



INFORMATION NOTICE 19-02

Date June 20, 2019

To Department of Behavioral Health (DBH) Deputy Directors, Program Managers, Clinic Supervisors, and DBH Contract Agencies

From Veronica Kelley, DSW, LCSW, Director

Subject Drug Medi-Cal Organized Delivery System (DMC-ODS) - University of California Los Angeles (UCLA) Treatment Perception Survey

Purpose The purpose of this Information Notice is to provide information and direction to San Bernardino County DBH Substance Use Disorder and Recovery Services (SUDRS) county and contracted treatment providers in the process and procedure involved in distributing and collecting the Treatment Perception Survey (TPS) on an annual basis as required in the State and County Intergovernmental Agreement and the Code of Federal Regulations Title 42 §438.66.

Background The State of California Department of Health Care Services (DHCS) is required to maintain a plan for oversight and monitoring of Drug Medi-Cal Organized Delivery Services (DMC-ODS) treatment providers and counties to ensure compliance and corrective action with standards for access, the delivery of quality care and services. At least once per year, DHCS shall monitor the counties through an External Quality Review Organization (EQRO).

Substance Use Disorder treatment clients have the opportunity to give their feedback to DBH through the Treatment Perception Survey process. It is vital that every client has the opportunity to complete a survey form.

Survey Requirements As part of the assessment of client satisfaction, each DMC-ODS county shall survey clients at each SUD Treatment Provider location utilizing a valid satisfaction survey. SUD Treatment Providers shall administer the TPS on an annual basis utilizing the following schedule:

Waiver Year	Survey Period	Duration
2019	October 7-11, 2019	5 days
2020	October 5-9, 2020	5 days

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Provider Notification

Approximately thirty (30) days prior to the annual DHCS required survey period, SUDRS will send a letter reminding treatment providers of the upcoming TPS. This letter will include the following:

- Survey period dates for the appropriate year;
 - Link to the survey PDF files in multiple languages;
 - Narrative of the important role client's feedback plays in improving outcomes; and
 - Request for treatment providers to review the guidelines for survey administration.
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Survey Deployment

Treatment providers will print the surveys directly from PDF files to ensure crisp clean copies are made available for clients to complete and surveys can be tabulated electronically. Surveys are **not** to be photocopied for distribution to clients. If the survey is being printed in large print, which is available on both the DBH-SUDRS and the UCLA web sites, print on both sides of the paper. Do **not** use two pages or staples.

Surveys are available in thirteen (13) languages, including English, Chinese, Spanish, Tagalog, Vietnamese, Russian, Arabic, Korean, Eastern and Western Armenian, Cambodian, Hmong, and Farsi. Forms are also available in large print and can be accessed on the DBH-SUDRS and University of California Los Angeles (UCLA) web site via the following links:

- <http://wp.sbcounty.gov/dbh/ads/sud-treatment-perception-survey/>
 - <http://www.uclaisap.org/dmc-ods-eval/html/client-treatment-perceptions-survey.html>
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Survey Participants

When to administer survey

- October 7 through October 11, 2019
- October 5 through October 9, 2020

Who completes survey

Every adult client (age 18 and older) and youth (age 12 – 17) who physically presents and receives face-to-face services within the five (5) day survey period listed above. This includes clients receiving services in substance use disorder outpatient, residential, opioid/narcotic treatment, detoxification/withdrawal management (standalone), and partial hospitalization programs. The target population also consists of client's seen inside the office and outside of the office.

Exclusions

- Clients who do not receive face-to-face services during survey period, and
 - Clients in crisis (e.g.: emergency incidences).
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Provider Preparation

Staff Survey Designation

In order to encourage candid responses from clients, only non-clinical, client advocate, or volunteer staff should interact with clients for survey purposes. Therefore the following steps shall be taken:

Step	Action
1	All clinic supervisors or contract agency managers are required to designate a responsible non-clinical party to complete the Relias training sessions, which address the processes involved with administering these surveys.
2	The designated non-clinical employee will: <ul style="list-style-type: none">• Self-enroll in the <u>Treatment Perceptions Survey</u> training in Relias by searching for "TREATMENT PERCEPTIONS."• Complete the Relias training, which will be available beginning Monday, September 9, 2019. The deadline for completing the training is Friday, October 4, 2019.

Note: Contact DBH Workforce Education and Training at (800) 722-9866 for any questions regarding your Relias account, password, or access.

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**Action:
Survey
Administration**

Step	Action
1	Code the surveys with the client and provider information as required by UCLA.
2	Put the Reporting Unit number at the top of the first page.
3	Enter all surveys on the MS Excel Clinic Tracking Log.
4	Return copy of Clinic Tracking Log with the completed surveys.
5	Save original electronic MS Excel Clinic Tracking Log with list of all completed surveys, <u>and</u> keep until the end of December 2019.
6	Visually inspect the forms for basic coding compliance.

Note: Clients will be surveyed only once during the survey period and only once for each reporting unit where they receive services.

How to Administer the Survey:

1. Hand survey forms to all appropriate clients that receive a face-to-face service during the designated week.
2. Inform the client that the survey is anonymous. Clients should not write their names on the forms.
3. Inform the client their participation, or lack thereof, in submitting the survey form will in no way adversely affect the services they are receiving. Completing the survey form could help to improve services.
4. Clients should not mark or destroy the geometric box located at the bottom right-hand corner of the form. Markings will make the form invalid.

Surveys will be administered following these guidelines:

- Direct service staff must not be present while the client completes the survey;
- A non-clinical staff person, client advocate, or volunteer can help the client complete the survey form upon request by the client;
- Staff are not to influence how a client responds or deny a client the opportunity to complete the survey;
- Clients are to place completed survey forms directly into a ballot-type survey form collection box or large envelope; and
- Clients seen outside the office should fill out a survey form and seal it in an envelope (provided by staff). Staff shall deposit the envelope into the survey collection box or large envelope with the other completed forms when they return to the office.

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**Survey
Storage &
Transportation**

It is the responsibility of the clinic supervisor or contract agency managers to complete the following steps:

Step	Action
1	Secure confidential and completed surveys in a locked file cabinet or drawer until the end of the survey period.
2	Arrange secure and timely delivery of the completed surveys <u>no later than the next business day following the five (5) day survey period</u> to R&E at: San Bernardino County Department of Behavioral Health 303 East Vanderbilt Way, San Bernardino, CA 92415-0026 Attn: Research & Evaluation – Treatment Perceptions Survey
3	Securely transmit the electronic MS Excel Clinic Tracking Log file containing Protected Health Information via encrypted email to R&E.

**UCLA Receipt
of Survey**

R&E will package and send all survey forms to UCLA by 5:00pm on the dates specified below for each annual survey period:

- October 28, 2019
- October 26, 2020

**Contact
Information**

Contact DBH R&E at research@dbh.sbcounty.gov or 909-388-0978 if you have any questions or need more information regarding the DHCS Treatment Perceptions Survey.
