

Consumer Perception of Care for Substance Abuse Treatment Services: Development of a Survey and Web-Based Application

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Background

- Consumer perception of care and satisfaction with substance abuse treatment services are not analogous concepts.
- McClellan and Hunkeler (1998) found that consumers' satisfaction with substance abuse treatment was not related to their participation in treatment or treatment-related outcomes.
- Research on consumer perceptions of care in substance abuse treatment and recovery is limited, but qualitative findings suggest that:
 - Positive perceptions of treatment focus on relationships with staff and other clients and on specific treatments approaches while negative perceptions of treatment also include relations with staff and other clients as well as program rules and regulations and availability of aftercare services* (Bacchus, et al., 1999; Lovejoy, et al., 1995; Nordfjærn, Rundmo, & Hole, 2010).
 - Positive perceptions of recovery and personal change are related to improvements in psychosocial functioning and substance use while negative perceptions of recovery and personal change are related to reports of substance use, particularly among those who dropped out of treatment prematurely* (Lovejoy, et al., 1995; Nordfjærn, et al., 2010).
- Increasingly, there are statewide and national performance measurement efforts to assess consumers' perceptions of their experiences receiving substance abuse treatment.
- Recent research has suggested that use of a Web-based performance improvement system is feasible (Forman, et al., 2007), but does not appear to lead to significant improvements in substance use, treatment participation, or therapeutic alliance (Crits-Cristoph, et al., 2010).
- These findings may have been due to low levels of baseline substance use and high ratings of therapeutic alliance leaving little room for improvement in these domains.

Objective

- The objective of the Substance Abuse Perception of Care Survey initiative is to ensure that measurement activities are reasonable and useful to individual programs collecting data under a variety of Federal and state initiatives.

- This poster describes the development of a survey to measure consumer perception of care in substance abuse treatment and a related Web-based application.

Survey Development

- The Substance Abuse Perception of Care Survey was developed using a national consensus effort to identify potential areas for measurement, identify existing measures, and develop questions that addressed these areas.
- These questions were then subjected to scientific evaluation through a set of pilot tests that involved over 20 programs and over 2,000 consumers of substance abuse treatment services from across the country.
- Using data from the pilot test, the most psychometrically sound items from each area were included in the survey, which has 21 questions and 10 background items in four domains:

Quality (n=6)

- When I needed services right away, I was able to see someone as soon as I wanted.
- The people I went to for services spent enough time with me.
- I helped to develop my service/treatment goals.
- The people I went to for services were sensitive to my cultural background (race, religion, language, sexual orientation, etc.).
- I was given information about different services that were available to me.
- I was given enough information to effectively handle my problems.

Perceived Outcomes (n=6)

- As a result of the services (treatment) I have received I am less bothered by my symptoms.
- As a result of the services (treatment) I have received I am better able to cope when things go wrong.
- As a result of the services (treatment) I have received I am better able to accomplish the things I want to do.
- As a result of the services (treatment) I have received I am not likely to use alcohol and/or other drugs.
- As a result of the services (treatment) I have received I am doing better at work/school.
- As a result of the services (treatment) I have received I get along with my teachers/boss.

Commitment to Change (n=2)

- Using alcohol and/or drugs is a problem for me.
- I need to work on my problems with alcohol and/or drugs.

Social Connectedness (n=7)

- There is someone who cares about whether I am doing better.
- I have someone who will help when I have a problem.
- I have people in my life who are a positive influence.
- The people I care about are supportive of my recovery.
- People count on me to help them when they have a problem.
- I have friends who are clean and sober.
- I have someone who will listen to me when I need to talk.

Substance Abuse Perception of Care Survey Giving the Consumer a Voice in Programming and Policy

Draft - For Review Purposes Only

Welcome to the Web-Based Substance Abuse Perception of Care Survey demonstration.

The survey was developed as an initiative of the Substance Abuse and Mental Health Services Administration (SAMHSA)-supported Forum on Performance Measures and the Washington Circle. The survey has been designed with the key goals of being brief, feasible in the clinical practice environment, linked to opportunities for program improvement, and scientifically sound.

A Web-based version of the survey has recently been developed to allow for maximization of efficiency in data collection and reporting and to provide programs with data to drive management decisions. Some of the functions of the website include user enrollment and management, data entry, reporting, and data download.

If you are interested in information on the Substance Abuse Perception of Care Survey please contact assistance@modularsurvey.com.

Please click one of the buttons below to see a demonstration for your user role.

Demonstration Instructions

System Administrator Organization Administrator SDU Administrator SDU Staff

Web-Based Application Development

- More recently, a Web-based application of the Substance Abuse Consumer Perception of Care survey was developed and tested with substance abuse treatment providers.
- At the completion of the pilot, data had been collected from 1,425 consumers using a mix of paper-and-pencil data entry and kiosk mode (i.e., completion of the survey by the consumer on a computer located on-site at the treatment program).
- Users identified several areas for improvement to the website including:
 - Increasing ease of access
 - Improving the process for inviting new users
 - Enhancing the reports available to users
 - Streamlining the data entry process
 - Providing more effective training and technical assistance.

- A website usability analyst provided suggestions for improving the format, layout, and navigation of the Web-based application.
- A demonstration of the application can be accessed at <http://modularsurvey.com/>

Discussion/Conclusions

- Data collection through Substance Abuse Perception of Care Survey efforts can serve as the foundation to give a meaningful and actionable voice to consumers.
- Recently, additional survey items have been developed and tested with patients receiving services in opioid treatment programs and there may be other populations for which the survey can be used.
- Potential next steps related to the Web-based application include addressing recommendations suggested by the users as well as through the usability analysis.
- Ultimately, the Web-based application could be used to develop a database to support benchmarking for programs against a variety of results at multiple levels of aggregation (e.g., state and national).

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- Funding:** Funding provided by the Substance Abuse and Mental Health Services Administration, Center for Substance Abuse Treatment (SAMHSA/CSAT) via a task order contract to JBS International, Inc.