

2019 ECHO Survey Results Analysis

SUMMARY:

7 LME/MCO's participated

The survey was administered over a 12-week period between August 8, 2019 and October 9, 2019. 571 surveys were mailed of which 74 surveys were returned and completed for Sandhills Center. This was the second lowest amount of returned surveys among the 7 LME/MCO's.

33 Adult questions analyzed

- Performed Well – Overall SHC scored 33% (11 out of 33) with above state average scores.
 - 15% (5 out of 33) of the Questions SHC scored the highest/5% or more above the overall state average.
- Needs Improvement - 27% (9 out of 33) of the Questions SHC scored lower than 5% or more (7 questions SHC scored the lowest). 2 Questions we scored statistically lower than the overall results.

32 Child questions analyzed

- Performed Well - Overall SHC scored 41% (13 out of 32) with above state average scores.
 - 19% (6 out of 32) of the Questions SHC scored the highest/5% or more above the overall state average
- Needs Improvement - 28% (9 out of 32) of the Questions SHC scored lower than 5% or more (6 questions SHC scored the lowest).

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 matter the most to members. Based on these scores, the 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

DETAILS:

Adult Analysis

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

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.

33 Questions Analysis

- **Above Average:**
 - 11 questions scored above average - 33%
 - 5 were more than 5% above the average
 - 5 SHC Scored the highest

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

Area's Sandhills Performed Well (Adult):

The following 5 questions were identified as areas where Sandhills performed well, scoring more than 5% above the NC State average, as compared to other LME/MCO's. Four of these five questions we scored the highest.

Note that 4 out of 5 of the questions received fewer than 30 responses. Conclusions based on analysis of these should be viewed with caution.

Scored more than 5% above the state average

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/MCO's. Note that only 17 responses were received for this question. In 2018, we excelled in this area, however only 13 responses were received.
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/MCO's. 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.

Needs Improvement (Adult):

The following 9 questions were identified as areas where Sandhills needs improvement, scoring more than 5% below the NC State average, as compared to other LME/MCO's. Two of the nine questions Sandhills scored statistically lower. Seven questions we scored the lowest.

Also note that 1 out of 9 of the questions fewer than 30 responses were received. Conclusions based on analysis of these should be viewed with caution.

Scored more than 5% below the state average:

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/MCO's. 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/MCO's. 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.
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.
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/MCO's. 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/MCO's 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 Analysis

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

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/MCO's, 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 on the lowest side. Last year the majority of our results were ranked on the highest side.

32 Questions Analysis

- **Above Average:**
 - 13 questions scored above average – 41%
 - 7 were over 5% above the average
 - 4 SHC Scored the highest
 - 1 SHC Scored Statistically Higher than the 2019 NC Overall Score results
- **Below Average:**
 - 19 questions scored below average – 59%
 - 9 were more than 5% below the average
 - 6 SHC Scored the lowest
 - 1 SHC Scored Statistically Lower than the 2019 NC Overall Score results

Area's Sandhills Performed Well (Child):

The following 7 questions were identified as areas where Sandhills performed well, scoring more than 5% above the NC State average, as compared to other LME/MCO's. One we scored statistically higher. Four questions we scored the highest.

Note that 2 out of 7 of the questions received fewer than 30 responses. Conclusions based on analysis of these should be viewed with caution.

Scored more than 5% above the state average:

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/MCO's. 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.
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/MCO's. 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/MCO's. 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/MCO's 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/MCO's, however, we only received 1 response for this question. In 2018, we excelled in this area and only received 2 responses.

Needs Improvement (Child):

The following 9 questions were identified as areas where Sandhills needs improvement, scoring more than 5% below the NC State average, as compared to other LME/MCO's. One of the nine questions Sandhills scored statistically lower. Six questions we scored the lowest, however, one of the six questions we were not more than 5% below the NC State average.

Also note that 4 out of 9 of the questions fewer than 30 responses were received. Conclusions based on analysis of these should be viewed with caution.

Scored more than 5% below the state average:

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/MCO's. In 2018, we were 1.3% above the overall average.
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/MCO's, 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 7 responses were received for this question. In 2018, we were 2% above the overall average with 3 responses.
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/MCO's. 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/MCO's. 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/MCO's and statistically significantly lower than the 2019 NC Overall Score. In 2018, we were 3% below the overall average.
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 4 responses.