

# **SAMPLE Treatment Perceptions Survey (TPS) – Adults Report**

**XXXXXX County**

**Provider ID (xx2173), N=17  
(Not Real Data)**

**October 2018 Survey Period**

**Prepared 1/24/2019 by the University of California, Los Angeles**

**Integrated Substance Abuse Programs**

**\*For county use only – not for public release. If counties choose to release these reports to the public, it is recommended they follow the Data De-Identification Guidelines (DDG) prepared by the California Department of Health Care Services.**

**SAMPLE REPORT — NO REAL DATA USED**

**Table 1. Number of survey forms returned and average client rating by treatment setting**

	<b>Outpatient/ Intensive Outpatient</b>	<b>Residential</b>	<b>Opioid/ Narcotic Treatment Program</b>	<b>Detoxification/ Withdrawal Management</b>	<b>Other/ Missing</b>	<b>Total</b>
Number of forms returned (total)	.	.	17	.	.	17
English	.	.	17	.	.	17
Average client rating *	.	.	3.9	.	.	3.9

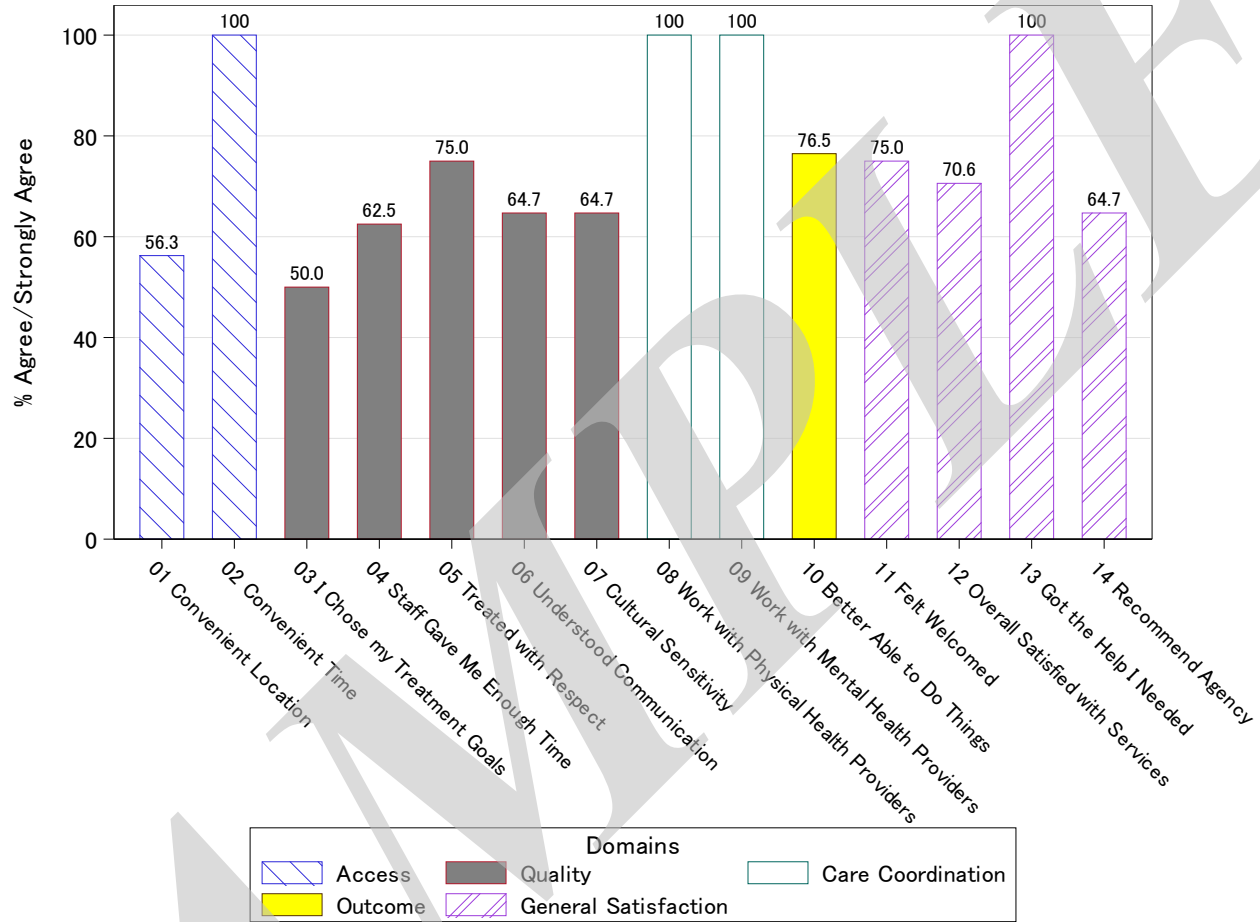
\* All 14 questions were used to calculate the average score. Scores ranged from 1.0 to 5.0, with higher scores indicating greater satisfaction. Only clients who responded to all 14 questions were included (N=14).

Table 2. Number of responses (percent) for each survey question and average score

Survey Question	Strongly Disagree(1)	Disagree(2)	Neutral(3)	Agree(4)	Strongly Agree(5)	Average Score
<b>Domain: Access</b>						<b>4.0</b>
01 Convenient Location	1 (6.3%)	3 (18.8%)	3 (18.8%)	9 (56.3%)	. ( .%)	3.3
02 Convenient Time	. ( .%)	. ( .%)	. ( .%)	5 (31.3%)	11 (68.8%)	4.7
<b>Domain: Quality</b>						<b>3.6</b>
03 I Chose my Treatment Goals	1 (6.3%)	1 (6.3%)	6 (37.5%)	8 (50.0%)	. ( .%)	3.3
04 Staff Gave Me Enough Time	. ( .%)	2 (12.5%)	4 (25.0%)	10 (62.5%)	. ( .%)	3.5
05 Treated with Respect	. ( .%)	1 (6.3%)	3 (18.8%)	12 (75.0%)	. ( .%)	3.7
06 Understood Communication	. ( .%)	1 (5.9%)	5 (29.4%)	11 (64.7%)	. ( .%)	3.6
07 Cultural Sensitivity	. ( .%)	1 (5.9%)	5 (29.4%)	11 (64.7%)	. ( .%)	3.6
<b>Domain: Care Coordination</b>						<b>4.6</b>
08 Work with Physical Health Providers	. ( .%)	. ( .%)	. ( .%)	5 (29.4%)	12 (70.6%)	4.7
09 Work with Mental Health Providers	. ( .%)	. ( .%)	. ( .%)	7 (46.7%)	8 (53.3%)	4.5
<b>Domain: Outcome</b>						<b>3.6</b>
10 Better Able to Do Things	1 (5.9%)	1 (5.9%)	2 (11.8%)	13 (76.5%)	. ( .%)	3.6
<b>Domain: General Satisfaction</b>						<b>3.8</b>
11 Felt Welcomed	. ( .%)	2 (12.5%)	2 (12.5%)	12 (75.0%)	. ( .%)	3.6
12 Overall Satisfied with Services	2 (11.8%)	1 (5.9%)	2 (11.8%)	12 (70.6%)	. ( .%)	3.4
13 Got the Help I Needed	. ( .%)	. ( .%)	. ( .%)	6 (35.3%)	11 (64.7%)	4.6
14 Recommend Agency	1 (5.9%)	1 (5.9%)	4 (23.5%)	11 (64.7%)	. ( .%)	3.5

Note: Domain averages based on surveys with complete data within each domain.

Figure 1. Percent of survey participants in agreement by survey questions and five domains



**Table 3. Number (percent) of survey participants in agreement with each survey question for your program and county**

Survey Question	Program	Overall County	Difference in Percentage
<b>Domain: Access</b>			
01 Convenient Location	9 (56.3%)	86 (65.6%)	- 9.3
02 Convenient Time	16 (100%)	122 (93.8%)	+ 6.2
<b>Domain: Quality</b>			
03 I Chose my Treatment Goals	8 (50.0%)	76 (59.8%)	- 9.8
04 Staff Gave Me Enough Time	10 (62.5%)	86 (68.8%)	- 6.3
05 Treated with Respect	12 (75.0%)	95 (73.1%)	+ 1.9
06 Understood Communication	11 (64.7%)	90 (69.8%)	- 5.1
07 Cultural Sensitivity	11 (64.7%)	81 (64.8%)	- 0.1
<b>Domain: Care Coordination</b>			
08 Work with Physical Health Providers	17 (100%)	115 (94.3%)	+ 5.7
09 Work with Mental Health Providers	15 (100%)	104 (92.9%)	+ 7.1
<b>Domain: Outcome</b>			
10 Better Able to Do Things	13 (76.5%)	82 (63.1%)	+ 13.4
<b>Domain: General Satisfaction</b>			
11 Felt Welcomed	12 (75.0%)	98 (74.8%)	+ 0.2
12 Overall Satisfied with Services	12 (70.6%)	86 (65.6%)	+ 5.0
13 Got the Help I Needed	17 (100%)	121 (92.4%)	+ 7.6
14 Recommend Agency	11 (64.7%)	85 (64.4%)	+ 0.3

**Table 4. Percent of survey participants in agreement by each survey question and year**

Domain	Survey Question	% Agreement 2017 (N=30) *	% Agreement 2018 (N=17)	Difference in Percentage
Access	01 Convenient Location	80.0	56.3	- 23.8
Access	02 Convenient Time	75.9	100	+ 24.1
Quality	03 I Chose my Treatment Goals	79.3	50.0	- 29.3
Quality	04 Staff Gave Me Enough Time	86.7	62.5	- 24.2
Quality	05 Treated with Respect	86.7	75.0	- 11.7
Quality	06 Understood Communication	90.0	64.7	- 25.3
Quality	07 Cultural Sensitivity	85.2	64.7	- 20.5
Care Coordination	08 Work with Physical Health Providers	66.7	100	+ 33.3
Care Coordination	09 Work with Mental Health Providers	69.0	100	+ 31.0
Outcome	10 Better Able to Do Things	83.3	76.5	- 6.9
General Satisfaction	11 Felt Welcomed	82.8	75.0	- 7.8
General Satisfaction	12 Overall Satisfied with Services **	83.3	70.6	- 12.7
General Satisfaction	13 Got the Help I Needed	80.0	100	+ 20.0
General Satisfaction	14 Recommend Agency	83.3	64.7	- 18.6

\* Comparisons are reported only for programs with an exact match of GalOMS Provider ID and treatment setting and/or Reporting Unit for 2017 and 2018.

\*\* In the 2017 TPS survey, the wording of question #12 was 'I like the services offered here.'

Table 5. Ranking of programs by percent in agreement with Q12 (overall satisfied with services)

Rank	Program	Number of participants *	Q12	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q13	Q14
1		10	100	100	90	100	100	90	90	90	90	77	100	90	90	90
1		5	100	40	100	80	60	100	80	80	100	100	80	100	100	80
1		4**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1		2**	100	100	100	100	100	100	100	100	100	100	100	100	100	100
5		7	85	83	85	85	100	100	100	83	100	100	85	100	85	100
6		13	84	100	92	92	100	100	100	84	81	83	76	100	84	92
6		13	84	85	76	61	83	91	84	76	81	88	84	92	76	84
8		5	80	100	80	80	80	100	100	80	100	100	80	80	80	60
9	YOUR PROGRAM	17	70	56	100	50	62	75	64	64	100	100	76	75	100	64
10		6	66	33	100	50	66	66	50	60	83	83	40	66	83	50
10		3**	66	66	100	33	50	33	33	66	100	100	66	66	100	66
10		3**	66	66	100	100	100	66	66	50	100	100	66	66	100	66
13		2**	50	50	100	0	50	50	0	50	100	100	50	50	100	50
14		7	42	57	100	57	57	57	42	57	100	100	42	71	100	57
15		10	40	30	100	60	60	60	55	33	100	100	55	70	100	40
16		3**	33	33	100	33	33	66	66	66	100	100	0	33	100	33
17		10	20	36	100	0	27	36	44	33	90	81	9	27	90	18
17		5	20	80	80	0	25	20	20	20	100	100	40	60	100	20
19		6	16	16	100	25	0	33	50	20	100	100	0	33	100	33

\* Number of survey participants that answered Q12 for ranking purposes. Ns may vary for each survey question.

\*\* Sample sizes < 5 : Interpret findings with caution.