

ADVANCED HEALTH 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

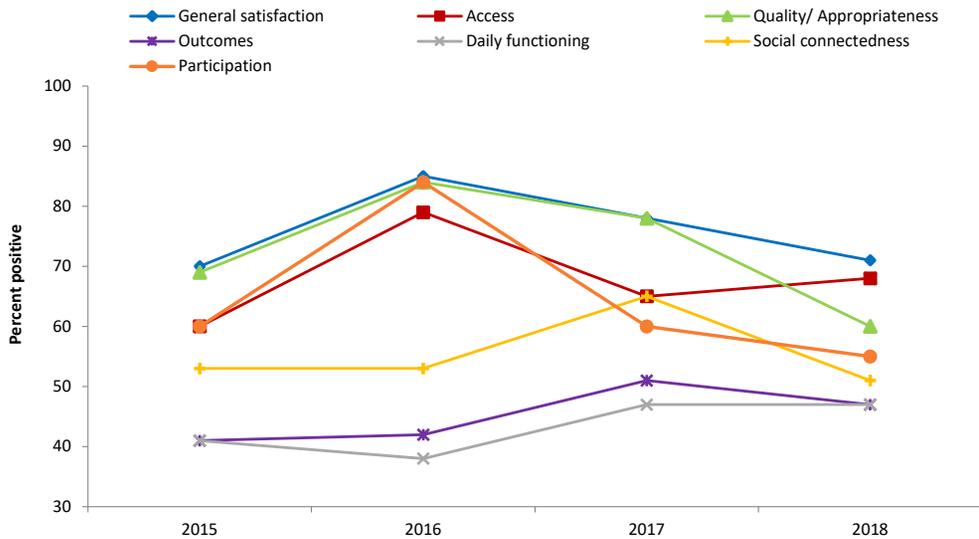
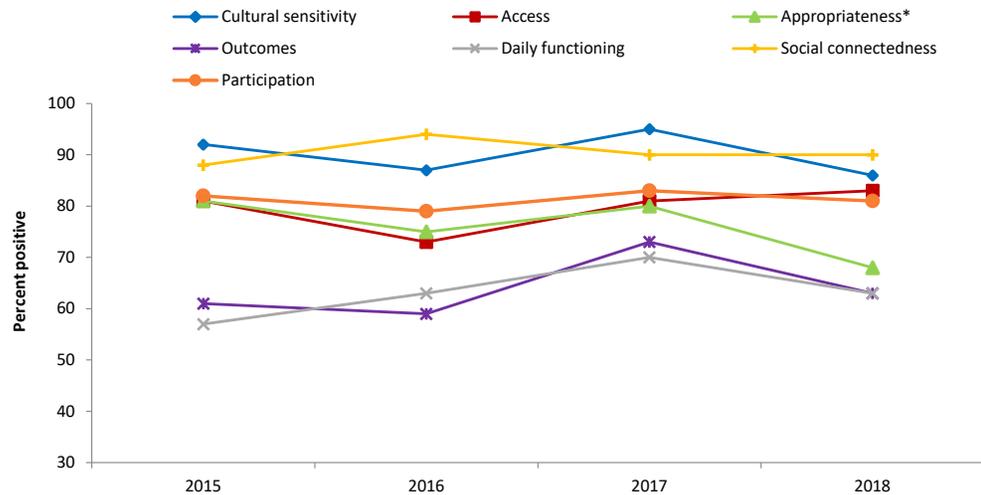


Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	84	300	28
Male	33	145	23
Ages			
18 to 25	10	56	18
26 to 64	102	370	28
65+	5	19	26
Race			
Non-white	2	11	18
White (Caucasian)	78	298	26
Unknown	37	136	27
Language			
English	66	281	23
Spanish	0	3	0
Other	51	161	32

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

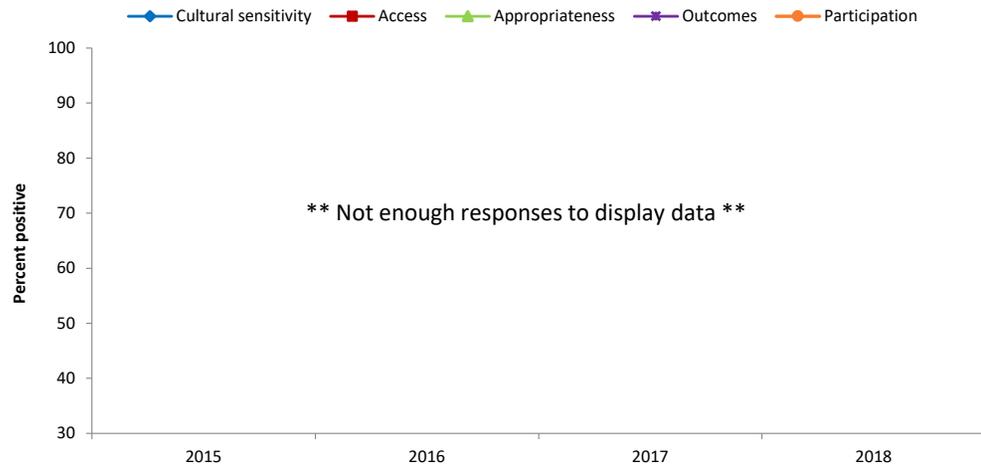


Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	54	223	24
Male	58	233	25
Ages			
0 to 5	17	62	27
6 to 12	57	220	26
13 to 17	38	174	22
Race			
Non-white	6	24	25
White (Caucasian)	65	259	25
Unknown	41	173	24
Language			
English	91	342	27
Spanish	0	5	0
Other	21	109	19

Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	19	82	23
Male	7	56	13
Ages			
14 to 15	17	76	22
16 to 17	9	62	15
Race			
Non-white	4	8	50
White (Caucasian)	13	84	15
Unknown	9	46	20
Language			
English	20	95	21
Spanish	1	2	50
Other	5	41	12

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	70	68	60*	45	45	49	55*
All other CCOs combined	74	70	77*	52	54	59	68*
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	86	84*	68	62	62	90	82
All other CCOs combined	90	73*	70	65	64	87	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	**	**	**	**			**
All other CCOs combined	**	**	**	**			**

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

** Not enough responses to display data.