

Research and Practice

Perspectives

November 10, 2003

Statewide Customer Satisfaction Survey of Methadone Clinic Clients

Each year, TCADA conducts a survey of customer satisfaction among its funded methadone clinics. The 2003 survey was conducted in eight methadone clinics across the state and assessed the clients' degree of satisfaction with services they are receiving. Fifteen questions covering five basic areas of interest were included, with each question measured using a 4-point Likert scale to determine the participants' level of agreement with the question.

This report provides a basic summary of the survey findings.

Overview

- 96% of those surveyed agreed that they would recommend their clinic's services to people they know
- 81% of those surveyed agreed that the clinic is located in a convenient place – the lowest agreement rate for all questions.
- Only one clinic received a lower agreement rate than the state rate for clinic staff willingness to answer clients' questions.

Participants

Survey participants were eligible if they were currently receiving methadone treatment at the clinic.

Clinics were located across the state in Austin, Corpus Christi, El Paso, Fort Worth, Houston, Laredo, Lubbock, and San Antonio.

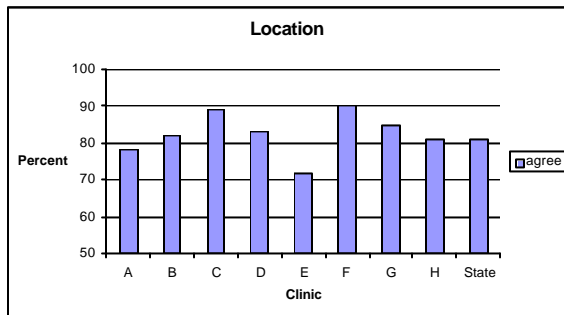
Participant demographic information was not collected for this survey. However, demographic information for total methadone clinic clients as of September 2003 indicates the average age is 40 years, with 92% under the age of 54.

54% of clients are Hispanic, 35% Anglo, and 8% are reported as African American.

Access

Access to care was measured using the clinic's location to determine if it was a barrier that would prevent or hinder clients from receiving adequate care.

81% agreed that the clinic location was in a convenient place. Individual clinic ratings ranged from 72% to 90%.

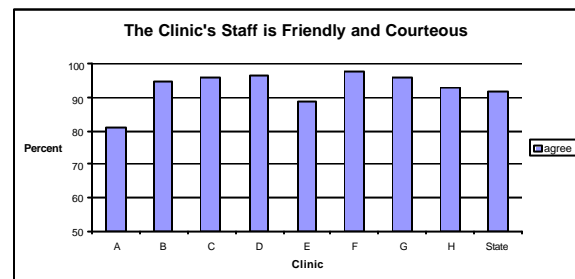


Participants were asked if they agreed that they were treated with respect by the clinic staff. Overall, 94% agreed that they were treated with respect, with individual clinics rated as low as 79%.

The staff were further assessed by the participants' perceptions of how friendly and courteous the clinic staff was. A total of 92% agreed with this statement.

Rules and Rights

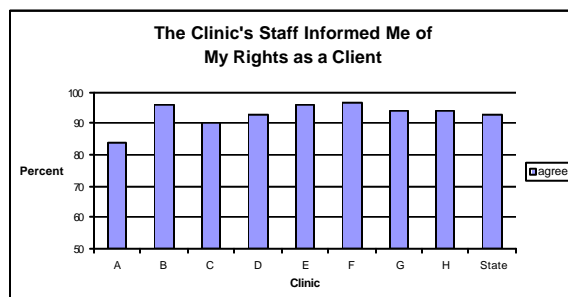
The survey measured if participants thought the clinic rules and policies were communicated in an understandable manner. Participants were also asked whether or not the clinic provided them with information on their individual rights as clients.



High agreement was found as 94% of all participants agreed that the clinics' rules and procedures were explained to them and 93% of all participants agreed that their rights as clients were clearly explained to them by the clinic staff.

Information

The survey assessed how participants felt about the information they received at the clinic. This determined the degree of assistance the clients were receiving, and whether or not the information was helpful to them.



Often, many clients may have concerns about upcoming treatments and tests that they might encounter while enrolled at a clinic. Survey participants responded to their treatment and test concerns, and how well the clinic staff addressed those concerns. Survey results show that 93% of all participants agree that their concerns were addressed. Individual clinics ranged from 83% to 98% agreement.

Clinic Staff

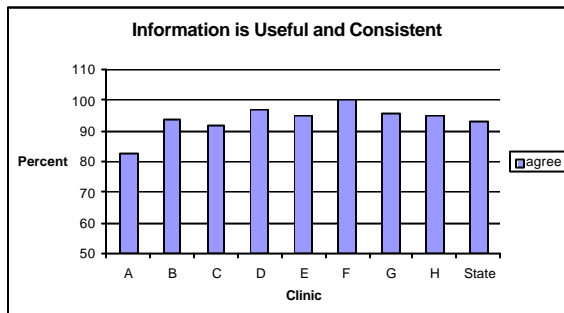
Several questions were used to assess the clinical staff and how well they interact with the clients who are receiving services.

The participants rated how much they agreed that the clinic staff worked well as a team. Agreement ranged from 83% to 98% for individual clinics.

Clients also may have questions regarding treatment, addiction, or other topics in an attempt to gather direct information. Clinical staff are expected to provide answers to those questions. 95% of all participants agreed that their questions were

adequately answered by the clinic staff, with agreement ranging from 82% to 98% for individual clinics.

Information should be provided consistently to the clients, and the information provided should be useful. Overall, 93% agreed that the information was useful and consistent, but individual clinic rates were low as 83%.



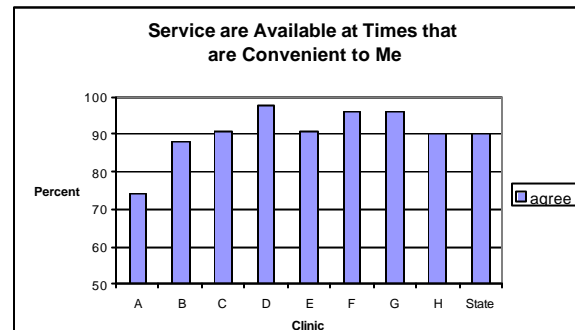
Treatment

The most important and widely covered topic on the survey was clinical treatment. If treatment is not helpful to the clients, they are very likely to discontinue seeking it.

Client-counselor interaction is crucial in receiving adequate assistance. 96% of all participants reported that they were receiving adequate amount of time for client-counselor interactions. Slightly fewer participants, 95% of all surveyed, agreed that the time they spent with the counselor was helpful.

Clients enroll in clinic programs to receive assistance for their addiction problems. If the services that they require are not readily available, they must be referred to appropriate services. When asked if they were referred, 92% of participants agreed that they had been referred accordingly, with individual clinic agreement as low as 85%.

For treatment effectiveness, services must be provided at times that are convenient for those in need of services. Agreement with convenience ranged from 74% to 98% for individual clinics, with total statewide agreement at 90%.



Quality of services that the participants receive also was assessed in the customer satisfaction survey. 97% of all participants completing the survey agreed that the quality of services they receive helped them treat their addiction, with the lowest individual clinic agreement at 92%.

An important predictor of client satisfaction can be determined by asking clients if they would recommend the services to someone else. 96% of all participants agreed that they would recommend the clinic's services to people they know. Individual clinic agreement rates ranged from 98% to 92% for clients recommending services.

Conclusion

As a whole, client responses to the survey revealed a high level of satisfaction with services received from TCADA-funded methadone clinics. Agreement was 90% or above on questions regarding Rules and Rights, Information, and Treatment. However, several individual clinics fell below 90% on various items, indicating opportunities to improve client satisfaction. Access received the lowest agreement

ratings in the state, with only 81% expressing agreement with these questions. Access continues to be a concern in all areas of health care and, while the providers play

a role, requires broader involvement at the agency and state level to reduce barriers to access.

The Texas Commission on Alcohol and Drug Abuse can be contacted for further information regarding substance abuse, treatment services, and service providers

The information provided in this report is based on primary data collected by researchers at TCADA and prepared by Brian D. Robertson, graduate student at the Texas A&M University System Health Science Center, School of Rural Public Health.

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