

# FY 19 Member Experience Report



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# What is Member Experience?

- Many organizations are interested in assessing and improving person-served experiences with behavioral health, mental health, and/or substance abuse services.
- OCHN administers multiple satisfaction surveys to improve and assess person-served experiences in the community mental health system, and to periodically gather feedback directly from the population served to improve overall experiences.
- OCHN partners with the Michigan Consumer Evaluation Team (MCET) to administer mail and telephone surveys.

# Domains of Assessing Member Experience

## Areas of analysis:

- **Services-** Member Experience with scope of services OCHN provides.
- **Access-** Member Experience with easily obtaining needed services.
- **Availability-** Member Experience with presence or absence of types of services in convenient locations.
- **Acceptability-** Member Experience with the "fit" of the practitioner (e.g. meeting special, cultural, communication, linguistic needs).



1. Experience of Care & Health Outcomes Survey (ECHO)
2. Performance Improvement Barriers
3. Interventions to Improve Member Experience
4. Complaints and Grievances

# Experience of Care & Health Outcomes Survey (ECHO)

The CAHPS<sup>®</sup> Experience of Care and Health Outcomes (ECHO) Survey asks health plan enrollees about their experiences with behavioral health care and services.

It is appropriate for people served with a range of service needs, including those with severe mental illness, but does not include questions about inpatient stays or self-help groups.

Individuals must be receiving services for 12-consecutive months prior to receiving the ECHO.

# Experience of Care & Health Outcomes Survey (ECHO)

The ECHO Survey can be used for multiple purposes to:

- Improve the quality of mental health and substance use services
- Evaluate and monitor the quality of behavioral health care organizations
- Hold providers accountable through public reporting

OCHN collects data on a yearly basis, averaging **600-800** responses per year, from five different populations:

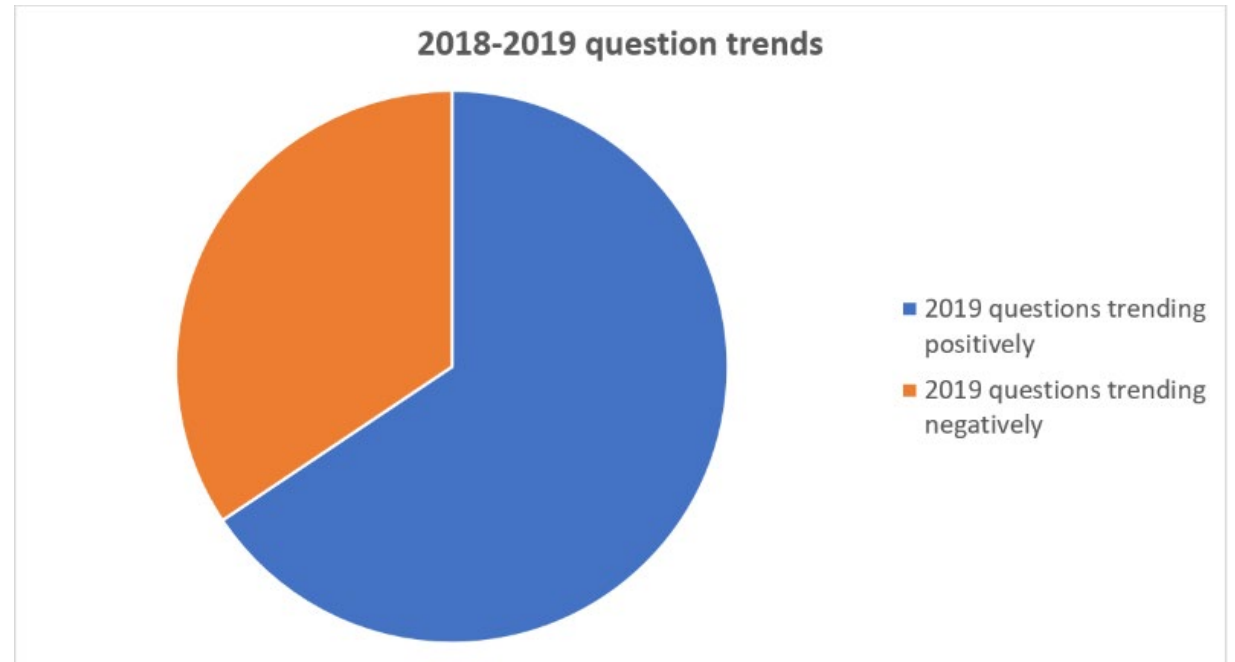
- Adults with a Substance Abuse Disorder (SUD)
- Adults with a Mental Illness (Adult / MI)
- Adults with an Intellectual or Developmental Disability (Adult / IDD)
- Children with Serious Emotional Disturbance (Children SED)
- Children with an Intellectual/Developmental Disability (Children/DD)

# Experience of Care & Health Outcomes Survey (ECHO)

Total Number of Surveys		743
Gender		
Male		367
Female		374
Race/Ethnicity		
American Indian		1
Asian		11
Black or African American		213
Hawaiian/Pacific Islander		2
Other Race		63
White		453
Hispanic or Latino		
Yes		38
No		674

# Experience of Care & Health Outcomes Survey (ECHO)

2019 questions trending negatively	11	34.38%
2019 questions trending positively	21	65.62%
<b>Total</b>	<b>32</b>	<b>100%</b>





# Services

Q#	Measure	Num	Den	Rate	Goal	Goal met?
#11	How often did the people you went to for services and supports listen carefully to you?	507	560	90.54%	70.00%	Yes
#12	How often did the people you went to for services and supports explain things in a way you could understand?	506	560	90.36%	70.00%	Yes
#13	How often did the people you went to for counseling or treatment show respect for what you had to say?	512	559	91.59%	70.00%	Yes
#14	How often did the people you went to for services and supports spend enough time with you?	506	561	90.20%	70.00%	Yes
#15	How often did you feel safe when you were with the people you went to for counseling or treatment?	397	427	92.97%	70.00%	Yes

# Access

Q#	Measure	Num	Den	Rate	Goal	Goal met?
#3	How often did you get the services and supports you needed on the phone?	155	231	67.10%	70.00%	No
#5	When you needed services or support right away, how often did you see someone as soon as you wanted?	148	214	69.16%	70.00%	No
#7	Not counting times you needed services or support right away, how often did you get an appointment for services and support as soon as you wanted?	286	346	82.66%	70.00%	Yes
#39	How much of a problem, if any, were delays in counseling or treatment while you waited for approval?	277	323	85.76%	70.00%	Yes

# Availability

Q#	Measure	Num	Den	Rate	Goal	Goal met?
#19	Did anyone talk to you about whether to include your family or friends in your counseling or treatment?	335	469	71.43%	70.00%	Yes
#20	Were you told about self-help or support groups, such as consumer-run groups?	290	418	69.38%	70.00%	No
#21	Were you given information about different kinds of services and supports that are available?	424	550	77.09%	70.00%	Yes
#22	Were you given as much information as you wanted about what you could do to manage your condition?	472	551	85.66%	70.00%	Yes

# Acceptability

Q#	Measure	FY 2018	FY 2019	Change
#26	Does your language, race, religion, ethnic background, or culture make any difference in the kind of counseling or treatment you need? (inverse key)	94.88%	92.11%	-2.77%
#28	Using any number from 0 to 10, where 0 is the worst counseling or treatment possible, and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?	76.03%	78.78%	2.75%
#29	How much were you helped by the counseling or treatment you got?	76.03%	87.98%	11.95%

# Performance Improvement Barriers

- Staff shortage
- Staff turnover
- Some services require longer wait times
- Lack of consistent cultural training program within the network
- Lack of consistency in provider network giving information about natural supports and self-help services

## Interventions to Improve Member Experience

- Implemented Intake Satisfaction Survey to gather more data on intake process
- Increased telemedicine services
- Increased staff and practitioner recruitment needed
- Internal auditing functions to further analyze self-help services
- Increased organizational priority on culturally competent service provision

## FY19 Complaints and Grievances

Category	Current Year (FY 2019)	Rate per 1,000 members(23,472)
Quality of Care	296	12.61
Access	841	35.83
Attitude/Service	34	1.45
Billing/Financial	203	8.65
Quality of Practitioner Office Site	47	2.00
<b>Total</b>	<b>1421</b>	<b>60.54</b>

## Future Opportunities

- Using ECHO data to analyze racial disparities in service provision and member experience
- Including Diversity, Equity, and Inclusion (DEI) in member experience evaluation
- FY20 ECHO data has been collected and will be evaluated by the end of the year