

FAMILYCARE HEALTH 2018 SURVEY RESULTS

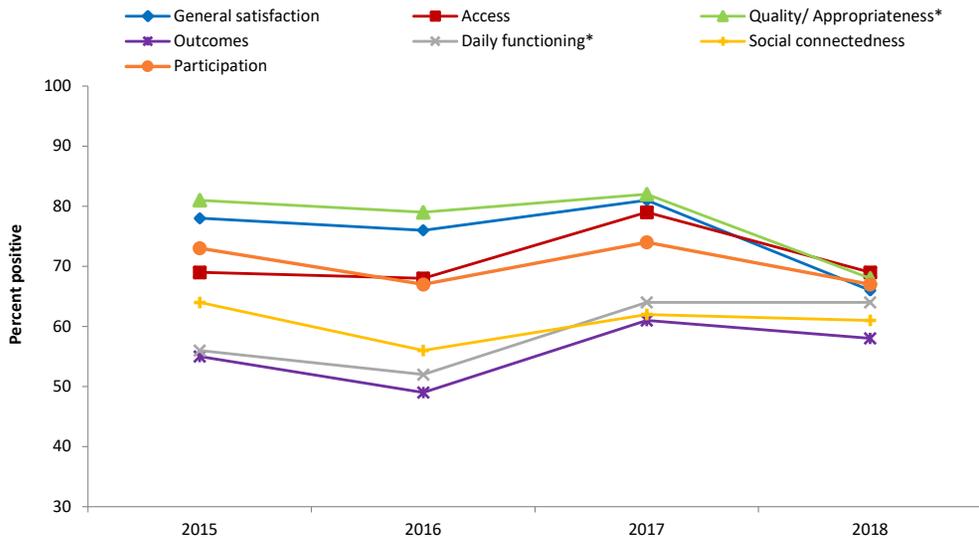
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the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



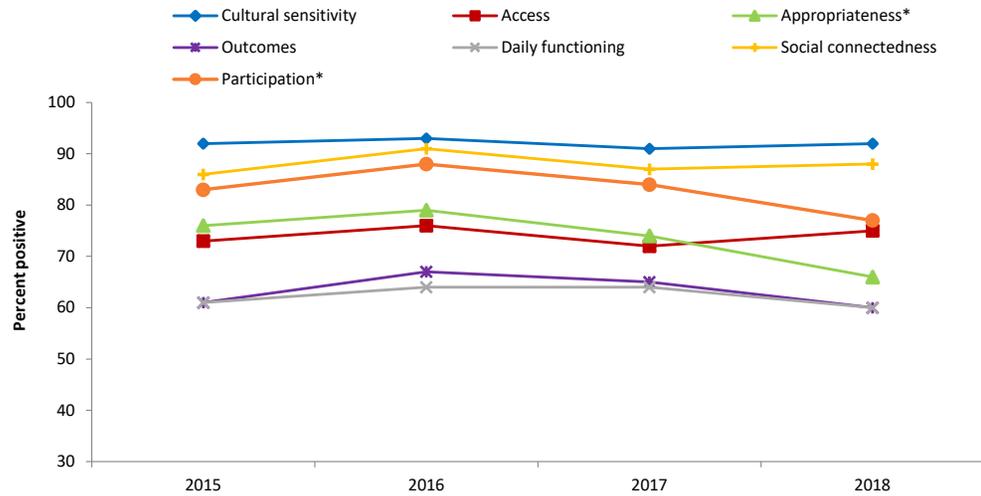
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	93	366	25
Male	32	205	16
Ages			
18 to 25	24	117	21
26 to 64	97	444	22
65+	4	10	40
Race			
Non-white	26	114	23
White (Caucasian)	52	260	20
Unknown	47	197	24
Language			
English	88	430	20
Spanish	9	37	24
Other	28	104	27

YSS-F Survey Results (Family/Caregiver Respondents)

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



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

Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	63	288	22
Male	61	304	20
Ages			
0 to 5	16	63	25
6 to 12	69	306	23
13 to 17	39	223	17
Race			
Non-white	35	182	19
White (Caucasian)	43	188	23
Unknown	46	222	21
Language			
English	88	411	21
Spanish	6	35	17
Other	30	146	21

YSS Survey Results (Youth Respondents)

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

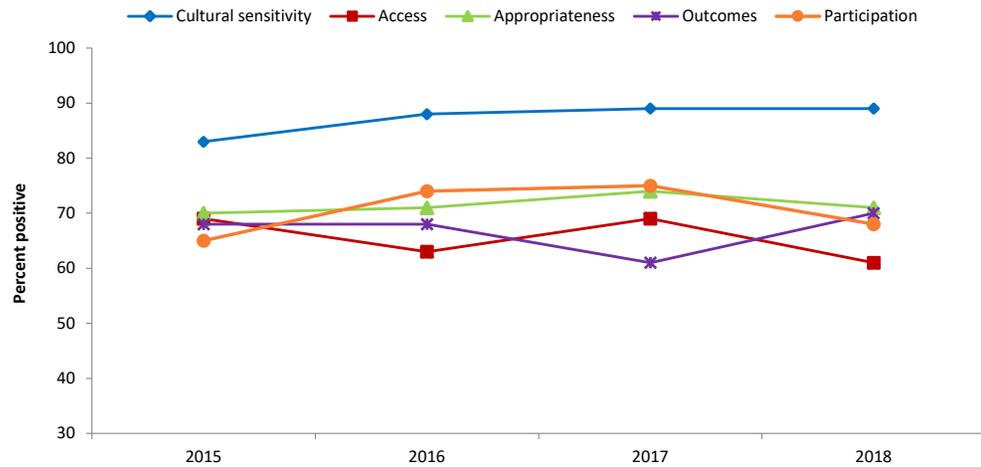


Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	19	113	17
Male	12	76	16
Ages			
14 to 15	14	76	18
16 to 17	17	113	15
Race			
Non-white	11	69	16
White (Caucasian)	8	57	14
Unknown	12	63	19
Language			
English	23	134	17
Spanish	2	12	17
Other	6	43	14

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	64*	66	65*	56	61*	59	64
All other CCOs combined	75*	70	78*	52	53*	59	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	90	74	66	60	62	89	78
All other CCOs combined	89	73	70	65	65	87	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	95	66	75	82*			68
All other CCOs combined	86	67	72	61*			75

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