

Adult Treatment Perceptions Survey, Los Angeles County, 2024

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, 10/2024



- ◆ 6,972 valid surveys were collected from 197 facilities
- ◆ Average response rate: 63%

Key Findings

9 of 10 clients were satisfied overall with services received



Satisfaction



- ◆ I felt welcomed - 94%*
- ◆ I received needed services - 88%*
- ◆ I would recommend to others - 92%*

Treatment Outcome

- ◆ Better able to do things that I want to do - 90%*
- ◆ I feel less craving for drugs and alcohol – 89%*



Access



- ◆ Services available when I needed - 92%*
- ◆ Convenient Location for me - 88%*

Care Coordination

- ◆ With my physical health care provider - 86%*
- ◆ With my mental health care provider - 86%*
- ◆ With social services – 84%*

Quality of Care

STAFF



- ◆ Respectful - 92%*
- ◆ Gave enough time with sessions - 90%*
- ◆ Sensitive to my cultural background - 91%*
- ◆ I chose treatment goals with provider's help - 87%*

Note: * Percent of clients who agreed with statement

Client Comments

Praise

"Coming to this program kept me safe, attending groups gave me insight on being a better parent and helped me obtain and use healthy coping skills so I don't relapse."

"This program has helped me reconnect with my recovery, kept me accountable, helped me with housing, and allowed me to get my life back."

Concerns and Suggestions

"Program and medical services, meals and scheduled times are often delayed. However, staff is inflexible requiring patients to be on time. Extremely unrealistic."

"Too much repetition of classes. Really boring. Not really any fun activities."

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