



State Performance Outcomes Summary Report

Clinic Surveys – May 2009 Service Area 7

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 Mental Health Statistics Improvement Program (MHSIP) Surveys administered in Clinic Outpatient and Day Treatment Programs in the eight Service Areas of LAC-DMH from May 4 through May 15, 2009.

The report is a response to the recommendations in 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 areas of quality improvement in each specific 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.

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.

Table 1: Surveys Received by Age Group SA 7 Compared with Countywide (CW)

Age Group	Surveys Received SA 7	Percent SA 7	CW Surveys Received	CW Percent
YSS-F (0-17)	500	33.9%	5,394	32.6%
YSS (13-17)	235	15.8%	3,355	20.3%
Adult (18-59)	665	45.1%	7,195	43.5%
Older Adult (60+)	76	5.1%	605	3.7%
Total	1,476	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 Ethnicity and Age Group SA 7

SA 7	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
YSS-F	44	6	358	13	204	92	717
<i>Percent</i>	6.1%	0.8%	49.9%	1.8%	28.5%	12.8%	100.0%
YSS	20	7	158	6	89	41	321
<i>Percent</i>	6.2%	2.2%	49.2%	1.9%	27.7%	12.8%	100.0%
Adults	26	20	326	18	196	118	704
<i>Percent</i>	3.7%	3.0%	46.2%	2.6%	27.8%	16.7%	100.0%
Older Adults	1	0	41	1	30	8	81
<i>Percent</i>	1.2%	0.0%	50.6%	1.2%	37.0%	9.9%	100.0%
Total	91	33	883	38	519	259	1,823
<i>Percent</i>	5.0%	1.9%	48.4%	2.1%	28.5%	14.2%	100.0%

* Total 1,823 is multiple responses count of race and ethnicity

Figure 1: Surveys Completed By Language and Age Group

SA 7 Compared with Countywide

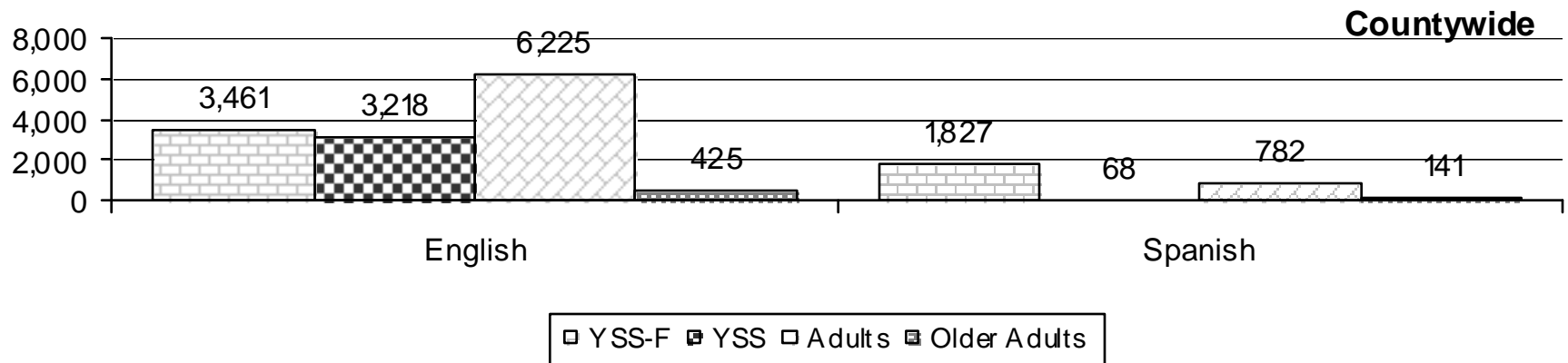
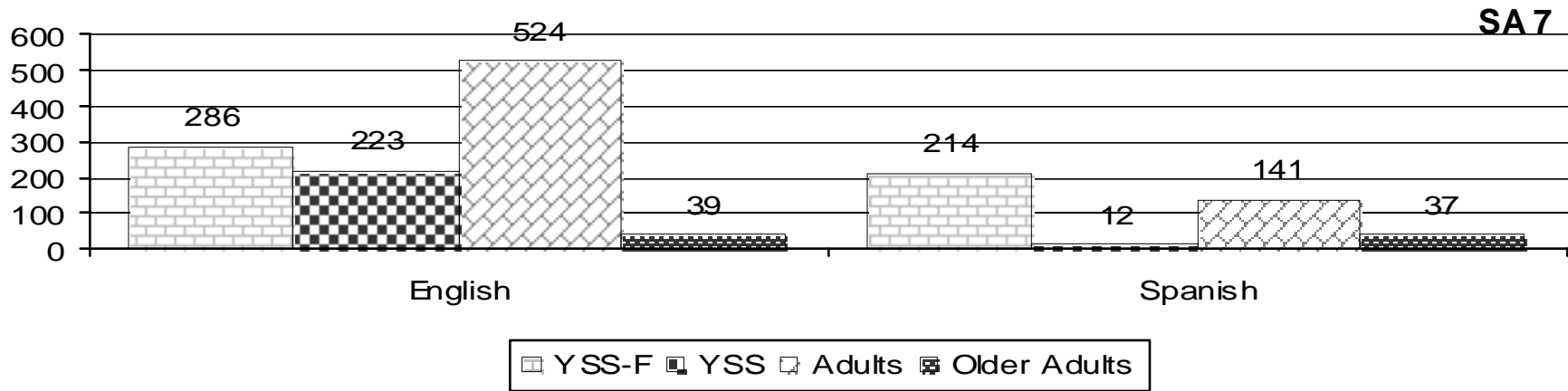


Figure 2: Response Rate for Surveys Completed By Age Group SA 7 Compared with Countywide (CW)

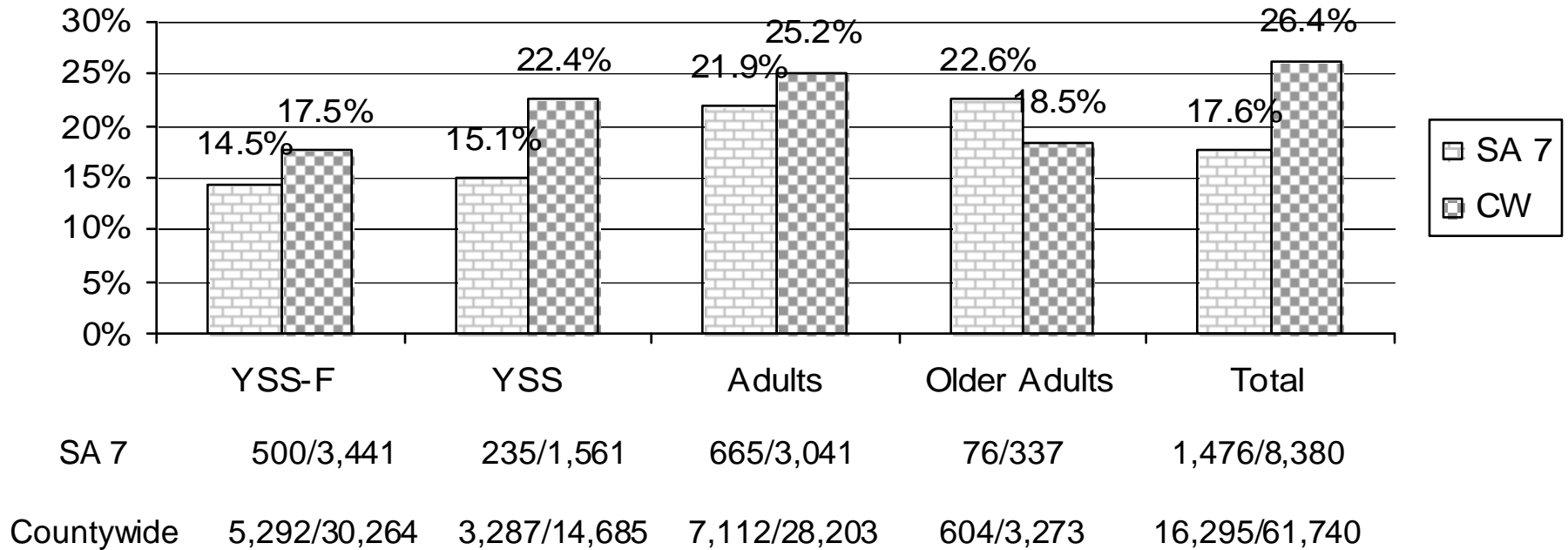


Table 3: “Was Written Information Available To You In The Language You Prefer?”
SA 7 Compared with Countywide (CW)

	YSS-F		YSS	
	SA 7	CW	SA 7	CW
	Yes	Yes	Yes	Yes
N	417	4,072	181	2,225
Percent	97.7%	96.6%	96.8%	92.7%

	ADULTS		OLDER ADULTS	
	SA 7	CW	SA 7	CW
	Yes	Yes	Yes	Yes
N	417	3,908	51	290
Percent	96.1%	95.1%	94.4%	92.9%

Table 4: Satisfaction Subscale Reliability By Age Group - SA 7

Subscale	Age Group			
	YSS-F	YSS	Adults	Older Adults
	Cronbach's Alpha (a)			
General Satisfaction	0.96	0.81	0.84	0.94
Perception of Access	0.80	0.73	0.88	0.92
Perception of Quality and Appropriateness (Cultural Sensitivity)	0.94	0.89	0.92	0.90
Perception of Participation in Treatment Planning	0.81	0.66	0.63	0.76
Perception of Outcomes	0.92	0.87	0.92	0.93
Perception of Functioning	0.93	0.85	0.92	0.90
Perception of Social Connectedness	0.87	0.84	0.88	0.86

¹ Scale not reliable < 0.70

² No Survey response

Cronbach's alpha was calculated to test the reliability of the subscales. Cronbach's alpha (α) 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 Perception of Participation in Treatment Planning subscale.

**Table 5: Mean and Standard Deviation for Overall Satisfaction and Subscales By Age Group
SA 7**

Subscale	Age Group				
	YSSF		YSS		Range
	Mean	SD	Mean	SD	
Overall Satisfaction	118.5	20.5	118.3	20.3	29 – 145
General Satisfaction	21.3	3.3	20.9	3.3	5 – 25
Perception of Access	8.6	1.5	8.2	1.4	2 – 10
Perception of Quality and Appropriateness (Cultural Sensitivity)	17.7	2.5	17.4	2.5	4 – 20
Perception of participation in Treatment Planning	12.7	2.0	11.8	2.3	3 – 15
Perception of Outcomes	22.4	4.8	23.6	4.5	6 – 30
Perception of Functioning	18.8	4.0	19.7	3.7	5 – 25
Perception of Social Connectedness	16.9	2.4	16.7	2.7	4 - 20

**Table 6: Mean and Standard Deviation for Overall Satisfaction and Subscales By Age Group
SA 7**

Subscale	Age Group				
	Adults		Older Adults		Range
	Mean	SD	Mean	SD	
Overall Satisfaction	140.7	25.6	154.4	38.36	7 – 35
General Satisfaction	13.3	2.0	13.0	1.6	1 – 5
Perception of Access	25.8	4.1	26.1	19.0	1 – 5
Perception of Quality and Appropriateness (Cultural Sensitivity)	19.4	4.3	38.5	4.9	1 – 5
Perception of participation in Treatment Planning	8.5	1.5	8.7	1.2	1 – 5
Perception of Outcomes	38.7	5.9	32.0	4.8	1 – 5
Perception of Functioning	19.4	4.3	19.5	3.7	1 – 5
Perception of Social Connectedness	15.7	3.4	16.5	3.1	1 - 5

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 7 Compared with Countywide (CW)

Age Group	<u>Yes</u> Clinic/Office	<u>Yes</u> Hospital/ER	No	Don't Remember	No Response	Total
YSS-F (N=500)	326	28	86	16	44	500
SA 7 Percent	65.2%	5.6%	17.2%	3.2%	8.8%	100%
CW (N =5,292)	3,215	261	905	143	768	5,292
CW Percent	60.8%	4.9%	17.1%	2.7%	14.5%	100%
YSS (N=235)	124	20	30	36	25	235
SA 7 Percent	52.8%	8.5%	12.8%	15.3%	10.6%	100%
CW (N =3,287)	1,603	296	422	488	478	3,287
CW Percent	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 7 Compared with Countywide (CW)**

Age Group	Yes	No	No Response	Total
YSS-F (N=500)	257	182	61	500
SA 7 Percent	51.4%	36.4%	12.2%	100%
CW (N=5,292)	2,140	2,195	957	5,292
CW Percent	40.4%	41.5%	18.1%	100%
YSS (N=235)	91	111	33	235
SA & Percent	38.7%	47.2%	14.0%	100%
CW (N=3,287)	1,159	1,581	547	3,287
CW Percent	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 7 Compared with Countywide (CW)

Age Group	Yes	No	Total
YSS-F (N=225)	157	71	225
SA 7 Percent	68.4%	31.6%	100%
CW (N=2,177)	1,529	648	2,177
CW Percent	70.2%	29.8%	100%
YSS (N=114)	81	33	114
SA 7 Percent	71.1%	28.9%	100%
CW (N =1,534)	899	635	1,534
CW Percent	58.6%	41.1%	100%

**Table 10: “Does Your Child or Do You Have
Medi-Cal (Medicaid) Insurance?”
SA 7 Compared with Countywide (CW)**

Age Group	Yes	No	No Response	Total
YSS-F (N=500)	398	42	60	500
SA 7 Percent	79.6%	8.4%	12.0%	100%
CW (N = 5,292)	3,907	447	938	5,292
CW Percent	73.8%	8.4%	17.7%	100%
YSS (N=235)	168	23	44	235
SA 7 Percent	71.5%	9.8%	18.7%	100%
CW (N = 3,287)	2,110	354	823	3,287
CW Percent	64.2%	10.8%	25.0%	100%

**Table 11: Mean and Standard Deviation for SA 7
Quality of Life Subscales
By Age Group**

Quality of Life Subscale	Adults (N=463)		Older Adults (N=46)		Range
	Mean	SD	Mean	SD	
Perception of Living Situation	13.79	4.50	15.26	3.44	3.00-21.00
Perception of Daily Activities & Functioning	18.61	5.50	19.66	4.46	4.00-28.00
Perception of Family Relationships	9.86	3.16	10.29	2.86	2.00-16.00
Time Spent with Family ¹	7.47	3.34	20.43	4.53	2.00-32.00
Perception of Social Relations	20.10	5.37	<i>r</i>	<i>r</i>	0.00-5.00
Finances ¹	3.28	1.70	<i>r</i>	<i>r</i>	0.00-2.00
Crime Victim in Past Month	0.13	0.43	0.08	0.27	0.00-2.00
Perception of Legal Safety	13.98	4.30	14.90	3.45	3.00-21.00
Perception of Health	12.76	4.55	12.50	3.46	3.00-21.00

r-Subscale question not asked in the MHSIP Older Adult Survey.

Table 12: Significant Gender Differences in Adult Quality of Life Subscales - SA 7

Quality of Life – Subscale	Male		Female	
	Mean	SD	Mean	SD
Finances *	3.71	1.63	3.10	1.73

* Statistically significant at $p \leq 0.05$

Table 13: Significant Ethnic Differences in Adult Quality of Life Subscales – SA 7

Quality of Life Subscale	White		Non-White ²	
	Mean	SD	Mean	SD
Perception of Legal Safety*	14.80	4.04	13.23	4.40
Quality of Life Subscale	African American		Non-African American ¹	
	Mean	SD	Mean	SD
Time Spent With Family*	20.32	5.10	20.10	5.40

*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 7

Performance Outcomes	YSS-F (N=768)	YSS (N=431)
1. I felt my child/I had someone to talk when He/She/I was troubled.	91.4%	83.6%
2. Location of services was convenient for us/me.	93.7%	85.6%
3. Services were available at times that were convenient for us/me.	93.9%	80.8%
4. Staff were sensitive to my cultural/ethnic background.	95.8%	84.6%
5. My child/I gets along better with family members.	73.0%	68.0%
6. My child/I are doing better in school and/or work.	68.5%	71.7%
7. In a crisis, I would have the support I need from family or friends.	87.7%	82.4%

*Highest and lowest percent are in bold.

Table 15: Average Percent Strongly Agree or Agree With County Performance Outcomes Adults & Older Adults SA 7

Outcomes Measure	Adults (N=671)	Older Adults (N=77)
1. The location of services was convenient (Parking Public Transportation, Distance, etc.)	85.4%	86.7%
2. Staff were willing to see me as often as I felt was necessary	88.4%	94.8%
3. Services were available at times that were good for me.	90.3%*	97.4%*
4. Staff were sensitive to my cultural background (race, religion, language, etc).	85.3%	89.0%
5. I deal more effectively with daily problems.	75.9%	81.6%
6. I do better in school and/or work.	64.0%*	64.9%*
7. My symptoms are not bothering me as much.	66.1%	68.9%

*Highest and lowest percent are in bold.

**Table 16: Average Percent Strongly Agree or Agree
with County Performance Outcomes¹ for
All Age Groups
SA 7 Compared with Countywide (CW)**

Performance Outcomes	YSS-F (N=768)	YSS (N=431)	Adults (N=671)	Older Adults (N=77)	Average SA 7	Average CW
1. Location of services was convenient.	93.7%	83.6%	85.4%	86.7%	87.4%	87.7%
2. Services were available at times that were convenient.	93.9%	80.8%	90.3%	97.4%	90.6%	89.7%
3. Staff were sensitive to cultural/ethnic background.	95.8%	84.6%	85.3%	89.0%	88.7%	89.0%
4. Doing better in school and/or work.	68.5%	71.7%	64.0%	64.9%	67.3%	69.7%

¹ These 4 outcome questions were asked of all age groups.

**Table 17: Average Percent Strongly Agree or Agree
with County Performance Outcomes¹
for YSS-F & YSS
SA 7 Compared with Countywide (CW)**

Performance Outcomes	YSS-F (N=768)	YSS (N=431)	Average SA 7	Average CW
1. I felt my child/I had someone to talk when He/She/I was troubled.	91.4%	83.6%	87.5%	86.7%
2. My child/I gets along better with family members.	73.0%	68.0%	70.5%	72.5%
3. In a crisis, I would have the support I need from family or friends.	87.7%	82.4%	85.1%	84.0%

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

Table 18: Average Percent Strongly Agree or Agree with County Performance Outcomes¹ for Adults & Older Adults SA 7 Compared with Countywide (CW)

Performance Outcomes	Adults (N = 397)	Older Adults (N=23)	Average SA 7	Average CW
1. Staff were willing to see me as often as I felt was necessary.	88.4%	94.8%	91.6%	86.7%
2. I deal more effectively with daily problems.	75.9%	81.6%	78.8%	72.5%
3. My symptoms are not bothering me as much.	66.1%	68.9%	67.5%	84.0%

¹ These 3 outcome questions were asked only of Adults & Older Adults age groups.

Table 19: Rank Order of County Performance Outcomes in SA 7 Compared with Countywide (CW)

County Performance Outcomes	Average for all Age Groups – SA 7	Average for all Age Groups - CW	Rank Order SA 7	Rank Order CW
Services were available at times that were convenient	87.9%	88.8%	3	1
Staff were sensitive to cultural/ethnic background	88.7%	88.6%	2	2
Staff were willing to see me as often as I felt was necessary	91.6%	87.7%	1	3
I Felt My child/I had someone to talk when He/She/I was troubled.	87.5%	86.7%	4	4
Location of services was convenient.	87.9%	84.4%	3	5
In a crisis, I would have the support I need from family or friends	70.1%	84.0%	7	6
My symptoms are not bothering me as much	67.5%	77.3%	8	7
I deal more effectively with daily problems	78.8%	73.9%	5	8
My child/I gets along better with family members	70.5%	72.5%	6	9
Doing better in school and/or work	67.3%	69.6%	9	10