

WILLAMETTE VALLEY COMMUNITY HEALTH 2018 SURVEY RESULTS

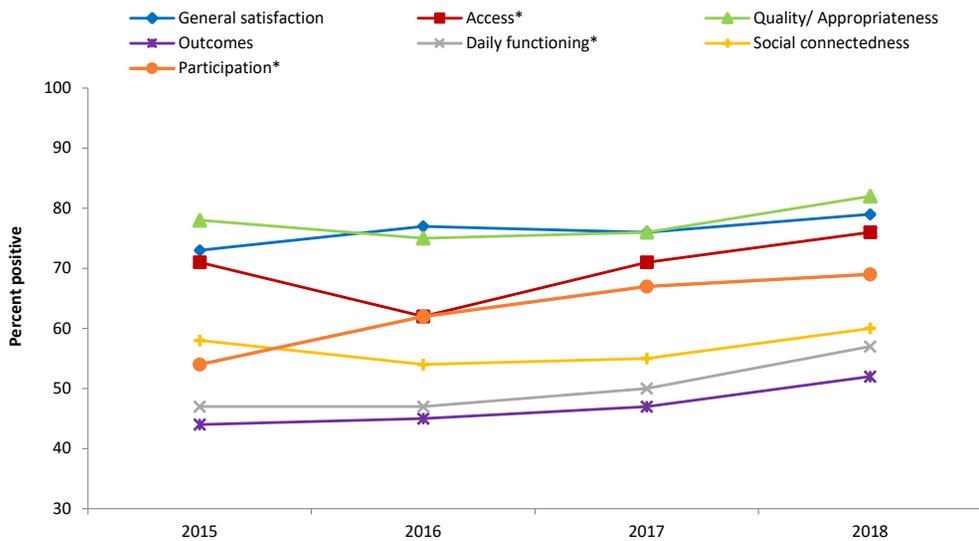
HealthInsight Assure conducts four annual surveys on behalf of the Oregon Health Authority (OHA), which are sent to adults, youth, and the caregivers of children/youth who received mental health services through the Oregon Health Plan (OHP). The adult outpatient and residential surveys are based on the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



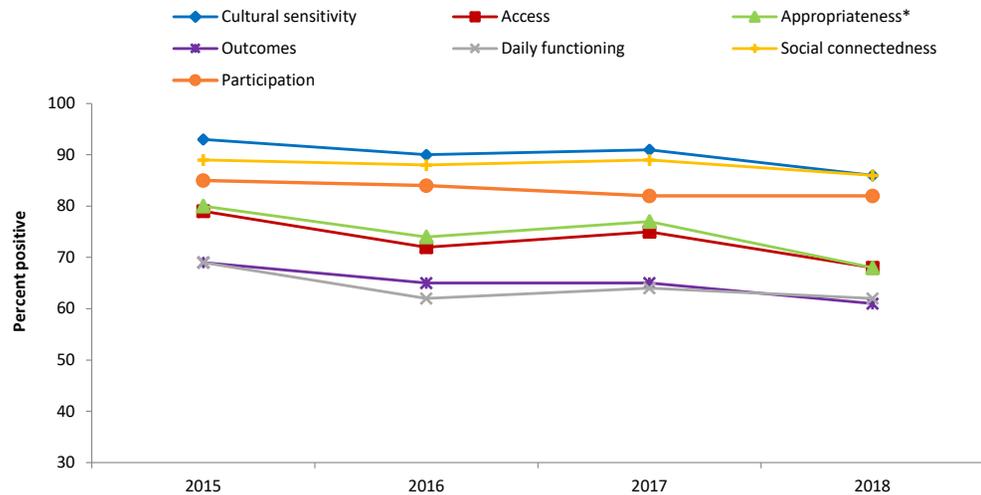
* Indicates a statistically significant upward or downward trend ($p < 0.05$) over time for that domain.

Table 1. 2018 Response Rates: Adult Outpatient Survey

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	104	378	28
Male	42	208	20
Ages			
18 to 25	37	173	21
26 to 64	106	400	27
65+	3	13	23
Race			
Non-white	23	94	24
White (Caucasian)	68	260	26
Unknown	55	232	24
Language			
English	76	306	25
Spanish	30	136	22
Other	40	144	28

YSS-F Survey Results (Family/Caregiver Respondents)

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



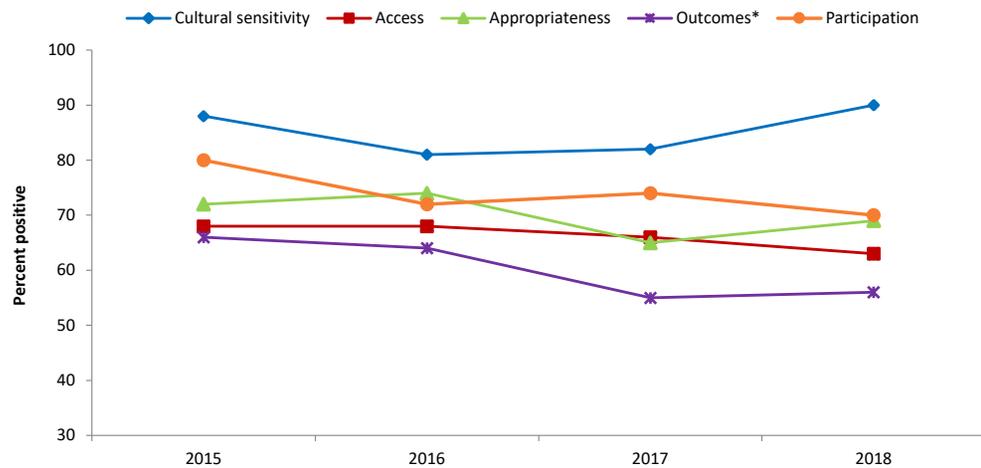
* Indicates a statistically significant upward or downward trend (p<0.05) over time for that domain.

Table 2. 2018 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	68	297	23
Male	71	301	24
Ages			
0 to 5	7	39	18
6 to 12	72	290	25
13 to 17	60	269	22
Race			
Non-white	32	168	19
White (Caucasian)	50	205	24
Unknown	57	225	25
Language			
English	99	413	24
Spanish	6	59	10
Other	34	126	27

YSS Survey Results (Youth Respondents)

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



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

Table 3. 2018 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	34	134	25
Male	20	95	21
Ages			
14 to 15	32	114	28
16 to 17	22	115	19
Race			
Non-white	18	72	25
White (Caucasian)	20	84	24
Unknown	16	73	22
Language			
English	37	151	25
Spanish	6	21	29
Other	11	57	19

Table 4. 2018 CCO Comparison Table: All Surveys

CCO	General	Access	Quality/	Outcomes	Daily functioning	Social	Participation
Adult Outpatient							
CCO	78	77*	83*	54	58	60	71
All other CCOs combined	73	69*	76*	52	54	58	67
CCO	Cultural	Access	Appropriateness	Outcomes	Daily functioning	Social	Participation
YSS-F							
CCO	87	66*	65	59	61	85	83
All other CCOs combined	90	74*	70	65	65	88	81
CCO	Cultural	Access	Appropriateness	Outcomes	N/A	N/A	Participation
YSS							
CCO	87	65	70	53			70
All other CCOs combined	87	67	73	64			76

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