

## CASCADE HEALTH ALLIANCE 2017 SURVEY RESULTS

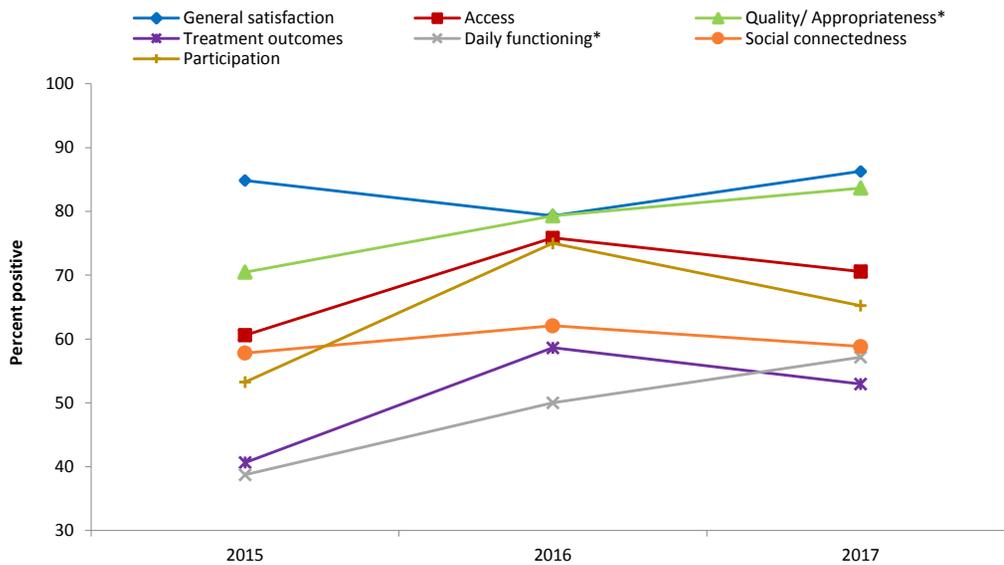
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental 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 2017 surveys asked about services delivered from July 1, 2016, through December 31, 2016. 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 2017 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. 2015–2017 CCO’s Domain Scores: Adult Outpatient Survey



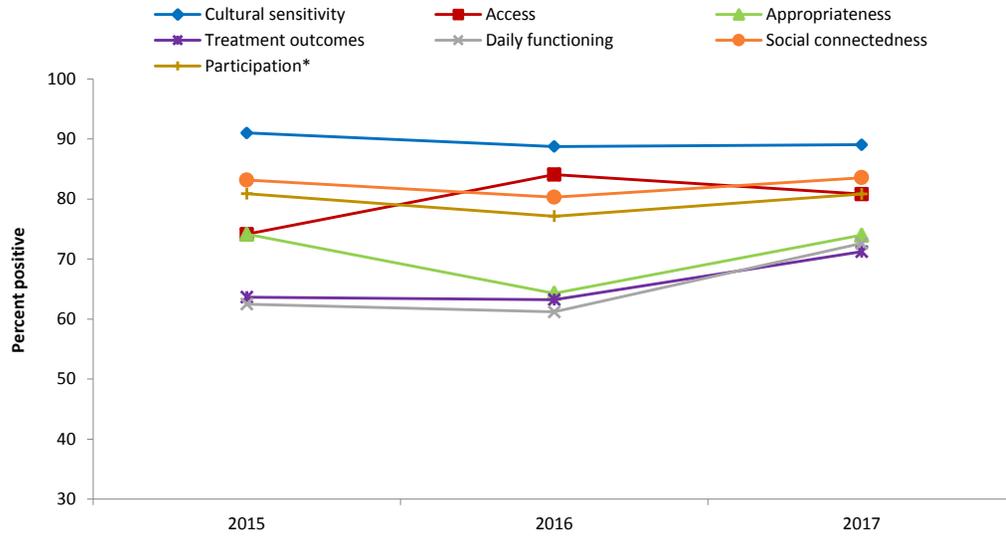
\* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	41	176	23
Male	11	86	13
<b>Ages</b>			
18-25	5	36	14
26-64	46	223	21
65+	1	3	33
<b>Race</b>			
Non-white	15	59	25
White (Caucasian)	29	156	19
Unknown	8	47	17
<b>Language</b>			
English	50	246	20
Spanish	1	4	25
Other	1	12	8

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

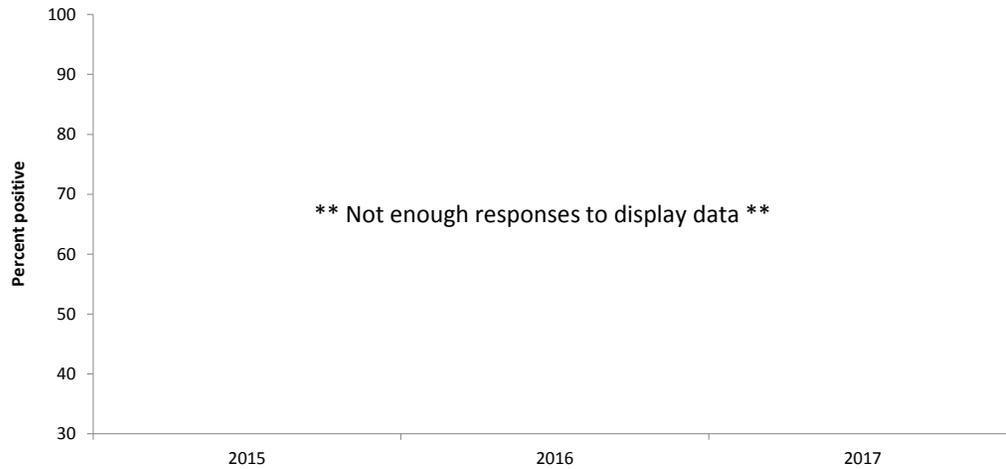
**Figure 2. 2015–2017 CCO’s Domain Scores: YSS-F**



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

**YSS Survey Results (Youth Respondents)**

**Figure 3: 2015–2017 Domain Scores: YSS**



**Table 2. 2017 Response Rates: YSS-F**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	35	185	19
Male	38	192	20
<b>Ages</b>			
0-5	4	28	14
6-12	28	138	20
13-17	41	211	19
<b>Race</b>			
Non-white	5	41	12
White (Caucasian)	48	240	20
Unknown	20	96	21
<b>Language</b>			
English	69	343	20
Spanish	1	6	17
Other	3	28	11

**Table 3. 2017 Response Rates: YSS**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	28	115	24
Male	11	75	15
<b>Ages</b>			
13-15	15	85	18
16-17	24	105	23
<b>Race</b>			
Non-white	0	15	0
White (Caucasian)	27	126	21
Unknown	12	49	24
<b>Language</b>			
English	35	165	21
Spanish	1	5	20
Other	3	20	15

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
<b>Adult Outpatient</b>							
CCO	86	71	84	53	57	59	65
All other CCOs combined	79	72	78	50	54	58	66
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
<b>YSS-F</b>							
CCO	89	81	74	71	73	84	81
All other CCOs combined	91	75	74	64	64	86	80
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
<b>YSS</b>							
CCO	89	76	81	61			81
All other CCOs combined	85	66	71	60			75

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

\*\* Not enough responses to display data.