

EASTERN OREGON CCO 2017 SURVEY RESULTS

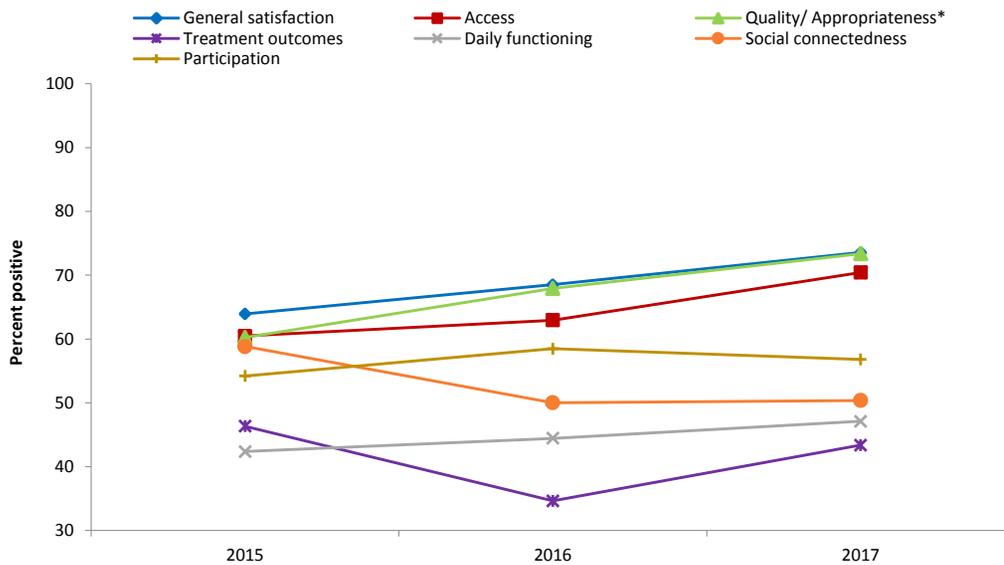
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental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



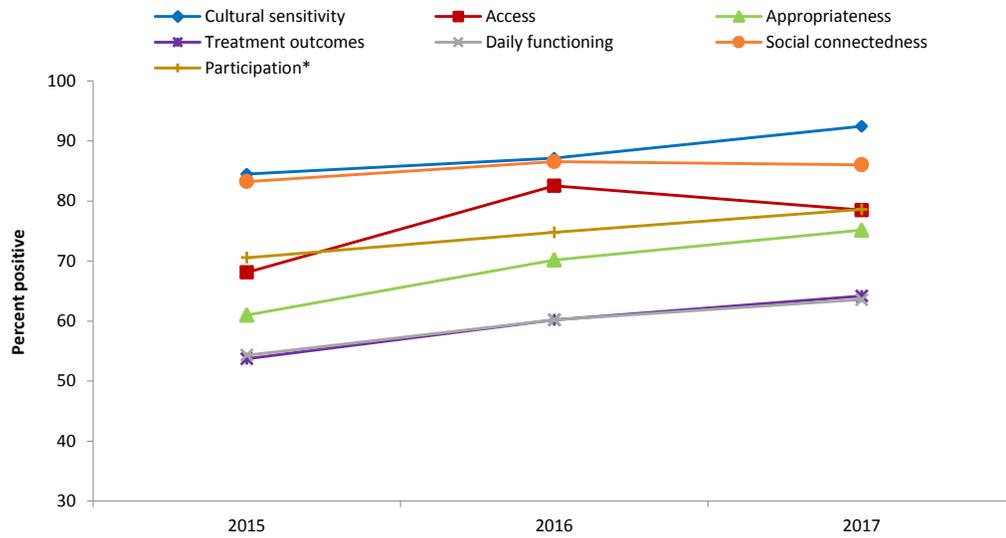
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	98	421	23
Male	45	214	21
Ages			
18-25	15	107	14
26-64	126	517	24
65+	2	11	18
Race			
Non-white	24	67	36
White (Caucasian)	96	414	23
Unknown	23	154	15
Language			
English	131	594	22
Spanish	3	14	21
Other	9	27	33

YSS-F Survey Results (Family/Caregiver Respondents)

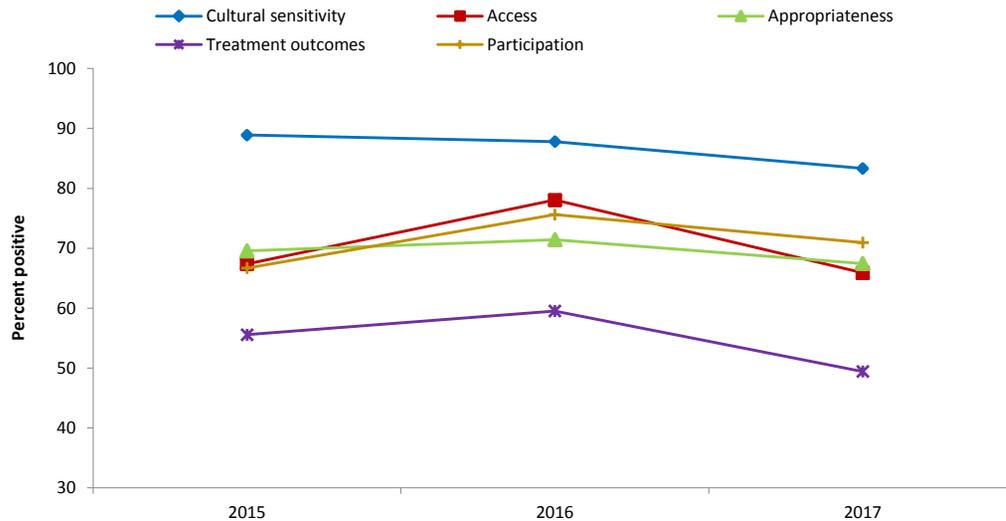
Figure 2. 2015–2017 CCO’s Domain Scores: YSS-F



* 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



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

Table 2. 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	86	410	21
Male	89	424	21
Ages			
0-5	13	51	25
6-12	70	328	21
13-17	92	455	20
Race			
Non-white	18	83	22
White (Caucasian)	118	516	23
Unknown	39	235	17
Language			
English	155	727	21
Spanish	3	46	7
Other	17	61	28

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	54	240	23
Male	33	176	19
Ages			
13-15	48	219	22
16-17	39	197	20
Race			
Non-white	6	35	17
White (Caucasian)	53	256	21
Unknown	28	125	22
Language			
English	78	365	21
Spanish	2	23	9
Other	7	28	25

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	74	70	73	43	47	50	57*
All other CCOs combined	80	72	78	50	54	58	66*
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
YSS-F							
CCO	92	78	75	64	64	86	79
All other CCOs combined	90	75	74	64	64	86	80
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
YSS							
CCO	83	66	67	49*			71
All other CCOs combined	86	66	71	60*			75

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

** Not enough responses to display data.