

TRILLIUM COMMUNITY HEALTH PLAN 2017 SURVEY RESULTS

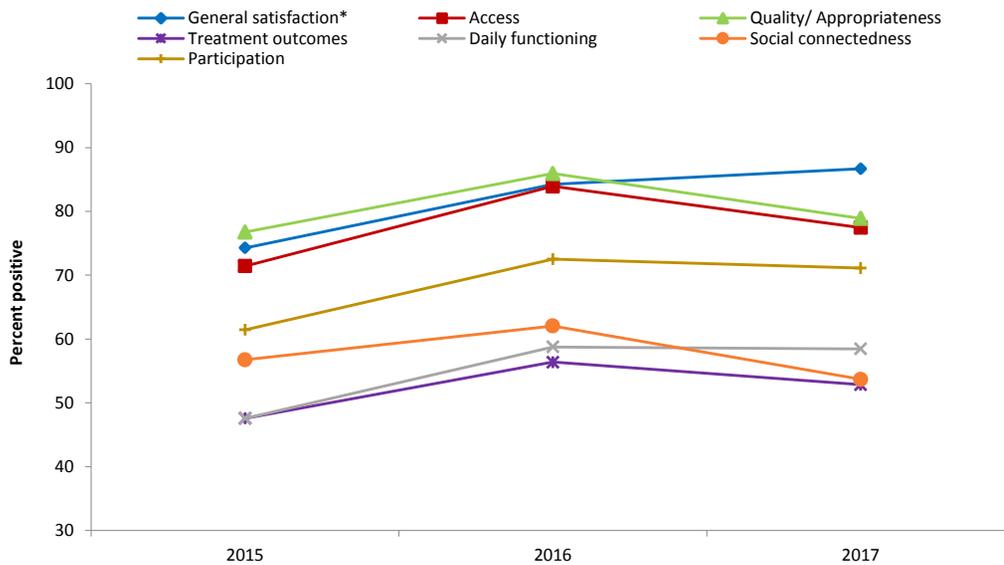
HealthInsight conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the Mental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



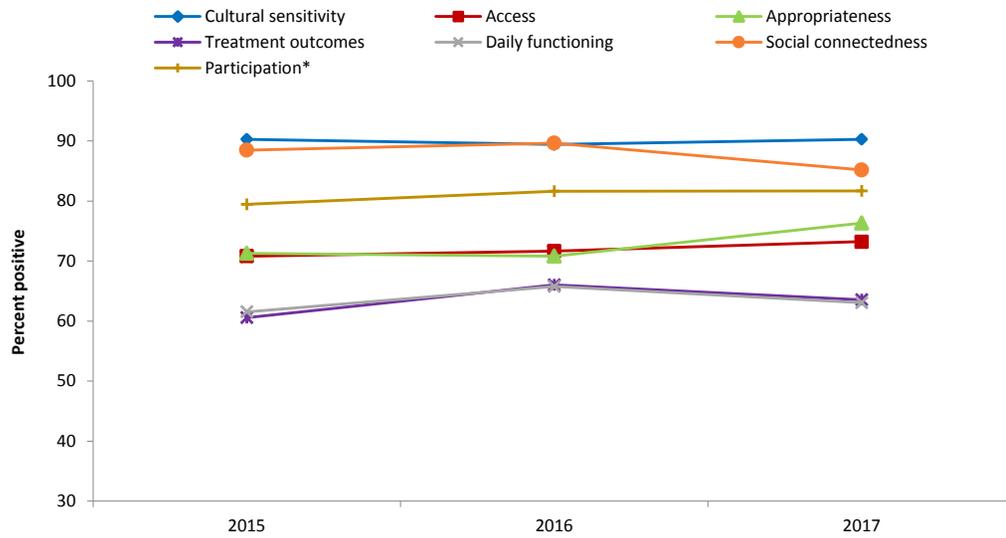
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	201	769	26
Male	89	389	23
Ages			
18-25	36	189	19
26-64	239	926	26
65+	15	43	35
Race			
Non-white	57	285	20
White (Caucasian)	174	615	28
Unknown	59	258	23
Language			
English	269	1078	25
Spanish	2	14	14
Other	19	66	29

YSS-F Survey Results (Family/Caregiver Respondents)

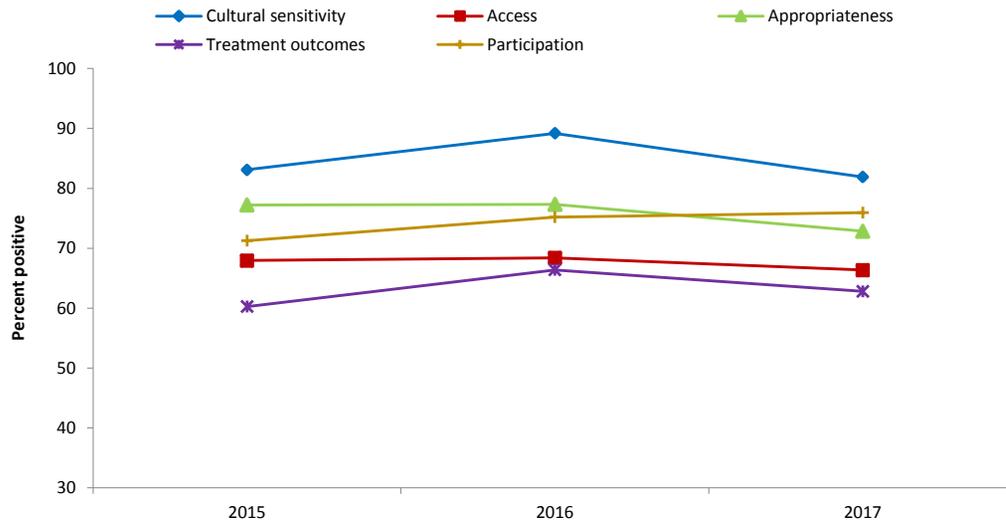
Figure 2. 2015–2017 CCO’s Domain Scores: YSS-F



* 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



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

Table 2. 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	272	1142	24
Male	256	1133	23
Ages			
0-5	32	161	20
6-12	174	774	22
13-17	322	1340	24
Race			
Non-white	64	276	23
White (Caucasian)	307	1329	23
Unknown	157	670	23
Language			
English	461	1935	24
Spanish	13	74	18
Other	54	266	20

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	191	693	28
Male	128	533	24
Ages			
13-15	160	600	27
16-17	159	626	25
Race			
Non-white	17	104	16
White (Caucasian)	200	748	27
Unknown	102	374	27
Language			
English	281	1068	26
Spanish	8	38	21
Other	30	120	25

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	87*	77*	79	53	58	54	71*
All other CCOs combined	79*	72*	78	50	53	58	65*
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
YSS-F							
CCO	90	73	76	64	63	85	82
All other CCOs combined	91	75	73	64	64	87	80
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
YSS							
CCO	82	66	73	63			76
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.