



SANDHILLS CENTER

Experience of Care and Health
Outcomes (ECHO) Survey

2015-2016

Results

Theresa Clark

Purpose

Assess consumers' perceptions of the care that they received through the 7 LME-MCOs in NC. The results from the Adult and Child ECHO survey will assist DMA in assessing each LME-MCO's ability to monitor the quality of mental health, substance abuse and intellectual and developmental disability services.



SANDHILLS CENTER



Background

- Carolinas Center for Medical Excellence (CCME) is contracted to conduct a satisfaction survey of the consumers participating in the 1915 (b)(c) Medicaid Waiver Program
- The survey was administered during the period from October 7, 2016 through November 23, 2016.



Adult Survey Results

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2016 NC Overall	# Statistically Lower than 2016 NC Overall
Alliance	6	3	26	2	0
Cardinal	16	3	31	4	0
Eastpointe	7	13	22	0	2
Partners	2	8	12	0	1
Sandhills	5	6	19	0	2
Smoky	5	9	21	0	1
Trillium	6	6	21	1	0



SANDHILLS CENTER



Adult Survey Results Cont.

SHC Ranking	# Achieved	Percentage
1 st	5	Top Range – 40%
2 nd	7	
3 rd	5	
4 th	3	Mid-Range – 7%
5 th	6	Lowest Range – 53%
6th	11	
7 th	6	



Adult Survey Analysis

43 Questions Analysis

- **Above Average:**
 - 5 SHC Scored the highest - 12%
 - 19 questions scored above average - 44%
 - Out of 19 above average, 9 were at 5% or more above the average or 47%
- **Below Average:**
 - 24 questions scored below average - 56%
 - Out of 24 below average, 14 were at 5% or more below the average or 58%
 - Out of 14 that scored at 5% or more below average, 7 were identified to be viewed with Caution - 50%
 - 6 SHC Scored the lowest - 14%
 - Out of 6 questions scored the lowest, 3 were identified to be viewed with Caution or 50% (all 3 were over 5% below the average)
- **View with Caution**
 - 17 - Conclusions based on analysis of fewer than 30 observations should be viewed with Caution
 - Out of 17 Questions that should be viewed with Caution 7 were scored below average or 41% (all were over 5% below the average)
- **3 Too Few to score**
 - 3 questions had too few responses to score/compare to other LME/MCOs.



Adult Survey Analysis Cont.

Areas Sandhills Performed Well (Adult):

The following 5 questions were identified as areas where Sandhills performed well. Questions that received fewer than 30 responses or were less than 5% higher than the NC overall average are not included.

3 – Scored Highest

2 – Scored 5% or more above average

Scored Highest:

- Perceived Improvement – SHC scored 60.9% of 69 responses compared to the NC Overall of 54.7% of 424 responses. This was **6.2% higher** than the overall average. Question 33 – Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?
- Information about Treatment Options – Overall SHC scored 67.5% of 56 responses compared to the NC Overall of 58.4%. This was **9.1% higher** than the overall average.
- Single Items – SHC scored 82% of 50 responses compared to the NC Overall of 76.5% of 310 responses. This was **5.5% higher** than the overall average. Question 17 – In the last 12 months, were you told what side effects of those medicines to watch for?



SANDHILLS CENTER



Adult Survey Analysis Cont.

Areas Sandhills Performed Well (Adult):

Scored 5% or more than the average:

- Information about Treatment Options – SHC scored 62.5% of 56 compared to the NC Overall of 52.8% of 341 responses. This was **9.7% higher** than the overall average. Question 20 – In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12 step programs?
- Information about Treatment Options – SHC scored 72.7% of 55 compared to the NC Overall of 64.7% of 343 responses. This was **8% higher** than the overall average. Question 21 – In the last 12 months, were you given information about different kinds of counseling or treatment that are available?



SANDHILLS CENTER



Adult Survey Analysis Cont.

Needs Improvement (Adult):

The following 7 questions were identified as needing improvement. Questions that received fewer than 30 responses or were less than 5% lower than the NC Overall average are not included.

- 2 - Statistically lowest
- 2 - Scored lowest
- 3 - Scored 5% or more below average

Statistically Lower than 2016 NC Overall:

- Composite: Getting Treatment Quickly. SHC scored 54% of 56 responses compared to the NC Overall of 60.5% of 326 responses. This was **6.5% lower** than the overall average. Only one LME/MCO scored lower with 52.8%. (Note - not sure why we were identified significantly lower if another MCO had a lower score than us.)
- Composite: Single Items. SHC scored 76.5% of 68 responses compared to the NC Overall of 85.9% of 419 responses. This was **9.4% lower** than the overall average. Question 29: In the last 12 months, how much were you helped by the counseling or treatment you got?



Adult Survey Analysis Cont.

Needs Improvement (Adult):

Lowest Score:

- How well Clinicians Communicate – SHC scored 80.4% of 56 responses compared to the NC Overall of 87.6% of 346 responses. This was **7.2% lower** than the overall average. Question 12 – In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?
- How well Clinicians Communicate – SHC scored 89.3% of 56 responses compared to the NC Overall of 94.5% of 346 responses. This was **5.2% lower** than the overall average. Question 15 – In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?



Adult Survey Analysis Cont.

Needs Improvement (Adult):

Scored 5% or more lower than the average:

- Getting Treatment Quickly - SHC scored 70.2% of 47 responses compared to the NC Overall of 76.1% of 289 responses. This was **5.9% lower** than the overall average. Question 7 - In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted? (Note: 2015 needed improvement)
- How well Clinicians Communicate - SHC scored 83.9% of 56 responses compared to the NC Overall of 71.7% of 346 responses. This was **5.4% lower** than the overall average. Question 13 - In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?
- How well Clinicians Communicate - SHC scored 82.1% of 56 responses compared to the NC Overall of 87.6% of 346 responses. This was **5.5% lower** than the overall average. Question 14 - In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?



Child Survey Results

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2016 NC Overall	# Statistically Lower than 2016 NC Overall
Alliance	15	6	26	6	1
Cardinal	0	14	8	0	2
Eastpointe	5	5	23	0	0
Partners	5	1	21	1	0
SHC	1	8	17	0	1
Smoky	8	3	26	1	0
Trillium	6	5	17	2	0



Child Survey Results Cont.

SHC Ranking	# Achieved	Percentage
1 st	1	Top Range – 40%
2 nd	6	
3 rd	9	
4 th	4	Mid-Range – 10%
5 th	3	Lowest Range – 50%
6 th	9	
7 th	8	



Child Survey Analysis

40 Questions Analysis

- **Above Average:**
 - 1 SHC Scored the highest - 2.5%
 - 17 questions scored above average - 42.5%
 - Out of 17 above average, 4 were at 5% or more above the average or 23.5%
- **Below Average:**
 - 23 questions scored below average - 57.5%
 - Out of 23 below average, 9 were at 5% or more below the average or 39%
 - Out of 9 that scored at 5% or more below average, 2 were identified to be viewed with Caution - 22%
 - 8 SHC Scored the lowest - 20%
 - Out of 8 questions scored the lowest, 1 was identified to be viewed with Caution or 12.5%
- **View with Caution**
 - 15 - Conclusions based on analysis of fewer than 30 observations should be viewed with Caution
 - Out of 15 Questions that should be viewed with Caution 6 were scored below average or 40%
- **1 Too Few to score**
 - 1 question had too few responses to score/compare to other LME/MCO's.



Child Survey Analysis Cont.

Areas Sandhills Performed Well (Child):

The following 2 questions were identified as areas where Sandhills performed well. Questions that received fewer than 30 responses or were less than 5% higher than the NC Overall average are not included.

- 1 - Scored Highest
- 1 - Scored 5% or more above average

Scored Highest:

- Single Item - SHC scored 79.3% of 58 compared to the NC Overall of 70% of 456 responses. This was **9.3% higher** than the overall average. Question 11 - In the last 12 months, how often were you seen within 15 minutes of his or her appointment?

Scored 5% or more than the average:

- Perceived Improvement - SHC scored 65.9% of 85 compared to the NC Overall of 60.8% of 572 responses. This was **5.1% higher** than the overall average. Question 34 - Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now?



SANDHILLS CENTER



Child Survey Analysis Cont.

Needs Improvement (Child):

The following 6 questions were identified as needing improvement. Questions that received fewer than 30 responses or were less than 5% lower than the NC Overall average are not included.

- 1 - Statistically lowest
- 2 - Scored lowest
- 3 - Scored 5% or more below average

Statistically Lower than 2016 NC Overall:

- Single Item - SHC scored 67.5% of 83 responses compared to the NC Overall of 76.8% of 565 responses. This was **9.3% lower** than the overall average. Question 30 - In the last 12 months, how much was your child helped by the counseling or treatment he or she got?



SANDHILLS CENTER



Child Survey Analysis Cont.

Needs Improvement (Child):

Lowest Score:

- Getting Treatment Quickly – SHC scored 73.3% of 60 responses compared to the NC Overall of 80.1% of 433 responses. This was **6.8% lower** than the overall average. Question 7 – In the last 12 months, not counting times your child needed counseling or treatment right away, how often did your child get an appointment for counseling or treatment as soon as you wanted? (Note: 2015 needed improvement)
- How well Clinicians Communicate – SHC scored 81.7% of 60 responses compared to the NC Overall of 90.3% of 462 responses. This was **8.6% lower** than the overall average. Question 18 – In the last 12 months, how often were you involved as much as you wanted in your child’s counseling or treatment?



Child Survey Analysis Cont.

Needs Improvement (Child):

Scored 5% or more lower than the average:

- Getting Treatment Quickly - SHC scored 61.8% of 34 responses compared to the NC Overall of 69.4% of 235 responses. This was **7.6% lower** than the overall average. Question 5 – In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted? (Note: 2015 needed improvement)
- How well Clinicians Communicate – SHC scored 81.4% of 59 responses compared to the NC Overall of 88% of 458 responses. This was **6.6% lower** than the overall average. Question 12 – In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?
- How well Clinicians Communicate – SHC scored 78% of 59 responses compared to the NC Overall of 83.3% of 460 responses. This was **5.3% lower** than the overall average. Question 15 – In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?



Comparison: Adult vs Child Responses

The same questions were asked on both the Adult and Child Survey. The following four questions were identified as having similar outcomes on both surveys.

Areas Sandhills Performed well – the following question received ratings over 5% above the overall average on both surveys:

- Compared to 12 months ago, how would you rate your (your child's) ability to accomplish the things you want to do now? Adult survey question 33 scored highest with 6.2% higher than the overall average. Child survey question 34 scored 5.1% higher than the overall average.



SANDHILLS CENTER



Comparison: Adult vs Child Responses Cont.

Needs Improvement – the following 3 questions received ratings 5% or lower than the overall average on both surveys:

- In the last 12 months, how much were you (your child) helped by the counseling or treatment you (he or she) received? Adult survey question 29 was statistically lower at 9.4% lower than the overall average. Child survey question 30 was also statistically lower at 9.3% lower than the overall average.
- In the last 12 months, not counting times you (your child) needed counseling or treatment right away, how often did you (your child) get an appointment for counseling or treatment as soon as you wanted? Adult survey question 7 was 5.9% lower than the overall average. Child survey question 7 was 6.8% lower than the overall average.
- In the last 12 months, how often did the people you (your child) went to for counseling or treatment spend enough time with you (them)? Adult survey question 14 was 5.5% lower than the overall average. Child survey question 15 was 5.3% lower the overall average.



SANDHILLS CENTER



Comparison: 2015 vs. 2016 Response

- Items that we performed well in on the 2015 survey continue to show as performing well in the 2016 survey.
- Items that we continue to perform well in for the past 2 years:
 - In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12 step programs?
 - In the last 12 months, were you given information about different kinds of counseling or treatment that are available?
- 2015 item that we needed improvement in, was identified on the 2016 child survey as Performing Well:
 - In the last 12 months, how often were you seen within 15 minutes of your appointment?



Comparison: 2015 vs. 2016 Response

- Items in 2015 that we are still showing as needs improvement in 2016:
 - In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted? (Adult & Child Survey 2016)
 - In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted? (Child survey 2016)



SANDHILLS CENTER



Next Steps

- Post CCME Report on Sandhills website
- Present results to Sandhills internal committees
- Present results to Providers
- Workgroup formed to review areas needing improvement
- Identify and implement steps to improve performance



Questions?



SANDHILLS CENTER

