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# 2014 ECHO Child Survey

Oklahoma Health Care Authority  
(SoonerCare Choice)

June 2014



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# Executive Summary

## Background

### Background

- Telligen, the Oklahoma External Quality Review Organization, was selected to conduct the state fiscal year 2014 Experience of Care and Health Outcomes (ECHO®) Child Behavioral Health Survey on behalf of the Oklahoma Health Care Authority (OHCA) for SoonerCare Choice members. This survey is designed to support efforts to measure, evaluate and improve the experiences of members with various aspects of mental health and substance abuse treatments, as well as counseling services.

### Protocol

- SoonerCare Choice chose the mixed methodology, which consisted of both mail and telephone protocol. This protocol included mailing a questionnaire with a cover letter, followed by a reminder postcard which was mailed a week later. For those selected members who did not respond to the first questionnaire, a second questionnaire with a cover letter encouraging participation was sent, followed by a second reminder postcard a week later. If a selected member still did not respond to the questionnaires, at least four telephone calls were made to complete the survey using trained telephone interviewers.
- In February, 1,480 SoonerCare Choice members were randomly selected to participate in the 2014 ECHO Child Survey. A total of 462 surveys were completed resulting in a 31% response rate. Of these 462 respondents, 379 responded “Yes” to Q1, indicating that the child had received counseling, treatment, or medicine for the reasons listed on the survey tool.
- **This report is compiled from the responses of the 379 SoonerCare Choice members who responded to the survey and have been categorized as Behavioral Health Service users.**

# Executive Summary

## Disposition Summary

- A response rate is calculated for those members who were eligible and able to respond. According to protocol, ineligible members include those who are deceased, do not meet eligible criteria, have a language barrier, or are either mentally or physically incapacitated. Non-responders include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.
- The table below shows the total number of members in the sample that fell into each of the various disposition categories.

**SoonerCare Choice  
2014 Disposition Summary**

| Ineligible                                  | Number   | Non-response                    | Number       |
|---|----------|---------------------------------|--------------|
| Deceased (M20/T20)                          | 0        | Bad address/phone (M23/T23)     | 108          |
| Does not meet criteria (M21/T21)            | 3        | Incomplete (M31/T31)            | 0            |
| Language barrier (M22/T22)                  | 5        | Refusal (M32/T32)               | 13           |
| Mentally/physically incapacitated (M24/T24) | 0        | Maximum attempts made (M33/T33) | 889          |
| <b>Total Ineligible</b>                     | <b>8</b> | <b>Total Non-response</b>       | <b>1,010</b> |

- Ineligible surveys are subtracted from the sample size when computing a response rate (see below):

$$\frac{\text{Completed mail and telephone surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response Rate}$$

- Using the final figures from SoonerCare Choice's ECHO Child survey, the numerator and denominator used to compute the response rate are presented below:

$$\frac{\text{Mail completes (315)} + \text{Phone completes (147)}}{\text{Total Sample (1,480)} - \text{Total Ineligible (8)}} = \frac{462}{1,472} = \text{Response Rate} = \mathbf{31\%}$$

# Executive Summary

## Summary of Key Measures

- Over three-quarters of SoonerCare Choice members rate their “Treatment” and “Health Plan” an 8, 9, or 10. Both scores are higher than the prior survey. As expected, members who rate their health status as ‘Excellent’ or ‘Very Good’ give a significantly higher rating of their “Treatment” and “Health Plan”.
- Three of the five composite measures are on par since prior survey (“How Well Clinicians Communicate”, “Perceived Improvement”, and “Availability of Help and Support”).
- The composite “Getting Treatment Quickly” is higher in 2014, and can largely be attributed to the significant increase in “Getting Help By Telephone” (27% in 2012 vs. 52% in 2014).
- Members rate SoonerCare Choice lower for “Getting Treatment & Information from Plan” since the prior survey. This is largely due the significant decrease of “Helpfulness of Customer Service” (74% in 2012 vs. 55% in 2014).
- Other significant findings - Members rate SoonerCare Choice significantly higher for “Given Information About Counseling/Treatment Options” (“Yes response – 72% in 2014, 65% in 2012 (Q22)) and “Amount Helped by Treatment” (“Somewhat” & “A Lot” 84% in 2014, 78% in 2012 (Q30)).
- “Members feel they can refuse a specific treatment for their child” is significantly lower than the 2012 rating (89% in 2012 vs. 82% in 2014).

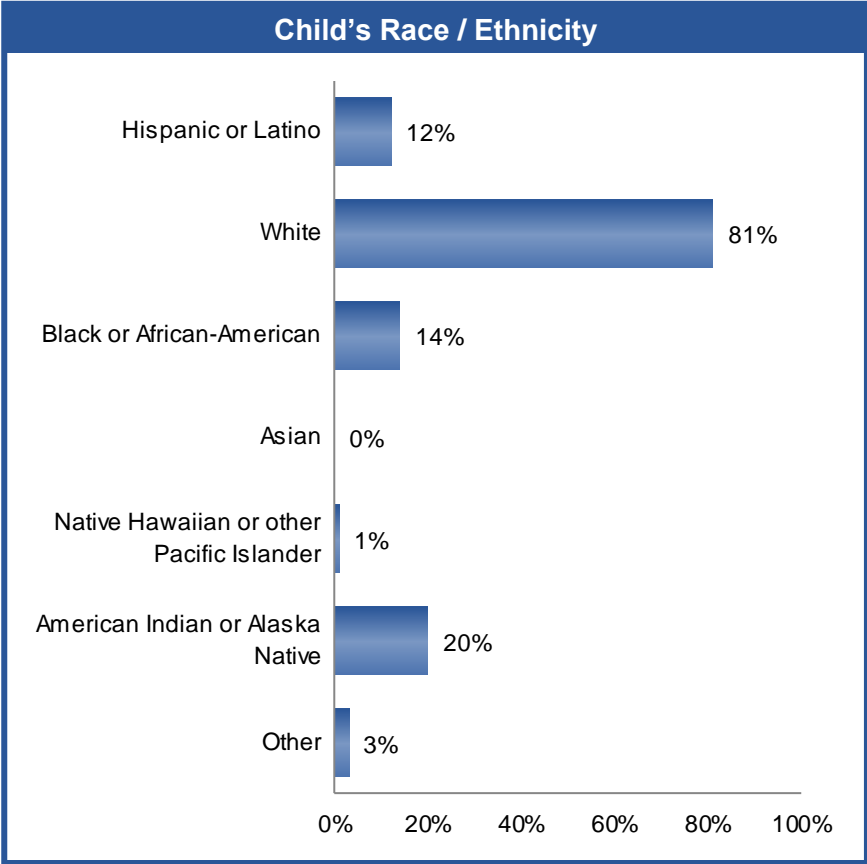
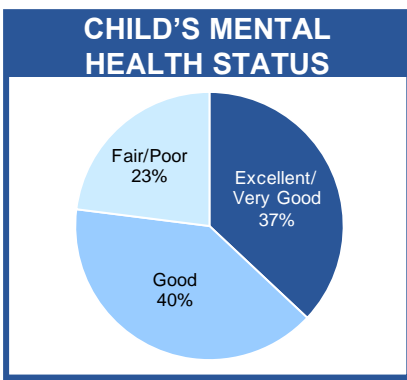
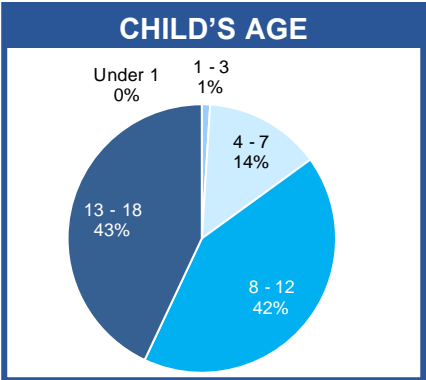
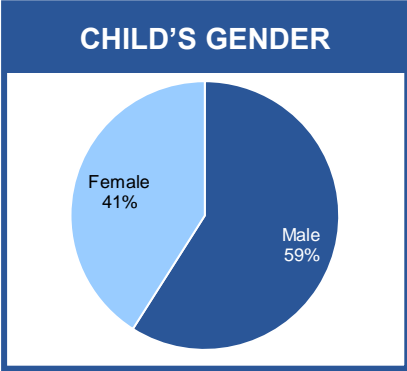
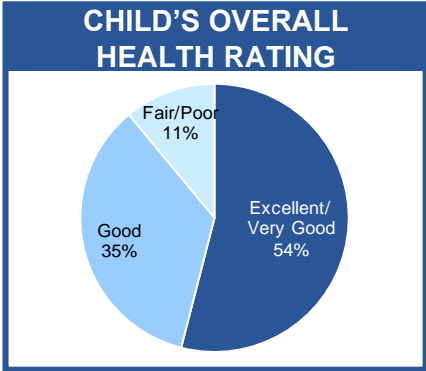
| Oklahoma Health Care Authority (SoonerCare Choice) |              |       |
|--|--------------|-------|
|  | Trended Data |       |
| Composite Measures                                 | 2012         | 2014  |
| Getting Treatment Quickly                          | 63%          | 73%   |
| How Well Clinicians Communicate                    | 91%          | 90%   |
| Getting Treatment & Information from Plan          | 71%          | 62%   |
| Perceived Improvement                              | 72%          | 71%   |
| Availability of Help and Support                   | 84%          | 85%   |
| Overall Rating Measures                            |              |       |
| Treatment  | 70%          | 76%   |
| Health Plan  | 78%          | 82%   |
| Sample Size  | 1,480        | 1,480 |
| # of Completes                                     | 538          | 462   |
| Response Rates                                     | 36%          | 31%   |

Legend: ↑ / ↓ Statistically higher/lower compared to prior survey results.



# Executive Summary

## Demographics



Data shown are self reported.



# Executive Summary

## Demographics

|   | 2012        | 2014        |
|---|-------------|-------------|
| <b>Q31. Child's Mental Health Rating</b>  | (n=537)     | (n=357)     |
| Excellent/very good                       | 32%         | 37%         |
| Good                                      | 38%         | 40%         |
| Fair/poor                                 | 29%         | 23%         |
| <b>Q57. Child's Health Status</b>         | (n=536)     | (n=448)     |
| Excellent/very good                       | 52%         | 54%         |
| Good                                      | 35%         | 35%         |
| Fair/poor                                 | 13%         | 11%         |
| <b>Q58. Child's Age</b>                   | (n=536)     | (n=453)     |
| Under 1                                   | 0%          | 0%          |
| 1 - 3                                     | 1%          | 1%          |
| 4 - 7                                     | 18%         | 14%         |
| 8 - 12                                    | 40%         | 42%         |
| 13 - 18                                   | 41%         | 43%         |
| <b>Q59. Child's Gender</b>                | (n=534)     | (n=458)     |
| Male                                      | 66%         | 59%         |
| Female                                    | 34%         | 41%         |
| <b>Q60/61. Child's Race/Ethnicity</b>     | (n=527/507) | (n=455/462) |
| Hispanic or Latino                        | 13%         | 12%         |
| White                                     | 82%         | 81%         |
| Black or African American                 | 12%         | 14%         |
| Asian                                     | 1%          | 0%          |
| Native Hawaiian or other Pacific Islander | 1%          | 1%          |
| American Indian or Alaska Native          | 14%         | 20%         |
| Other                                     | 4%          | 3%          |

Data shown are self reported.



# Executive Summary

## Composite & Rating Scores by Demographics

| Demographic  | Child's Gender |        | Child's Age |       |       |        |              | Child's Race |                  |           | Child's Ethnicity |              | Child's Health Status   |       |           |
|--|----------------|--------|-------------|-------|-------|--------|--------------|--------------|------------------|-----------|-------------------|--------------|-------------------------|-------|-----------|
|  | Male           | Female | Under 1     | 1 - 3 | 4 - 7 | 8 - 12 | 13 - 18      | Caucasian    | African American | All other | Hispanic          | Non-Hispanic | Excellent/<br>Very Good | Good  | Fair/Poor |
|  | A              | B      | C           | D     | E     | F      | G            | H            | I                | J         | K                 | L            | M                       | N     | O         |
| <b>Sample size</b>                                   | (266)          | (183)  | (1)         | (3)   | (61)  | (185)  | (194)        | (363)        | (63)             | (106)     | (55)              | (391)        | (236)                   | (154) | (49)      |
| <b>Composites (% Always/Usually)</b>                 |                |        |             |       |       |        |              |              |                  |           |                   |              |                         |       |           |
| <b>Getting Treatment Quickly</b>                     | 74%            | 73%    | -           | -     | 74%   | 67%    | 81%          | 74%          | 64%              | 67%       | 62%               | 75%          | 76%                     | 70%   | 71%       |
| <b>How Well Clinicians Communicate</b>               | 89%            | 90%    | -           | 100%  | 91%   | 88%    | 91%          | 90%          | 90%              | 86%       | 89%               | 90%          | 94%                     | 85%   | 82%       |
| <b>Getting Treatment &amp; Information from Plan</b> | 68%            | 49%    | -           | -     | 53%   | 66%    | 59%          | 57%          | 55%              | 62%       | 56%               | 61%          | 77%                     | 48%   | 81%       |
| <b>Perceived Improvement</b>                         | 71%            | 71%    | 75%         | 100%  | 80%   | 66%    | 73%          | 71%          | 71%              | 72%       | 72%               | 71%          | 83%                     | 63%   | 37%       |
| <b>Availability of Help &amp; Support</b>            | 84%            | 87%    | -           | 100%  | 90%   | 79%    | 89%          | 85%          | 89%              | 85%       | 82%               | 86%          | 92%                     | 81%   | 68%       |
| <b>Ratings (% 8,9,10)</b>                            |                |        |             |       |       |        |              |              |                  |           |                   |              |                         |       |           |
| <b>Treatment</b>                                     | 74%            | 80%    | 0%          | 100%  | 82%   | 68%    | 83% <b>F</b> | 75%          | 73%              | 76%       | 75%               | 76%          | 85% <b>N O</b>          | 67%   | 59%       |
| <b>Health Plan</b>                                   | 83%            | 79%    | 100%        | 100%  | 87%   | 81%    | 81%          | 80%          | 78%              | 87%       | 79%               | 82%          | 90% <b>N O</b>          | 74%   | 62%       |

A/B/C = Significantly higher than indicated column at 95% confidence level.  
Significance testing is not conducted on composite measures.



# Detailed Results

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Getting Treatment

How Well Clinicians Communicate

Getting Treatment and Information

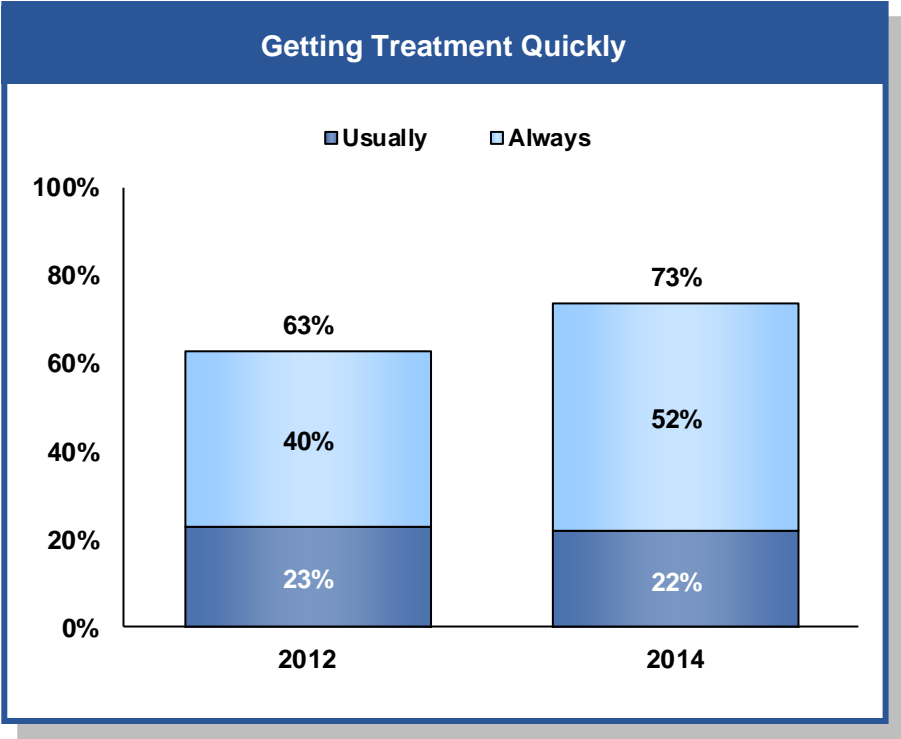
Perceived Improvement

Availability of Help and Support

Overall Rating Scores for Counseling/Treatment and Health Plan

# Getting Treatment Quickly

## Composite



This composite measure is comprised of Q3, Q5, & Q7 (refer to next page for individual measures).

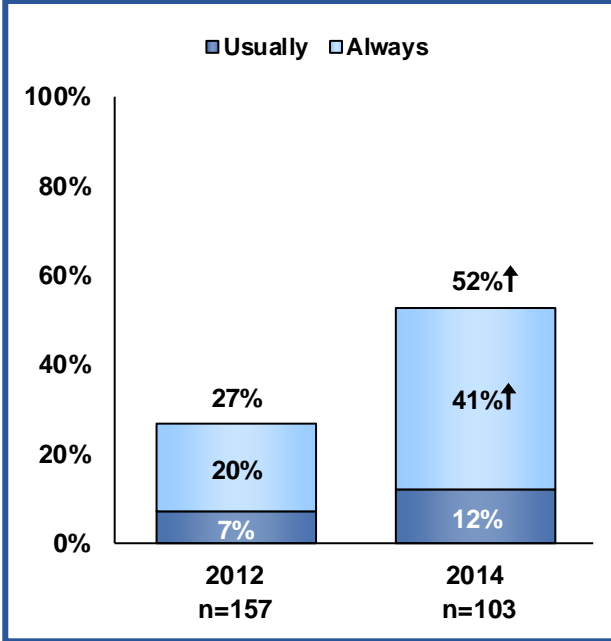
NOTE: Numbers are rounded to the nearest whole number.  
Percents may not add up due to rounding.  
Significance testing is not conducted on composite measures.



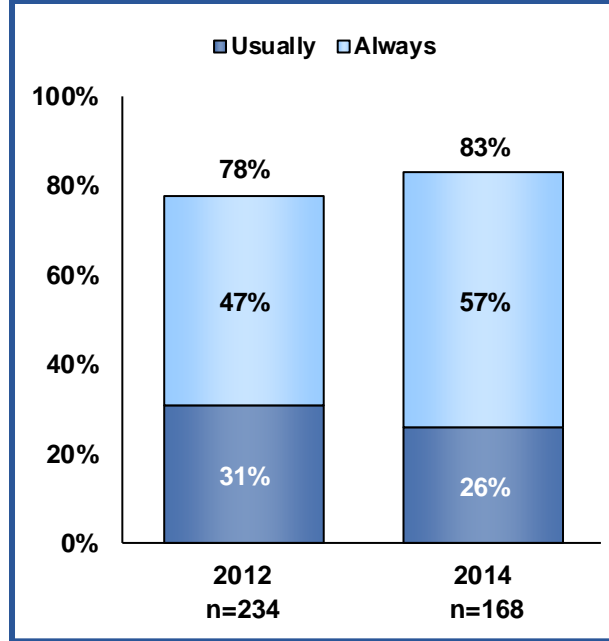
# Getting Treatment Quickly

## Composite Measures

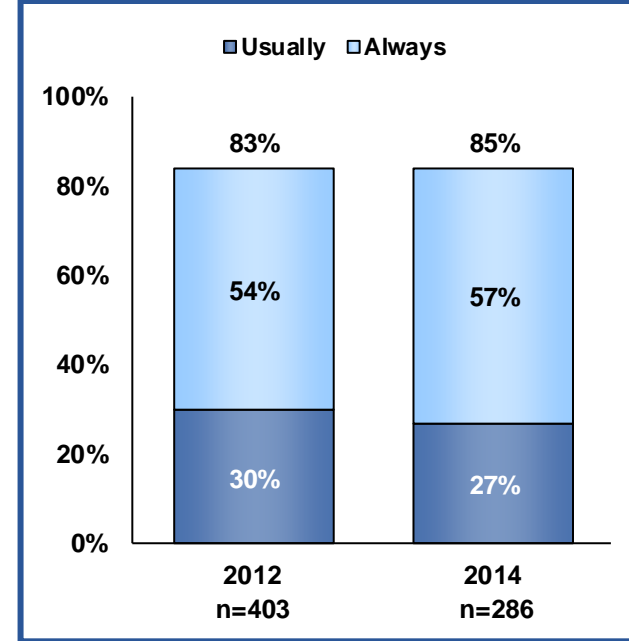
**Q3. Get Help by Telephone**



**Q5. Get Urgent Treatment as Soon as Needed**



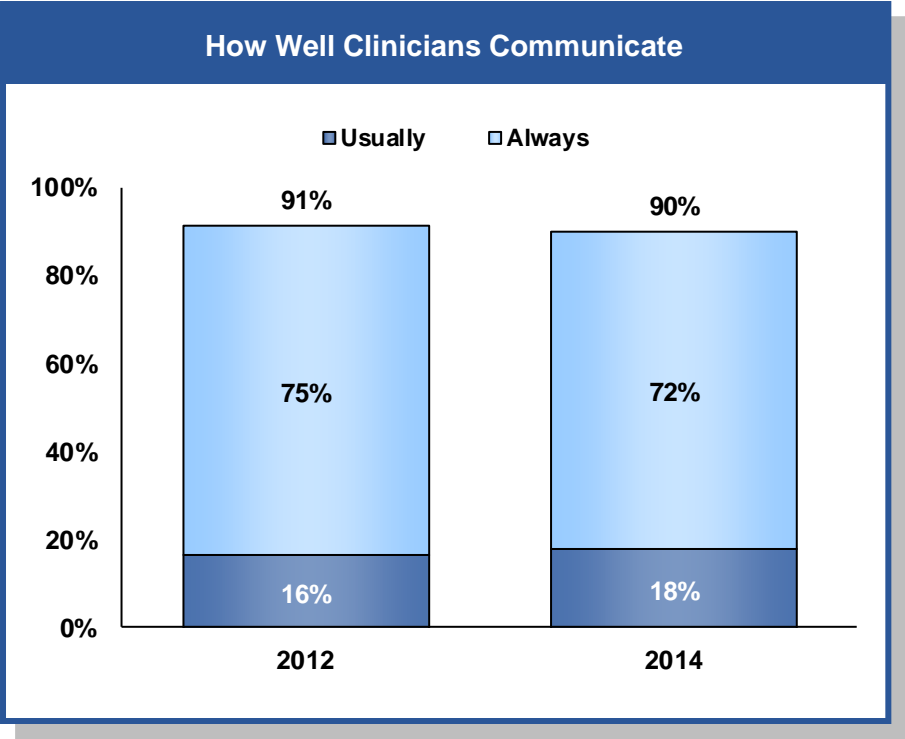
**Q7. Getting Appointment as Soon as Wanted**



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.  
 NOTE: Numbers are rounded to the nearest whole number.  
 Percents may not add up due to rounding.

# How Well Clinicians Communicate

## Composite



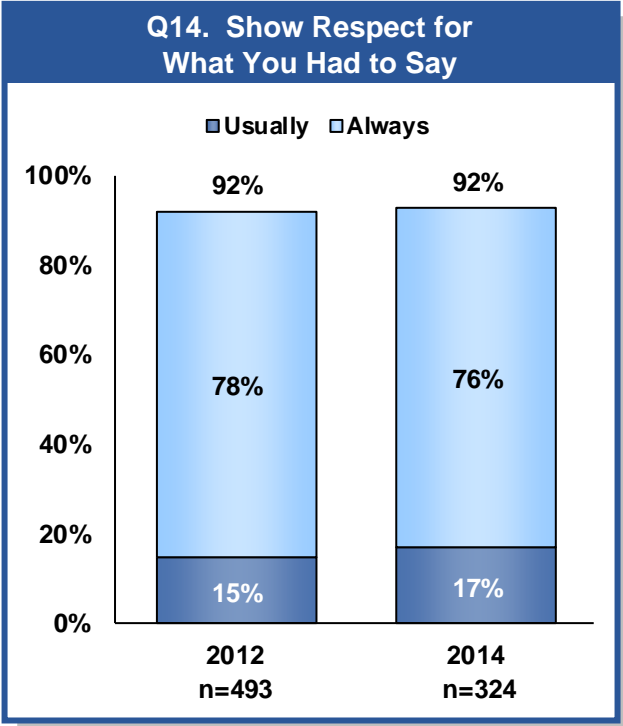
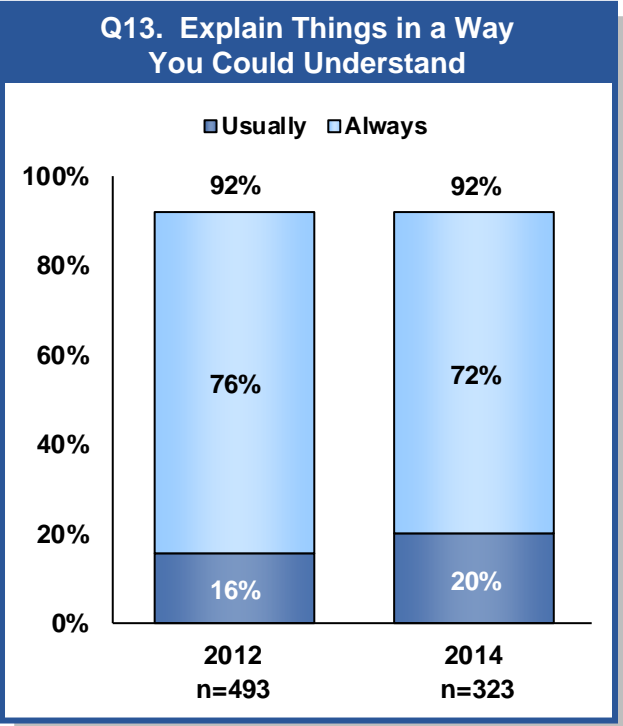
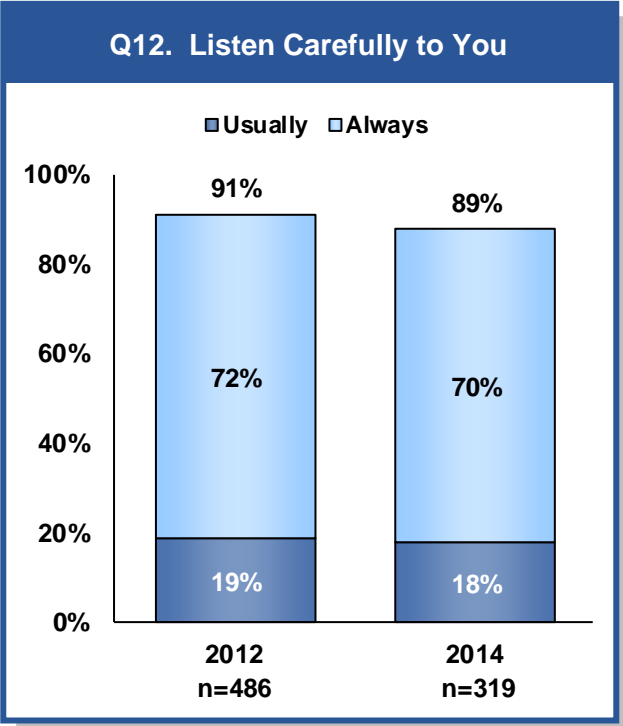
This composite measure is comprised of Q12, Q13, Q14, Q15, & Q18 (refer to next two pages for individual measures).

NOTE: Numbers are rounded to the nearest whole number.  
Percents may not add up due to rounding.  
Significance testing is not conducted on composite measures.



# How Well Clinicians Communicate

## Composite Measures

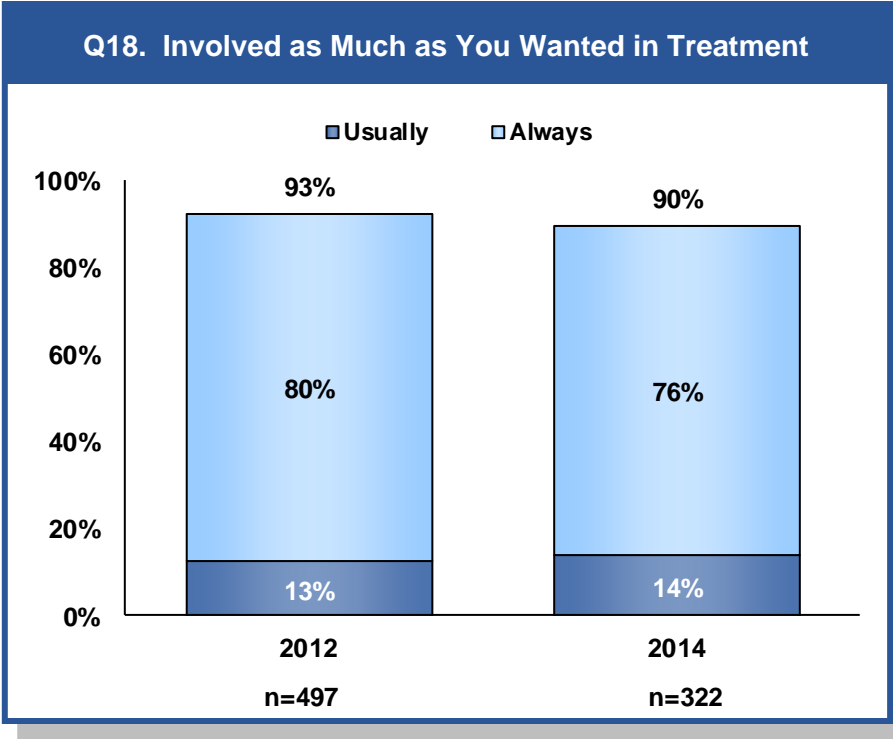
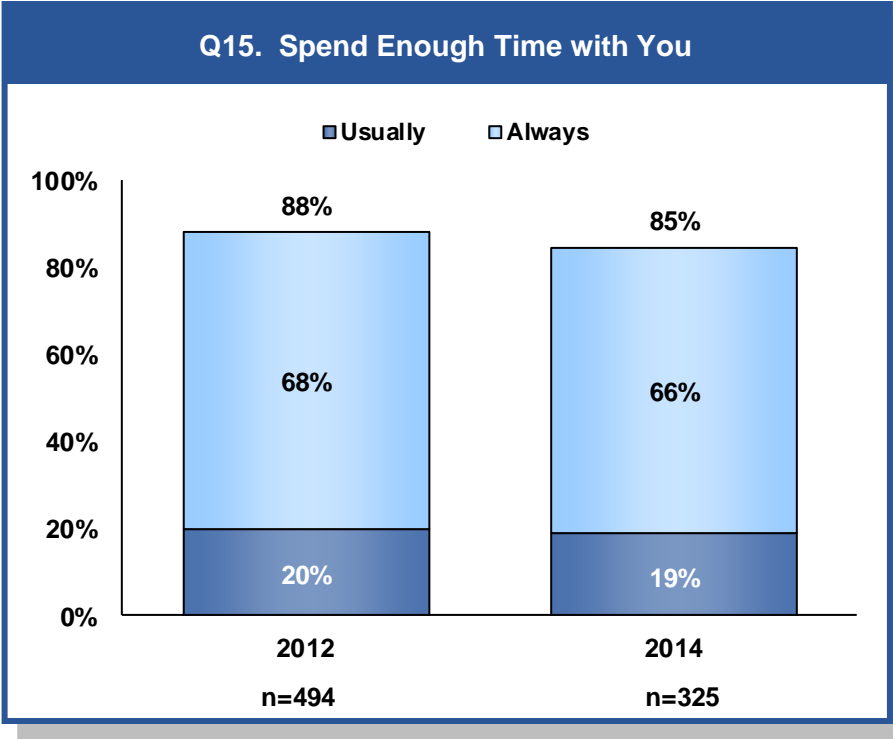


Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.  
 NOTE: Numbers are rounded to the nearest whole number.  
 Percents may not add up due to rounding.



# How Well Clinicians Communicate

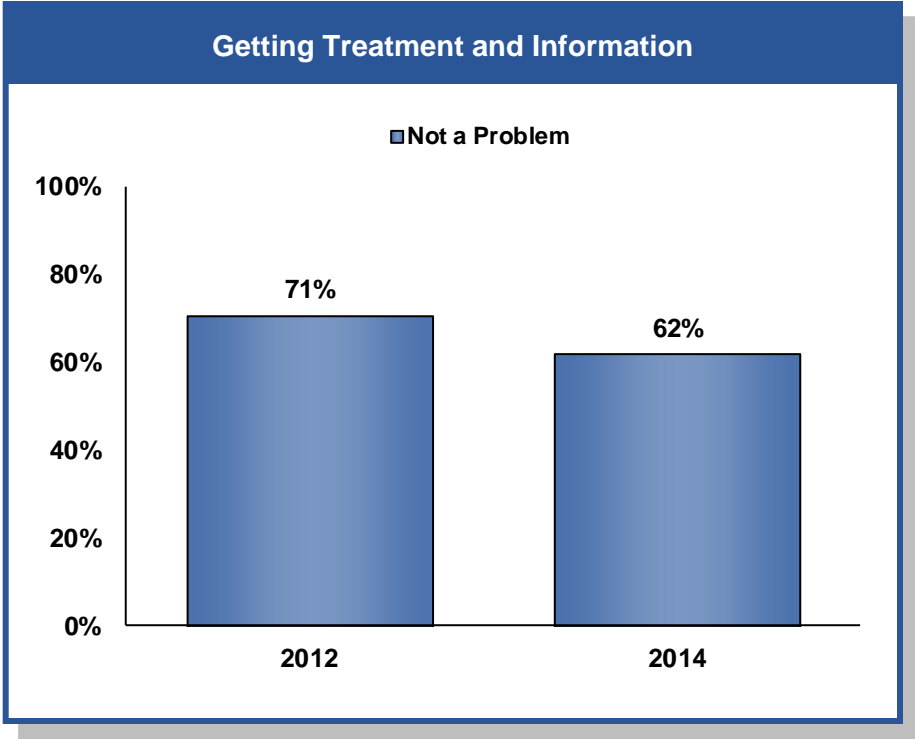
## Composite Measures (continued)



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.  
 NOTE: Numbers are rounded to the nearest whole number.  
 Percents may not add up due to rounding.



# Getting Treatment and Information Composite



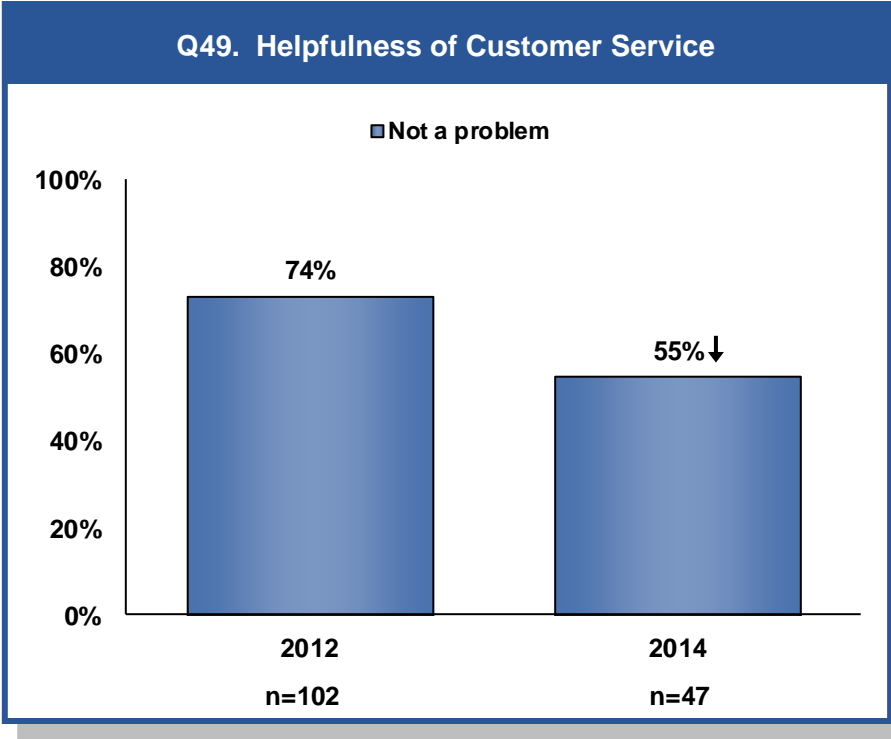
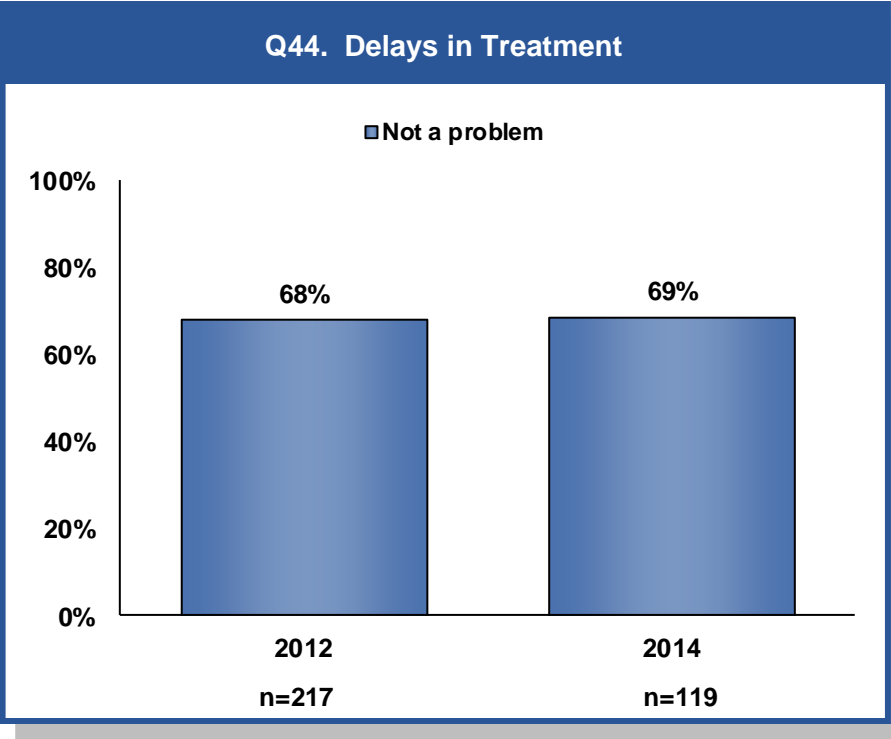
This composite measure is comprised of Q44 & Q49  
(refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number.  
Percents may not add up due to rounding.  
Significance testing is not conducted on composite measures.



# Getting Treatment and Information

## Composite Measures

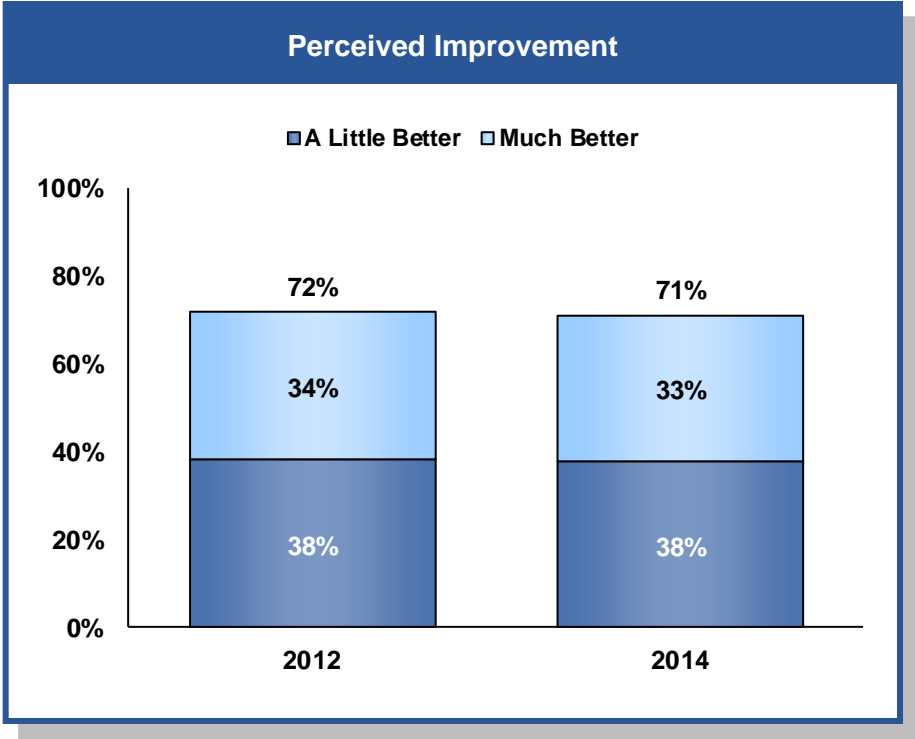


Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.  
NOTE: Numbers are rounded to the nearest whole number.  
Percents may not add up due to rounding.





# Perceived Improvement Composite



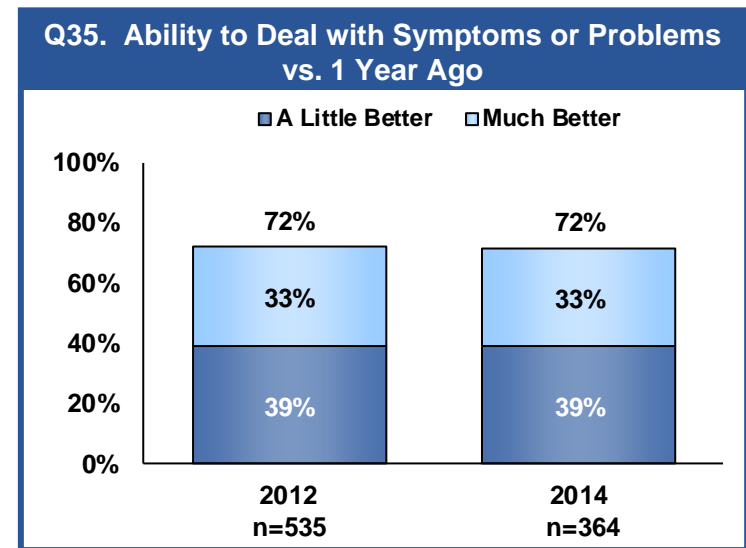
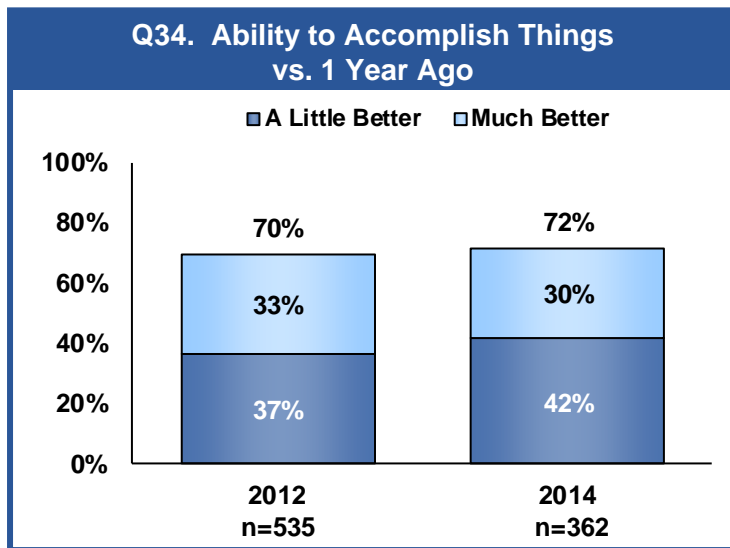
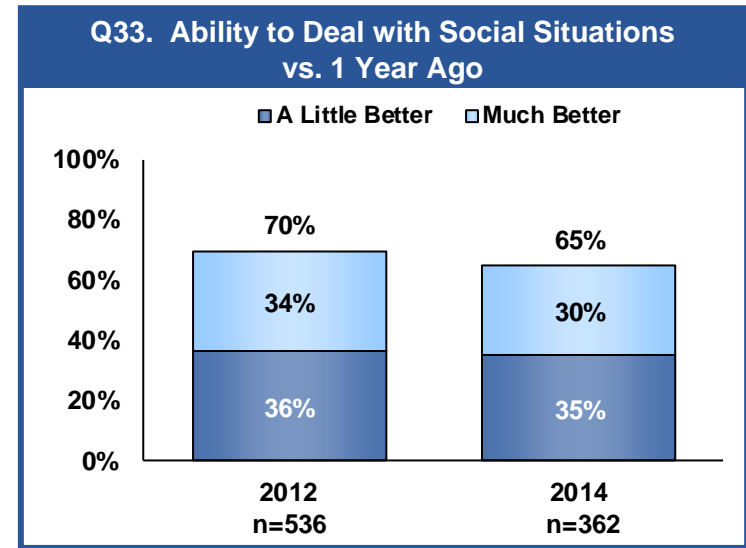
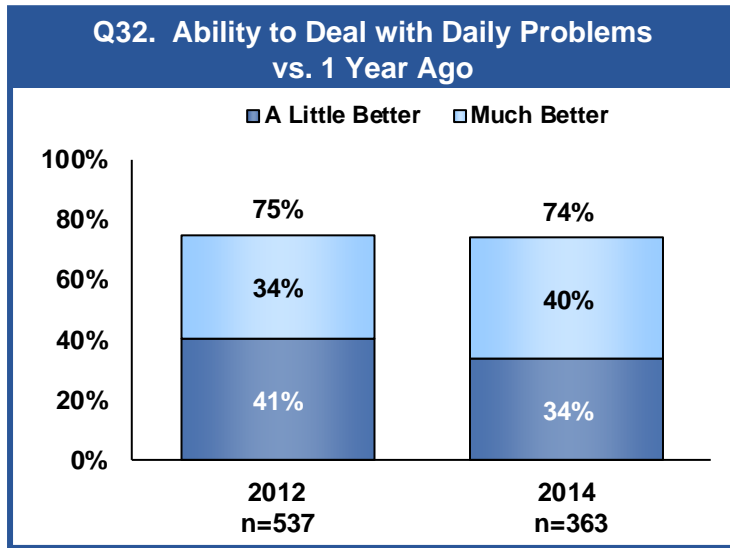
This composite measure is comprised of Q32, Q33 Q34 & Q35 (refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number.  
Percents may not add up due to rounding.  
Significance testing is not conducted on composite measures.



# Perceived Improvement

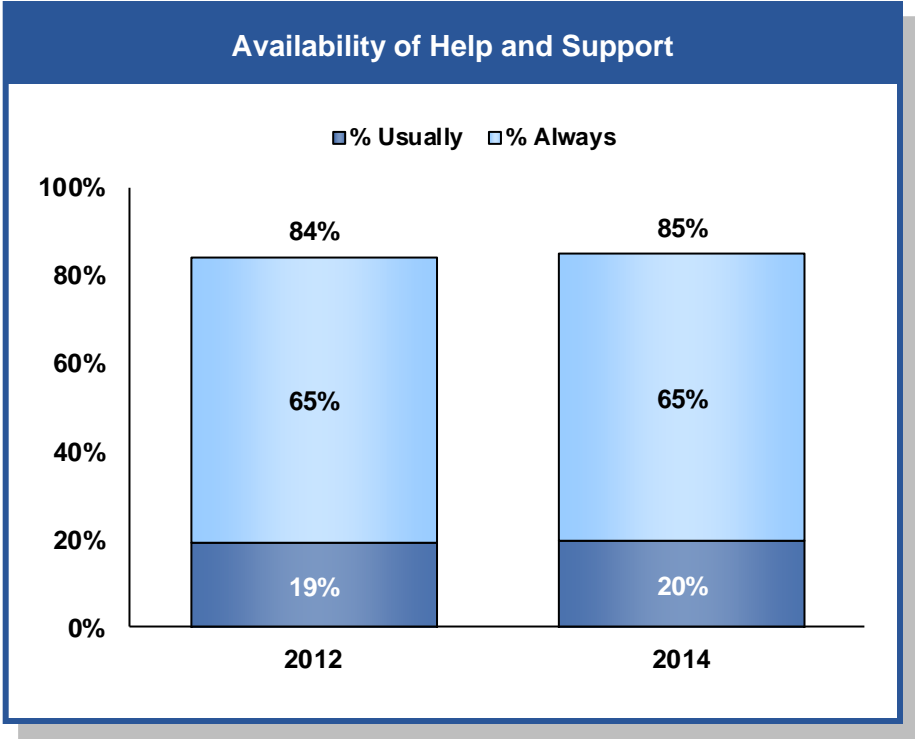
## Composite Measures



Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number  
Percents may not add up due to rounding.

# Availability of Help and Support Composite



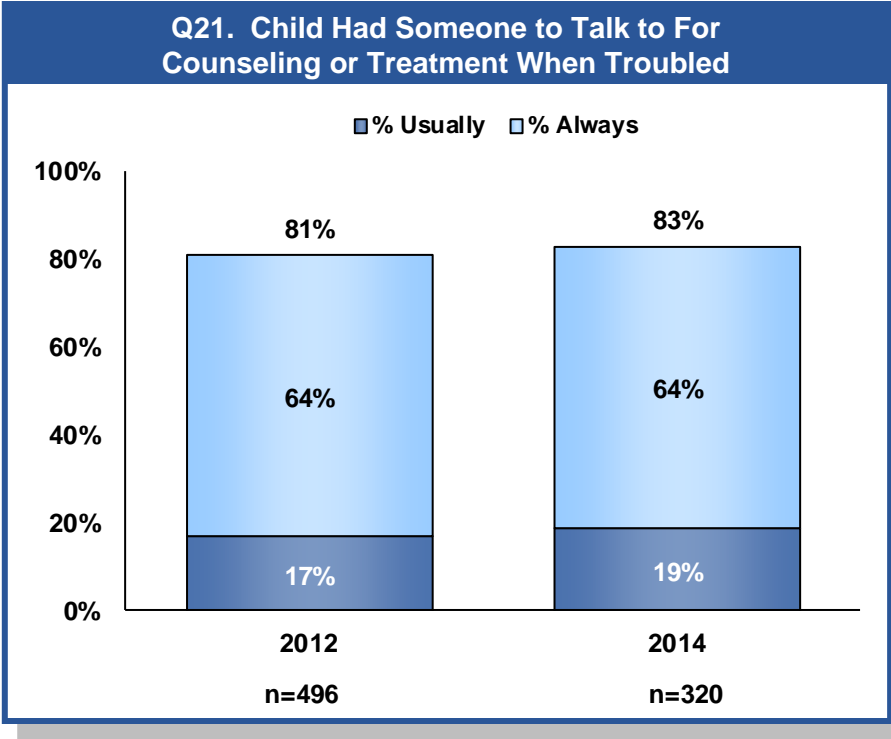
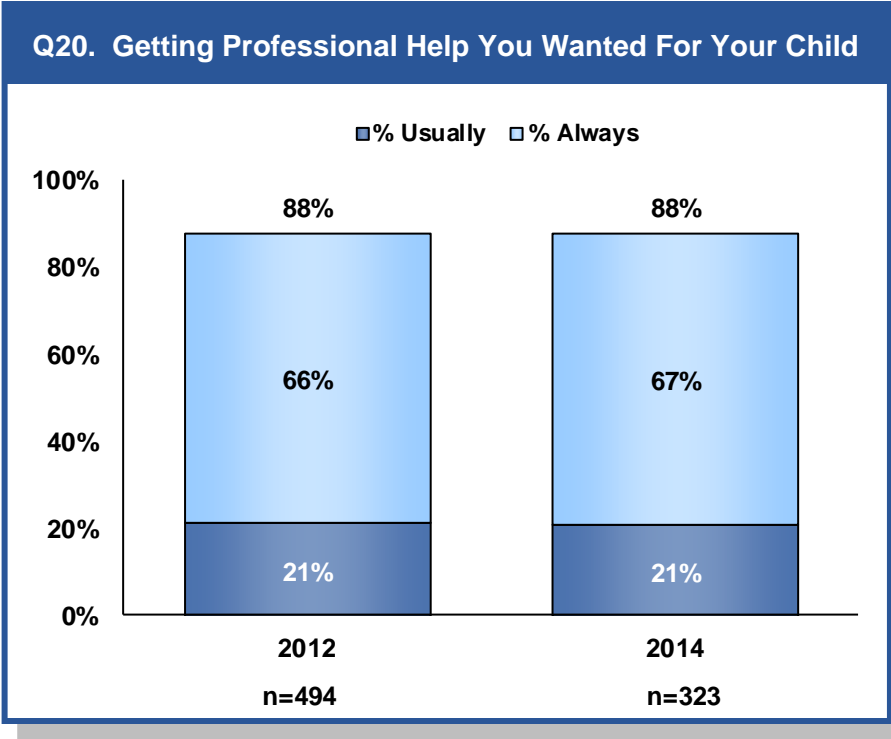
This composite measure is comprised of Q20 & Q21  
(refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number.  
Percents may not add up due to rounding.  
Significance testing is not conducted on composite measures.



# Availability of Help and Support

## Composite Measures



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.  
 NOTE: Numbers are rounded to the nearest whole number.  
 Percents may not add up due to rounding.



# Other Measures

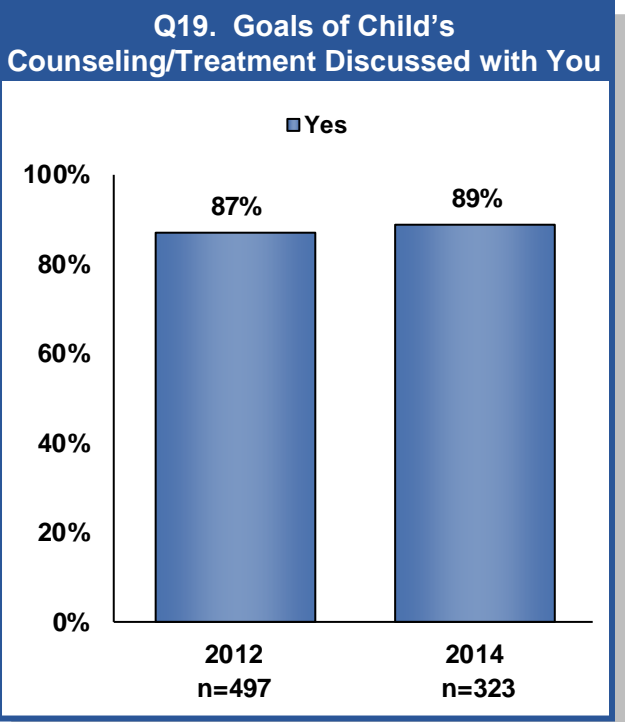
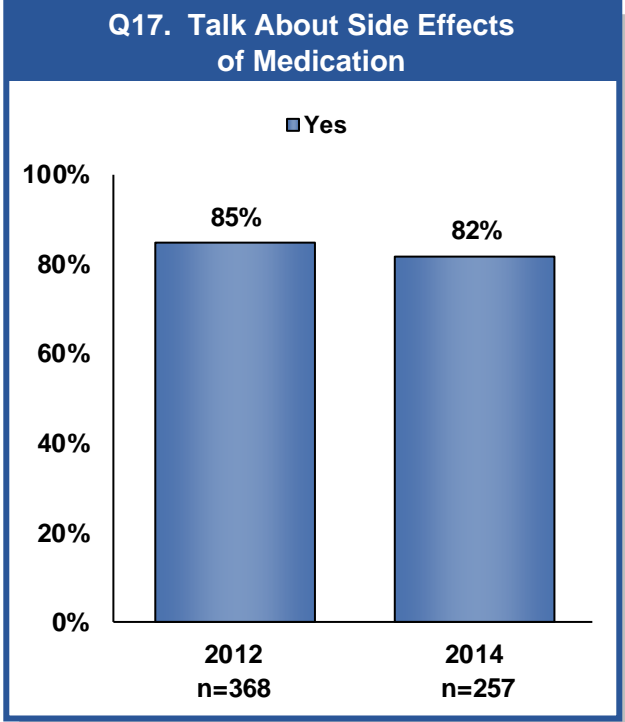
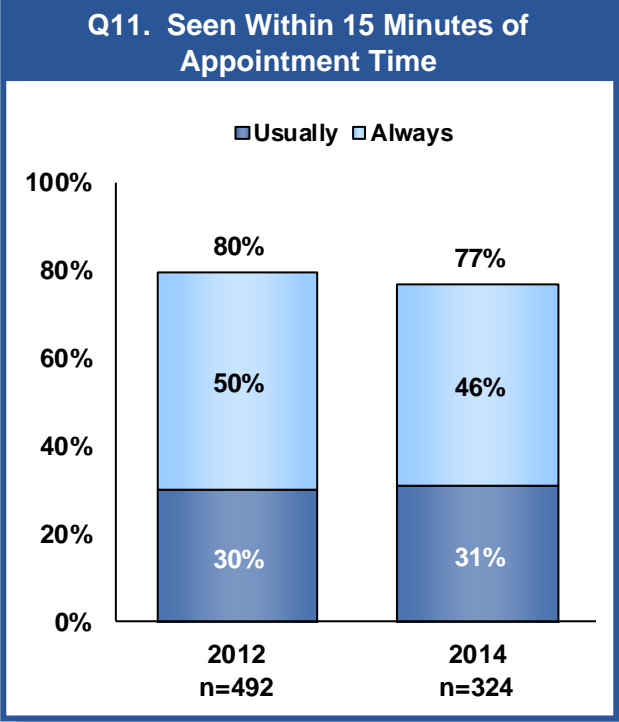
Response of Treatment or Counseling Staff

Perceived Benefit of Treatment

Reasons for Seeking Counseling/Treatment

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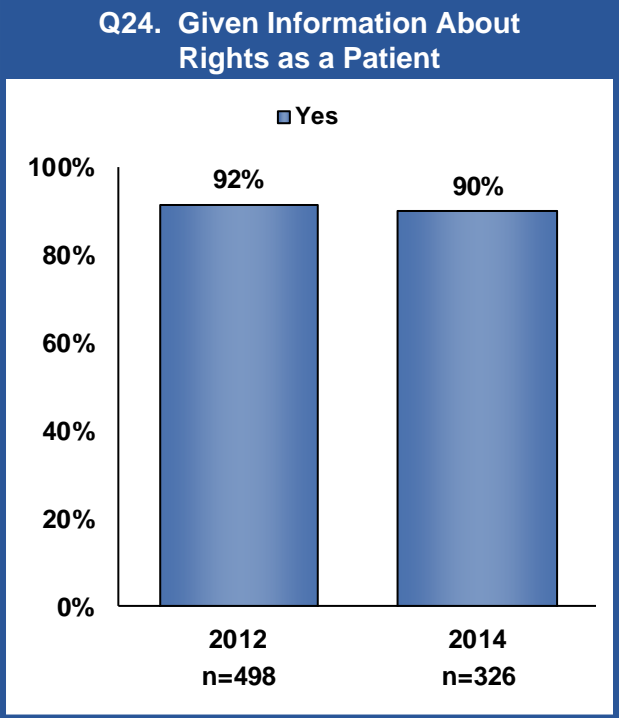
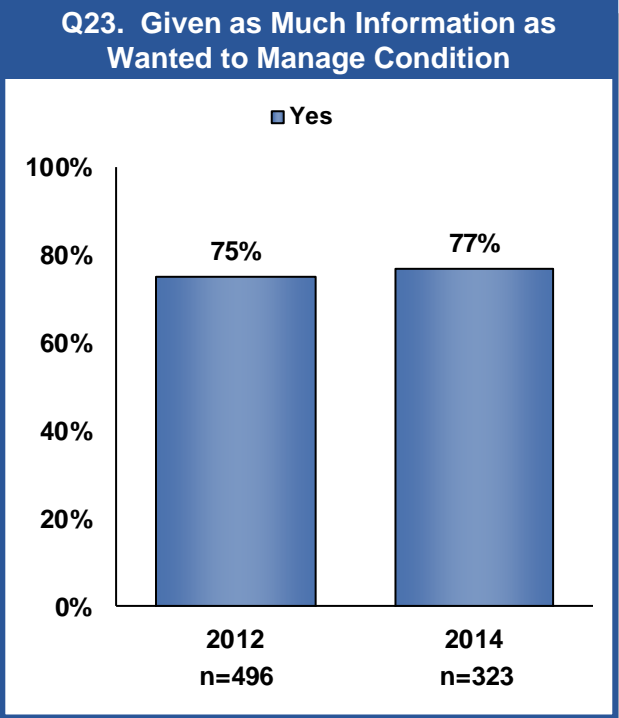
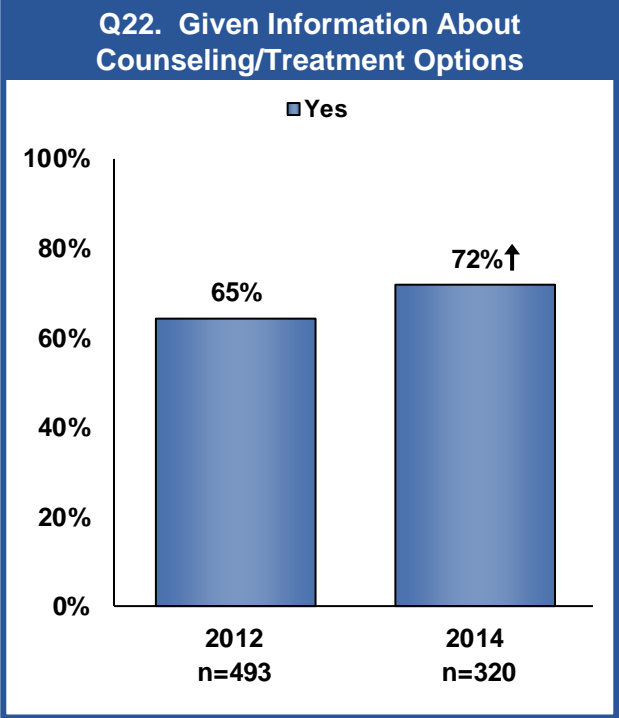
# Response of Treatment or Counseling Staff



Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.  
 NOTE: Numbers are rounded to the nearest whole number.  
 Percents may not add up due to rounding.



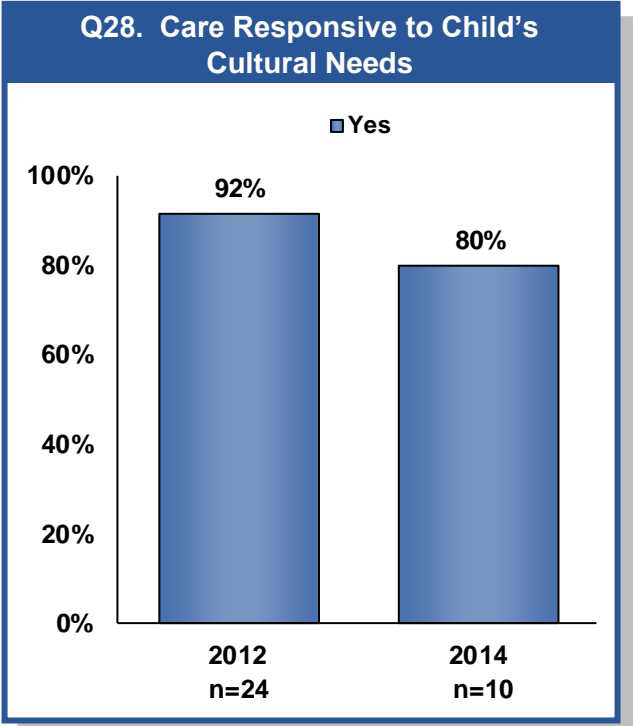
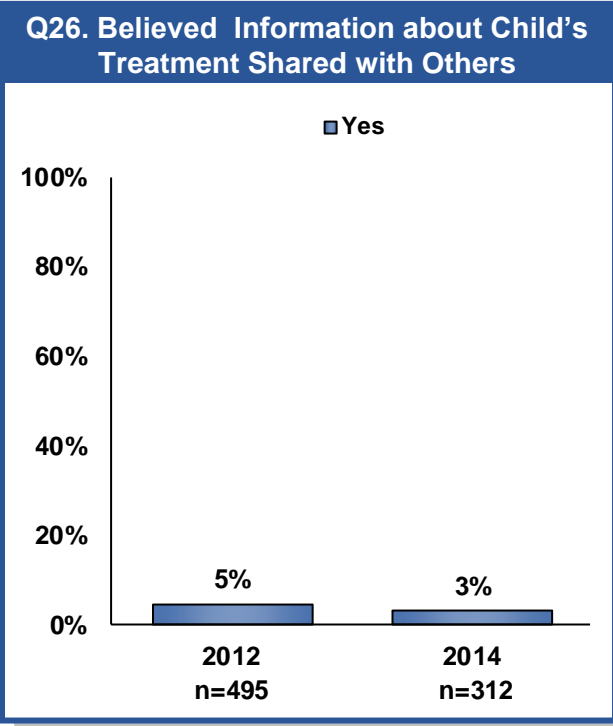
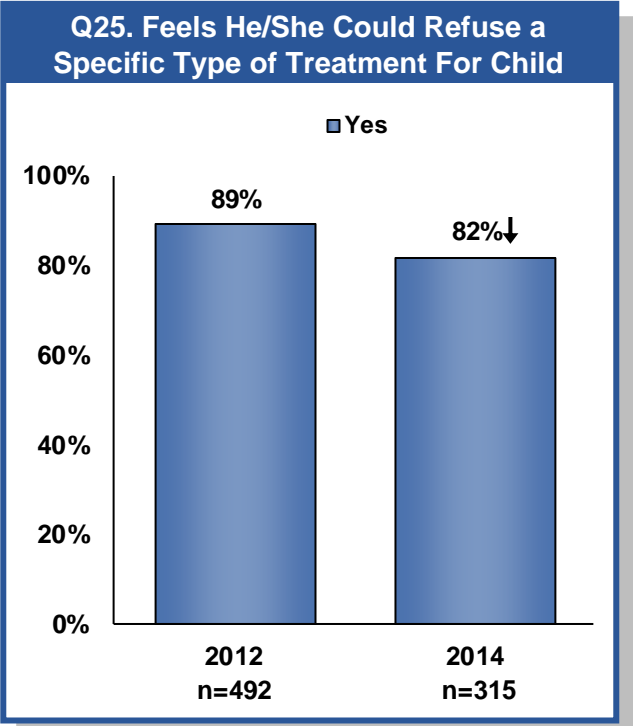
# Response of Treatment or Counseling Staff



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.  
 NOTE: Numbers are rounded to the nearest whole number.  
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# Response of Treatment or Counseling Staff

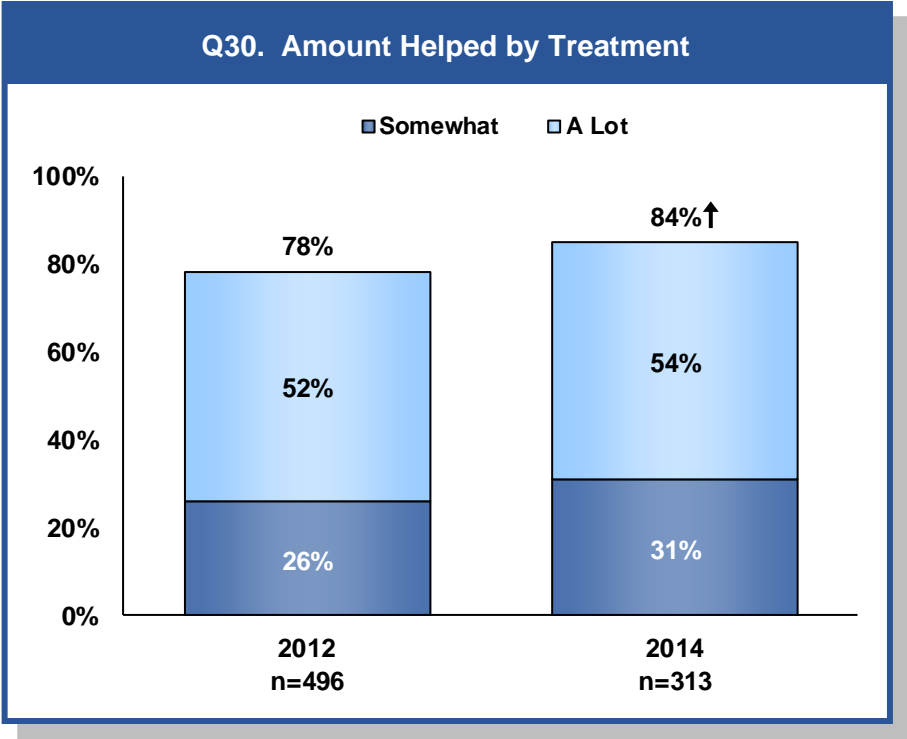


Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.  
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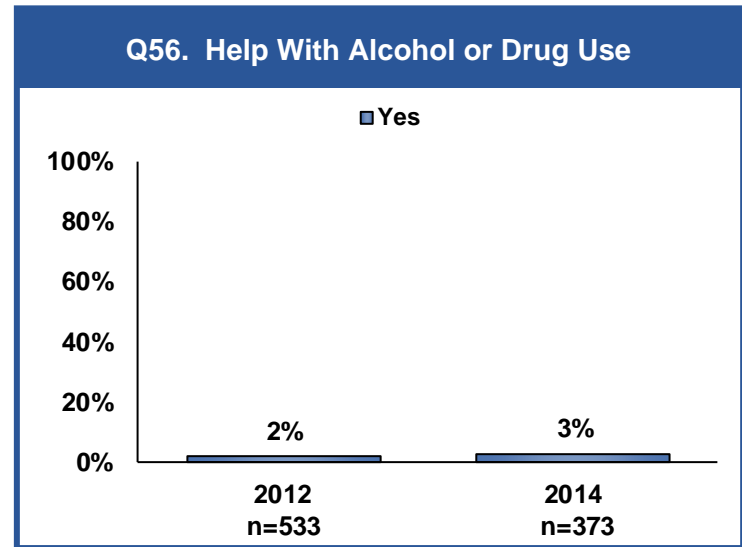
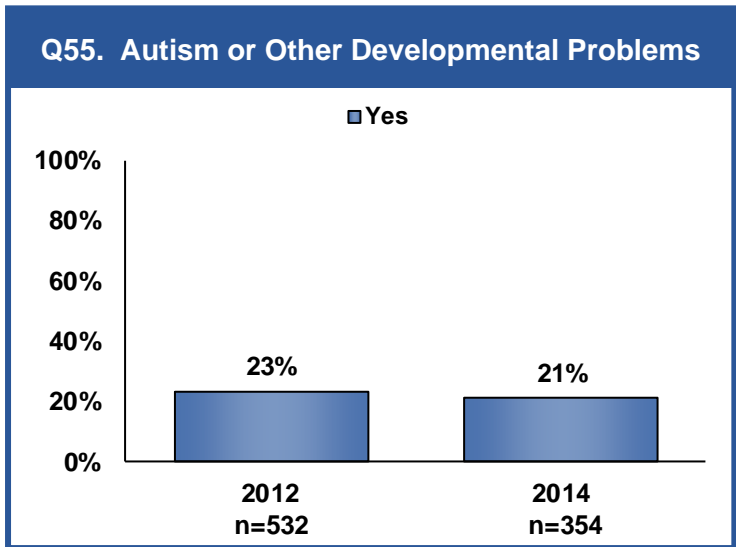
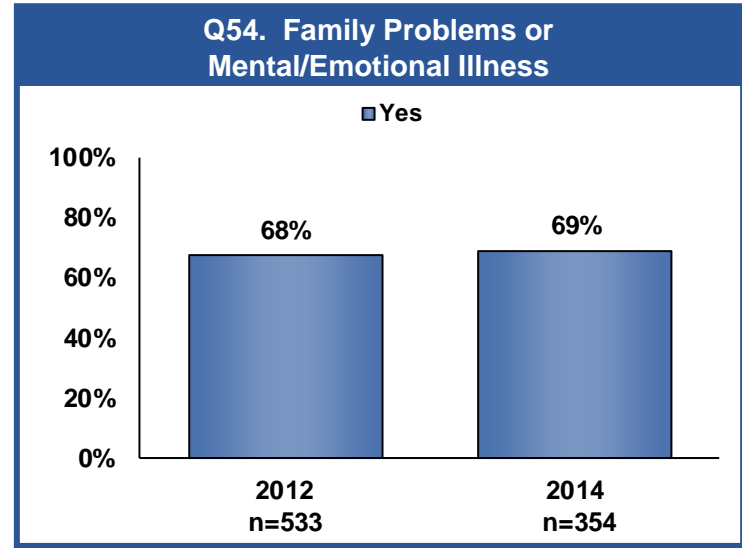
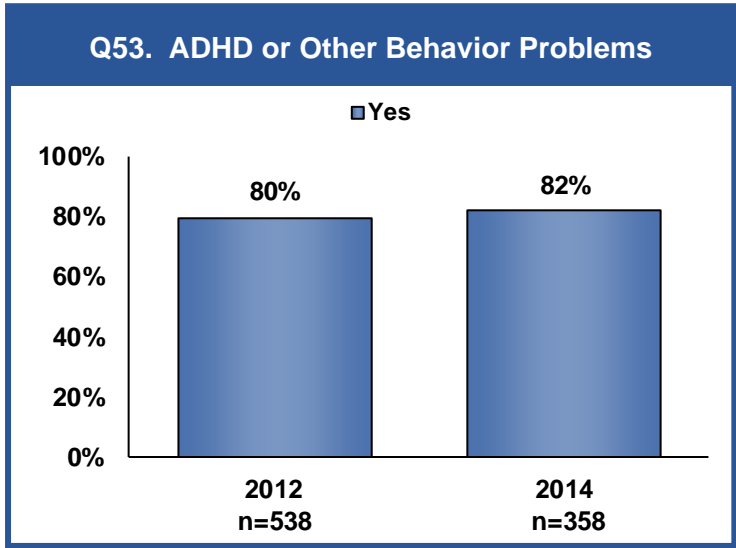
# Perceived Benefit of Treatment



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.  
NOTE: Numbers are rounded to the nearest whole number.  
Percents may not add up due to rounding.



# Reasons For Seeking Counseling / Treatment



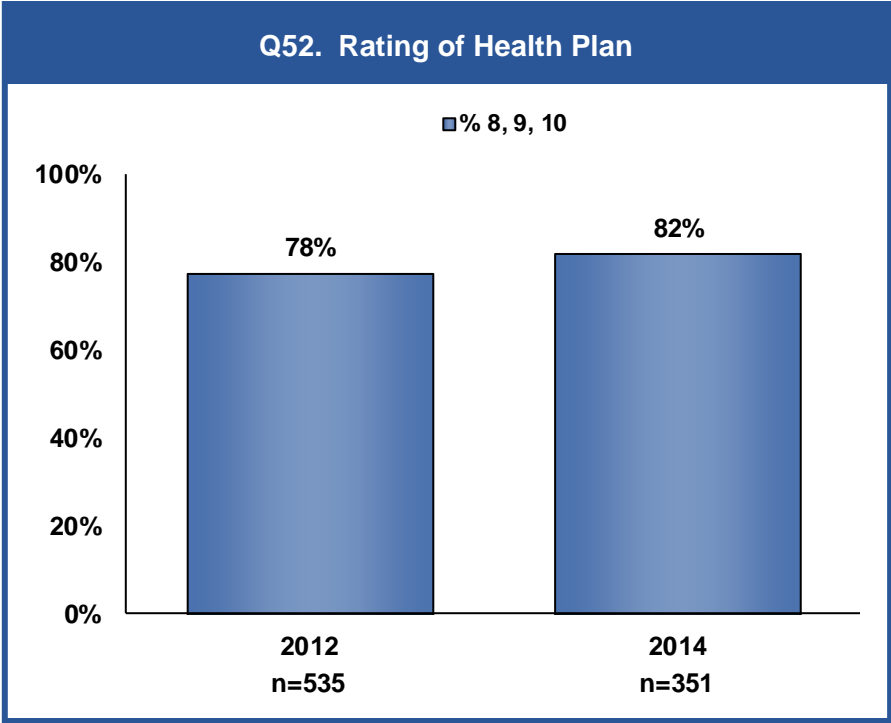
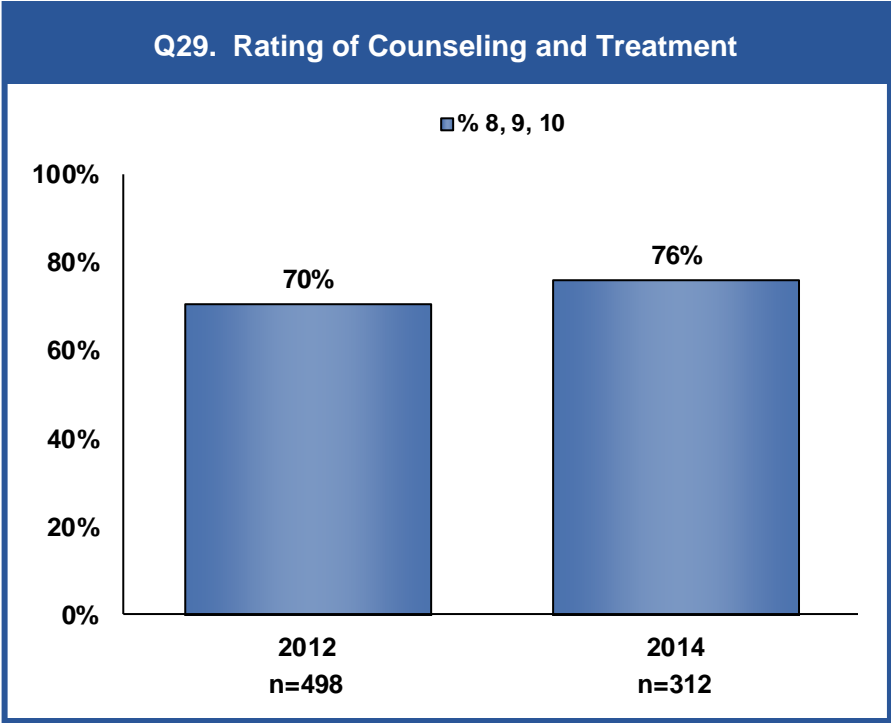
Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number  
Percents may not add up due to rounding.

# Overall Ratings

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# Overall Rating – Counseling/Treatment & Health Plan



Legend: ↑/↓2014 statistically higher/lower compared to 2012 results.  
NOTE: Numbers are rounded to the nearest whole number.  
Percents may not add up due to rounding.

