

PRIMARY HEALTH OF JOSEPHINE COUNTY 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

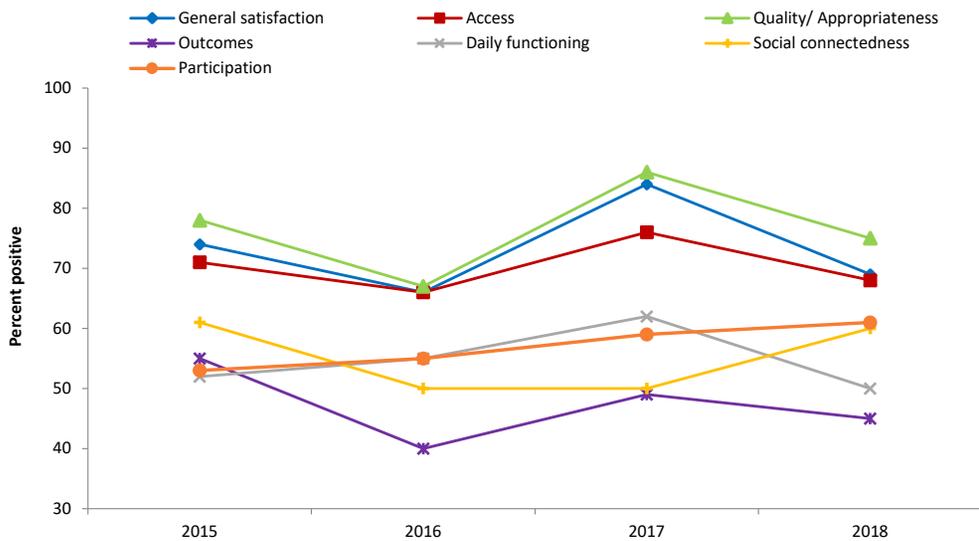
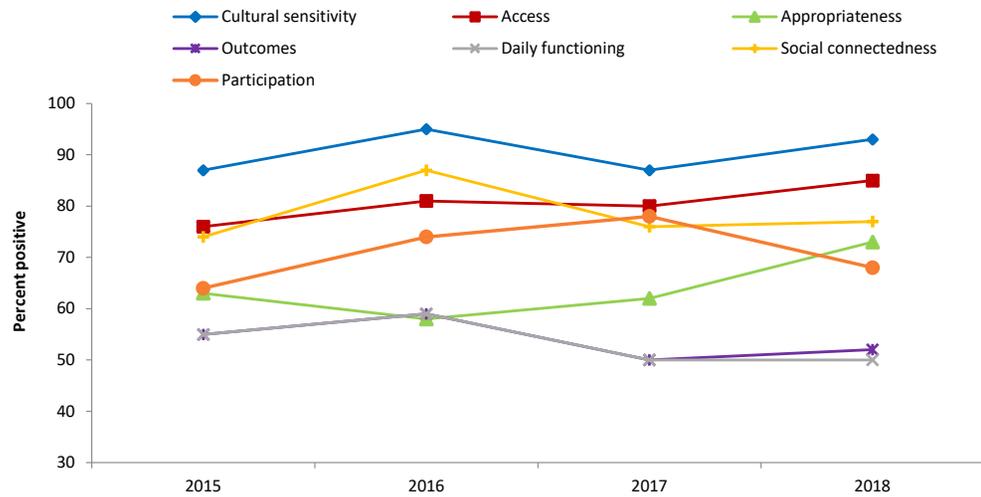


Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	85	329	26
Male	36	177	20
Ages			
18 to 25	18	74	24
26 to 64	101	416	24
65+	2	16	13
Race			
Non-white	0	16	0
White (Caucasian)	79	313	25
Unknown	42	177	24
Language			
English	89	377	24
Spanish	0	0	N/A
Other	32	129	25

YSS-F Survey Results (Family/Caregiver Respondents)

Figure 2. 2015–2018 CCO’s Domain Scores: YSS-F



YSS Survey Results (Youth Respondents)

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

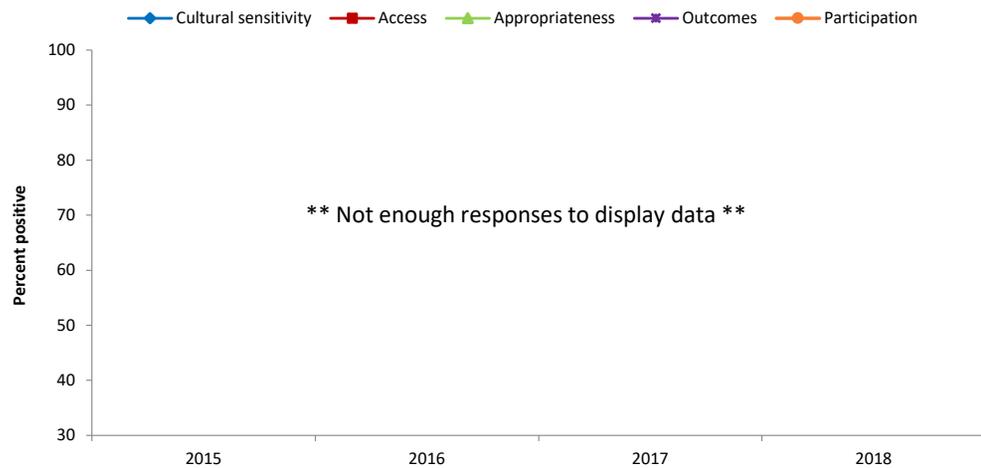


Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	32	140	23
Male	30	123	24
Ages			
0 to 5	5	27	19
6 to 12	31	117	26
13 to 17	26	119	22
Race			
Non-white	1	7	14
White (Caucasian)	33	142	23
Unknown	28	114	25
Language			
English	50	208	24
Spanish	0	2	0
Other	12	53	23

Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	13	74	18
Male	7	32	22
Ages			
14 to 15	11	55	20
16 to 17	9	51	18
Race			
Non-white	0	2	0
White (Caucasian)	10	55	18
Unknown	10	49	20
Language			
English	19	89	21
Spanish	0	1	0
Other	1	16	6

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	68	69	74	46	51	59	61
All other CCOs combined	74	70	77	52	54	59	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	93	86	73	53	52	78	69*
All other CCOs combined	89	73	70	65	65	88	81*
CCO	Cultural	Access	Appropriateness	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.