

JACKSON CARE CONNECT 2018 SURVEY RESULTS

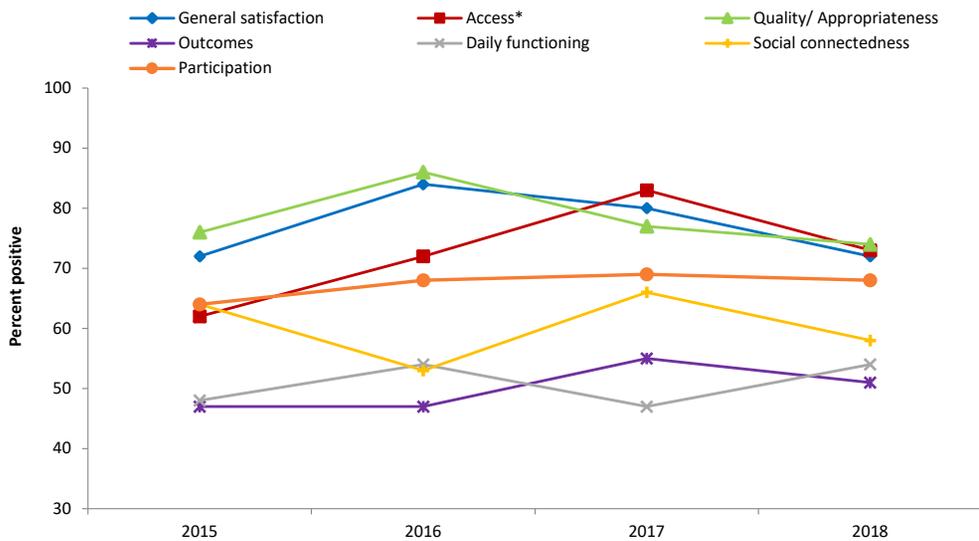
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the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



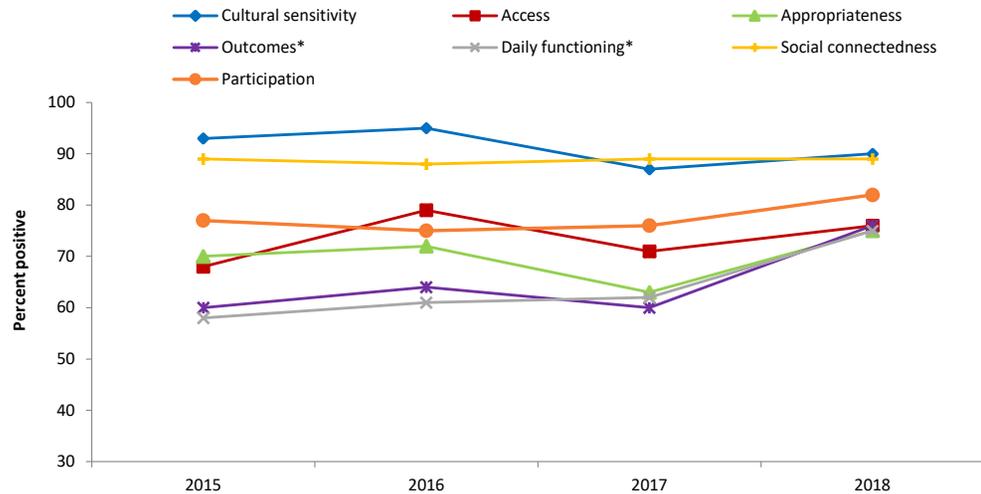
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	82	290	28
Male	24	168	14
Ages			
18 to 25	9	65	14
26 to 64	92	378	24
65+	5	15	33
Race			
Non-white	5	22	23
White (Caucasian)	70	260	27
Unknown	31	176	18
Language			
English	84	318	26
Spanish	1	10	10
Other	21	130	16

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

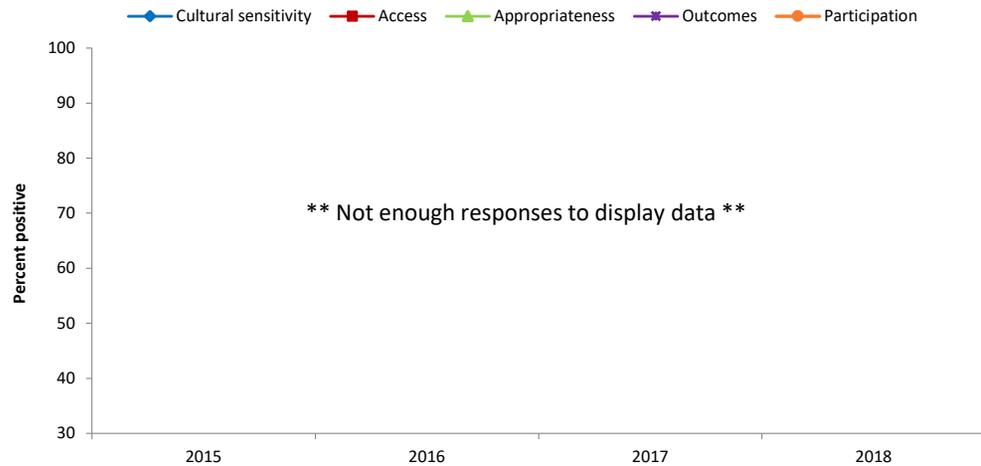


Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	54	230	23
Male	50	248	20
Ages			
0 to 5	6	44	14
6 to 12	53	238	22
13 to 17	45	196	23
Race			
Non-white	8	46	17
White (Caucasian)	52	216	24
Unknown	44	216	20
Language			
English	75	380	20
Spanish	6	26	23
Other	23	72	32

Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	22	98	22
Male	13	63	21
Ages			
14 to 15	17	78	22
16 to 17	18	83	22
Race			
Non-white	6	18	33
White (Caucasian)	17	72	24
Unknown	12	71	17
Language			
English	25	127	20
Spanish	4	12	33
Other	6	22	27

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	70	70	73	52	52	56	70
All other CCOs combined	74	70	77	52	54	59	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	90	75	74	77*	75*	89	81
All other CCOs combined	89	73	69	63*	64*	87	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	83	77	86*	83*			85
All other CCOs combined	87	66	71*	61*			74

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