>	<b>17.1</b>	<b>2.6</b>	<b>16.3</b>	<b>3.0</b>	<b>4 - 20</b>

**Table 6: Mean and Standard Deviation for Overall Satisfaction Subscale By Age Group**  
**SA 3**

Subscale	Age Group				
	Adults		Older Adults		
	Mean	SD	Mean	SD	Range
<b>Overall Satisfaction</b>	<b>149.6</b>	<b>30</b>	<b>149</b>	<b>18.8</b>	<b>37 – 185</b>
<b>General Satisfaction</b>	<b>12.9</b>	<b>2.2</b>	<b>14.0</b>	<b>1.5</b>	<b>3 – 15</b>
<b>Perception of Access</b>	<b>25.2</b>	<b>4.7</b>	<b>23.0</b>	<b>0</b>	<b>6 – 30</b>
<b>Perception of Quality and Appropriateness (Cultural Sensitivity)</b>	<b>37.1</b>	<b>7.6</b>	<b>38.0</b>	<b>6.5</b>	<b>9 – 45</b>
<b>Perception of participation in Treatment Planning</b>	<b>8.1</b>	<b>1.6</b>	<b>8.6</b>	<b>2.2</b>	<b>2 – 10</b>
<b>Perception of Outcomes</b>	<b>30.8</b>	<b>6.6</b>	<b>31.2</b>	<b>4.8</b>	<b>8 – 40</b>
<b>Perception of Functioning</b>	<b>19.3</b>	<b>4.1</b>	<b>20.6</b>	<b>0.5</b>	<b>5 – 25</b>
<b>Perception of Social Connectedness</b>	<b>16.2</b>	<b>3.2</b>	<b>13.6</b>	<b>3.3</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 3 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=184)</b>	104	10	42	6	22	184
<b>SA 3 Percent</b>	56.6%	53.4%	22.8%	3.3%	12.0%	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=206)</b>	119	14	24	22	27	206
<b>SA 3 Percent</b>	57.8%	6.8%	11.7%	10.7%	13.1%	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 3 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=184)</b>	68	93	23	184
<b>SA 3 Percent</b>	37.0%	50.5%	12.5%	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=206)</b>	113	69	24	206
<b>SA 3 Percent</b>	54.9%	33.5%	11.7%	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 3 Compared with Countywide (CW)**

<b>Age Group</b>	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>YSS-F (N=93)</b>	60	33	93
<b>SA 3 Percent</b>	64.5%	35.3%	100%
<b>CW(N=2,177</b>	1,529	648	2,177
<b>CW Percent</b>	70.2%	29.8%	100%
<b>YSS (N=129)</b>	78	51	129
<b>SA 3 Percent</b>	60.5%	39.5%	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 3 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=184)</b>	149	15	20	184
<b>SA 3 Percent</b>	81.0%	8.2%	10.9%	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=206)</b>	150	18	38	206
<b>SA 3 Percent</b>	72.8%	8.7%	18.4%	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 3  
Quality of Life Subscales  
By Age Group**

Quality of Life Subscale	Adults (N=412)		Older Adults (N=39)		Range
	Mean	SD	Mean	SD	
Perception of Living Situation	15.04	3.86	14.50	4.88	3.00-21.00
Perception of Daily Activities & Functioning	20.22	4.79	21.00	4.24	9.00-28.00
Perception of Family Relationships	9.44	3.25	9.66	2.73	2.00-16.00
Time Spent with Family <sup>1</sup>	8.34	1.77	τ	τ	5.00-13.00
Perception of Social Relations	21.31	4.63	18.80	5.44	9.00-28.00
Finances <sup>1</sup>	3.58	1.64	τ	τ	0.00-5.00
Crime Victim in Past Month	0.36	0.70	0.00	0.00	0.00-2.00
Perception of Legal Safety	15.25	3.77	15.00	3.79	3.00-21.00
Perception of Health	14.95	3.70	13.40	5.41	6.00-21.00

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



## Table 12: Significant Gender Differences in Adult Quality of Life Subscale - SA 3

*Gender differences in Quality of Life subscales – Adults, failed to reach statistical significance.*

**Table 13: Significant Ethnic Differences in Adult Quality of Life Subscales – SA 3**

Quality of Life Subscales	Latino		Non-Latino	
	Mean	SD	Mean	SD
Perception of Social Relationships*	19.1	4.5	23.1	4.0

\* 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 3

Performance Outcomes	YSS-F (N=188)	YSS (N=216)
1. I felt my child/I had someone to talk when He/She/I was troubled.	93.4%	81.2%
2. Location of services was convenient for us/me.	91.5%	81.9%
3. Services were available at times that were convenient for us/me.	95.2%	81.5%
4. Staff were sensitive to my cultural/ethnic background.	<b>95.5%</b>	<b>87.4%</b>
5. My child/I gets along better with family members.	85.9%	<b>74.1%</b>
6. My child/I are doing better in school and/or work.	<b>79.8%</b>	79.5%
7. In a crisis, I would have the support I need from family or friends.	88.7%	84.2%

\*Highest and lowest percents are in bold.

# Table 15: Average Percent Strongly Agree or Agree With County Performance Outcomes Adults & Older Adults SA 3

Performance Outcomes	Adults (N=56)	Older Adults (N=30)
1. The location of services was convenient (Parking Public Transportation, Distance, etc.)	87.3%	95.8%
2. Staff were willing to see me as often as I felt was necessary	82.1%	89.3%
3. Services were available at times that were good for me.	<b>92.9%</b>	<b>96.7%</b>
4. Staff were sensitive to my cultural background (race, religion, language, etc).	84.9%	93.1%
5. I deal more effectively with daily problems.	75.9%	73.3%
6. I do better in school and/or work.	66.7%	<b>66.7%</b>
7. My symptoms are not bothering me as much.	<b>65.3%</b>	82.8%

\*Highest and lowest percents are in bold.

**Table 16: Average Percent Strongly Agree or Agree  
with County Performance Outcomes<sup>1</sup> for  
All Age Groups  
SA 3 Compared with Countywide (CW)**

<b>Performance Outcomes</b>	<b>YSS-F (N=188)</b>	<b>YSS (N=216)</b>	<b>Adults (N=56)</b>	<b>Older Adults (N=30)</b>	<b>Average SA 3</b>	<b>Average CW</b>
1. Location of services was convenient.	91.5%	81.9%	87.3%	95.8%	89.1%	87.7%
2. Services were available at times that were convenient.	95.2%	81.5%	92.9%	96.7%	91.6%	89.7%
3. Staff were sensitive to cultural/ethnic background.	95.5%	87.4%	84.9%	93.1%	90.2%	89.0%
4. Doing better in school and/or work.	79.8%	79.5%	66.7%	66.7%	73.2%	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 3 Compared with Countywide (CW)**

<b>Performance Outcome</b>	<b>YSS-F (N=188)</b>	<b>YSS (N=216)</b>	<b>Average SA 3</b>	<b>Average CW</b>
1. I felt my child/I had someone to talk when He/She/I was troubled.	93.4%	81.2%	87.3%	86.7%
2. My child/I gets along better with family members.	85.9%	74.1%	80.0%	72.5%
3. In a crisis, I would have the support I need from family or friends.	88.7%	84.2%	86.5%	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 3 Compared with Countywide (CW)

Performance Outcomes	Adults (N =56)	Older Adults (N=30)	Average SA 3	Average CW
1. Staff were willing to see me as often as I felt was necessary.	82.1%	89.3%	85.7%	86.7%
2. I deal more effectively with daily problems.	75.9%	73.3%	74.6%	72.5%
3. My symptoms are not bothering me as much.	65.3%	82.8%	74.1%	84.0%

<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 3 Compared to Countywide (CW)**

<b>County Performance Outcomes</b>	<b>Average for all Age Groups – SA 3</b>	<b>Average for all Age Groups - CW</b>	<b>Rank Order SA 3</b>	<b>Rank Order CW</b>
Services were available at times that were convenient	90.0%	88.8%	2	1
Staff were sensitive to cultural/ethnic background	90.2%	88.0%	1	2
Staff were willing to see me as often as I felt was necessary	85.7%	87.7%	5	3
I Felt My child/I had someone to talk when He/She/I was troubled.	87.3%	86.7%	3	4
Location of services was convenient.	90.0%	84.4%	2	5
In a crisis, I would have the support I need from family or friends	86.5%	84.0%	4	6
My symptoms are not bothering me as much	74.1%	77.3%	8	7
I deal more effectively with daily problems	74.6%	73.9%	7	8
My child/I gets along better with family members	80.0%	72.5%	6	9
Doing better in school and/or work	73.2%	69.6%	9	10