

FAMILYCARE HEALTH 2017 SURVEY RESULTS

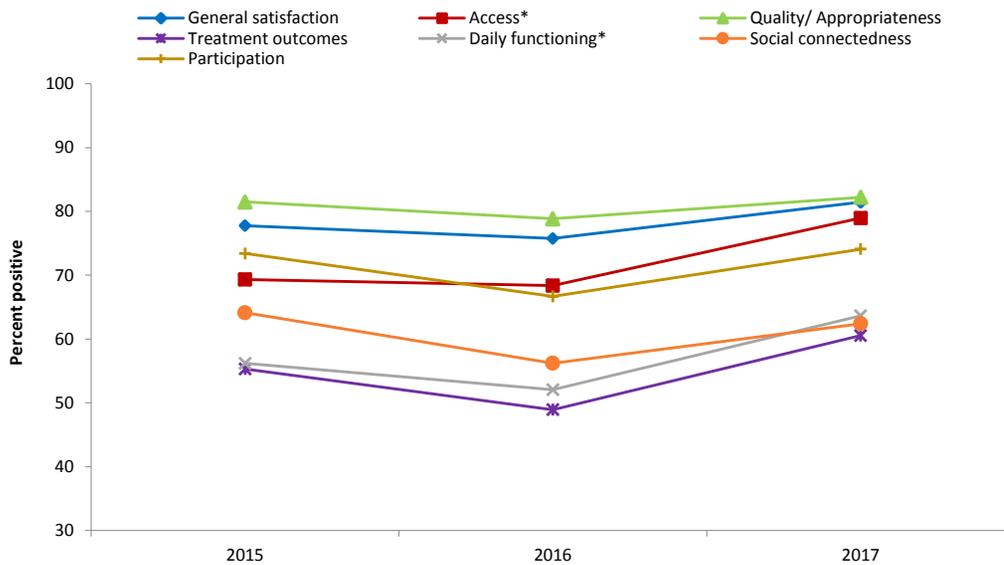
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental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



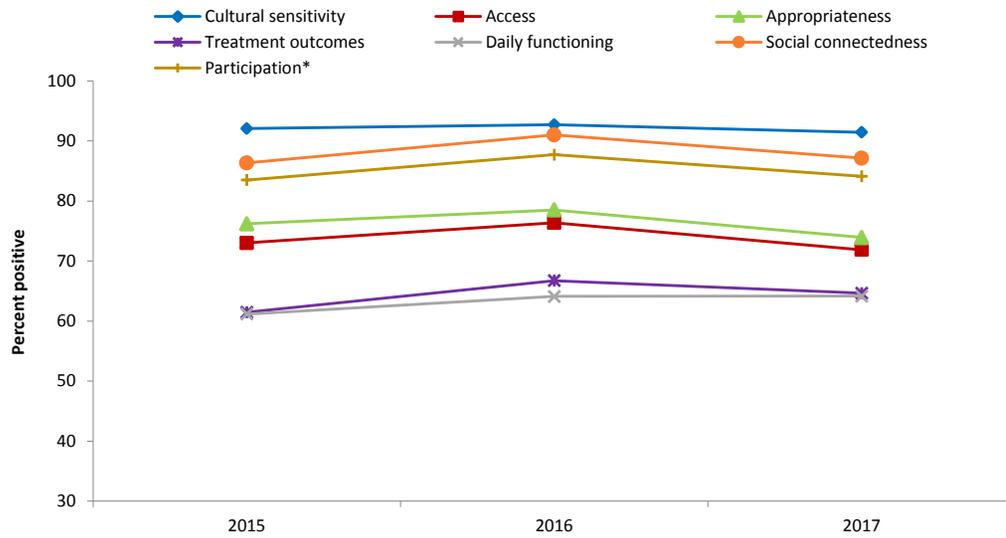
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	195	755	26
Male	78	425	18
Ages			
18-25	37	172	22
26-64	228	980	23
65+	8	28	29
Race			
Non-white	106	526	20
White (Caucasian)	119	432	28
Unknown	48	222	22
Language			
English	233	1005	23
Spanish	10	28	36
Other	30	147	20

YSS-F Survey Results (Family/Caregiver Respondents)

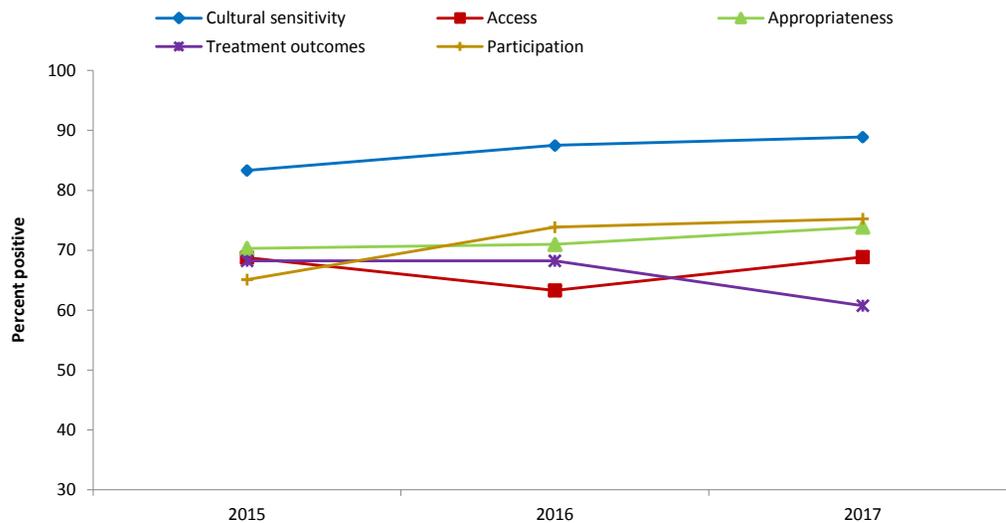
Figure 2. 2015–2017 CCO’s Domain Scores: YSS-F



* 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	336	1212	28
Male	269	1211	22
Ages			
0-5	38	178	21
6-12	216	918	24
13-17	351	1327	26
Race			
Non-white	133	496	27
White (Caucasian)	312	1214	26
Unknown	160	713	22
Language			
English	504	1955	26
Spanish	23	193	12
Other	78	275	28

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	202	704	29
Male	109	498	22
Ages			
13-15	159	591	27
16-17	152	611	25
Race			
Non-white	27	154	18
White (Caucasian)	185	667	28
Unknown	99	381	26
Language			
English	264	988	27
Spanish	9	72	13
Other	38	142	27

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	81	79*	82	61*	64*	62	74*
All other CCOs combined	79	72*	77	49*	52*	57	65*
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
YSS-F							
CCO	91	72	74	65	64	87	84*
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	89	69	74	61			75
All other CCOs combined	85	66	71	60			75

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

** Not enough responses to display data.