

INTERCOMMUNITY HEALTH NETWORK 2017 SURVEY RESULTS

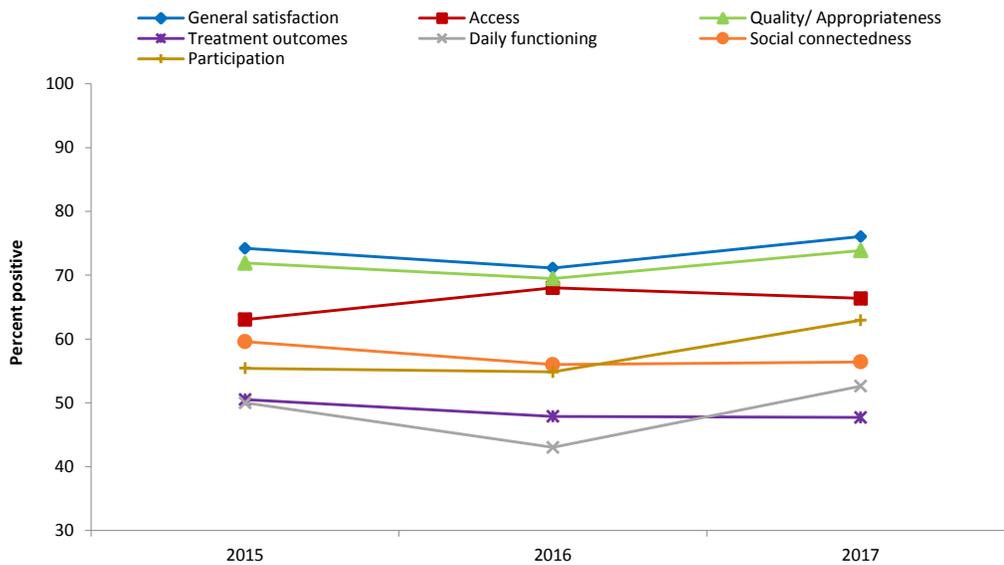
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental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



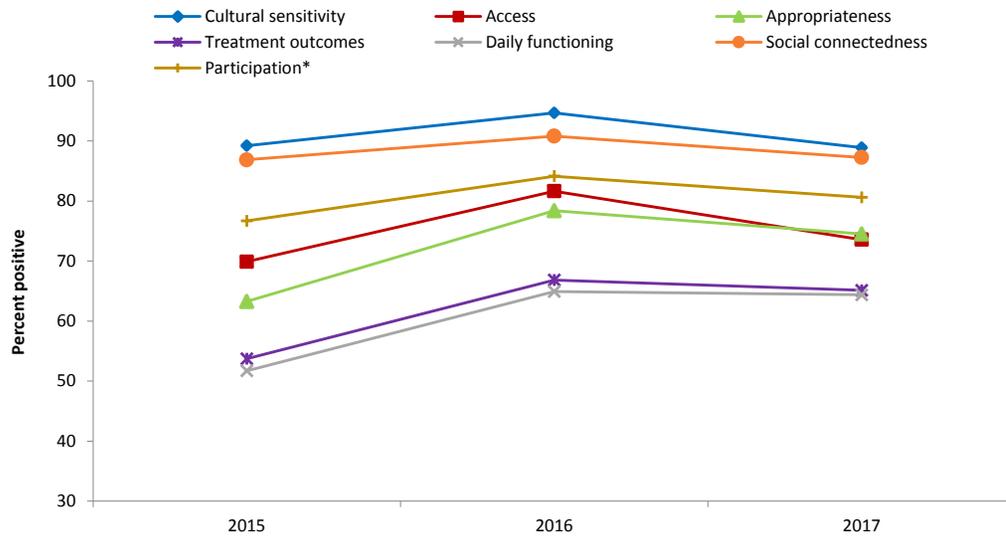
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	83	305	27
Male	38	185	21
Ages			
18-25	16	78	21
26-64	93	385	24
65+	12	27	44
Race			
Non-white	38	152	25
White (Caucasian)	68	238	29
Unknown	15	100	15
Language			
English	116	452	26
Spanish	2	12	17
Other	3	26	12

YSS-F Survey Results (Family/Caregiver Respondents)

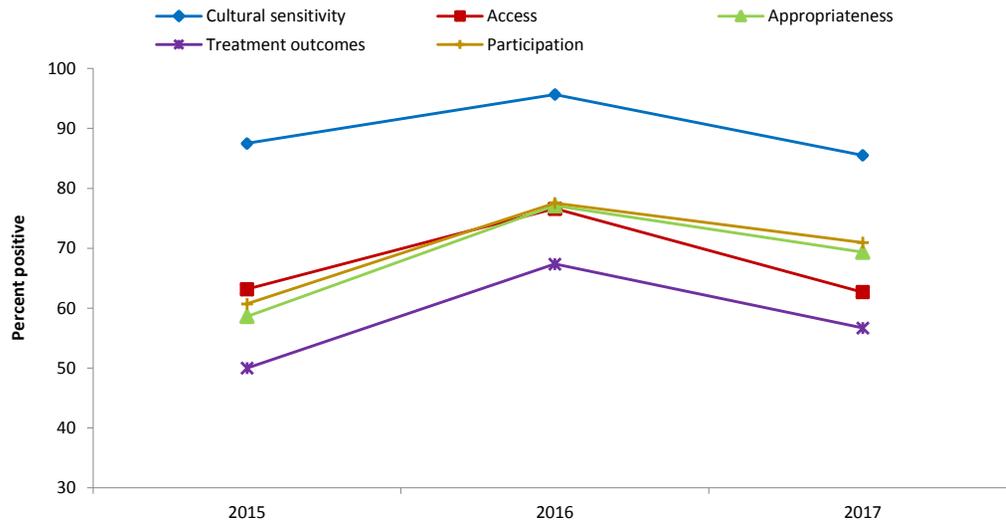
Figure 2. 2015–2017 CCO’s Domain Scores: YSS-F



* 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	137	574	24
Male	127	524	24
Ages			
0-5	13	64	20
6-12	96	368	26
13-17	155	666	23
Race			
Non-white	33	123	27
White (Caucasian)	155	653	24
Unknown	76	322	24
Language			
English	245	959	26
Spanish	5	51	10
Other	14	88	16

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	92	365	25
Male	61	260	23
Ages			
13-15	85	322	26
16-17	68	303	22
Race			
Non-white	12	36	33
White (Caucasian)	95	390	24
Unknown	46	199	23
Language			
English	138	560	25
Spanish	3	17	18
Other	12	48	25

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	76	66	74	48	53	56	63
All other CCOs combined	80	73	78	50	54	58	66
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
YSS-F							
CCO	89	74	75	65	64	87	81
All other CCOs combined	91	75	74	64	64	86	80
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
YSS							
CCO	86	63	69	57			71
All other CCOs combined	86	66	71	60			75

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

** Not enough responses to display data.