



Patients Speak Out: Youth Patient Satisfaction Survey 2015

Treatment for youth with substance use disorders (SUD) is essential to the long-term health of youth, families and communities. The Youth Patient Satisfaction Survey asks youth clients who received publicly funded SUD treatment their perception of the quality of services they receive. Listening to youth about their treatment experience helps providers respond more effectively to youth needs and promote better outcomes.

The majority of youth clients found their treatment to be positive with 92% reporting they were very satisfied or somewhat satisfied with the services they received as well as with the appearance and comfort of their treatment facility.

About the Survey

The Division of Behavioral Health and Recovery (DBHR) regularly conducts a statewide survey to assess patient satisfaction with publicly funded SUD treatment services.

Of 318 DBHR-certified, publically funded community-based and correctional agencies in WA state, 276 (86%) participated in the survey. This report focuses on youth receiving treatment in community-based chemical dependency programs. It summarizes the responses from 819 (73%) out of 1,120 youth who received treatment in community-based agencies during the week of March 23-27, 2015.

Characteristics of Youth in Treatment

Most of the 819 youth clients were enrolled in outpatient treatment (88%) with the remaining 12% (93 clients) in intensive inpatient and recovery house. They ranged in age from 13 to 23 with 83% between 14 and 17. Sixty-six percent were male and 33% were female. Forty-eight percent were White, and 51% non-White (Black/African American, Asian/Pacific Islander, Native American/Eskimo/Aleut, Hispanic, Multiracial, and Other Race/Ethnicity).

"It's always positive, easy, organized, comforting. The instructors are awesome. [I] love this place!"

Although most youth clients were satisfied with the services they received overall, opportunities exist for quality improvement. While most reported that staff treated them with respect all of the time, at least one out of five felt less respected. About 30% reported feeling less than very safe in their program.

"They are disrespectful and put me down often."

Over half of the youth (57%) felt the group sessions were only somewhat helpful or not helpful, and 43% found individual counseling to be only somewhat helpful or not helpful. With respect to perceived effectiveness of treatment, more than half (57%) were less than very certain they would return to the same program if they were to seek help again.

"The small amount of one-on-one counseling. [I] wish there was more of that."

Youth clients come to treatment with diverse needs, and SUD treatment providers vary in their capacity to meet those needs. Group comparisons reveal significant differences that can help providers assess how services work for various youth clients and plan improvements.

"I can come here & let things off my chest & that what I say won't leave this building & I won't be judged about my past & my current choices."

Non-White female and male youth clients perceived the quality of care they received differently. As shown in Figure 1, significantly more non-White female youth (52%) reported being very satisfied with the services they received than non-White male youth (37%).

Conversely, more than half of non-White male youth reported being only mostly satisfied (54%) with the care they received compared to less than half of non-White female youth (43%).

More White male youth felt negative about their program participation than White female youth. Figure 2 shows that a significant proportion of White male youth (21%) reported they will probably or definitely not return to the same program if they were to seek help again in contrast to 11 percent of White female youth.

Figure 1: How satisfied are you with the service you have received?

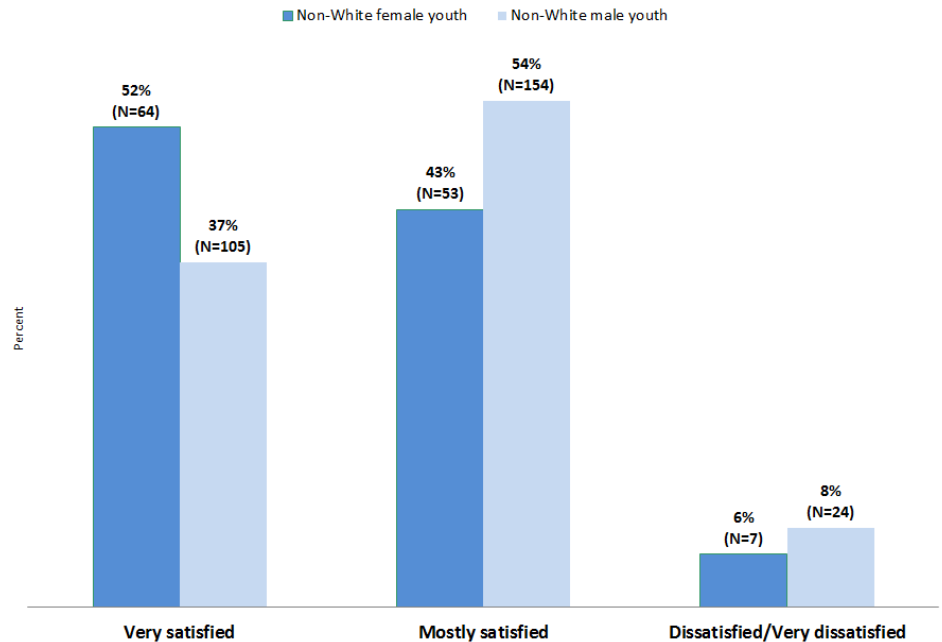


Figure 2. If you were to seek help again, would you come back to the same program?

