

YAMHILL COUNTY CARE ORGANIZATION 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

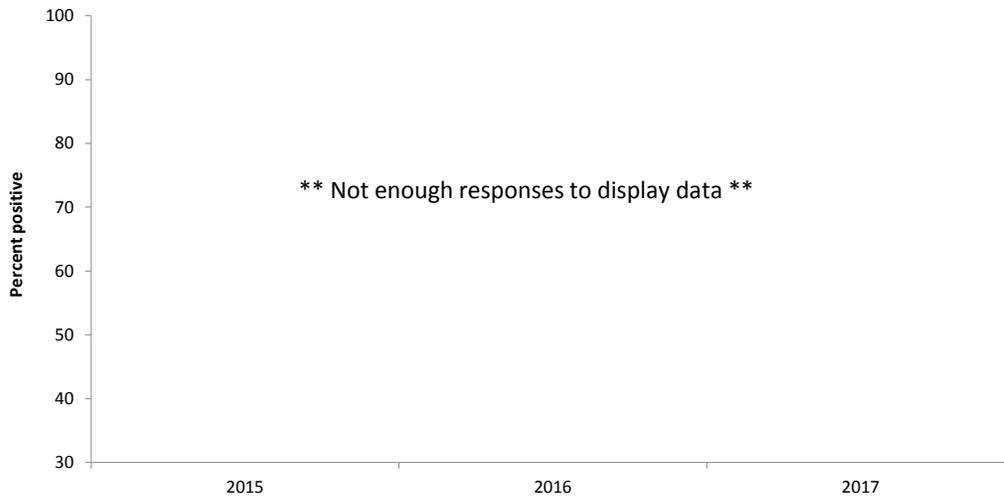
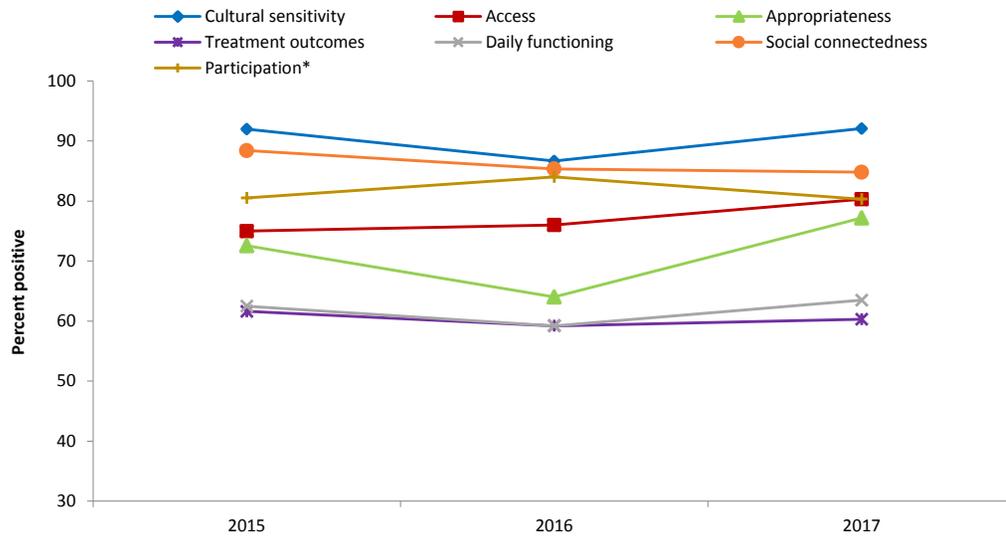


Table 1. 2017 Response Rates: Adult Outpatient Survey.

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	45	175	26
Male	17	102	17
Ages			
18-25	6	42	14
26-64	54	229	24
65+	2	6	33
Race			
Non-white	14	52	27
White (Caucasian)	37	151	25
Unknown	11	74	15
Language			
English	59	255	23
Spanish	0	8	0
Other	3	14	21

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

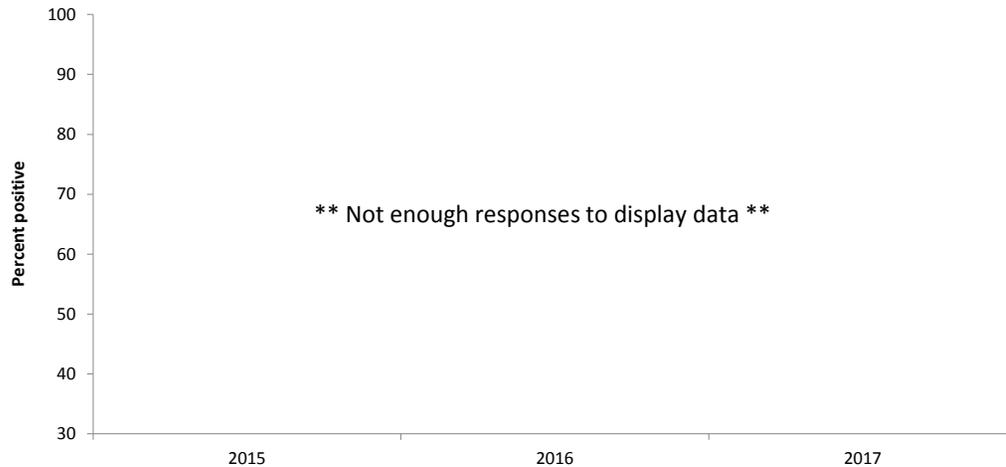


Table 2. 2017 Response Rates: YSS-F

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	68	248	27
Male	60	258	23
Ages			
0-5	11	32	34
6-12	33	174	19
13-17	84	300	28
Race			
Non-white	17	51	33
White (Caucasian)	66	268	25
Unknown	45	187	24
Language			
English	114	426	27
Spanish	4	43	9
Other	10	37	27

Table 3. 2017 Response Rates: YSS

Characteristics	Number of responses	Number of surveys sent	Response rate (%)
Gender			
Female	48	150	32
Male	31	116	27
Ages			
13-15	45	133	34
16-17	34	133	26
Race			
Non-white	6	24	25
White (Caucasian)	42	147	29
Unknown	31	95	33
Language			
English	71	228	31
Spanish	2	15	13
Other	6	23	26

Table 4. 2017 CCO Comparison Table: All Surveys

CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
Adult Outpatient							
CCO	75	77	81	53	57	63	69
All other CCOs combined	80	72	78	50	54	57	66
CCO	General satisfaction	Access	Quality/ Appropriateness	Treatment outcomes	Daily functioning	Social connectedness	Participation
YSS-F							
CCO	92	80	77	60	63	85	80
All other CCOs combined	90	75	74	64	64	86	80
CCO	Cultural sensitivity	Access	Quality/ Appropriateness	Treatment outcomes	N/A	N/A	Participation
YSS							
CCO	84	73	76	68			79
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.