

EASTERN OREGON CCO 2018 SURVEY RESULTS

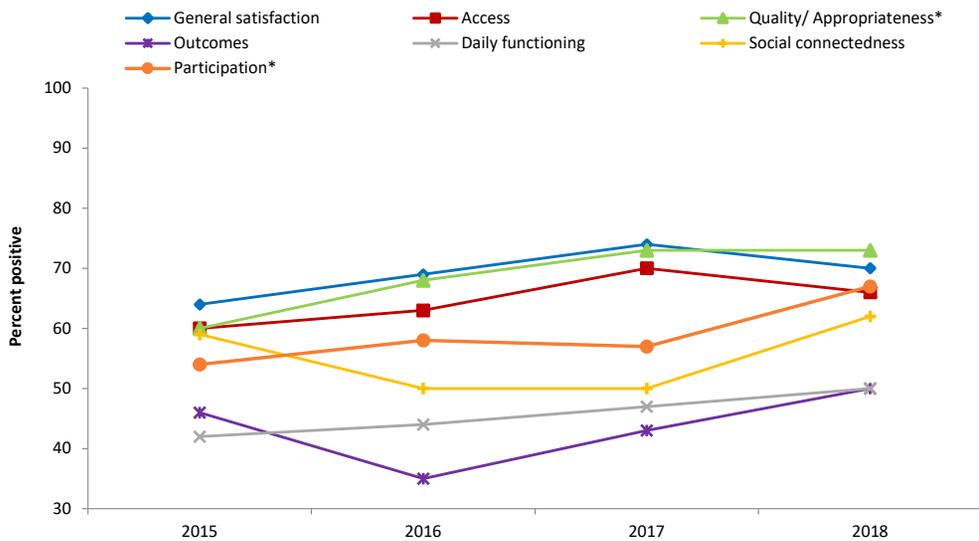
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the 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	124	467	27
Male	49	208	24
Ages			
18 to 25	33	130	25
26 to 64	135	534	25
65+	5	11	45
Race			
Non-white	9	37	24
White (Caucasian)	115	426	27
Unknown	49	212	23
Language			
English	125	479	26
Spanish	2	17	12
Other	46	179	26

YSS-F Survey Results (Family/Caregiver Respondents)

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

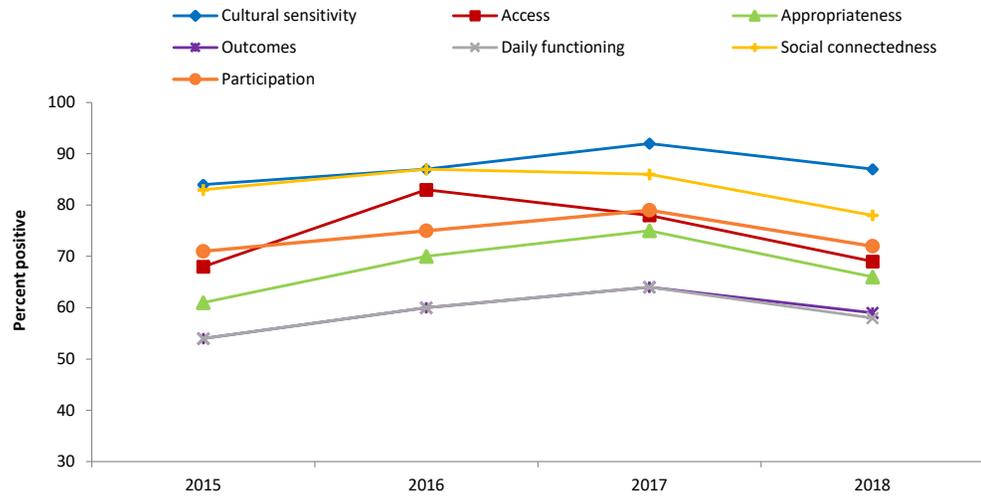


Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	58	274	21
Male	59	327	18
Ages			
0 to 5	3	35	9
6 to 12	61	314	19
13 to 17	53	252	21
Race			
Non-white	8	63	13
White (Caucasian)	67	307	22
Unknown	42	231	18
Language			
English	91	455	20
Spanish	4	36	11
Other	22	110	20

YSS Survey Results (Youth Respondents)

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

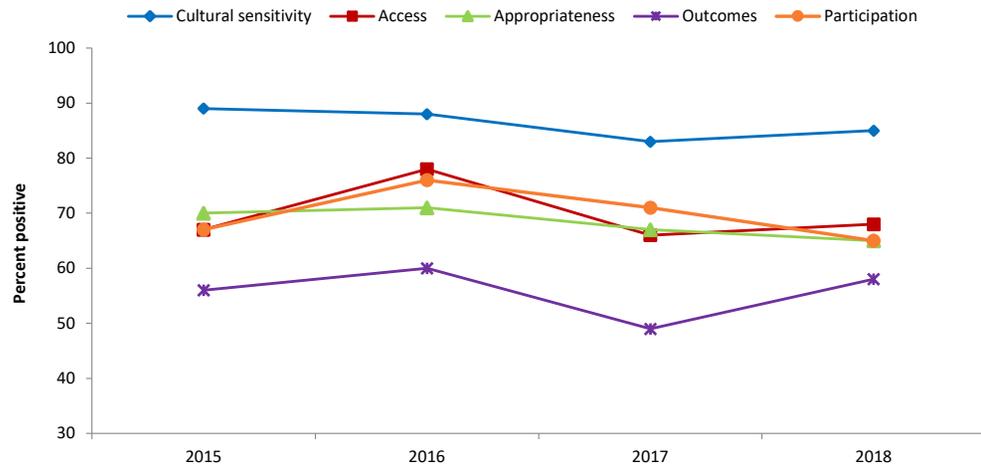


Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	24	114	21
Male	16	91	18
Ages			
14 to 15	21	114	18
16 to 17	19	91	21
Race			
Non-white	0	14	0
White (Caucasian)	25	106	24
Unknown	15	85	18
Language			
English	33	160	21
Spanish	0	8	0
Other	7	37	19

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	70	66	73	51	49	62	66
All other CCOs combined	74	70	77	52	54	58	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	87	70	67	61	60	78*	72*
All other CCOs combined	90	73	70	65	65	88*	82*
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	84	66	59	58			64
All other CCOs combined	87	67	73	63			75

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