

FY 14-15 BEHAVIORAL HEALTH ORGANIZATION CLIENT SATISFACTION REPORT

October 2015

This report was produced by Health Services Advisory Group, Inc. for the Colorado Department of Health Care Policy & Financing.



3133 East Camelback Road, Suite 100 • Phoenix, AZ 85016

Phone 602.264.6382 • Fax 602.241.0757

1. Executive Summary.....	1-1
Adult Performance Highlights	1-2
BHO Comparisons	1-2
Child Performance Highlights	1-3
BHO Comparisons	1-3
2. Adult Results	2-1
Survey Administration and Response Rates.....	2-1
Survey Administration	2-1
Response Rates.....	2-2
Respondent Demographics	2-3
Trend Analysis.....	2-6
ECHO Survey Measures	2-6
MHSIP Domain Agreement Rates	2-6
Global Rating	2-8
Composite Measures	2-9
Individual Item Measures.....	2-18
MHSIP Domain Agreements	2-28
Summary of Trend Analysis Results.....	2-33
BHO Comparisons.....	2-35
Summary of BHO Comparisons Results.....	2-37
3. Child Results	3-1
Survey Administration and Response Rates.....	3-1
Survey Administration	3-1
Response Rates.....	3-2
Child and Respondent Demographics	3-3
Trend Analysis.....	3-7
ECHO Survey Measures	3-7
YSS-F Domain Agreement Rates.....	3-7
Global Rating	3-9
Composite Measures	3-10
Individual Item Measures.....	3-18
YSS-F Domain Agreements	3-28
Summary of Trend Analysis Results.....	3-33
BHO Comparisons.....	3-35
Summary of BHO Comparisons Results.....	3-37
4. Recommendations	4-1
General Recommendations	4-1
BHO Recommendations	4-1
General Literature Recommendations.....	4-2
Rating of Counseling or Treatment.....	4-4
Getting Treatment Quickly.....	4-4
Including Family	4-5
Improved Functioning.....	4-5
5. Reader's Guide	5-1
Survey Administration.....	5-1
Survey Overview	5-1

Sampling Procedures	5-2
Survey Protocol	5-3
Methodology	5-4
Response Rates	5-4
Demographic Analysis	5-4
Trend Analysis	5-5
BHO Comparisons	5-6
Limitations and Cautions	5-8
Case-Mix Adjustment	5-8
Non-Response Bias	5-8
Causal Inferences	5-8
ECHO Survey Instrument	5-8
Lack of National Data for Comparisons	5-8
Missing Phone Numbers	5-9
Quality Improvement References	5-10
6. Survey Instrument	6-1
7. CD	7-1
CD Contents	7-1

1. Executive Summary

The State of Colorado requested the administration of satisfaction surveys to clients identified as having received at least one behavioral health care service through one of the participating behavioral health organizations (BHOs) and/or BHO-contracted community mental health centers (CMHCs) and specialty clinics. The Colorado Department of Health Care Policy & Financing (the Department) contracted with Health Services Advisory Group, Inc. (HSAG) to administer and report the results of the Adult and Child/Parent Experience of Care and Health Outcomes (ECHO™) Surveys.¹⁻¹ The goal of the ECHO Survey is to provide performance feedback that is actionable and will aid in improving overall client satisfaction.

The survey instrument selected for adult clients was a modified version of the Adult ECHO Survey, Managed Behavioral Healthcare Organization (MBHO), Version 3.0 (“Adult ECHO Survey”), which incorporates items from the Mental Health Statistics Improvement Program (MHSIP) survey. The survey instrument selected for child clients was a modified version of the Child/Parent ECHO Survey, MBHO, Version 3.0 (“Child/Parent ECHO Survey”), which incorporates items from the Youth Services Survey for Families (YSS-F) survey and the YSS. The series of questions from the MHSIP and YSS-F surveys was added to the standard ECHO Survey in order to meet the reporting needs of the Office of Behavioral Health (OBH). Adult clients and parents/caretakers of the child client (or the child client) completed the surveys from May to June 2015.¹⁻² Table 1-1 lists the five Colorado BHOs that participated in the survey administration.¹⁻³

Table 1-1 Participating Colorado BHOs
Access Behavioral Care
Access Behavioral Care Northeast
Behavioral Healthcare Inc.
Colorado Health Partnerships
Foothills Behavioral Health Partners

¹⁻¹ Experience of Care and Health Outcomes (ECHO™) is a trademark of the Agency for Healthcare Research and Quality (AHRQ).

¹⁻² For the Child/Parent ECHO Survey, the survey questionnaire was addressed to the parent/caretaker of the child client (identified as having received behavioral health services) and instructions were provided for the parent/caretaker to complete the survey on behalf of the child client. However, if the child client was able to complete the survey on their own, the parent/caretaker was instructed to allow the child client to complete the survey. This approach aligns with guidelines for administration of the YSS survey that allows adolescents 15 to 17 years of age to complete the survey and rate the services they received on their own.

¹⁻³ The name for one of the BHOs changed since the adult and child populations were surveyed in 2014. Access Behavioral Care Northeast was previously referred to as Northeast Behavioral Partnership.

Adult Performance Highlights

The Adult Results Section of this report details the Adult ECHO Survey results for adult clients identified as having received at least one behavioral health care service at one of the participating Colorado BHOs between January 1, 2014 and December 31, 2014. The following is a summary of the performance highlights for the Colorado BHOs.

BHO Comparisons

In order to identify performance differences in client satisfaction between the five participating Colorado BHOs, case-mix adjusted results for each were compared to one another using standard statistical tests. These comparisons were performed on one global rating, four composite measures, nine individual item ECHO Survey measures, and two MHSIP domain agreement areas. The detailed results of the comparative analysis are described in the Adult Results Section beginning on page 2-42. Table 1-2 presents the statistically significant results from this comparison.¹⁻⁴

Table 1-2 Adult BHO Comparisons Highlights				
Access Behavioral Care	Access Behavioral Care Northeast	Behavioral Healthcare Inc.	Colorado Health Partnerships	Foothills Behavioral Health Partners
↔ No statistically significant differences	↔ No statistically significant differences	↔ No statistically significant differences	↓ Information about Treatment Options	↑ Information about Treatment Options
<p>↑ Indicates the BHO's score is statistically better than the Colorado BHO Program average.</p> <p>↔ Indicates the BHO's score is not statistically different than the Colorado BHO Program average.</p> <p>↓ Indicates the BHO's score is statistically worse than the Colorado BHO Program average.</p> <p>If the BHO's scores were not statistically better or worse than the Colorado BHO Program average on any of the measures, this is denoted as "No statistically significant differences" in the table above.</p>				

¹⁻⁴ Caution should be exercised when evaluating BHO comparisons, given that population and BHO differences may impact results.

Child Performance Highlights

The Child Results Section of this report details the ECHO Survey results for child clients identified as having received at least one behavioral health care service at one of the participating Colorado BHOs between January 1, 2014 and December 31, 2014. The following is a summary of the performance highlights for the Colorado BHOs.

BHO Comparisons

In order to identify performance differences in client satisfaction between the five participating Colorado BHOs, case-mix adjusted results for each were compared to one another using standard statistical tests. These comparisons were performed on one global rating, four composite measures, eight individual item ECHO Survey measures, and two YSS-F domain agreement areas. The detailed results of the comparative analysis are described in the Child Results Section beginning on page 3-42.

The comparative analysis of the BHOs revealed that there were no statistically significant differences between the BHOs results.