

# Member Experience Report

## FY2024

This is an abbreviated report. The full report can be obtained by contacting Customer Services.

## **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

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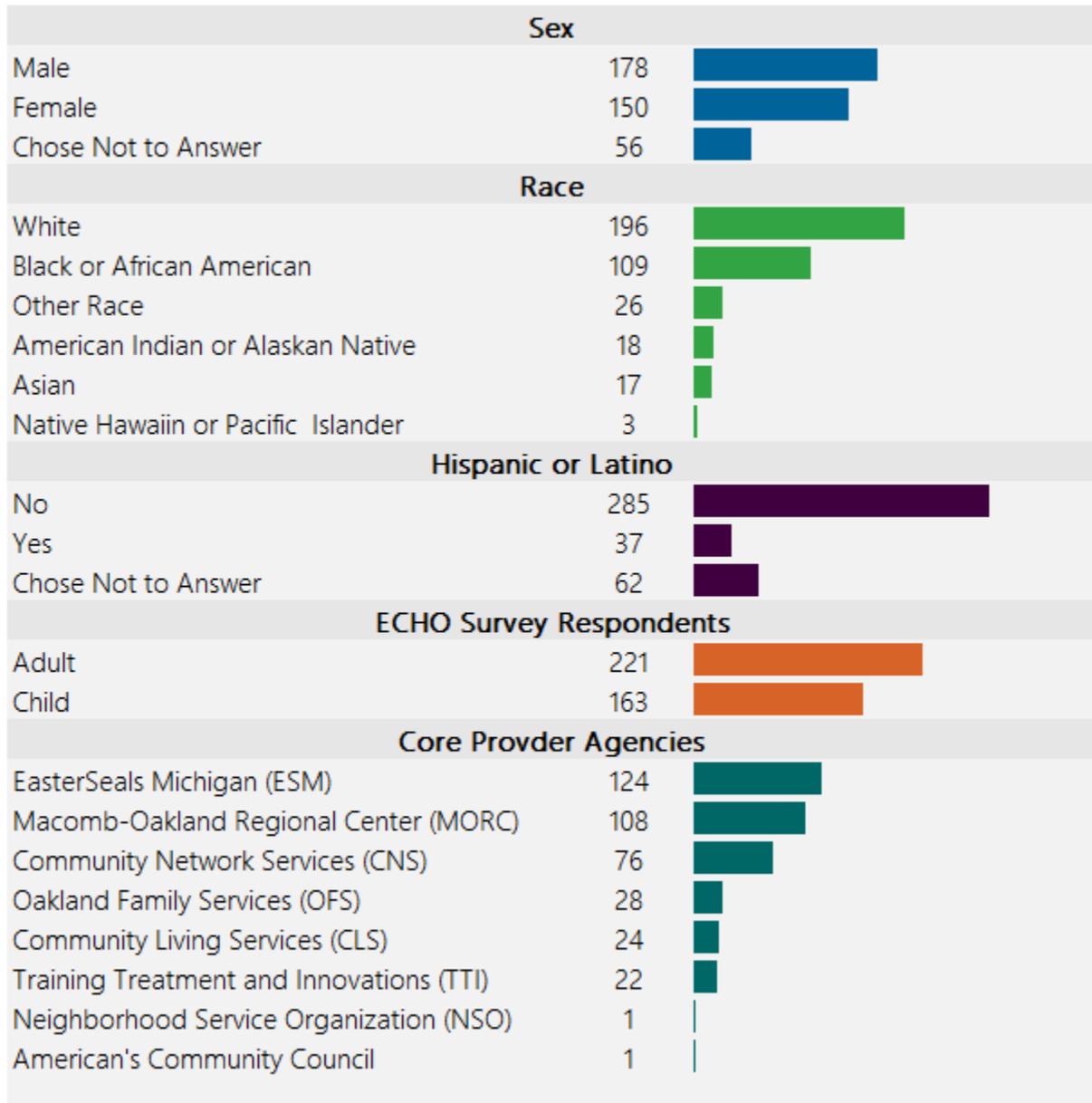
Favorable responses (per question)	Total possible responses (per question)
1	2
2	3
2	4
3	5
3	10

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 2024 Demographics**



## Trend Analysis (2023 – 2024)

Q#	Measure	FY 2023	FY 2024	Change
#2	In the last 12 months did you call someone to get professional counseling on the phone for yourself?	50.00%	47.97%	-2.03%
#3	In the last 12 months, how often did you get the services and supports you needed on the phone?	58.43%	69.44%	11.01%
#4	In the last 12 months, did you need services or supports right away?	58.88%	50.62%	-8.26%
#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?	62.32%	60.00%	-2.32%
#6	Not counting times you needed services or support right away, did you make any appointments for services or support?	76.19%	82.20%	6.01%
#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?	76.59%	71.58%	-5.01%
#8	How many times did you go to the emergency room or crisis center to get counseling or treatment for yourself?	87.35%	85.96%	-1.40%
#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?	37.46%	41.48%	4.02%
#10a	How often were you seen within 15 minutes of your appointment at home or in the community?	81.93%	80.68%	-1.25%
#10b	How many times did your child get services and supports in your home?	34.26%	28.24%	-6.02%
#11	How often did the people you went to for services and supports listen carefully to you?	84.39%	84.09%	-.30%

#12	How often did the people you went to for services and supports explain things in a way you could understand?	88.98%	89.71%	.73%
#13	How often did the people you went to for counseling or treatment show respect for what you had to say?	90.95%	90.70%	-.25%
#14	How often did the people you went to for services and supports spend enough time with you?	84.42%	83.24%	-1.18%
#15	How often did you feel safe when you were with the people you went to for counseling or treatment?	91.20%	87.50%	-3.70%
#16	Did you take any prescription medicines as part of your treatment?	85.09%	85.06%	-.03%
#17	Were you told what side effects of those medicines to watch for?	79.79%	66.88%	-12.91%
#18	How often were you involved as much as you wanted in your counseling or treatment?	88.60%	86.71%	-1.89%
#19	Did anyone talk to you about whether to include your family or friends in your counseling or treatment?	54.55%	61.80%	7.25%
<b>Q#</b>	<b>Measure</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>Change</b>
#20	Were you told about self-help or support groups, such as consumer-run groups?	60.98%	60.23%	-.75%
#21	Were you given information about different kinds of services and supports that are available?	68.92%	65.68%	-3.24%
#22	Were you given as much information as you wanted about what you could do to manage your condition?	77.93%	76.65%	-1.28%
#23	Were you given information about your rights as a patient?	86.94%	84.43%	-2.51%
#24	Did you feel you could refuse a specific type of medicine or treatment?	84.62%	85.12%	.50%
#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?	95.37%	96.39%	1.02%

#26	Does your language, race, religion, ethnic background, or culture make any difference in the kind of counseling or treatment you need? (inverse key)	91.89%	88.69%	-3.20%
#27	Was the care you received responsive to those needs?	91.89%	90.48%	-1.41%
#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?	65.16%	69.46%	4.30%
#29	How much were you helped by the counseling or treatment you got?	64.29%	83.9%	19.61%
#30	In general, how would you rate your overall mental health now?	44.87%	45.25%	.38%
#31	How would you rate your ability to deal with daily problems now?	91.05%	90.91%	-.15%
#32	How would you rate your ability to deal with social situations now?	90.38%	91.78%	1.40%
#33	How would you rate your ability to accomplish the things you want to do now?	91.64%	90.00%	-1.64%
#34	How would you rate your problems or symptoms now?	91.56%	85.98%	-5.58%
#35	Did you use up all your benefits for counseling or treatment?	79.71%	81.77%	2.06%
#36	At the time benefits were used up, did you think you still needed counseling or treatment?	28.05%	28.57%	.52%
#37	Were you told about other ways to get counseling, treatment, or medicine?	54.17%	41.67%	-12.50%
#38	Did you need approval for counseling or treatment?	72.00%	68.08%	-3.92%
#39	How much of a problem, if any, were delays in counseling or treatment while you waited for approval?	85.71%	86.96%	1.24%
#40	Did you call customer service to get information or help about counseling or treatment?	83.33%	79.34%	-3.99%

#41	How much of a problem, if any, was it to get the help you needed when you called customer service?	78.43%	84.09%	5.66%
#42	Was any of your counseling or treatment for personal problems, family problems, emotional, illness, or mental illness?	81.25%	79.25%	-2.00%
#43	Was any of your counseling or treatment for alcohol use or drug use?	87.70%	91.59%	3.89%
#44a	Was any of your child's services and supports for family problems or mental or emotional illness?	72.27%	64.58%	-7.69%
#44b	In general, how would you rate your overall health now?	71.26%	73.17%	1.92%

**OPPORTUNITIES FOR IMPROVEMENT:**

Description of Intervention	Barrier Addressed	Timeframe
<p><b>Increased staff/practitioner recruitment (Service Timeliness)</b> - Due to staff shortages and lack of satisfaction with members being able to access services and supports as soon as they need it, as well as with how much they were helped by services they received, OCHN will focus on increasing staff/practitioner recruitment and decrease staff turnover through the following strategies in collaboration with providers:</p> <ul style="list-style-type: none"> <li>- Providers offering hiring and retention bonuses</li> <li>-Providers implementing new strategies to recruit staff, such as increasing the number of student interns and Direct Support Staff</li> <li>-Providers altering business practices to allow more flexibility for staff scheduling</li> <li>-Onboarding new SED providers to the Network</li> <li>-Continuing to build CCBHC programs</li> <li>-Review hiring practice barriers that could be impacting providers</li> </ul>	<p>Staff turnover, shortages (Questions 3, 5, 7, 11, 22, and 28)</p>	<p>Ongoing</p>
<p><b>Telemedicine guideline clarity-</b> OCHN will update the guidelines for services that can be provided through telehealth and share with CPA's. During Clinical Director meetings, OCHN will share new updates as provided by the State of Michigan</p>	<p>Question 3</p>	<p>Ongoing</p>
<p><b>Increase communication-</b> Effectiveness of services not only is impacted by staff turnover/shortages but is also impacted by ineffective communication between treatment team members. In order to combat the lack of communication occurring within treatment teams, OCHN will audit the "Care Coordination Protocol". Baseline data will be reviewed to determine interventions. Additionally, educating the community on appropriate social media use, especially children and parents, will aid in countering the negative impact of news/social media on overall health</p>	<p>Lack of communication within treatment teams (Questions 12, 14, and 28)</p>	<p>Ongoing</p>

<p>of persons served. Additionally, increase communication between providers and OCHN such as by increasing the number of clinical concern emails sent by OCHN to providers.</p>		
<p><b>Internal auditing functions to further analyze providing opportunities for family inclusion annually/regularly-</b> The UM team will audit the Person/Family Centered Planning Process section of the IPOS. The clinical will analyze the data the UM team puts together. Additionally, the clinical team and QM Analyst will address with the provider clinical directors at the various Clinical Director meetings.</p>	<p>Question 19</p>	<p>Ongoing</p>
<p><b>Lack of consistency in provider network giving information about supports and self-help services –</b> Clinical concerns or Root cause Analysis will be issued when OCHN discovers that self-help or support groups relevant to the needs of the individuals were not offered.</p>	<p>Question 20, 21 and 22</p>	<p>Ongoing</p>
<p><b>Lack of staff training on Evidence Based Practices and interventions –</b> Incorporate ways to manage conditions in the Crisis Plan, IPOS and Behavioral Treatment Plan, if applicable.</p>	<p>Question 22</p>	<p>Ongoing</p>