



SANDHILLS CENTER

Experience of Care and Health
Outcomes (ECHO) Survey
2019 Results

Theresa Clark
February 2020

Purpose

Assess consumers' experience with their health care.

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

These results are used by the LME/MCOs 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 2019
 - **Child** - between the ages of **12 and 17** and received services through the LME/MCO within the last year prior to July 2019
- **Method** - The survey was administered during a 12 week period from **August 8, 2019 through October 9, 2019**. A mixed-mode (mail & telephone) protocol was used consisting of initial survey mailing, reminder postcard and phone follow up to non-respondents.



Achievement Scores

DataStat reviewed the survey data and based on **members' satisfaction**, assigned achievement scores for both NC Adult and Child Medicaid members. A score of 85% or higher is consider “high” or **matters the most to members**. Based on these scores, the chart below identifies the top 5 questions related to Opportunities for Improvement.

Opportunities for Improvement Adult:

Question	SH Achievement Score
Q39. Delays in treatment while waiting for plan approval were not a problem	60.0
Q37. Told about other ways to get treatment after benefits were used up	66.7
Q17. Told about side effects of medication	67.6
Q11. Clinicians usually or always listened carefully	78.9
Q14. Clinicians usually or always spent enough time	78.9

Opportunities for Improvement Child:

Question	SH Achievement Score
Q23. Given as much information as wanted to manage condition	66.7
Q55. Usually or always satisfied with the Person Centered Plan prepared by the Care Coordinator	75.0
Q58. Usually or always satisfied with Care Coordinator	78.6
Q20. Usually or always got professional help wanted for child	82.1
Q54. Usually or always given draft of Person Centered Plan to review prior to signing	83.3



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/MCOs.

	Mailed Surveys	Ineligible	Returned & Completed	Response Rate
Adult	571	21	74	13.5%
Child	571	1	92	16.1%



LME/MCO Comparison

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2018 NC Overall Score	# Statistically Lower than 2018 NC Overall Score
Alliance	7	1	20	2	0
Cardinal	7	3	20	1	0
Eastpointe	3	7	17	0	0
Partners	9	3	20	1	0
Sandhills	5	7	11	0	2
Trillium	1	5	8	0	0
Vaya	3	7	12	0	0

- Sandhills Center scored
 - **Highest** LME/MCO on 5 of 33 (15%) questions.
 - **Lowest** LME/MCO on 7 of 33 (21%) questions.
 - **Above Average** on 11 of 33 (33%) questions.
- None of our results were **Statistically Higher** than the 2019 NC Overall result.
- Two of our results were **Statistically Lower** than the 2019 NC Overall result.



SANDHILLS CENTER



Adult Survey Results

SHC Ranking	# Achieved	Percentage
1 st	5	Top Range – 33%
2 nd	2	
3 rd	4	
4 th	6	Mid-Range – 18%
5 th	4	Lowest Range – 49%
6 th	5	
7 th	7	

This comparison shows how many questions Sandhills Center was rated the highest (1st) to the Lowest (7th) out of each LME/MCO. Based on responses received, Sandhills Center received a ranking of 33% within the top range of overall results (ranking of 1st, 2nd or 3rd out of 7 LME/MCO). We were 18% within the middle range (ranking of 4th out of 7 LME/MCO). Almost half, or 49% of our results were ranked in the lowest range (5th, 6th or 7th out of 7 LME/MCO). This is the second year in a row that the majority of our results were ranked on the lowest side.

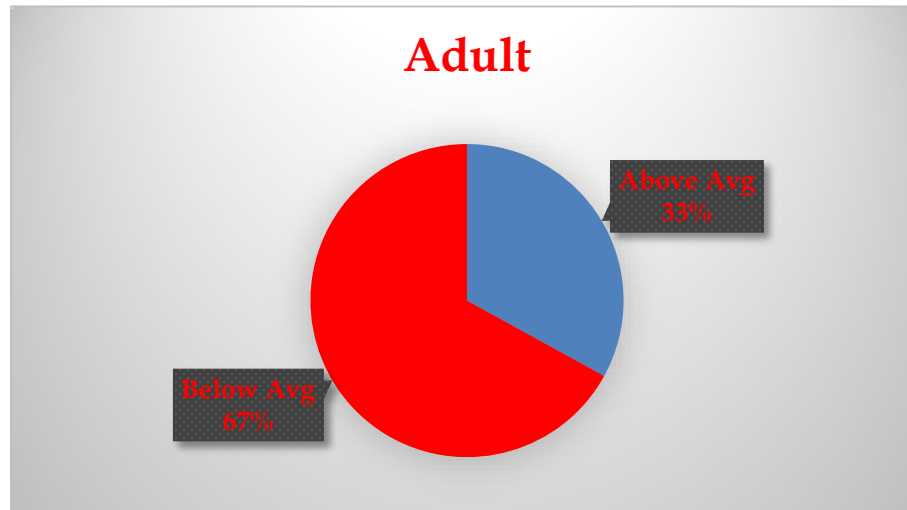


SANDHILLS CENTER



Adult Survey Results

33 Questions Analyzed



Above Average:

11 questions scored above average - 33%

- 5 were more than 5% above the state average
- 5 SHC Scored the highest

Below Average:

- 22 questions scored below average - 67%
 - 9 were at 5% or more below the state average
 - 7 SHC Scored the lowest
 - 2 SHC Scored Statistically Lower than the 2019 NC Overall Score



SANDHILLS CENTER



Adult Survey Analysis Excelled

Areas Sandhills Performed Well (Adult):

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

1. Getting Treatment Quickly - Questions 3 - In the last 12 months, how often did you get the professional counseling you needed on the phone?
 - SHC scored 35.7% compared to the NC Overall Score of 30.3%. This was **5.4% higher** than the overall average. Note that only 14 responses were received for this question. In 2018, this was an area identified as needing improvement however only 15 responses were received.
2. Getting Treatment and Information from the Plan
 - SHC scored 61.5% compared to the NC Overall Score of 43.2%. This was **18.3% higher** than the overall average. This was the highest score out of the LME/MCOs. Note that only 17 responses were received for this question. In 2018, we excelled in this area, however only 13 responses were received.



SANDHILLS CENTER



Adult Survey Analysis Excelled Continued

Areas Sandhills Performed Well (Adult):

3. Getting Treatment and 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 60% compared to the NC Overall Score of 44%. This was **16% higher** than the overall average. This was the highest score out of the LME/MCOs. Note that only 10 responses were received for this question. Identified as a low Achievement Score. In 2018, this was an area identified as needing improvement, however only received 9 responses.

4. 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 72.7% compared to the NC Overall Score of 43.5%. This was **29.2% higher** than the overall average. This was the highest score out of the LME/MCO's, however, only 11 responses were received for this question. In 2018, we excelled in this area with only 5 responses.

5. Single Item – Question 10 – In the last 12 months, how often were you seen within 15 minutes of your appointment?
 - SHC scored 73.7% compared to the NC Overall Score of 68.6%. This was **5.1% higher** than the overall average. In 2018, this was an area identified as needing improvement.



Adult Survey Analysis Needs Improvement



Areas Sandhills Needs Improvement (Adult):

Sandhills Center scored more than **5% BELOW** the NC State Average on the following nine questions. On two of the nine we scored statistically lower and on seven we scored the lowest compared to other LME/MCOs.

1. How well clinicians communicate - Question 11 - In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?
 - SHC scored 78.9% compared to the NC Overall Score of 85.4%. This was **6.5% lower** than the overall average. This was the lowest score out of the LME/MCOs. Identified as a low Achievement Score. In 2018, we were 2.1% above the overall average.
2. 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 78.9% compared to the NC Overall Score of 85.4%. This was **6.5% lower** than the overall average. This was the lowest score out of the LME/MCOs. Identified as a low Achievement Score. In 2018, we were 0.4% above the overall average.
3. Perceived Improvement - Question 32 - Compared to 12 months ago, how would you rate your ability to deal with social situations now?
 - SHC scored 48.1% compared to the NC Overall Score of 55.7%. This was **7.6% lower** than the overall average. In 2018, we were 3.9% above the overall average.



SANDHILLS CENTER



Adult Survey Analysis

Needs Improvement Continued

Needs Improvement (Adult):

4. Information about Treatment Options

- SHC scored 40% compared to the NC Overall Score of 53.3%. This was **13.3% lower** than the overall average. This was the lowest score out of the LME/MCO's. In 2018, we were 4.5% lower the overall average.

5. 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 31.6% compared to the NC Overall Score of 48.6%. This was **17% lower** than the overall average, the lowest score out of the LME/MCO's and identified as being statistically significantly lower than the 2019 NC Overall Score. In 2018, we were 5.8% below the overall average.

6. 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 47.4% compared to the NC Overall Score of 58.7%. This was **11.3% lower** than the overall average and the lowest score out of the LME/MCO's. In 2018, we were 6.7% below the overall average.



SANDHILLS CENTER



Adult Survey Analysis

Needs Improvement Continued

Needs Improvement (Adult):

7. Single Item Question 17 - In the last 12 months, were you told what side effects of those medicines to watch for?
- SHC scored 67.6% compared to the NC Overall Score of 76.9%. This was **9.3% lower** than the overall average and the lowest out of the LME/MCOs. Identified as a low Achievement Score. In 2018, we were 1.1% above the overall average.
8. Single Item Question 19 - In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?
- SHC scored 36.8% compared to the NC Overall Score of 52.1%. This was **15.3% lower** than the overall average, the lowest out of the LME/MCOs and identified as being statistically significantly lower than the 2019 NC Overall Score. In 2018, we were 4.8% above the overall average.
9. Single Item Question 27 - In the last 12 months, was the care you received responsive to those needs?
- SHC scored 50.0% compared to the NC Overall Score of 60.7%. This was **10.7% lower** than the overall average, however, only 4 responses were received. In 2018, we were 19.2% above the overall average in 2018, with only 3 responses.



Child Survey Results

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2018 NC Overall Score	# Statistically Lower than 2018 NC Overall Score
Alliance	7	3	18	0	1
Cardinal	5	8	20	1	2
Eastpointe	1	6	14	0	1
Partners	7	7	13	4	0
SHC	4	6	13	1	1
Trillium	4	1	15	0	0
Vaya	7	1	18	4	0

- Sandhills Center scored
 - **Highest** LME/MCO on 4 of 32 (12.5%) questions.
 - **Lowest** LME/MCO on 6 of 32 (18.75%) questions.
 - **Above Average** on 13 of 32 (41%) questions.
- One of our results were **Statistically Higher** than the 2019 NC Overall result.
- One of our results were **Statistically Lower** than the 2019 NC Overall result.



SANDHILLS CENTER



Child Survey Results, Cont.

SHC Ranking	# Achieved	Percentage
1 st	5	Top Range – 34%
2 nd	3	
3 rd	3	
4 th	2	Mid-Range – 6%
5 th	4	Lowest Range – 60%
6 th	9	
7 th	6	

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/MCOs, Sandhills Center received a ranking of **34%** within the top range of overall results (ranking of 1st, 2nd or 3rd out of 7 LME/MCO). We were **6%** within the middle range (ranking of 4th out of 7 LME/MCO). **60%** 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 in the Lowest Range.



SANDHILLS CENTER



Child Survey Analysis

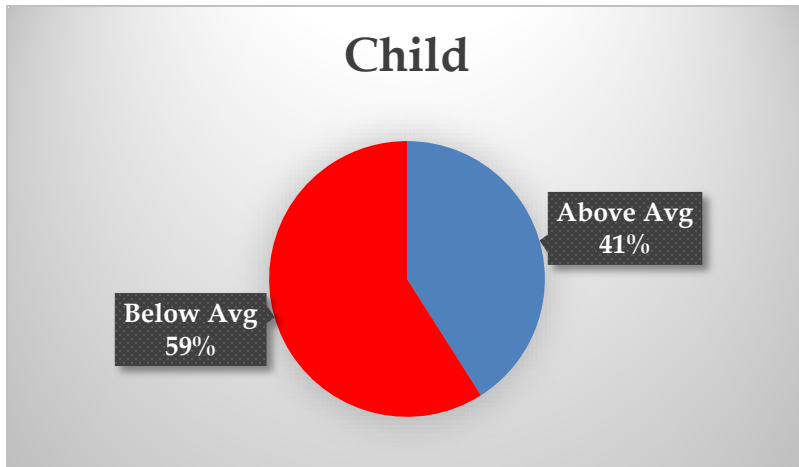
32 Questions Analysis

Above Average:

- 13 questions scored above average - 41%
 - 7 were over 5% above the state average
 - 4 SHC scored the highest
 - 1 SHC Scored Statistically Higher than the 2019 NC Overall Score

Below Average:

- 19 questions scored below average - 59%
 - 9 were more than 5% below the state average
 - 6 SHC Scored the Lowest
 - 1 SHC Scored Statistically Lower than the 2019 NC Overall Score



Child Survey Analysis Excelled

Areas Sandhills Performed Well (Child):

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

1. 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 46.2% compared to the NC Overall Score of 37.5%. This was **8.7% higher** than the overall average, however, only 13 responses were received for this question. In 2018, we were 10.3% below the overall average with 20 responses.

2. Perceived Improvement

- SHC scored 70% compared to the NC Overall Score of 62.3%. This was **7.7% higher** than the overall average. This was the highest score out of the LME/MCOs. In 2018, we were 1.3% above the overall average.

3. 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 72.4% compared to the NC Overall Score of 66.7%. This was **5.7% higher** than the overall average. In 2018, we were 2.9% below the overall average.



SANDHILLS CENTER



Child Survey Analysis Excelled, Cont.

Areas Sandhills Performed Well (Child):

4. 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 70% compared to the NC Overall Score of 59.8%. This was **10.2% higher** than the overall average. This was the highest score out of the LME/MCOs. In 2018, we were 2.5% below the overall average.

5. Perceived Improvement – 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?
 - SHC scored 65% compared to the NC Overall Score of 59.8%. This was **5.2% higher** than the overall average. SHC was tied with the highest score out of the LME/MCOs. In 2018, we were 3.3% above the overall average.

6. Perceived Improvement – Question 35 – Compared to 12 months ago, how would you rate your child’s problems or symptoms now?
 - SHC scored 77.6% compared to the NC Overall Score of 64.1%. This was **13.5% higher** than the overall average. This was the highest score out of the LME/MCOs and identified as being statistically significantly higher than the 2019 NC Overall Score. In 2018, we were 0.7% below the overall average.

7. Single Item – Question 28 – In the last 12 months, was the care your child received responsive to those needs?
 - SHC scored 100% compared to the NC Overall Score of 73.3%. This was **26.7% higher** than the overall average. We were tied with the highest score out of the LME/MCOs, however, we only received one response for this question. In 2018, we excelled in this area and only received two responses.



Child Survey Analysis Needs Improvement

Areas Sandhills Needs Improvement (Child):

The following nine questions Sandhills scored more than **5% BELOW** the NC State Average. One of the nine we scored statistically lower and six we scored the lowest compared to other LME/MCOs.

1. 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 73.5% compared to the NC Overall Score of 79%. This was **5.5% lower** than the overall average. In 2018, we were 1.1% below the overall average.

2. 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 82.1% compared to the NC Overall Score of 87.8%. This was **5.7% lower** than the overall average. This was the lowest score out of the LME/MCOs. In 2018, we were 1.3% above the overall average.



SANDHILLS CENTER



Child Survey Analysis Needs Improvement, Cont.

Needs Improvement (Child):

3. Getting Treatment and Information from the Plan

- SHC scored 23.2% compared to the NC Overall Score of 46.2%. This was **23% lower** than the overall average. This was the lowest score out of the LME/MCOs, however, only 16 responses were received for this question. In 2018, we were 7.8% below the overall average with 15 responses.

4. 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 38.5% compared to the NC Overall Score of 46.1%. This was **7.6% lower** than the overall average. Only 13 responses were received for this question. In 2018, we were 9.6% below the overall average with 15 responses.

5. Getting Treatment and Information from the Plan – Question 42 - In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called customer service?

- SHC scored 28.6% compared to the NC Overall Score of 47.2%. This was **18.6% lower** than the overall average. Only seven responses were received for this question. In 2018, we were 2% above the overall average with three responses.



Child Survey Analysis

Needs Improvement Continued

Needs Improvement (Child):

6. Single Item - Question 21 - In the last 12 months, how often did you feel your child had someone to talk to when he or she was troubled?

- SHC scored 71.1% compared to the NC Overall Score of 79.1%. This was **8% lower** than the overall average. This was the lowest score out of the LME/MCOs. In 2018, we were at the overall average.

7. 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 64.9% compared to the NC Overall Score of 70.2%. This was **5.3% lower** than the overall average. This was the lowest score out of the LME/MCOs. In 2018, we were 8.4% below the overall average.

8. Single Item - Question 25 - In the last 12 months, did you feel you could refuse a specific type of medication or treatment for your child?

- SHC scored 65.8% compared to the NC Overall Score of 87.2%. This was **21.4% lower** than the overall average. This was the lowest score out of the LME/MCOs and statistically significantly lower than the 2019 NC Overall Score. In 2018, we were 3% below the overall average.



Child Survey Analysis Needs Improvement, Cont.

Needs Improvement (Child):

9. Single Item - Question 38 - Were you told about other ways to get counseling, treatment, or medicine for your child?

- SHC scored 54.5% compared to the NC Overall Score of 62.7%. This was **8.2% lower** than the overall average. Note that only 11 responses were received for this question. In 2018, we were 15.4% below the overall average with four responses.



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



SANDHILLS CENTER



Questions?



SANDHILLS CENTER

