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2014 ECHO Child Survey

Oklahoma Health Care Authority
(SoonerCare Choice)

June 2014



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Executive Summary

Background

Background

- Telligen, the Oklahoma External Quality Review Organization, was selected to conduct the state fiscal year 2014 Experience of Care and Health Outcomes (ECHO®) Child Behavioral Health Survey on behalf of the Oklahoma Health Care Authority (OHCA) for SoonerCare Choice members. This survey is designed to support efforts to measure, evaluate and improve the experiences of members with various aspects of mental health and substance abuse treatments, as well as counseling services.

Protocol

- SoonerCare Choice chose the mixed methodology, which consisted of both mail and telephone protocol. This protocol included mailing a questionnaire with a cover letter, followed by a reminder postcard which was mailed a week later. For those selected members who did not respond to the first questionnaire, a second questionnaire with a cover letter encouraging participation was sent, followed by a second reminder postcard a week later. If a selected member still did not respond to the questionnaires, at least four telephone calls were made to complete the survey using trained telephone interviewers.
- In February, 1,480 SoonerCare Choice members were randomly selected to participate in the 2014 ECHO Child Survey. A total of 462 surveys were completed resulting in a 31% response rate. Of these 462 respondents, 379 responded “Yes” to Q1, indicating that the child had received counseling, treatment, or medicine for the reasons listed on the survey tool.
- **This report is compiled from the responses of the 379 SoonerCare Choice members who responded to the survey and have been categorized as Behavioral Health Service users.**

Executive Summary

Disposition Summary

- A response rate is calculated for those members who were eligible and able to respond. According to protocol, ineligible members include those who are deceased, do not meet eligible criteria, have a language barrier, or are either mentally or physically incapacitated. Non-responders include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.
- The table below shows the total number of members in the sample that fell into each of the various disposition categories.

**SoonerCare Choice
2014 Disposition Summary**

Ineligible	Number	Non-response	Number
Deceased (M20/T20)	0	Bad address/phone (M23/T23)	108
Does not meet criteria (M21/T21)	3	Incomplete (M31/T31)	0
Language barrier (M22/T22)	5	Refusal (M32/T32)	13
Mentally/physically incapacitated (M24/T24)	0	Maximum attempts made (M33/T33)	889
Total Ineligible	8	Total Non-response	1,010

- Ineligible surveys are subtracted from the sample size when computing a response rate (see below):

$$\frac{\text{Completed mail and telephone surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response Rate}$$

- Using the final figures from SoonerCare Choice's ECHO Child survey, the numerator and denominator used to compute the response rate are presented below:

$$\frac{\text{Mail completes (315)} + \text{Phone completes (147)}}{\text{Total Sample (1,480)} - \text{Total Ineligible (8)}} = \frac{462}{1,472} = \text{Response Rate} = \mathbf{31\%}$$

Executive Summary

Summary of Key Measures

- Over three-quarters of SoonerCare Choice members rate their “Treatment” and “Health Plan” an 8, 9, or 10. Both scores are higher than the prior survey. As expected, members who rate their health status as ‘Excellent’ or ‘Very Good’ give a significantly higher rating of their “Treatment” and “Health Plan”.
- Three of the five composite measures are on par since prior survey (“How Well Clinicians Communicate”, “Perceived Improvement”, and “Availability of Help and Support”).
- The composite “Getting Treatment Quickly” is higher in 2014, and can largely be attributed to the significant increase in “Getting Help By Telephone” (27% in 2012 vs. 52% in 2014).
- Members rate SoonerCare Choice lower for “Getting Treatment & Information from Plan” since the prior survey. This is largely due the significant decrease of “Helpfulness of Customer Service” (74% in 2012 vs. 55% in 2014).
- Other significant findings - Members rate SoonerCare Choice significantly higher for “Given Information About Counseling/Treatment Options” (“Yes response – 72% in 2014, 65% in 2012 (Q22)) and “Amount Helped by Treatment” (“Somewhat” & “A Lot” 84% in 2014, 78% in 2012 (Q30)).
- “Members feel they can refuse a specific treatment for their child” is significantly lower than the 2012 rating (89% in 2012 vs. 82% in 2014).

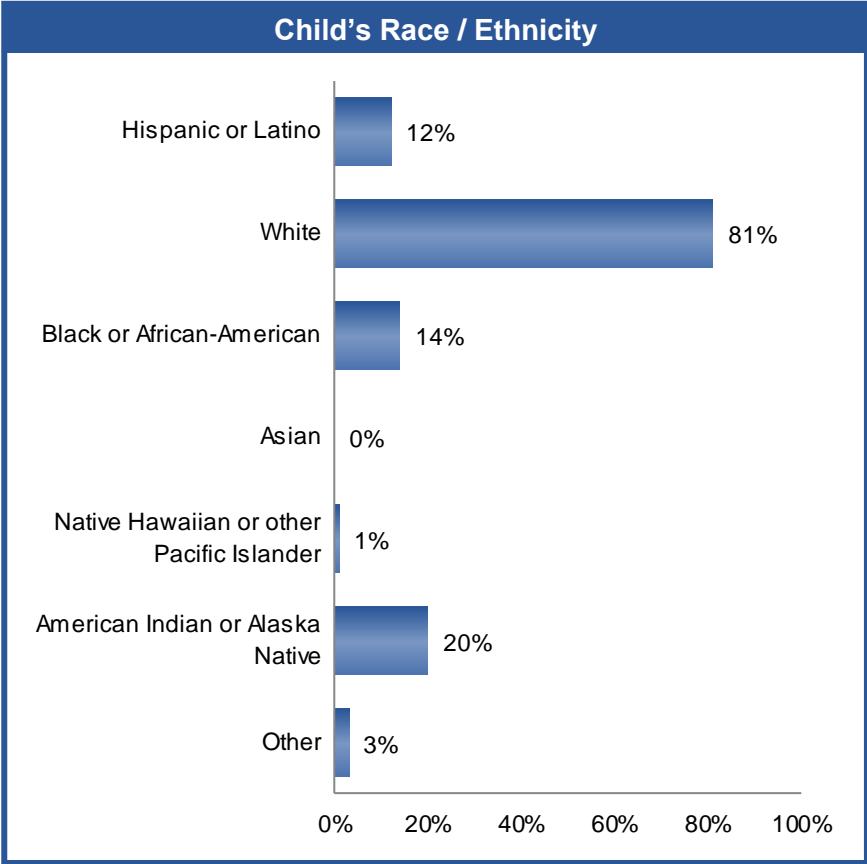
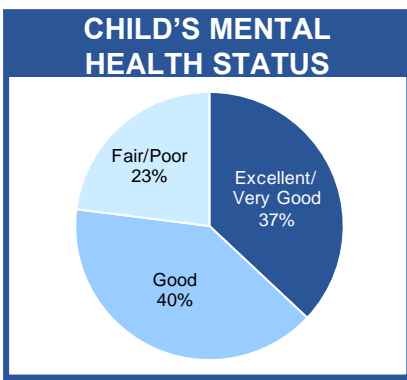
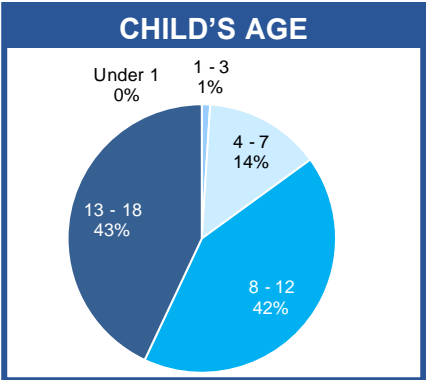
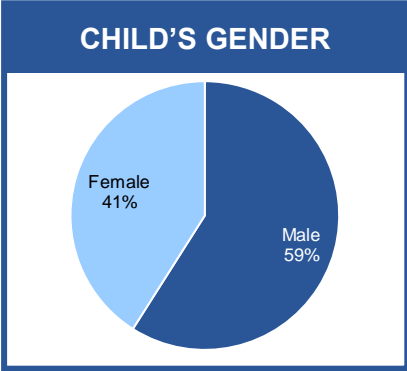
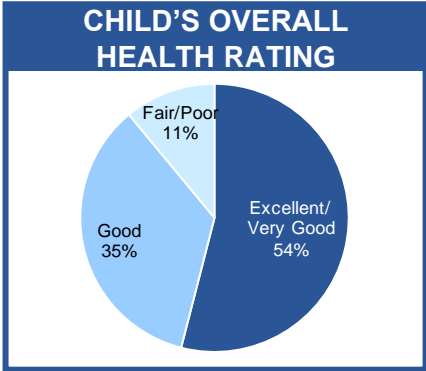
Oklahoma Health Care Authority (SoonerCare Choice)		
	Trended Data	
Composite Measures	2012	2014
Getting Treatment Quickly	63%	73%
How Well Clinicians Communicate	91%	90%
Getting Treatment & Information from Plan	71%	62%
Perceived Improvement	72%	71%
Availability of Help and Support	84%	85%
Overall Rating Measures		
Treatment	70%	76%
Health Plan	78%	82%
Sample Size	1,480	1,480
# of Completes	538	462
Response Rates	36%	31%

Legend: ↑ / ↓ Statistically higher/lower compared to prior survey results.



Executive Summary

Demographics



Data shown are self reported.



Executive Summary

Demographics

	2012	2014
Q31. Child's Mental Health Rating	(n=537)	(n=357)
Excellent/very good	32%	37%
Good	38%	40%
Fair/poor	29%	23%
Q57. Child's Health Status	(n=536)	(n=448)
Excellent/very good	52%	54%
Good	35%	35%
Fair/poor	13%	11%
Q58. Child's Age	(n=536)	(n=453)
Under 1	0%	0%
1 - 3	1%	1%
4 - 7	18%	14%
8 - 12	40%	42%
13 - 18	41%	43%
Q59. Child's Gender	(n=534)	(n=458)
Male	66%	59%
Female	34%	41%
Q60/61. Child's Race/Ethnicity	(n=527/507)	(n=455/462)
Hispanic or Latino	13%	12%
White	82%	81%
Black or African American	12%	14%
Asian	1%	0%
Native Hawaiian or other Pacific Islander	1%	1%
American Indian or Alaska Native	14%	20%
Other	4%	3%

Data shown are self reported.



Executive Summary

Composite & Rating Scores by Demographics

Demographic	Child's Gender		Child's Age					Child's Race			Child's Ethnicity		Child's Health Status		
	Male	Female	Under 1	1 - 3	4 - 7	8 - 12	13 - 18	Caucasian	African American	All other	Hispanic	Non-Hispanic	Excellent/ Very Good	Good	Fair/Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Sample size	(266)	(183)	(1)	(3)	(61)	(185)	(194)	(363)	(63)	(106)	(55)	(391)	(236)	(154)	(49)
Composites (% Always/Usually)															
Getting Treatment Quickly	74%	73%	-	-	74%	67%	81%	74%	64%	67%	62%	75%	76%	70%	71%
How Well Clinicians Communicate	89%	90%	-	100%	91%	88%	91%	90%	90%	86%	89%	90%	94%	85%	82%
Getting Treatment & Information from Plan	68%	49%	-	-	53%	66%	59%	57%	55%	62%	56%	61%	77%	48%	81%
Perceived Improvement	71%	71%	75%	100%	80%	66%	73%	71%	71%	72%	72%	71%	83%	63%	37%
Availability of Help & Support	84%	87%	-	100%	90%	79%	89%	85%	89%	85%	82%	86%	92%	81%	68%
Ratings (% 8,9,10)															
Treatment	74%	80%	0%	100%	82%	68%	83% F	75%	73%	76%	75%	76%	85% N O	67%	59%
Health Plan	83%	79%	100%	100%	87%	81%	81%	80%	78%	87%	79%	82%	90% N O	74%	62%

A/B/C = Significantly higher than indicated column at 95% confidence level.
Significance testing is not conducted on composite measures.

Detailed Results

Getting Treatment

How Well Clinicians Communicate

Getting Treatment and Information

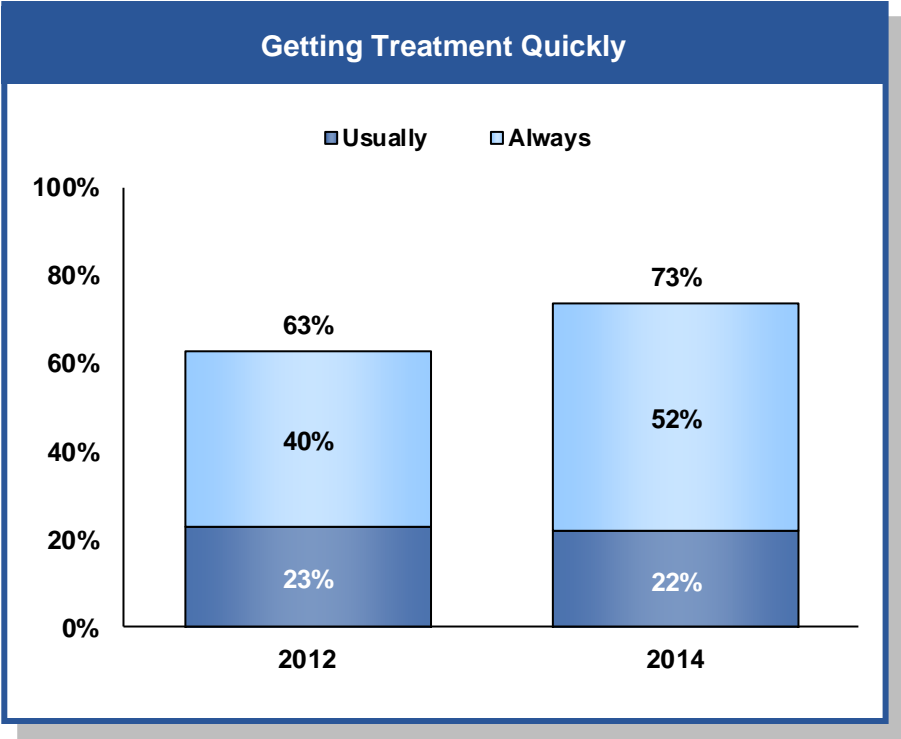
Perceived Improvement

Availability of Help and Support

Overall Rating Scores for Counseling/Treatment and Health Plan

Getting Treatment Quickly

Composite



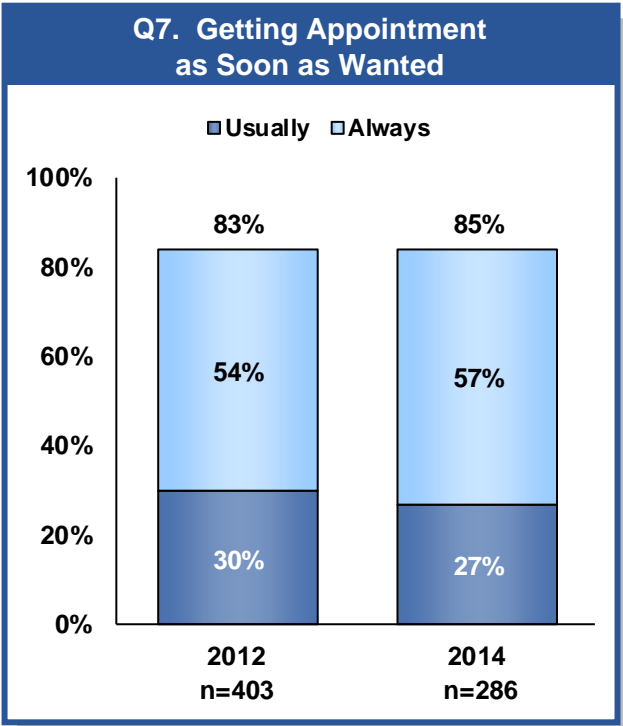
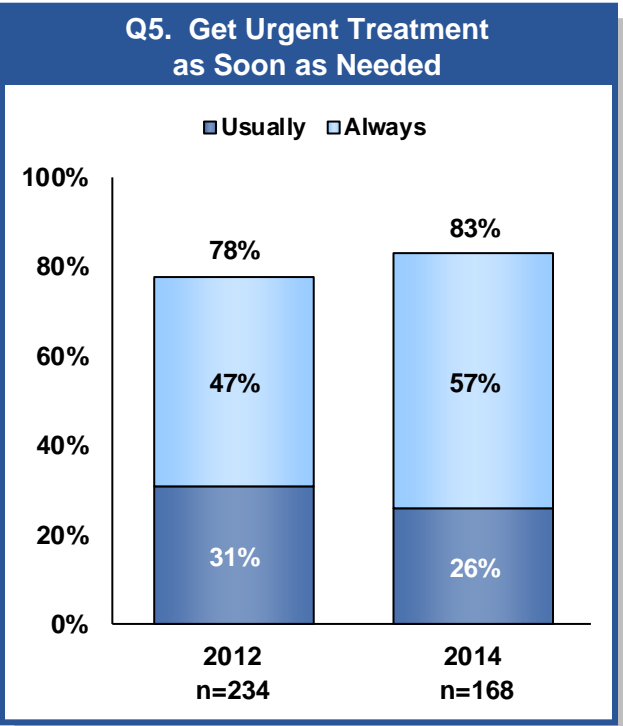
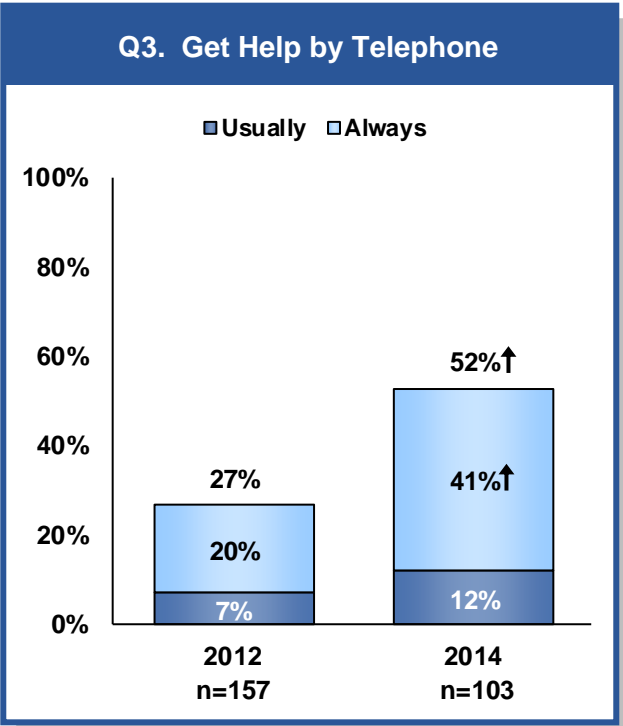
This composite measure is comprised of Q3, Q5, & Q7 (refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
Significance testing is not conducted on composite measures.



Getting Treatment Quickly

Composite Measures

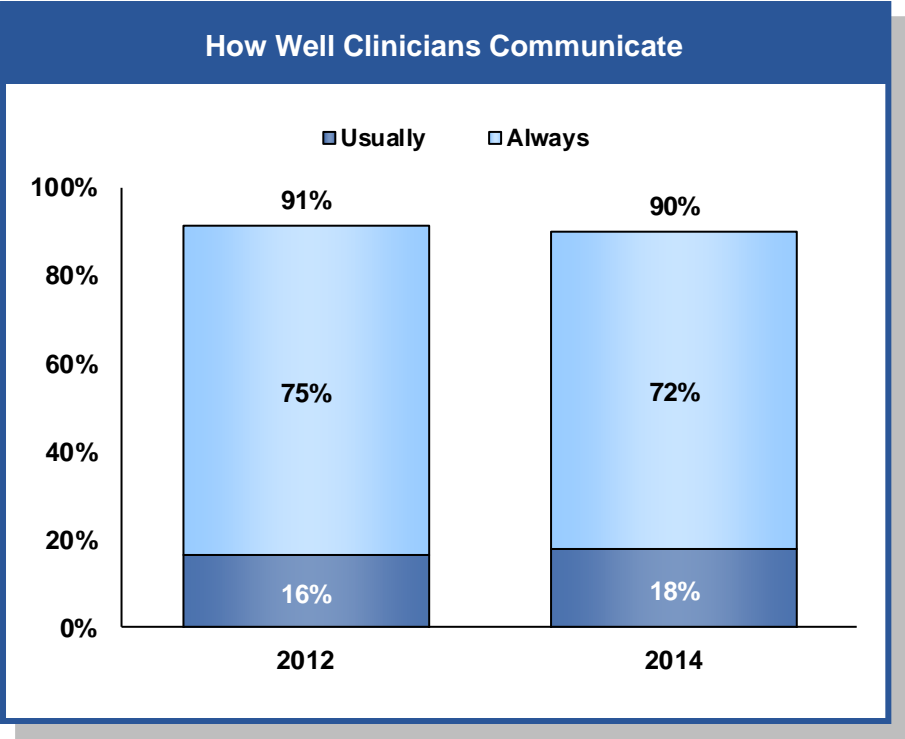


Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.
 NOTE: Numbers are rounded to the nearest whole number.
 Percents may not add up due to rounding.



How Well Clinicians Communicate

Composite



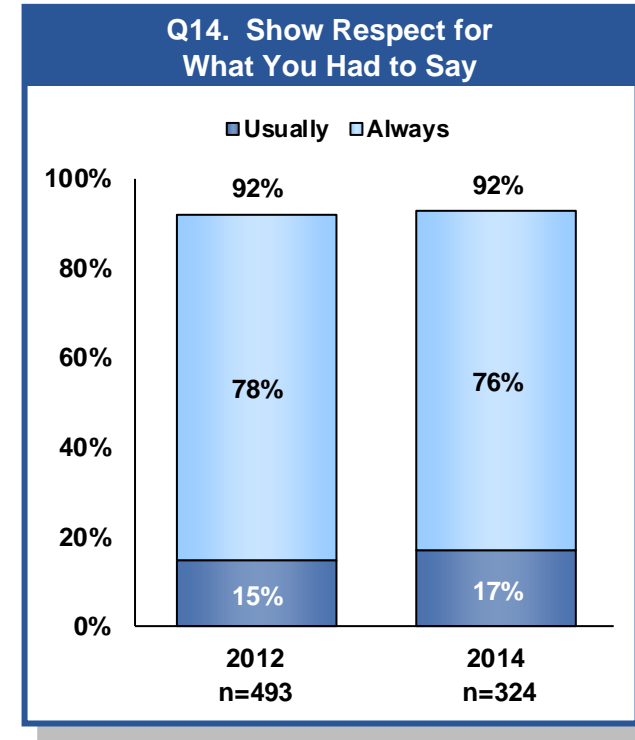
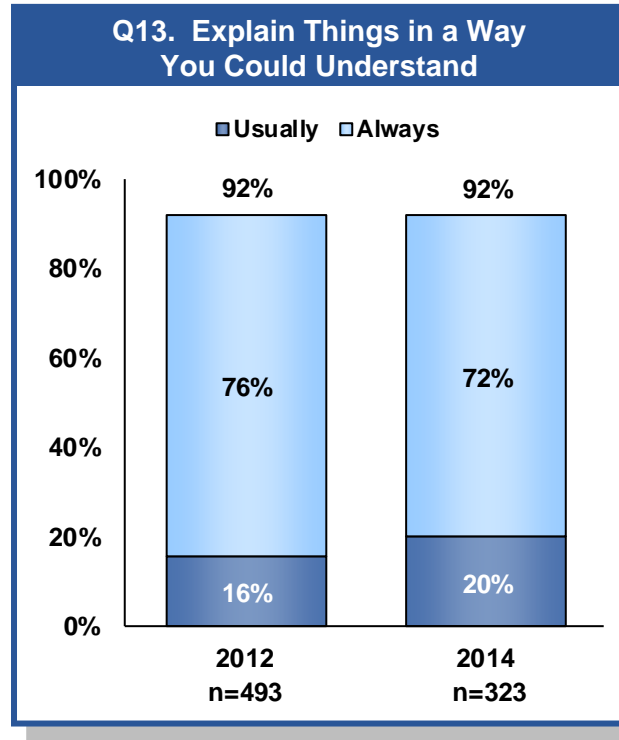
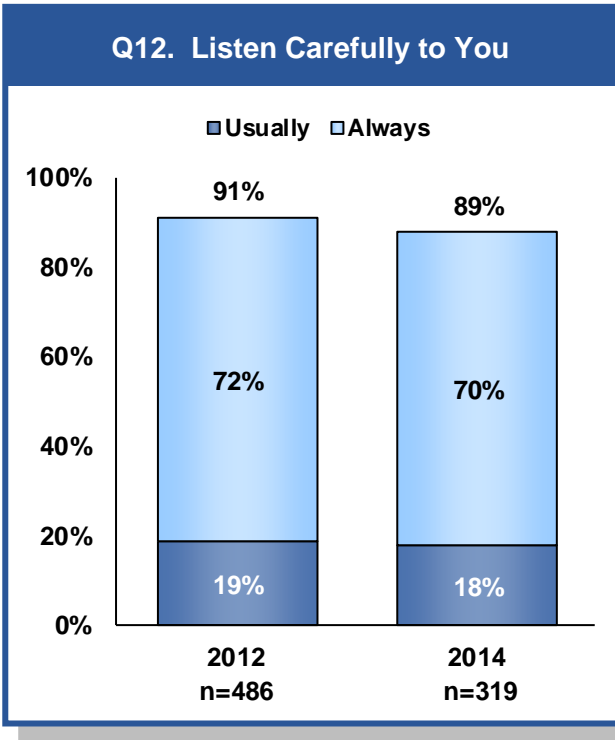
This composite measure is comprised of Q12, Q13, Q14, Q15, & Q18 (refer to next two pages for individual measures).

NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
Significance testing is not conducted on composite measures.



How Well Clinicians Communicate

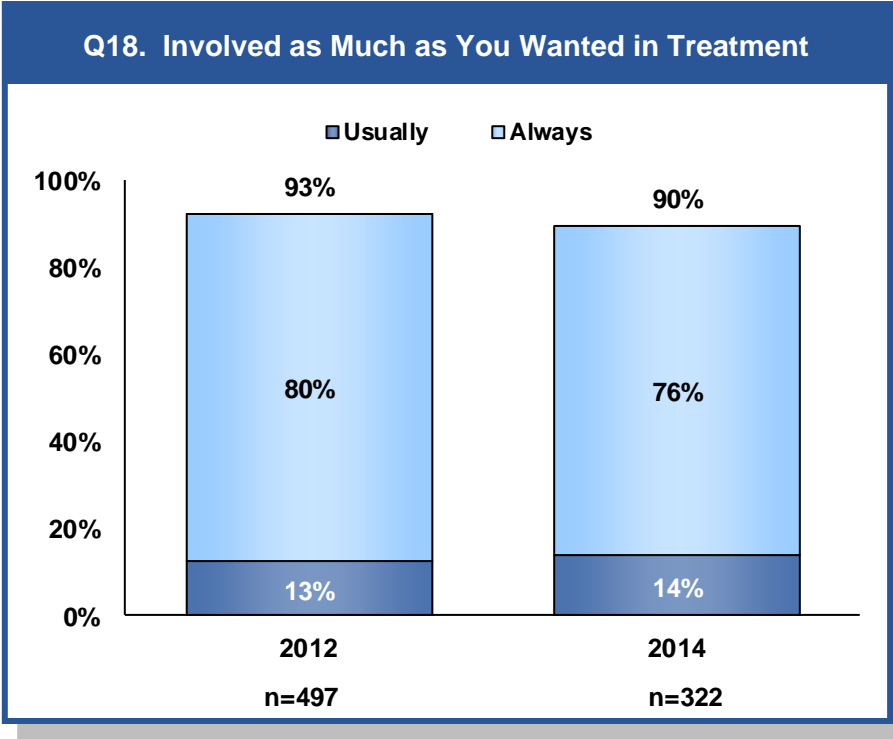
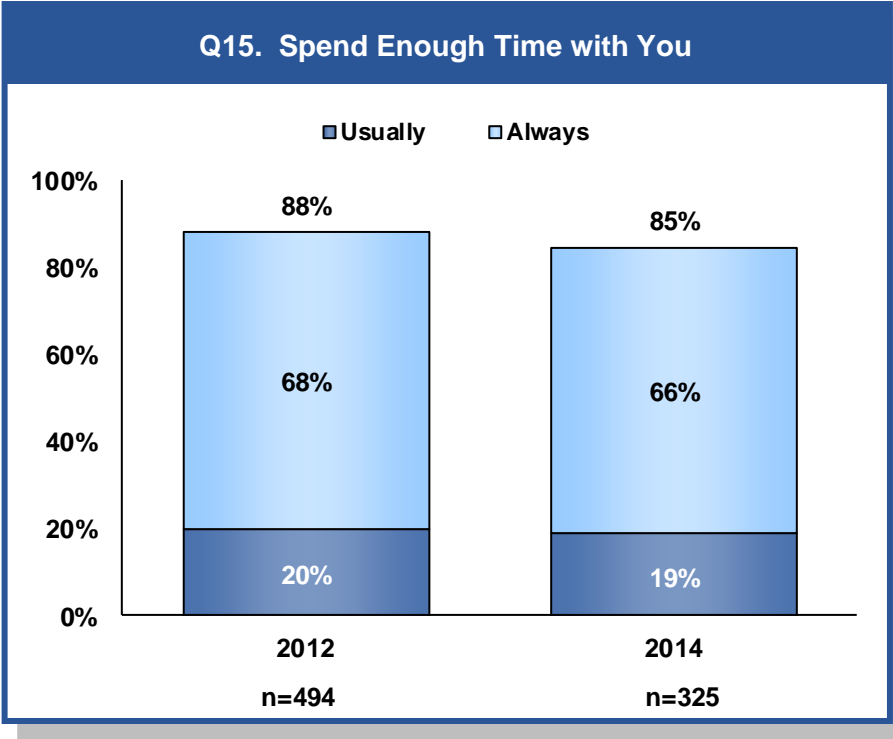
Composite Measures



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.
 NOTE: Numbers are rounded to the nearest whole number.
 Percents may not add up due to rounding.

How Well Clinicians Communicate

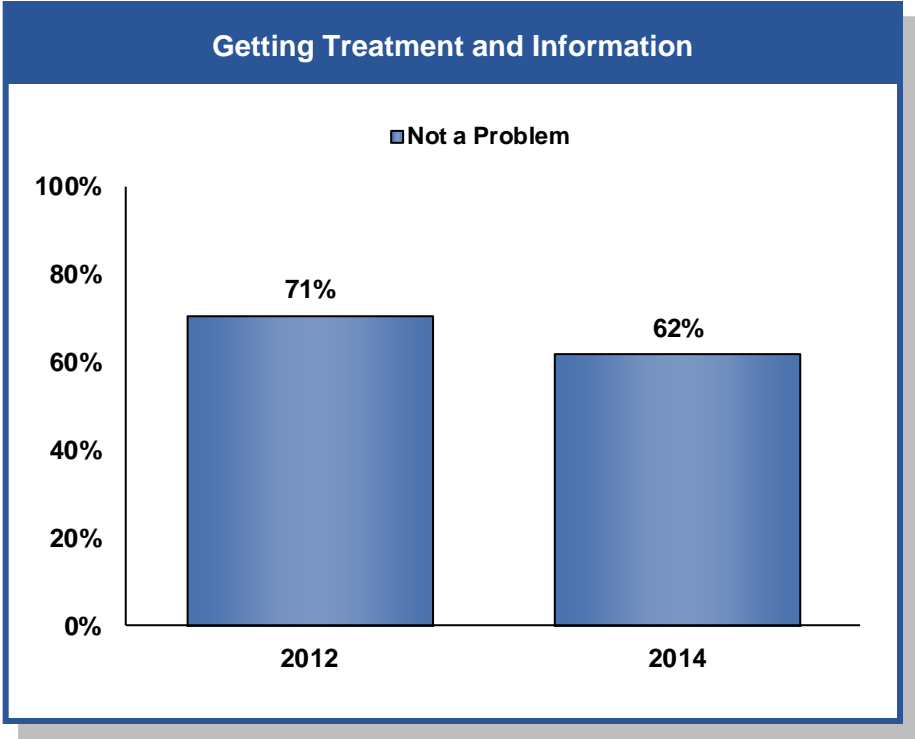
Composite Measures (continued)



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.
 NOTE: Numbers are rounded to the nearest whole number.
 Percents may not add up due to rounding.



Getting Treatment and Information Composite



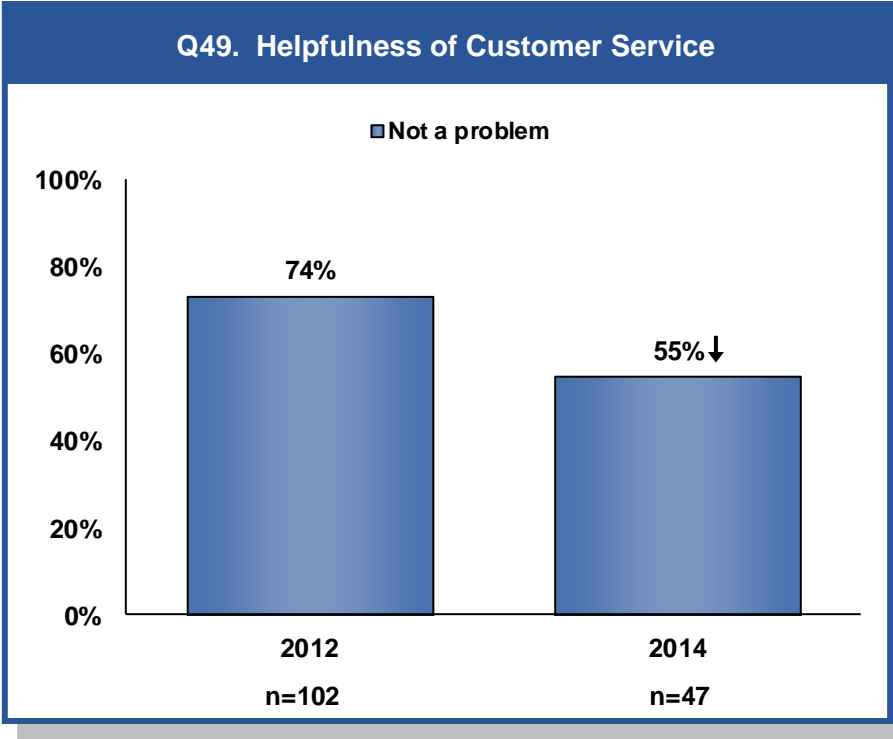
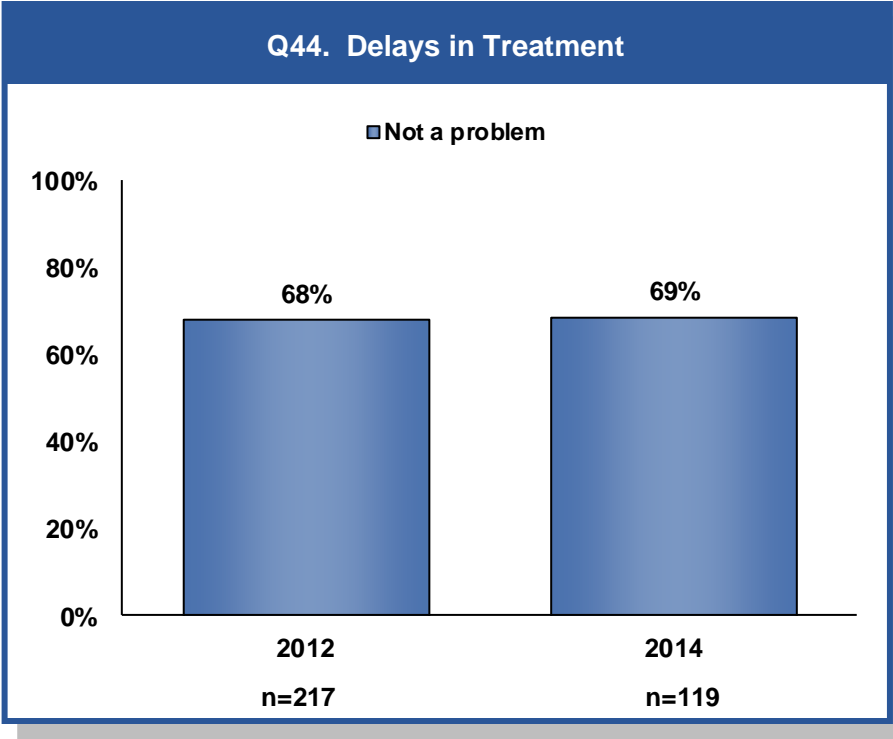
This composite measure is comprised of Q44 & Q49
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NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
Significance testing is not conducted on composite measures.



Getting Treatment and Information

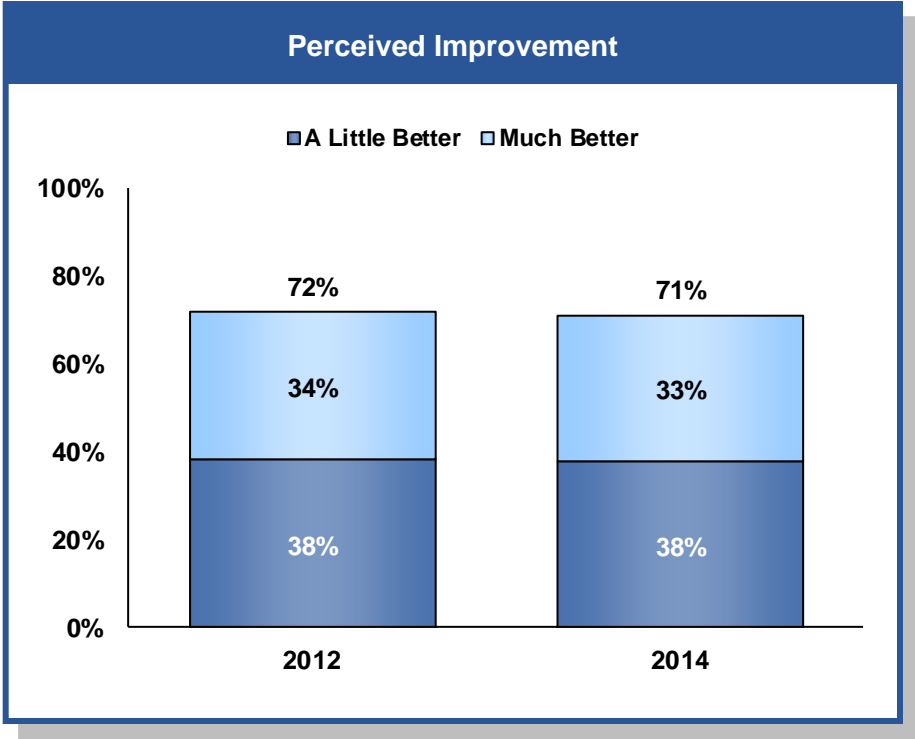
Composite Measures



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.
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Perceived Improvement Composite



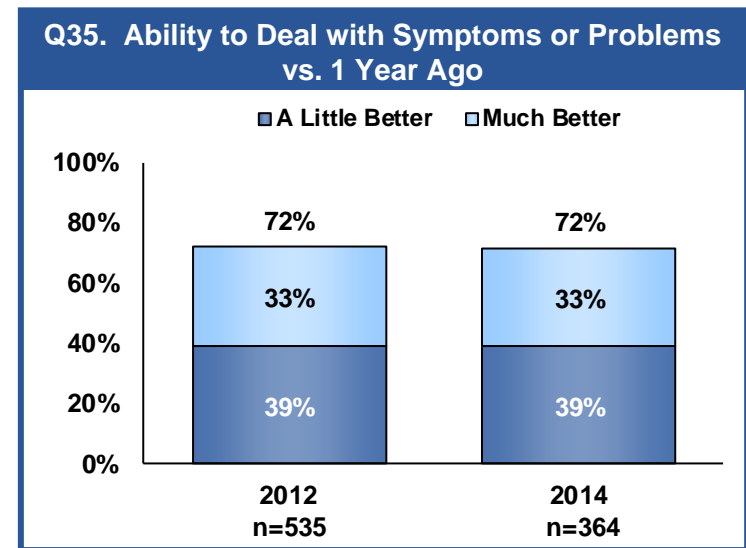
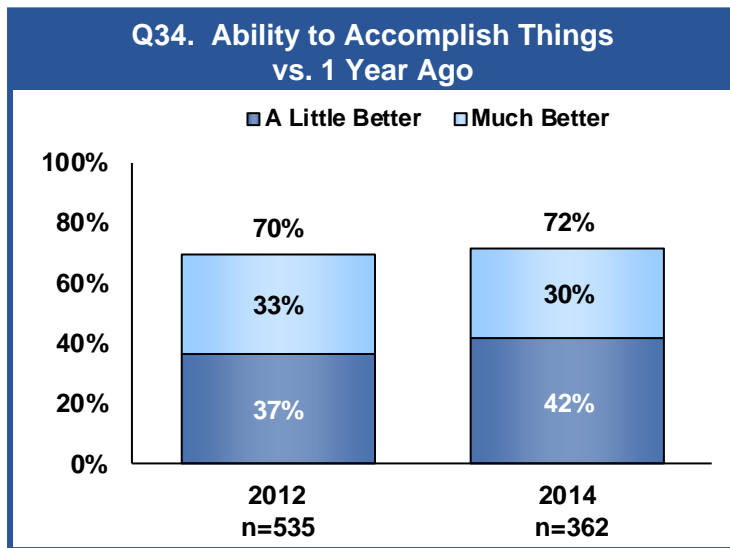
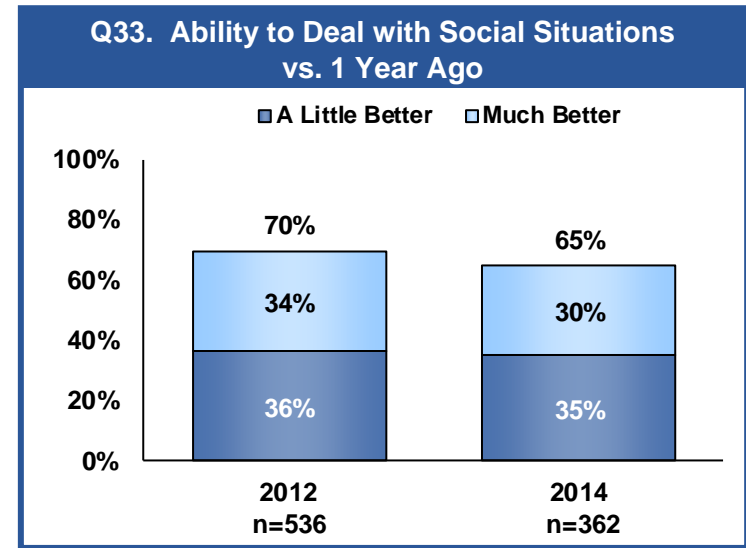
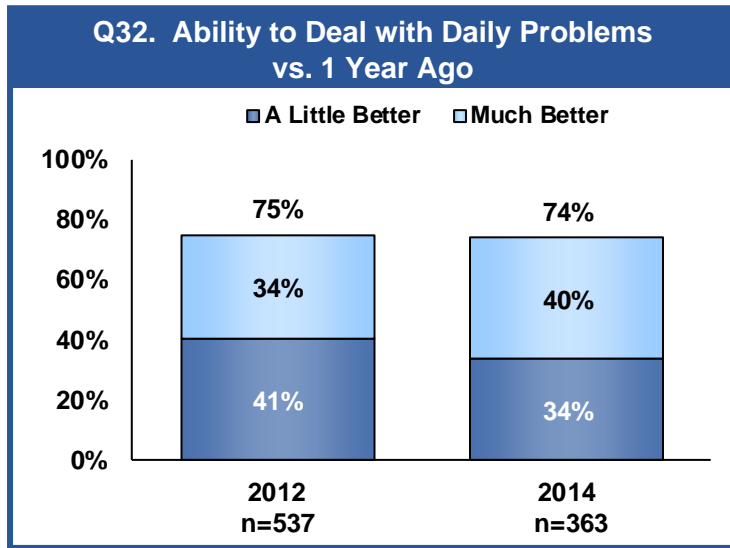
This composite measure is comprised of Q32, Q33 Q34 & Q35 (refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
Significance testing is not conducted on composite measures.



Perceived Improvement

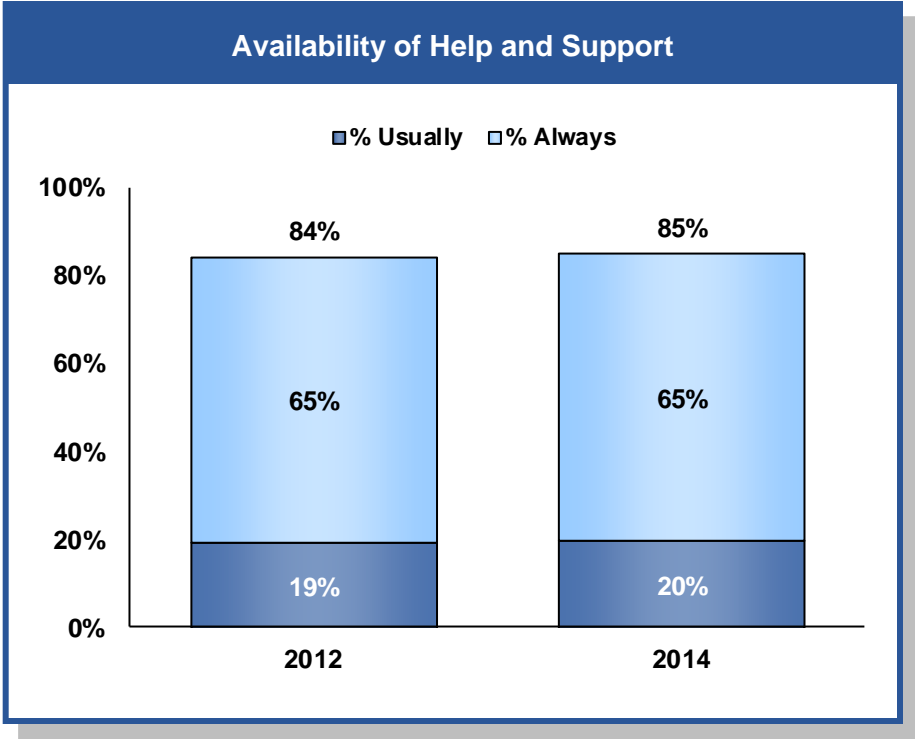
Composite Measures



Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number
Percents may not add up due to rounding.

Availability of Help and Support Composite



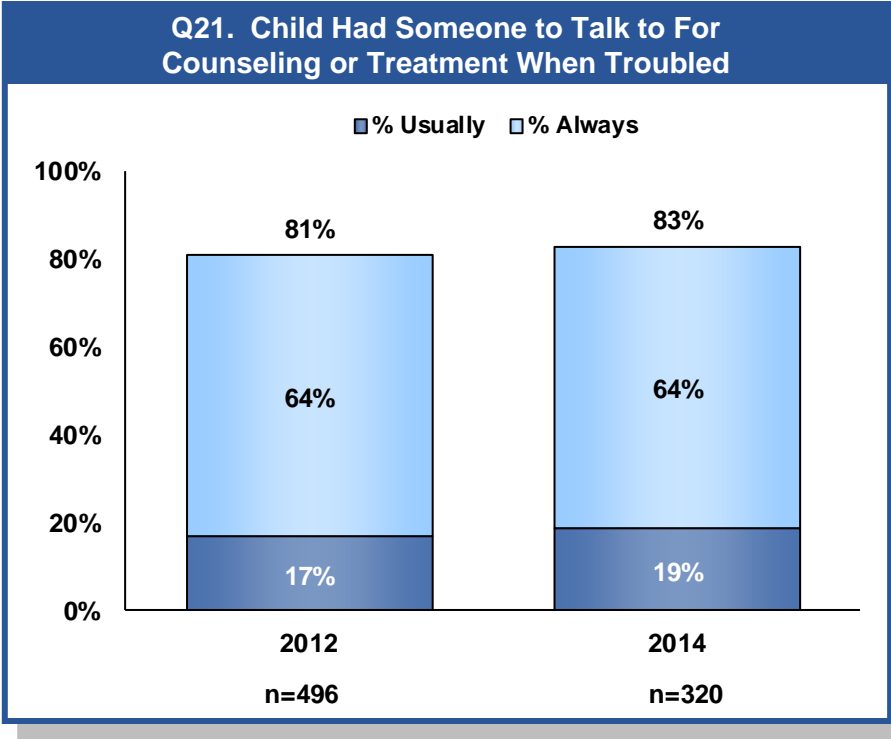
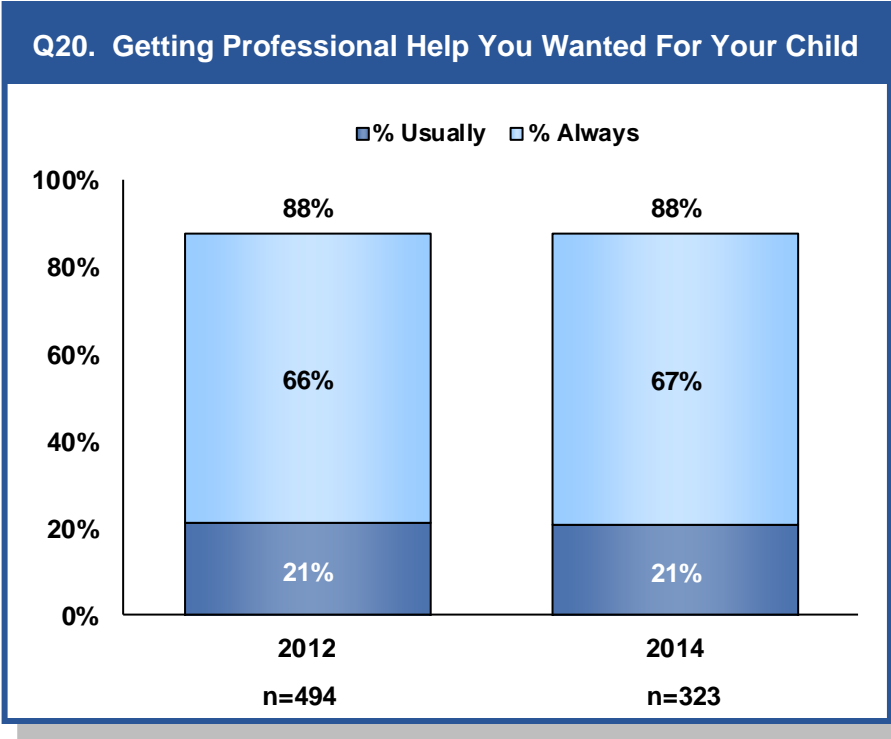
This composite measure is comprised of Q20 & Q21
(refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
Significance testing is not conducted on composite measures.



Availability of Help and Support

Composite Measures



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.
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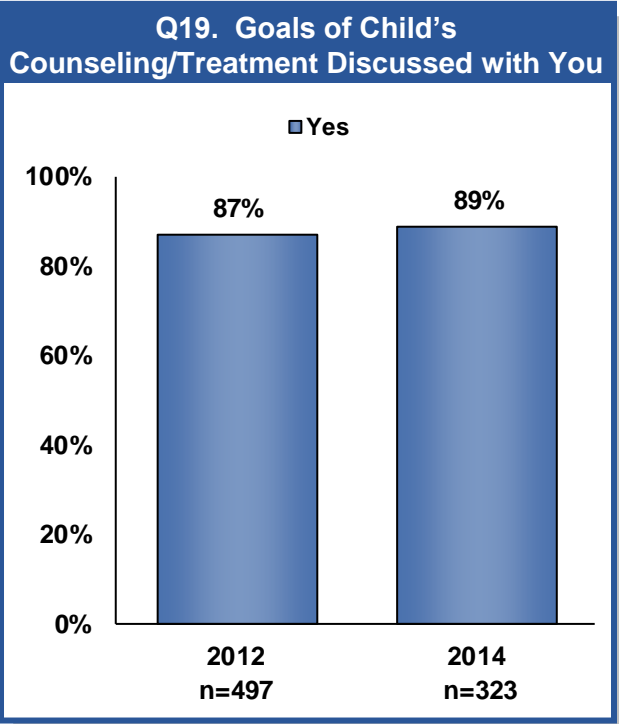
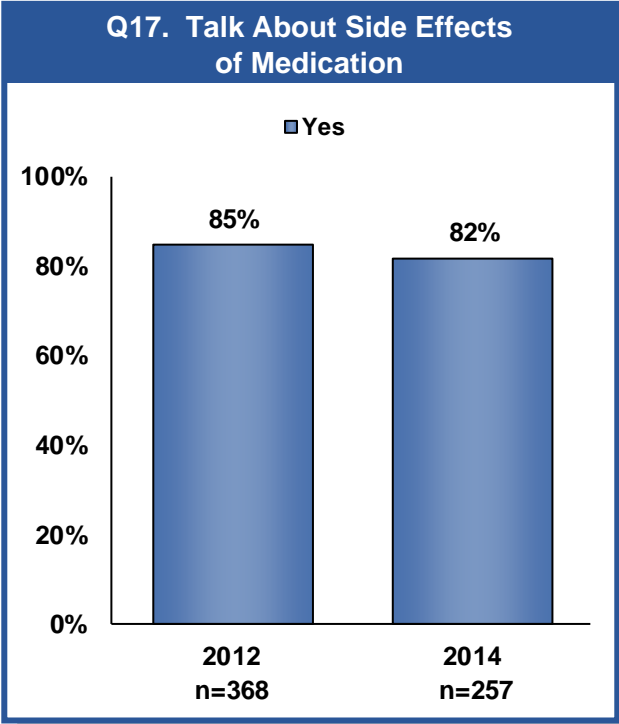
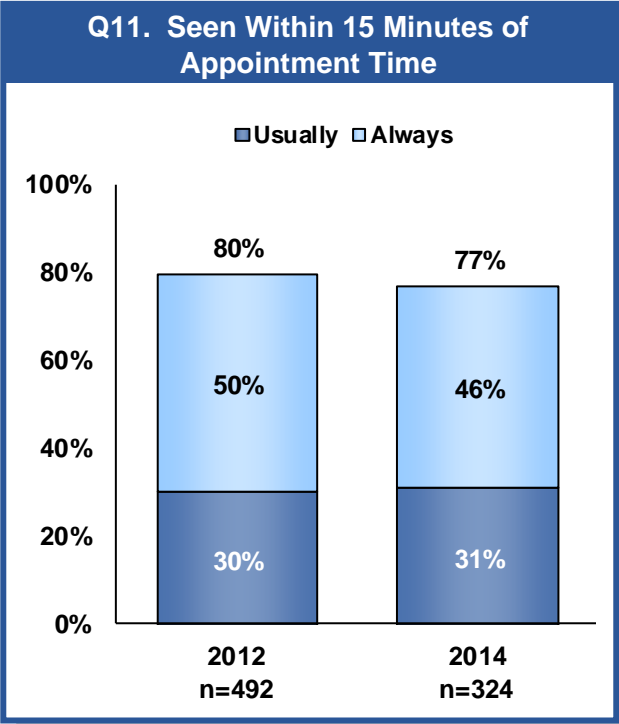
Other Measures

Response of Treatment or Counseling Staff

Perceived Benefit of Treatment

Reasons for Seeking Counseling/Treatment

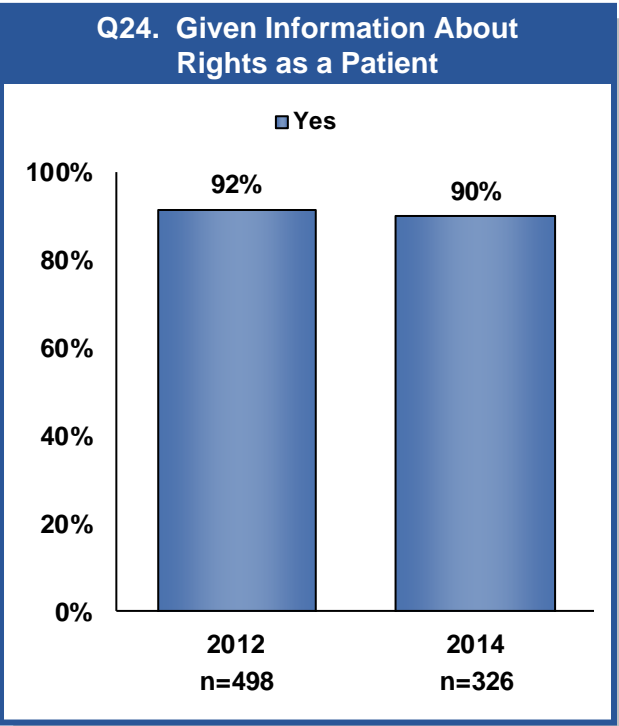
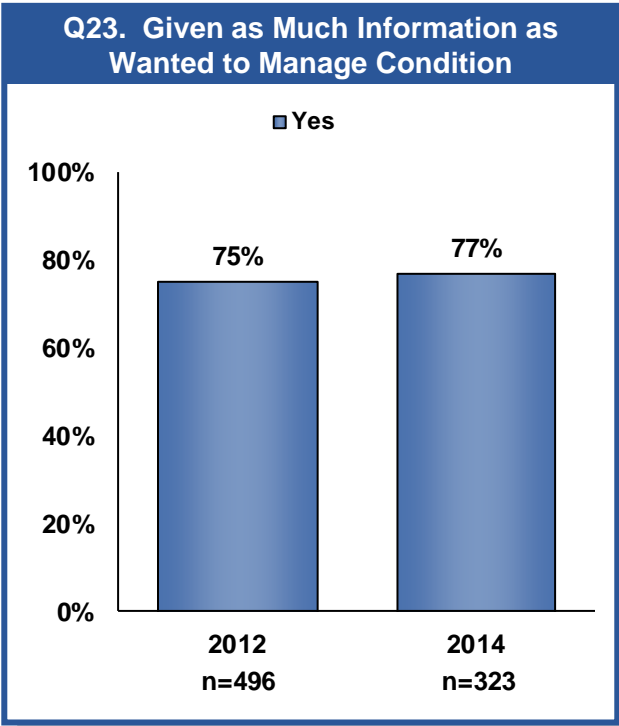
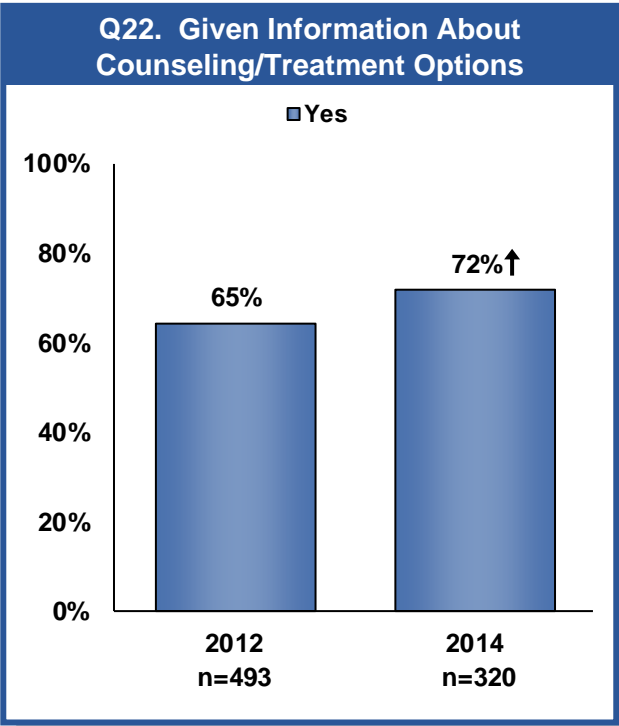
Response of Treatment or Counseling Staff



Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.
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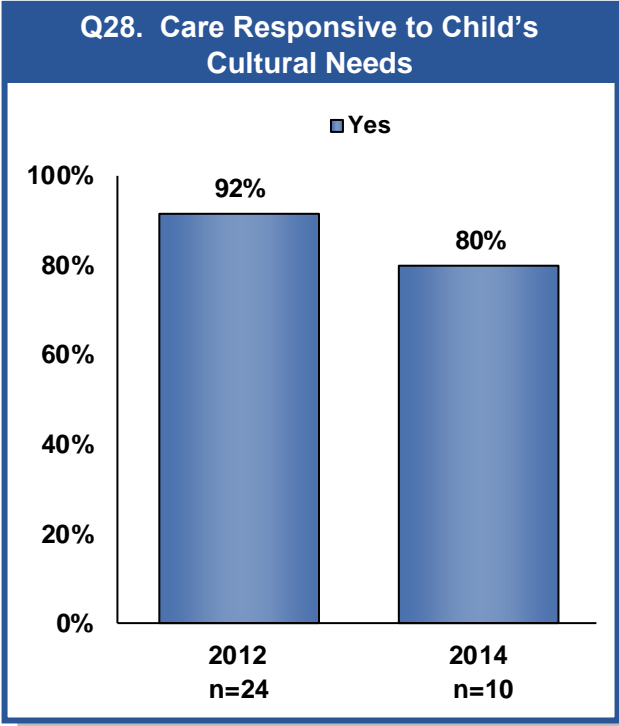
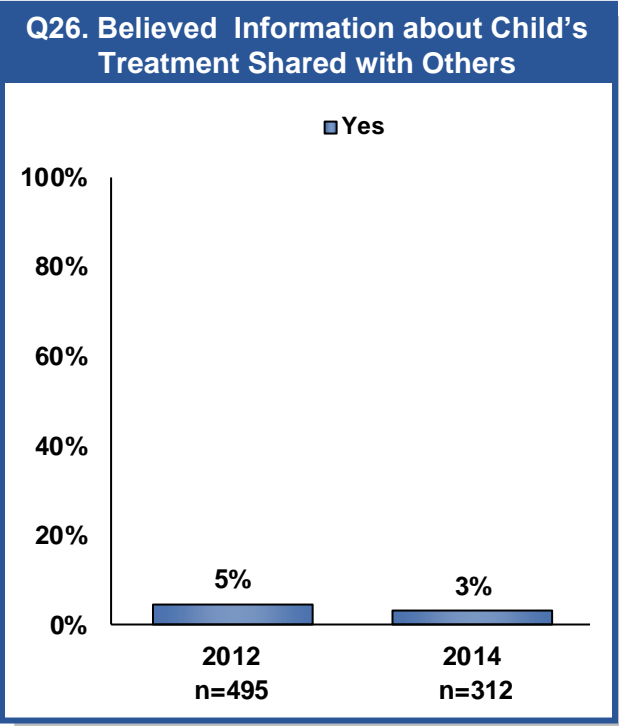
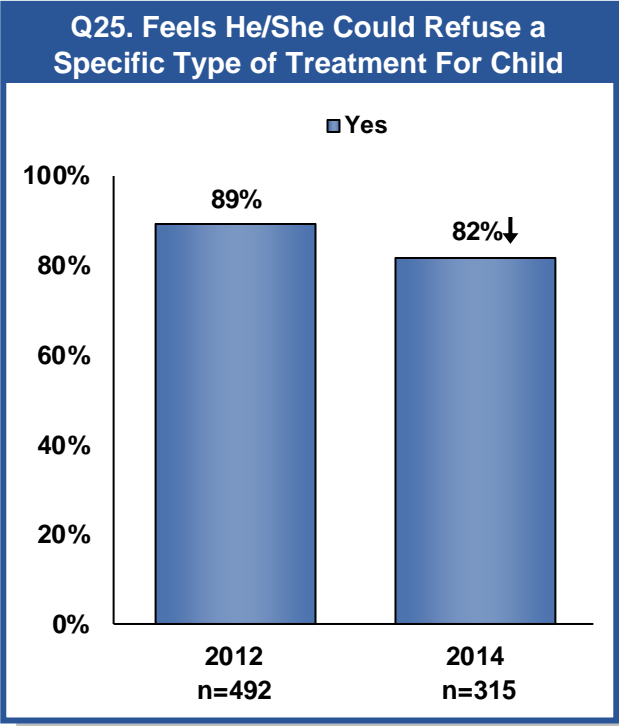
Response of Treatment or Counseling Staff



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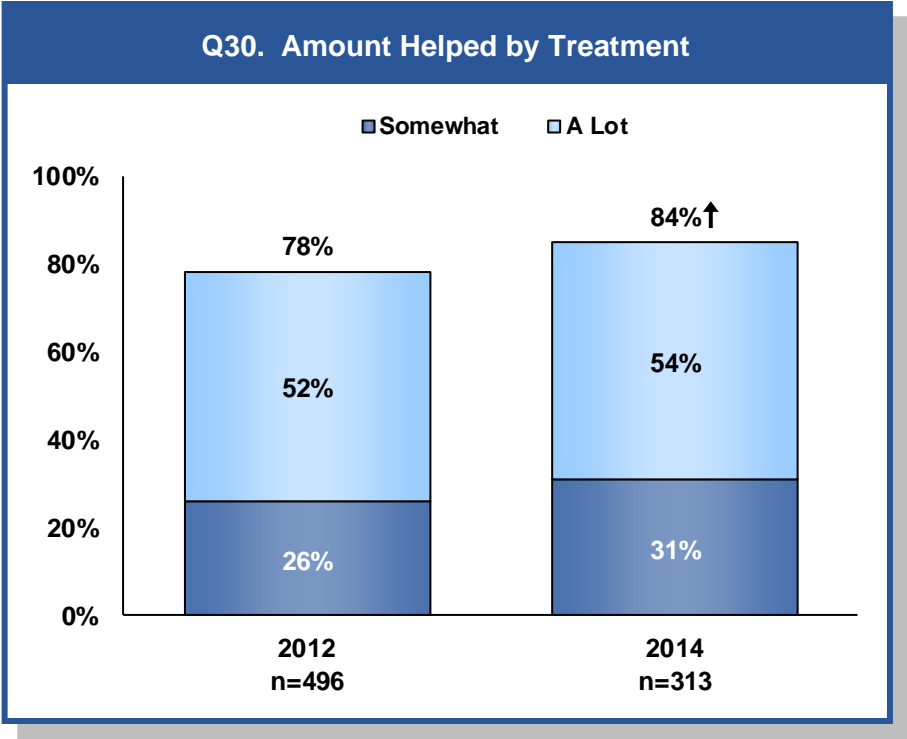
Response of Treatment or Counseling Staff



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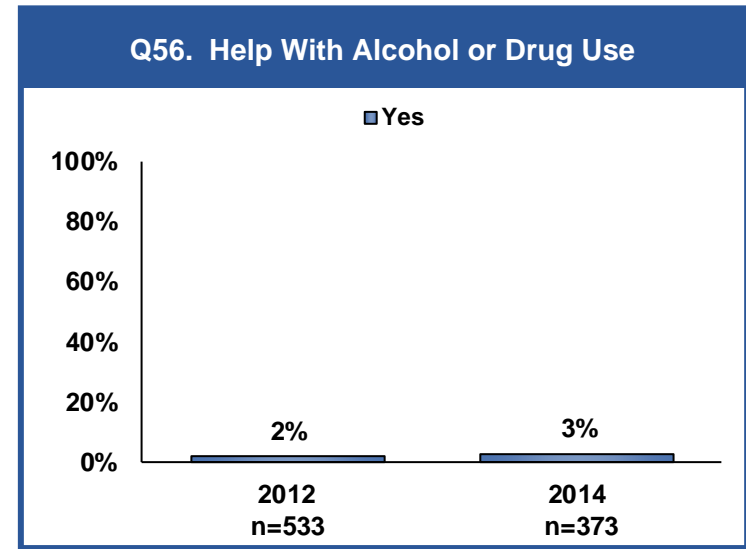
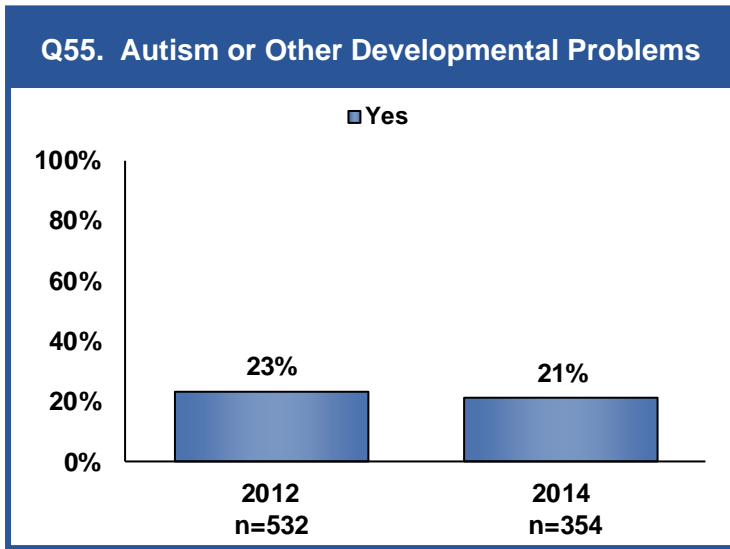
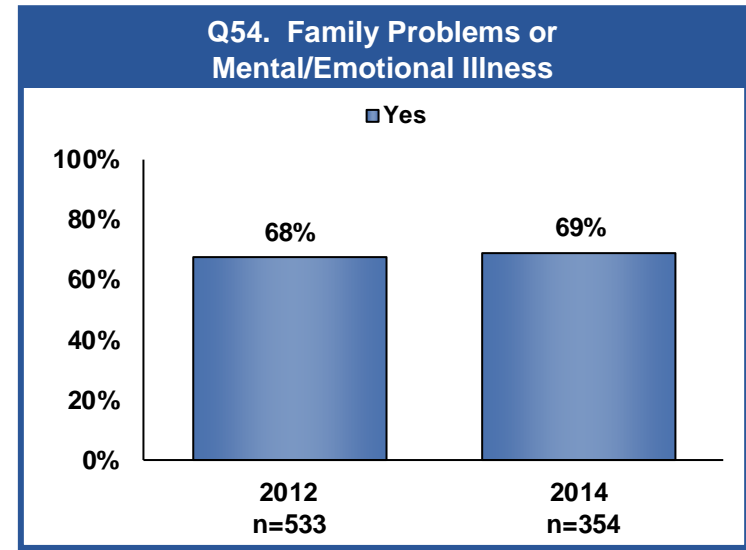
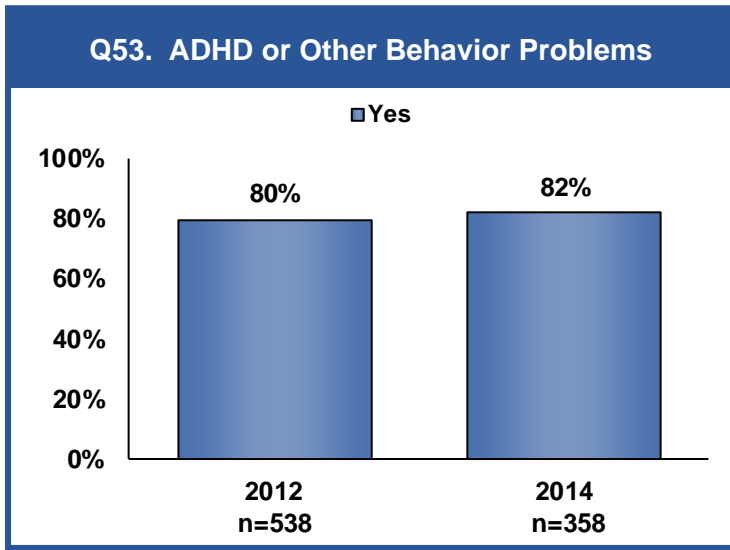
Perceived Benefit of Treatment



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.



Reasons For Seeking Counseling / Treatment

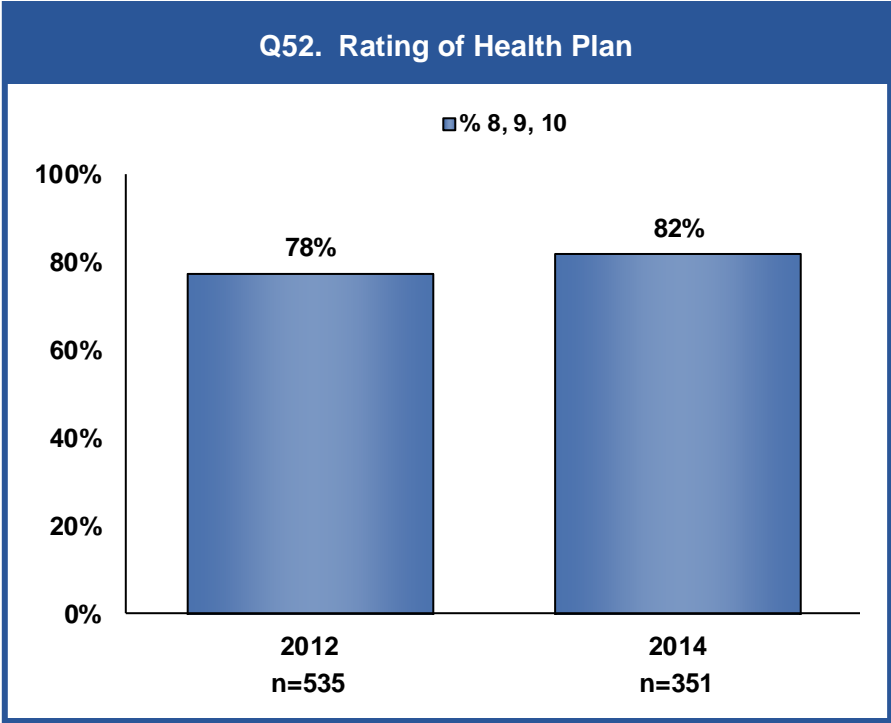
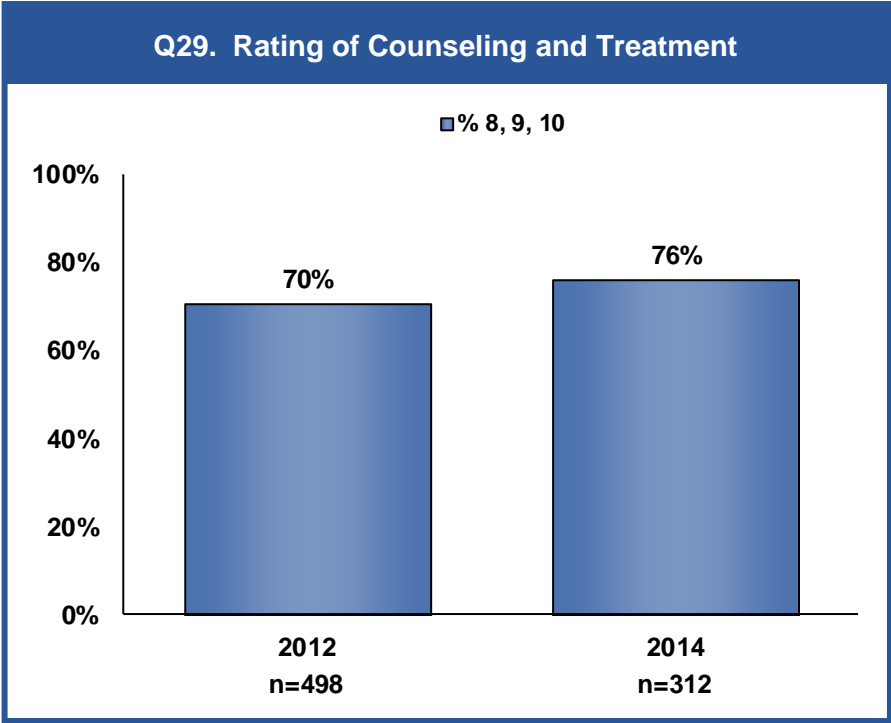


Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number
Percents may not add up due to rounding.

Overall Ratings

Overall Rating – Counseling/Treatment & Health Plan



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.

