

GREATER OREGON BEHAVIORAL HEALTH, INC. 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

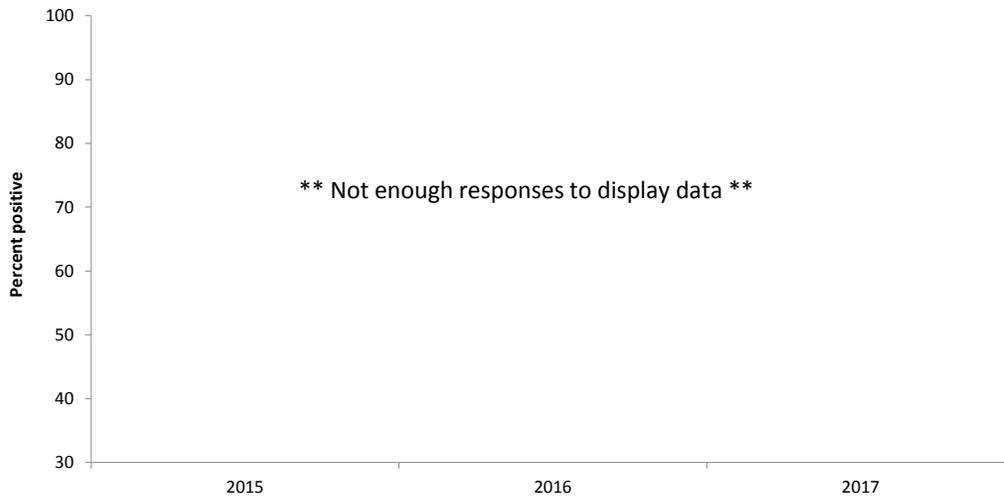
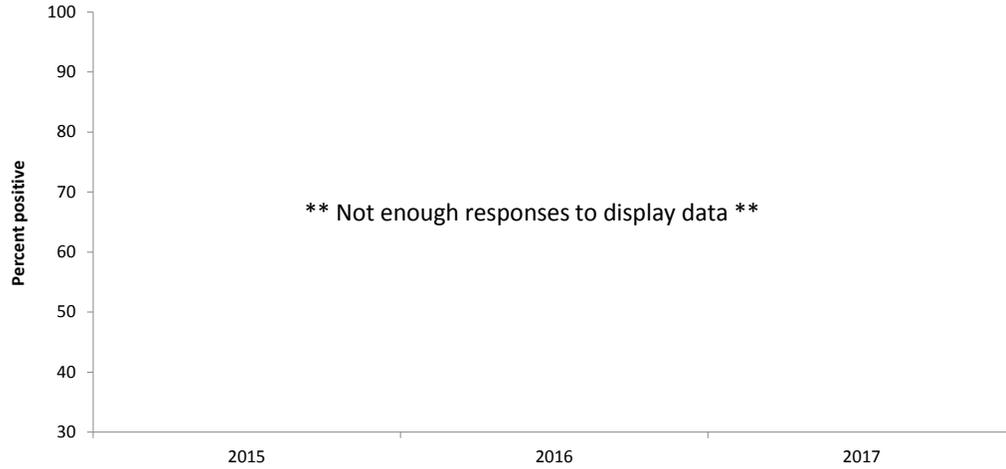


Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	34	111	31
Male	11	68	16
Ages			
18-25	3	18	17
26-64	35	133	26
65+	7	28	25
Race			
Non-white	1	7	14
White (Caucasian)	41	160	26
Unknown	3	12	25
Language			
English	44	177	25
Spanish	0	0	N/A
Other	1	2	50

YSS-F Survey Results (Family/Caregiver Respondents)

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



YSS Survey Results (Youth Respondents)

Figure 3: 2015–2017 Domain Scores: YSS

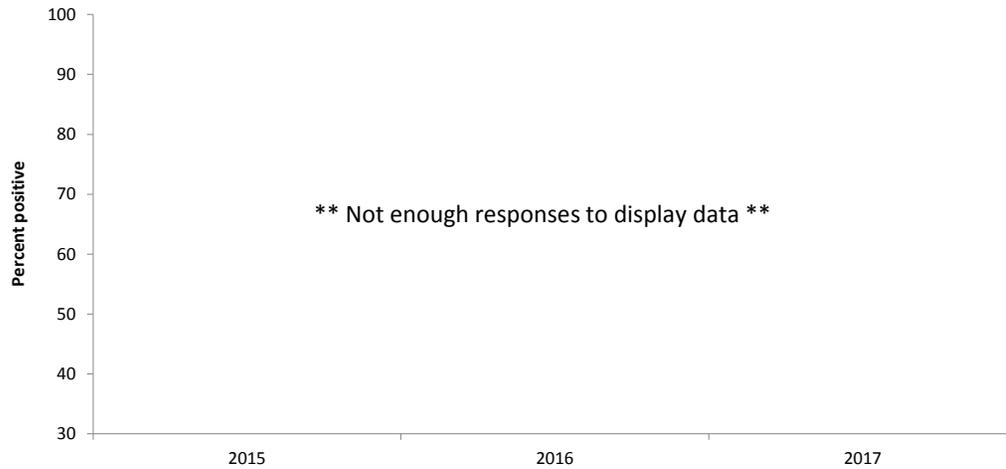


Table 2. 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	1	19	5
Male	7	30	23
Ages			
0-5	1	3	33
6-12	5	24	21
13-17	2	22	9
Race			
Non-white	1	5	20
White (Caucasian)	5	41	12
Unknown	2	3	67
Language			
English	6	41	15
Spanish	0	1	0
Other	2	7	29

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	2	9	22
Male	1	8	13
Ages			
13-15	2	6	33
16-17	1	11	9
Race			
Non-white	1	1	100
White (Caucasian)	2	15	13
Unknown	0	1	0
Language			
English	3	15	20
Spanish	0	0	N/A
Other	0	2	0

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	86	77	84	63	60	64	58
All other CCOs combined	79	72	78	50	54	58	66
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
YSS-F							
CCO	**	**	**	**	**	**	**
All other CCOs combined	**	**	**	**	**	**	**
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
YSS							
CCO	**	**	**	**			**
All other CCOs combined	**	**	**	**			**

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

** Not enough responses to display data.