

Member Experience Report

FY2021

SURVEY OBJECTIVES/DESIGN

The CAHPS® 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 patients with a range of service needs, including those with severe mental illness, but does not include questions about inpatient stays or self-help groups.

SCORING

Respondents answer a total of 47 questions that range from demographic questions, self-ratings, and ratings about their mental health services.

The numerators were selected based on the following criteria:

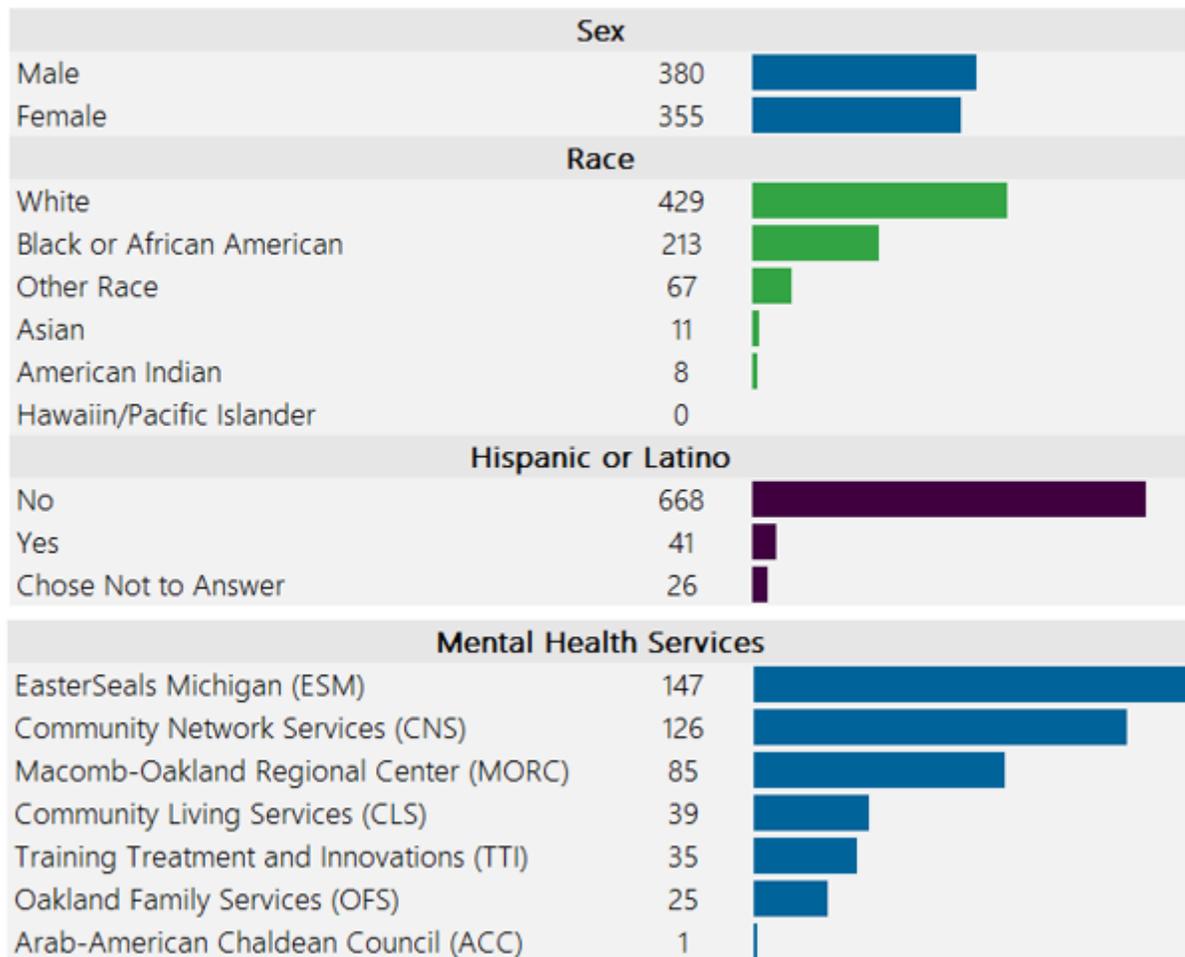
Favorable responses (per question)	Total possible responses (per question)
1	2
2	3
2	4
3	5
3	10

For example, if a question has 4 total responses for a respondent to choose from, the numerator will be the top 2 most favorable responses. If a question has 5 total responses, the numerator will be the top 3 favorable responses.

DATA COLLECTED

Demographics

ECHO 2021 Demographics



Trend Analysis (2020 – 2021)

Q#	Measure	FY 2020	FY 2021	Change
#2	In the last 12 months did you call someone to get professional counseling on the phone for yourself?	60.34%	38.10%	-22.24%
#3	In the last 12 months, how often did you get the services and supports you needed on the phone?	77.60%	75.74%	-1.86%
#4	In the last 12 months, did you need services or supports right away?	60.04%	74.69%	14.65%
#5	In the last 12 months, when you needed services or support right away, how often did you see someone as soon as you wanted?	74.48%	68.89%	-5.59%
#6	Not counting times you needed services or support right away, did you make any appointments for services or support?	51.29%	44.52%	-6.77%
#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?	80.79%	81.31%	.52%
#8	How many times did you go to the emergency room or crisis center to get counseling or treatment for yourself?	88.98%	91.36%	-2.38%
#9	Not counting emergency rooms or crisis centers, how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?	59.27%	55.08%	-4.19%
#10a	How often were you seen within 15 minutes of your appointment at home or in the community?	86.80%	89.45%	2.65%
#10b	How many times did your child get services and supports in your home?	35.21%	20.00%	-15.21%
#11	How often did the people you went to for services and supports listen carefully to you?	90.56%	92.51%	1.95%
#12	How often did the people you went to for services and supports explain things in a way you could understand?	91.58%	92.87%	1.29%
#13	How often did the people you went to for counseling or treatment show respect for what you had to say?	93.85%	94.30%	.45%
#14	How often did the people you went to for services and supports spend enough time with you?	90.59%	92.84%	2.25%
#15	How often did you feel safe when you were with the people you went to for counseling or treatment?	94.02%	96.16%	2.14%
#16	Did you take any prescription medicines as part of your treatment?	82.70%	79.54%	-3.16%
#17	Were you told what side effects of those medicines to watch for?	78.75%	81.84%	3.09%
#18	How often were you involved as much as you wanted in your counseling or treatment?	87.47%	89.29%	1.82%
#19	Did anyone talk to you about whether to include your family or friends in your counseling or treatment?	59.17%	74.09%	14.92%
Q#	Measure	FY 2020	FY 2021	Change
#20	Were you told about self-help or support groups, such as consumer-run groups?	73.55%	69.02%	-4.53%
#21	Were you given information about different kinds of services and supports that are available?	81.89%	77.96%	-3.93%
#22	Were you given as much information as you wanted about what you could do to manage your condition?	88.04%	84.88%	-3.16%
#23	Were you given information about your rights as a patient?	92.05%	91.27%	-.78%

#24	Did you feel you could refuse a specific type of medicine or treatment?	87.50%	90.53%	3.03%
#25	As far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?	88.74%	93.48%	4.74%
#26	Does your language, race, religion, ethnic background, or culture make any difference in the kind of counseling or treatment you need? (inverse key)	88.74%	95.93%	7.19%
#27	Was the care you received responsive to those needs??	71.43%	73.91%	2.48%
#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?	78.57%	78.51%	-.06%
#29	How much were you helped by the counseling or treatment you got?	74.83%	70.24%	-4.59%
#30	In general, how would you rate your overall mental health now?	64.58%	71.35%	6.77%
#31	How would you rate your ability to deal with daily problems now?	87.80%	89.43%	1.63%
#32	How would you rate your ability to deal with social situations now?	89.31%	87.20%	-2.11%
#33	How would you rate your ability to accomplish the things you want to do now?	76.01%	87.19%	11.18%
#34	How would you rate your problems or symptoms now?	87.00%	87.10%	.10%
#35	Did you use up all your benefits for counseling or treatment?	30.30%	90.36%	60.06%
#36	At the time benefits were used up, did you think you still needed counseling or treatment?	60.00%	26.15%	-33.85%
#37	Were you told about other ways to get counseling, treatment, or medicine?	60.00%	42.22%	-17.78%
#38	Did you need approval for counseling or treatment?	50.34%	55.92%	5.58%
#39	How much of a problem, if any, were delays in counseling or treatment while you waited for approval?	90.91%	87.50%	-3.41%
Q#	Measure	FY 2020	FY 2021	Change
#40	Did you call customer service to get information or help about counseling or treatment?	87.28%	84.51%	-2.77%
#41	How much of a problem, if any, was it to get the help you needed when you called customer service?	75.44%	82.24%	6.80%
#42	Was any of your counseling or treatment for personal problems, family problems, emotional, illness, or mental illness?	82.10%	63.25%	-18.85%
#43	Was any of your counseling or treatment for alcohol use or drug use?	34.19%	75.27%	41.08%
#44a	Was any of your child's services and supports for family problems or mental or emotional illness?	71.43%	62.02%	-9.41%
#44b	In general, how would you rate your overall health now?	62.30%	63.70%	1.40%

OPPORTUNITIES FOR IMPROVEMENT:

Description of Intervention	Barrier Addressed	Timeframe
<p>Increased staff/practitioner recruitment - Due to staff shortages and lack of satisfaction with members being able to access services and supports as soon as they need it, OCHN launched a Direct Support Professional Recruitment Campaign, which involves the development of new marketing materials and increased media outreach to notify local organizations such as schools of this career opportunity. Since the initiative began in early 2020, OCHN has received 1604 hits on the Recruitment Campaign website, and electronic or mail copies of the campaign have been sent to 3500 local contacts.</p>	<p>Staff turnover, shortages (Questions 5 and 22)</p>	<p>Ongoing</p>
<p>Internal auditing functions to further analyze ECHO data about self-help services- Most self-help, support groups, and member-run groups are facilitated by delegated providers, core provider agencies that hold contracts for case management services. Self-help and support groups are part of the Individual Plan of Service (IPOS) process, which OCHN audits as a delegated function on a yearly basis. OCHN's Utilization Management Team (UM) completes audits of the Individual Plan of Service (IPOS) protocol. Audit questions that relate to this ECHO domain include, "Was there a discussion about including family and natural support persons in the planning process?," and, "Does the IPOS address natural supports. Since OCHN does not directly notify persons served about self-help, support, or member-run groups, OCHN evaluates satisfaction through auditing delegated functions regularly. These audits are conducted annually and results are shared with providers at the Quality Improvement Committee (QIC). At these meetings, Clinical Analysts from OCHN will facilitate a discussion with provider Quality representatives on audit results with a focus on collaborating with providers to implement strategies for continuous quality improvement, including the area on self-help and support groups.</p>	<p>Lack of consistency in provider network giving information about supports and self-help services (Question 20)</p>	<p>Ongoing</p>
<p>Comprehensive data analysis- Explore supplemental data by reviewing changes in assessment scores. (DLA, CAFAS, etc.) alongside results of satisfaction surveys such as the ECHO. These assessments measure a person's improvement throughout their treatment, and therefor quantifiably measures of the effectiveness of services. Surveys such as the ECHO measure client satisfaction and provide qualitative feedback on the effectiveness of services. Reviewing these data points together will allow OCHN to assess service effectiveness in a more comprehensive manner. Analysis results will be discussed with the OCHN Clinical team and opportunities for further intervention will be vetted.</p>	<p>Effectiveness of services (Question 29)</p>	<p>Ongoing</p>