

## CASCADE HEALTH ALLIANCE 2018 SURVEY RESULTS

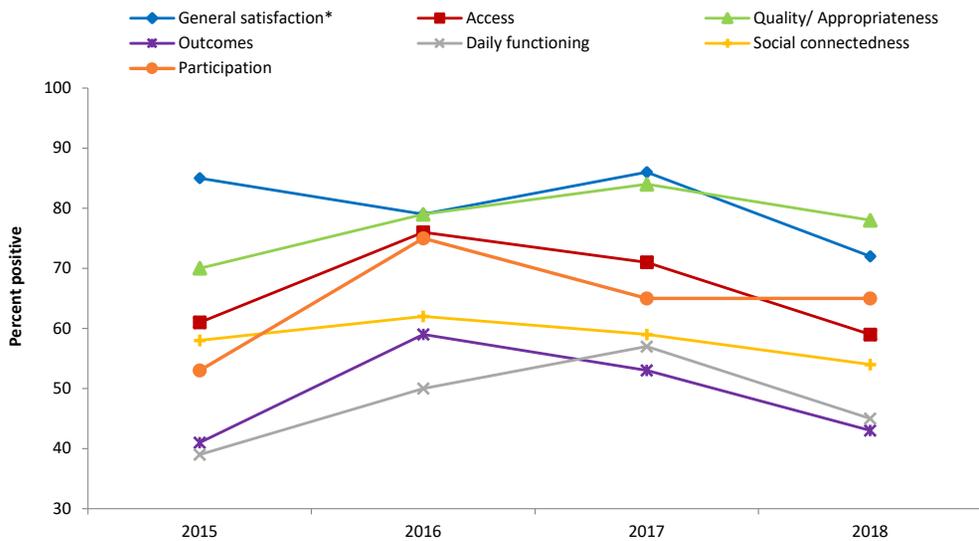
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the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



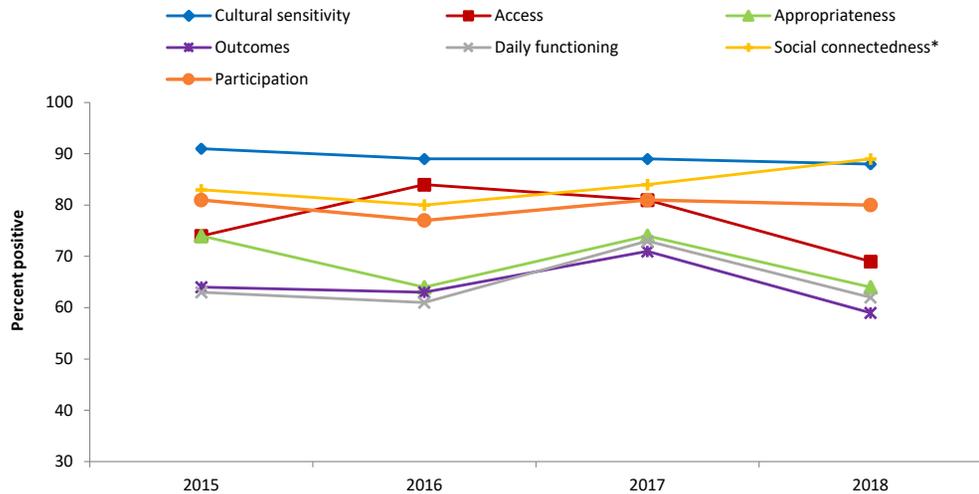
\* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	94	437	22
Male	43	218	20
<b>Ages</b>			
18 to 25	16	101	16
26 to 64	118	538	22
65+	3	16	19
<b>Race</b>			
Non-white	8	60	13
White (Caucasian)	94	433	22
Unknown	35	162	22
<b>Language</b>			
English	105	459	23
Spanish	0	4	0
Other	32	192	17

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

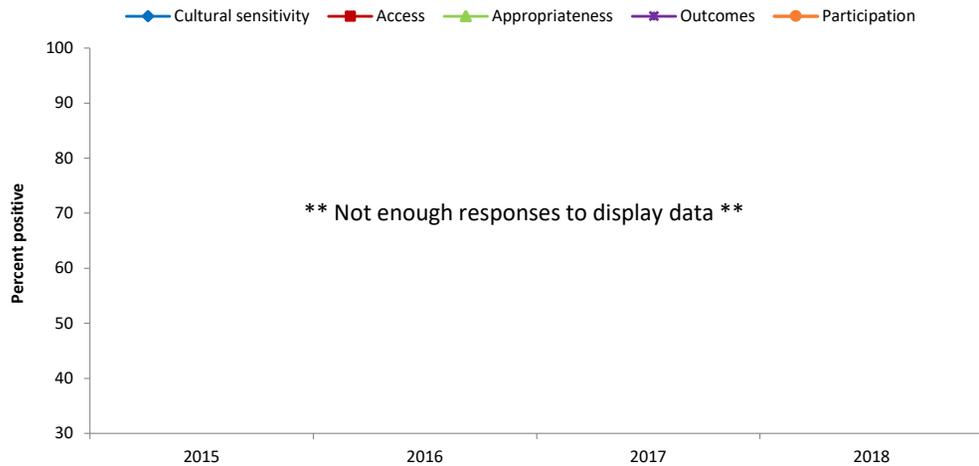
**Figure 2. 2015–2018 CCO’s Domain Scores: YSS-F**



\* 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**



**Table 2. 2018 2017 Response Rates: YSS-F**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	77	289	27
Male	84	298	28
<b>Ages</b>			
0 to 5	12	52	23
6 to 12	79	284	28
13 to 17	70	251	28
<b>Race</b>			
Non-white	17	64	27
White (Caucasian)	99	321	31
Unknown	45	202	22
<b>Language</b>			
English	126	462	27
Spanish	2	7	29
Other	33	118	28

**Table 3. 2018 Response Rates: YSS**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	25	122	20
Male	13	88	15
<b>Ages</b>			
14 to 15	22	113	19
16 to 17	16	97	16
<b>Race</b>			
Non-white	5	22	23
White (Caucasian)	19	117	16
Unknown	14	71	20
<b>Language</b>			
English	31	160	19
Spanish	1	6	17
Other	6	44	14

**Table 4. 2018 CCO Comparison Table: All Surveys**

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
<b>Adult Outpatient</b>							
CCO	70	57*	78	41*	43*	53	65
All other CCOs combined	74	70*	77	53*	54*	59	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
<b>YSS-F</b>							
CCO	88	67	63	59	61	90	77
All other CCOs combined	90	74	70	65	65	87	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
<b>YSS</b>							
CCO	81	50	70	40*			66
All other CCOs combined	87	67	73	64*			75

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