

HEALTH SHARE OF OREGON 2018 SURVEY RESULTS

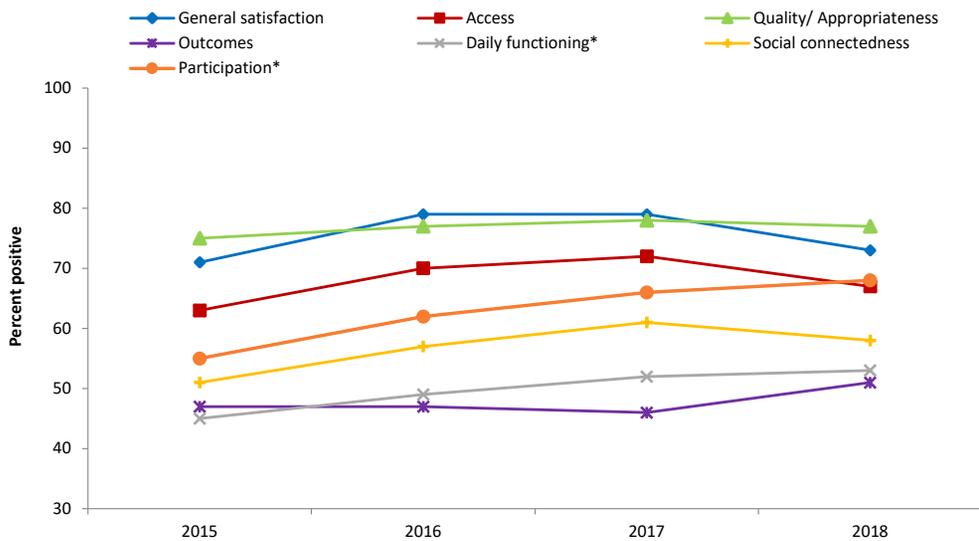
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the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



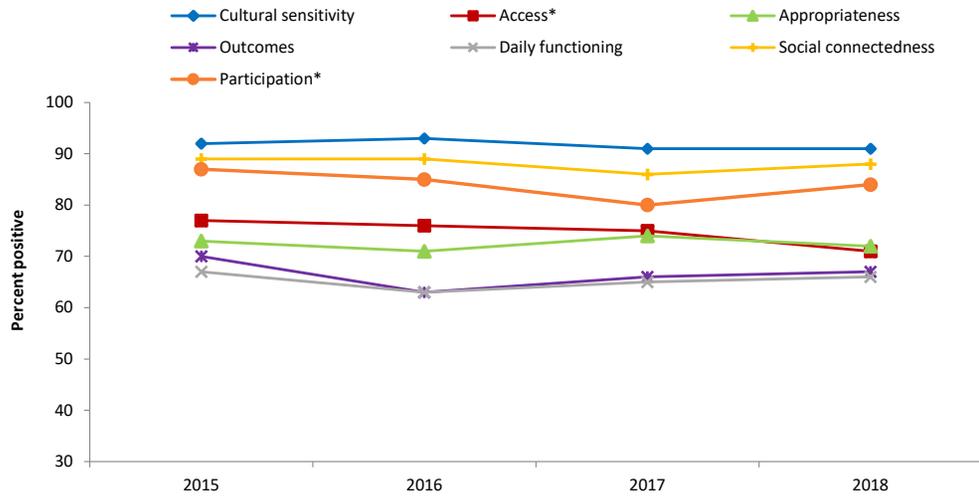
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

| Characteristics | Number of responses | Number of surveys sent | Response rate (%) |
|-------------------|---------------------|------------------------|-------------------|
| Gender | | | |
| Female | 270 | 1029 | 26 |
| Male | 141 | 617 | 23 |
| Ages | | | |
| 18 to 25 | 66 | 320 | 21 |
| 26 to 64 | 332 | 1276 | 26 |
| 65+ | 13 | 50 | 26 |
| Race | | | |
| Non-white | 178 | 794 | 22 |
| White (Caucasian) | 135 | 477 | 28 |
| Unknown | 98 | 375 | 26 |
| Language | | | |
| English | 227 | 860 | 26 |
| Spanish | 36 | 170 | 21 |
| Other | 148 | 616 | 24 |

YSS-F Survey Results (Family/Caregiver Respondents)

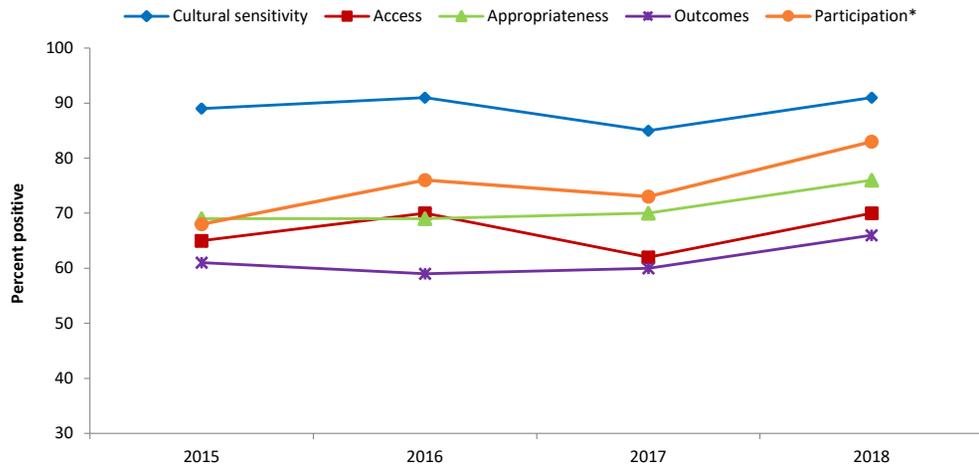
Figure 2. 2015–2018 CCO’s Domain Scores: YSS-F



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

YSS Survey Results (Youth Respondents)

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



* 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 | 177 | 720 | 25 |
| Male | 199 | 805 | 25 |
| Ages | | | |
| 0 to 5 | 38 | 123 | 31 |
| 6 to 12 | 176 | 718 | 25 |
| 13 to 17 | 162 | 684 | 24 |
| Race | | | |
| Non-white | 170 | 772 | 22 |
| White (Caucasian) | 101 | 365 | 28 |
| Unknown | 105 | 388 | 27 |
| Language | | | |
| English | 249 | 902 | 28 |
| Spanish | 21 | 122 | 17 |
| Other | 106 | 501 | 21 |

Table 3. 2018 Response Rates: YSS

| Characteristics | Number of responses | Number of surveys sent | Response rate (%) |
|-------------------|---------------------|------------------------|-------------------|
| Gender | | | |
| Female | 81 | 347 | 23 |
| Male | 43 | 241 | 18 |
| Ages | | | |
| 14 to 15 | 75 | 320 | 23 |
| 16 to 17 | 49 | 268 | 18 |
| Race | | | |
| Non-white | 58 | 282 | 21 |
| White (Caucasian) | 24 | 146 | 16 |
| Unknown | 42 | 160 | 26 |
| Language | | | |
| English | 88 | 347 | 25 |
| Spanish | 5 | 49 | 10 |
| Other | 31 | 192 | 16 |

Table 4. 2018 CCO Comparison Table: All Surveys

| CCO | General | Access | Quality/ | Outcomes | Daily functioning | Social | Participation |
|-------------------------|----------|--------|-----------------|----------|-------------------|--------|---------------|
| Adult Outpatient | | | | | | | |
| CCO | 73 | 67 | 77 | 52 | 55 | 56 | 68 |
| All other CCOs combined | 74 | 71 | 77 | 52 | 54 | 59 | 68 |
| CCO | Cultural | Access | Appropriateness | Outcomes | Daily functioning | Social | Participation |
| YSS-F | | | | | | | |
| CCO | 91 | 72 | 72 | 67 | 66 | 87 | 85* |
| All other CCOs combined | 89 | 74 | 69 | 64 | 64 | 88 | 80* |
| CCO | Cultural | Access | Appropriateness | Outcomes | N/A | N/A | Participation |
| YSS | | | | | | | |
| CCO | 92* | 68 | 78 | 68 | | | 79 |
| All other CCOs combined | 86* | 67 | 71 | 61 | | | 74 |

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