

Adult Treatment Perceptions Survey, Los Angeles County, 2023

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 5 Areas



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

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, 10/2023



- ◆ 6,669 valid surveys were collected from 201 facilities
- ◆ Average response rate: 58%

Key Findings

9 of 10 clients were satisfied overall with services received



Satisfaction



- ◆ I felt welcomed - 93%*
- ◆ I received needed services - 86%*
- ◆ I would recommend to others - 90%*

Treatment Outcome

- ◆ Better able to do things that I want to do - 88%*
- ◆ I feel less craving for drugs and alcohol - 88%*



Access



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

Care Coordination

- ◆ With my physical health care provider - 84%*
- ◆ With my mental health care provider - 84%*
- ◆ With social services - 83%*

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 - 86%*

Note: * Percent of clients who agreed with statement

Client Comments

Praise

"This program has helped me gain a life back. They have supported me and my baby beyond what I could have imagined. This program is awesome."

"Case management/counseling services were more than adequate in pointing me toward where I needed to go for resources."

Concerns and Suggestions

"They are always short staffed always changing counselor, no stability."

"I would change the length of time of counseling sessions to longer as I would want more accessibility to doctors."

"They need to help more with housing."

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