

GREATER OREGON BEHAVIORAL HEALTH, INC. 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

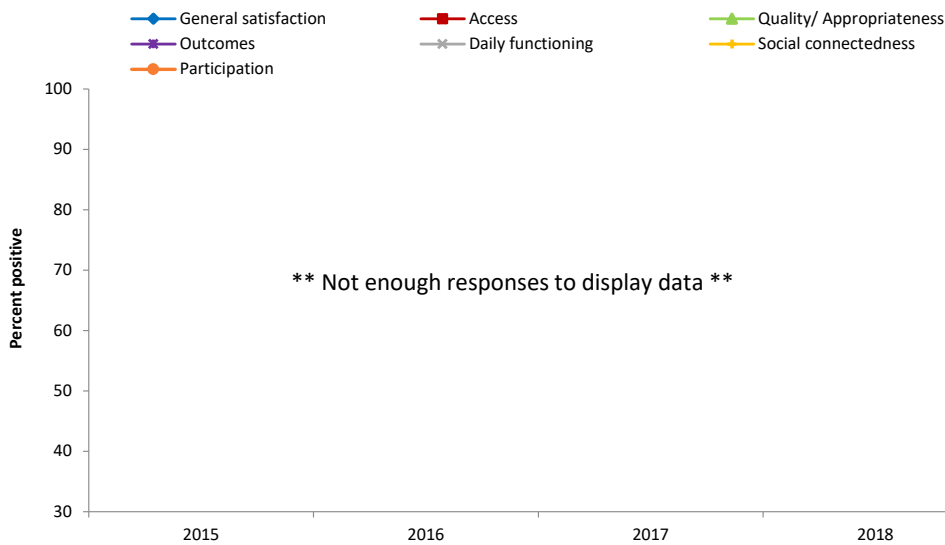


Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	42	162	26
Male	17	87	20
Ages			
18 to 25	2	18	11
26 to 64	49	193	25
65+	8	38	21
Race			
Non-white	1	8	13
White (Caucasian)	53	224	24
Unknown	5	17	29
Language			
English	1	20	5
Spanish	0	0	N/A
Other	58	229	25

YSS-F Survey Results (Family/Caregiver Respondents)

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

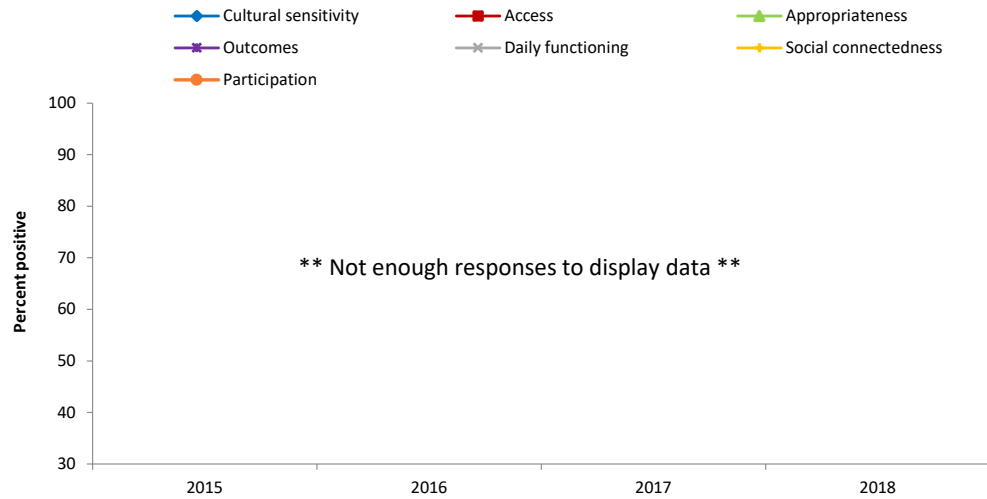


Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	2	17	12
Male	4	27	15
Ages			
0 to 5	0	3	0
6 to 12	1	18	6
13 to 17	5	23	22
Race			
Non-white	1	5	20
White (Caucasian)	5	33	15
Unknown	0	6	0
Language			
English	3	23	13
Spanish	0	0	N/A
Other	3	21	14

YSS Survey Results (Youth Respondents)

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

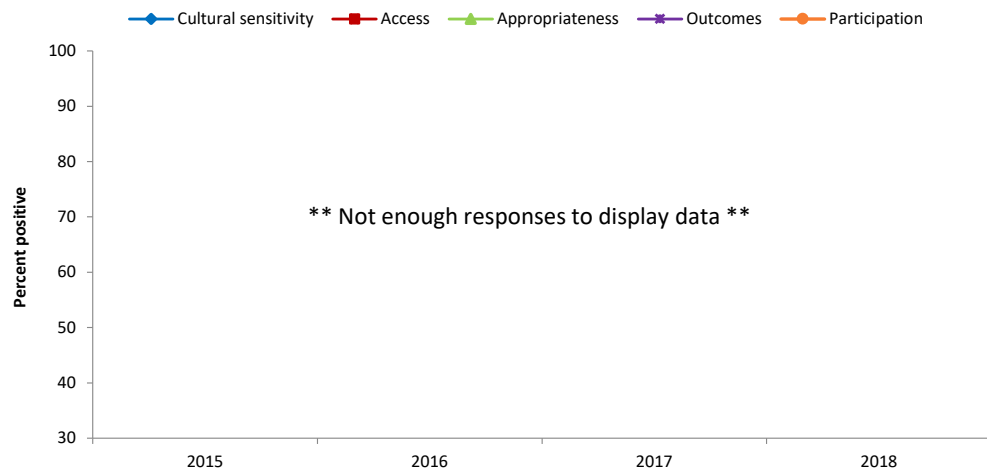


Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	0	6	0
Male	3	16	19
Ages			
14 to 15	1	10	10
16 to 17	2	12	17
Race			
Non-white	1	2	50
White (Caucasian)	2	19	11
Unknown	0	1	0
Language			
English	0	7	0
Spanish	0	0	N/A
Other	3	15	20

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	80	76	81	38	44	62	74
All other CCOs combined	74	70	77	52	54	59	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	**	**	**	**	**	**	**
All other CCOs combined	**	**	**	**	**	**	**
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	**	**	**	**			**
All other CCOs combined	**	**	**	**			**

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

** Not enough responses to display data.