

ADVANCED HEALTH 2022 SURVEY RESULTS

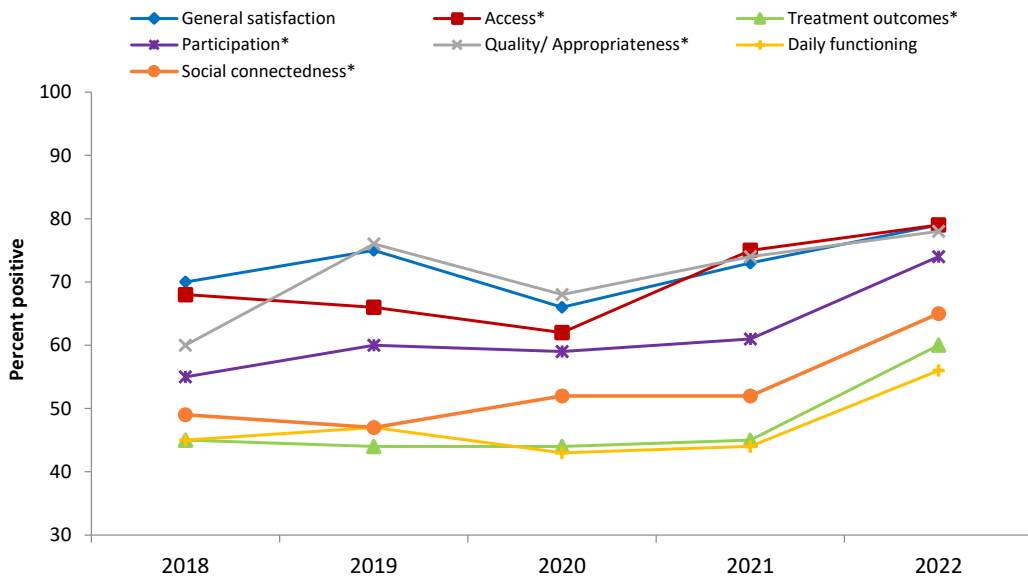
Comagine Health conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey for Adults and measure perception of service in seven domains. The Youth Services Survey for Families (YSS-F) likewise measures perception of services in seven domains, while the Youth Services Survey (YSS) measures five domains. OHA added additional questions to each survey to collect data to help evaluate the progress of ongoing programs.

The 2022 surveys asked about services delivered from January 1, 2021, through December 31, 2021. Respondents had the option to complete the surveys online or on paper, and were offered a \$10 gift card as an incentive for completing the survey online.

Comagine Health presented 2022 statewide survey results to OHA in two public reports for the adult and youth populations. This report presents CCO-specific results for three surveys: adult outpatient, YSS-F and YSS, including domain scores and response information compared to other CCOs. The adult residential survey results are not included since CCOs do not pay for these services. Results for fee-for-service respondents are also excluded.

Adult Survey Results (Outpatient Respondents)

Figure 1. 2018–2022 CCO’s Domain Scores: Adult Outpatient Survey.



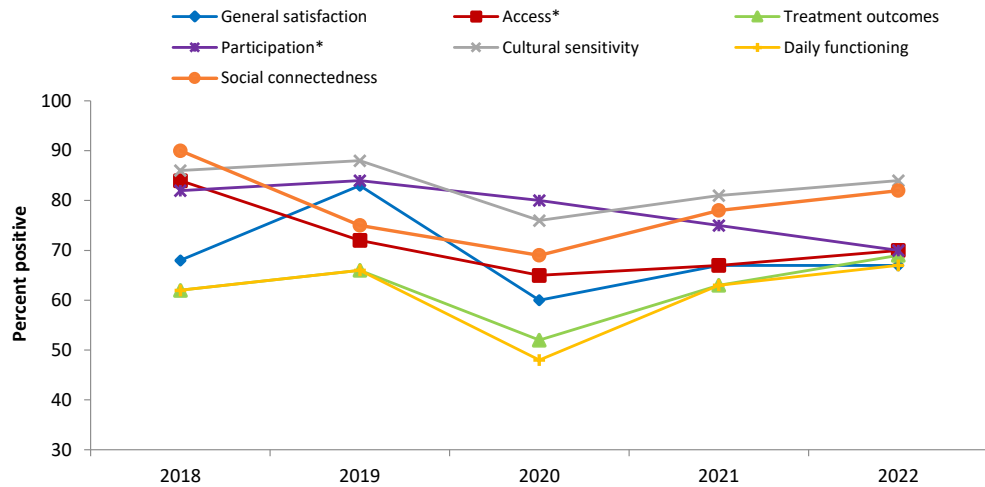
* Indicates a statistically significant upward or downward trend ($p \leq 0.05$) over time for that domain where all years are present.

Table 1. 2022 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	81	325	25
Male	23	177	13
Ages			
18 to 25	16	93	17
26 to 64	80	385	21
65+	8	24	33
Race			
Non-white	5	25	20
White (Caucasian)	52	263	20
Unknown	47	214	22
Language			
English	104	488	21
Spanish	0	3	0
Other	0	11	0

YSS-F Survey Results (Family/Caregiver Respondents)

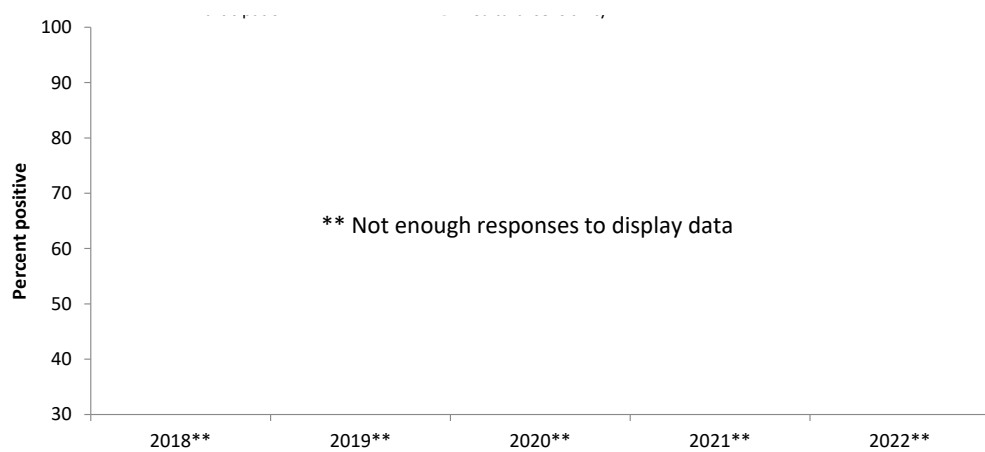
Figure 2. 2018–2022 CCO’s Domain Scores: YSS-F.



* Indicates a statistically significant upward or downward trend ($p \leq 0.05$) over time for that domain where all years are present.

YSS Survey Results (Youth Respondents)

Figure 3. 2018–2022 CCO’s Domain Scores: YSS.



** Some years may be missing a data point due to small numbers. Domain results have been suppressed if there were fewer than 30 respondents from the CCO in a given domain. Respondents must have answered two-thirds of the questions in a domain to be included in that calculation.

Table 2. 2022 Response Rates: YSS-F.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	33	186	18
Male	39	200	20
Ages			
0 to 5	3	19	16
6 to 12	35	186	19
13 to 17	34	181	19
Race			
Non-white	4	24	17
White (Caucasian)	28	174	16
Unknown	40	188	21
Language			
English	61	314	19
Spanish	0	3	0
Other	11	69	16

Table 3. 2022 Response Rates: YSS.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	12	79	15
Male	14	67	21
Ages			
14 to 15	17	72	24
16 to 17	9	74	12
Race			
Non-white	2	9	22
White (Caucasian)	10	67	15
Unknown	14	70	20
Language			
English	21	117	18
Spanish	1	3	33
Other	4	26	15

Table 4. 2022 CCO Comparison Table: All Surveys.

CCO	General satisfaction	Access	Treatment outcomes	Participation	Quality/ Appropriateness	Daily functioning	Social connectedness
Adult Outpatient							
CCO	79	79	60	74	78	56	65
All other CCOs combined	79	73	57	72	81	60	59
CCO	General satisfaction	Access	Treatment outcomes	Participation	Cultural sensitivity	Daily functioning	Social connectedness
YSS-F							
CCO	67	70	69	70	84	67	82
All other CCOs combined	67	72	59	76	86	58	78
CCO	General satisfaction	Access	Treatment outcomes	Participation	Cultural sensitivity	N/A	N/A
YSS							
CCO	**	**	**	**	**		
All other CCOs combined	**	**	**	**	**		

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