

UMPQUA HEALTH ALLIANCE 2018 SURVEY RESULTS

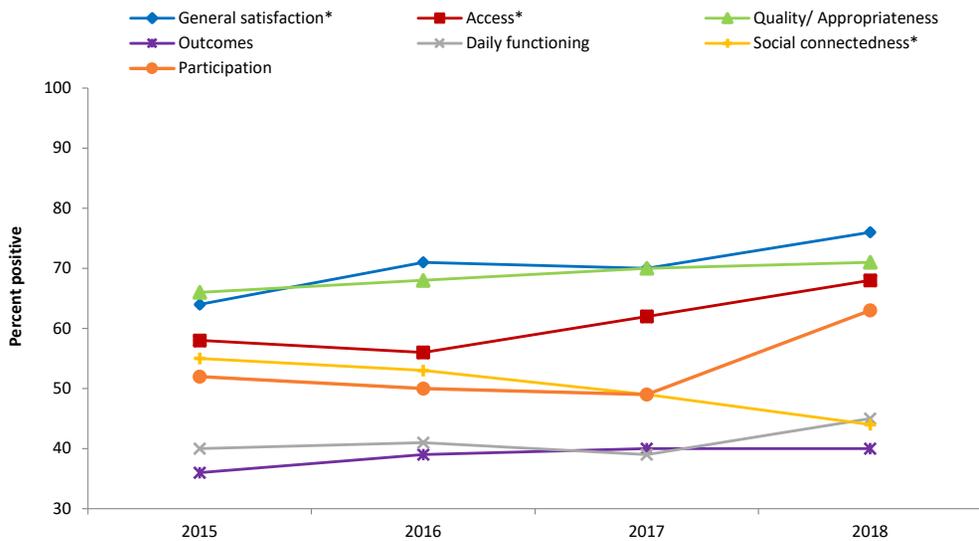
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the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



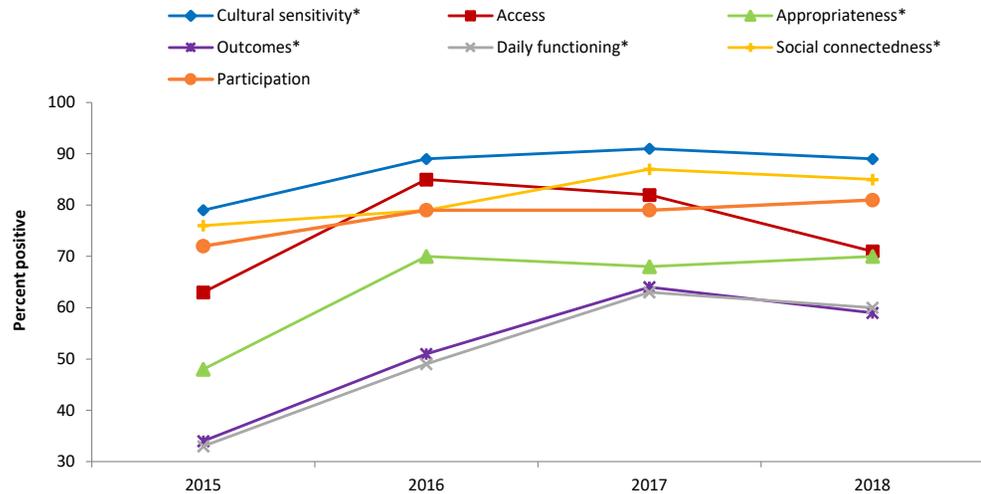
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	86	301	29
Male	35	142	25
Ages			
18 to 25	10	71	14
26 to 64	109	367	30
65+	2	5	40
Race			
Non-white	4	10	40
White (Caucasian)	78	270	29
Unknown	39	163	24
Language			
English	88	334	26
Spanish	0	0	N/A
Other	33	109	30

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

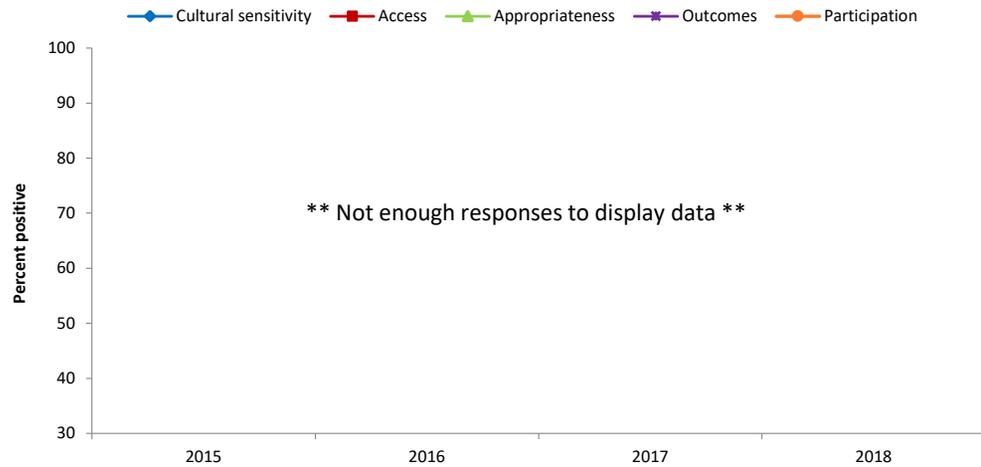


Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	57	219	26
Male	76	235	32
Ages			
0 to 5	9	37	24
6 to 12	68	219	31
13 to 17	56	198	28
Race			
Non-white	10	27	37
White (Caucasian)	76	250	30
Unknown	47	177	27
Language			
English	105	363	29
Spanish	0	6	0
Other	28	85	33

Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	28	111	25
Male	12	62	19
Ages			
14 to 15	21	94	22
16 to 17	19	79	24
Race			
Non-white	2	16	13
White (Caucasian)	19	82	23
Unknown	19	75	25
Language			
English	38	139	27
Spanish	0	4	0
Other	2	30	7

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	77	69	72	42	46	46*	64
All other CCOs combined	74	70	77	53	54	59*	68
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	90	72	72	60	61	86	81
All other CCOs combined	89	73	70	65	65	88	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	91	69	65	57			79
All other CCOs combined	87	67	73	63			75

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