



**SANDHILLS  
CENTER**



**SANDHILLS CENTER**

Experience of Care and Health  
Outcomes (ECHO) Survey  
2018 Results

Theresa Clark / Comellia Saunders

# Purpose

---

Assess consumers' experience with their health care.

The results from the Adult and Child ECHO survey will assist NC Medicaid and LME/MCO's to identify key opportunities for improving members experience.

These results are used by the LME/MCO's in practical decision making specifically around:

- Identifying strengths and weaknesses in Quality of Care and Services
- Assessing where resources can best be allocated to improve weaknesses
- Seeing the effects of efforts to improve over time



**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. Datastat Inc. conducted the survey on behalf of NC Medicaid and CCME.
- **Population** - Two populations were surveyed, Adult and Child.
  - **Adult** - **over 18** and received services through LME/MCO within the last year prior to July 2018
  - **Child** - between the ages of **12 and 17** and received services through the LME/MCO within the last year prior to July 2018
- **Method** - The survey was administered during a 12 week period from **August 8, 2018 through October 10, 2018**. A mixed-mode (mail & telephone) protocol was used consisting of initial survey mailing, reminder postcard and phone follow up to non-respondents.

# Sample Size

---

A random sample of 3,997 cases were drawn of Adult & Child enrollees. This consisted of a random sample of 571 enrollees from each of the 7 LME/MCO's.

	<b>Mailed Surveys</b>	<b>Ineligible</b>	<b>Returned &amp; Completed</b>	<b>Response Rate</b>
<b>Adult</b>	571	32	76	14.10%
<b>Child</b>	571	2	109	19.20%

Note: Due to the landfall of Hurricane Florence on September 14<sup>th</sup> there were a large number of non-working phone numbers. Extra efforts were made to contact these respondents, which resulted in an additional 59 completed interviews across the project.



**SANDHILLS CENTER**



# LME/MCO Comparison

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2018 NC Overall	# Statistically Lower than 2018 NC Overall
Alliance	4	10	17	0	0
Cardinal	3	6	12	0	0
Eastpointe	7	1	25	2	0
Partners	11	3	21	3	0
<b>Sandhills</b>	<b>3</b>	<b>6</b>	<b>17</b>	<b>1</b>	<b>1</b>
Trillium	5	1	14	2	0
Vaya	1	6	14	0	1

- Sandhills Center scored
  - **Highest** LME/MCO on 3 of 33 (9%) questions.
  - **Lowest** LME/MCO on 6 of 33 (18%) questions.
  - **Above Average** on 17 of 33 (52%) questions.
- One of our results were **Statistically Higher** than the 2018 NC Overall result.
- One of our results were **Statistically Lower** than the 2018 NC Overall result.



**SANDHILLS CENTER**



# Adult Survey Results

SHC Ranking	# Achieved	Percentage
1 <sup>st</sup>	3	Top Range – 36%
2 <sup>nd</sup>	5	
3 <sup>rd</sup>	4	
4 <sup>th</sup>	6	Mid-Range – 18%
5 <sup>th</sup>	3	Lowest Range – 46%
6 <sup>th</sup>	6	
7 <sup>th</sup>	6	

This comparison shows how many questions Sandhills Center was rated the highest (1<sup>st</sup>) to the Lowest (7<sup>th</sup>) out of each LME/MCO. Sandhills Center received a ranking of **36%** within the top range of overall results (ranking of 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> out of 7 LME/MCO). We were **18%** within the middle range (ranking of 4<sup>th</sup> out of 7 LME/MCO). **46%** of our results were ranked in the lowest range (5<sup>th</sup>, 6<sup>th</sup> or 7<sup>th</sup> out of 7 LME/MCO). The majority of our results were ranked on the lowest side.

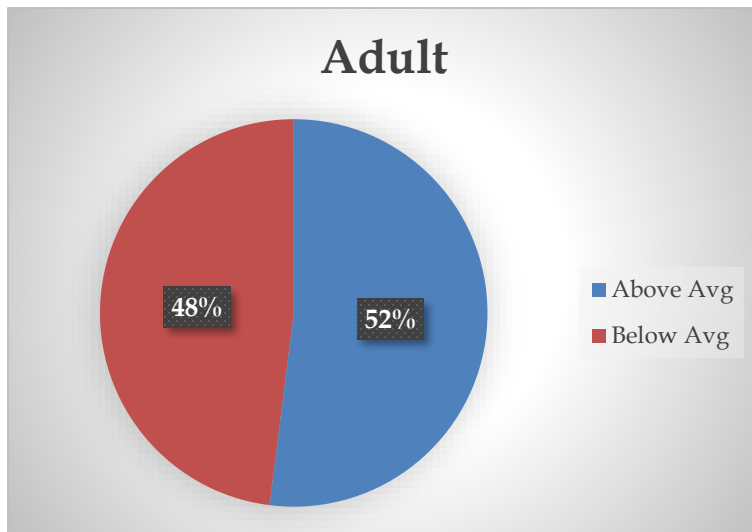


**SANDHILLS CENTER**



# Adult Survey Results

---



## 33 Questions Analyzed

### Above Average:

- 1 question scored Statistically Higher than 2018 NC Overall
- 3 questions scored the highest - 9%
- 17 questions scored above average - 52%
  - Out of 17 above average, 5 were at 5% or more above the average or 29%

### Below Average:

- 1 question scored Statistically Lower than 2018 NC Overall
- 16 questions scored below average - 48%
  - Out of 16 below average, 10 were at 5% or more below the average or 63%
- 6 questions scored the lowest - 18%





# Adult Survey Analysis Excelled

## Areas Sandhills Performed Well (Adult):

The following 5 questions are examples of where Sandhills performed well.

- How Well Clinicians Communicate – Questions 15 – *In the last 12 months, how often did you feel safe when you were with people you went to for counseling or treatment?*
  - SHC scored the highest on this question with 97.5% compared to the NC Overall of 92%. This was **5.5% higher** than the overall average and was flagged as being statistically significantly higher than 2018 NC Overall. Note that we scored below the state average in 2017.
- Getting Treatment and Information from the Plan
  - SHC scored 58% compared to the NC Overall of 49.8%. This was **8.2% higher** than the overall average. Note that we also excelled in this area in 2017. Also note that only 13 responses were received for this question.



**SANDHILLS CENTER**



# Adult Survey Analysis

## Excelled Continued

---

### Areas Sandhills Performed Well (Adult):

- Getting Treatment and Information from the Plan - 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 60% compared to the NC Overall of 49%. This was **11% higher** than the overall average. Note that we also excelled in this area in 2017. Also note that only 5 responses were received for this question.
- Single Item - Question 27 - *In the last 12 months, was the care you received responsive to those needs?*
  - SHC scored the highest on this question with 100% compared to the NC Overall of 80.8%. This was **19.2% higher** than the overall average. Note that we also excelled in this area in 2017. Also note that only 3 responses were received for this question.
- Single Item - Question 37 - *Were you told about other ways to get counseling, treatment or medicine?*
  - SHC scored the highest on this question with 80% compared to the NC Overall of 50%. This was **30% higher** than the overall average. Note that this was an area needing improvement in 2017. Also note that only 5 responses were received for this question.



# Adult Survey Analysis Needs Improvement



## Areas Sandhills Needs Improvement (Adult):

The following six questions Sandhills **scored the lowest**.

- Overall Rating – Question 28 – *Using any number from 0 – 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 59% compared to the NC Overall of 69.7%. This was **10.7% lower** than the overall average. Note that we were 10.7% above the overall average in 2017.
- Getting Treatment Quickly
  - SHC scored 50.4% compared to the NC Overall of 58.6%. This was **8.2% lower** than the overall average.
- Getting Treatment Quickly – Question 5 – *In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?*
  - SHC scored 44.4% compared to the NC Overall of 62.3%. This was **17.9% lower** than the overall average. Note that we were 12.6% above the overall average in 2017. Also note that only 18 responses were received for this question.



**SANDHILLS CENTER**



# Adult Survey Analysis

## Needs Improvement Continued

---

### Needs Improvement (Adult) Lowest:

- How Well Clinicians Communicate – Question 12 – *In the last 12 months, how often did the people you went to for counselling or treatment explain things in a way you could understand?*
  - SHC scored 80% compared to the NC Overall of 87.1%. This was **7.1% lower** than the overall average. Note that we were 4.5% above the overall average in 2017.
- Single Item – Question 10 – *In the last 12 months, how often were you seen within 15 minutes of your appointment?*
  - SHC scored 63.4% compared to the NC Overall of 71.8%. This was **8.4% lower** than the overall average. Note that we were 5.2% above the overall average in 2017.
- Single Item – Question 29 – *In the last 12 months, how much were you helped by the counselling or treatment you got?*
  - SHC scored 69.4 compared to the NC Overall of 83.2%. This was **13.8% lower** than the overall average and was flagged as being statistically significantly lower than 2018 NC Overall. Note that we were 3.6% above the overall average in 2017.



# Adult Survey Analysis

## Needs Improvement Continued

---

### Needs Improvement (Adult):

The following four questions Sandhills scored **more than 5% lower** than the average.

- Getting Treatment Quickly – Question 3 – *In the last 12 months, how often did you get the professional counseling you needed on the phone?*
  - SHC scored 26.7% compared to the NC Overall of 38.3%. This was **11.6% lower** than the overall average. Note that we were 6.8% above the overall average in 2017. Also note that only 15 responses were received for this question.
- Getting Treatment an Information from the Plan – Question 39 – *In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?*
  - SHC scored 33.3% compared to the NC Overall of 50%. This was **16.7% lower** than the overall average. Note that we were 17.9% above the overall average in 2017. Also note that only 9 responses were received for this question.



**SANDHILLS CENTER**



# Adult Survey Analysis

## Needs Improvement Continued

---

### Needs Improvement (Adult) more than 5% Lower than average:

- Information about Treatment Options – 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 41.5% compared to the NC Overall of 47.3%. This was **5.8% lower** than the overall average. Note that we were 9.9% below the overall average in 2017.
- Information about Treatment Options – Question 21 – *In the last 12 months, were you given information about different kinds of counseling or treatment that are available?*
  - SHC scored 56.1% compared to the NC Overall of 62.8%. This was **6.7% lower** than the overall average. Note that we were 4.4% below the overall average in 2017.



# Child Survey Results

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2018 NC Overall	# Statistically Lower than 2018 NC Overall
Alliance	8	5	15	2	1
Cardinal	1	7	10	0	0
Eastpointe	4	7	12	0	0
Partners	2	5	5	0	0
SHC	3	7	15	0	0
Trillium	4	0	18	2	0
Vaya	11	1	22	6	0

- Sandhills Center scored
  - **Highest** LME/MCO on 3 of 30 (10%) questions.
  - **Lowest** LME/MCO on 7 of 30 (23%) questions.
  - **Above Average** on 15 of 30 (50%) questions.
- None of our results were **Statistically Higher** than the 2018 NC Overall result.
- None of our results were **Statistically Lower** than the 2018 NC Overall result.



**SANDHILLS CENTER**



# Child Survey Results Cont.

SHC Ranking	# Achieved	Percentage
1 <sup>st</sup>	3	Top Range – 43%
2 <sup>nd</sup>	5	
3 <sup>rd</sup>	5	
4 <sup>th</sup>	5	Mid-Range – 17%
5 <sup>th</sup>	3	Lowest Range – 40%
6 <sup>th</sup>	4	
7 <sup>th</sup>	5	

This comparison shows how many questions Sandhills Center was rated the highest (1<sup>st</sup>) to the Lowest (7<sup>th</sup>) 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 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> out of 7 LME/MCO). We were 17% within the middle range (ranking of 4<sup>th</sup> out of 7 LME/MCO). 40% of our results were ranked in the lowest range (5<sup>th</sup>, 6<sup>th</sup> or 7<sup>th</sup> out of 7 LME/MCO). The majority of our results were ranked on the high side.



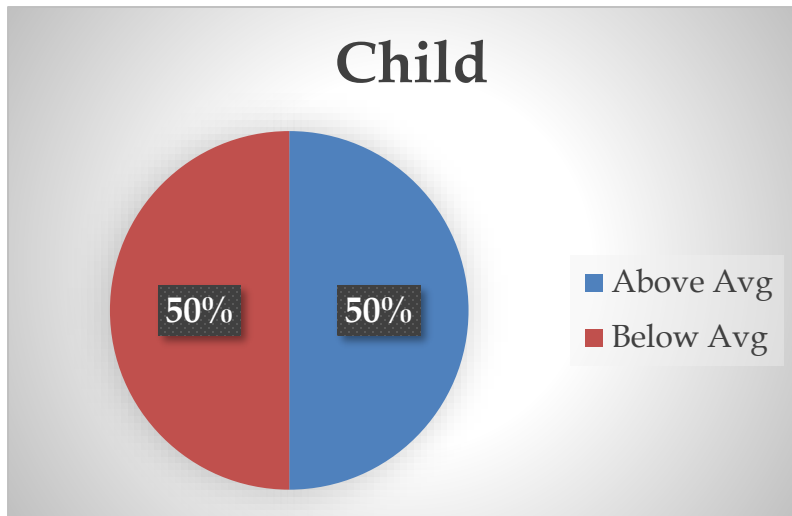
**SANDHILLS CENTER**





# Child Survey Analysis

---



## 30 Questions Analysis

### Above Average:

- 3 questions scored the highest - 10%
- 15 questions scored above average - 50%
  - Out of 15 above average, 2 were at 5% or more above the average or 13%

### Below Average:

- 15 questions scored below average - 50%
  - Out of 15 below average, 6 were at 5% or more below the average or 40%
- 7 questions scored the lowest - 23%



# Child Survey Analysis Excelled

## Areas Sandhills Performed Well (Child):

The following 3 questions are examples of where Sandhills performed well.

- Getting Treatment Quickly – 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?*
  - SHC scored the highest on this question with 92.3% compared to the NC Overall of 75.7%. This was **16.6% higher** than the overall average. Note that we were 5.7% above the overall average in 2017. Also note that only 26 responses were received for this question.
- Single Item – Question 17 – *In the last 12 months, were you told what side effects of those medicines to watch for?*
  - SHC scored the highest on this question with 88% compared to the NC Overall of 85.4%. This was **2.6% higher** than the overall average. Note that we were 8.5% below the overall average in 2017.
- Single Item – Question 28 – *In the last 12 months, was the care your child received responsive to those needs?*
  - SHC scored the highest on this question with 100% compared to the NC Overall of 73.7%. This was **26.3% higher** than the overall average. Note that we were 2.5% below the overall average in 2017. Also note that only 2 responses were received for this question.



**SANDHILLS CENTER**



# Child Survey Analysis Needs Improvement

---

## Areas Sandhills Needs Improvement (Child):

The following 7 questions Sandhills scored the lowest.

- Getting Treatment and Information from the Plan
  - SHC scored 28.9% compared to the NC Overall of 36.7%. This was **7.8% lower** than the overall average. Note that we were 8.5% above the overall average in 2017. Also note that only 15 responses were received for this question.
- Getting Treatment and Information from the Plan – Question 40 – *In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?*
  - SHC scored 33.3% compared to the NC Overall of 42.9%. This was **9.6% lower** than the overall average. Note that we were 16% above the overall average in 2017. Also note that only 15 responses were received for this question.



**SANDHILLS CENTER**



# Child Survey Analysis

## Needs Improvement Continued

---

### Needs Improvement (Child) lowest:

- 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 was tied for the lowest at 65.4% compared to the NC Overall of 68.3%. This was **2.9% lower** than the overall average. Note that we were 2.5% above the overall average in 2017.
- Perceived Improvement – Question 33 – *Compared to 12 months ago, how would you rate your child’s ability to deal with social situations now?*
  - SHC scored was tied for the lowest at 60.8% compared to the NC Overall of 63.3%. This was **2.5% lower** than the overall average. Note that we were 3.3% above the overall average in 2017.
- Single Item – Question 11 – *In the last 12 months ago, how often were you seen within 15 minutes of his or her appointment?*
  - SHC scored 67.2% compared to the NC Overall of 75.4%. This was **8.2% lower** than the overall average. Note that we were 4.2% above the overall average in 2017.



# Child Survey Analysis

## Needs Improvement Continued

---

### Needs Improvement (Child) lowest:

- Single Item – Question 22 – *In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child?*
  - SHC scored 65.6% compared to the NC Overall of 74%. This was **8.4% lower** than the overall average. Note that we were 4.6% above the overall average in 2017.



**SANDHILLS CENTER**



# Child Survey Analysis Needs Improvement

---

## Areas Sandhills Needs Improvement (Child):

The following 2 questions Sandhills scored more than 5% below the average, but not the lowest.

- 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 30% compared to the NC Overall of 40.3%. This was **10.3% lower** than the overall average. Note that we were 14% above the overall average in 2017. Also note that only 20 responses were received for this question.
- Single Item – Question 38 – *Were you told about other ways to get counseling, treatment, or medicine for your child?*
  - SHC scored 50% compared to the NC Overall of 65.4%. This was **15.4% lower** than the overall average. Note that we were 1.6% below the overall average in 2017. Also note that only 4 responses were received for this question.



**SANDHILLS CENTER**



# Next Steps

---

- Post Reports on Sandhills Center website
- Present results to Sandhills Center internal committees
- Present results to Providers (today)
- Form Workgroup to review areas needing improvement
- Identify and implement steps to improve performance

# Questions?

---



**SANDHILLS CENTER**

