

HEALTH SHARE OF OREGON 2017 SURVEY RESULTS

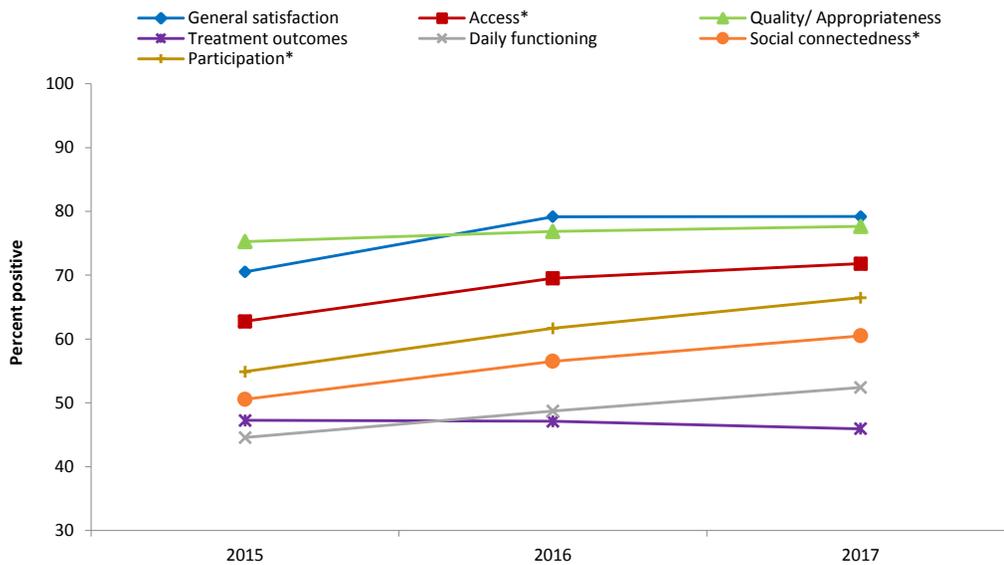
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental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



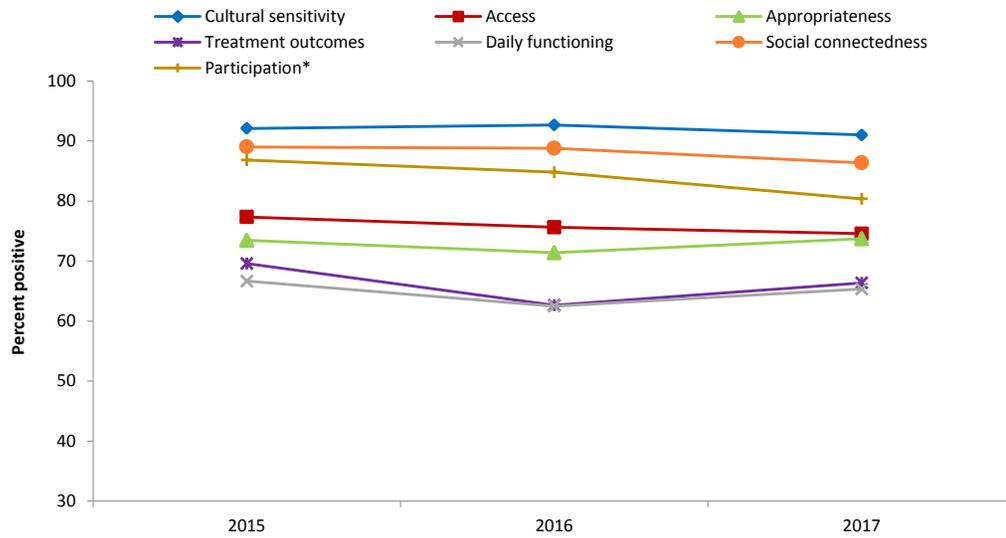
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	365	1563	23
Male	196	946	21
Ages			
18-25	63	324	19
26-64	438	1965	22
65+	60	220	27
Race			
Non-white	276	1282	22
White (Caucasian)	204	818	25
Unknown	81	409	20
Language			
English	463	2024	23
Spanish	16	71	23
Other	82	414	20

YSS-F Survey Results (Family/Caregiver Respondents)

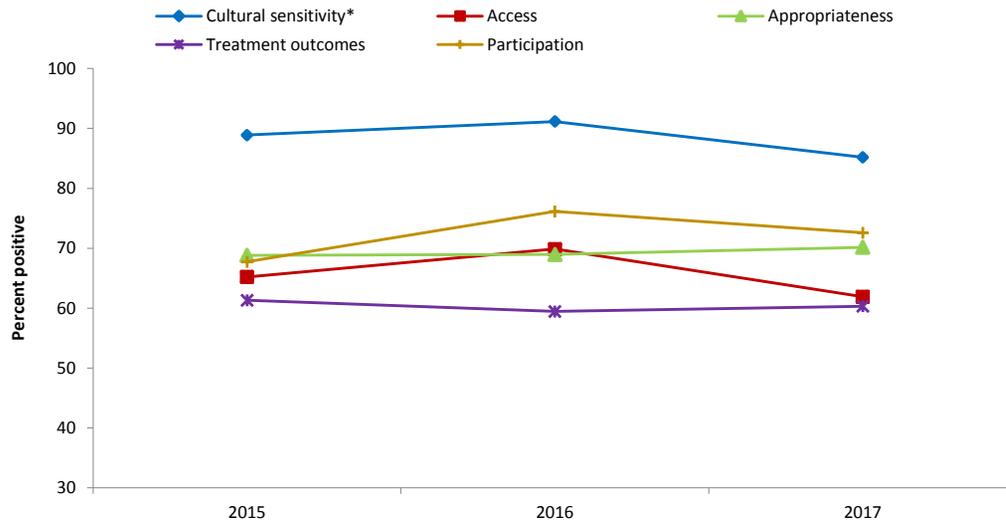
Figure 2. 2015–2017 CCO’s Domain Scores: YSS-F



* 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	416	1800	23
Male	378	1881	20
Ages			
0-5	56	236	24
6-12	293	1294	23
13-17	445	2151	21
Race			
Non-white	169	793	21
White (Caucasian)	368	1679	22
Unknown	257	1209	21
Language			
English	642	2797	23
Spanish	68	498	14
Other	84	386	22

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	288	1118	26
Male	148	808	18
Ages			
13-15	203	920	22
16-17	233	1006	23
Race			
Non-white	70	273	26
White (Caucasian)	226	991	23
Unknown	140	662	21
Language			
English	340	1489	23
Spanish	45	220	20
Other	51	217	24

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	79	72	78	46*	52	61	66
All other CCOs combined	80	73	78	51*	54	57	66
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
YSS-F							
CCO	91	75	74	66	65	86	80
All other CCOs combined	90	75	74	64	63	86	80
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
YSS							
CCO	85	62*	70	60			73
All other CCOs combined	86	67*	71	60			75

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

** Not enough responses to display data.