

Consumer Perception Survey Results FY 2022-2023 (May 2023)

Adult & Older Adult Population

KINGS COUNTY QUALITY MANAGEMENT



EXECUTIVE SUMMARY

This Consumer Perception Survey Report offers a summary of various performance indicators significant to the mental health services Kings County Behavioral Health Mental Health Plan provides to Medi-Cal beneficiaries within Kings County. The surveys are designed and authored by the state Department of Health Care Services and are required for distribution unaltered during a prescribed week-long period once a year. Results are released back to the counties approximately one year later and then aggregated by the county to assess feedback from beneficiaries who took the survey to identify satisfaction and dissatisfaction with services. This report includes May 2023 survey results for the Adult (18-59) and Older Adult (60+) population, of which 106 surveys were completed between the two populations.

On the Consumer Perception Survey, questions #1- #36 reflect the Satisfaction with Agency Services, Accessibility of Service, Satisfaction as an Indicator of Effectiveness of Communication about Services and Rights (Informed Consent), and Satisfaction with Life Functioning as an Indicator of Treatment Effectiveness.

Key Findings:

Of the 106 surveys there were an average of 67 respondents that didn't report N/A or Missing on the survey questions, 86.93% reported Overall "Satisfaction" with **Agency Services** that were received, which is a **1.58% increase** from the previous year (85.58%). All Three of the questions within this domain reported an average rating above 4 "Agree" on a scale of 1 to 5 from Strongly Disagree to Strongly Agree.

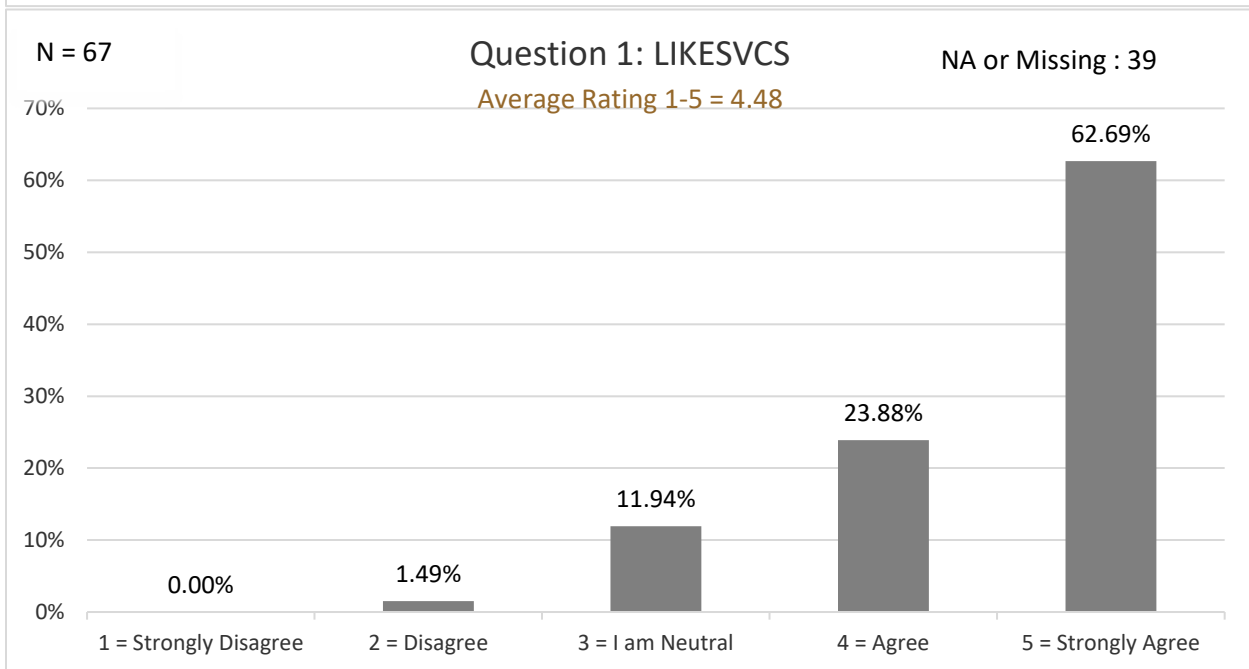
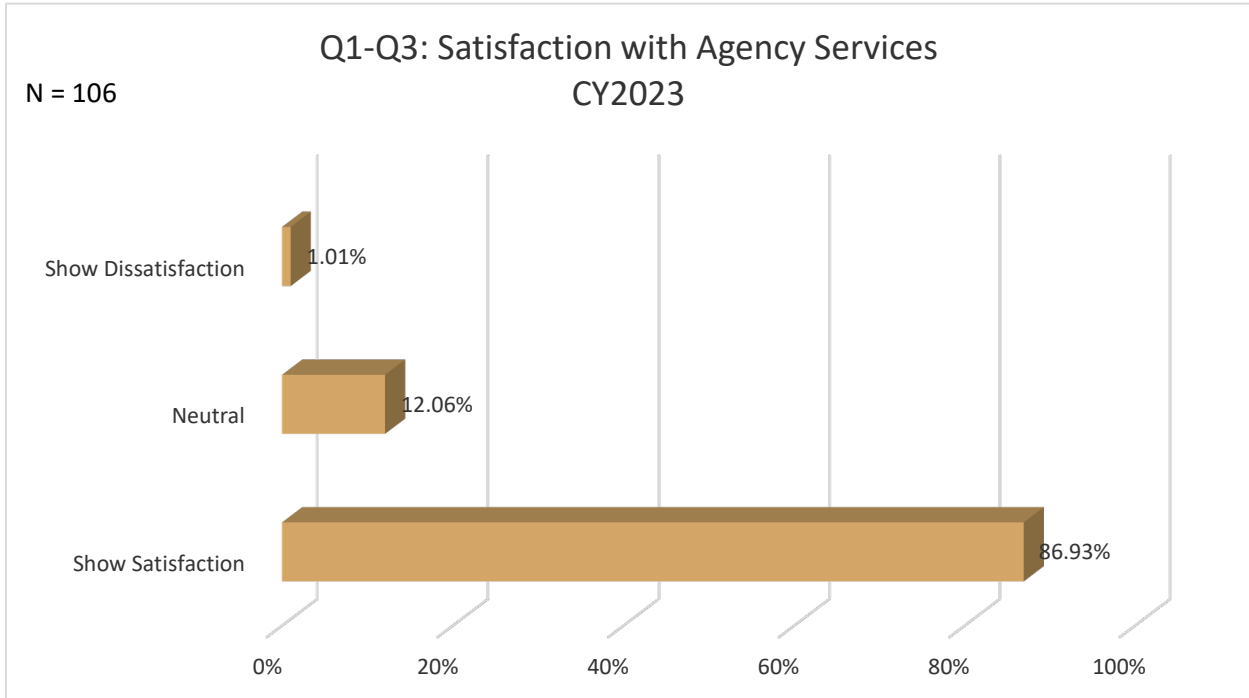
For **Accessibility of Services**, 79.03% reported "Satisfaction", which is a **4.89% decrease** from the previous year (83.09%). Even with the minor decrease from last year 5 out of the 6 questions still reported an average rating above 4 "Agree" and 1 question reported an average of 3.87 "Neutral" when asked "The location of services was convenient (parking, public transportation, distance, etc.)" and "Staff returned my calls within 24 hours".

Respondents reported 82.14% "Show Satisfaction" as an **Indicator of Effectiveness of Communication about Services and Rights** (Informed Consent) resulting in a **1.64% decrease** compared to the last FY (83.51%). This year 11 of the 11 questions had an average rating above a 4 "Agree" indicating favorable results, compared to the previous FY only having 9 of the 11 meeting that threshold.

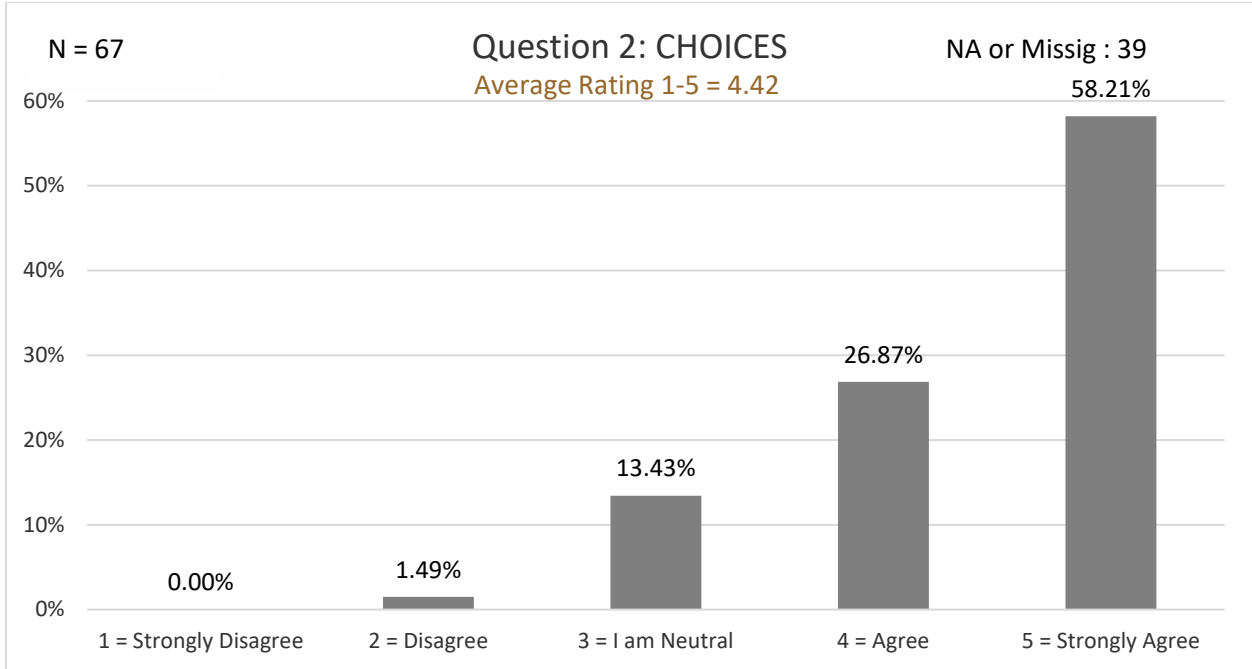
For **Satisfaction with Life Functioning as an Indicator of Treatment Effectiveness**, 65.76% reported "Shows Satisfaction" which was a **8.96% decrease** compared to last FY (72.23%). Of the 16 questions, 5 of the 16 had an average score above 4 "Agree" and the remaining 11 questions all had results above 3.48 primarily between 3.6 and 3.9 and all were related around improvements to ones life as a result of treatment such as improved housing or performance in work and/or school.

This report will be shared with the programs who administered the survey via the Kings County Behavioral Health Quality Improvement Committee for review and action as determined.

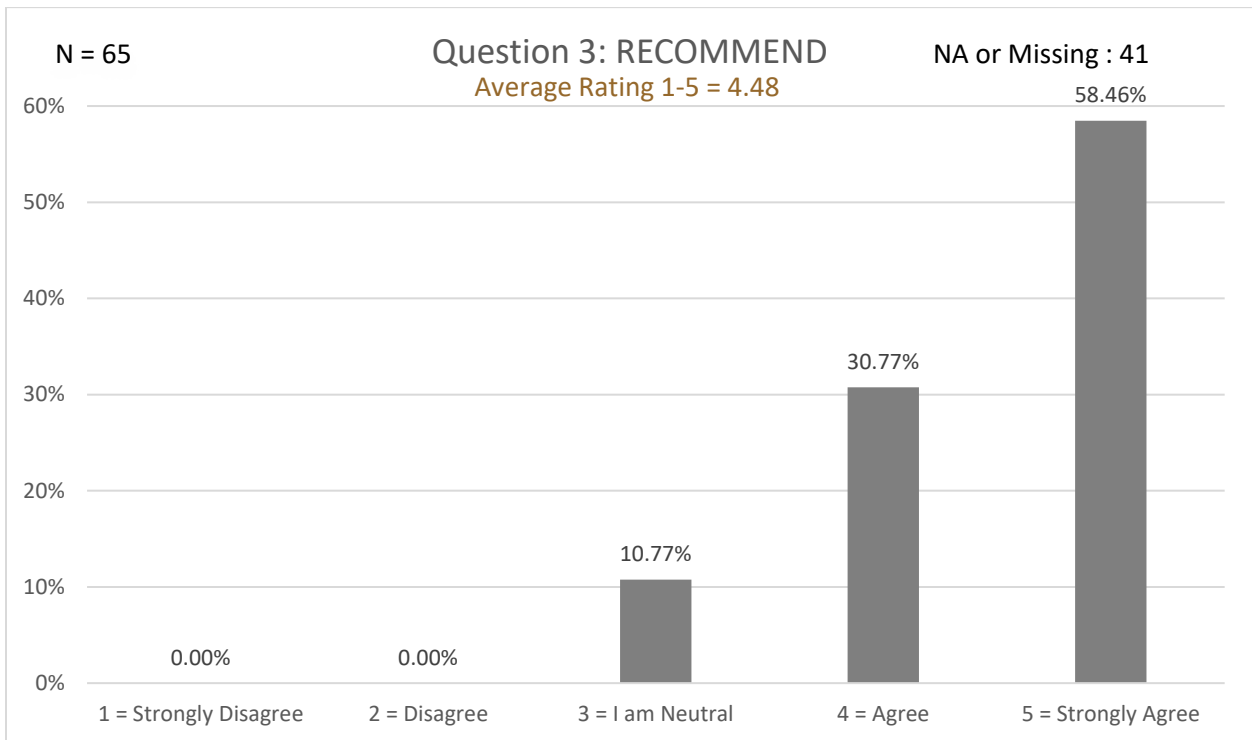
Q1-Q3 Survey Results: Satisfaction with Agency Services.



Do you like the services that you received here?

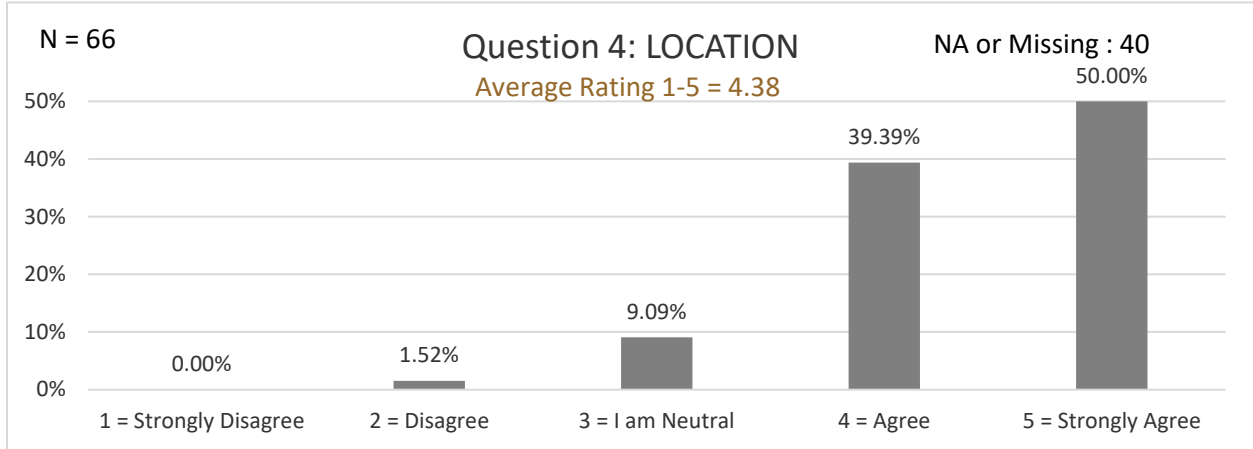
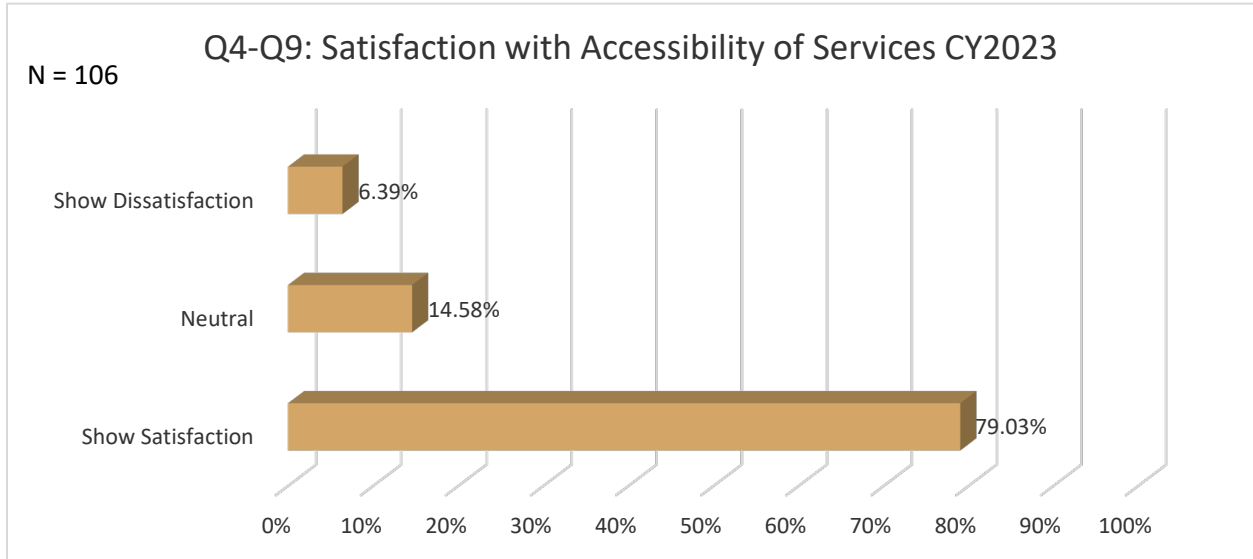


If you had other choices, would you still get services from this agency?

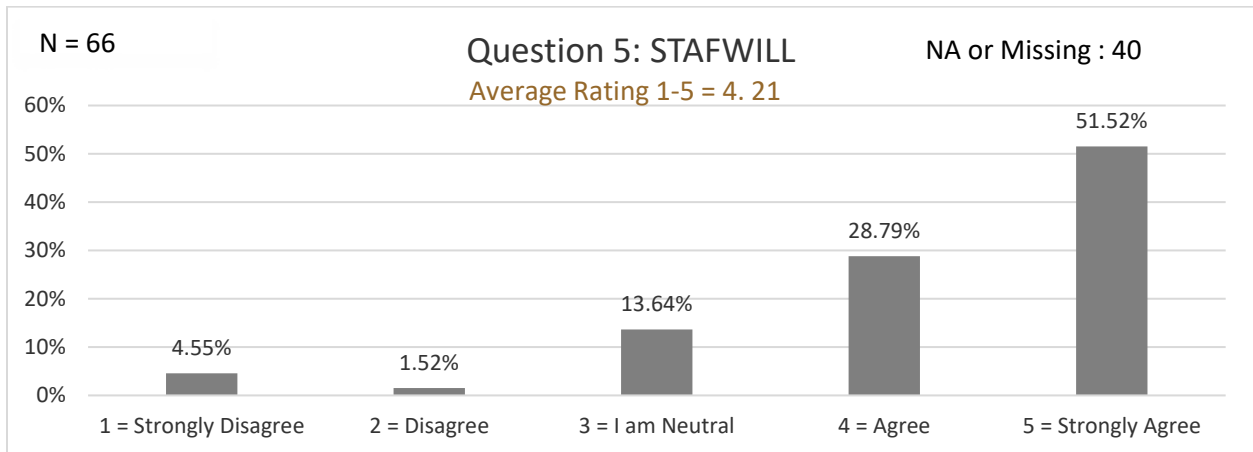


Would you recommend this agency to a friend or family member?

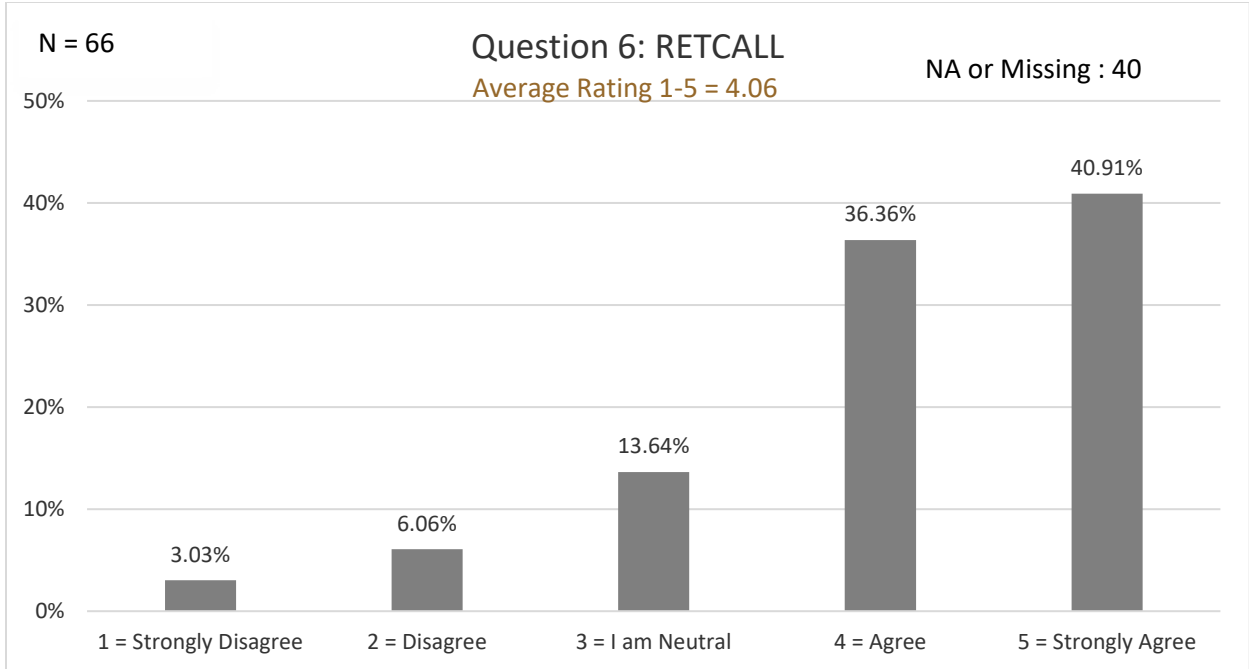
Q4-Q9 Survey Results: Satisfaction with Accessibility of Services.



Was the location of services convenient for you (parking, public transportation, distance)?

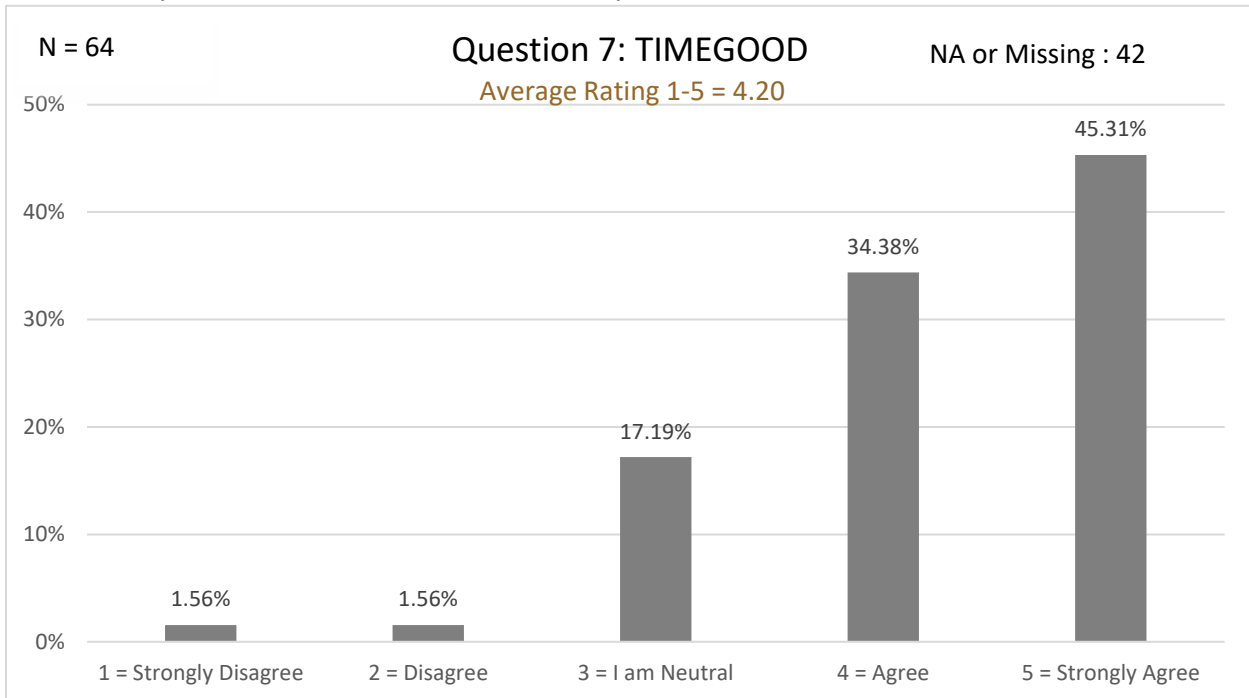


Were staff willing to see you as often as you felt it was necessary?

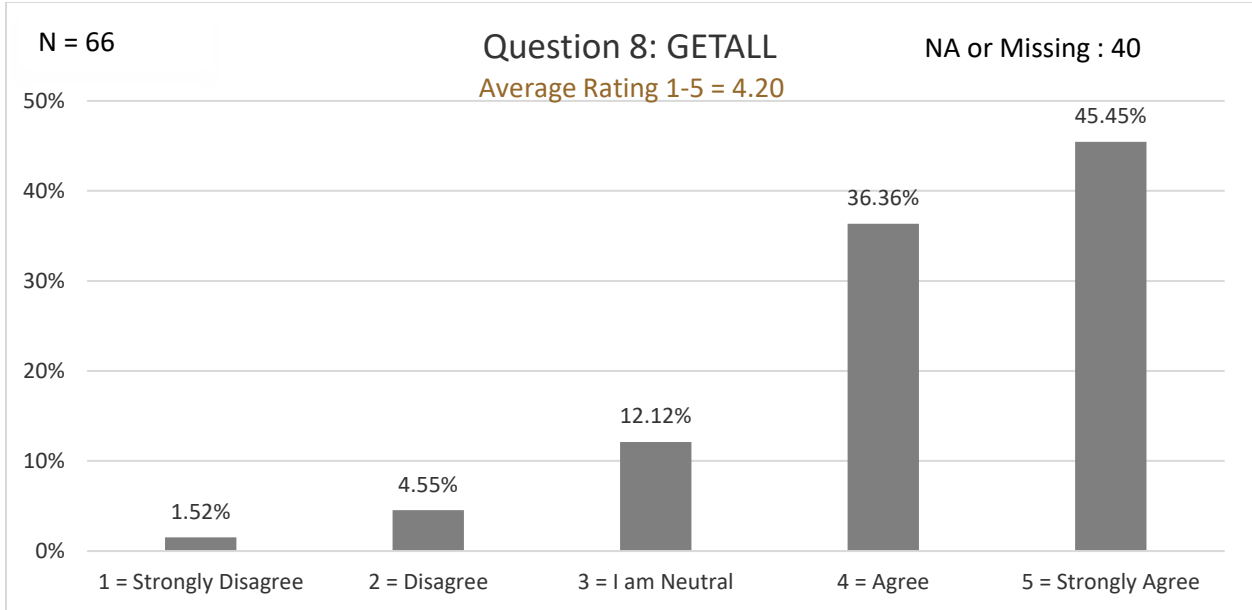


Did staff return your calls within 24 hours?

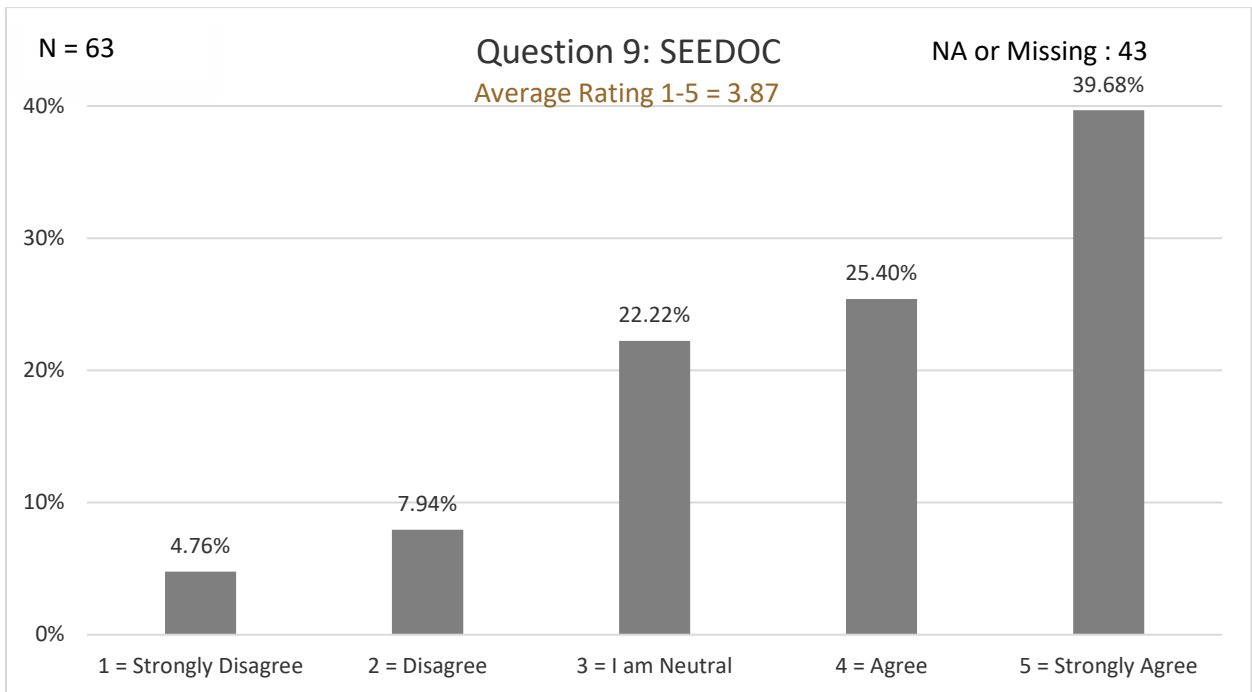
Q4-Q9 Survey Results: Satisfaction with Accessibility of Services.



Were services available at times that were good for you?

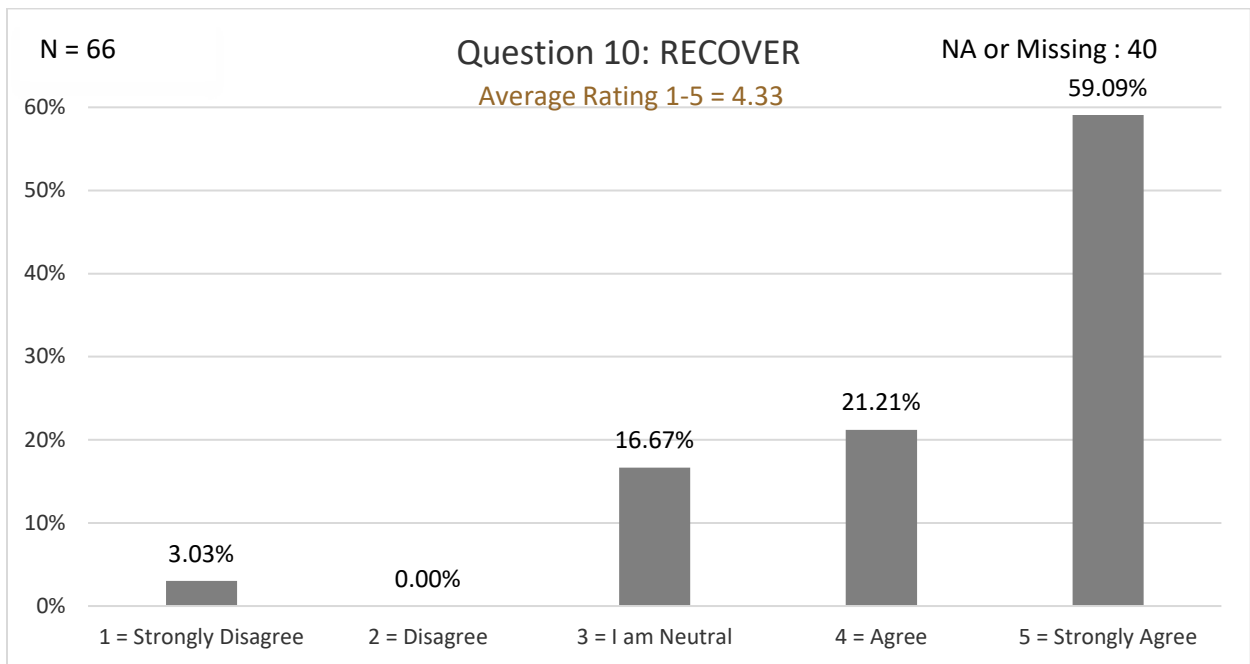
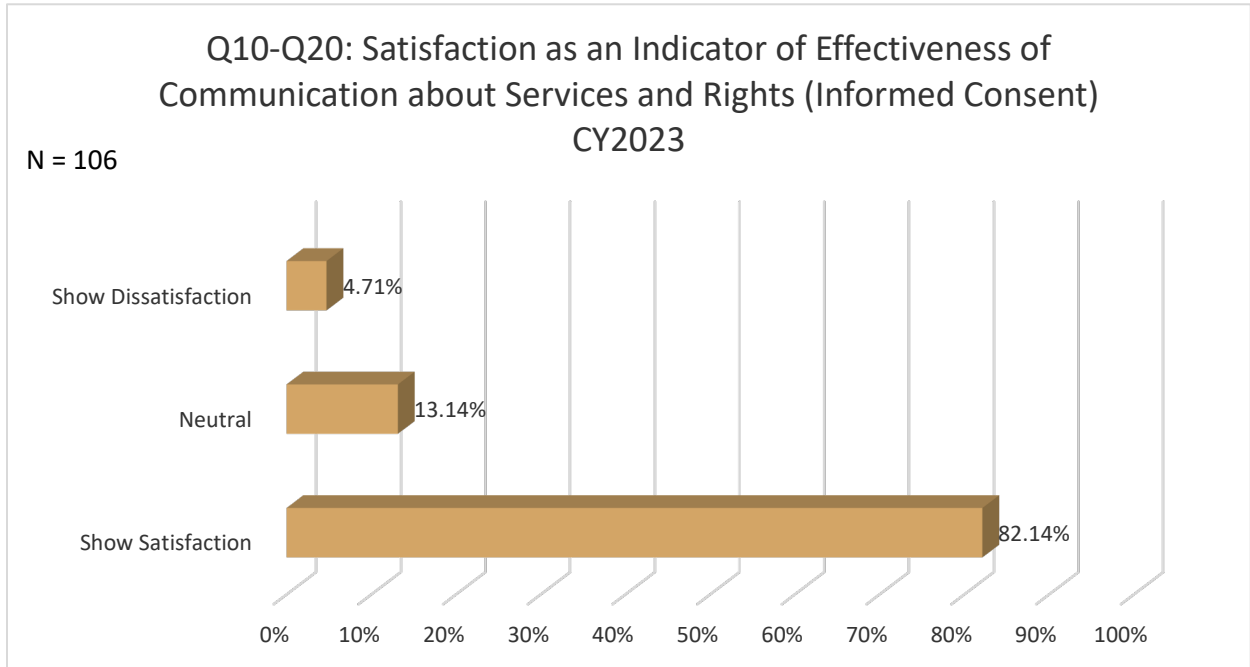


Were you able to get all the services you thought you needed?

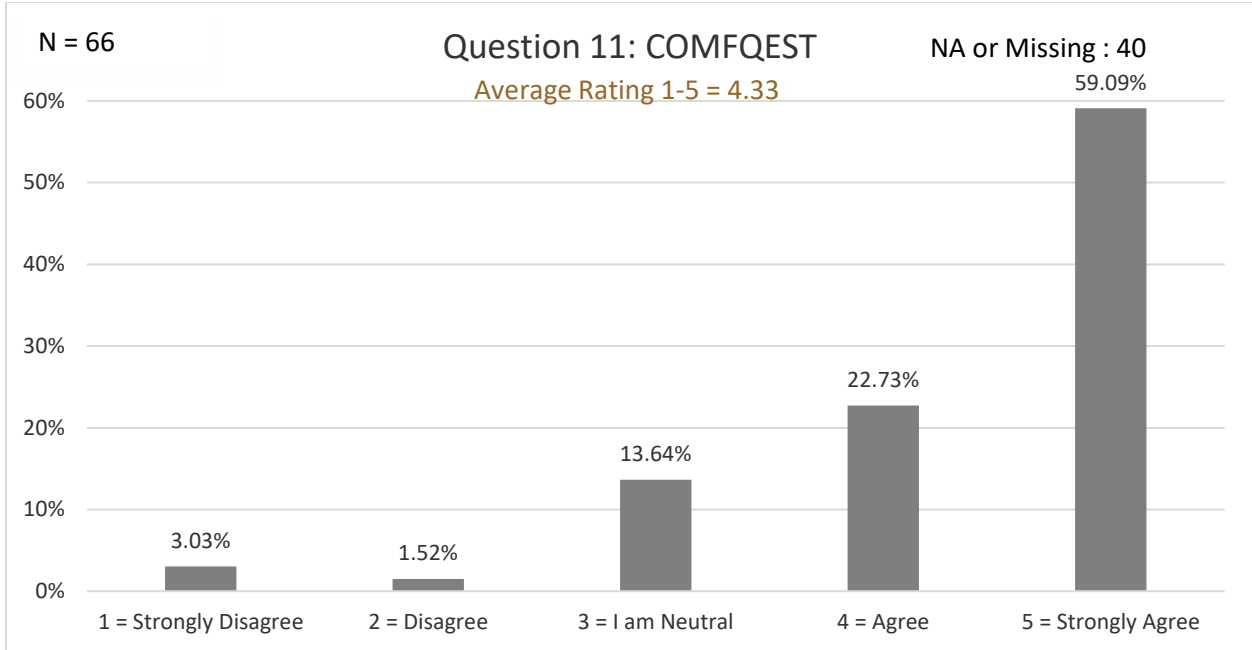


Were you able to see a psychiatrist when you wanted to?

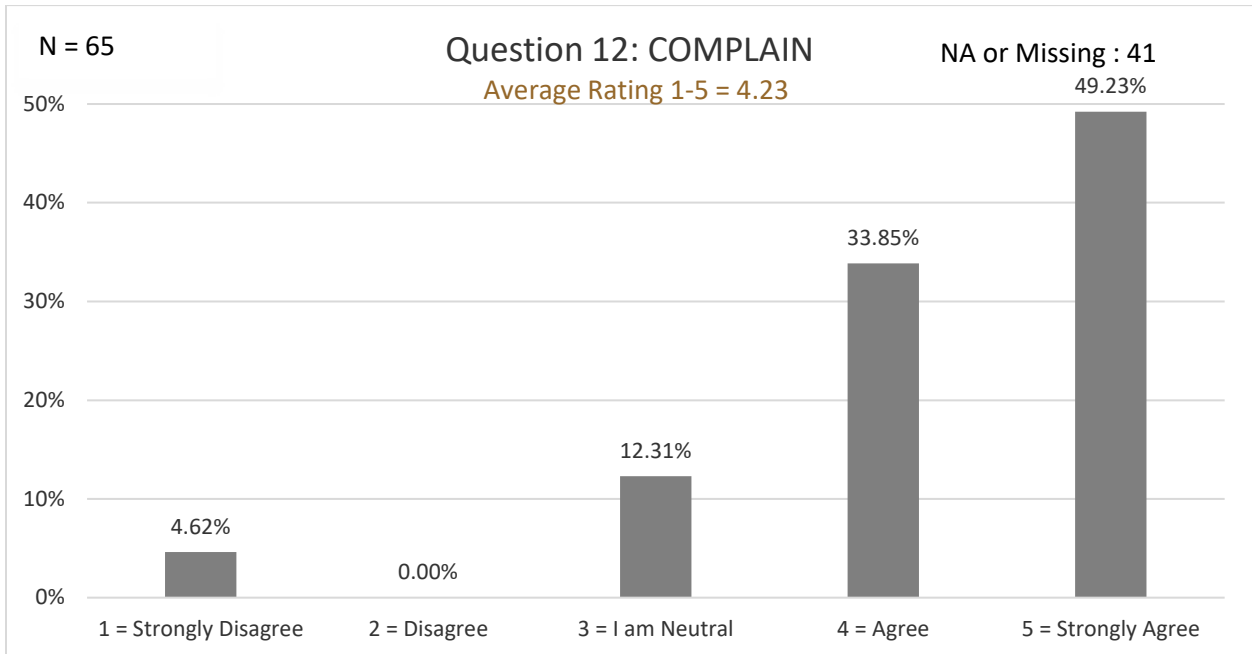
Q10-Q20 Survey Results: Satisfaction as an Indicator of Effectiveness of Communication about Services and Rights (Informed Consent).



Did staff here believe that you can grow, change, and recover?

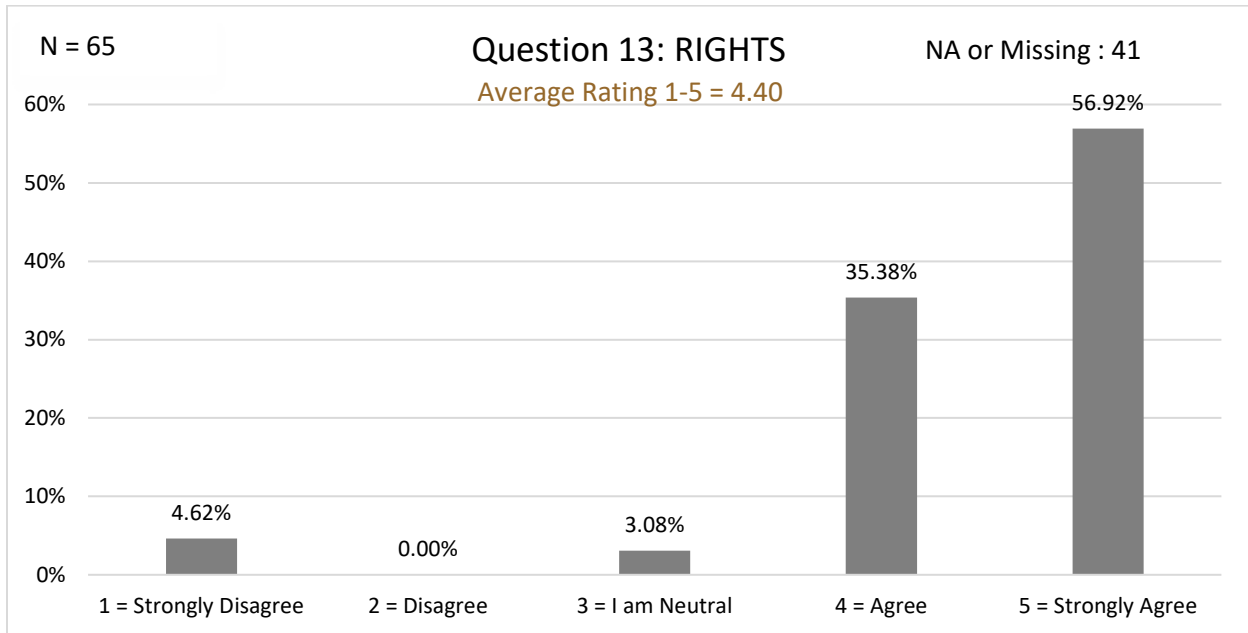


Did you feel comfortable asking questions about the your treatment and medication?

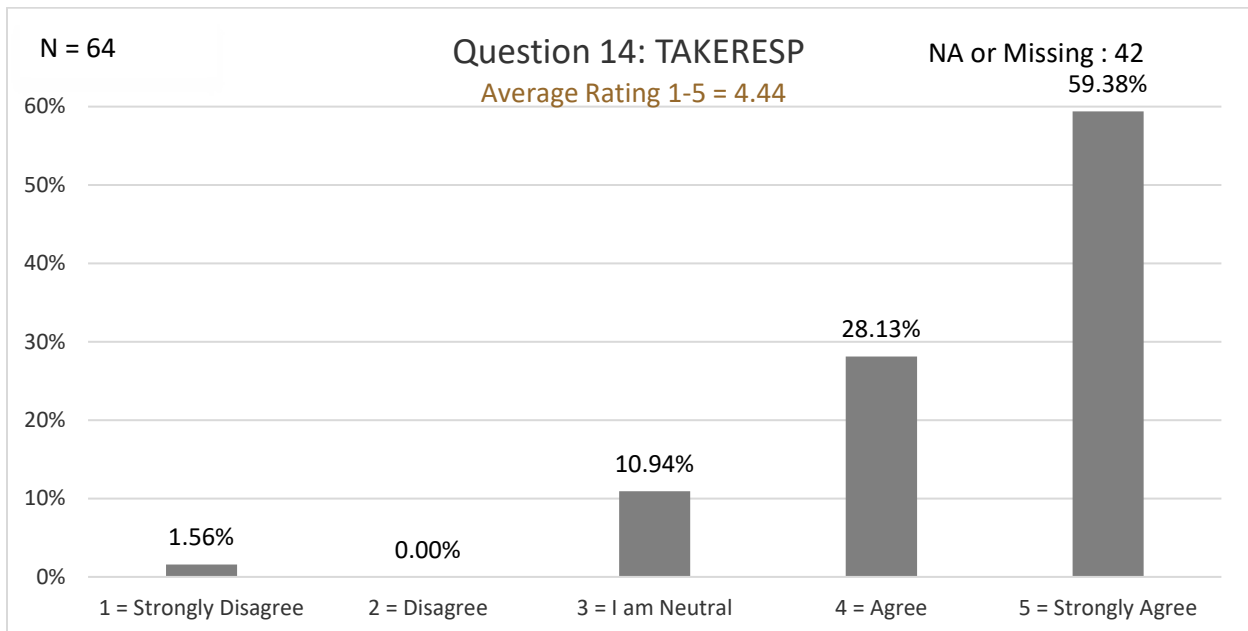


Did you feel free to complain?

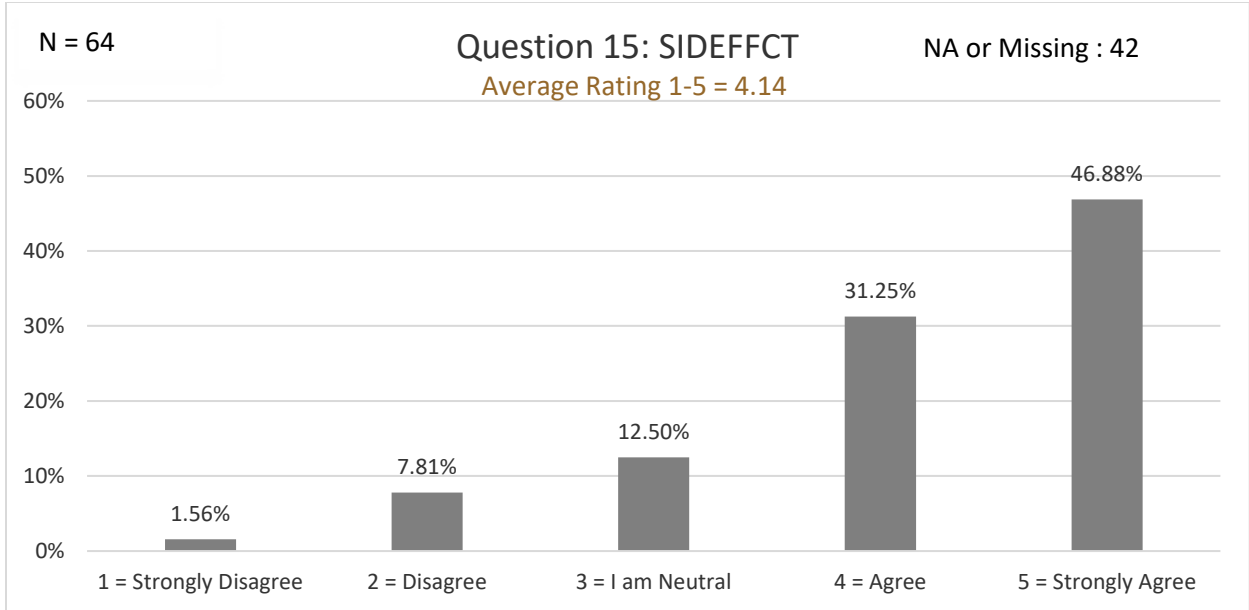
Q10-Q20 Survey Results: Satisfaction as an Indicator of Effectiveness of Communication about Services and Rights (Informed Consent).



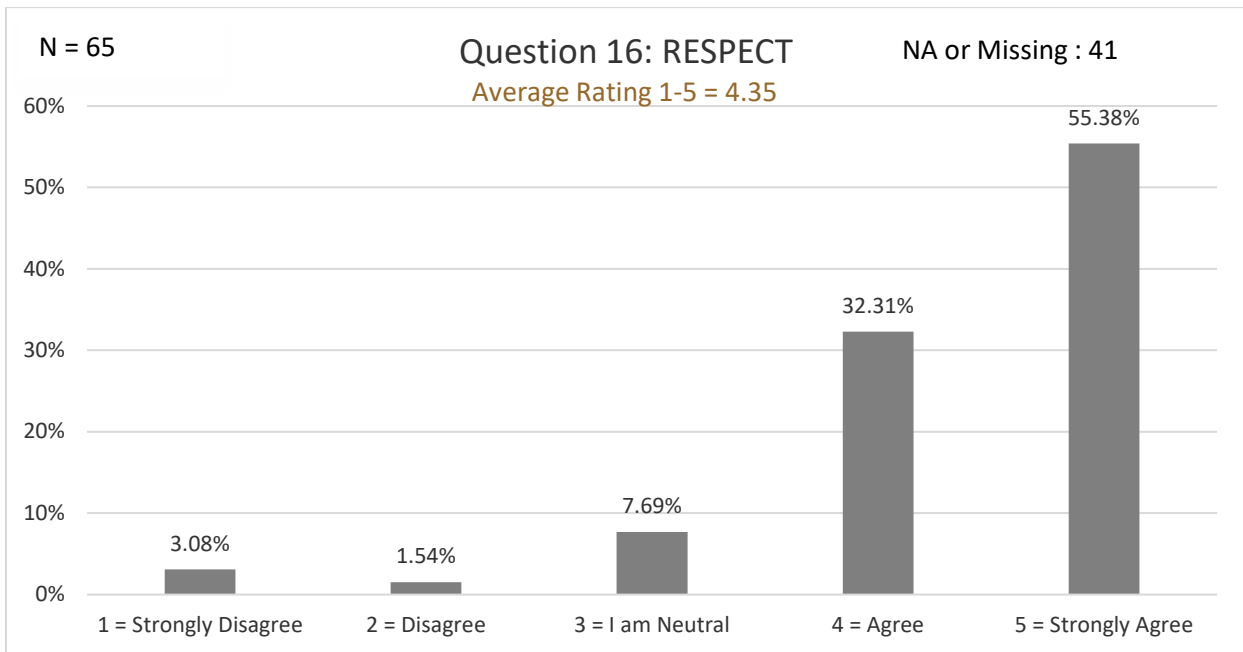
Were you given information about your rights?



Did staff encourage you to take responsibility for how you live your life?

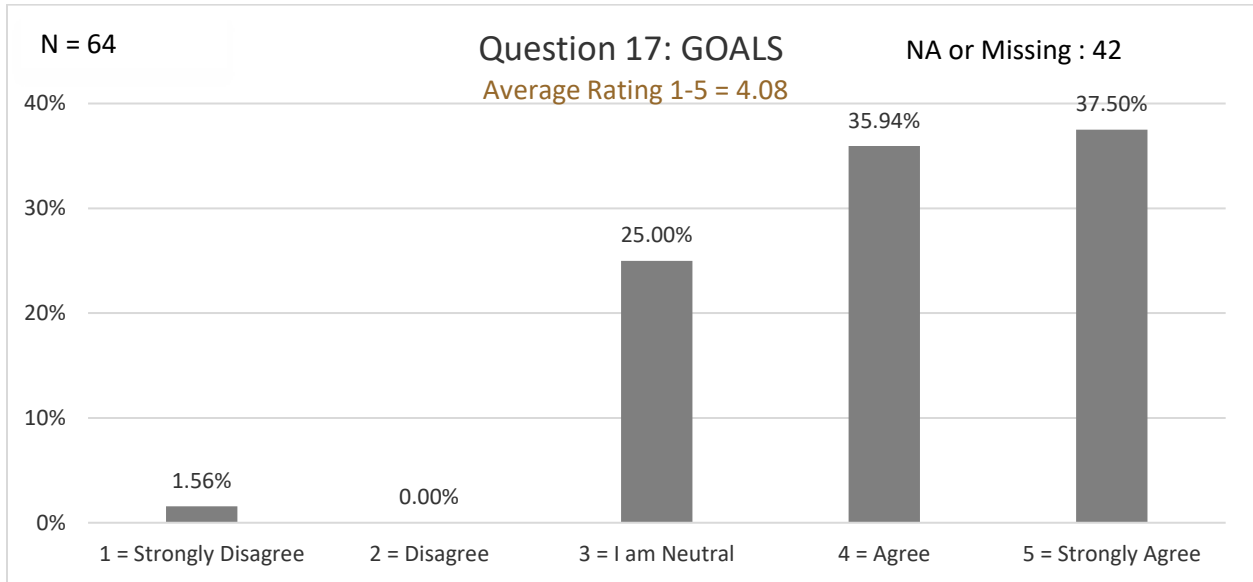


Did staff tell you what side effects to watch out for?

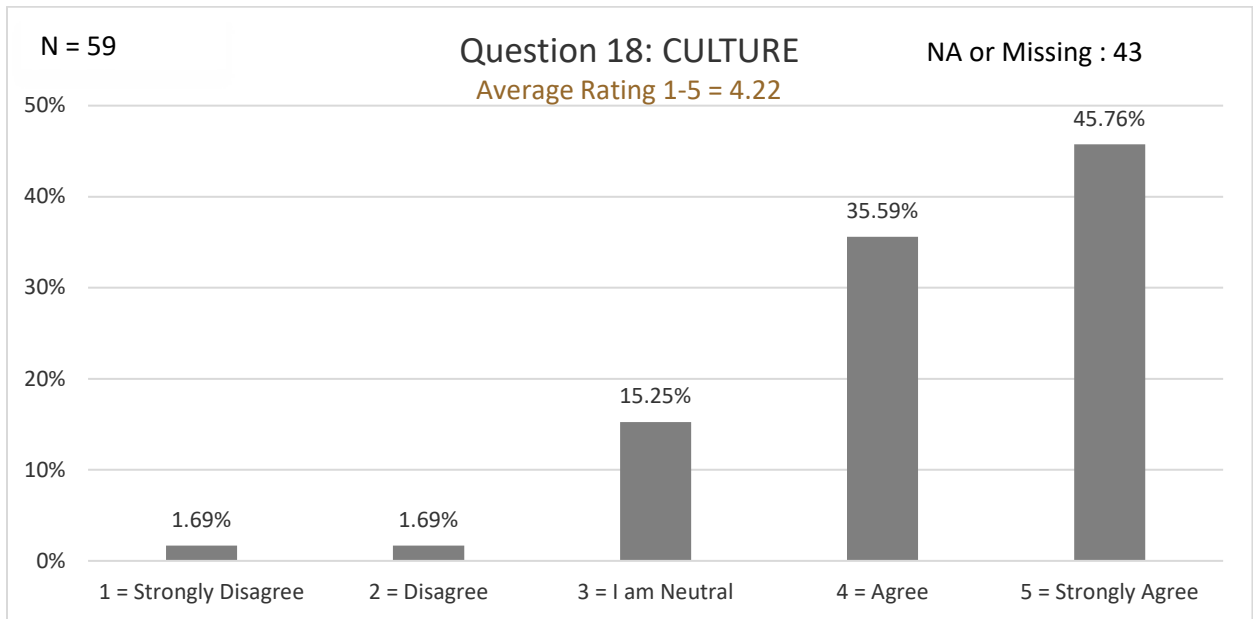


Did staff respect your wishes about who is, and who is not to be given information about your treatment?

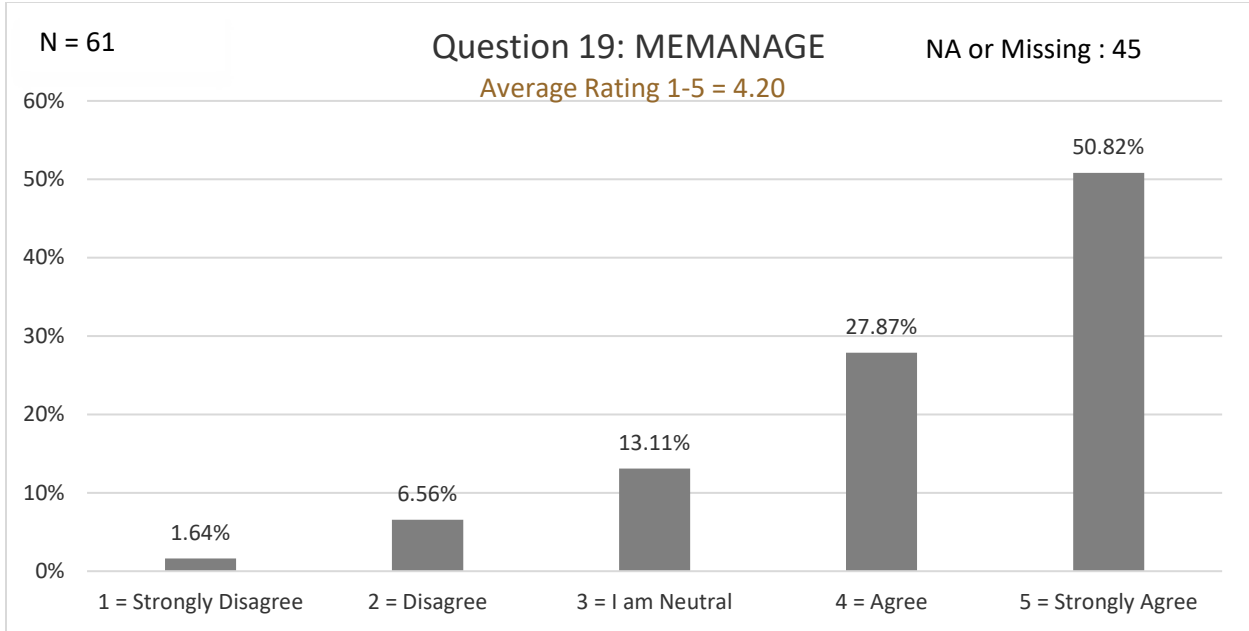
Q10-Q20 Survey Results: Satisfaction as an Indicator of Effectiveness of Communication about Services and Rights (Informed Consent).



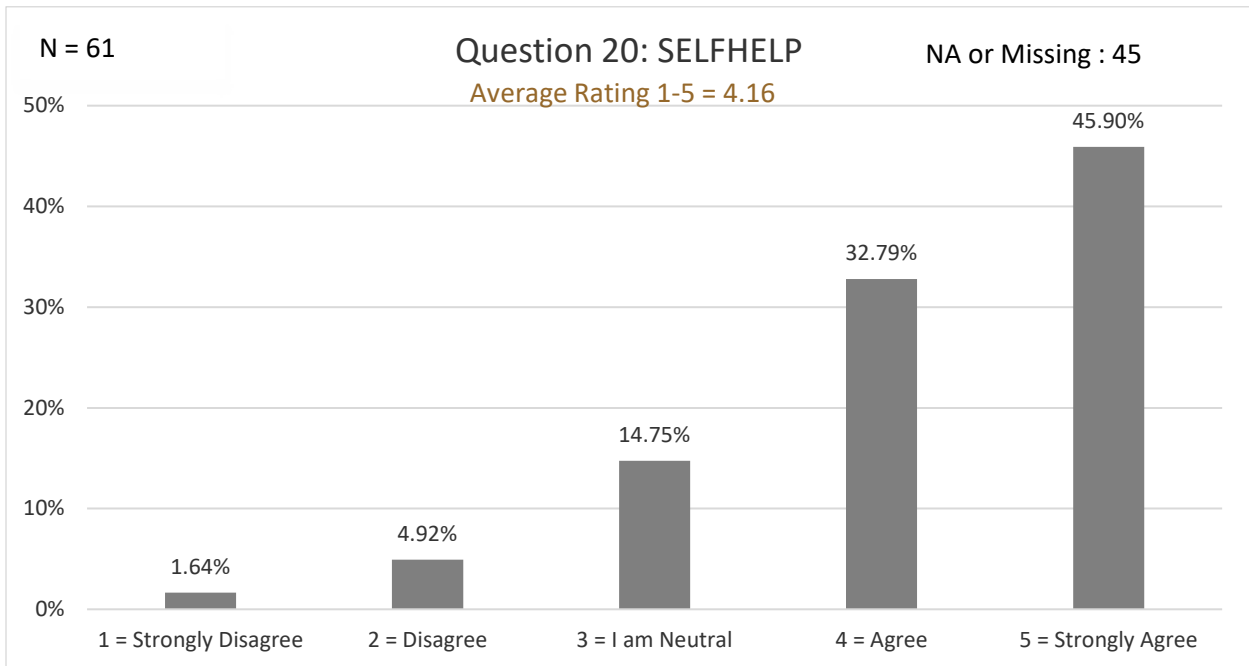
You, not staff, decided your treatment goals?



Were staff sensitive to your cultural background (race, religion, language, etc.)?

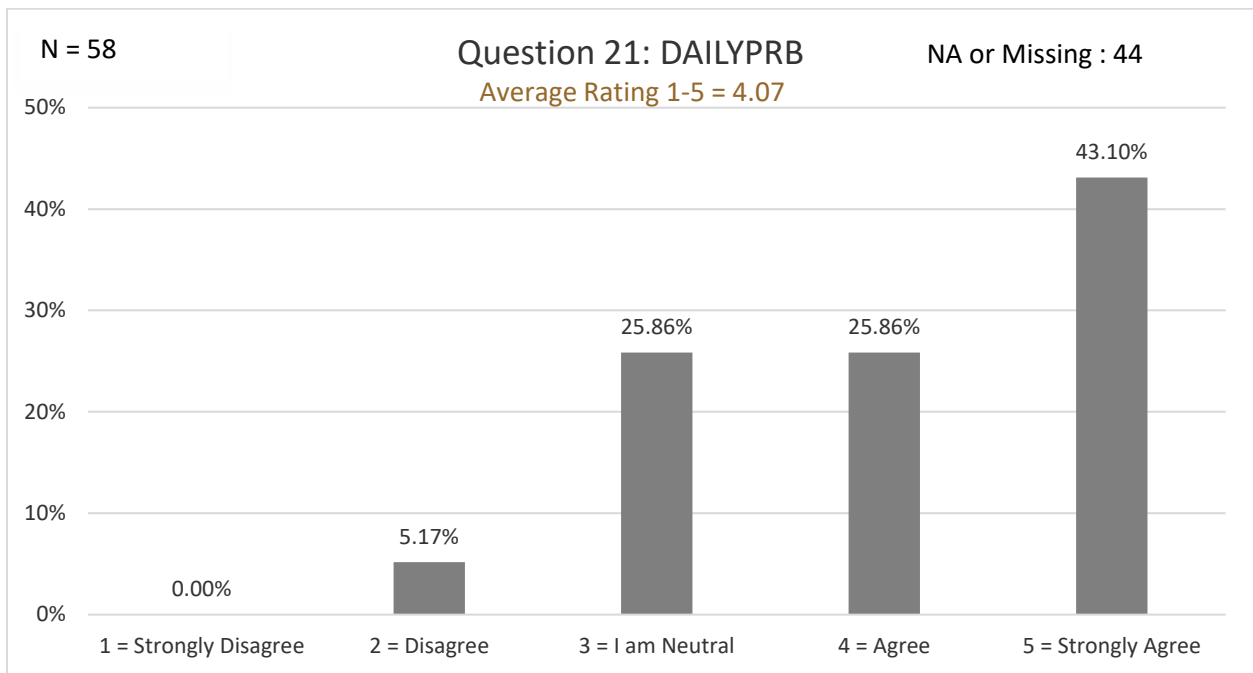
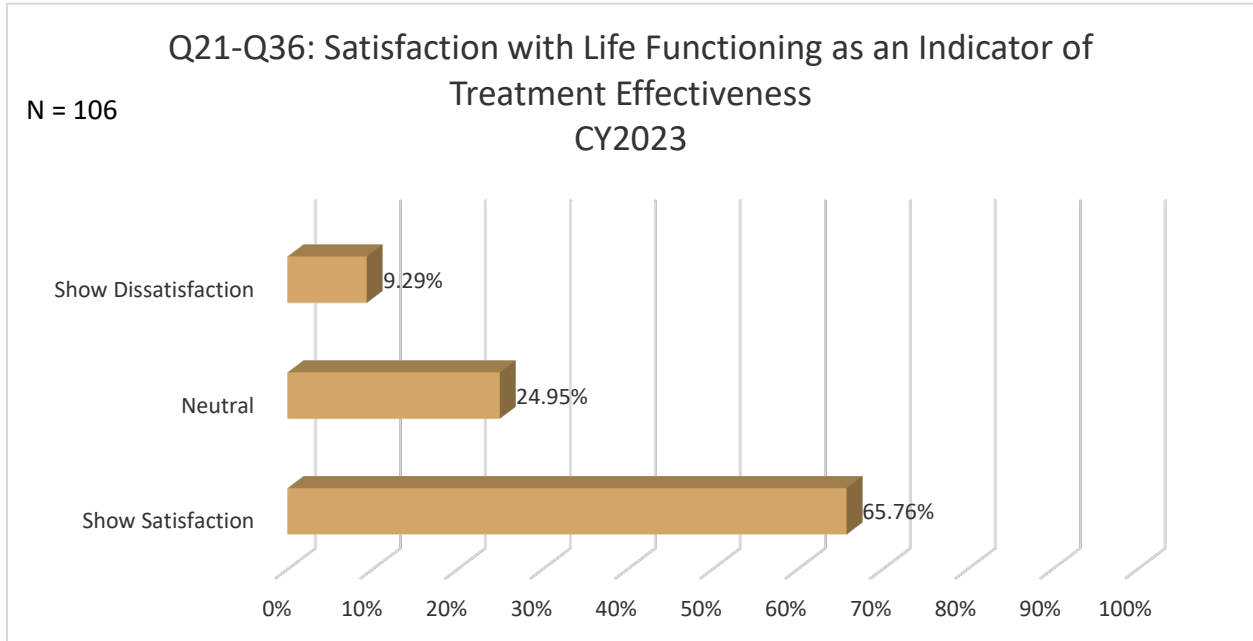


Did staff help you obtain the information you needed so that you could take charge of managing your illness?

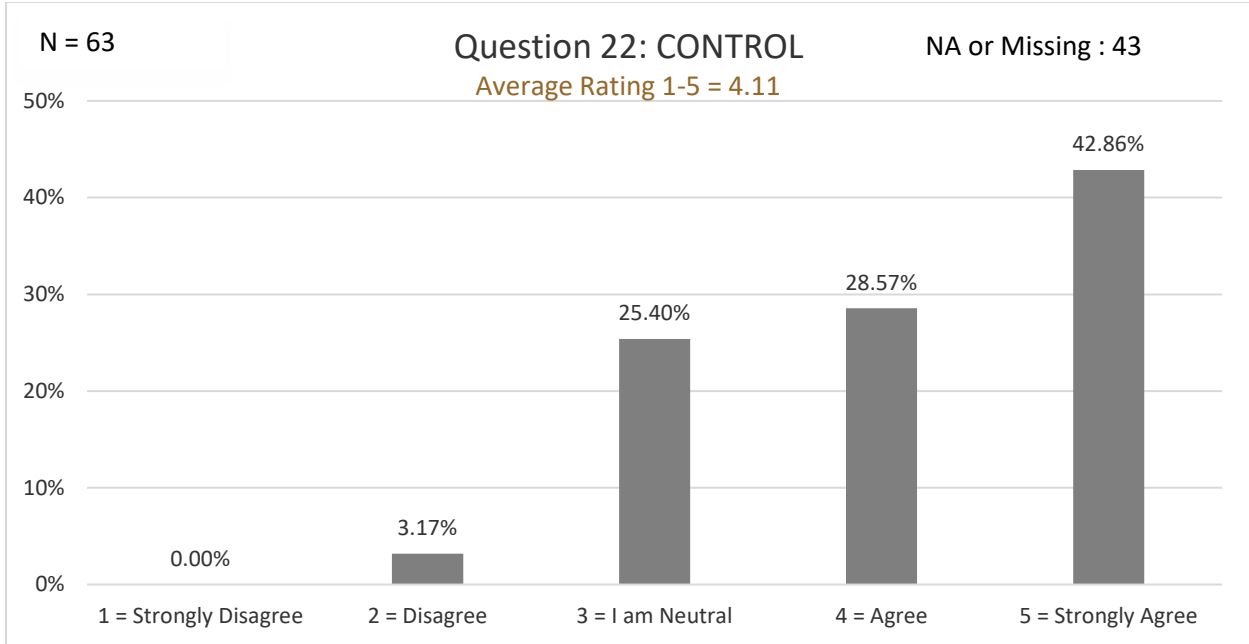


Were you encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)?

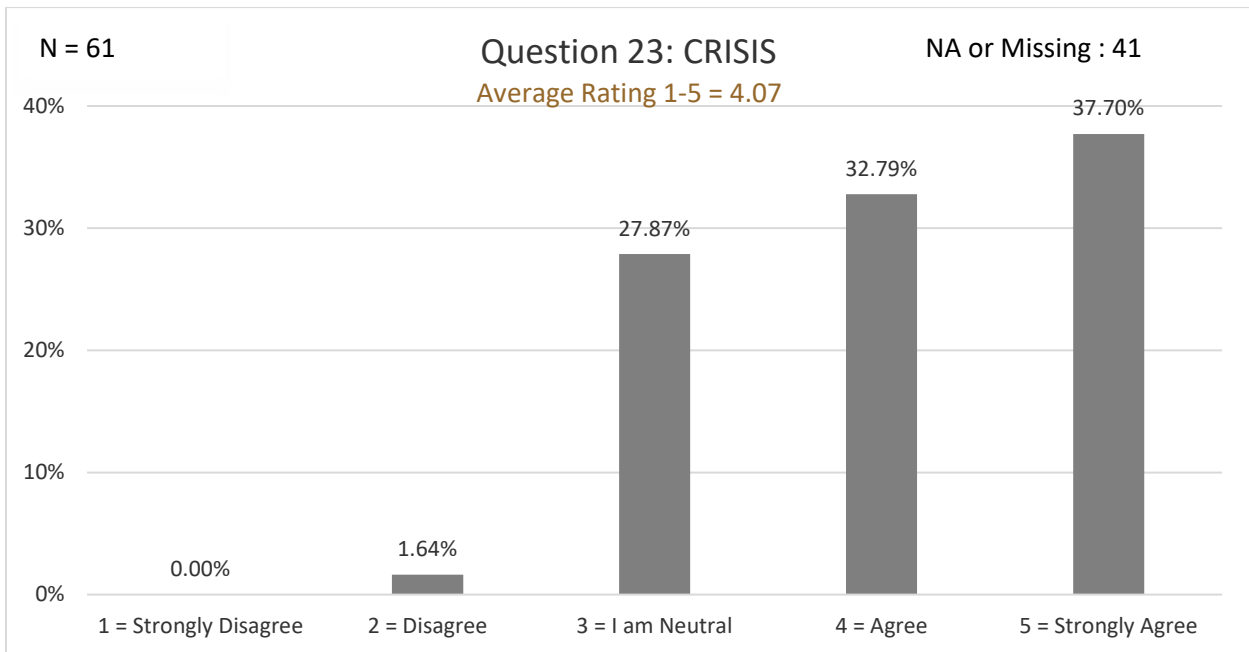
Q21-Q36: Satisfaction with Life Functioning as an Indicator of Treatment Effectiveness.



Do you deal more effectively with daily problems?

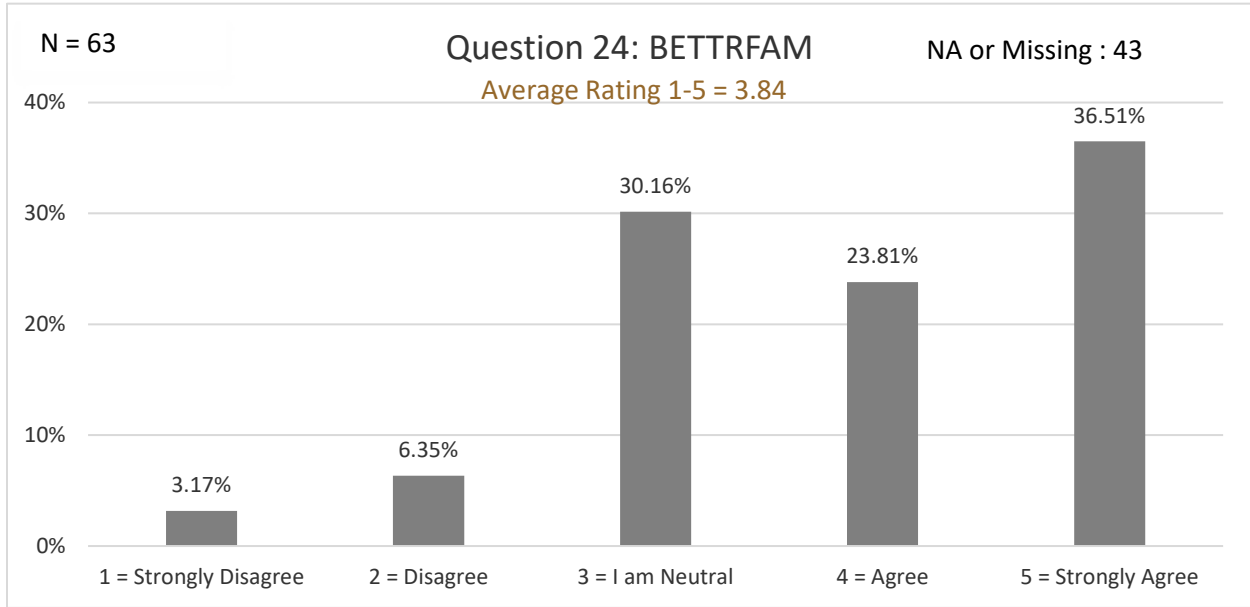


Are you better able to control your life?

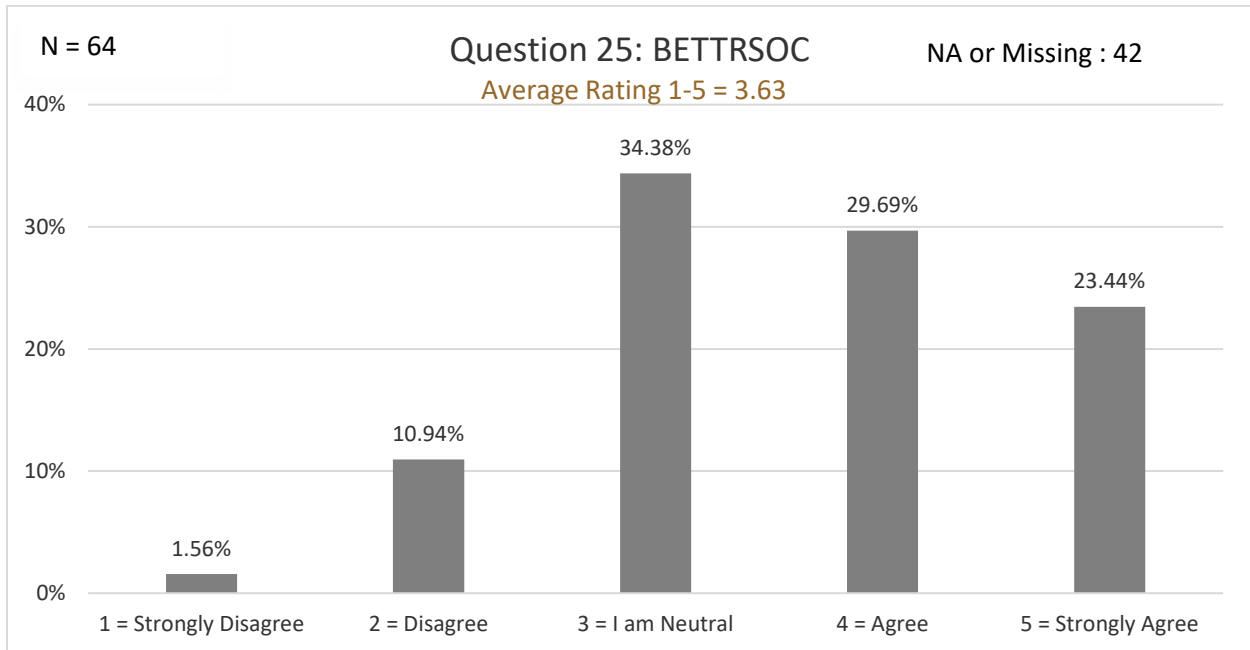


Are you better able to deal with crisis?

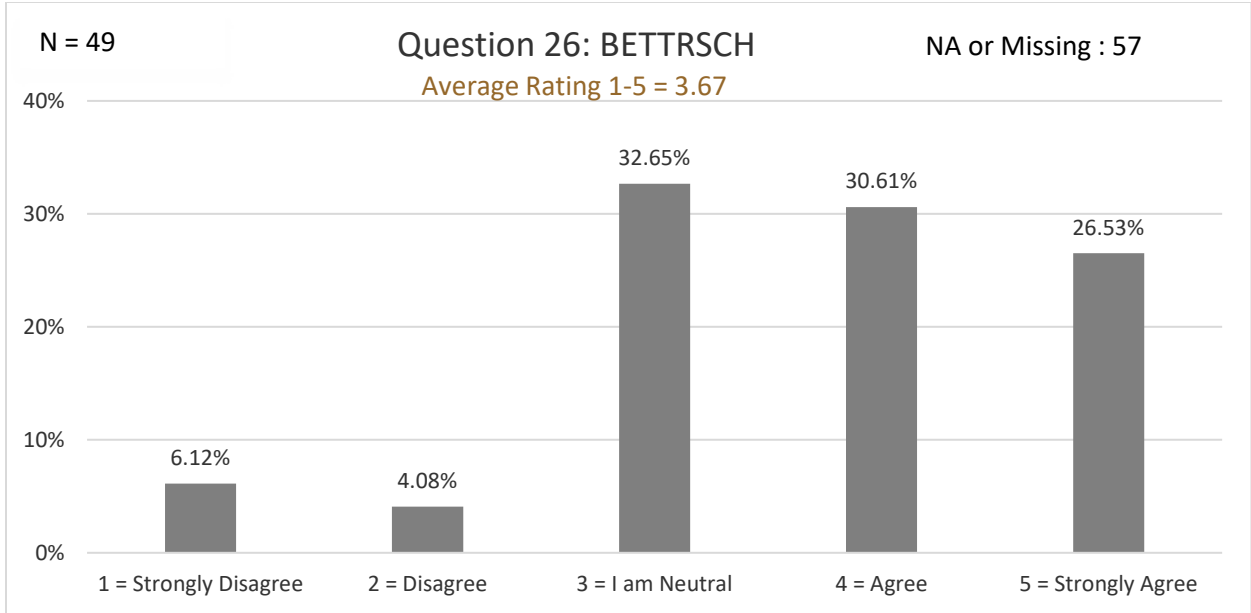
Q21-Q36: Satisfaction with Life Functioning as an Indicator of Treatment Effectiveness.



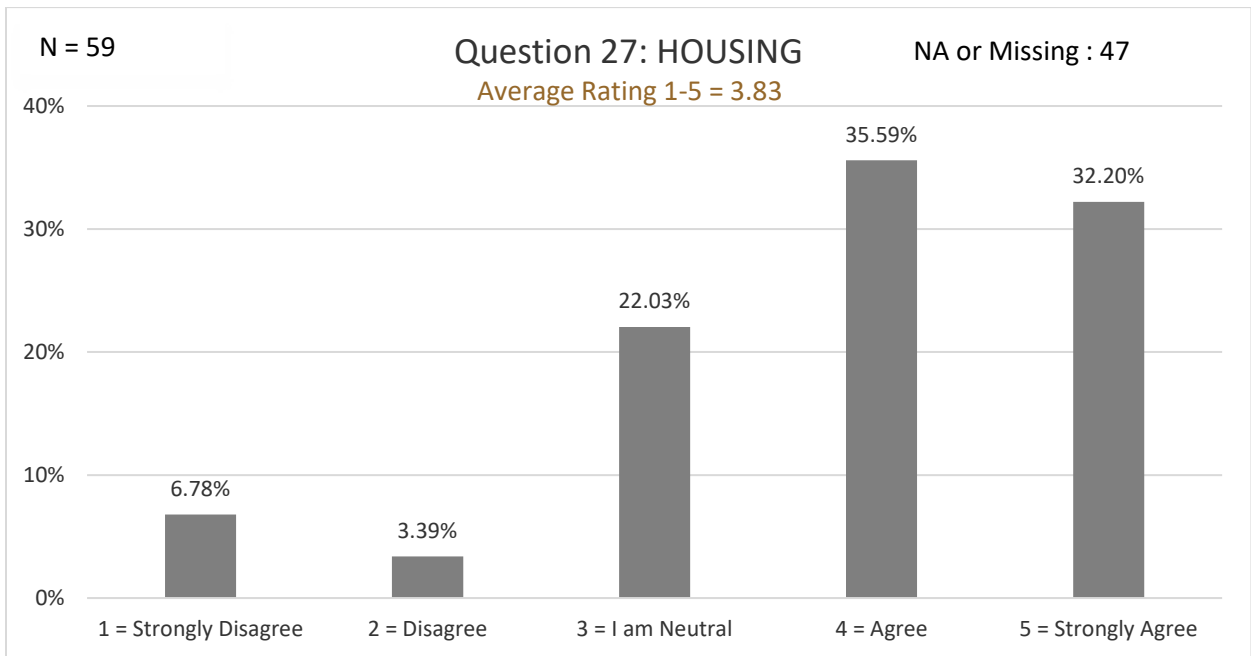
Are you getting along better with your family?



Do you do better in social situations?

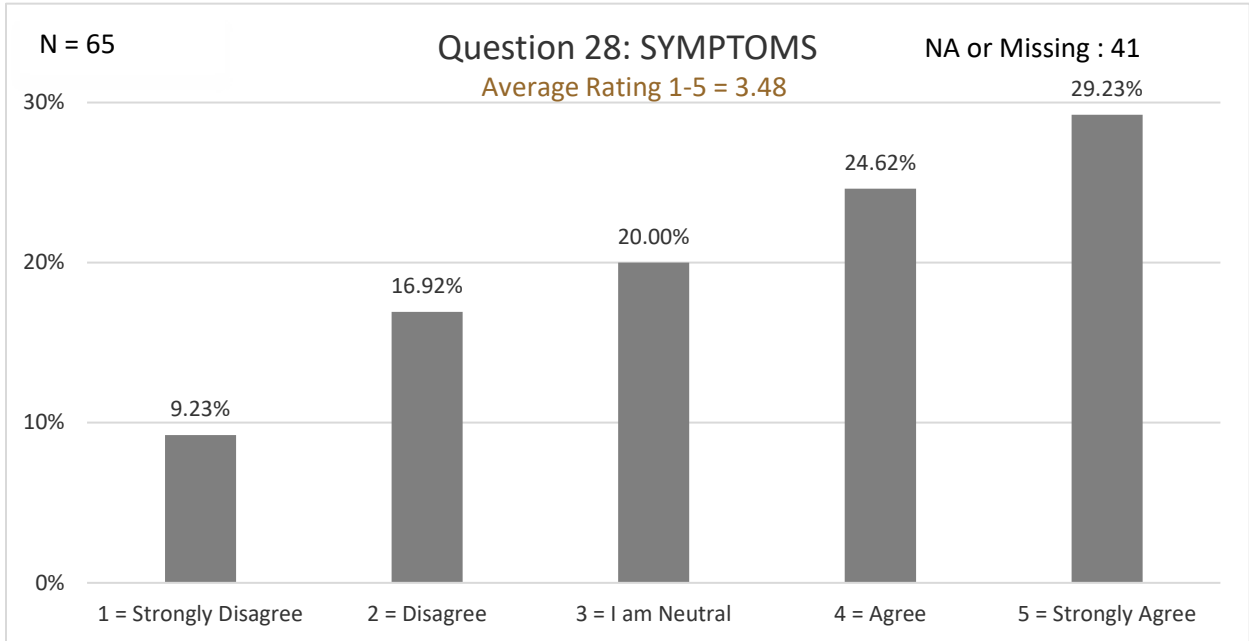


Do you do better in school and/or work?

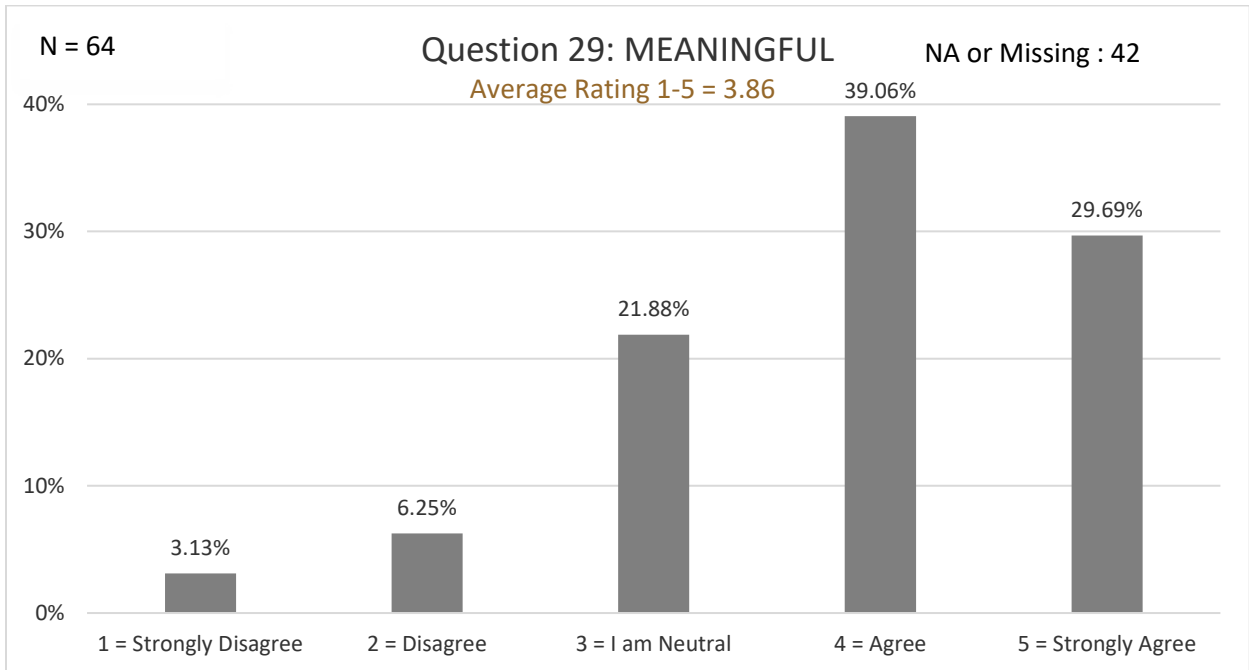


Has your housing situation improved?

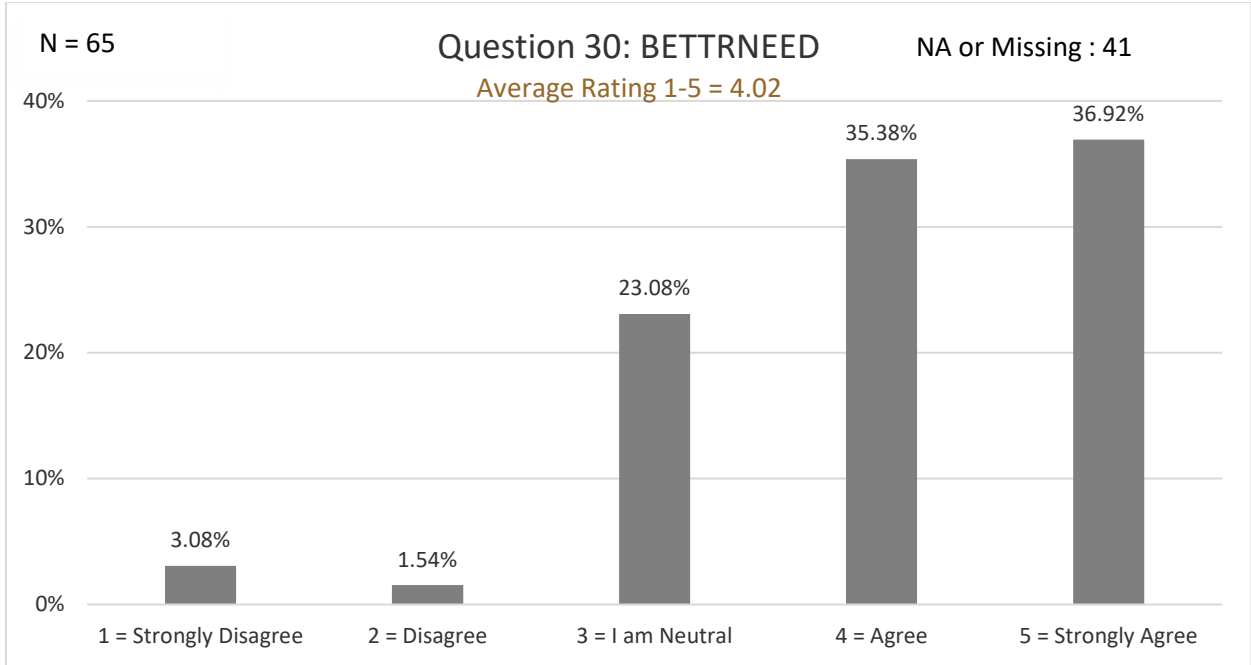
Q21-Q36: Satisfaction with Life Functioning as an Indicator of Treatment Effectiveness.



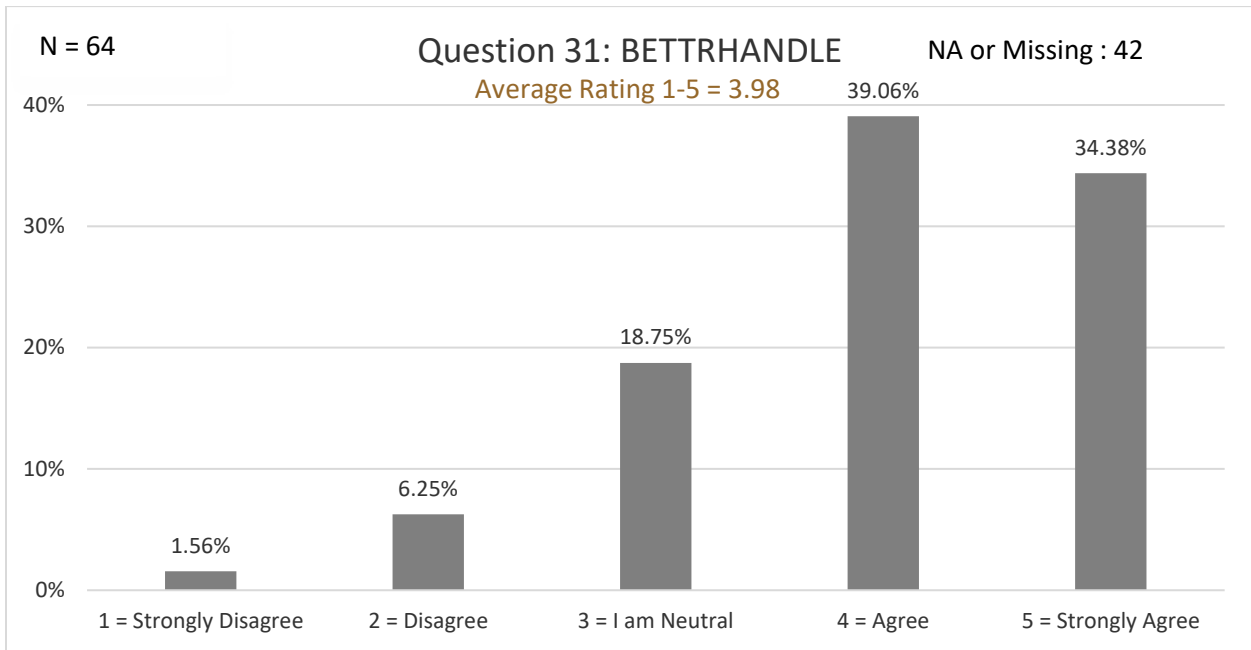
Your symptoms are not bothering you as much?



Do you do things that are more meaningful to you?

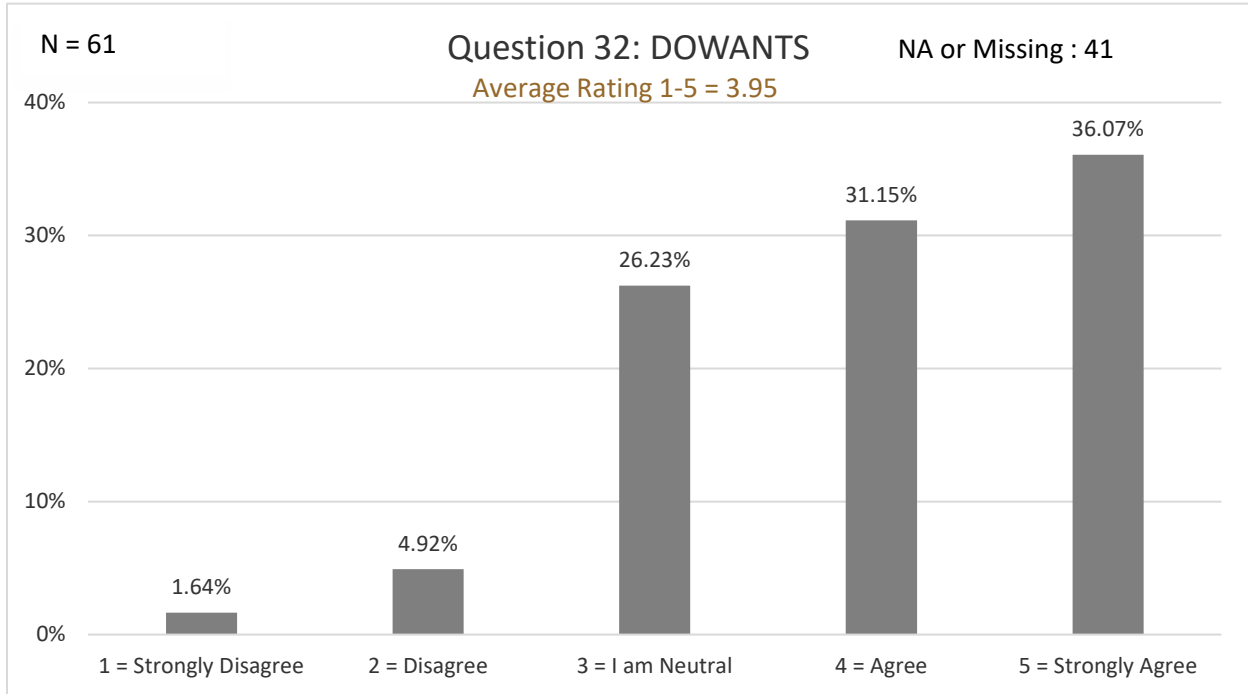


Are you better able to take care of your needs?

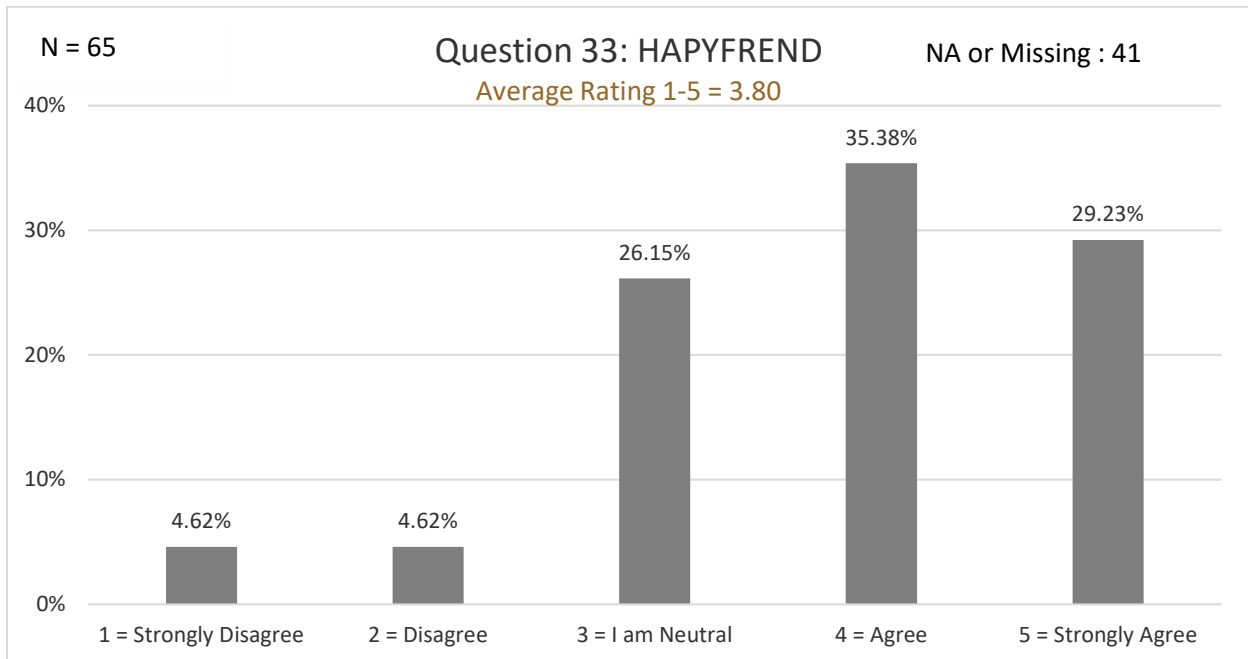


Are you better able to handle things when they go wrong?

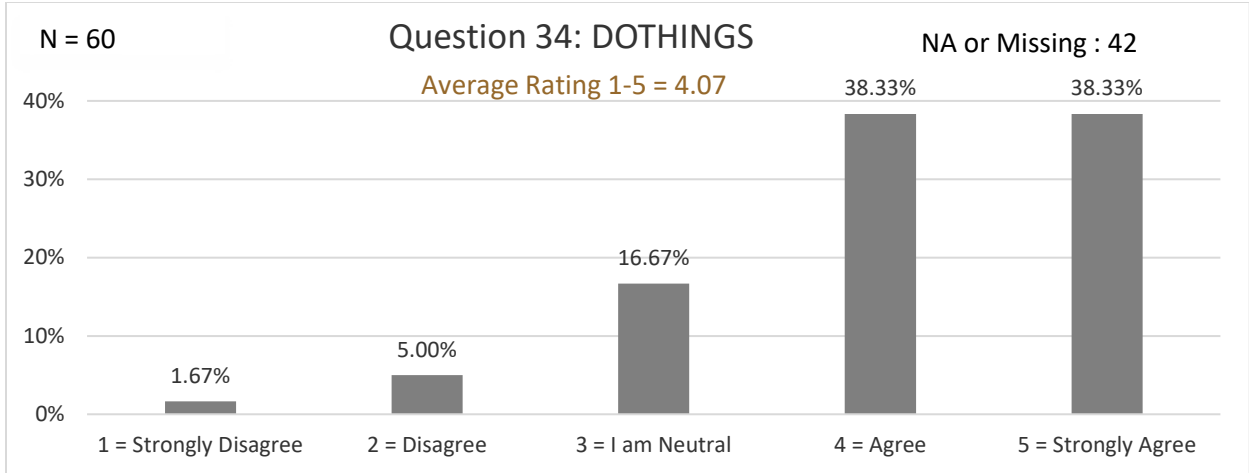
Q21-Q36: Satisfaction with Life Functioning as an Indicator of Treatment Effectiveness.



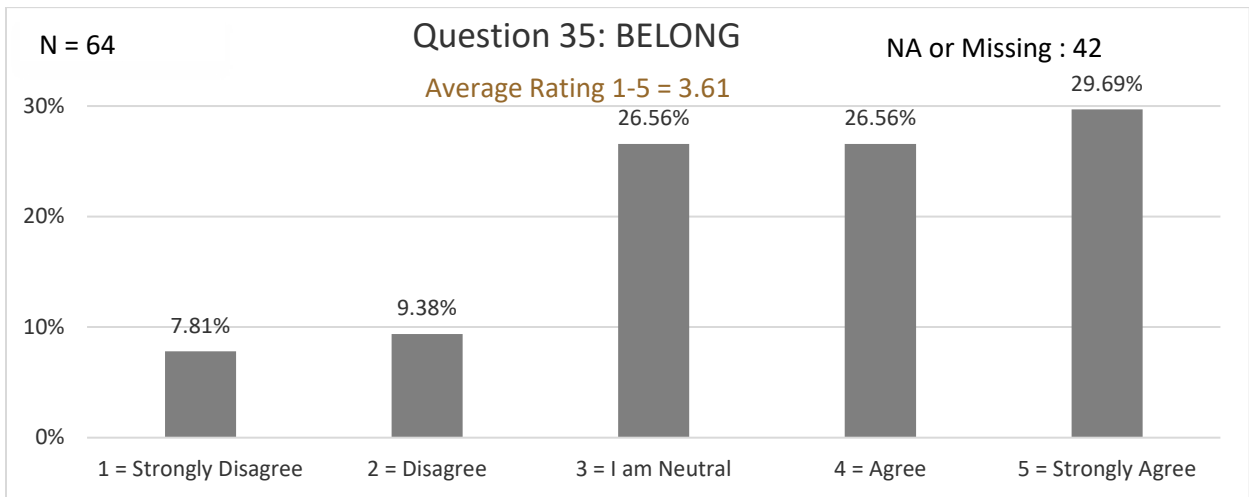
Are you better able to do things that you want to do?



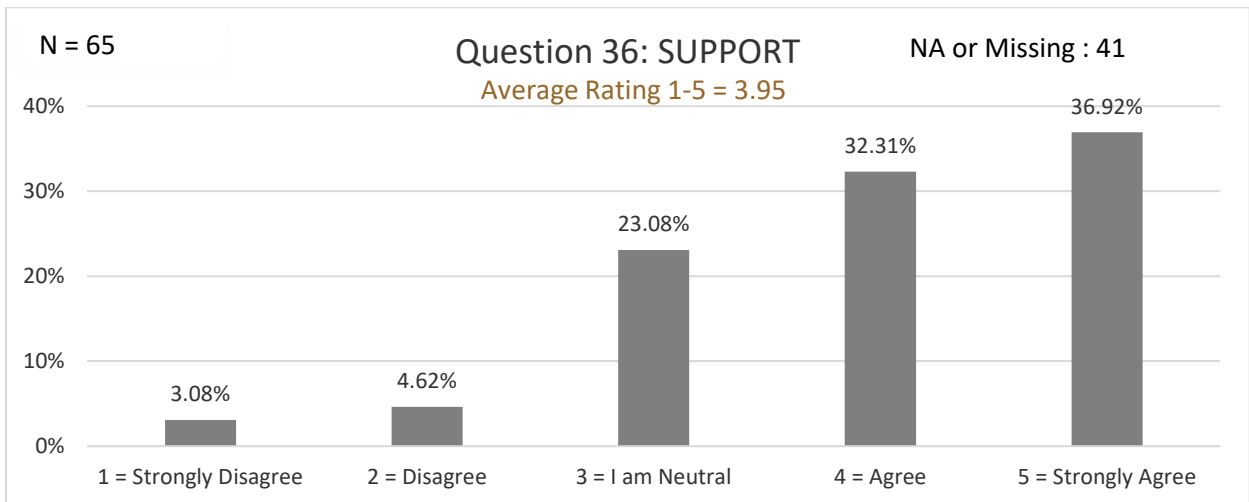
Are you happy with the friendships that you have?



Do you have people with whom you can do enjoyable things?



Do you feel that you belong in your community?



In a crisis, would you have the support you need from family or friends?

Demographic Survey Results

