

INTERCOMMUNITY HEALTH NETWORK 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

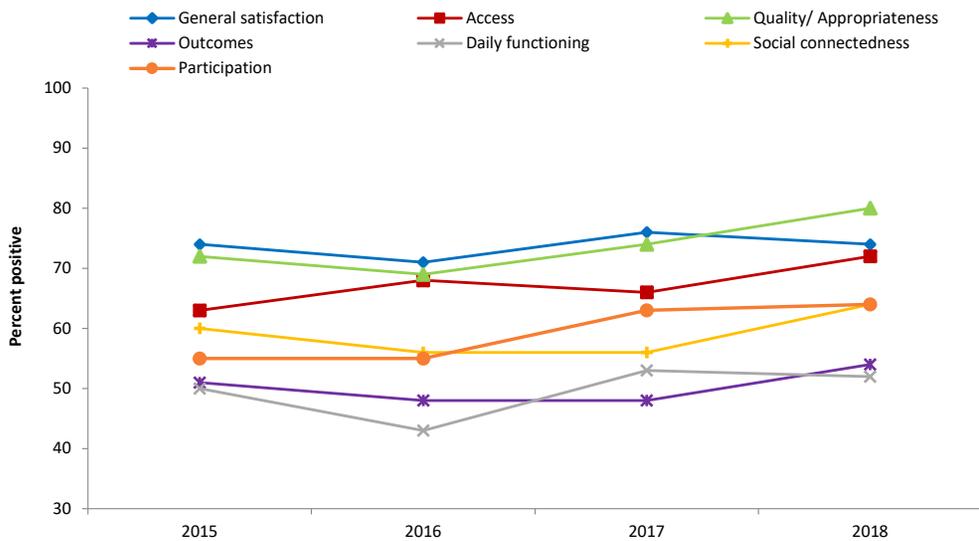
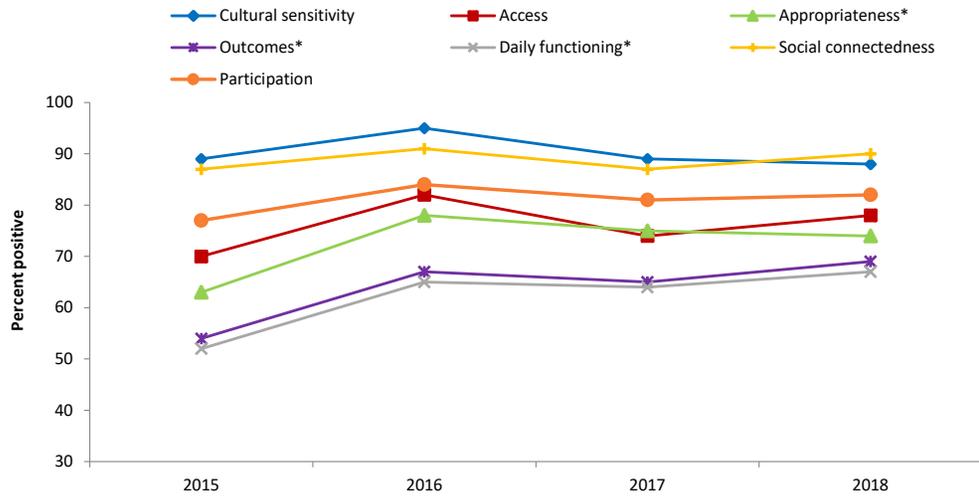


Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	73	315	23
Male	37	147	25
Ages			
18 to 25	14	74	19
26 to 64	96	376	26
65+	0	12	0
Race			
Non-white	4	25	16
White (Caucasian)	76	299	25
Unknown	30	138	22
Language			
English	79	310	25
Spanish	0	14	0
Other	31	138	22

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.

Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	58	249	23
Male	67	293	23
Ages			
0 to 5	14	50	28
6 to 12	63	275	23
13 to 17	48	217	22
Race			
Non-white	20	83	24
White (Caucasian)	54	250	22
Unknown	51	209	24
Language			
English	87	383	23
Spanish	7	35	20
Other	31	124	25

YSS Survey Results (Youth Respondents)

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

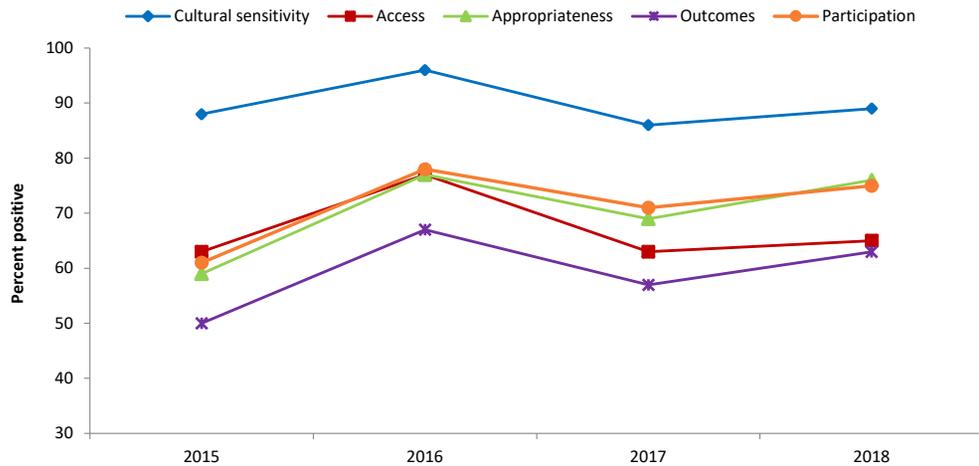


Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	29	116	25
Male	12	69	17
Ages			
14 to 15	19	87	22
16 to 17	22	98	22
Race			
Non-white	8	31	26
White (Caucasian)	12	75	16
Unknown	21	79	27
Language			
English	32	135	24
Spanish	1	10	10
Other	8	40	20

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	75	74	83	62*	57	65	70
All other CCOs combined	74	69	76	52*	54	58	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	88	79	75	69	68	92	83
All other CCOs combined	90	73	69	64	64	87	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	88	61	75	67			79
All other CCOs combined	87	67	72	62			75

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