

COLUMBIA PACIFIC CCO 2017 SURVEY RESULTS

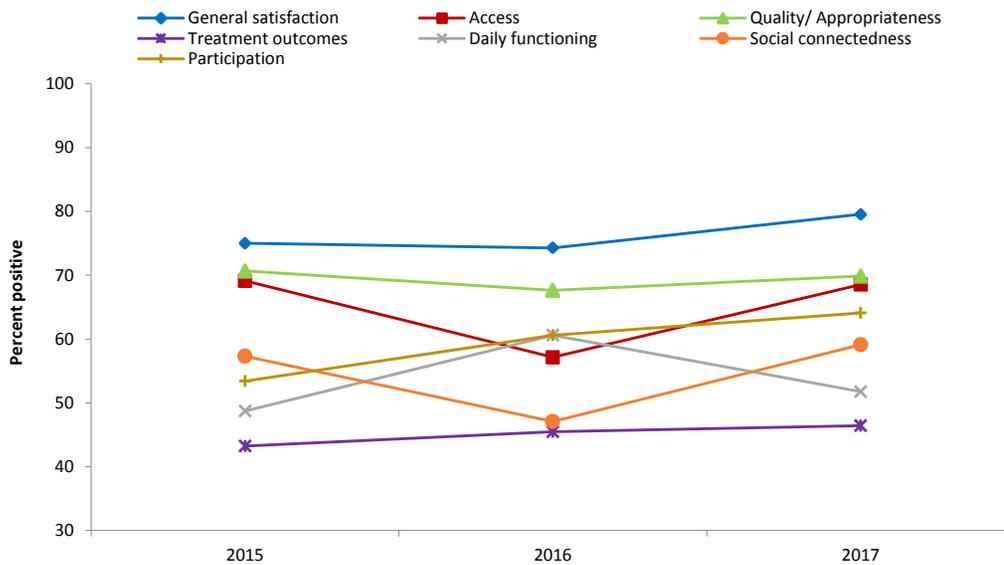
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental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



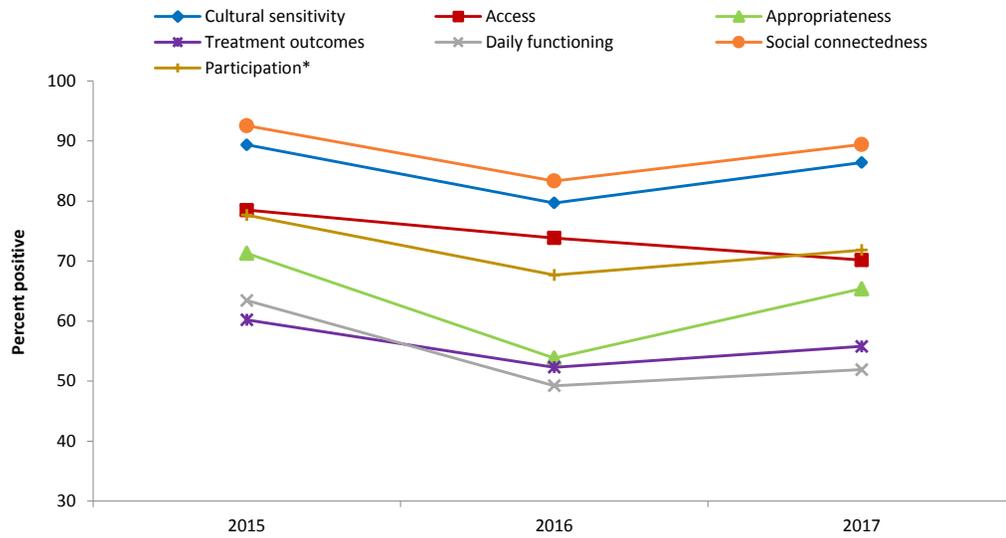
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	63	216	29
Male	26	121	21
Ages			
18-25	15	51	29
26-64	70	274	26
65+	4	12	33
Race			
Non-white	13	55	24
White (Caucasian)	54	215	25
Unknown	22	67	33
Language			
English	84	315	27
Spanish	0	1	0
Other	5	21	24

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

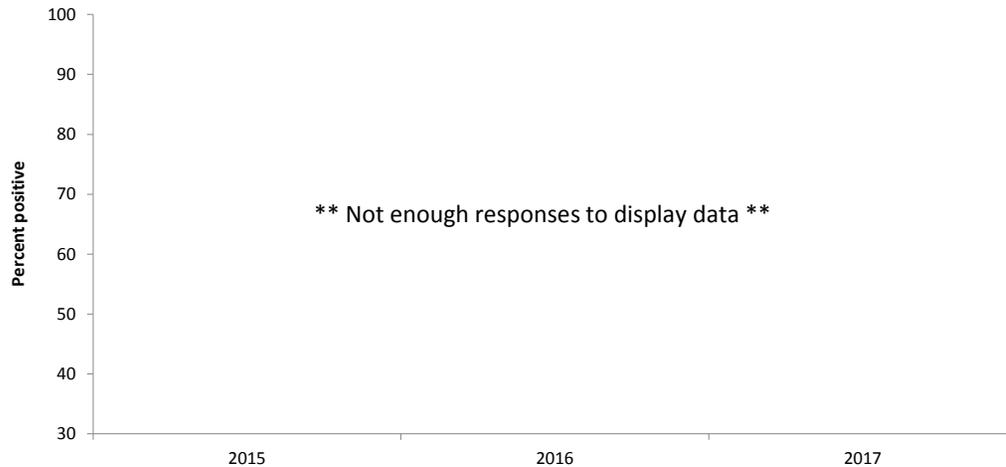


Table 2. 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	67	292	23
Male	37	255	15
Ages			
0-5	13	62	21
6-12	39	214	18
13-17	52	271	19
Race			
Non-white	9	44	20
White (Caucasian)	68	360	19
Unknown	27	143	19
Language			
English	86	448	19
Spanish	2	16	13
Other	16	83	19

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	40	146	27
Male	15	96	16
Ages			
13-15	24	126	19
16-17	31	116	27
Race			
Non-white	2	13	15
White (Caucasian)	38	165	23
Unknown	15	64	23
Language			
English	50	212	24
Spanish	0	6	0
Other	5	24	21

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	80	69	70	46	52	59	64
All other CCOs combined	79	73	78	50	54	58	66
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
YSS-F							
CCO	86	70	65	56	52*	89	72*
All other CCOs combined	91	75	74	65	64*	86	80*
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
YSS							
CCO	85	65	64	56			71
All other CCOs combined	86	66	71	60			75

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

** Not enough responses to display data.