

COLUMBIA PACIFIC CCO 2018 SURVEY RESULTS

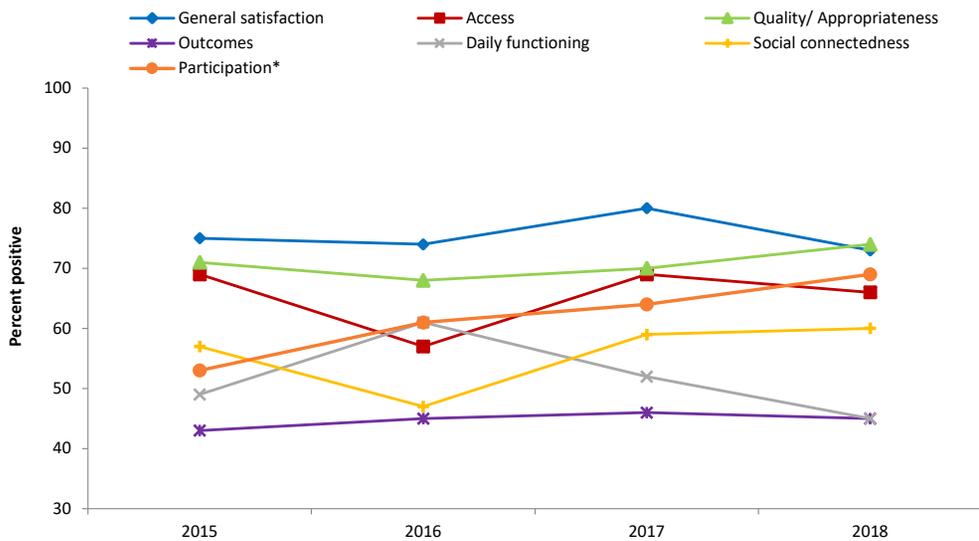
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the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



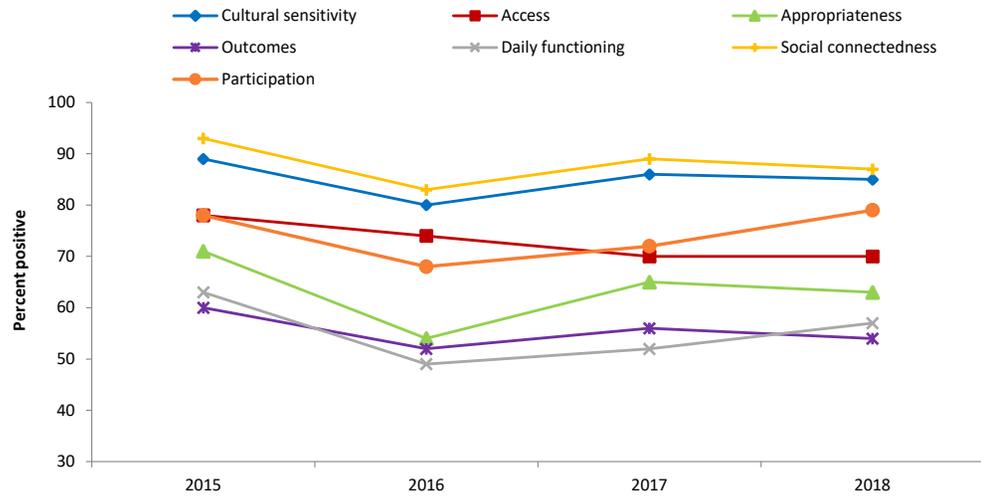
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	133	478	28
Male	47	232	20
Ages			
18 to 25	22	99	22
26 to 64	150	584	26
65+	8	27	30
Race			
Non-white	5	25	20
White (Caucasian)	137	485	28
Unknown	38	200	19
Language			
English	110	460	24
Spanish	0	4	0
Other	70	246	28

YSS-F Survey Results (Family/Caregiver Respondents)

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



YSS Survey Results (Youth Respondents)

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

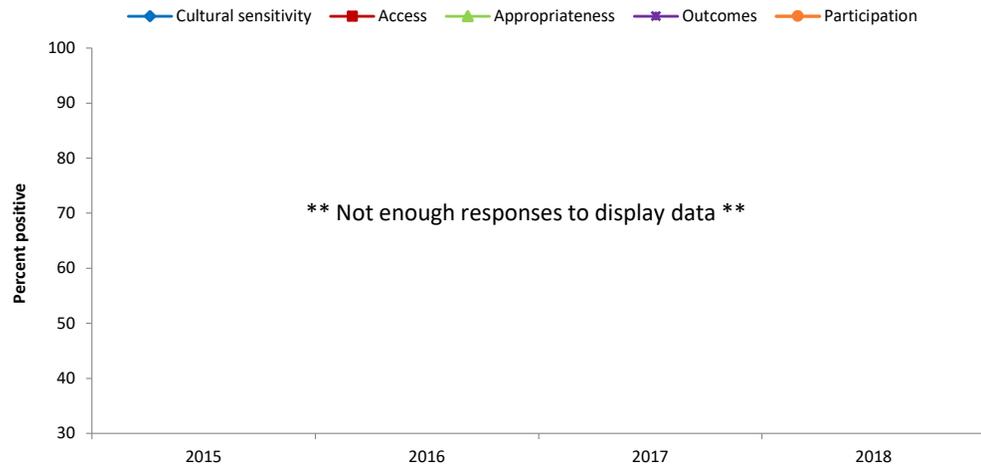


Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	87	365	24
Male	73	322	23
Ages			
0 to 5	16	54	30
6 to 12	82	349	23
13 to 17	62	284	22
Race			
Non-white	5	46	11
White (Caucasian)	98	384	26
Unknown	57	257	22
Language			
English	115	522	22
Spanish	3	15	20
Other	42	150	28

Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	28	166	17
Male	13	75	17
Ages			
14 to 15	21	123	17
16 to 17	20	118	17
Race			
Non-white	2	17	12
White (Caucasian)	22	136	16
Unknown	17	88	19
Language			
English	37	193	19
Spanish	1	5	20
Other	3	43	7

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	73	66	73	45	44*	60	69
All other CCOs combined	74	70	77	52	54*	59	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	86	68	63	53*	56	86	77
All other CCOs combined	90	73	70	65*	65	88	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	65*	46*	42*	46*			57*
All other CCOs combined	88*	68*	74*	63*			76*

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