

Oklahoma Health Care Authority

**Experience of Care and Health Outcomes (ECHO®)
Child Behavioral Health Survey**

**SoonerCare Choice
Member Satisfaction Survey**

Final Report



Survey for October 1, 2010, to September 30, 2011

Report Submitted September 2012

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Final Report

Background

Telligen, the Oklahoma External Quality Review Organization, was selected to conduct the state fiscal year 2012 Experience of Care and Health Outcomes (ECHO®) Child Behavioral Health Survey on behalf of the Oklahoma Health Care Authority (OHCA) for SoonerCare Choice Members. The 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. The current version of the survey is ECHO® 3.0. Members receiving services during the measurement period from October 1, 2010, through September 30, 2011 were included in the survey.

Objectives

The objective of the ECHO® Child Survey was to learn about the experiences members had with providers from whom they received counseling or treatment. The survey collected information from the consumer's perspective assessing the quality of behavioral health services, with a focus on the member's experience with that care. In addition, ECHO® measurement and reporting of behavioral health care quality and has been tested for usability and designed for accuracy. Careful observation of recommended sampling and survey administration protocols were followed to obtain valid, reliable and comparable results to measure how well the plan is meeting member expectations and goals.

Methodology

Eligibility Criteria

Following ECHO® Survey Administration Guidelines, sampling protocol Option 1 was utilized to select respondents from the population of pediatric SoonerCare Choice members who received behavioral health services during the time frame. These services included outpatient visits, day-night service, and partial day treatment. The behavioral health, mental health and chemical dependency services that qualified the member to receive a survey are listed in the appendices. The minimum number of valid survey responses indicated by ECHO® survey methodology was 411. The sample size was calculated to be 1,480 members in order to meet this goal. Members eligible to be drawn into the sample met the following criteria:

- Aged 17 and younger as of September 30, 2011,
- Enrolled in SoonerCare Choice on September 30, 2011,
- Found to have a paid behavioral health claim during the measurement period, and
- Enrolled in SoonerCare Choice for at least 320 days during the measurement period.

Survey Administration Details

Per the ECHO® Survey Administration Guidelines, a questionnaire was utilized to evaluate member satisfaction. One survey was administered per household and designed to be completed by the parent or guardian of the pediatric member. The survey included 67 questions. Telligen followed a seven wave mixed survey administration methodology, through mail and telephone. To administer the survey, Telligen used the ECHO® Survey and Reporting

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Kit 2004 for establishing an effective process. The use of a toll-free number was published in all correspondence with respondents if they had any questions regarding the survey.

For the first mailing, hard copies of the survey were sent to the parent or guardian of the sampled SoonerCare Choice member. The mailing included a cover letter with instructions to the respondent describing the purpose of the survey and instructions for return of the survey. A postage paid return envelope was included to encourage participation. A postcard reminder followed this initial mailing. Members not returning the survey within two weeks of the original mailing were mailed a second copy of the questionnaire. A second reminder postcard was mailed if there was still no survey returned. Interviews were then completed by telephone for those who had not sent back an ECHO® survey by mail. Up to three separate phone call attempts were made to contact the parent or guardian of the member. Phone outreach was conducted at different times of the day and on different days of the week, including Saturdays. Interpreters were made available to any non-English speaking member through the use of a translation service.

Data Collection and Analysis

Survey responses collected through mail and telephone were systematically entered into a central database. Once the survey collection period ended the statistical analysis software SAS® was used with the *CAHPS® Analysis Program* and the *ECHO® Supplemental Analysis Instructions* to complete the necessary cleaning and preparation of the data as well as the analyses. The survey responses were recoded in order to perform the necessary

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calculations using assigned numeric values from the ECHO® Survey and Reporting Kit. The analysis focused on the questions relating to ECHO® key measures. These were evaluated based on the summary rates, which indicated the percent of positive responses (ESRK 2004).

Response type	Responses allowed	Numeric recoding	Summary rate (Recoding)
Dichotomous	Yes, No	1-2	Yes (1)
Global rating	0-10	1-11	8-10 (9-11)
4-point scale	Never, Sometimes, Usually, Always	1-4	Usually (3), Always (4)
	Not at all, A little, Somewhat, A lot	1-4	Somewhat (3), A lot (4)
3-point scale	Big problem, Small problem, Not a problem	1-3	Not a problem (3)
5-point scale	Much better, A little better, No change, A little worse, Much worse	1-5	Much better (1), A little better (2)

Adapted from ECHO® Survey and Reporting Kit 2004

The ECHO® key measures include composite measures, global member satisfaction ratings, and individual item questions. The five composites were: getting treatment quickly, how well clinicians communicate, access to treatment and information from health plan, perceived improvement, and availability of help and support. Each composite measure was comprised of multiple survey questions; the summary rate for each composite was defined as the average of summary rates of the component questions. The two global member satisfaction questions asked the respondents to rate the pediatric members' counseling and treatment, and health plan for counseling or treatment. The ten individual items covered many other aspects of care, including the members' experiences with counseling and treatment, the response of treatment or counseling staff to the members and respondents, and the members' progress. In addition, there were four individual items regarding the reasons for counseling or treatment. Though these questions were not key measures of member satisfaction, the responses were included in the results to aid in the description of the population.

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The summary rates for all of the key measures were compared to data from Oklahoma ECHO® Child Member Satisfaction Surveys from 2010 and 2008. Significance testing was performed at the 95% confidence level using a z-test. For the composite measures, the component question with the least number of respondents was used as the sample size. When a significant difference was found, it was graphically represented by the 2012 rate being shown with a bold numbering and a heavier outline; significantly different rates from the 2012 rate were shown with a grey background. In the tables, significantly different rates were noted with bold text.

Demographic information was also collected in the survey for both the SoonerCare Choice pediatric members and the respondents for the members. This information was compared to the data from 2010 and 2008, using a Chi-square test performed at the 95% confidence level. For categories with frequencies of less than five, Fisher's Exact Test was used. For consistency with the 2012 report, some percentages from the previous years' data were recalculated to two decimal points.

Response Rate

The response rate was calculated for those members who were eligible and able to respond. No ineligible members were identified in the survey administration. Non-respondents included members who refused to participate in the survey, who could not be reached due to incorrect contact information, or who were unable to be contacted after the maximum number

of attempts were made. The response from the sample of 1,480 members was 538 completed surveys, for a response rate of 36.35%.

Results

In general, the pediatric SoonerCare Choice members surveyed showed a high level of satisfaction. There was a significant increase in the summary rate for the composite regarding access to treatment and information from the health plan for 2012 (70.87%) from the 2008 rate (59.89%). In addition, there was a significant increase in the summary rate for the rating of health plan for 2012 (77.57%) from the 2008 rate (72.21%). Two of the individual items had significant differences. In response to the question asking how often the pediatric SoonerCare Choice member was seen within 15 minutes of an appointment, 79.88% of respondents in 2012 answered “usually” or “always”. This was a significant increase compared to the rate of 74.19% in 2010. In response to the question asking if private information was shared by anyone the pediatric SoonerCare Choice member saw for treatment or counseling, 95.35% of respondents answered “no”. Though this rate was high, it was a significant decrease from 97.22% in 2010. These significant differences were graphically represented by the 2012 rate being shown with bold numbering and a heavier outline; significantly different rates from the 2012 rate were shown with a grey background. In tables, significantly different rates were noted in bold text.

The highest summary rate was 95.35% for the individual item regarding privacy concerns. In addition to this measure, three other key measures had summary rates over 90%, including the composite regarding how well clinicians communicate (91.43%), the individual

item regarding patient rights (91.57%), and the individual item regarding cultural needs (91.67%). The lowest summary rates for key measures were for the composite regarding getting treatment quickly (62.99%) and the individual item regarding counseling or treatment options (64.50%).

When asked about the reasons for counseling or treatment, the largest proportion (79.93%) of respondents indicated the reason was “problems related to attention-deficit/hyperactivity disorder (ADHD) or other behavioral problems”. The smallest proportion (2.25%) of respondents to these questions indicated the reason was for “help with alcohol use or drug use”. There was a significant decrease from previous years in the proportion of respondents indicating this reason. There were no other significant differences in the reasons for seeking treatment or counseling.

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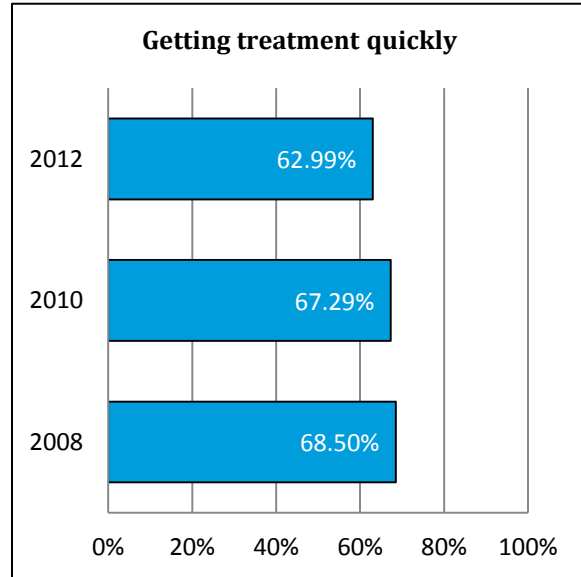
ECHO® Child Survey	2012		2010		2008	
	Summary Rate	Margin of Error	Summary Rate	Margin of Error	Summary Rate	Margin of Error
Composite Measures						
Getting treatment quickly	62.99%	+/- 4.4%	67.29%	+/- 3.9%	68.50%	+/- 5.3%
How well clinicians communicate	91.43%	+/- 1.1%	88.46%	+/- 1.1%	88.37%	+/- 1.7%
Access to treatment and information from health plan*	70.87%	+/- 5.0%	61.03%	+/- 5.4%	59.89%	+/- 6.0%
Perceived improvement	71.81%	+/- 1.9%	71.16%	+/- 1.8%	74.29%	+/- 2.3%
Availability of help and support	84.45%	+/- 2.3%	82.94%	+/- 2.1%	80.59%	+/- 3.2%
Member Satisfaction Ratings						
Rating of treatment	70.48%	+/- 4.0%	66.77%	+/- 3.7%	66.90%	+/- 5.5%
Rating of health plan*	77.57%	+/- 3.5%	73.70%	+/- 3.5%	72.21%	+/- 4.7%
Individual Items						
Office wait times*	79.88%	+/- 3.5%	74.19%	+/- 3.4%	76.29%	+/- 4.9%
Medication side effects	84.78%	+/- 3.7%	80.57%	+/- 3.6%	80.30%	+/- 5.5%
Goals discussed	87.32%	+/- 2.9%	88.22%	+/- 2.5%	89.55%	+/- 3.5%
Counseling/treatment options	64.50%	+/- 4.2%	64.25%	+/- 3.8%	62.11%	+/- 5.6%
Managing condition	75.20%	+/- 3.8%	74.15%	+/- 3.5%	73.17%	+/- 5.1%
Patient rights	91.57%	+/- 2.4%	90.06%	+/- 2.3%	88.61%	+/- 3.7%
Refusal of medication and treatment	89.23%	+/- 2.7%	87.68%	+/- 2.6%	87.06%	+/- 3.9%
Privacy concerns*	95.35%	+/- 1.9%	97.22%	+/- 1.3%	93.33%	+/- 2.9%
Cultural needs**	91.67%	+/- 11.3%	76.92%	+/- 13.4%	75.00%	+/- 25.6%
Amount helped	78.43%	+/- 3.6%	81.19%	+/- 3.1%	79.04%	+/- 4.3%
Reasons for seeking counseling/treatment						
ADHD or other behavior problems	79.93%	+/- 3.4%	81.73%	+/- 3.0%	77.90%	+/- 4.3%
Family problems or mental or emotional illness	67.54%	+/- 4.0%	67.91%	+/- 3.7%	66.57%	+/- 4.9%
Autism or other developmental problems	23.31%	+/- 3.6%	22.30%	+/- 3.3%	20.73%	+/- 4.2%
Help with alcohol use or drug use*	2.25%	+/- 1.3%	4.21%	+/- 1.6%	5.93%	+/- 2.5%

*Items in bold indicate a significant difference.

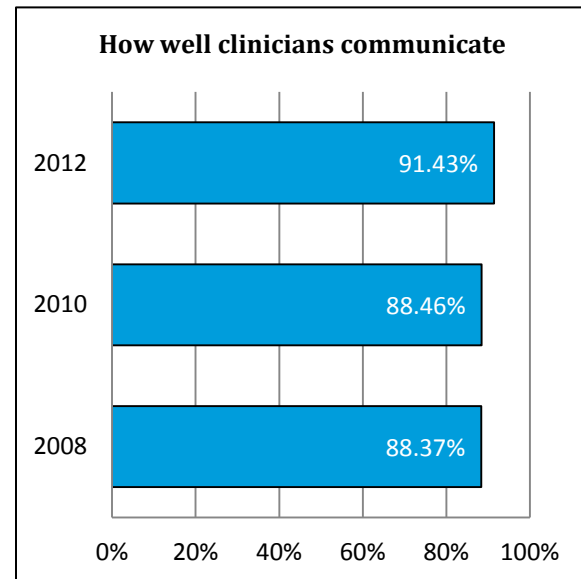
**A statistically significant difference was not found for the question regarding cultural needs due to the small number of respondents to that question.

Composite Measure Summary Rate Comparisons

The measure concerning getting treatment quickly was compiled from survey questions regarding getting needed counseling on the phone and in person in a timely manner, depending on the urgency of the need. The composite summary rate showed 62.99% positive response to these questions. This was not a significant decrease from previous years.

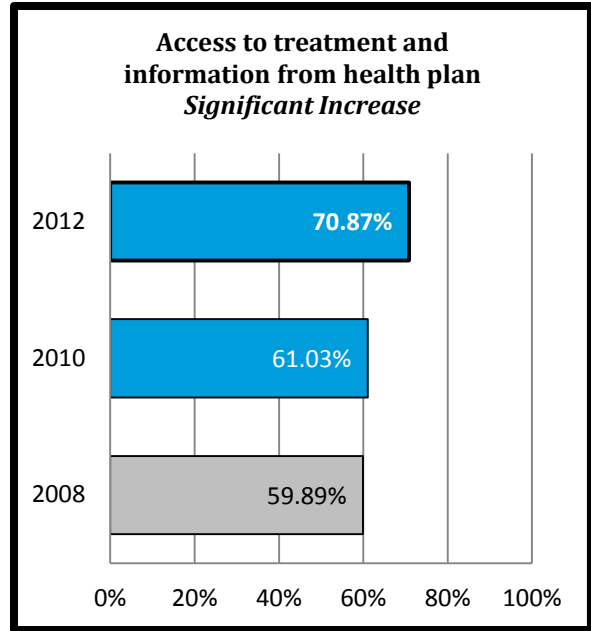


The measure concerning how well clinicians communicate was compiled from survey questions regarding the interactions with professionals the pediatric member saw for counseling or treatment. The composite summary rate showed 91.43% positive response to these questions. This was the highest summary rate of the composite measures.

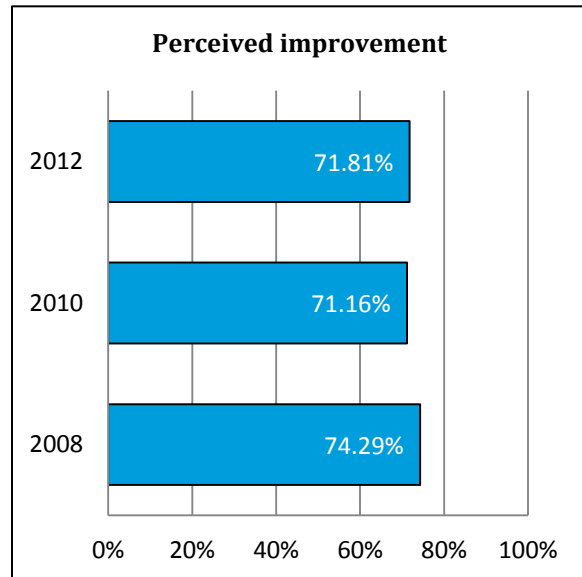


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The measure concerning access to treatment and information from health plan was compiled from survey questions regarding delays in treatment while waiting on approval from the health plan and getting help from the health plan customer service. The composite summary rate showed 70.87% positive response to these questions. This was a significant increase from 2008 (59.89%).

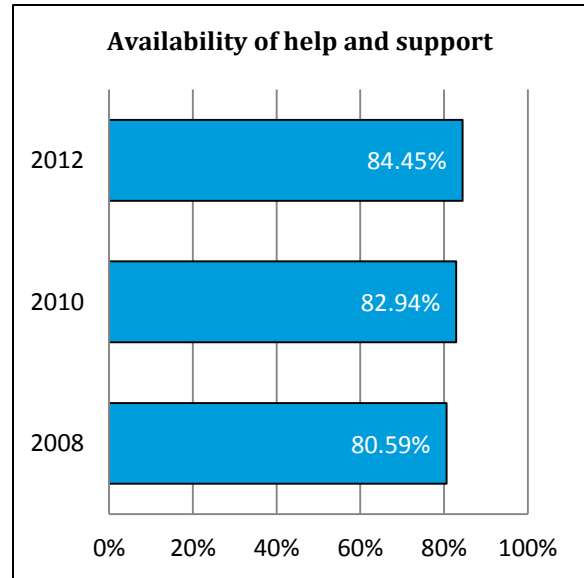


The measure concerning perceived improvement was compiled from survey questions regarding the respondent's experience with the pediatric member's progress in dealing with daily problems, dealing with social situations, accomplishing tasks, as well as improvement in problems or symptoms. The composite summary rate showed 71.81% positive response to these questions. This was not a significant change from previous years.



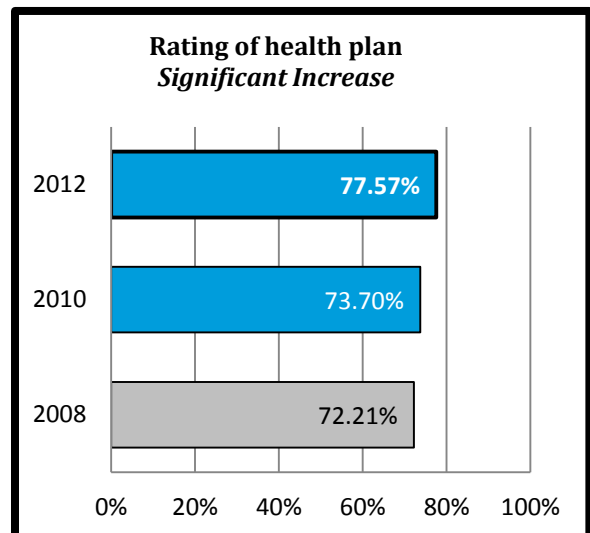
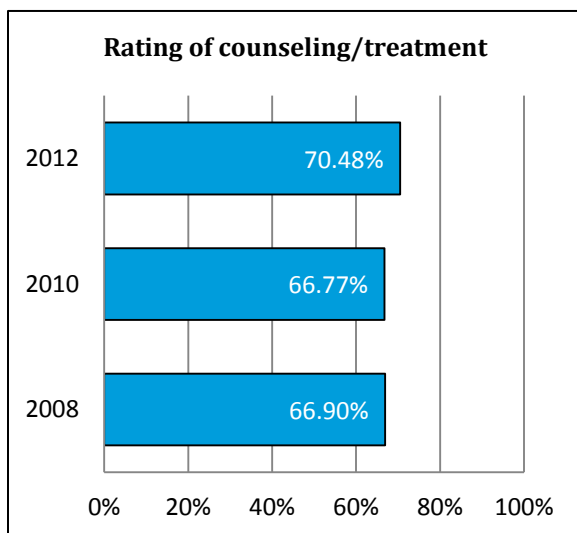
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The measure concerning the availability of help and support was compiled from survey questions regarding the pediatric member getting the desired professional help and having someone to talk to when troubled. The composite summary rate showed 84.45% positive response to these questions. This was not a significant increase from previous years.



Member Satisfaction Rating Summary Rate Comparisons

For the rating of counseling or treatment, 70.48% of respondents indicated a positive rating. This was not a significant increase from previous years. For the rating of health plan for counseling or treatment, 77.57% of respondents indicated a positive rating. This was a significant increase from 2008 (72.21%).



Individual Item Summary Rate Comparisons

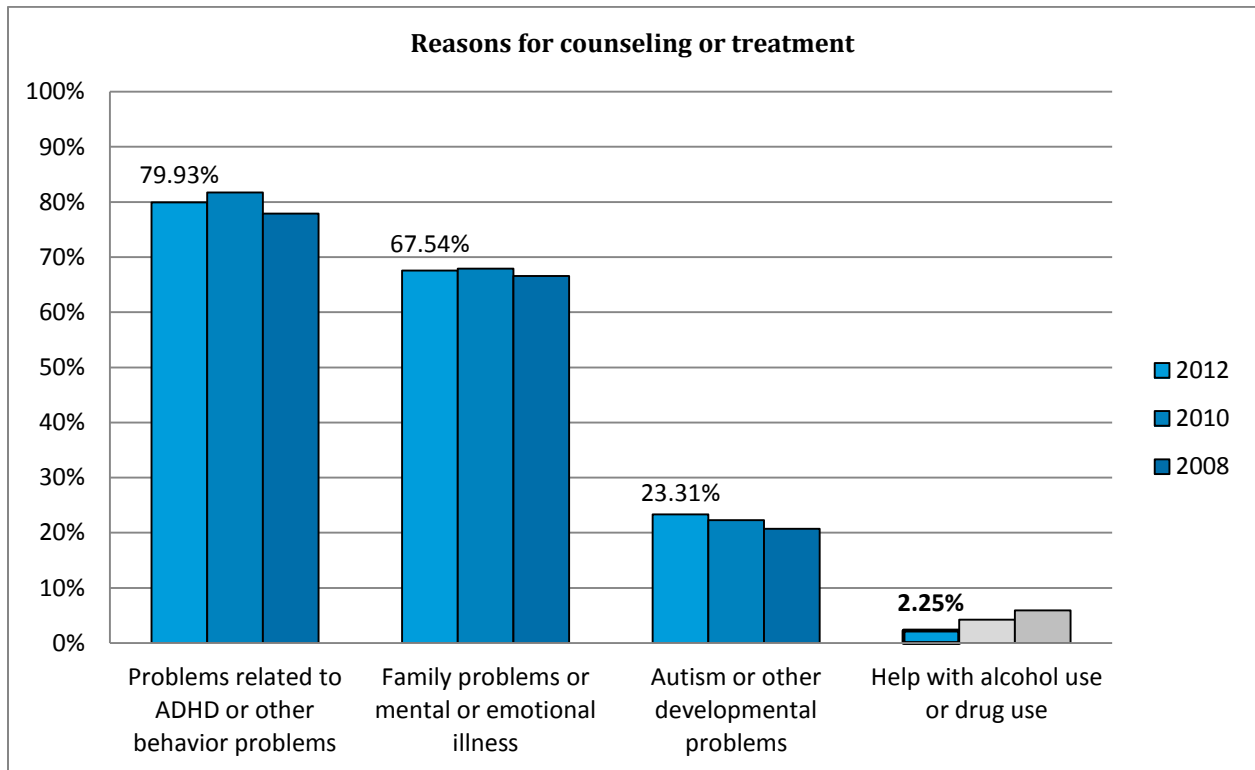
The individual item with the highest positive response was the question regarding privacy concerns. When asked if counseling or treatment information was shared that should have been kept private, 95.35% of respondents answered “no”. Though this was a high rate, it was a significant decrease from 2010 (97.22%). The lowest positive response for an individual item was the question regarding information about treatment options. When asked if information was given about different kinds of counseling or treatment, 64.50% of respondents answered “yes”. There was significant increase from 2010 in the positive response to the question asking how often the pediatric member was seen within 15 minutes of an appointment. The 2012 rate was 79.88%, up from 74.19% in 2010.

Individual Items	2012	2010	2008
Patient seen within 15 minutes of appointment*	79.88%	74.19%	76.29%
Informed about medication side effects	84.78%	80.57%	80.30%
Goals of child’s counseling/treatment discussed completely with you	87.32%	88.22%	89.55%
Informed about treatment options	64.50%	64.25%	62.11%
Received information about managing condition	75.20%	74.15%	73.17%
Informed about patient rights	91.57%	90.06%	88.61%
Ability to refuse medication and treatment	89.23%	87.68%	87.06%
Counseling/treatment information shared that should have been kept private*	95.35%	97.22%	93.33%
Care responsive to cultural needs	91.67%	76.92%	75.00%
Amount helped by counseling/treatment	78.43%	81.19%	79.04%

*Items in bold indicate a significant change.

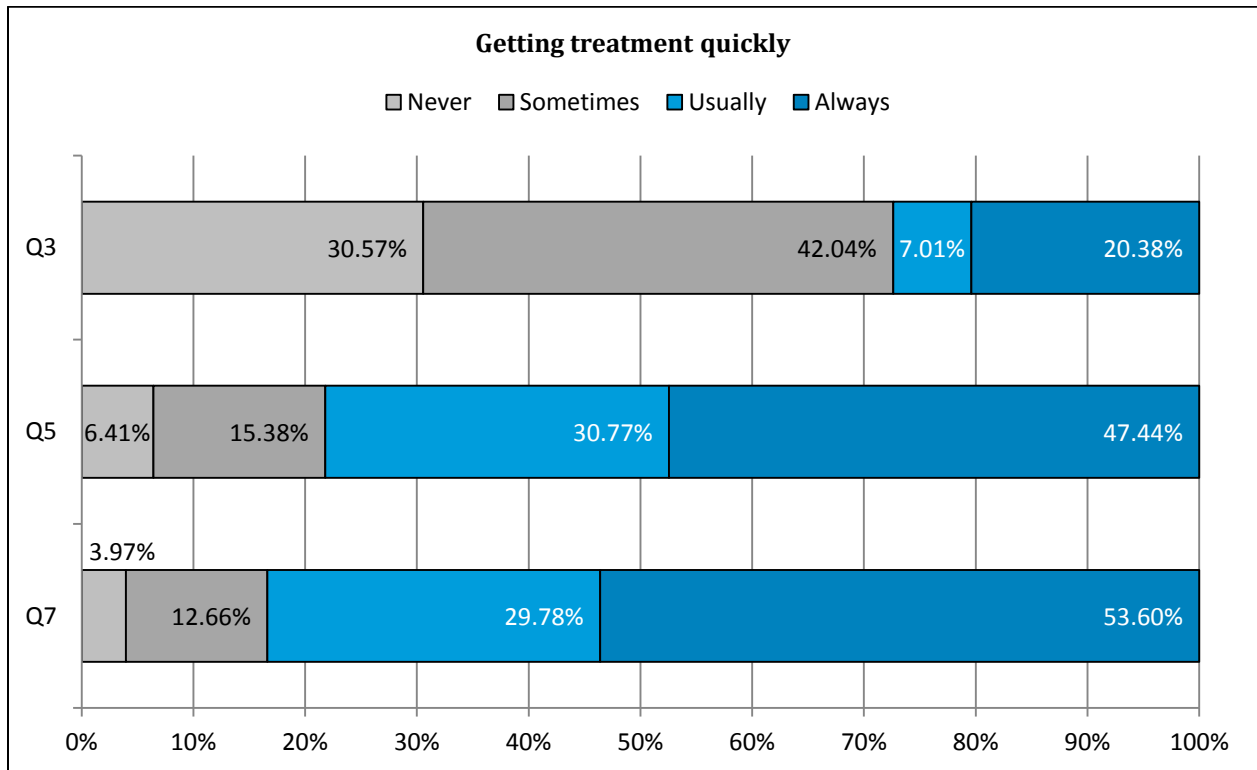
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There were a series of questions regarding the reasons for counseling or treatment. The respondent could indicate as many or as few reasons as desired. The smallest proportion (2.25%) of respondents to these questions indicated one of the reasons for counseling or treatment was for “help with alcohol use or drug use”. There was a significant decrease from previous years in the proportion of respondents indicating this reason. There were no other significant differences in the reasons for seeking treatment or counseling.



Full Responses of Composite Measures

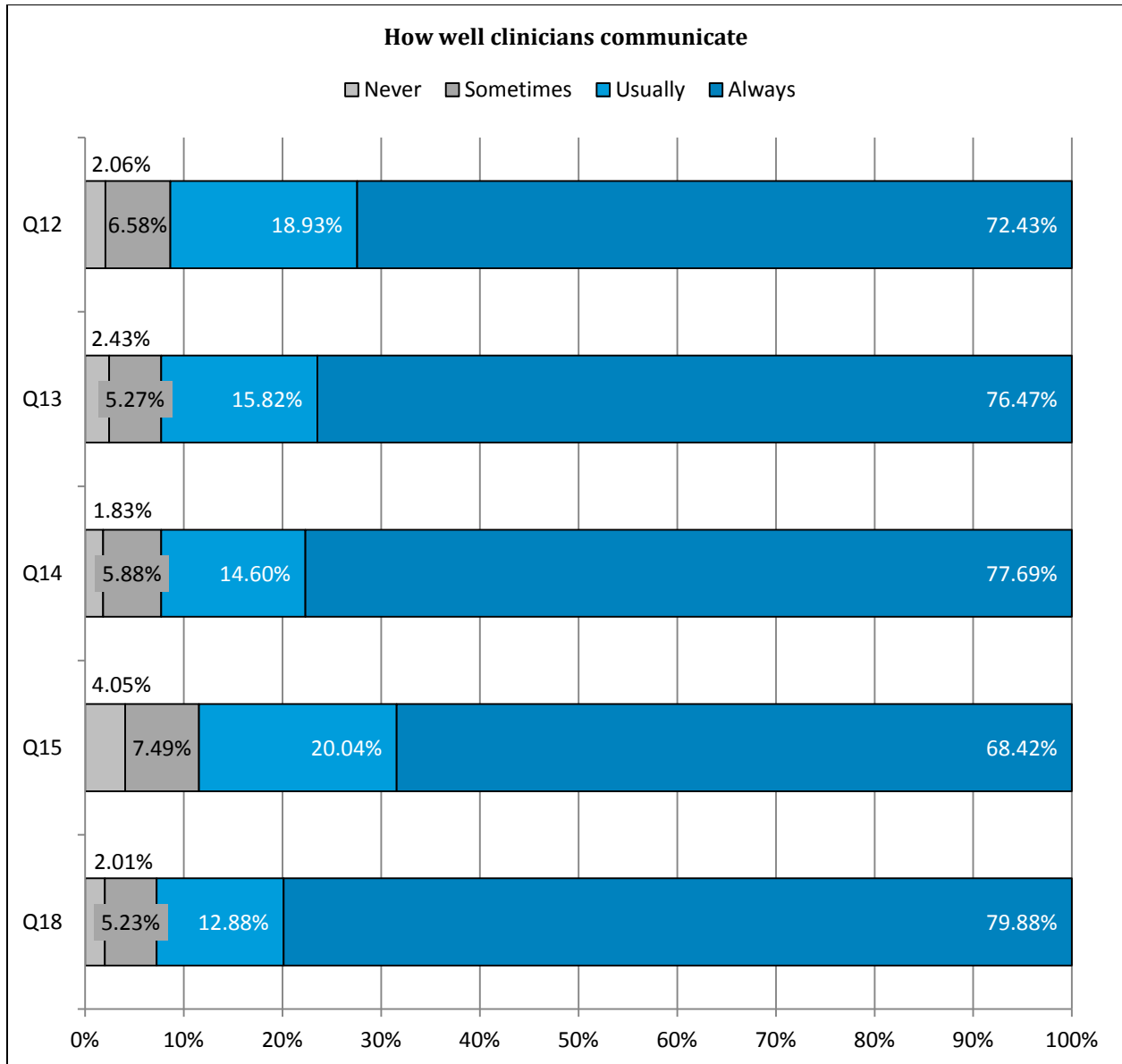
The graphs below enumerate the percentage of each type of response for the component questions of each of the composite measures. The summary rates established by ECHO® are designed to show the percentage of favorable responses, which may be made up of more than one type of response. The components of the summary rates are shown in blue. Significantly different component questions from previous years are indicated in bold.



Getting treatment quickly	2012		2010		2008	
	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q3. Getting the professional counseling your child needed by phone*	157	27.39%	210	39.52%	115	44.35%
Q5. Seeing someone as soon as you wanted, needed right away	234	78.21%	251	78.88%	134	78.36%
Q7. Getting an appointment as soon as you wanted, not needed right away	403	83.37%	502	83.47%	273	82.78%

*Items in bold indicate a significant difference.

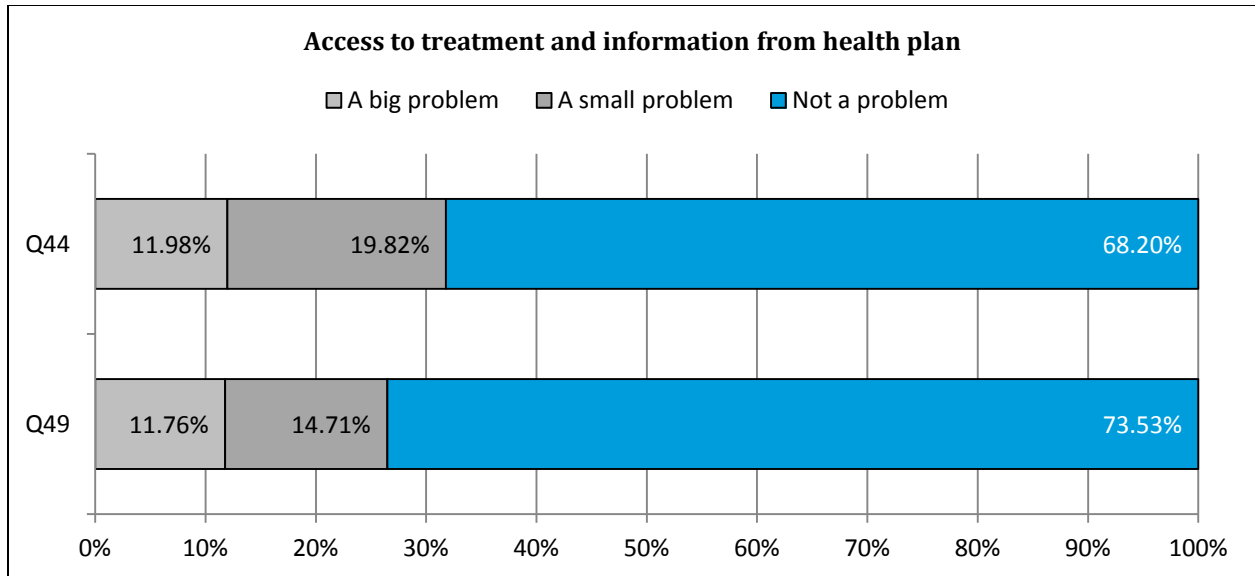
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How well clinicians communicate	2012		2010		2008	
	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q12. Clinicians listened carefully	486	91.36%	627	88.36%	289	88.58%
Q13. Clinicians explained things in an understandable way	493	92.29%	629	91.41%	287	89.55%
Q14. Clinicians showed respect for what you had to say	493	92.29%	627	90.27%	288	88.89%
Q15. Clinicians spent enough time with you*	494	88.46%	626	83.55%	287	84.67%
Q18. You were involved as much as you wanted*	497	92.76%	629	88.71%	285	90.18%

*Items in bold indicate a significant difference.

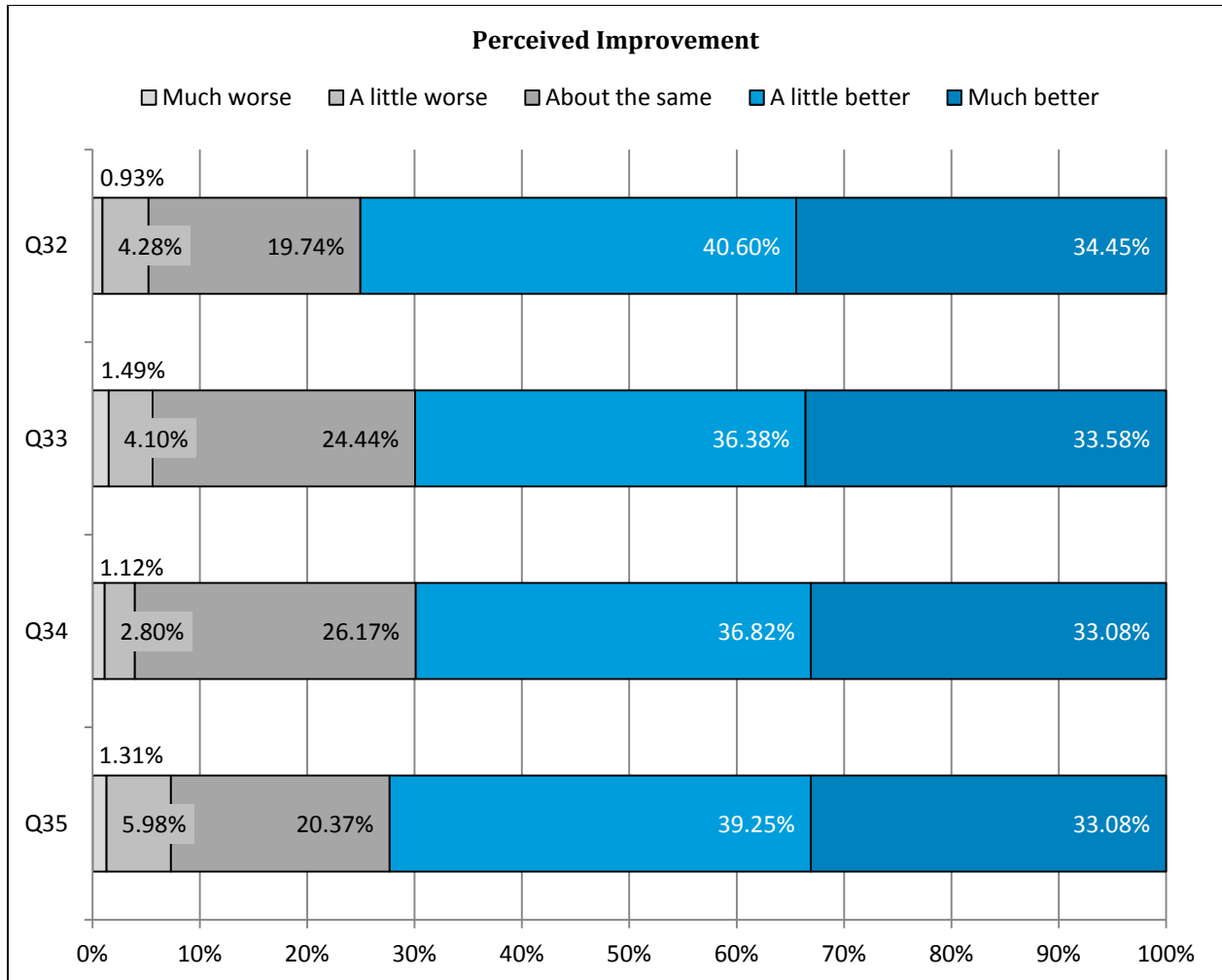
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Access to treatment and information from health plan	2012		2010		2008	
	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q44. Problems with delays while waiting for approval from health plan	217	68.20%	233	61.80%	152	59.21%
Q49. Problems getting help when you called health plan's customer service	102	73.53%	78	60.26%	104	60.58%

*Items in bold indicate a significant difference.

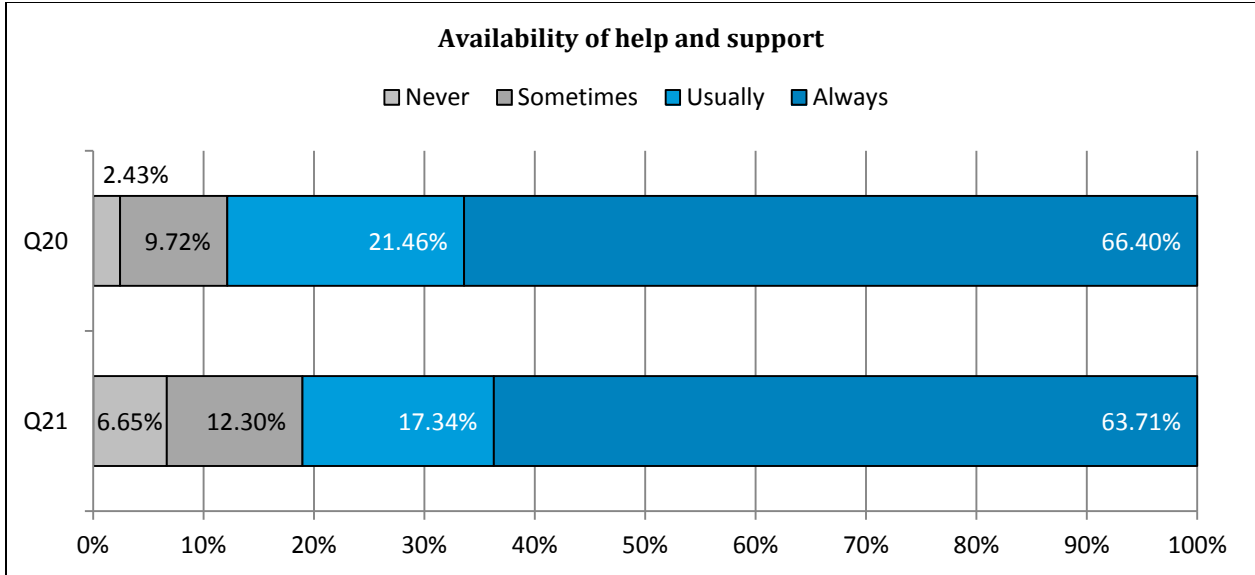
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Perceived improvement	2012		2010		2008	
	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q32. Your child's ability to deal with daily problems, compared to 12 months ago	537	75.05%	625	73.92%	356	76.40%
Q33. Your child's ability to deal with social situations, compared to 12 months ago	536	69.96%	624	68.11%	353	73.37%
Q34. Your child's ability to accomplish the things he/she wants to, compared to 12 months ago	535	69.91%	621	71.34%	354	75.14%
Q35. Your child's problems or symptoms, compared to 12 months ago	535	72.34%	623	71.27%	353	72.24%

*Items in bold indicate a significant difference.

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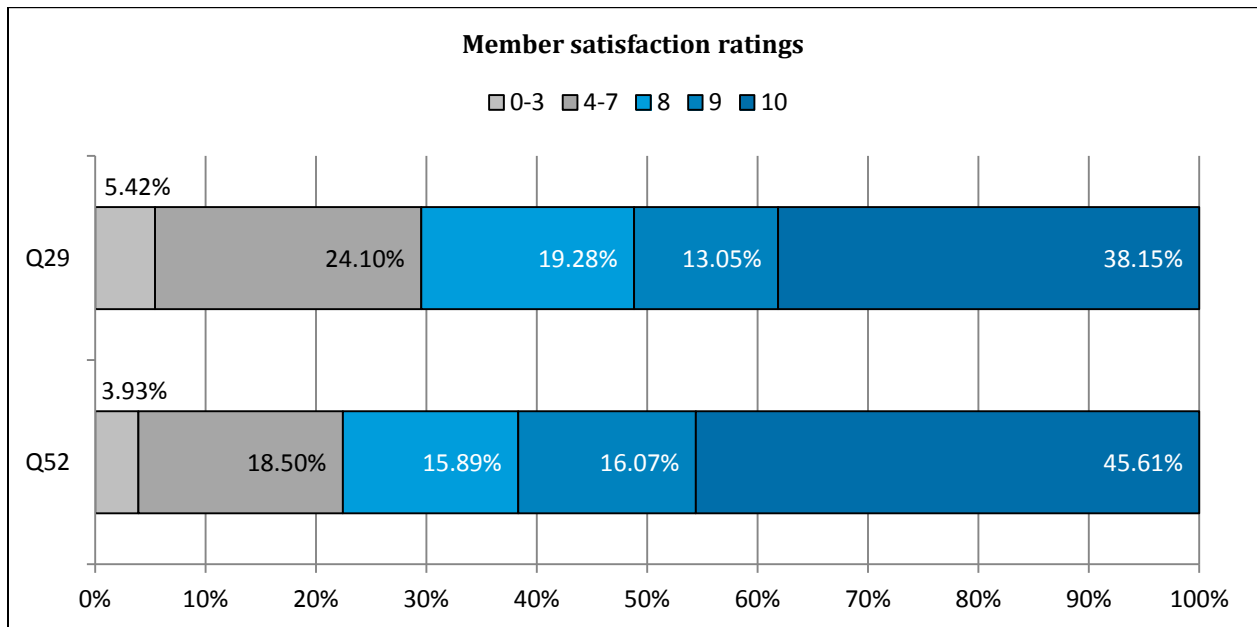


Availability of help and support	2012		2010		2008	
	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q20. Getting professional help you wanted for your child*	494	87.85%	620	84.68%	286	83.22%
Q21. Child had someone to talk to for counseling or treatment when troubled	496	81.05%	617	81.20%	286	77.97%

*Items in bold indicate a significant difference.

Full Responses of Member Satisfaction Ratings

The graph and table below enumerate the percentage of each type of response for the member satisfaction ratings. The summary rates established by ECHO® are designed to show the percentage of favorable responses, which may be made up of more than one type of response. The components of the summary rates are shown in blue. Significantly different ratings from previous years are indicated in bold.



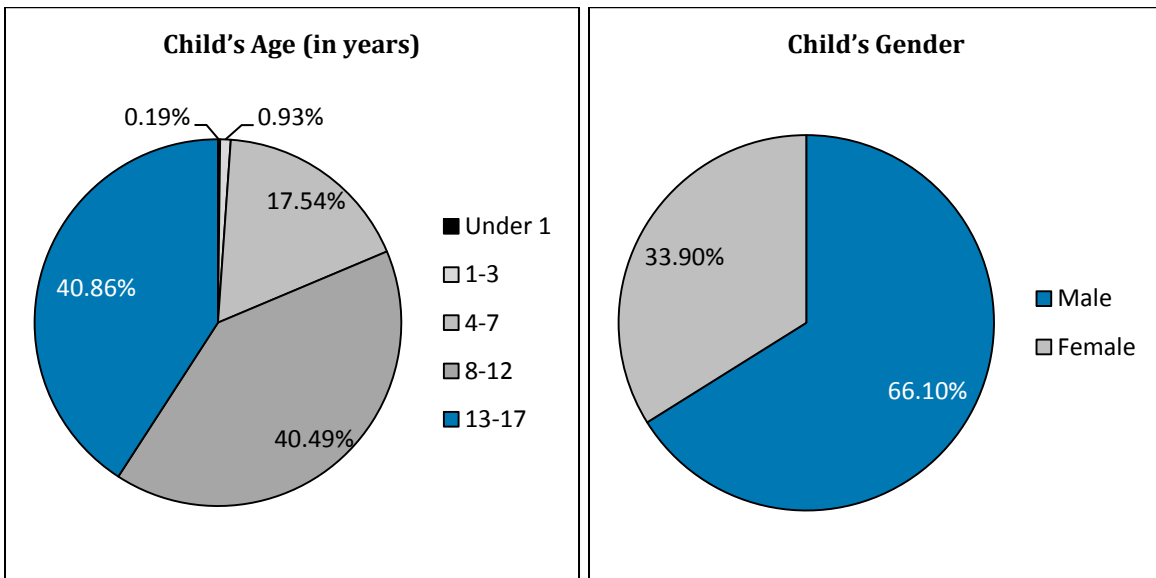
Member satisfaction ratings	2012		2011		2009	
	N	Summary Rate	N	Summary Rate	N	Summary Rate
Q29. Rating of counseling/treatment	498	70.48%	620	66.77%	287	66.90%
Q52. Rating of health plan*	535	77.57%	616	73.70%	349	72.21%

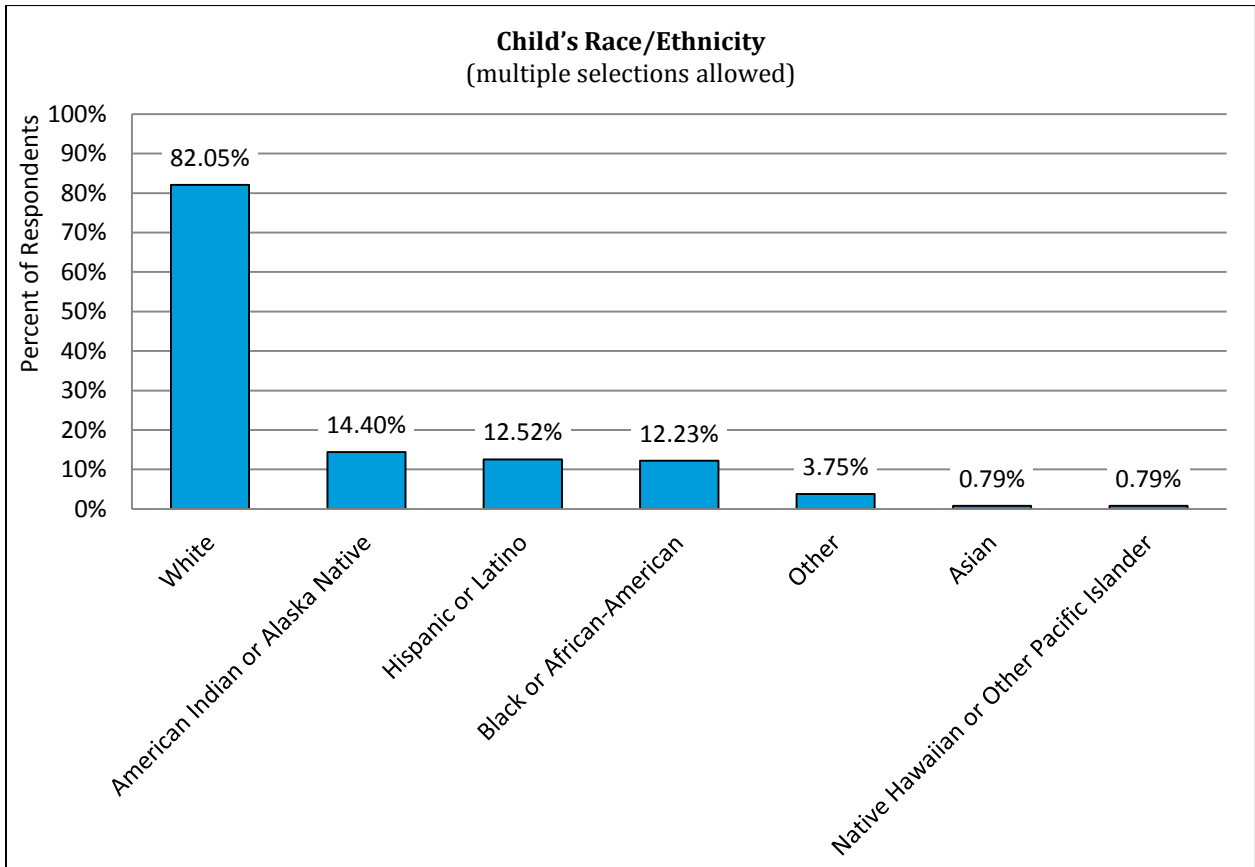
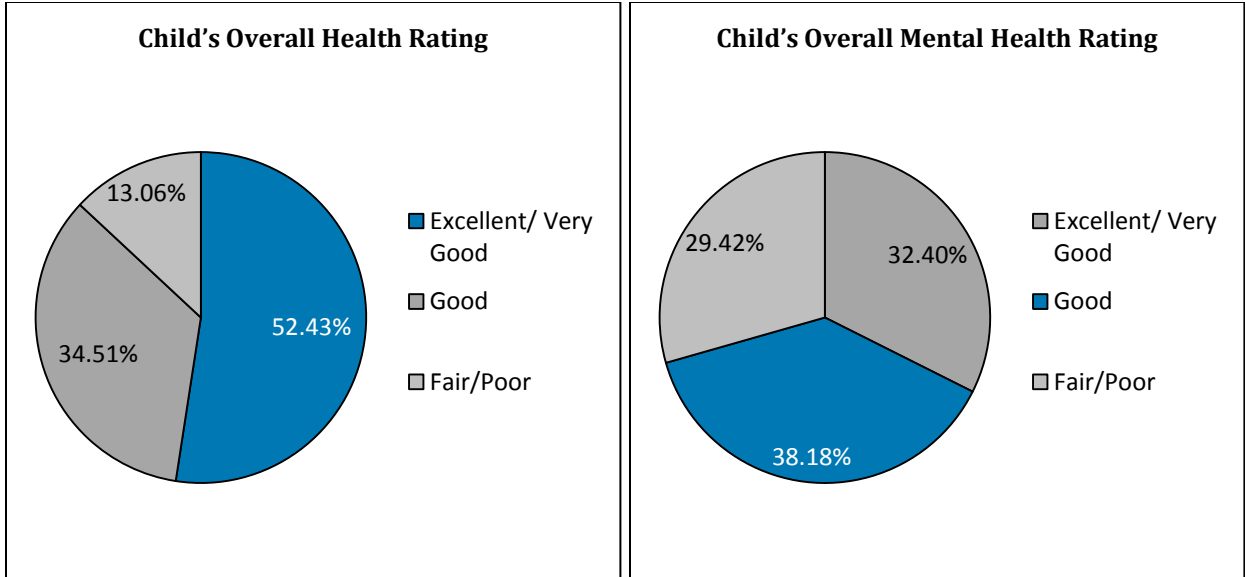
*Items in bold indicate a significant difference.

Rating of	0 (Worst)	1	2	3	4	5	6	7	8	9	10 (Best)
Counseling/treatment	1.41%	0.80%	1.20%	2.01%	2.21%	6.83%	6.02%	9.04%	19.28%	13.05%	38.15%
Health plan	0.56%	0.75%	0.37%	2.24%	1.50%	4.30%	4.11%	8.60%	15.89%	16.07%	45.61%

Profile of Pediatric SoonerCare Choice Members

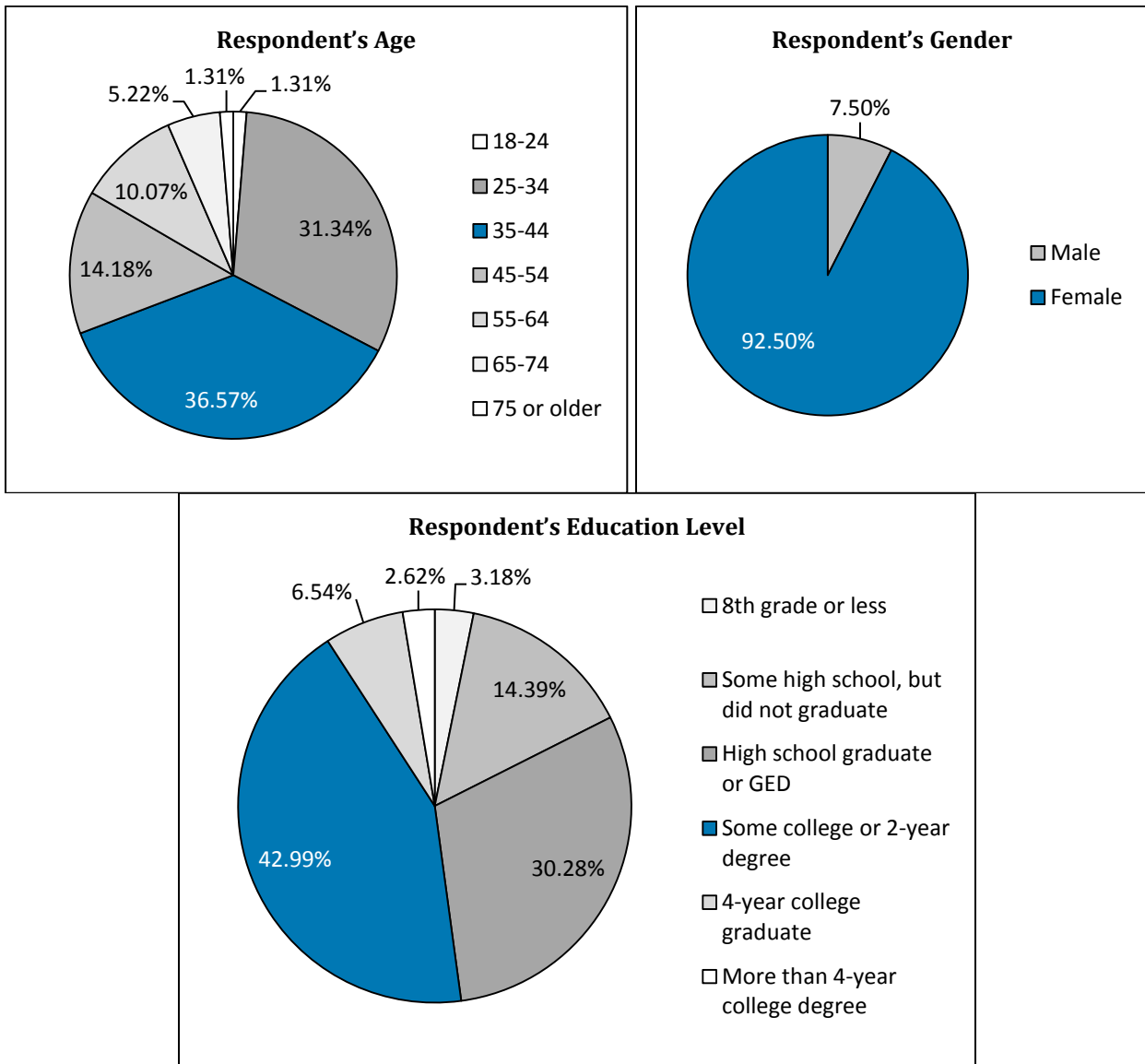
For the pediatric SoonerCare Choice members, the largest age group (40.86%) represented was members 13 to 17 years old. The majority (66.10%) of the pediatric members were male. When asked about their child’s overall health rating, the majority (52.43%) of respondents indicated “excellent” or “very good”. When asked about their child’s overall mental health rating, the largest proportion (38.18%) of respondents indicated “good”. The largest race category represented was white, with 82.05% of respondents indicating white was at least one of the pediatric member’s races. Multiple selections were allowed regarding the pediatric member’s race, and 12.43% of respondents selected more than one race.



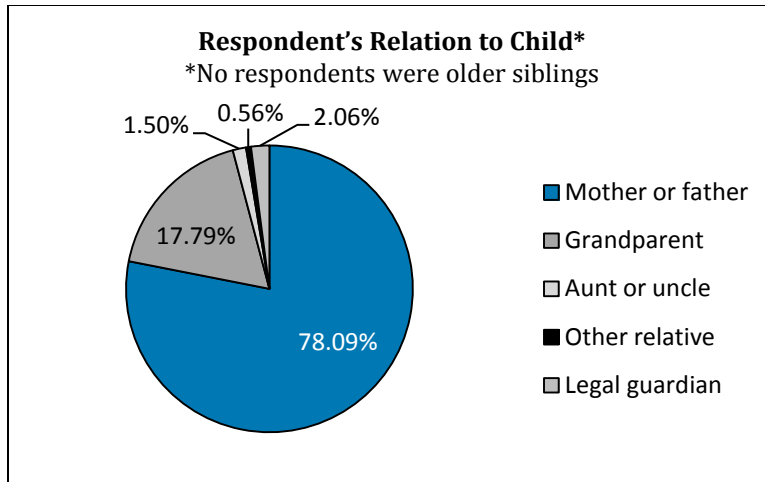


Profile of Survey Respondents for Pediatric SoonerCare Choice Members

The largest age group (36.57%) of respondents was 35 to 44 years old. The majority (92.50%) of respondents were female. The majority of respondents (52.15%) had some education above the high school level, with 42.99% indicating they had some college or a two-year degree. The majority of respondents (78.09%) were the mother or father of the pediatric member. No respondents indicated they were the older sibling of the pediatric member.



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Trending of Pediatric SoonerCare Choice Member Demographics

Demographic	Categories	2012 Rate	2010 Rate*	2008 Rate*	Significant Change	
					2010	2008
Child's Age (in years)	Under 1	0.19%	0.48%	1.65%	--	Decrease
	1-3	0.93%	0.96%	0.57%	--	--
	4-7	17.54%	18.05%	17.58%	--	--
	8-12	40.49%	46.65%	38.56%	Decrease	--
	13-17	40.86%	33.87%	41.59%	Increase	--
Child's Gender	Male	66.10%	62.22%	59.59%	--	Increase
	Female	33.90%	37.78%	40.41%	--	Decrease
Child's Overall Health Rating	Excellent/Very Good	52.43%	51.12%	55.87%	--	--
	Good	34.51%	35.21%	30.35%	--	--
	Fair/Poor	13.06%	13.67%	13.78%	--	--
Child's Overall Mental Health Rating	Excellent/Very Good	32.40%	30.06%	29.41%	--	--
	Good	38.18%	41.00%	37.54%	--	--
	Fair/Poor	29.42%	28.94%	33.05%	--	--
Child's Race/Ethnicity**	Hispanic or Latino	12.52%	9.85%	8.94%	--	--
	White	82.05%	73.79%	72.21%	Increase	Increase
	Black or African-American	12.23%	15.37%	15.69%	--	--
	Asian	0.79%	0.97%	1.51%	--	--
	Native Hawaiian or Other Pacific Islander	0.79%	0.65%	0.76%	--	--
	American Indian or Alaska Native	14.40%	19.09%	17.01%	Decrease	--
	Other	3.75%	5.83%	5.86%	--	--

* For consistency with the 2012 report, some percentages were recalculated to two decimal points from the previous years' data.

**Race and ethnicity percentages will not sum to 100% as they represent separate survey questions and multiple selections were allowed. 'Other' includes respondents who selected the category 'Other'.

Trending of Survey Respondent Member Demographics

Demographic	Categories	2012 Rate	2010 Rate*	2008 Rate*	Significant Change	
					2010	2008
Respondent's Age (in years)	18-24	1.31%	1.62%	1.93%	--	--
	25-34	31.34%	36.69%	27.47%	--	--
	35-44	36.57%	33.44%	33.08%	--	--
	45-54	14.18%	17.53%	20.31%	--	Decrease
	55-64	10.07%	6.82%	10.25%	Increase	--
	65-74	5.22%	3.57%	5.61%	--	--
	75 or older	1.31%	0.32%	1.35%	--	--
Respondent's Gender	Male	7.50%	7.87%	12.10%	--	Decrease
	Female	92.50%	92.13%	87.90%	--	Increase
Respondent's Education Level	8th grade or less	3.18%	2.30%	5.26%	--	--
	Some high school, but did not graduate	14.39%	12.97%	15.23%	--	--
	High school graduate or GED	30.28%	37.60%	36.09%	Decrease	Decrease
	Some college or 2-year degree	42.99%	38.26%	37.03%	--	Increase
	4-year college graduate	6.54%	6.08%	3.38%	--	Increase
	More than 4-year college degree	2.62%	2.79%	3.01%	--	--
Respondent's Relation to Child	Mother or father	78.09%	79.87%	73.56%	--	--
	Grandparent	17.79%	12.08%	20.48%	Increase	--
	Aunt or uncle	1.50%	1.77%	2.23%	--	--
	Older sibling	0.00%	0.00%	0.37%	--	--
	Other relative	0.56%	0.64%	0.56%	--	--
	Legal guardian	2.06%	5.64%	2.79%	Decrease	--

* For consistency, some percentages were recalculated to two decimal points from the previous years' data.

Recommendations

One key area for improvement is in the composite measure regarding getting treatment quickly, which had the lowest summary rate (62.99%). This measure consisted of three components. The first question asked about the pediatric SoonerCare Choice member getting needed professional counseling on the phone. This had the lowest rate of positive response of all the components (27.39%). This was a significantly lower rate than both 2010 (39.52%) and 2008 (44.35%). An improved telephone protocol (i.e., triage process) by providers could better

address callers' needs. As clinicians are not always accessible by phone in behavioral health settings, providers should inform new patients about the availability of telephone counseling for mental health, substance abuse treatment and counseling. The remaining questions for this measure asked about seeing someone as soon as desired, both when the pediatric SoonerCare Choice members needed counseling or treatment right away and when they did not need counseling or treatment right away. The summary rates for these questions were 78.21% and 83.37%, respectively.

When respondents were asked if they were given information about different kinds of counseling or treatment that are available for the pediatric SoonerCare Choice member, 64.50% responded "yes". This was the lowest summary rate for the individual items indicating that alternative therapy, medication or other types of care may not have been discussed. It is important that the parents/guardians of the pediatric SoonerCare Choice member be provided with details regarding all available treatment or counseling opportunities.

A significant change of note was found in one component of the composite regarding perceived improvement. The component question asked about the improvement in the pediatric SoonerCare Choice member's ability to accomplish the things he or she wants to do now. The summary rate for this question was 69.91%, which was a significant decrease from 75.14% in 2008. Providers should work with the parents/guardians and the pediatric SoonerCare Choice members to establish achievable goals for the members.

The reason the pediatric SoonerCare Choice member was receiving counseling or treatment with the highest rate of affirmative response (79.93%) was for problems related to

ADHD or other behavioral problems. This rate was not a significant change in comparison with pediatric SoonerCare Choice members surveyed from 2008 and 2010. The American Academy of Pediatrics (AAP) released new clinical practice guidelines in 2011 regarding the diagnosis and treatment of children with ADHD. The purpose of these guidelines is “to foster stronger ties to families and mental health clinicians, to intervene early, and to work to prevent mental health conditions” (CDC, 2012). These are intended for use by clinicians working in primary care settings, and may be a beneficial resource for OHCA providers given the high proportion of respondents indicating ADHD or other behavioral problems were the reason for receiving counseling or treatment.

One important area for improvement in the survey administration was regarding member phone number area codes. Difficulties arose when attempting to contact members by phone, as some phone numbers did not have area codes or had an incorrect area code. Difficulties with phone numbers were highest in the northeast region of Oklahoma where the area codes have changed recently.

Appendices

Copy of Survey

Experience of Care and Health Outcomes (ECHO®) Survey

Child
Managed Care Organization
Version 3.0
English

The ECHO® Survey is part of the CAHPS® family of surveys developed with support from the Agency for Healthcare Research and Quality (AHRQ), Rockville, MD

SURVEY INSTRUCTIONS

- Answer **all** the questions by checking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens, you will see a note that tells you what question to answer next, like this:

YesGo To Question 3

All information that would let someone identify you or your family will be kept private. Telligen will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-878-4268.

Your Child's Counseling and Treatment in the Last 12 Months

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

Children can get counseling, treatment or medicine for many different reasons, such as:

- Problems related to attention deficit hyperactivity disorder (ADHD) or other behavior problems
- Family problems (parents and children have trouble getting along)
- Mental or emotional illness
- Autism or other developmental conditions
- Drug or alcohol use

The next questions ask about your child's counseling or treatment. **Do not include** counseling or treatment during an overnight stay or from a self-help group.

1. In the last 12 months, did your child get counseling, treatment or medicine for any of the reasons listed above?

- YesGo to Question 2
 NoGo to Question 57

2. In the last 12 months, did you call someone to get professional counseling on the phone for your child?

- YesGo to Question 3
 NoGo to Question 4

3. In the last 12 months, how often did you get the professional counseling your child needed on the phone?

- Never
 Sometimes
 Usually
 Always

4. In the last 12 months, did your child need counseling or treatment right away?

- Yes.....Go to Question 5
 NoGo to Question 6

5. In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?

- Never
 Sometimes
 Usually
 Always

6. In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment?

- Yes.....Go to Question 7
 NoGo to Question 8

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?

- Never
 Sometimes
 Usually
 Always

8. In the last 12 months, how many times did your child go to an emergency room or crisis center to get counseling or treatment?

- None
 1 time
 2 times
 3 or more times

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment or medicine in your home or at an office, clinic, or other treatment program?

- 1 None.....Go to Question 31
- 2 1 to 10 times.....Go to Question 10
- 3 11 to 20 times.....Go to Question 10
- 4 21 or more times...Go to Question 10

10. In the last 12 months, how many times did your child get counseling or treatment in your home?

- 1 None
- 2 1 to 10 times
- 3 11 to 20 times
- 4 21 or more times

11. In the last 12 months, how often was your child seen within 15 minutes of his or her appointment?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

Response of Treatment or Counseling Staff To You and Your Child

The next questions are about all the counseling or treatment your child got in the last 12 months in your home, during office, clinic, and emergency room visits as well as over the phone. Please include all the different people your child saw for counseling or treatment.

12. In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

13. In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

14. In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

15. In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

16. In the last 12 months, did your child take any prescription medicines as part of his or her treatment?

- 1 Yes.....Go to Question 17
- 2 NoGo to Question 18

17. In the last 12 months, were you told what side effects of those medicines to watch for?

- 1 Yes
- 2 No

<p>18. In the last 12 months, how often were you <u>involved as much as you wanted</u> in your child's counseling or treatment?</p> <p><input type="checkbox"/> 1 Never <input type="checkbox"/> 2 Sometimes <input type="checkbox"/> 3 Usually <input type="checkbox"/> 4 Always</p> <p>19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p>20. In the last 12 months, how often did your family get the professional help you wanted for your child?</p> <p><input type="checkbox"/> 1 Never <input type="checkbox"/> 2 Sometimes <input type="checkbox"/> 3 Usually <input type="checkbox"/> 4 Always</p> <p>21. In the last 12 months, how often did you feel your child <u>had someone to talk to</u> for counseling or treatment when he or she was troubled?</p> <p><input type="checkbox"/> 1 Never <input type="checkbox"/> 2 Sometimes <input type="checkbox"/> 3 Usually <input type="checkbox"/> 4 Always</p> <p>22. In the last 12 months, were you given information about <u>different kinds</u> of counseling or treatment that are available for your child?</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>	<p>23. In the last 12 months, were you given as much information as you wanted about what you could do to <u>manage</u> your child's condition?</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p>24. In the last 12 months, were you given information about your child's <u>rights as a patient</u>?</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p>25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p>26. In the last 12 months, as far as you know did anyone your child saw for counseling or treatment <u>share information</u> with others that should have been kept private?</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p>27. Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment <u>he or she needs</u>?</p> <p><input type="checkbox"/> 1 YesGo to Question 28 <input type="checkbox"/> 2 NoGo to Question 29</p>
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28. In the last 12 months, was the care your child received responsive to those needs?

- Yes
- No

29. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your child's counseling or treatment in the last 12 months?

- 0 Worst counseling or treatment possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best counseling or treatment possible

Your Child's Progress

The next questions ask about your experience with your child's progress in the treatment or counseling program.

30. In the last 12 months, how much was your child helped by the counseling or treatment he or she got?

- Not at all
- A little
- Somewhat
- A lot

31. In general, how would you rate your child's overall mental health now?

- Excellent
- Very good
- Good
- Fair
- Poor

32. Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now?

- Much better
- A little better
- About the same
- A little worse
- Much worse

33. Compared to 12 months ago, how would you rate your child's ability to deal with social situations now?

- Much better
- A little better
- About the same
- A little worse
- Much worse

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?

- Much better
- A little better
- About the same
- A little worse
- Much worse

35. **Compared to 12 months ago, how would you rate your child's problems or symptoms now?**

- 1 Much better
- 2 A little better
- 3 About the same
- 4 A little worse
- 5 Much worse

Your Child's Health Plan for Counseling or Treatment

The next questions ask about your experience with your child's health plan for counseling or treatment.

36. **Our records show that your child is now in SoonerCare Choice. Is that right?**

- 1 YesGo to Question 38
- 2 No Go to Question 37

37. **What is the name of your child's health plan? (Please print)**

38. **How many months or years in a row has your child been in this health plan?**

- 1 Less than 1 year
- 2 At least 1 year but less than 2 years
- 3 At least 2 years but less than 5 years
- 4 5 or more years

39. **How much of the counseling or treatment your child got in the last 12 months was paid for by his or her health plan?**

- 1 All of it was paid for
- 2 Most of it was paid for
- 3 Some of it was paid for
- 4 None of it was paid for

40. **Were you told about other ways to get counseling, treatment, or medicine for your child?**

- 1 Yes
- 2 No

41. **When your child joined this health plan or at any time since then, did your child get someone new for counseling or treatment?**

- 1 Yes.....Go to Question 42
- 2 NoGo to Question 43

42. **Since your child joined this health plan, how much of a problem, if any, was it to get someone for your child you are happy with?**

- 1 A big problem
- 2 A small problem
- 3 Not a problem

43. **In the last 12 months, did you need approval from your child's health plan for any counseling or treatment?**

- 1 Yes..... Go to Question 44
- 2 No..... Go to Question 45

44. **In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval from your child's health plan?**

- 1 A big problem
- 2 A small problem
- 3 Not a problem

45. In the last 12 months, how much of a problem, if any, was it to get the counseling or treatment you thought your child needed?

- ₁ A big problem
- ₂ A small problem
- ₃ Not a problem

46. In the last 12 months, did you look for any information about counseling or treatment from your child's health plan in written materials or on the Internet?

- ₁ YesGo to Question 47
- ₂ NoGo to Question 48

47. In the last 12 months, how much of a problem, if any, was it to find or understand this information?

- ₁ A big problem
- ₂ A small problem
- ₃ Not a problem

48. In the last 12 months, did you call the health plan's customer service to get information or help about counseling or treatment for your child?

- ₁ YesGo to Question 49
- ₂ NoGo to Question 50

49. 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 the health plan's customer service?

- ₁ A big problem
- ₂ A small problem
- ₃ Not a problem

50. In the last 12 months, did you have to fill out any paperwork about counseling or treatment for your child's health plan?

- ₁ YesGo to Question 51
- ₂ No.....Go to Question 52

51. In the last 12 months, how much of a problem, if any, did you have with paperwork for your child's health plan?

- ₁ A big problem
- ₂ A small problem
- ₃ Not a problem

52. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan for counseling or treatment?

- ₀ 0 Worst health plan possible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 Best health plan possible

Reasons for Counseling or Treatment

The next questions ask about the reasons for your child's counseling or treatment.

53. In the last 12 months, was any of your child's counseling or treatment for problems related to ADHD or other behavior problems?

- ₁ Yes
- ₂ No

54. In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness?

- Yes
- No

55. In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems?

- Yes
- No

56. In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?

- Yes
- No

About Your Child

The next questions ask about your child.

57. In general, how would you rate your child's overall health now?

- Excellent
- Very good
- Good
- Fair
- Poor

58. What is your child's age now?

- Less than 1 year old
- _____ YEARS OLD (Write in)

59. Is your child male or female?

- Male
- Female

60. Is your child of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

61. What is your child's race? (Mark all that apply)

- White
- Black or African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

About You

The next questions ask about you.

62. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

63. Are you male or female?

- Male
- Female

64. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college degree
- More than 4-year college degree

65. How are you related to the child?

- ₁ Mother or father
- ₂ Grandparent
- ₃ Aunt or uncle
- ₄ Older sibling
- ₅ Other relative
- ₆ Legal guardian

66. Did someone help you complete this survey?

- ₁ Yes **Go to Question 67**
- ₂ No **Please return the survey in the postage paid envelope.**

67. How did that person help you?
(Mark all that apply)

- ₁ Read the questions to me
- ₂ Wrote down the answers I gave
- ₃ Answered the questions for me
- ₄ Translated the questions into my language
- ₅ Helped in some other way (Please print)

THANK YOU!

Please return this survey in the postage paid envelope

Question Summaries

Q1. In the last 12 months, did your child get counseling, treatment, or medicine for any of the reasons listed above?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	526	100.00	526	100.00

Frequency Missing = 12

Q2. In the last 12 months, did you call someone to get professional counseling on the phone for your child?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	154	29.17	154	29.17
No	374	70.83	528	100.00

Frequency Missing = 10

Q3. In the last 12 months, how often did you get the professional counseling your child needed?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	48	30.57	48	30.57
Sometimes	66	42.04	114	72.61
Usually	11	7.01	125	79.62
Always	32	20.38	157	100.00

Frequency Missing = 381

Q4. In the last 12 months, did your child need counseling or treatment right away?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	232	43.69	232	43.69
No	299	56.31	531	100.00

Frequency Missing = 7

Q5. In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	15	6.41	15	6.41
Sometimes	36	15.38	51	21.79
Usually	72	30.77	123	52.56
Always	111	47.44	234	100.00

Frequency Missing = 304

Q6. In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	404	76.37	404	76.37
No	125	23.63	529	100.00

Frequency Missing = 9

Q7. 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?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	16	3.97	16	3.97
Sometimes	51	12.66	67	16.63
Usually	120	29.78	187	46.40
Always	216	53.60	403	100.00

Frequency Missing = 135

Q8. In the last 12 months, how many times did your child go to an emergency room or crisis center to get counseling or treatment?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	470	88.18	470	88.18
1 time	41	7.69	511	95.87
2 times	11	2.06	522	97.94
3 or more times	11	2.06	533	100.00

Frequency Missing = 5

Q9. In the last 12 months, (not counting emergency rooms or crisis centers) how many times did your child get counseling, treatment, or medicine in your home or at an office, clinic, or other treatment program?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	40	7.53	40	7.53
1 to 10 times	180	33.90	220	41.43
11 to 20 times	115	21.66	335	63.09
21 or more times	196	36.91	531	100.00

Frequency Missing = 7

Q10. In the last 12 months, how many times did your child get counseling or treatment in your home?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	348	70.02	348	70.02
1 to 10 times	63	12.68	411	82.70
11 to 20 times	23	4.63	434	87.32
21 or more times	63	12.68	497	100.00

Frequency Missing = 41

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Q11. In the last 12 months, how often was your child seen within 15 minutes of his or her appointment?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	41	8.33	41	8.33
Sometimes	58	11.79	99	20.12
Usually	148	30.08	247	50.20
Always	245	49.80	492	100.00

Frequency Missing = 46

Q12. In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	10	2.06	10	2.06
Sometimes	32	6.58	42	8.64
Usually	92	18.93	134	27.57
Always	352	72.43	486	100.00

Frequency Missing = 52

Q13. In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	12	2.43	12	2.43
Sometimes	26	5.27	38	7.71
Usually	78	15.82	116	23.53
Always	377	76.47	493	100.00

Frequency Missing = 45

Q14. In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	9	1.83	9	1.83
Sometimes	29	5.88	38	7.71
Usually	72	14.60	110	22.31
Always	383	77.69	493	100.00

Frequency Missing = 45

Q15. In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	20	4.05	20	4.05
Sometimes	37	7.49	57	11.54
Usually	99	20.04	156	31.58
Always	338	68.42	494	100.00

Frequency Missing = 44

Q16. In the last 12 months, did your child take any prescription medicines as part of his or her treatment?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	368	74.34	368	74.34
No	127	25.66	495	100.00

Frequency Missing = 43

Q17. In the last 12 months, were you told what side effects of those medicines to watch for?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	312	84.78	312	84.78
No	56	15.22	368	100.00

Frequency Missing = 170

Q18. In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	10	2.01	10	2.01
Sometimes	26	5.23	36	7.24
Usually	64	12.88	100	20.12
Always	397	79.88	497	100.00

Frequency Missing = 41

Q19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	434	87.32	434	87.32
No	63	12.68	497	100.00

Frequency Missing = 41

Q20. In the last 12 months, how often did your family get the professional help you wanted for your child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	12	2.43	12	2.43
Sometimes	48	9.72	60	12.15
Usually	106	21.46	166	33.60
Always	328	66.40	494	100.00

Frequency Missing = 44

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Q21. In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Never	33	6.65	33	6.65
Sometimes	61	12.30	94	18.95
Usually	86	17.34	180	36.29
Always	316	63.71	496	100.00

Frequency Missing = 42

Q22. In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	318	64.50	318	64.50
No	175	35.50	493	100.00

Frequency Missing = 45

Q23. In the last 12 months, were you given as much information as you wanted about what you could do to manage your child's condition?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	373	75.20	373	75.20
No	123	24.80	496	100.00

Frequency Missing = 42

Q24. In the last 12 months, were you given information about your child's rights as a patient?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	456	91.57	456	91.57
No	42	8.43	498	100.00

Frequency Missing = 40

Q25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	439	89.23	439	89.23
No	53	10.77	492	100.00

Frequency Missing = 46

Q26. In the last 12 months, as far as you know did anyone your child saw for counseling or treatment share information with others that should have been kept private?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	23	4.65	23	4.65
No	472	95.35	495	100.00

Frequency Missing = 43

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Q27. Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment he or she needs?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	21	4.23	21	4.23
No	475	95.77	496	100.00

Frequency Missing = 42

Q28. In the last 12 months, was the care your child received responsive to those needs?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	22	91.67	22	91.67
No	2	8.33	24	100.00

Frequency Missing = 514

Q29. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your child's counseling and treatment in the last 12 months?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst	7	1.41	7	1.41
1	4	0.80	11	2.21
2	6	1.20	17	3.41
3	10	2.01	27	5.42
4	11	2.21	38	7.63
5	34	6.83	72	14.46
6	30	6.02	102	20.48
7	45	9.04	147	29.52
8	96	19.28	243	48.80
9	65	13.05	308	61.85
10 Best	190	38.15	498	100.00

Frequency Missing = 40

Q30. In the last 12 months, how much was your child helped by the counseling or treatment he or she got?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Not at all	24	4.84	24	4.84
A little	83	16.73	107	21.57
Somewhat	130	26.21	237	47.78
A lot	259	52.22	496	100.00

Frequency Missing = 42

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Q31. In general, how would you rate your child's overall mental health now?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	48	8.94	48	8.94
Very good	126	23.46	174	32.40
Good	205	38.18	379	70.58
Fair	129	24.02	508	94.60
Poor	29	5.40	537	100.00

Frequency Missing = 1

Q32. Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Much better	185	34.45	185	34.45
A little better	218	40.60	403	75.05
About the same	106	19.74	509	94.79
A little worse	23	4.28	532	99.07
Much worse	5	0.93	537	100.00

Frequency Missing = 1

Q33. Compared to 12 months ago, how would you rate your child's ability to deal with social situations now?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Much better	180	33.58	180	33.58
A little better	195	36.38	375	69.96
About the same	131	24.44	506	94.40
A little worse	22	4.10	528	98.51
Much worse	8	1.49	536	100.00

Frequency Missing = 2

Q34. Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Much better	177	33.08	177	33.08
A little better	197	36.82	374	69.91
About the same	140	26.17	514	96.07
A little worse	15	2.80	529	98.88
Much worse	6	1.12	535	100.00

Frequency Missing = 3

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Q35. Compared to 12 months ago, how would you rate your child's problems or symptoms now?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Much better	177	33.08	177	33.08
A little better	210	39.25	387	72.34
About the same	109	20.37	496	92.71
A little worse	32	5.98	528	98.69
Much worse	7	1.31	535	100.00

Frequency Missing = 3

Q36. Our records show that your child is now in SoonerCare Choice. Is that right?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	526	98.69	526	98.69
No	7	1.31	533	100.00

Frequency Missing = 5

Q37. What is the name of your child's health plan?	
Response	Frequency
Contra Costa Health Plan	1
Global Life	1
Marjori N. Nieman	1
SoonerCare	1
United Health Care	1
Unsure	1
Total	6

Frequency Missing = 532

Q38. How many months or years in a row has your child been in this health plan?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 1 year	17	3.23	17	3.23
At least 1 year but less than 2 years	47	8.92	64	12.14
At least 2 years but less than 5 years	121	22.96	185	35.10
5 or more years	342	64.90	527	100.00

Frequency Missing = 11

Q39. How much of the counseling or treatment your child got in the last 12 months was paid for by his or her health plan?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
All of it was paid for	490	92.11	490	92.11
Most of it was paid for	22	4.14	512	96.24
Some of it was paid for	12	2.26	524	98.50
None of it was paid for	8	1.50	532	100.00

Frequency Missing = 6

Q40. Were you told about other ways to get counseling, treatment, or medicine for your child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	199	37.55	199	37.55
No	331	62.45	530	100.00

Frequency Missing = 8

Q41. When your child joined this health plan or at any time since then, did your child get someone new for counseling or treatment?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	215	40.57	215	40.57
No	315	59.43	530	100.00

Frequency Missing = 8

Q42. Since your child joined this health plan, how much of a problem, if any, was it to get someone for your child you are happy with?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	39	17.89	39	17.89
A small problem	55	25.23	94	43.12
Not a problem	124	56.88	218	100.00

Frequency Missing = 320

Q43. In the last 12 months, did you need approval from your child's health plan for any counseling or treatment?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	212	40.08	212	40.08
No	317	59.92	529	100.00

Frequency Missing = 9

Q44. In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval from your child's health plan?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	26	11.98	26	11.98
A small problem	43	19.82	69	31.80
Not a problem	148	68.20	217	100.00

Frequency Missing = 321

Q45. In the last 12 months, how much of a problem, if any, was it to get the counseling or treatment you thought your child needed?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	47	8.85	47	8.85
A small problem	83	15.63	130	24.48
Not a problem	401	75.52	531	100.00

Frequency Missing = 7

Q46. In the last 12 months, did you look for any information about counseling or treatment from your child's health plan in written materials or on the internet?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	178	33.40	178	33.40
No	355	66.60	533	100.00

Frequency Missing = 5

Q47. In the last 12 months, how much of a problem, if any, was it to find or understand this information?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	7	3.93	7	3.93
A small problem	36	20.22	43	24.16
Not a problem	135	75.84	178	100.00

Frequency Missing = 360

Q48. In the last 12 months, did you call the health plan's customer service to get information or help about counseling or treatment for your child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	100	18.76	100	18.76
No	433	81.24	533	100.00

Frequency Missing = 5

Q49. 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 the health plan's customer service?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	12	11.76	12	11.76
A small problem	15	14.71	27	26.47
Not a problem	75	73.53	102	100.00

Frequency Missing = 436

Q50. In the last 12 months, did you have to fill out any paperwork about counseling or treatment for your child's health plan?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	227	42.67	227	42.67
No	305	57.33	532	100.00

Frequency Missing = 6

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Q51. In the last 12 months, how much of a problem, if any, did you have with paperwork for your child's health plan?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
A big problem	10	4.37	10	4.37
A small problem	25	10.92	35	15.28
Not a problem	194	84.72	229	100.00

Frequency Missing = 309

Q52. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan for counseling or treatment?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0 Worst	3	0.56	3	0.56
1	4	0.75	7	1.31
2	2	0.37	9	1.68
3	12	2.24	21	3.93
4	8	1.50	29	5.42
5	23	4.30	52	9.72
6	22	4.11	74	13.83
7	46	8.60	120	22.43
8	85	15.89	205	38.32
9	86	16.07	291	54.39
10 Best	244	45.61	535	100.00

Frequency Missing = 3

Q53. In the last 12 months, was any of your child's counseling or treatment for problems related to ADHD or other behavior problems?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	430	79.93	430	79.93
No	108	20.07	538	100.00

Frequency Missing = 0

Q54. In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	360	67.54	360	67.54
No	173	32.46	533	100.00

Frequency Missing = 5

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Q55. In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	124	23.31	124	23.31
No	408	76.69	532	100.00

Frequency Missing = 6

Q56. In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	12	2.25	12	2.25
No	521	97.75	533	100.00

Frequency Missing = 5

Q57. In general, how would you rate your child's overall health now?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	104	19.40	104	19.40
Very good	177	33.02	281	52.43
Good	185	34.51	466	86.94
Fair	60	11.19	526	98.13
Poor	10	1.87	536	100.00

Frequency Missing = 2

Q58. What is your child's age now?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
<1	1	0.19	1	0.19
1-3	5	0.93	6	1.12
4-7	94	17.54	100	18.66
8-12	217	40.49	317	59.14
13-17	219	40.86	536	100.00

Frequency Missing = 2

Q59. Is your child male or female?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	353	66.10	353	66.10
Female	181	33.90	534	100.00

Frequency Missing = 4

Q60. Is your child of Hispanic or Latino origin or descent?

Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	66	12.52	66	12.52
No	461	87.48	527	100.00

Frequency Missing = 11

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Q61. What is your child's race?	
Response (multiple selections allowed)	Frequency
White	416
Black or African-American	62
Asian	4
Native Hawaiian or other Pacific Islander	4
American Indian or Alaska Native	73
Other	19

Frequency Missing = 31

Q62. What is your age now?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
18-24	7	1.31	7	1.31
25-34	168	31.34	175	32.65
35-44	196	36.57	371	69.22
45-54	76	14.18	447	83.40
55-64	54	10.07	501	93.47
65-74	28	5.22	529	98.69
75 or older	7	1.31	536	100.00

Frequency Missing = 2

Q63. Are you male or female?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	40	7.50	40	7.50
Female	493	92.50	533	100.00

Frequency Missing = 5

Q64. What is the highest grade or level of school that you have completed?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
8th grade or less	17	3.18	17	3.18
Some high school, but did not graduate	77	14.39	94	17.57
High school graduate or GED	162	30.28	256	47.85
Some college or 2-year degree	230	42.99	486	90.84
4-year college graduate	35	6.54	521	97.38
More than 4-year college degree	14	2.62	535	100.00

Frequency Missing = 3

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Q65. How are you related to the child?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Mother or father	417	78.09	417	78.09
Grandparent	95	17.79	512	95.88
Aunt or uncle	8	1.50	520	97.38
Other relative	3	0.56	523	97.94
Legal guardian	11	2.06	534	100.00

Frequency Missing = 4

Q66. Did someone help you complete this survey?				
Response	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	38	9.36	38	9.36
No	368	90.64	406	100.00

Frequency Missing = 132

Q67. How did that person help you [complete the survey]?	
Response (multiple selections allowed)	Frequency
Read the questions to me	24
Wrote down the answers I gave	19
Answered the questions for me	4
Translated the questions into my language	8
Helped in some other way	7

Written Comments/Responses

Q67. How did that person help you [complete the survey]? Helped in some other way, Write-in
Explained the questions
Grand daughter filled it out for me
Great Grandmother has been day time caregiver since 10 days old had more time to fill ou surveys and more often talked with counselors and med. treatment people.
Helped me understand
Mom helped with some of the questions
They hepled me answer some questions I didn't know
no problems with her doctor and loves him too death. He is very good at making sure she is involved in everything.

Behavioral Health Service Codes

Codes to Identify Mental Health and Chemical Dependency Services		
CPT Codes	AND	ICD-9-CM Codes
90801, 90802, 90804-90824, 90826-90829, 90845, 90847, 90849, 90853, 90857, 90862, 90870-90871, 90875, 90876, 99201-99205*, 99211-99215*, 99217-99219, 99220*, 99241-99245*, 99281-99285*, 99341-99345*, 99347-99350*, 99384-99387*, 99394-99397*, 99401-99404*, 99411-99412, 99420*		

*All services with a CPT E&M code should be with a mental health practitioner**

Adapted from NCQA HEDIS 2005, Volume 7 Update

**Mental Health Practitioner Provider Codes	
Billing Provider	Rendering Provider
110-112, 114-116, 118, 121, 339, 353, 534, 535, 553, 585, 586	110-112, 114-116, 118, 121, 339, 530-532, 534, 535, 553

Codes to Identify Intermediate Care and Ambulatory Services				
Intermediate UB-92 Revenue Codes	OR	Ambulatory UB-92 Revenue Codes	OR	Ambulatory Place of Service Codes
912, 913		450-452, 456, 459, 510, 513, 515-517, 519-523, 526, 529, 762, 900-903, 905-907, 909-911, 914-916, 918, 919, 944, 945, 961		11, 12, 22, 23, 49, 53, 57, 71, 72
WITH		WITH		
UB-92 TOB Codes		UB-92 TOB Codes		
13X, 43X		13X, 43X		

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Statistical Analyses

Composite Measures

Getting treatment quickly	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q3	157	27.39%	210	39.52%	115	44.35%	-2.4214	0.0077	-2.9056	0.0018
Q5	234	78.21%	251	78.88%	134	78.36%	-0.1796	0.4287	-0.0336	0.4866
Q7	403	83.37%	502	83.47%	273	82.78%	-0.0402	0.4840	0.2010	0.4203
Composite	403	62.99%	502	67.29%	273	68.50%	-0.8571	0.1957	-0.09432	0.1728

How well clinicians communicate	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q12	486	91.36%	627	88.36%	289	88.58%	1.6310	0.0514	1.2659	0.1028
Q13	493	92.29%	629	91.41%	287	89.55%	0.5331	0.2970	1.3082	0.0954
Q14	493	92.29%	627	90.27%	288	88.89%	1.1821	0.1186	1.6048	0.0543
Q15	494	88.46%	626	83.55%	287	84.67%	2.3316	0.0099	1.5218	0.0640
Q18	497	92.76%	629	88.71%	285	90.18%	2.3012	0.0107	1.2670	0.1026
Composite	497	91.43%	629	88.46%	289	88.37%	1.6275	0.0518	1.3900	0.0823

Access to treatment and information from health plan	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q44	217	68.20%	233	61.80%	152	59.21%	1.4212	0.0776	1.7762	0.0378
Q49	102	73.53%	78	60.26%	104	60.58%	1.8878	0.0295	1.9762	0.0241
Composite	217	70.87%	233	61.03%	152	59.89%	1.3871	0.0827	1.6556	0.0489

Perceived improvement	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q32	537	75.05%	625	73.92%	356	76.40%	0.4403	0.3299	-0.4598	0.3228
Q33	536	69.96%	624	68.11%	353	73.37%	0.6790	0.2486	-1.0999	0.1357
Q34	535	69.91%	621	71.34%	354	75.14%	-0.5325	0.2972	-1.7000	0.0446
Q35	535	72.34%	623	71.27%	353	72.24%	0.4033	0.3434	0.0326	0.4870
Composite	537	71.81%	625	71.16%	356	74.29%	0.2440	0.4036	-0.8127	0.2082

Availability of help and support	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q20	494	87.85%	620	84.68%	286	83.22%	1.5187	0.0644	1.8041	0.0356
Q21	496	81.05%	617	81.20%	286	77.97%	-0.0636	0.4747	1.0356	0.1502
Composite	496	84.45%	620	84.68%	286	80.59%	0.6757	0.2496	1.3841	0.0832

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Member Satisfaction Ratings

Rating of counseling/ treatment	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q29	498	70.48%	620	66.77%	287	66.90%	1.3264	0.0924	1.0461	0.1478

Rating of health plan	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q52	535	77.57%	616	73.70%	349	72.21%	1.5226	0.0639	1.8101	0.0351

Individual Items

Office wait times	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q11	492	79.88%	620	74.19%	291	76.29%	2.2295	0.0129	1.1826	0.1185

Medication side effects	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q17	368	84.78%	453	80.57%	203	80.30%	1.5773	0.0574	1.3702	0.0853

Goals discussed	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q19	497	87.32%	628	88.22%	287	89.55%	-0.4584	0.3233	-0.9302	0.1761

Counseling/ treatment options	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q22	493	64.50%	621	64.25%	285	62.11%	0.0865	0.4655	0.6676	0.2522

Managing condition	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q23	496	75.20%	619	74.15%	287	73.17%	0.4004	0.3444	0.6276	0.2651

Patient rights	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q24	498	91.57%	624	90.06%	281	88.61%	0.8665	0.1931	1.3532	0.0880

Refusal of medication and treatment	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q25	492	89.23%	617	87.68%	286	87.06%	0.7999	0.2119	0.9124	0.1808

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Privacy concerns	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q26	495	95.35%	611	97.22%	285	93.33%	-1.6562	0.0488	1.2032	0.1144

Cultural needs	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q28	24	91.67%	39	76.92%	12	75.00%	1.4976	0.0671	1.3635	0.0864

Amount helped	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q30	496	78.43%	622	81.19%	353	79.04%	-1.1455	0.1260	-0.2139	0.4153

Reasons for Seeking Treatment/Counseling

ADHD or other behavior problems	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q53	538	79.93%	624	81.73%	353	77.90%	-0.7783	0.2182	0.7292	0.2329

Family problems or mental or emotional illness	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q54	533	67.54%	617	67.91%	350	66.57%	-0.1338	0.4468	0.3002	0.3820

Autism or other developmental problems	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q55	532	23.31%	610	22.30%	357	20.73%	0.4060	0.3424	0.9063	0.1824

Help with alcohol use or drug use	2012		2010		2008		2010 to 2012		2008 to 2012	
	N	Rate	N	Rate	N	Rate	z-value	p-value	z-value	p-value
Q56	533	2.25%	618	4.21%	354	5.93%	-1.8555	0.0318	-2.8365	0.0023

Child's Age

Age under 1	2012	2010	2008
Yes	1	3	9
No	535	623	520

Fisher's Exact Test	2010 to 2012	2008 to 2012
p-value	0.6289	0.0109

Age 1-3	2012	2010	2008
Yes	5	6	3
No	531	620	526

Chi-Square Test	2010 to 2012
Chi-Square Value	0.0020
p-value	0.9641

Fisher's Exact Test	2008 to 2012
p-value	0.7256

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Age 4-7	2012	2010	2008
Yes	94	113	93
No	442	513	436

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0521	0.0003
p-value	0.8195	0.9853

Age 8-12	2012	2010	2008
Yes	217	292	204
No	319	334	325

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	4.4516	0.4113
p-value	0.0349	0.5213

Age 13-17	2012	2010	2008
Yes	219	212	220
No	317	414	309

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	6.0507	0.0585
p-value	0.0139	0.8089

Child's Gender

Male	2012	2010	2008
Yes	353	387	320
No	181	235	217

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	1.8837	4.8660
p-value	0.1699	0.0274

Female	2012	2010	2008
Yes	181	235	217
No	353	387	320

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	1.8837	4.8660
p-value	0.1699	0.0274

Child's Overall Health Rating

Excellent/Very Good	2012	2010	2008
Yes	281	318	300
No	255	304	237

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.1948	1.2789
p-value	0.6589	0.2581

Good	2012	2010	2008
Yes	185	219	163
No	351	403	374

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0611	2.1195
p-value	0.8048	0.1454

Fair/Poor	2012	2010	2008
Yes	70	85	74
No	466	537	463

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0912	0.1199
p-value	0.7627	0.7292

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Child's Overall Mental Health Rating

Excellent/Very Good	2012	2010	2008
Yes	174	187	105
No	363	435	252

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.7345	0.8933
p-value	0.3914	0.3446

Good	2012	2010	2008
Yes	205	255	134
No	332	367	223

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.9586	0.0373
p-value	0.3275	0.8468

Fair/Poor	2012	2010	2008
Yes	158	180	118
No	379	442	239

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0327	1.3244
p-value	0.8566	0.2498

Child's Race/Ethnicity

Hispanic or Latino	2012	2010	2008
Yes	66	61	47
No	461	558	479

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	2.0580	3.5384
p-value	0.1514	0.0600

White	2012	2010	2008
Yes	416	456	382
No	91	162	147

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	10.9140	14.1643
p-value	0.0010	0.0002

Black or African-American	2012	2010	2008
Yes	62	95	83
No	445	523	446

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	2.2917	2.5765
p-value	0.1301	0.1085

Asian	2012	2010	2008
Yes	4	6	8
No	503	612	521

Fisher's Exact Test	2010 to 2012	2008 to 2012
p-value	1.0000	0.3862

Native Hawaiian or Other Pacific Islander	2012	2010	2008
Yes	4	4	4
No	503	614	525

Fisher's Exact Test	2010 to 2012	2008 to 2012
p-value	1.0000	1.0000

American Indian or Alaska Native	2012	2010	2008
Yes	73	118	90
No	434	500	439

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	4.3563	1.3351
p-value	0.0369	0.2479

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Other	2012	2010	2008
Yes	19	36	31
No	488	582	498

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	2.5857	2.5154
p-value	0.1078	0.1127

Respondent's Age

Age 18-24	2012	2010	2008
Yes	7	10	10
No	529	606	507

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.1986	0.6540
p-value	0.6559	0.4187

Age 25-34	2012	2010	2008
Yes	168	226	142
No	368	390	375

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	3.6386	1.9044
p-value	0.0565	0.1676

Age 35-44	2012	2010	2008
Yes	196	206	171
No	340	410	346

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	1.2325	1.4131
p-value	0.2669	0.2345

Age 45-54	2012	2010	2008
Yes	76	108	105
No	460	508	412

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	2.4014	6.9480
p-value	0.1212	0.0084

Age 55-64	2012	2010	2008
Yes	54	42	53
No	482	574	464

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	3.9788	0.0090
p-value	0.0461	0.9244

Age 65-74	2012	2010	2008
Yes	28	22	29
No	508	594	488

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	1.8850	0.0763
p-value	0.1698	0.7823

Age 75 or older	2012	2010	2008
Yes	7	2	7
No	529	614	510

Fisher's Exact Test	2010 to 2012
p-value	0.0905

Chi-Square Test	2008 to 2012
Chi-Square Value	0.0046
p-value	0.9458

Respondent's Education Level

8 th grade or less	2012	2010	2008
Yes	17	14	28
No	518	595	504

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.8341	2.8723
p-value	0.3611	0.0901

ECHO® Child SoonerCare Choice Member Satisfaction Survey 2012

Some high school, but did not graduate	2012	2010	2008
Yes	77	79	81
No	458	530	451

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.4879	0.1467
p-value	0.4849	0.7017

High school graduate or GED	2012	2010	2008
Yes	162	229	192
No	373	380	340

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	6.7876	4.0613
p-value	0.0092	0.0439

Some college or 2-year degree	2012	2010	2008
Yes	230	233	197
No	305	376	335

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	2.6461	3.9482
p-value	0.1038	0.0469

4-year college graduate	2012	2010	2008
Yes	35	37	18
No	500	572	514

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.1051	5.6377
p-value	0.7458	0.0176

More than 4-year college degree	2012	2010	2008
Yes	14	17	16
No	521	592	516

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0329	0.190
p-value	0.8560	0.6995

Respondent's Gender

Male	2012	2010	2008
Yes	40	49	65
No	493	574	472

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0525	6.3945
p-value	0.8187	0.0114

Female	2012	2010	2008
Yes	493	574	472
No	40	49	65

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.0525	6.3945
p-value	0.8187	0.0114

Respondent's Relation to Child

Mother or father	2012	2010	2008
Yes	417	496	395
No	117	125	142

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.5500	3.0008
p-value	0.4583	0.0832

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Grandparent	2012	2010	2008
Yes	95	75	110
No	439	546	427

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	7.4654	1.2554
p-value	0.0063	0.2625

Aunt or uncle	2012	2010	2008
Yes	8	11	12
No	526	610	525

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	0.1325	0.7926
p-value	0.7159	0.3733

Older sibling	2012	2010	2008
Yes	0	0	2
No	534	621	535

Fisher's Exact Test	2008 to 2012
p-value	0.4994

Other relative	2012	2010	2008
Yes	3	4	3
No	531	617	534

Fisher's Exact Test	2010 to 2012	2008 to 2012
p-value	1.0000	1.0000

Legal guardian	2012	2010	2008
Yes	11	35	15
No	523	586	522

Chi-Square Test	2010 to 2012	2008 to 2012
Chi-Square Value	9.6019	0.6079
p-value	0.0019	0.4356

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