

PACIFICSOURCE COMMUNITY SOLUTIONS - COLUMBIA GORGE 2017 SURVEY RESULTS

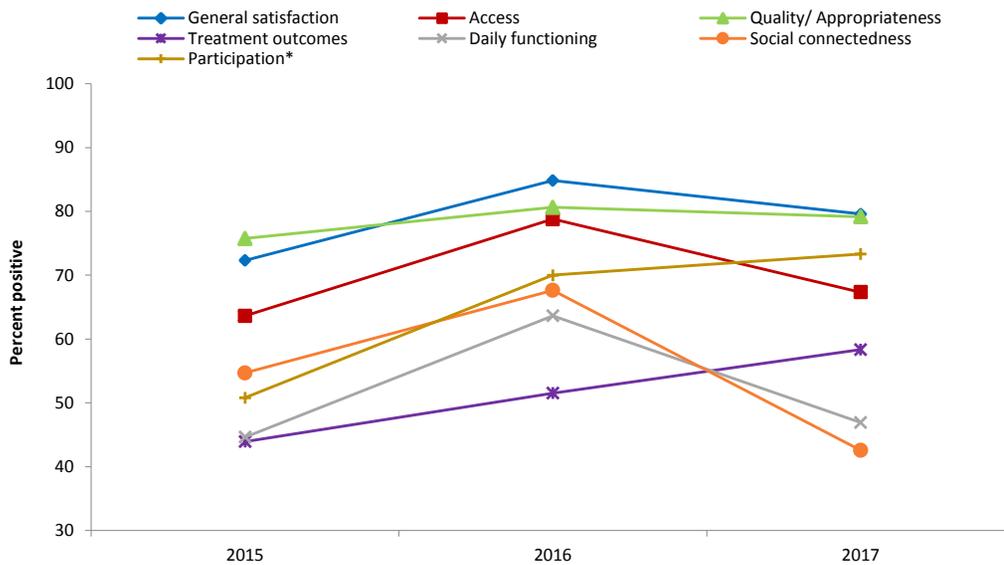
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental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



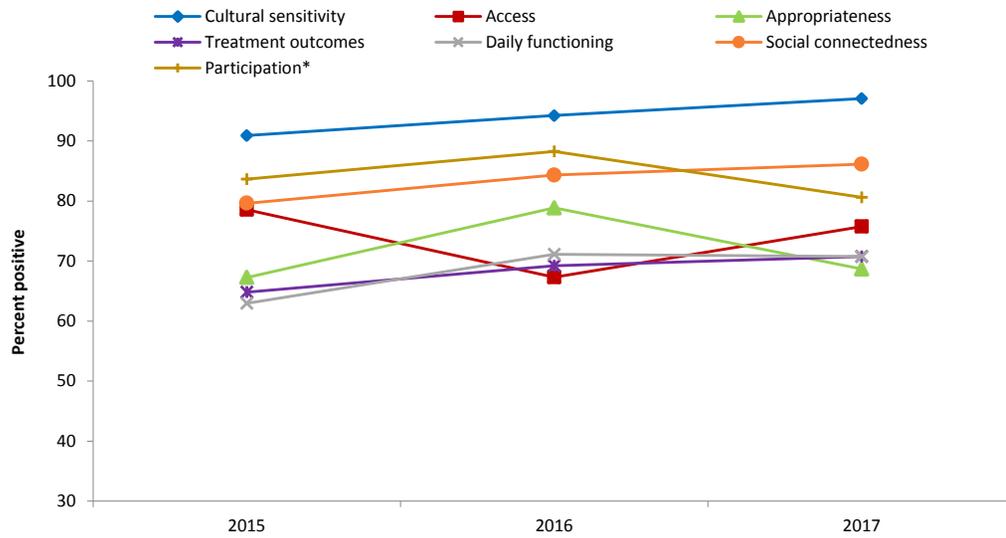
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	38	141	27
Male	11	81	14
Ages			
18-25	6	44	14
26-64	43	175	25
65+	0	3	0
Race			
Non-white	2	29	7
White (Caucasian)	36	140	26
Unknown	11	53	21
Language			
English	44	198	22
Spanish	4	15	27
Other	1	9	11

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

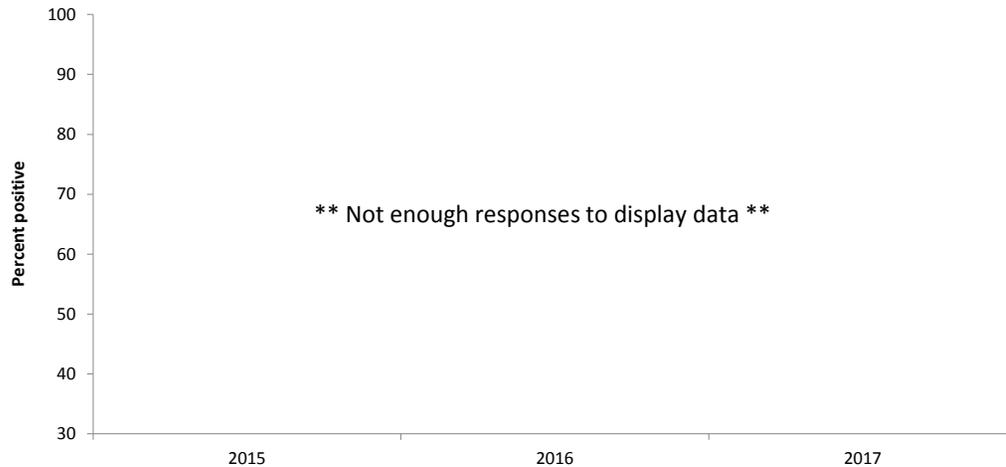


Table 2. 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	29	151	19
Male	39	201	19
Ages			
0-5	7	34	21
6-12	29	160	18
13-17	32	158	20
Race			
Non-white	6	36	17
White (Caucasian)	42	216	19
Unknown	20	100	20
Language			
English	50	263	19
Spanish	10	50	20
Other	8	39	21

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	20	75	27
Male	9	61	15
Ages			
13-15	12	59	20
16-17	17	77	22
Race			
Non-white	0	7	0
White (Caucasian)	25	89	28
Unknown	4	40	10
Language			
English	22	97	23
Spanish	6	26	23
Other	1	13	8

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	80	67	79	58	47	43*	73
All other CCOs combined	79	72	78	50	54	58*	66
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
YSS-F							
CCO	97	76	69	71	71	86	81
All other CCOs combined	90	75	74	64	64	86	80
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
YSS							
CCO	**	**	**	**			**
All other CCOs combined	**	**	**	**			**

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

** Not enough responses to display data.