

## TRILLIUM COMMUNITY HEALTH PLAN 2022 SURVEY RESULTS

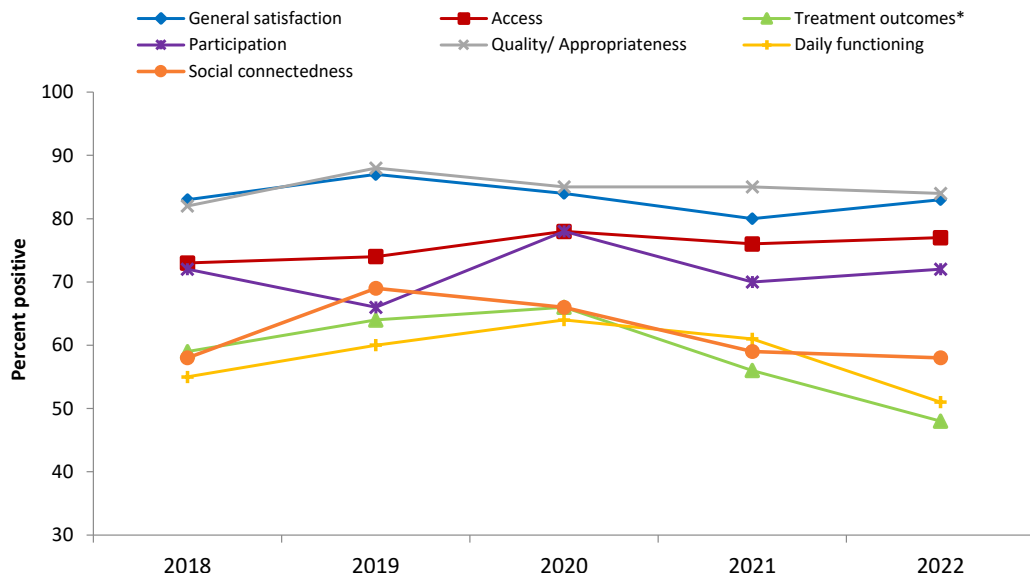
Comagine Health conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental 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.



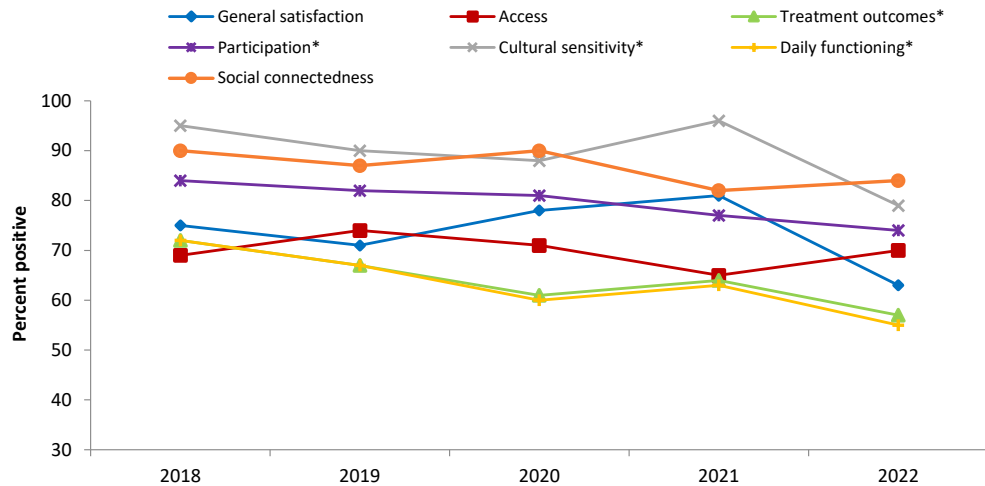
\* Indicates a statistically significant upward or downward trend ( $p \leq 0.05$ ) over time for that domain where all years are present.

Table 1. 2022 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	91	426	21
Male	25	208	12
<b>Ages</b>			
18 to 25	14	121	12
26 to 64	96	485	20
65+	6	28	21
<b>Race</b>			
Non-white	4	50	8
White (Caucasian)	64	330	19
Unknown	48	254	19
<b>Language</b>			
English	114	621	18
Spanish	0	4	0
Other	2	9	22

**YSS-F Survey Results (Family/Caregiver Respondents)**

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



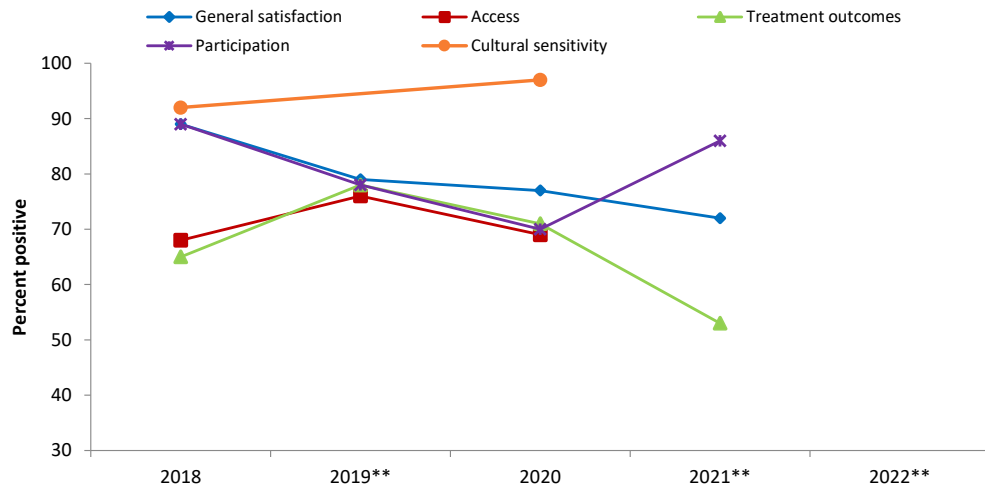
\* Indicates a statistically significant upward or downward trend ( $p < 0.05$ ) over time for that domain where all years are present.

**Table 2. 2022 Response Rates: YSS-F.**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	25	156	16
Male	26	155	17
<b>Ages</b>			
0 to 5	3	13	23
6 to 12	29	156	19
13 to 17	19	142	13
<b>Race</b>			
Non-white	2	31	6
White (Caucasian)	22	138	16
Unknown	27	142	19
<b>Language</b>			
English	36	231	16
Spanish	1	7	14
Other	14	73	19

**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 3. 2022 Response Rates: YSS.**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	14	68	21
Male	7	51	14
<b>Ages</b>			
14 to 15	12	65	18
16 to 17	9	54	17
<b>Race</b>			
Non-white	2	14	14
White (Caucasian)	12	62	19
Unknown	7	43	16
<b>Language</b>			
English	12	82	15
Spanish	0	2	0
Other	9	35	26

**Table 4. 2022 CCO Comparison Table: All Surveys.**

CCO	General satisfaction	Access	Treatment outcomes	Participation	Quality/ Appropriateness	Daily functioning	Social connectedness
<b>Adult Outpatient</b>							
CCO	83	77	48*	72	84	51*	58
All other CCOs combined	79	73	57*	72	81	60*	59
CCO	General satisfaction	Access	Treatment outcomes	Participation	Cultural sensitivity	Daily functioning	Social connectedness
<b>YSS-F</b>							
CCO	63	70	57	74	79	55	84
All other CCOs combined	67	72	59	75	86	59	78
CCO	General satisfaction	Access	Treatment outcomes	Participation	Cultural sensitivity	N/A	N/A
<b>YSS</b>							
CCO	**	**	**	**	**		
All other CCOs combined	**	**	**	**	**		

\* Indicates statistically significantly difference ( $p \leq 0.05$ ) between CCO and other CCOs grouped together.

\*\* 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.