

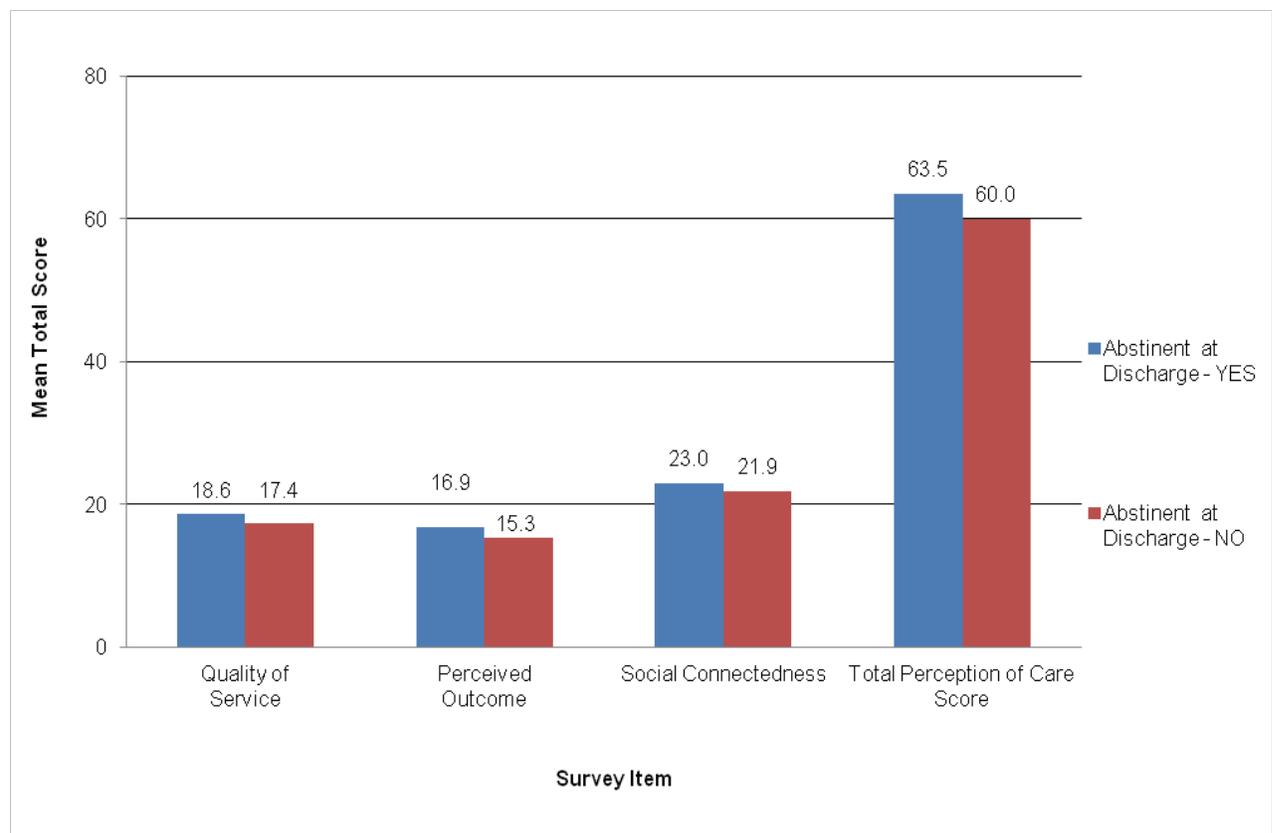
The LACES Brief

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An update on the Los Angeles County Evaluation System, An Outcome Reporting Program

In 2011, Los Angeles County conducted a second pilot test of the Substance Abuse and Mental Health Services Administration's (SAMHSA) 21-item Modular Survey (now called the Substance Abuse Perception of Care Survey). The survey measures consumers' perceptions of their experiences during substance use disorder (SUD) treatment in the areas such as Quality, Perceived Outcomes, and Social Connectedness. The goal of the second pilot was to link client's perceptions of care to their treatment outcomes. Using the Los Angeles County Participant Reporting System (LACPRS) questionnaire, admission and discharge responses were examined to assess client outcomes and program performance. A total of 17 agencies, representing 25 sites participated in this pilot project. Residential program clients made up 17.7% of the clients, outpatient, 78.2% and 4.1% came from residential detoxification for a total of 366 clients. This pilot used a "point in time design" with a convenience sample. Providers notified UCLA of how many forms they would need in order to survey at least 80% of their clients. They were provided the surveys and were asked to distribute them to all clients over the course of a 30 day period. Clients were not required to complete the survey, but they were strongly encouraged. Data were collected from February 2011 until April 2011. Results indicate that on average, the total scores on the Perception of Care survey were often higher for those clients who did well in treatment (i.e. were abstinent at discharge) (see Chart 1). The differences, although modest, do indicate that clients who fare better in treatment, feel better about treatment. In addition, the results are positive enough to support the use of this tool as a measure of client perception of and reported satisfaction with care – especially if certain questions from the scale are examined separately and used as potential areas for improvement at either the County, agency, or individual program level.

Chart 1: Mean Domain Scores of Quality, Perceived Outcomes, Social Connectedness, and Overall Perception of Care by Abstinance ($n = 366$)*



*All differences are significant at the $p < .05$ level