

## JACKSON CARE CONNECT 2017 SURVEY RESULTS

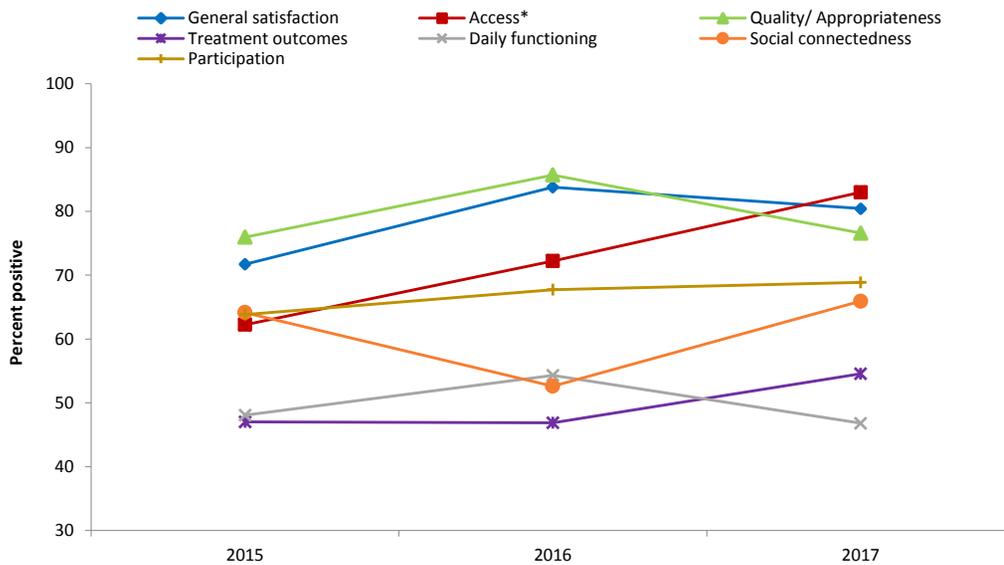
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental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



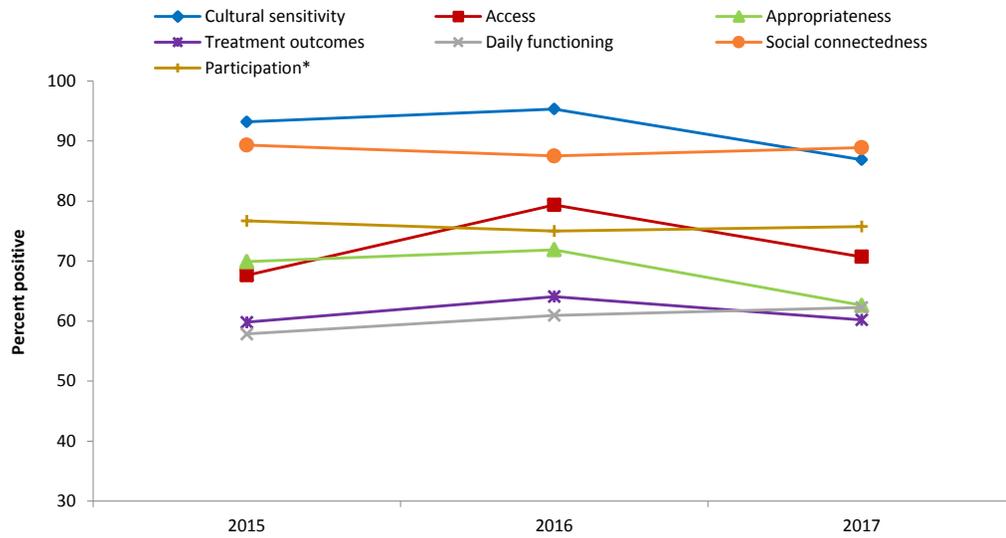
\* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	30	142	21
Male	18	77	23
<b>Ages</b>			
18-25	5	45	11
26-64	41	169	24
65+	2	5	40
<b>Race</b>			
Non-white	14	63	22
White (Caucasian)	25	113	22
Unknown	9	43	21
<b>Language</b>			
English	46	198	23
Spanish	1	8	13
Other	1	13	8

**YSS-F Survey Results (Family/Caregiver Respondents)**

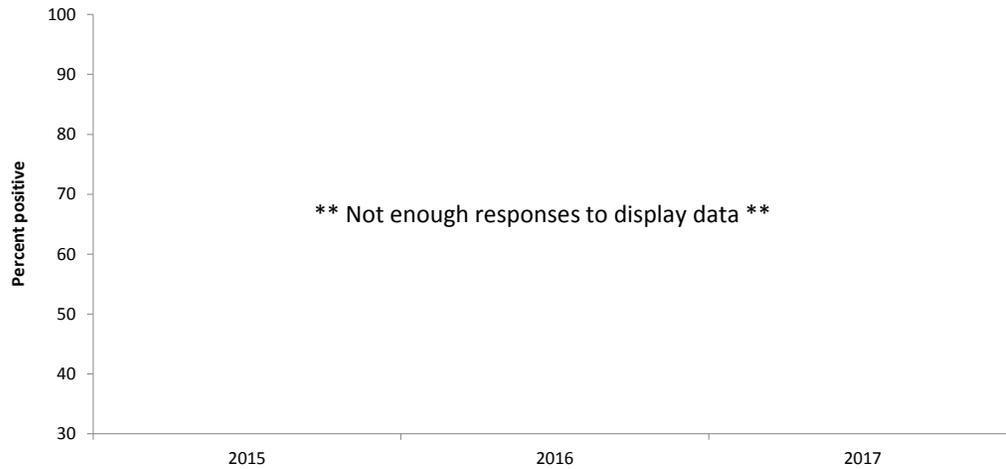
**Figure 2. 2015–2017 CCO’s Domain Scores: YSS-F**



\* 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**



**Table 2. 2017 Response Rates: YSS-F**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	60	241	25
Male	39	206	19
<b>Ages</b>			
0-5	7	29	24
6-12	26	152	17
13-17	66	266	25
<b>Race</b>			
Non-white	7	52	13
White (Caucasian)	58	231	25
Unknown	34	164	21
<b>Language</b>			
English	87	366	24
Spanish	3	34	9
Other	9	47	19

**Table 3. 2017 Response Rates: YSS**

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
<b>Gender</b>			
Female	43	150	29
Male	13	91	14
<b>Ages</b>			
13-15	27	119	23
16-17	29	122	24
<b>Race</b>			
Non-white	5	21	24
White (Caucasian)	33	126	26
Unknown	18	94	19
<b>Language</b>			
English	47	208	23
Spanish	3	16	19
Other	6	17	35

**Table 4. 2017 CCO Comparison Table: All Surveys**

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
<b>Adult Outpatient</b>							
CCO	80	83	77	55	47	66	69
All other CCOs combined	79	72	78	50	54	57	66
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
<b>YSS-F</b>							
CCO	87	71	63*	60	62	89	76
All other CCOs combined	91	75	74*	64	64	86	80
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
<b>YSS</b>							
CCO	78	65	60	52			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.