

# Yolo County Health & Human Services Agency (HHSA)

Preliminary Results: Spring 2017 Consumer Perception Surveys for **Community Providers**

Presented at: Provider-Stakeholder Work Group, July 20, 2017

Results Provided by Yolo County HHSA Quality Management

# Quality Improvement Committee (QIC)

*(shameless plug...)*



- ▶ QIC is responsible for the overall quality review of all mental health services provided in Yolo County - internal HHSA + community providers.
- ▶ Goal: Review and evaluate the quality of services we provide our clients and identify / pursue opportunities for improvement.
- ▶ We value representatives from multiple stakeholder groups!

**Second Friday of the month**  
**9:00-10:30am**  
**25 N. Cottonwood Street, Woodland**  
**Gonzales Building - Clarksburg Room**  
*Next scheduled: August 11<sup>th</sup>*

# Survey General Information

- ▶ Offers consumers and family members a formalized opportunity to provide input/feedback on services
- ▶ Point-in-time “convenience sampling” methodology, with a defined survey period – 1 week in May and 1 week in November
- ▶ Four variations of the survey were distributed:
  - ▶ Adult (for ages 18-59)
  - ▶ Older Adult (for age 60+)
  - ▶ Youth (for ages 13-17 and transition-age youth who still receive services in child system)
  - ▶ Family of Youth (for parents/caregivers of youth under age 18)
- ▶ State mandate to conduct the survey and submit data semi-annually

# Survey Domains

- ▶ Currently divided into 8 domains of consumer perception
- ▶ Domains 1-7 contain 2 to 9 survey questions each, as defined by the state
- ▶ Domains 1-7 measured on a 5-point Likert scale:
  - ▶ 1=Strongly Disagree, 2=Disagree, 4=Agree, 5=Strongly Agree, 3=Neutral / Undecided\*
- ▶ Based on services received in the last 6 months
- ▶ Preliminary results presented today:
  - ▶ Combined for all Provider Agencies who returned surveys during the May 2017 period; HHSA and individual agency data are also available
  - ▶ Domains 1-7 are presented for all four survey populations
- ▶ Analyses do not include Not Applicable (N/A) or missing responses

*\*Adult/Older Adult Surveys use “Neutral” and Youth/Family Surveys use “Undecided”*

# Preliminary Survey Results: Total Counts

Grand Total # of Surveys Returned:

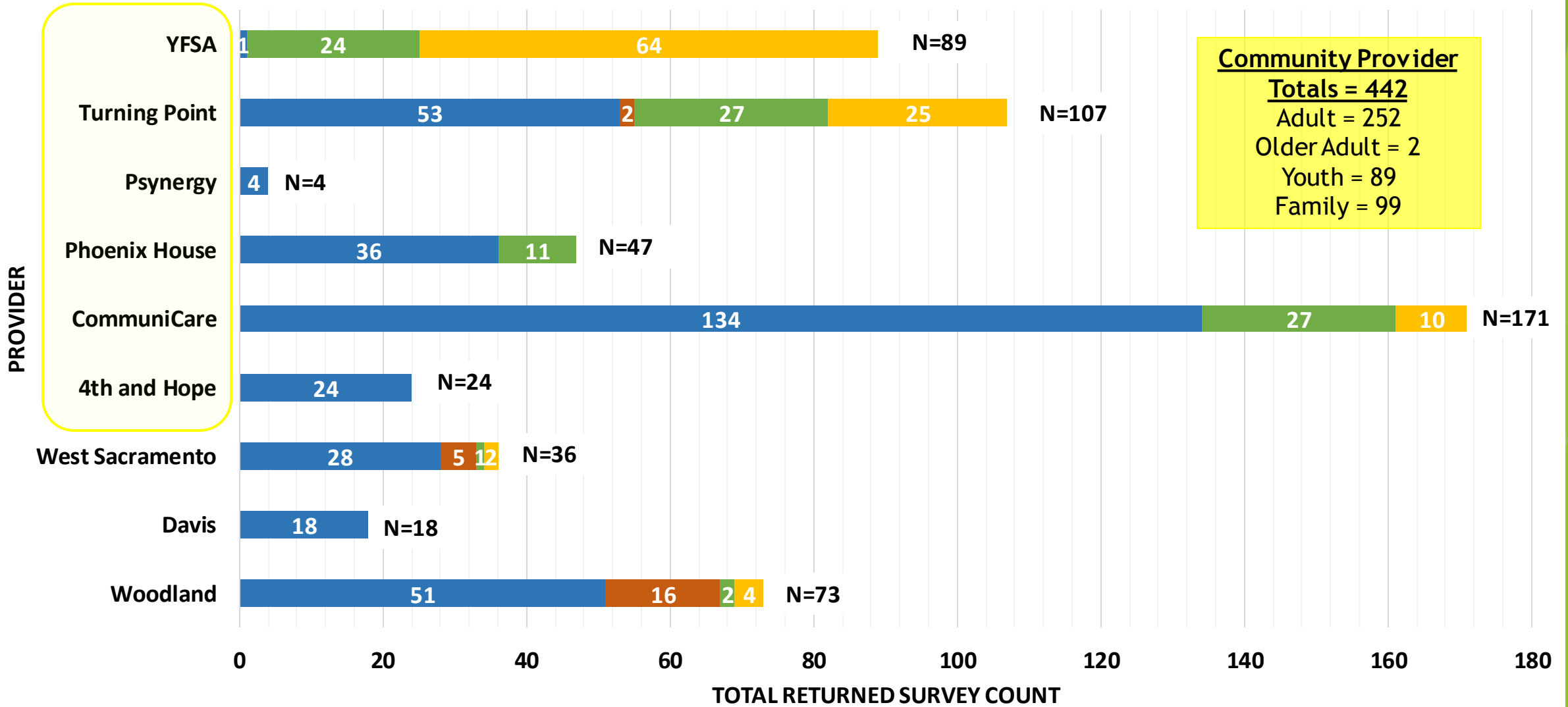
**N = 569**

- ▶ Includes: completed surveys (with client responses, but may not be fully completed) and incomplete surveys (no client responses, e.g., client declined).
- ▶ **HHSA Clinics: 127 (22%)** (Woodland, West Sacramento, Davis)
- ▶ **Community Providers: 442 (78%)** (YFSA, CommuniCare, Phoenix House, Psynergy, Turning Point, 4<sup>th</sup> & Hope-Walters House)



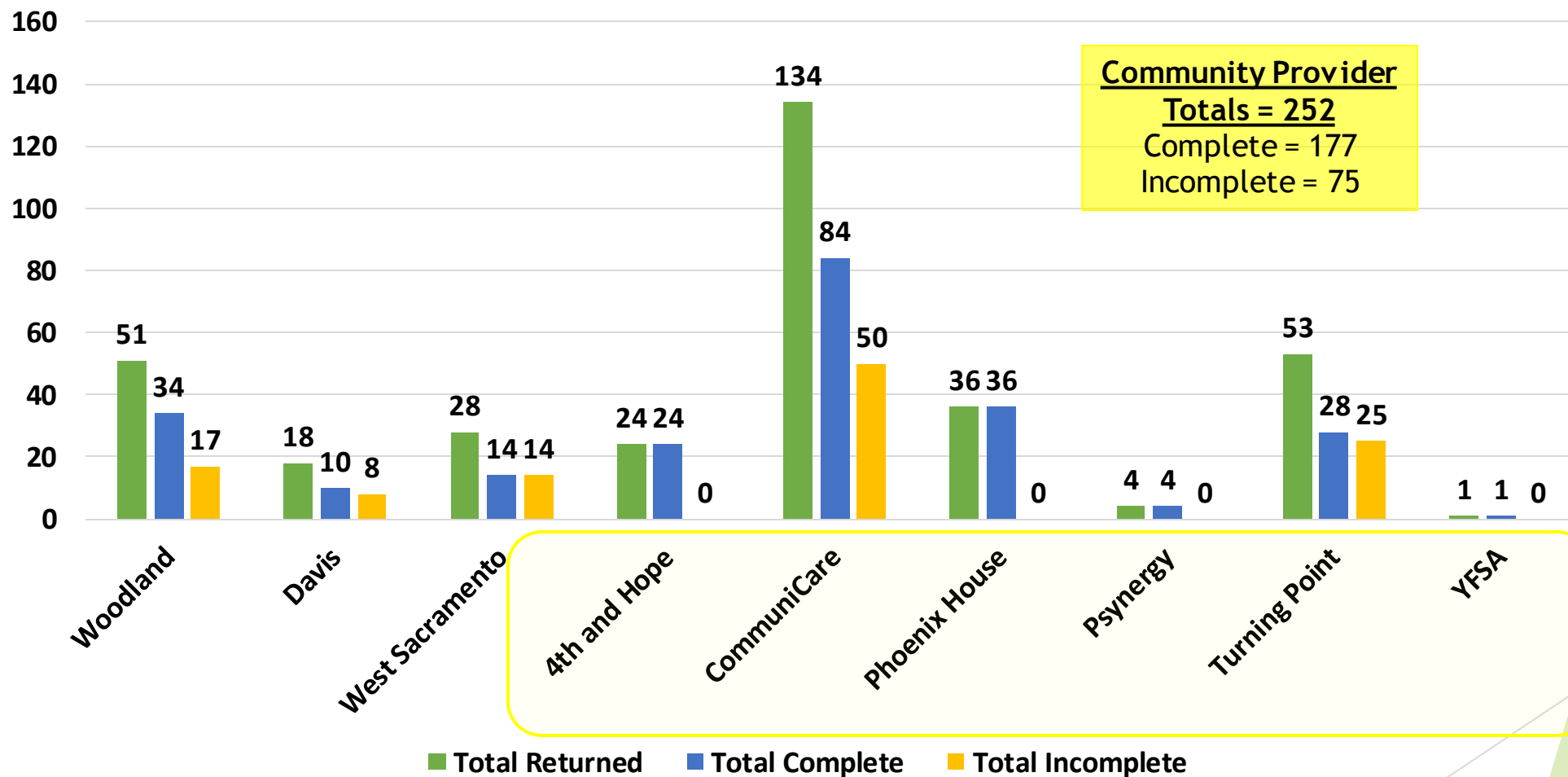
### Total Returned Survey Count by Provider & Survey Type

■ Adult ■ Older Adult ■ Youth ■ Youth Families



# Preliminary Results: Adults & Older Adults

## Adult Survey Counts by Provider & Completion

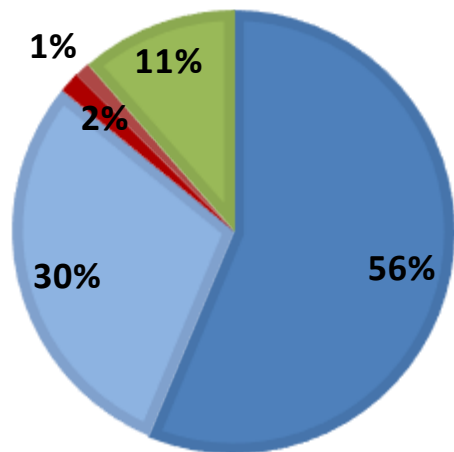


*One agency returned 2 Older Adult surveys (1 complete, 1 incomplete) - these were included in the Adult survey analyses due to small sample size.*

# Preliminary Results: Adults & Older Adults

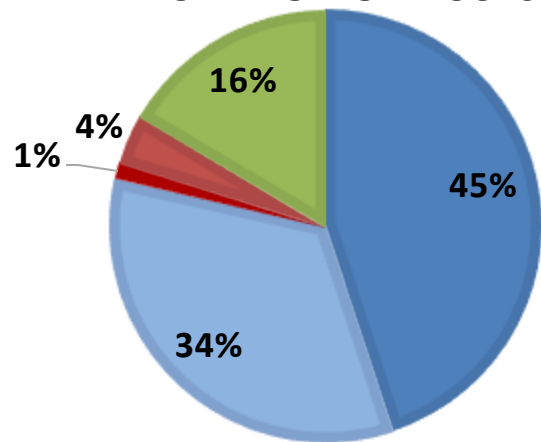
## GENERAL SATISFACTION

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral



- **86%** of clients reported **general satisfaction** with services
- **3%** of clients reported general dissatisfaction
- **11%** were neutral
- Average score = **4.38**

## PERCEPTION OF ACCESS



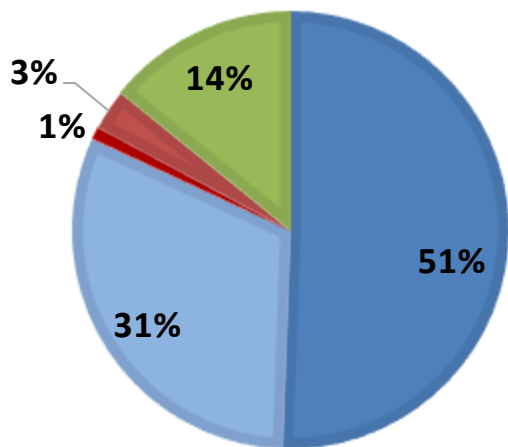
- **79%** of clients reported satisfaction with **access to services**
- **5%** of clients reported dissatisfaction
- **17%** were neutral
- Average score = **4.17**



# Preliminary Results: Adults & Older Adults

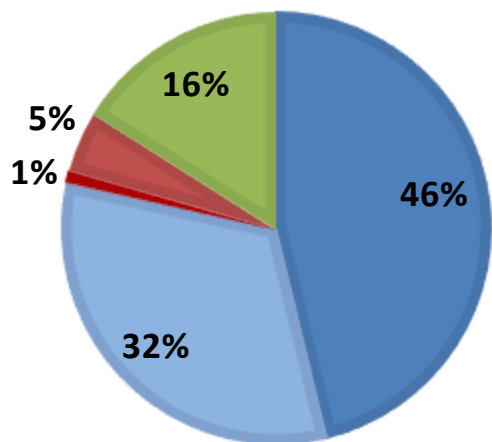
## PERCEPTION OF SERVICE QUALITY/APPROPRIATENESS

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral



- **82%** of clients reported satisfaction with the **quality and appropriateness of services**
- **4%** of clients reported dissatisfaction
- **14%** were neutral
- Average score = **4.28**

## PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

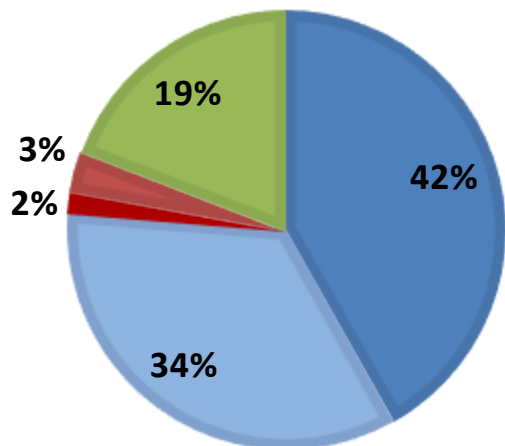


- **79%** of clients reported positive experiences with being involved in their **treatment planning**.
- **5%** of clients reported disagreeable experiences.
- **16%** were neutral.
- Average score = **4.19**

# Preliminary Results: Adults & Older Adults

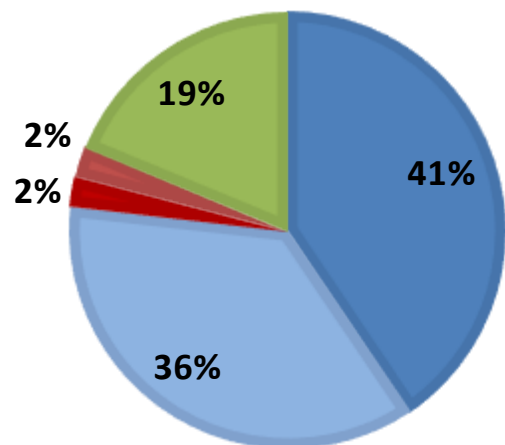
## PERCEPTION OF OUTCOMES

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral



- **76%** of clients reported improved outcomes
- **5%** of clients reported they did not experience improved outcomes
- **19%** were neutral
- Average score = **4.12**

## PERCEPTION OF FUNCTIONING

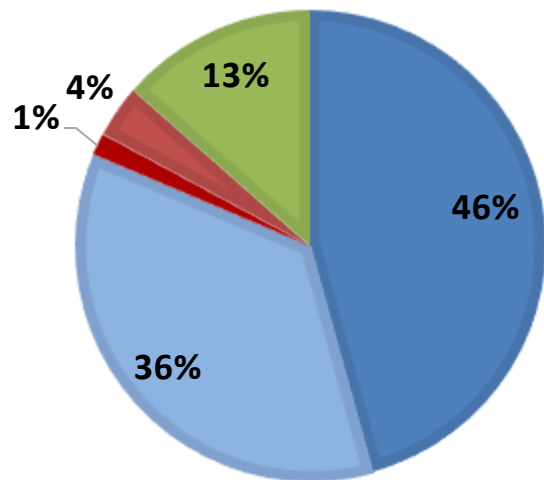


- **77%** of clients reported improved functioning
- **4%** of clients reported they did not experience improved functioning
- **19%** were neutral
- Average score = **4.11**

# Preliminary Results: Adults & Older Adults

## PERCEPTION OF SOCIAL CONNECTEDNESS

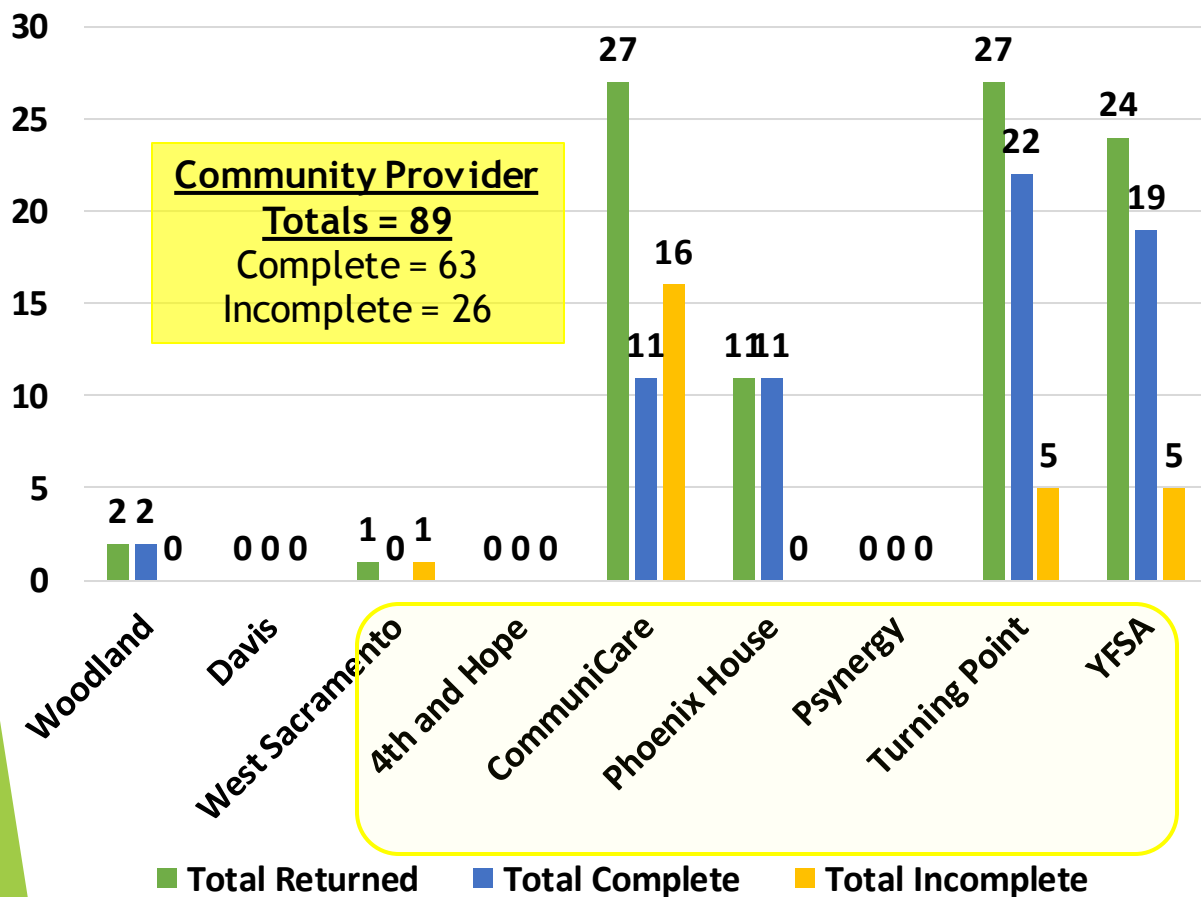
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral



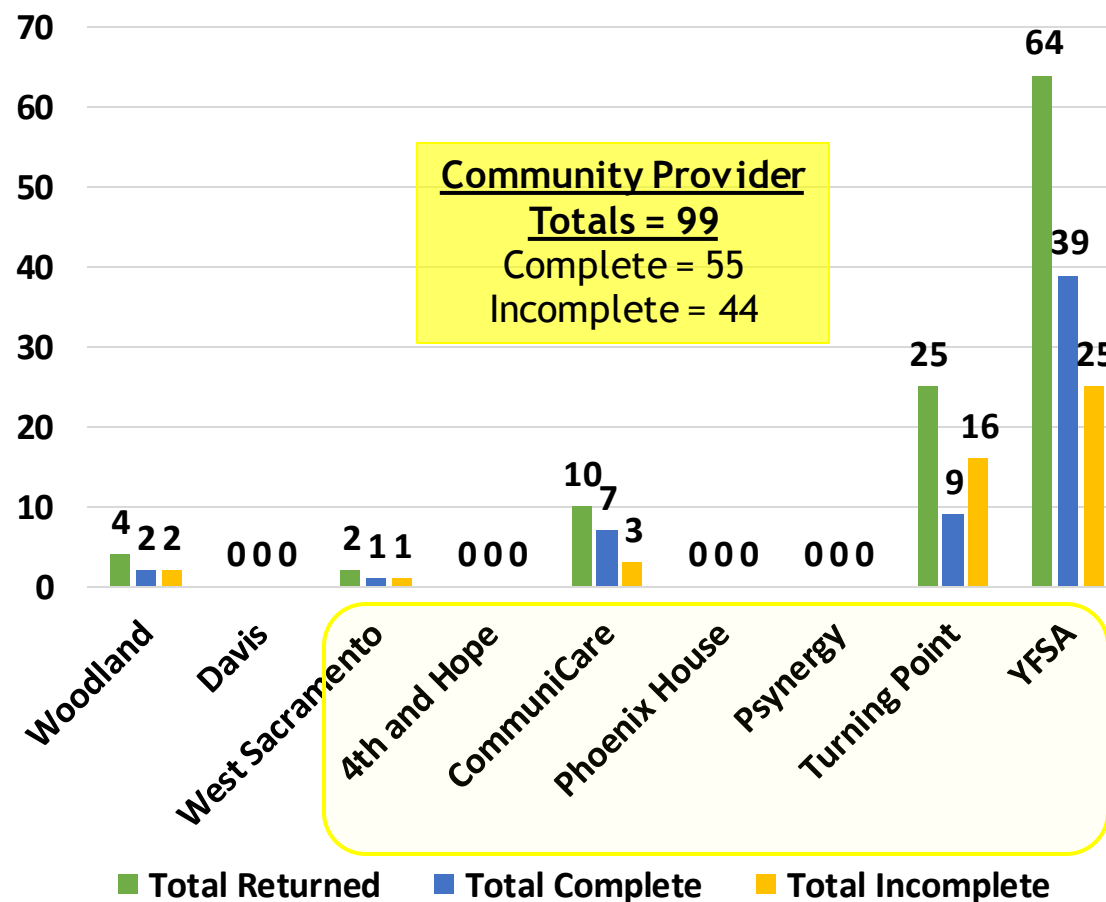
- **81%** of clients reported improved **social connectedness**
- **5%** of clients reported they did not experience improved social connectedness
- **14%** were neutral
- Average score = **4.20**

# Preliminary Results: Youth & Family Surveys

## Youth Survey Counts by Provider & Completion



## Family Survey Counts by Provider & Completion

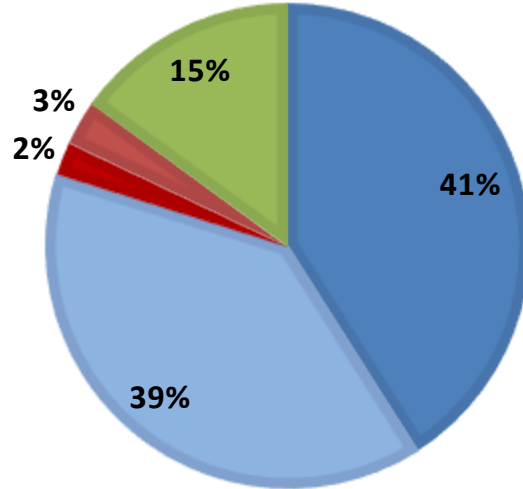


# Preliminary Results: Youth & Family

## GENERAL SATISFACTION

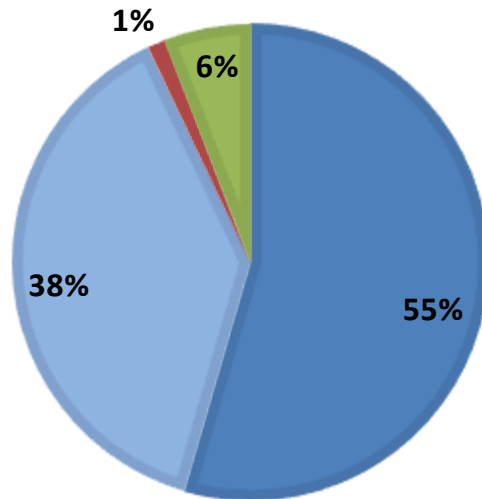
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- **80%** of youth clients reported general satisfaction with services
- **5%** of youth clients reported general dissatisfaction
- **15%** were undecided
- Average score = **4.13**

Family:



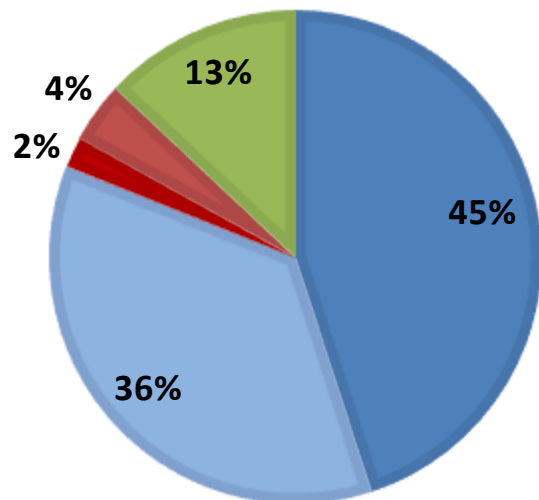
- **93%** of family members reported general satisfaction with services
- **1%** of family members reported general dissatisfaction
- **6%** were undecided
- Average score = **4.46**

# Preliminary Results: Youth & Family

## PERCEPTION OF ACCESS

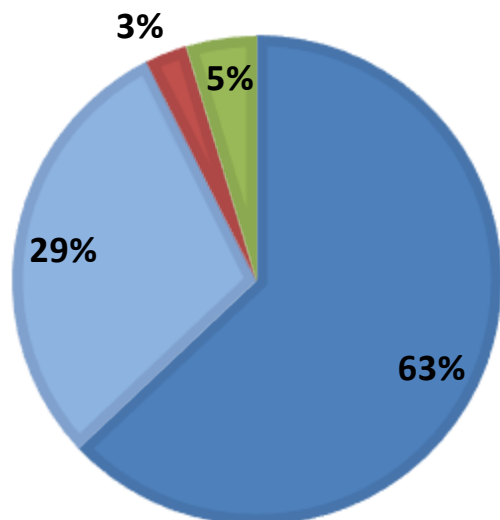
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- **81%** of youth clients reported satisfaction with **access to services**
- **6%** of youth clients reported dissatisfaction
- **13%** were undecided
- Average score = **4.18**

Family:



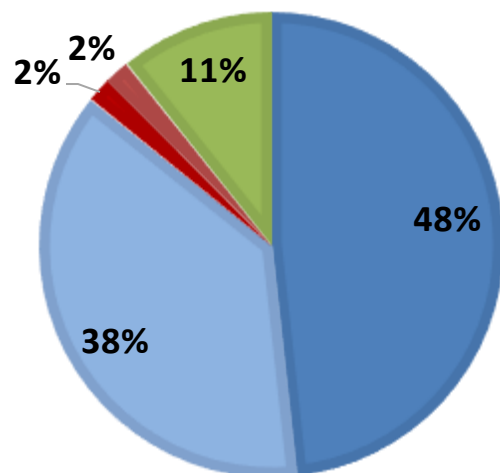
- **93%** of family members reported satisfaction with **access to services**
- **3%** of family members reported dissatisfaction
- **5%** were undecided
- Average score = **4.53**

# Preliminary Results: Youth & Family

## PERCEPTION OF CULTURAL SENSITIVITY

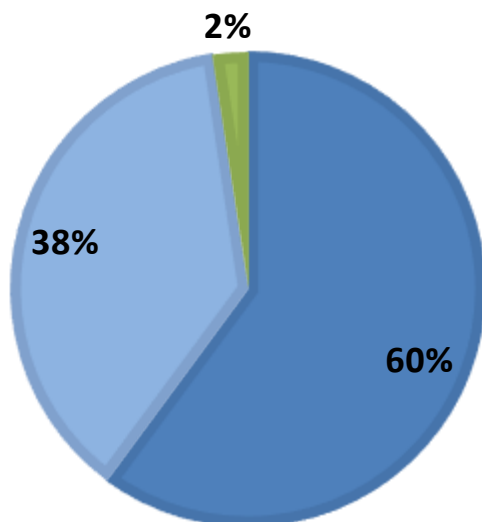
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- **86%** of youth clients reported satisfaction with the **cultural sensitivity of services**
- **3%** of youth clients reported dissatisfaction
- **11%** were undecided
- Average score = **4.29**

Family:



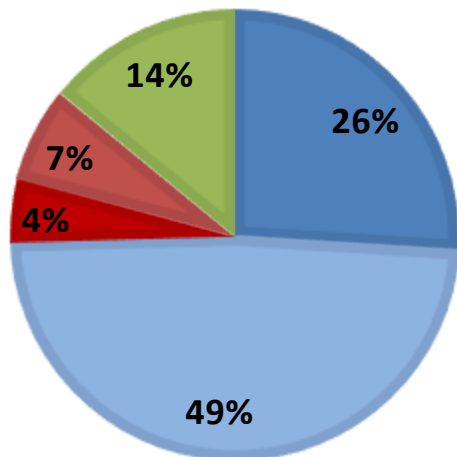
- **98%** of family members reported satisfaction with the **cultural sensitivity of services**
- **0%** of family members reported dissatisfaction
- **2%** were undecided
- Average score = **4.58**

# Preliminary Results: Youth & Family

## PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

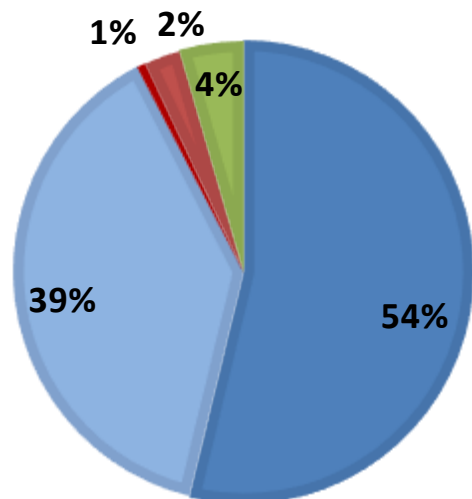
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- 75% of youth clients reported positive experiences with being involved in their **treatment planning**
- 11% of clients reported disagreeable experiences
- 14% were undecided
- Average score = 3.85

Family:



- 92% of family members reported positive experiences with being involved in their child's **treatment planning**
- 3% of clients reported disagreeable experiences
- 4% were undecided
- Average score = 4.42

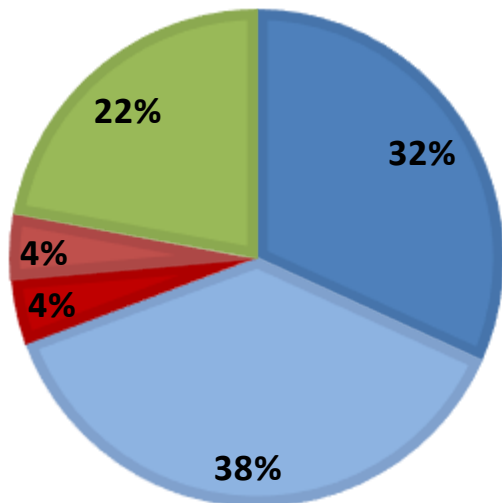


# Preliminary Results: Youth & Family

## PERCEPTION OF OUTCOMES/FUNCTIONING

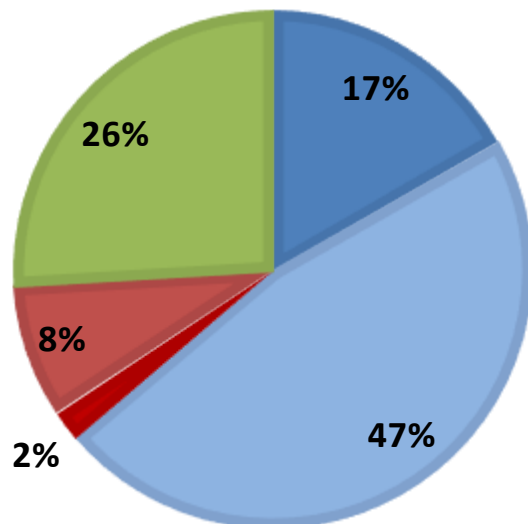
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- 69% of youth clients reported improved **outcomes / functioning**
- 8% of clients reported they did not experience improved outcomes/functioning
- 22% were undecided
- Average score = 3.88

Family:



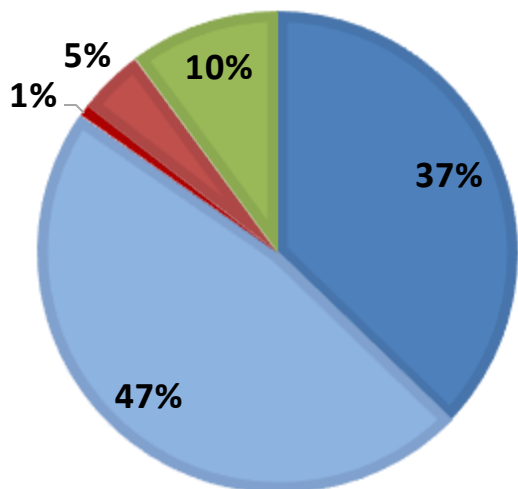
- 64% of family members reported their child had improved **outcomes / functioning**
- 10% of family members reported their child did not experience improved outcomes / functioning
- 26% were undecided
- Average score = 3.68

# Preliminary Results: Youth & Family

## PERCEPTION OF SOCIAL CONNECTEDNESS

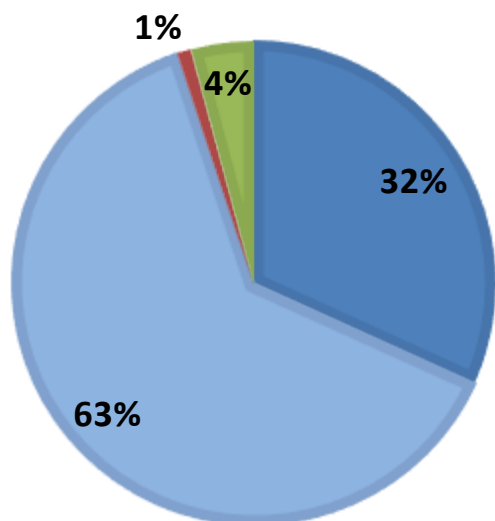
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- 85% of youth clients reported improved social connectedness
- 5% of clients reported they did not experience improved social connectedness
- 10% were undecided
- Average score = 4.16

Family:



- 95% of family members reported improved social connectedness
- 1% of family members reported they / their children did not experience improved social connectedness
- 4% were undecided
- Average score = 4.26

# Summary Table: Domain Rankings

(highest to lowest % satisfaction)

Adults + Older Adults	Youth	Family of Youth
1. General Satisfaction (86%)	1. Perception of Service Cultural Sensitivity (86%)	1. Perception of Service Cultural Sensitivity (98%)
2. Perception of Service Quality / Appropriateness (82%)	2. Perception of Social Connectedness (85%)	2. Perception of Social Connectedness (95%)
3. Perception of Social Connectedness (81%)	3. Perception of Access (81%)	3. Perception of Access (93%)
4. Perception of Participation in Treatment Planning (79%)	4. General Satisfaction (80%)	4. General Satisfaction (93%)
5. Perception of Access (79%)	5. Perception of Participation in Treatment Planning (75%)	5. Perception of Participation in Treatment Planning (92%)
6. Perception of Functioning (77%)	6. Perception of Outcomes / Functioning (69%)	6. Perception of Outcomes / Functioning (64%)
7. Perception of Outcomes (76%)		

# Questions?



**Please Contact:**

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**or**

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