

PRIMARY HEALTH OF JOSEPHINE COUNTY 2017 SURVEY RESULTS

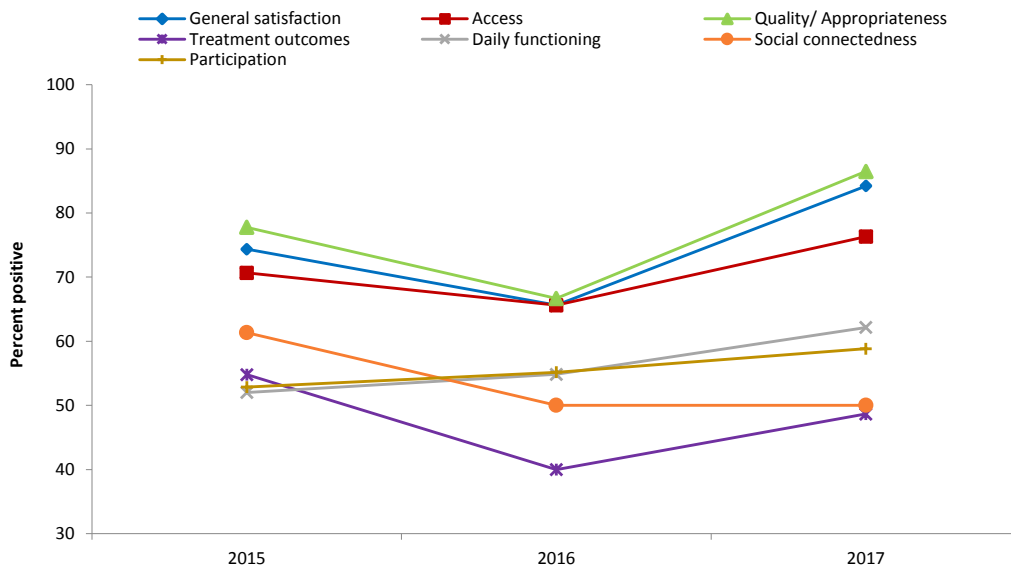
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental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



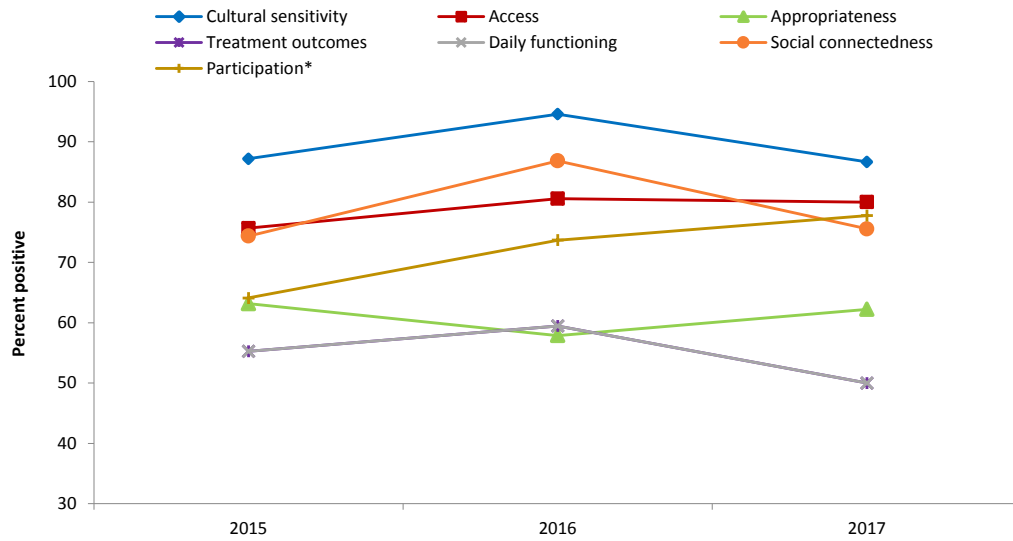
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	24	112	21
Male	14	60	23
Ages			
18-25	2	15	13
26-64	33	152	22
65+	3	5	60
Race			
Non-white	1	9	11
White (Caucasian)	24	117	21
Unknown	13	46	28
Language			
English	35	167	21
Spanish	0	0	N/A
Other	3	5	60

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

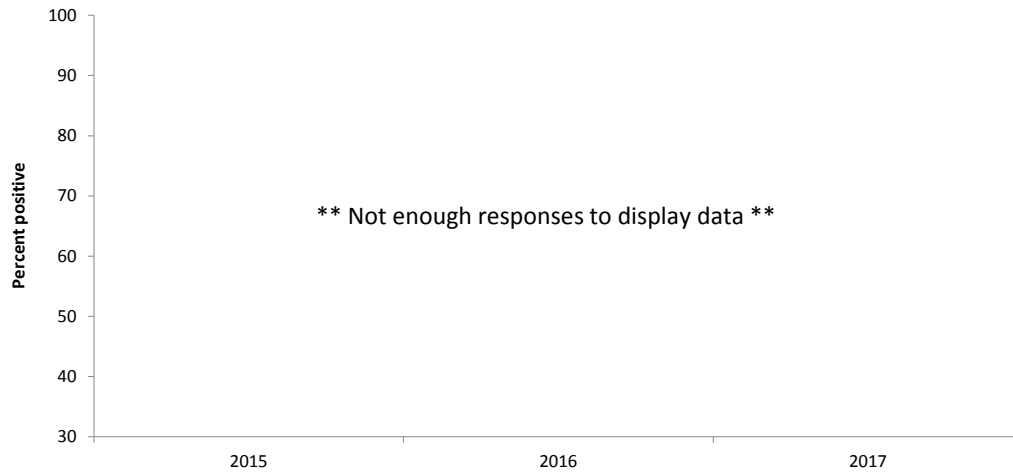


Table 2. 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	23	101	23
Male	22	110	20
Ages			
0-5	7	28	25
6-12	22	95	23
13-17	16	88	18
Race			
Non-white	3	7	43
White (Caucasian)	29	139	21
Unknown	13	65	20
Language			
English	39	186	21
Spanish	0	1	0
Other	6	24	25

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	11	42	26
Male	4	31	13
Ages			
13-15	5	33	15
16-17	10	40	25
Race			
Non-white	0	2	0
White (Caucasian)	9	43	21
Unknown	6	28	21
Language			
English	15	68	22
Spanish	0	0	N/A
Other	0	5	0

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	84	76	86	49	62	50	59
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	87	80	62	50*	50	76*	78
All other CCOs combined	91	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.