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Experience of Care and Health
Outcomes (ECHO) Survey

2017

Results

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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.



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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 August 21, 2017 through November 15, 2017.



Adult Survey Results

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2017 NC Overall	# Statistically Lower than 2017 NC Overall
Alliance	4	6	14	2	0
Cardinal	4	2	21	1	1
Eastpointe	7	4	20	1	0
Partners	1	11	14	0	2
Sandhills	9	4	22	1	0
Smoky	9	1	23	2	0
Trillium	0	6	7	0	1

- Sandhills Center scored
 - **Highest** LME/MCO on 9 of 33 (27.3%) questions.
 - **Lowest** LME/MCO on 4 of 33 (12%) questions.
 - **Above Average** on 22 of 33 (67%) questions.
- One of our results were **Statistically Higher** than the 2017 NC Overall result.
- None of our results were **Statistically Lower** than the 2017 NC Overall result.



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Adult Survey Results Continued

SHC Ranking	# Achieved	Percentage
1 st	9	Top Range – 61%
2 nd	6	
3 rd	5	
4 th	1	Mid-Range – 3%
5 th	5	Lowest Range – 36%
6 th	4	
7 th	3	

This comparison shows how many questions Sandhills Center was rated the highest (1st) to the Lowest (7th) out of each LME/MCO. Compared to other LME/MCO's, Sandhills Center received a ranking of **61%** within the top range of overall results (ranking of 1st, 2nd or 3rd out of 7 LME/MCO). We were 3% within the middle range (ranking of 4th out of 7 LME/MCO). 36% of our results were ranked in the lowest range (5th, 6th or 7th out of 7 LME/MCO). The majority of our results were ranked on the highest side with 1st out of 7 LME/MCO's.



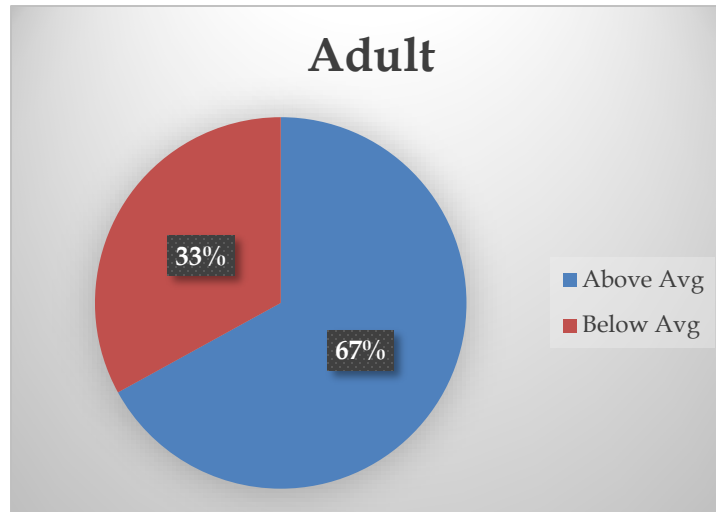
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Adult Survey Analysis

33 Questions Analyzed

- **Above Average:**
 - 9 questions scored the highest - 27%
 - 22 questions scored above average - 67%
 - Out of 22 above average, 12 were at 5% or more above the average or 55%
- **Below Average:**
 - 11 questions scored below average - 33%
 - Out of 11 below average, 5 were at 5% or more below the average or 45%
 - 4 questions scored the lowest - 12%



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Adult Survey Analysis Excelled

Areas Sandhills Performed Well (Adult):

The following questions are some examples of where Sandhills performed well.

- Rating of Counseling Treatment - Question 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?*
 - SHC scored 82.5% compared to the NC Overall of 71.8%. This was **10.1% higher** than the overall average.
- Getting Treatment Quickly - Question 5 - *In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?*
 - SHC scored 76.5% compared to the NC Overall of 63.9%. This was **12.6% higher** than the overall average.



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Adult Survey Analysis Excelled Continued

Areas Sandhills Performed Well (Adult):

- How Well Clinicians Communicate – Question 14 - *In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?*
 - SHC scored 95% compared to the NC Overall of 87.4%. This was **7.6% higher** than the overall average.
- Question 41 – *In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called customer service?*
 - SHC scored 85.7% compared to the NC Overall of 52.3%. This was **33.4% higher** than the overall average.
- Question 27 – *In the last 12 months, was the care you received responsive to those needs?*
 - SHC scored 100% compared to the NC Overall of 70.8%. This was **29.2% higher** than the overall average.



Adult Survey Analysis Needs Improvement

Areas Sandhills Needs Improvement (Adult):

The following questions Sandhills scored the lowest and/or 5% or more below the state 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?*
 - SHC scored 37.5% compared to the NC Overall of 47.4%. This was **9.9% lower** 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?*
 - SHC scored 58.5% compared to the NC Overall of 62.9%. This was **4.4% lower** than the overall average



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Adult Survey Analysis

Needs Improvement Continued

Needs Improvement (Adult):

- Question 23 – *In the last 12 months, were you given information about your rights as a patient?*
 - SHC scored 87.5% compared to the NC Overall of 90.9%. This was **4.3% lower** than the overall average.
- Question 17 – *In the last 12 months, were you told what side effects of those medicines to watch for?*
 - SHC scored 71.9% compared to the NC Overall of 77.8%. This was **5.9% lower** than the overall average.



Adult Survey Analysis

Needs Improvement Continued

Needs Improvement (Adult):

- Question 25 – *In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?*
 - SHC scored 87.5% compared to the NC Overall of 92.6%. This was **5.1% lower** than the overall average.
- Question 37 – *Were you told about other ways to get counseling treatment or medicine?*
 - SHC scored 36.4% compared to the NC Overall of 52.9%. This was **16.5% lower** than the overall average.



Child Survey Results

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2017 NC Overall	# Statistically Lower than 2017 NC Overall
Alliance	1	3	12	0	0
Cardinal	2	5	7	0	0
Eastpointe	5	9	15	1	2
Partners	5	2	17	0	0
SHC	3	8	14	0	0
Smoky	12	2	24	3	0
Trillium	4	1	13	1	0

- Sandhills Center scored
 - **Highest** LME/MCO on 3 of 30 (10%) questions.
 - **Lowest** LME/MCO on 8 of 30 (27%) questions.
 - **Above Average** on 14 of 30 (47%) questions.
- None of our results were **Statistically Higher** than the 2017 NC Overall result.
- None of our results were **Statistically Lower** than the 2017 NC Overall result.



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Child Survey Results Cont.

SHC Ranking	# Achieved	Percentage
1 st	3	Top Range – 43%
2 nd	5	
3 rd	5	
4 th	3	Mid-Range – 10%
5 th	2	Lowest Range – 47%
6 th	4	
7 th	8	

This comparison shows how many questions Sandhills Center was rated the highest (1st) to the Lowest (7th) out of each LME/MCO. Compared to other LME/MCO's, Sandhills Center received a ranking of **43%** within the top range of overall results (ranking of 1st, 2nd or 3rd out of 7 LME/MCO). We were 10% within the middle range (ranking of 4th out of 7 LME/MCO). 47% of our results were ranked in the lowest range (5th, 6th or 7th out of 7 LME/MCO). The majority of our results were ranked on the low side.



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Child Survey Analysis

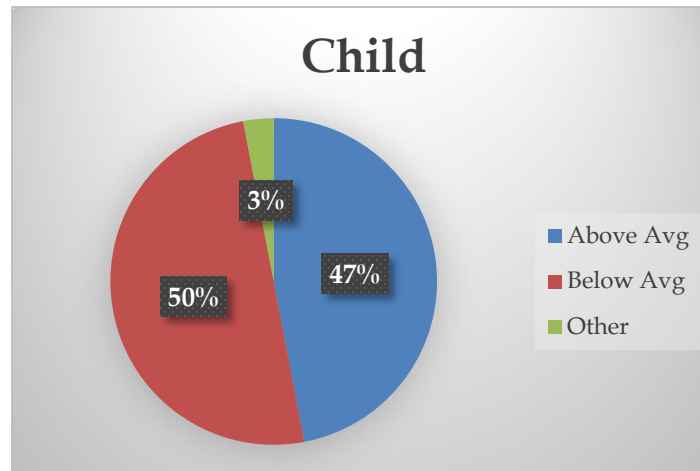
30 Questions Analysis

Above Average:

- 3 questions scored the highest - 10%
- 14 questions scored above average - 47%
 - Out of 14 above average, 5 were at 5% or more above the average or 36%

Below Average:

- 15 questions scored below average - 50%
 - Out of 15 below average, 5 were at 5% or more below the average or 33%
- 8 questions scored the lowest - 20%
 - Out of 8 questions scored the lowest, 1 was identified to be viewed with Caution or 12.5%



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Child Survey Analysis Excelled

Areas Sandhills Performed Well (Child):

The following questions are some examples of where Sandhills performed well.

- Getting Treatment Quickly – Question 3 – *In the last 12 months, how often did you get the professional counseling your child needed on the phone?*
 - SHC scored 51.9% compared to the NC Overall of 37.9%. This was **14% higher** than the overall average.
- Getting Treatment and Information from the Plan – Question 40 – *In the last 12 months, did you call customer service to get information or help about counseling or treatment for your child?*
 - SHC scored 66.7% compared to the NC Overall of 50.7%. This was **16% higher** than the overall average.
- Perceived Improvement – Question 32 – *Compared to 12 months ago, how would you rate your child’s ability to deal with daily problems now?*
 - SHC scored 68.5% compared to the NC Overall of 56%. This was **12.5% higher** than the overall average.



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Child Survey Analysis Needs Improvement

Areas Sandhills Needs Improvement (Child):

The following questions Sandhills scored the lowest and/or 5% or more below the state overall average.

- How Well Clinicians Communicate – Question 15 – *In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?*
 - SHC scored 80% compared to the NC Overall of 87%. This was **7% lower** than the overall average.
- How Well Clinicians Communicate – Question 18 – *In the last 12 months, how often were you involved as much as you wanted in your child’s counseling or treatment?*
 - SHC scored 81.5% compared to the NC Overall of 88.9%. This was **7.4% lower** than the overall average.



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Child Survey Analysis

Needs Improvement Continued

Needs Improvement (Child):

- Single Item – Question 17 – *In the last 12 months, were you told what side effect of those medicines to watch for?*
 - SHC scored 74.4% compared to the NC Overall of 82.5%. This was **8.1% lower** than the overall average.
- Single Item – Question 23 – *In the last 12 months, were you given as much information as you wanted about what you could do to manage your child's condition?*
 - SHC scored 66% compared to the NC Overall of 73.1%. This was **7.1% lower** than the overall average.
- Getting Treatment Quickly – 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?*
 - SHC scored 78.6% compared to the NC Overall of 83.6%. This was **5% lower** than the overall average.



Comparison: Adult vs Child Responses

The same question was asked on both the Adult and Child Survey. Sandhills scored lower than the overall average on both.

In the last 12 months, were you told what side effects of those medicines to watch for?

- ❖ SHC Adults scored 5.9% lower than the overall average
- ❖ SHC Child scored 8.1% lower than the overall average



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Comparison: 2016 vs. 2017 Results

- Continue to Perform Well
- 2016 Performed Well, 2017 Needs Improvement
- 2016 Needed Improvement, 2017 still needs improvement



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Comparison: 2016 vs. 2017 Results

An area that we performed well in on the 2016 survey which continues to show as performing well in the 2017 survey.

- *Adult Survey Question 33 – Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?*



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Comparison: 2016 vs. 2017 Results

Three areas that we performed well in on the 2016 survey now show as **Needing Improvement** in the 2017 ADULT survey.

- 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?*
 - SHC Adults in 2017 scored **9.9% lower** than the overall average compared to **9.7% higher** in 2016. **This is a 19.5 decrease.**
- Question 21 – *In the last 12 months, were you given information about different kinds of counseling or treatment that are available?*
 - SHC Adults in 2017 scored **4.4% lower** than the overall average compared to **8% higher** in 2016. **This is a 12.4 decrease.**
- Question 17 – *In the last 12 months, were you told what side effects of those medicines to watch for?*
 - SHC Adults in 2017 scored **5.9% lower** than the overall average compared to **5.5% higher** in 2016. **This is an 11.4 decrease.**



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Comparison: 2016 vs. 2017 Results

Areas in 2016 that we are still showing as **Needs Improvement** in the 2017 CHILD survey:

- Child 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?*
- Child 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 Question 15 – *In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?*



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Next Steps

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



Questions?



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