

2020 Experience of Care and Health Outcomes (ECHO) Survey Results Analysis

SUMMARY:

7 LME/MCO's participated

Two surveys were administered over a twelve week period between August 24, 2020 and November 24, 2020, one for Adults (over age 18) and the other for Children (ages 12 to 17) in both English and Spanish.

A random sample of 571 surveys were mailed per LME/MCO, to each Adult & Child Medicaid enrollees who received Mental Health, Substance Abuse, or Intellectual and Developmental Disability services through their respective LME/MCO within the last year. Sandhills Adult population returned/completed 77 surveys in which 51 were deemed usable for a 13.5% response rate. For Sandhills Child population, 61 surveys were returned/completed with 48 deemed usable and the lowest response rate of 10.7%.

The adult survey consists of fifty-one core questions and twelve care coordination questions. The child survey consists of fifty-eight core questions and twelve care coordination questions. Both surveys consist of the following domains of member experiences: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement, and Information about Treatment Options.

33 Adult questions were analyzed

- Performed Well – Overall SHC scored 39% (13 out of 33) with above state average scores.
 - 18% (6 out of 33) of the Questions SHC scored the highest/more than 5% above the overall state average. One question scored statistically higher than the overall NC results.
- Needs Improvement - 21% (7 out of 33) of the Questions SHC scored the lowest and more than 5% below the overall state average. One question scored statistically lower than the overall NC results.

32 Child questions were analyzed

- Performed Well - Overall SHC scored 72% (23 out of 32) with above state average scores.
 - 22% (7 out of 32) of the Questions SHC scored the highest/more than 5% above the overall state average
- Needs Improvement - 18% (5 out of 32) of the Questions SHC scored more than 5% below the overall state average (3 questions SHC scored the lowest). We did not scored statistically lower than the overall results on any questions.

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, below are 10 questions for each of the Adult and Child populations. The first five show the highest achievement scores or Key Strengths. These are areas that appear to matter the most to members and where Sandhills scored well. The next five questions show the lowest achievement scores or Opportunities for Improvement. These areas appear to also matter the most to members, but Sandhills did not score as well and could focus quality improvement efforts on.

The Key Strengths and Opportunities for Improvement questions listed below are from the Sandhills specific report. There were a few different questions listed for these categories on the NC Overall Report.

Achievement Scores continued

Adult – Key Strengths:

Question	SH Achievement Score	NC Overall Achievement Score	Comments
Q13. Clinicians usually or always showed respect	95	93.6	↑
Q12. Clinicians usually or always explain things	92.5	90.1	↑
Q15. Usually or always felt safe with clinicians	92.5	94.6	↓
Q14. Clinicians usually or always spent enough time *	85	88.6	↓
Q48. Care Coordinator usually or always helps with answers to questions (n=19)	84.2	90.63	↓

* Note that Q14 was identified as an Opportunity for Improvement in 2019.

Child – Key Strengths:

Question	SH Achievement Score	NC Overall Achievement Score	Comments
Q14. Clinicians usually or always showed respect	97.2	92.3	↑
Q12. Clinicians usually or always listened carefully	94.4	91.4	↑
Q30. A lot or somewhat helped by treatment	88.9	78.3	↑
Q24. Given information about rights as a patient	88.2	87.5	↑
Q53. Care Coordinator usually or always asked how best to support me and my child (n=14)	85.7	80.80	↑

Adult – Opportunities for Improvement:

Question	SH Achievement Score	NC Overall Achievement Score	Comments
Q34. Much better or a little better able to deal with symptoms or problems compared to 1 year ago	48.9	57.29	↓
Q41. Getting help from customer service was not a problem (n=2) **	50	59.09	↓
Q54. If service request was denied, Care Coordinator usually or always talked about appeal process and submitting an appeal (n=7)	57.1	56.86	↑
Q31. Much better or a little better able to deal with daily problems compared to 1 year ago	58.3	52.12	↑
Q29. A lot or somewhat helped by treatment	79.2	81.15	↓

** Note that Q41 Sandhills Performed Well in 2019. Yellow highlighted identifies areas also noted as needing improvement.

Child – Opportunities for Improvement:

Question	SH Achievement Score	NC Overall Achievement Score	Comments
Q42. Getting help from customer service was not a problem (n=5) *	60	39.7	↑
Q23. Given as much information as wanted to manage condition	64.7	72.4	↓
Q21. Child usually or always had someone to talk to when troubled *	66.7	75.7	↓
Q51. Care Coordinator usually or always helps with answers to questions (n=13)	76.9	84.8	↓
Q54. Usually or always given draft of Person Centered Plan to review prior to signing (n=10)	80	82.95	↓

* Note that Q42 and Q21 were identified as Opportunities for Improvement in 2019. Yellow highlighted identifies areas also noted as needing improvement.

It's important to note that conclusions based on analysis with fewer than 30 responses should be viewed with caution (n=x).

DETAILS:

Adult Analysis

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2020 NC Overall	# Statistically Lower than 2020 NC Overall
Alliance	7	6	14	2	0
Cardinal	2	6	14	0	0
Eastpointe	7	3	17	0	0
Partners	3	6	10	1	0
Sandhills	4	7	13	1	0
Trillium	3	4	15	0	0
Vaya	12	2	23	2	0

- Sandhills Center scored as the **Highest** LME/MCO on 4 of 33 (12%) questions.
- We scored as the **Lowest** LME/MCO on 7 of 33 (21%) questions.
- We scored **Above Average** on 13 of 33 (39%) questions.
- One of our results were **Statistically Higher** than the 2020 NC Overall Score.
- None of our results were **Statistically Lower** than the 2020 NC Overall Score result.

SHC Ranking	# Achieved	Percentage
1 st	4	Top Range – 42.5%
2 nd	6	
3 rd	4	
4 th	4	Mid-Range – 12%
5 th	6	Lowest Range – 45.5%
6 th	2	
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 42.5% within the top range of overall results (ranking of 1st, 2nd or 3rd out of 7 LME/MCO). We were 12% within the middle range (ranking of 4th out of 7 LME/MCO). 45.5% of our results were ranked in the lowest range (5th, 6th or 7th out of 7 LME/MCO). This is the third year in a row that the majority of our results were ranked on the lowest side.

33 Questions Analysis

- **Above Average:**
 - 13 questions scored above average - 39%
 - 6 were more than 5% above the average
 - 4 SHC Scored the highest
- **Below Average:**
 - 20 questions scored below average - 61%
 - 7 were more than 5% below the average
 - 7 SHC Scored the lowest
 - 0 SHC Scored Statistically Lower than the 2020 NC Overall Score

Area's Sandhills Performed Well (Adult):

The following 6 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 six questions we scored the highest.

Note that 2 out of 6 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. How Well Clinicians Communicate – Questions 18 – In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?
 - SHC scored 95% compared to the NC Overall Score of 87.9%. This was **7.1% higher** than the overall average. Identified as a low Achievement Score for NC Overall. In 2019 we were 2.3% above the NC Overall average.
2. Getting Treatment and Information from the Plan
 - SHC scored 68.7% compared to the NC Overall Score of 53.2%. This was **15.5% higher** than the overall average. This was the highest score out of the LME/MCO's. *Note that only 12 responses were received for this question.* In 2019, we excelled in this area, however only 17 responses were received.
3. Information about Treatment Options
 - SHC scored 62.4% compared to the NC Overall Score of 53.2%. This was **9.2% higher** than the overall average. This was the highest score out of the LME/MCO's. In 2019, this was an area identified as needing improvement and we scored the lowest.
4. 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 53.8% compared to the NC Overall Score of 47.9%. This was **5.9% higher** than the overall average. In 2019, this was an area identified as needing improvement, the lowest score out of the LME/MCO's and identified as being statistically significantly lower than the NC Overall Score.
5. 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 69.2% compared to the NC Overall Score of 59.2%. This was **10% higher** than the overall average. In 2019, this was an area identified as needing improvement and the lowest score out of the LME/MCO's.
6. Single Item – Question 37 – Were you told about other ways to get counseling, treatment or medicine?
 - SHC scored 75% compared to the NC Overall Score of 61.8%. This was **13.2% higher** than the overall average. *Note that only 4 responses were received for this question.* In 2019, we excelled in this area, however only 6 responses were received.

Needs Improvement (Adult):

The following 7 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. Seven questions we scored the lowest, however one was not above the 5% variance. None of the questions were scored as statistically lower.

Also note that 2 out of 7 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 - Composite
 - SHC scored 59% compared to the NC Overall Score of 67.7%. This was **8.7% lower** than the overall average. This was the lowest score out of the LME/MCO's. In 2019, we were 0.2% below the overall average.

2. 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 56.5% compared to the NC Overall Score of 71.2%. This was **14.7% lower** than the overall average. This was the lowest score out of the LME/MCO's. Identified as a low Achievement Score for NC Overall. *Note that only 23 responses were received for this question.* In 2019, we were 0.4% below the overall average however only 17 responses were received.

3. Getting Treatment Quickly - 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?
 - SHC scored 61.8% compared to the NC Overall Score of 74.9%. This was **13.1% lower** than the overall average. This was the lowest score out of the LME/MCO's. In 2019, we were 29.2% above the overall average.

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 50% compared to the NC Overall Score of 59.1%. This was **9.1% lower** than the overall average. Identified as a low Achievement Score for both NC Overall and Sandhills Specific. *Note that only 2 responses were received for this question.* In 2019, we were 4.5% lower the overall average however only 11 responses were received.

5. Perceived Improvement – Question 32 – Compared to 12 months ago, how would you rate your ability to deal with social situations now?
 - SHC scored 44.7% compared to the NC Overall Score of 52.1%. This was **7.4% lower** than the overall average, the lowest score out of the LME/MCO's. In 2019, we were 7.6% below the overall average.

6. Perceived Improvement – Question 34 – Compared to 12 months ago, how would you rate your problems or symptoms now?
 - SHC scored 48.9% compared to the NC Overall Score of 57.3%. This was **8.4% lower** than the overall average and the lowest score out of the LME/MCO's. Identified as a low Achievement Score for Sandhills Specific. In 2019, we were 0.3% below the overall average.

7. Single Item - Question 24 – In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?
 - SHC scored 67.6% compared to the NC Overall Score of 77.4%. This was **9.8% lower** than the overall average and the lowest out of the LME/MCO's. In 2019, we were 2.1% above the overall average.

Child Analysis

LME/MCO	# Max	# Min	# Above Average	# Statistically Higher than 2020 NC Overall	# Statistically Lower than 2020 NC Overall
Alliance	0	8	7	0	1
Cardinal	0	18	3	0	3
Eastpointe	4	1	17	1	0
Partners	11	0	29	8	0
SHC	3	3	23	1	0
Trillium	7	2	16	1	0
Vaya	7	0	20	4	0

- Sandhills Center scored as the **Highest** LME/MCO on 3 of 32 (9.4%) questions.
- We scored as the **Lowest** LME/MCO on 3 of 32 (9.4%) questions.
- We scored **Above Average** on 23 of 32 (72%) questions.
- One of our results were **Statistically Higher** than the 2020 NC Overall Score result.
- None of our results were **Statistically Lower** than the 2020 NC Overall Score result.

SHC Ranking	# Achieved	Percentage
1 st	3	Top Range – 63%
2 nd	8	
3 rd	9	
4 th	3	Mid-Range – 9%
5 th	4	Lowest Range – 28%
6 th	2	
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 63% within the top range of overall results (ranking of 1st, 2nd or 3rd out of 7 LME/MCO). We were 9% within the middle range (ranking of 4th out of 7 LME/MCO). 28% 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 higher side. Last year the majority of our results were ranked on the lowest side.

32 Questions Analysis

- **Above Average:**
 - 23 questions scored above average – 72%
 - 7 were more than 5% above the average
 - 3 SHC Scored the highest
 - 1 SHC Scored Statistically Higher than the 2020 NC Overall Score results

- **Below Average:**

- 9 questions scored below average – 28%
 - 5 were more than 5% below the average
 - 3 SHC Scored the lowest
 - 0 SHC Scored Statistically Lower than the 2020 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. Three 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 – Domain
 - SHC scored 74.8% compared to the NC Overall Score of 69.2%. This was **5.6% higher** than the overall average. In 2019, we were 1.3% above the overall average.
2. 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 91.7% compared to the NC Overall Score of 83.4%. This was **8.3% higher** than the overall average. This was the highest score out of the LME/MCO's. In 2019, we were 23% below the overall average and an area identified as needing improvement.
3. Getting Treatment and Information from the Plan - Domain
 - SHC scored 59.4% compared to the NC Overall Score of 50.3%. This was **9.1% higher** than the overall average. *Note that only 11 responses were received for this question.* In 2019, we were 2.9% below the overall average and the lowest score out of the LME/MCO's, however only 16 responses were received.
4. 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 services?
 - SHC scored 60% compared to the NC Overall Score of 39.7%. This was **20.3% higher** than the overall average. Identified as a low Achievement Score for Sandhills Specific. *Note that only 5 responses were received for this question.* In 2019, we were 18.6% below the overall average, however only 7 responses were received.
5. Perceived Improvement – Question 35 – Compared to 12 months ago, how would you rate your child's problems or symptoms now?
 - SHC scored 66.7% compared to the NC Overall Score of 61.6%. This was **5.1% higher** than the overall average. In 2019, we were 13.5% above the overall average, the highest score and statistically significantly higher than the NC Overall score.
6. Single Item – Question 17 – In the last 12 months, were you told what side effects of those medicines to watch for?
 - SHC scored 86.7% compared to the NC Overall Score of 80.5%. This was **6.2% higher** than the overall average. In 2019, we were 2.4% below the overall average.

7. Single Item – Question 30 – In the last 12 months, how much was your child helped by the counseling or treatment he or she got?
 - SHC scored 88.9% compared to the NC Overall Score of 78.3%. This was **10.6% higher** than the overall average. This was the highest score out of the LME/MCO's and identified as statistically significantly higher than 2020 NC Overall. In 2019, we were 3.3% below the overall average.

Needs Improvement (Child):

The following 5 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. Sandhills did not score statistically lower in any questions. Three questions we scored the lowest compared to other LME/MCO's.

Also note that 2 out of 5 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. Single Item – Question 21 - In the last 12 months, how often did you feel your child had someone to talk for counseling or treatment when he or she was troubled?
 - SHC scored 66.7% compared to the NC Overall Score of 75.7%. This was **9% lower** than the overall average. Identified as a low Achievement Score for Sandhills Specific. In 2019, we were 8% below the overall average and the lowest compared to other LME/MCO's.
2. 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 55.6% compared to the NC Overall Score of 65.9%. This was **10.3% lower** than the overall average. This was the lowest score out of the LME/MCO's. In 2019, we were 5.3% below the overall average.
3. Single Item – Question 23 - In the last 12 months, were you given as much information as you wanted about what you can do to manage your child's condition?
 - SHC scored 64.7% compared to the NC Overall Score of 72.4%. This was **7.7% lower** than the overall average. This was identified as a low Achievement Score for Sandhills Specific. In 2019, we were 4.3% below the overall average.
4. Single Item – Question 28 - In the last 12 months, was the care your child received responsive to those needs? (Cultural Care)
 - SHC scored 0% compared to the NC Overall Score of 66.7%. This was **66.7% lower** than the overall average. This was the lowest score out of the LME/MCO's. *Note that only 1 response was received for this question.* In 2019, we were 26.7% above the overall average scoring 100%, however only 1 response was received for this question.
5. Single Item – Question 38 – Were you told about other ways to get counseling, treatment, or medicine for your child?
 - SHC scored 16.7% compared to the NC Overall Score of 54.8%. This was **38.1% lower** than the overall average. This was the lowest score out of the LME/MCO's. *Note that only 6 responses were received for this question.* In 2019, we were 8.2% below the overall average with 11 responses.