

ALLCARE HEALTH PLAN 2018 SURVEY RESULTS

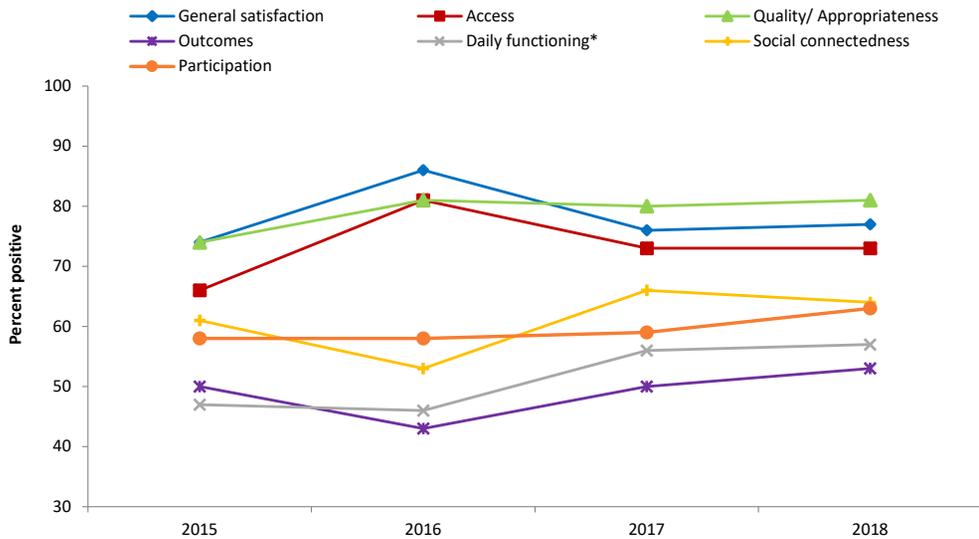
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the 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 2018 surveys asked about services delivered from April 1, 2017, through April 30, 2018. 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.

HealthInsight presented 2018 statewide survey results to OHA in two public reports for the adult and youth populations. This internal 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. 2015–2018 CCO’s Domain Scores: Adult Outpatient Survey



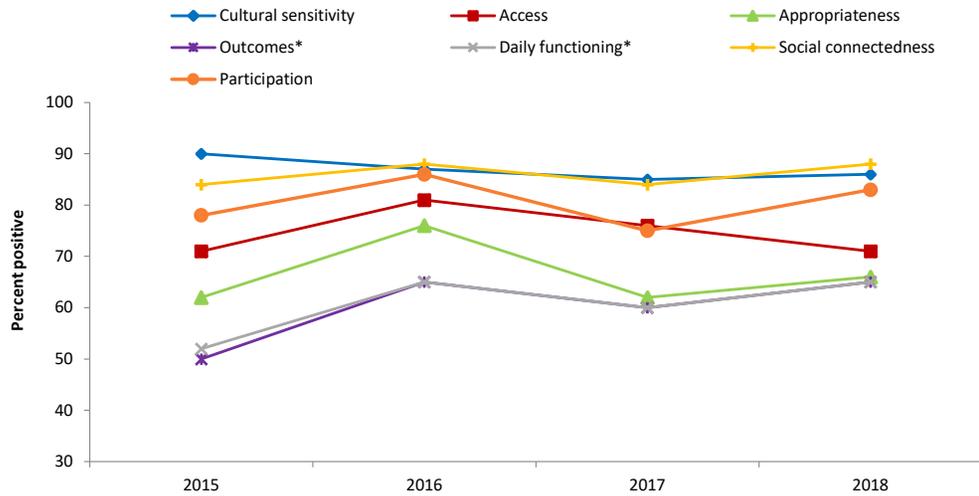
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	104	397	26
Male	49	234	21
Ages			
18 to 25	17	98	17
26 to 64	130	518	25
65+	6	15	40
Race			
Non-white	11	56	20
White (Caucasian)	93	378	25
Unknown	49	197	25
Language			
English	103	445	23
Spanish	5	11	45
Other	45	175	26

YSS-F Survey Results (Family/Caregiver Respondents)

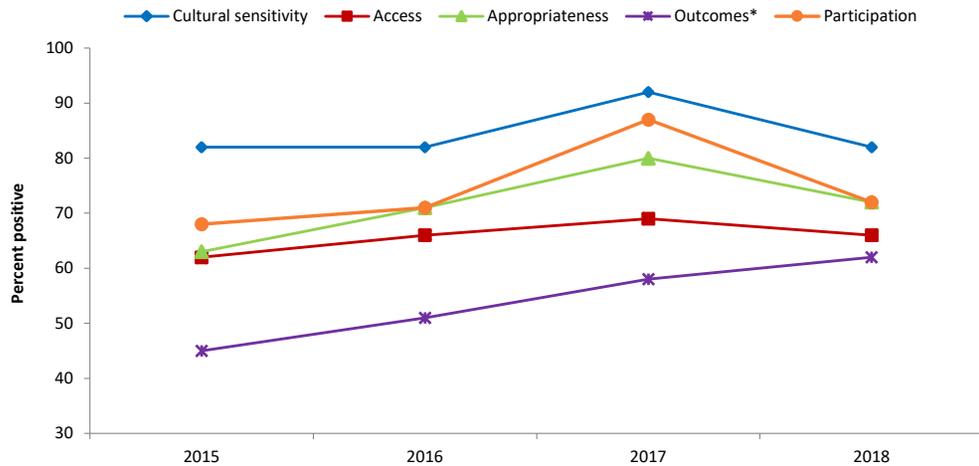
Figure 2. 2015–2018 CCO’s Domain Scores: YSS-F



* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

YSS Survey Results (Youth Respondents)

Figure 3: 2015–2018 CCO’s Domain Scores: YSS



* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	88	343	26
Male	73	311	23
Ages			
0 to 5	15	68	22
6 to 12	91	355	26
13 to 17	55	231	24
Race			
Non-white	6	67	9
White (Caucasian)	87	330	26
Unknown	68	257	26
Language			
English	130	517	25
Spanish	0	13	0
Other	31	124	25

Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	33	143	23
Male	15	65	23
Ages			
14 to 15	25	113	22
16 to 17	23	95	24
Race			
Non-white	3	25	12
White (Caucasian)	24	93	26
Unknown	21	90	23
Language			
English	40	170	24
Spanish	0	2	0
Other	8	36	22

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	79	75	81	51	56	61	63
All other CCOs combined	74	69	76	52	54	58	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	87	71	68	66	65	87	84
All other CCOs combined	90	73	70	64	64	88	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	76	74	73	62			70
All other CCOs combined	88	66	73	63			75