



a Press Ganey Solution

# ECHO Behavioral Health Survey

2022 SoonerCare Adult Member Research

**Prepared for: The Oklahoma Health Care Authority**

(Through a contract with KFMC Health Improvement Partners)

June 2022



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**Background.** The Experience of Care and Health Outcomes (ECHO) survey is part of the CAHPS® family of products focusing on mental health and chemical dependency services and is a proven approach for data collection. The survey is no longer being used by the CAHPS Consortium; however, SPH Analytics has been administering the ECHO survey since its inception.

KFMC Health Improvement Partners contracted with SPH Analytics to conduct the AHRQ MBHO version of the Adult ECHO survey, with a 6-month lookback, on behalf of the Oklahoma Health Care Authority.

**Objectives.** The program's objective is to assess the quality of behavioral health services by focusing on the patient's experiences with care.

Specific objectives of this ECHO member satisfaction survey include:

- Determination of member ratings of:
  - Their Health Plan Overall
  - Counseling and Treatment Overall
- Assessment of member perceptions related to:
  - Getting Treatment Quickly
  - How Well Clinicians Communicate
  - Perceived Improvement
  - Being Informed about Treatment Options

## Executive Summary

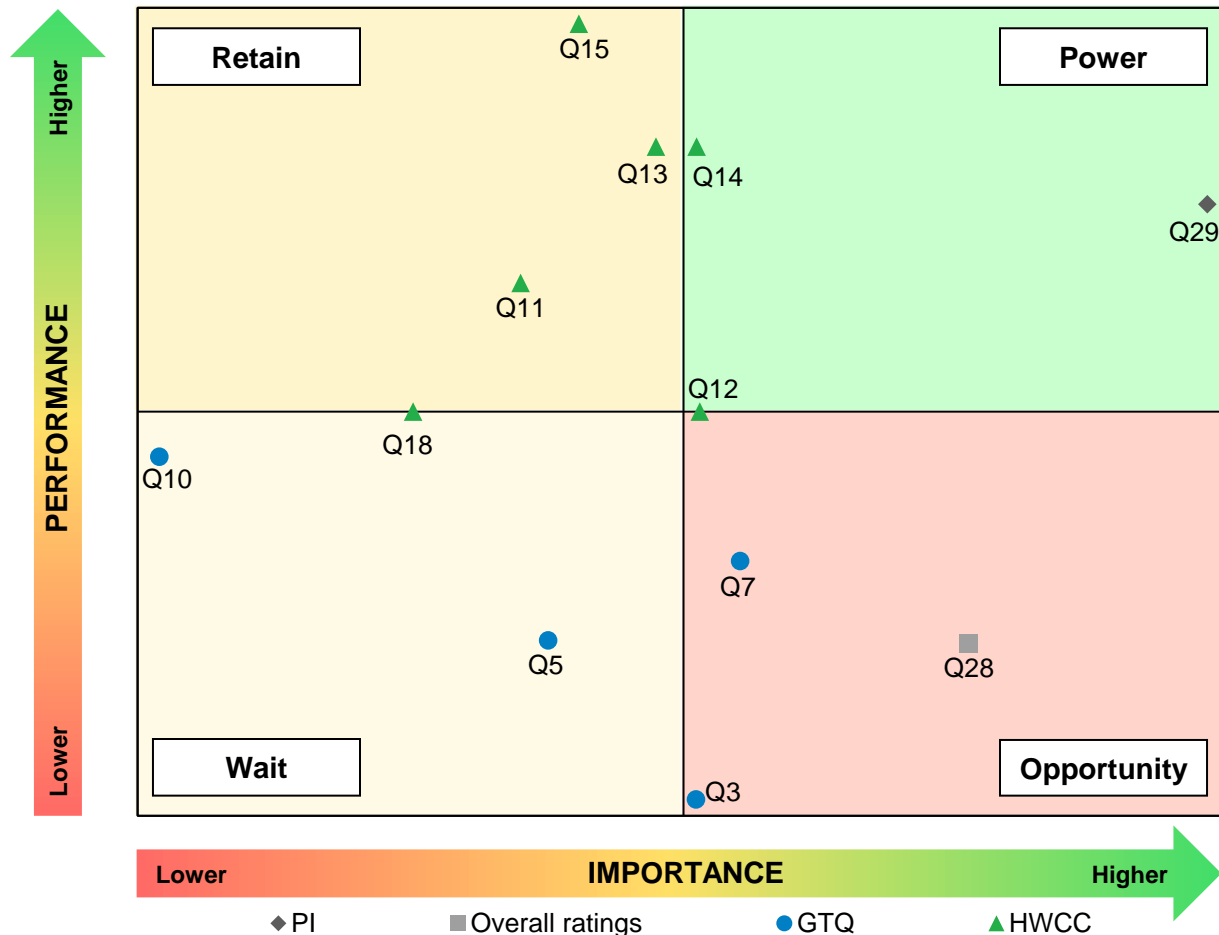
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# Executive summary: POWeR™ Chart

## Key driver analysis

The key drivers of the rating of the health plan for counseling or treatment are presented in the POWeR™ Chart classification matrix below. The table assesses the key drivers, and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the rating of health plan for counseling or treatment. See Appendix C for more details.

**POWeR™ Chart classification matrix**



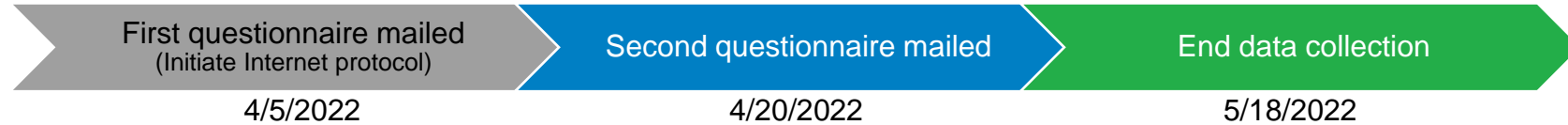
| Survey Measure  | Score | Importance | Performance |
|---|-------|------------|-------------|
| <b>Power</b>  |       |            |             |
| Q29 Helped by the counseling or treatment you got     | 92.6% | 100        | 76          |
| Q12 Clinicians explained things                       | 89.2% | 52         | 50          |
| Q14 Clinicians spent enough time with you             | 93.5% | 51         | 83          |
| <b>Opportunity</b>                                    |       |            |             |
| Q28 Rating of Counseling and Treatment <sup>1</sup>   | 77.4% | 76         | 21          |
| Q7 Got appointment as soon as wanted                  | 81.6% | 55         | 32          |
| Q3 Got needed professional counseling on the phone    | 68.7% | 51         | 0           |
| <b>Wait</b>   |       |            |             |
| Q5 Saw someone as soon as wanted                      | 77.6% | 38         | 22          |
| Q18 Involved as much as you wanted in treatment       | 89.2% | 25         | 50          |
| Q10 Seen within 15 minutes of appointment             | 87.0% | 0          | 44          |
| <b>Retain</b>   |       |            |             |
| Q13 Clinicians showed respect for what you had to say | 93.5% | 47         | 83          |
| Q15 Felt safe with Clinicians                         | 95.7% | 40         | 100         |
| Q11 Clinicians listened carefully to you              | 91.3% | 35         | 66          |

Note<sup>1</sup>: Overall ratings are top-3-box scores (% 8, 9 and 10).  
 Note: Q39 and Q41 were not included in the analyses due to their small sample sizes.



**Questionnaire.** The AHRQ MBHO version of the Adult ECHO survey was used to standardize the measurement and reporting of behavioral health care quality. SPH produced the questionnaire and cover letter using the health plan logo. The cover letters also provided the information needed to take the survey online, in English or in Spanish.

**Data collection.** The data collection technique was a two-wave mailing to sampled members, with an option to complete the survey online.



**Staffing of the toll-free help line.** SPH staffed a toll-free phone line for members to call if they had any questions.



**Sample design.**

- **Qualified respondents.** SoonerCare members who have received behavioral health services in the last six months. KFMC Health Improvement Partners provided SPH with a file of eligible adult members for inclusion in the study, on behalf of the Oklahoma Health Care Authority.
- **Sample type.** A simple random sample of 1,350 members was drawn.



**Sample size/sampling error.** A sample of 143 members was obtained with an overall sampling error of  $\pm 8.2\%$  at 95% confidence, using the most pessimistic assumption regarding variance ( $p=0.5$ ).



• **Response rate.** The return volume and response rate information is summarized below:

| Item                    | Total    |
|-------------------------|----------|
| Total mailed            | 1,350    |
| Total undeliverable     | 133      |
| Total completed surveys | 143      |
| Mail completes          | 128      |
| Internet completes      | 15       |
| Adjusted response rate  | 11.8%    |
| Overall sampling error  | +/- 8.2% |



• **Data processing and analysis.** SPH processed all completed surveys and analyzed the results. Percentages lower than 10% are not labeled in charts or graphs where space does not permit.

## Statistical references and footnotes

*All statistical testing is performed at the 95% confidence level.*



Indicates a significant difference between the 2022 plan result and the SPH Average.

The SPH Average is the SPH ECHO Book of Business<sup>2</sup>.

A capital letter and green font indicates that result is significantly higher than the corresponding column.

<sup>^</sup> Indicates a base size smaller than 20. Interpret results with caution.

*Percentages lower than 10.0% are not labeled in charts or graphs where space does not permit.*

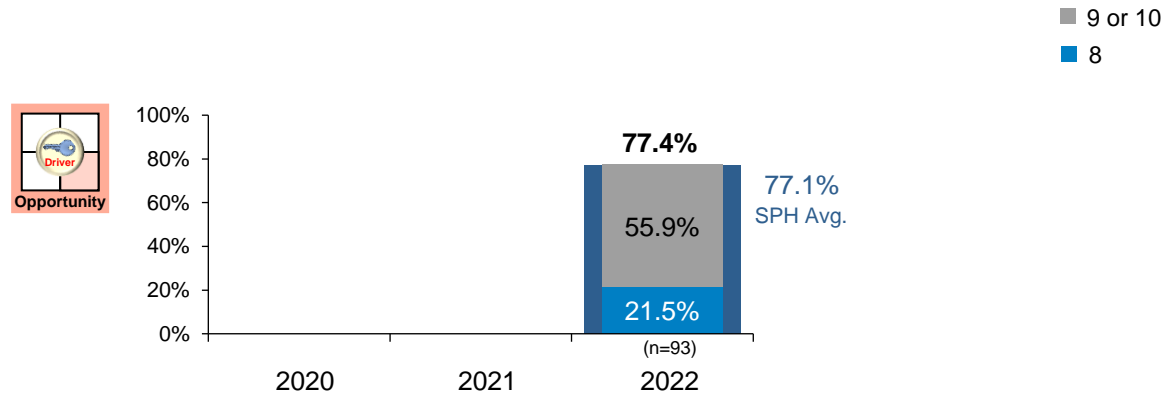
# Overall Rating of Counseling and Treatment

- More than three in four gave a high rating for the counseling and treatment they received, and more than two-thirds gave a high rating for the health plan.

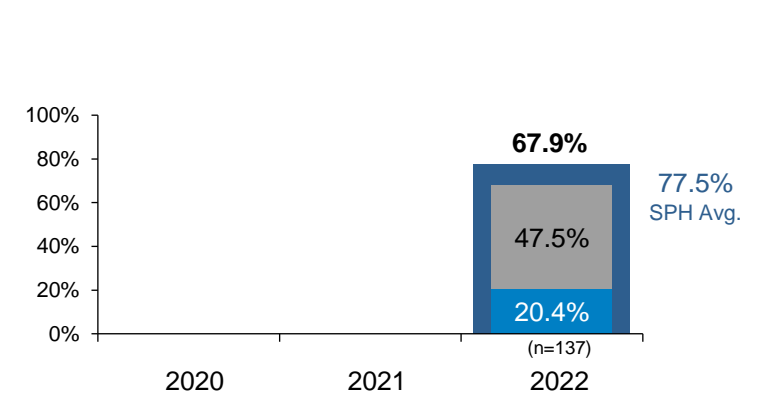
## Compared to the SPH Average:

- The differences are not significant.

### Q28. Rating of Counseling and Treatment (% 8, 9 or 10)



### Q53. Rating of Health Plan (% 8, 9 or 10)



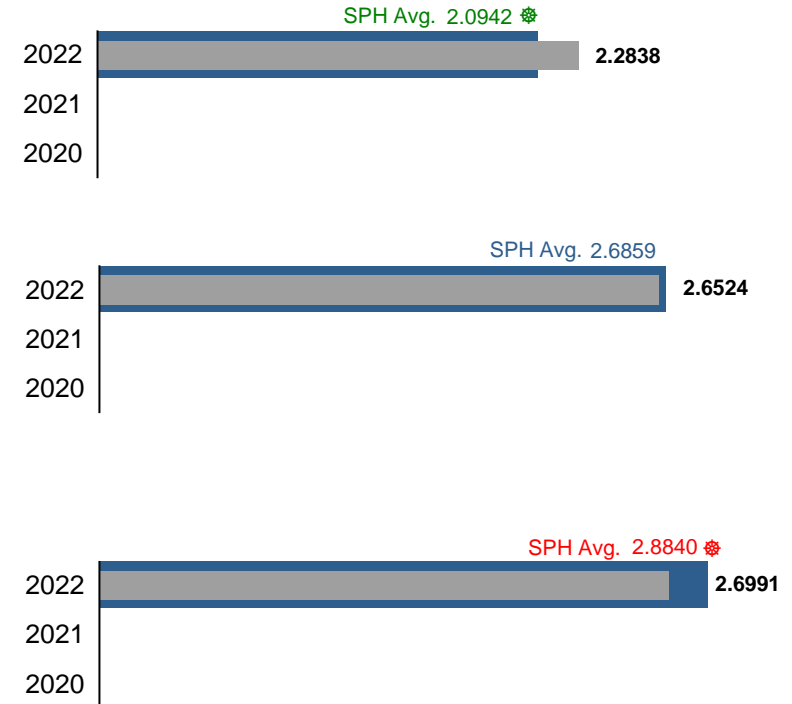
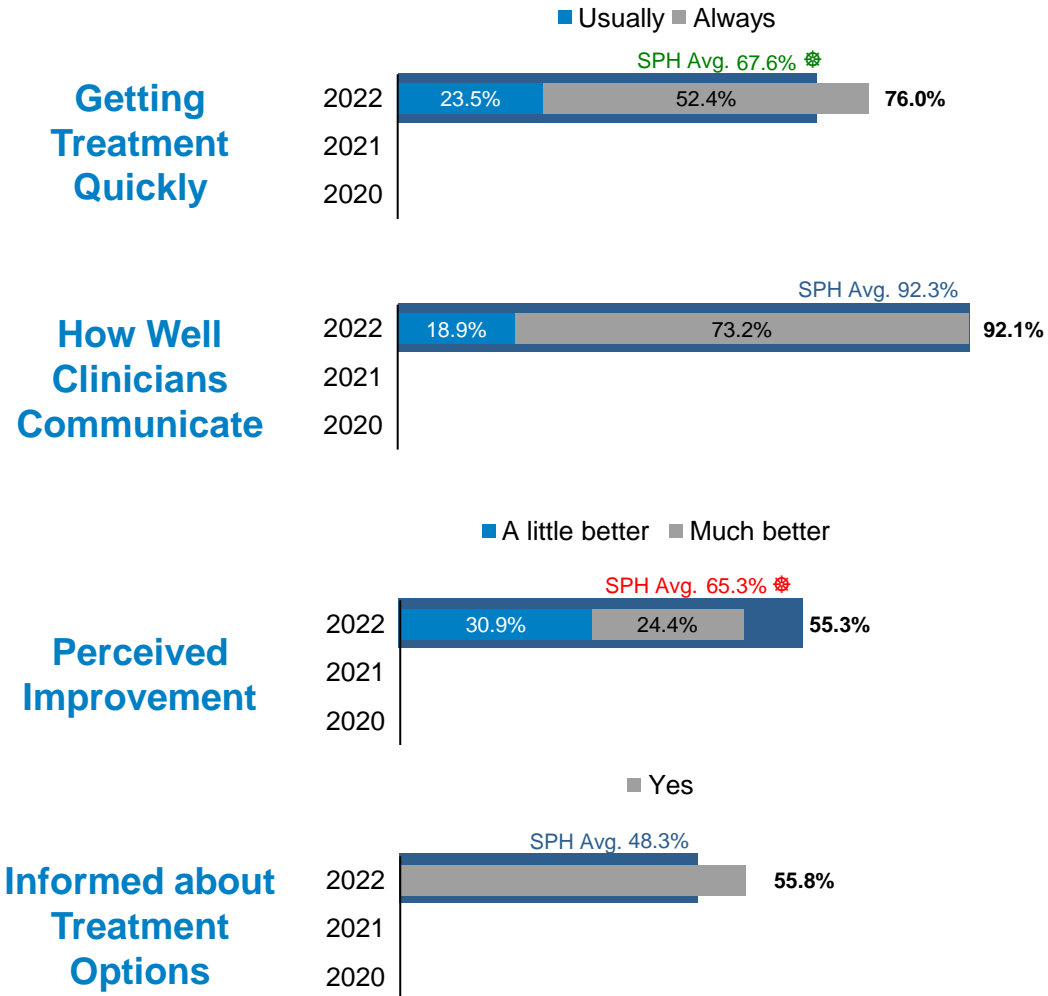




# Composite Global Proportions and Mean Scores

## Global Proportions

## Mean Scores



Please refer to page 6 for statistical references and footnotes.

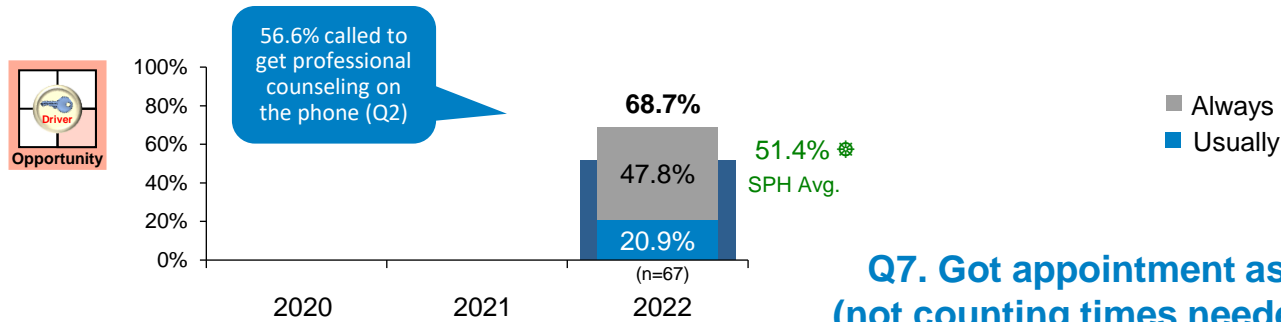
# Getting Treatment Quickly

- Nearly seven in 10 always or usually got needed counseling over the phone.
- More than three in four saw someone as soon as they wanted, and more than eight in 10 got an appointment as soon as they wanted.

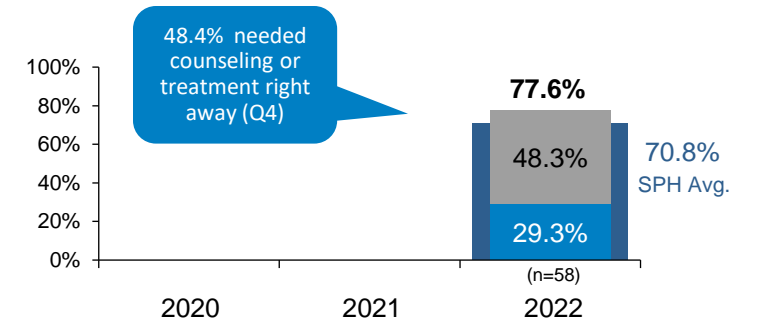
## Compared to the SPH Average:

- A significantly higher percentage got needed counseling over the phone.

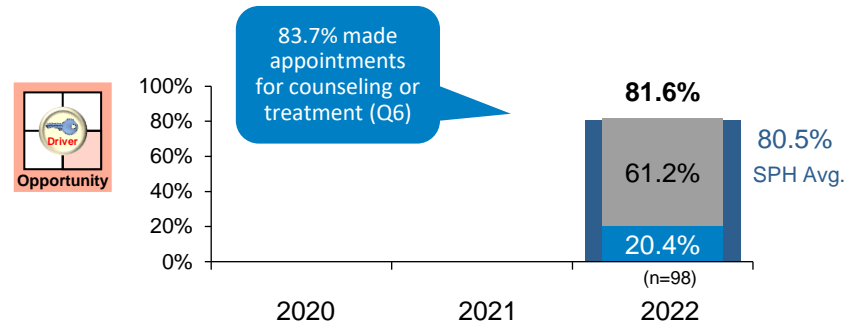
### Q3. Got needed professional counseling on the phone (% Always or Usually)



### Q5. Saw someone as soon as wanted (when needed care right away) (% Always or Usually)



### Q7. Got appointment as soon as wanted (not counting times needed care right away) (% Always or Usually)



| Getting Treatment Quickly Composite |      |      |        |          |
|-------------------------------------|------|------|--------|----------|
|                                     | 2020 | 2021 | 2022   | SPH Avg. |
| Global proportion                   | —    | —    | 76.0%  | 67.6%    |
| Mean score                          | —    | —    | 2.2838 | 2.0942   |

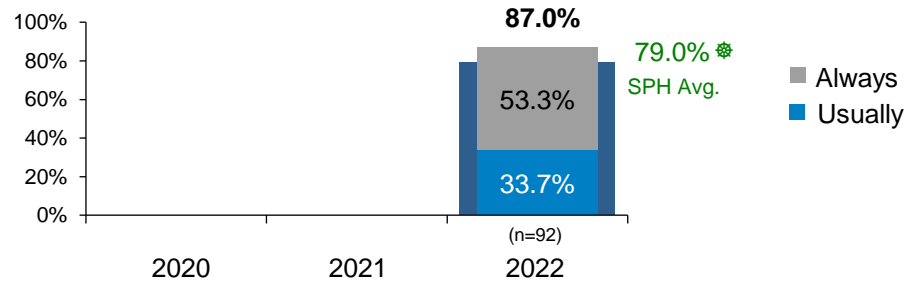
Please refer to page 6 for statistical references and footnotes.

- More than eight in 10 indicated that they were seen within fifteen minutes of their appointment time.

## Compared to the SPH Average:

- A significantly higher percentage indicated that they were seen within fifteen minutes of their appointment time.

### Q10. Seen within 15 minutes of appointment (% Always or Usually)



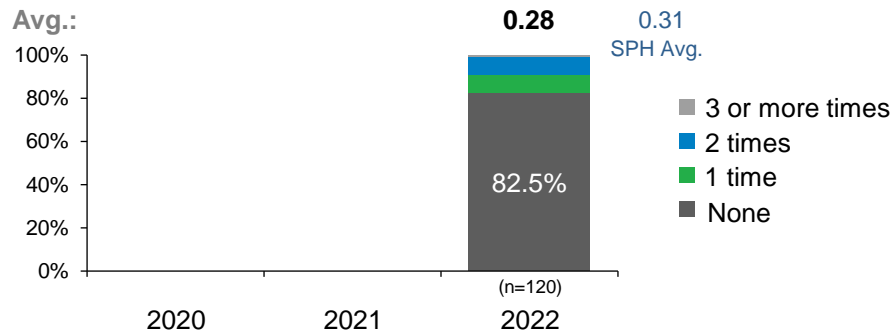
# Frequency of Getting Treatment

- Roughly one in five have had an ER or crisis center visit in the last six months.
- Respondents have had roughly eight office, clinic or other treatment program visits, on average, in the last six months.

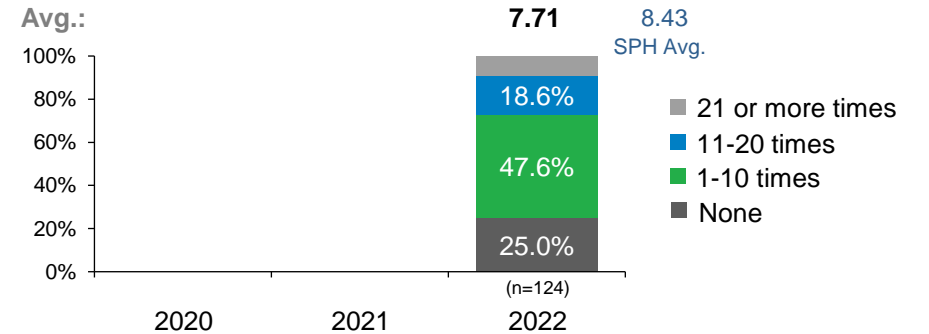
## Compared to the SPH Average:

- The differences are not significant.

### Q8. Number of visits to ER or crisis center in last 6 months



### Q9. Number of visits to office, clinic or other treatment program in last 6 months



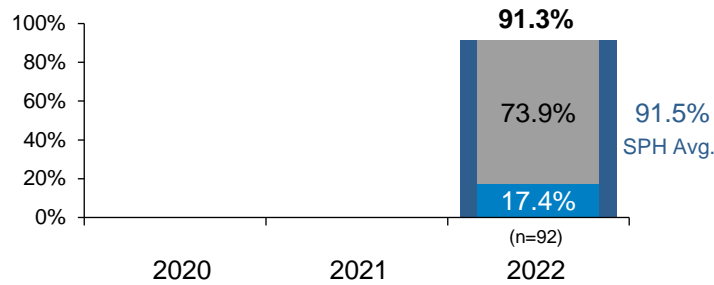
# How Well Clinicians Communicate

- More than nine in 10 indicated that clinicians listened carefully, showed respect and spent enough time with them, and nearly as many indicated that clinicians explained things clearly.

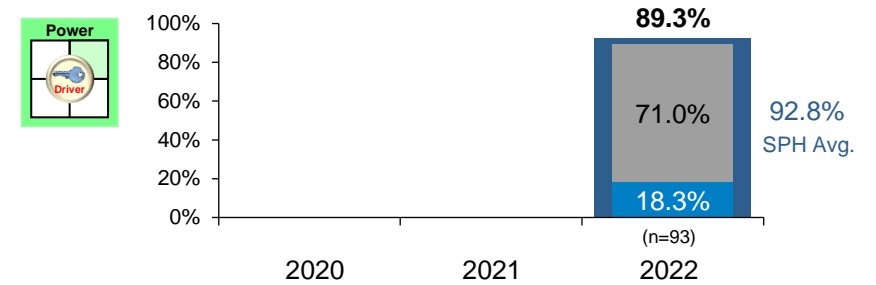
## Compared to the SPH Average:

- The differences are not significant.

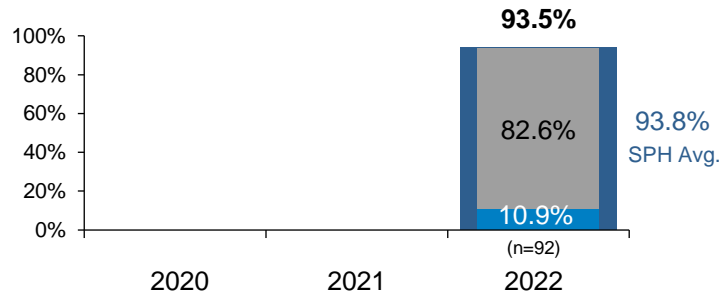
**Q11. Clinicians listened carefully to you**  
(% Always or Usually)



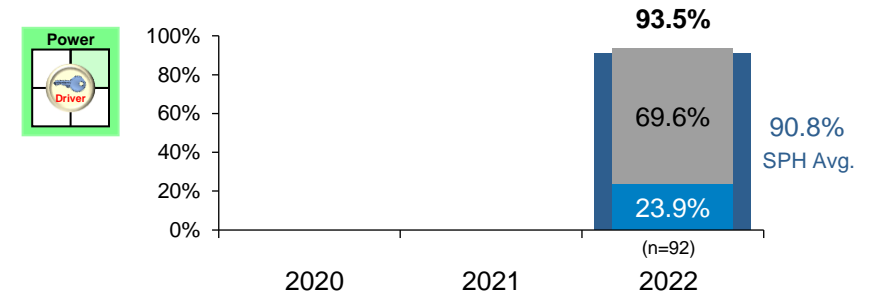
**Q12. Clinicians explained things**  
(% Always or Usually)



**Q13. Clinicians showed respect for what you had to say**  
(% Always or Usually)



**Q14. Clinicians spent enough time with you**  
(% Always or Usually)



| How Well Clinicians Communicate Composite |      |      |        |          |
|---|------|------|--------|----------|
|   | 2020 | 2021 | 2022   | SPH Avg. |
| Global proportion                         | —    | —    | 92.1%  | 92.3%    |
| Mean score                                | —    | —    | 2.6524 | 2.6859   |

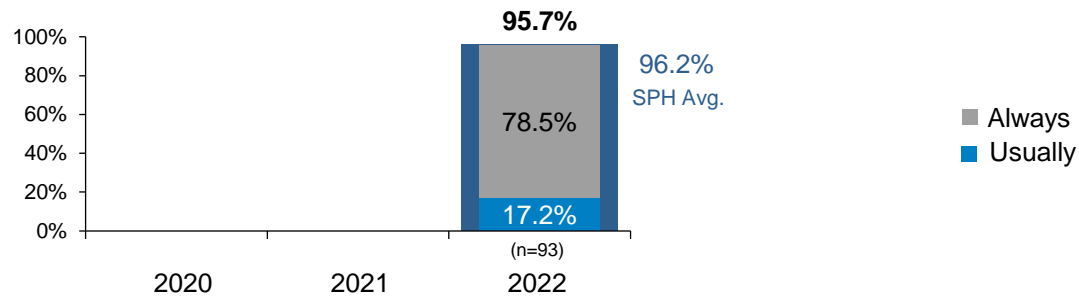
Please refer to page 6 for statistical references and footnotes.

- More than nine in 10 felt safe with clinicians, and nearly as many were involved as much as they wanted in their treatment.

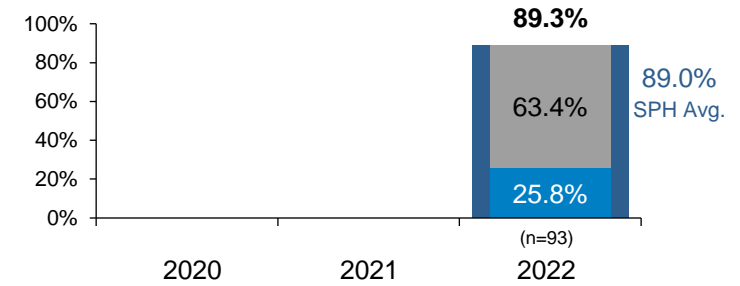
## Compared to the SPH Average:

- The differences are not significant.

**Q15. Felt safe with Clinicians**  
(% Always or Usually)



**Q18. Involved as much as you wanted in treatment**  
(% Always or Usually)



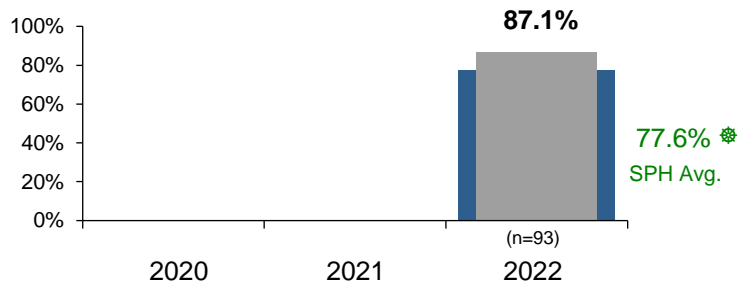
- More than eight in 10 took prescription medicines as part of their treatment, and more than three in four were told about the side effects of the medications.
- More than half talked about including family and friends in their counseling or treatment.

### Compared to the SPH Average:

- A significantly higher percentage took prescription medicines as part of their treatment.

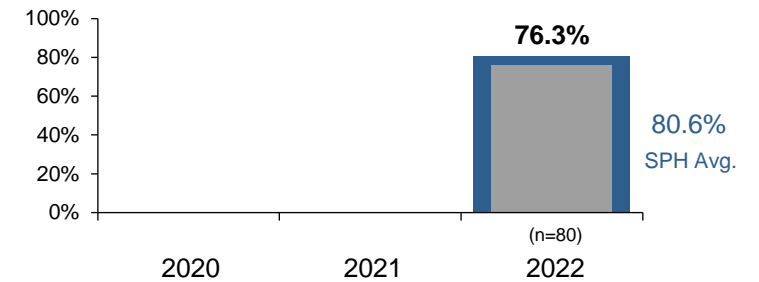
### Q16. Took prescription medicines as part of treatment

(% Yes)



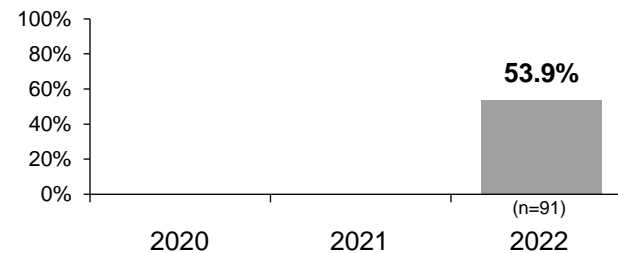
### Q17. Told about side effects of medications

(% Yes)



### Q19. Talked about including family or friends in counseling or treatment

(% Yes)

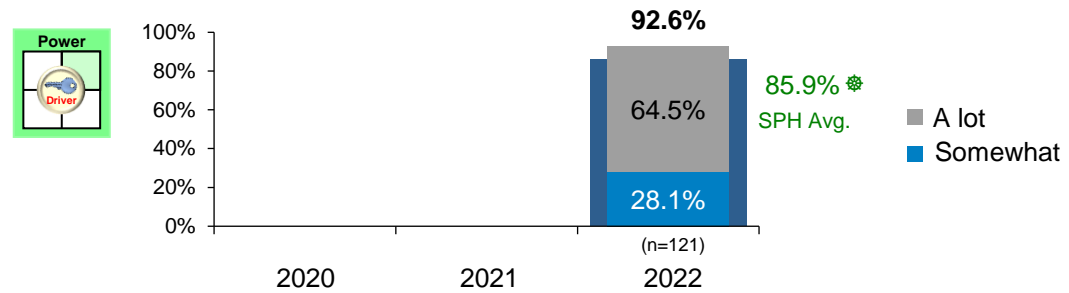


- More than nine in 10 were helped by the counseling or treatment they received.

### Compared to the SPH Average:

- A significantly higher percentage were helped by the counseling or treatment they received.

## Q29. Helped by the counseling or treatment you got (% A lot or Somewhat)





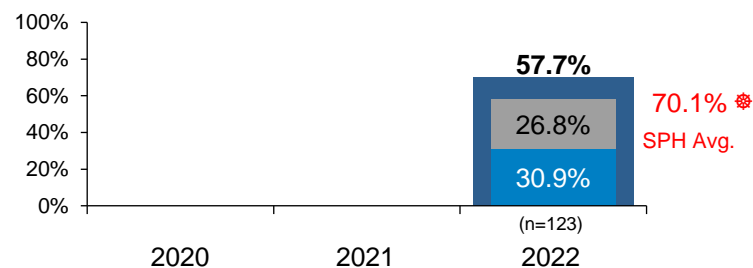
# Perceived Improvement

- More than half gave a high rating for each of these measures.

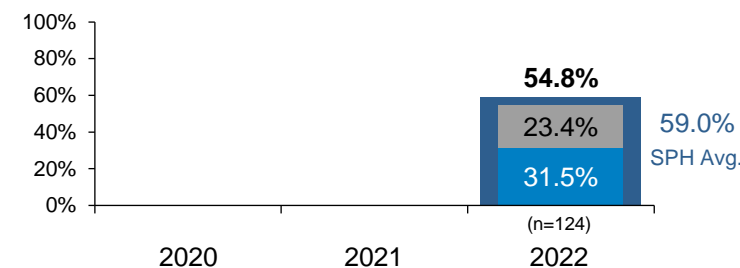
## Compared to the SPH Average:

- Significantly lower percentages gave a high rating for their ability to deal with daily problems, accomplish things they want to do, and their perception of their problems and symptoms compared to six months ago.

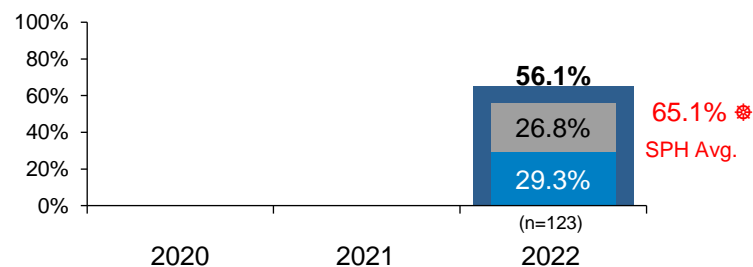
**Q31. Ability to deal with daily problems, compared to 6 months ago**  
(% Much better or A little better)



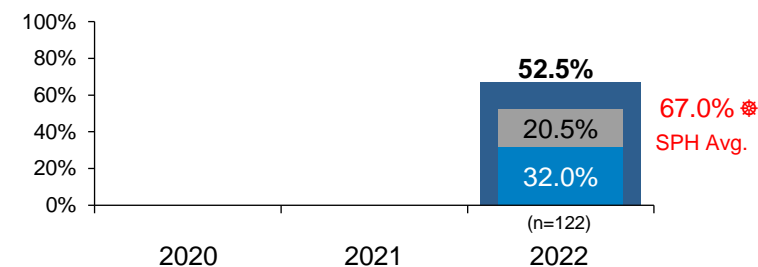
**Q32. Ability to deal with social situations, compared to 6 months ago**  
(% Much better or A little better)



**Q33. Ability to accomplish things you want to do, compared to 6 months ago**  
(% Much better or A little better)



**Q34. Rating of problems or symptoms, compared to 6 months ago**  
(% Much better or A little better)



■ Much better  
■ A little better

|                   | Perceived Improvement |      |        |          |
|-------------------|-----------------------|------|--------|----------|
|                   | 2020                  | 2021 | 2022   | SPH Avg. |
| Global proportion | —                     | —    | 55.3%  | 65.3% *  |
| Mean score        | —                     | —    | 2.6991 | 2.8840 * |

Please refer to page 6 for statistical references and footnotes.



# Getting Treatment and Information from Health Plan

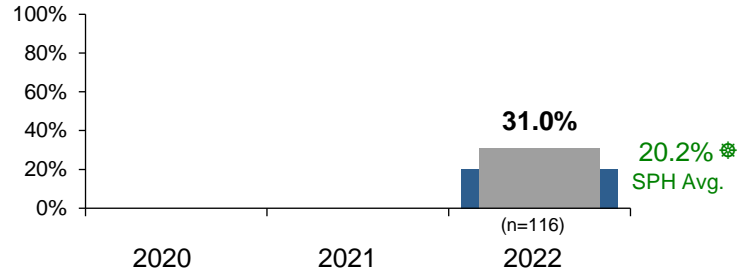
- Nearly one in three needed approval for counseling or treatment, and most did not have problems with delays in treatment while waiting for the approval.
- One in seven called customer service to get information or help about counseling or treatment, and half who called did not have an issue getting the help they needed.

## Compared to the SPH Average:

- A significantly higher percentage needed approval for counseling or treatment.

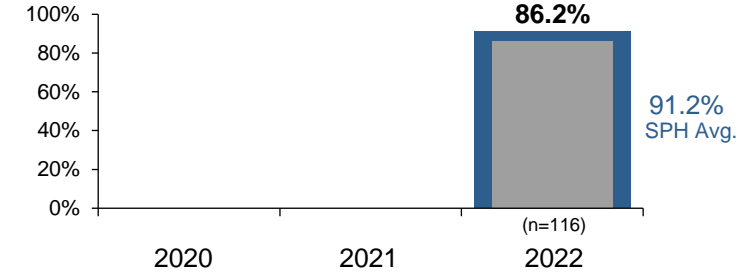
### Q38. Needed approval for any counseling or treatment

(% Yes)



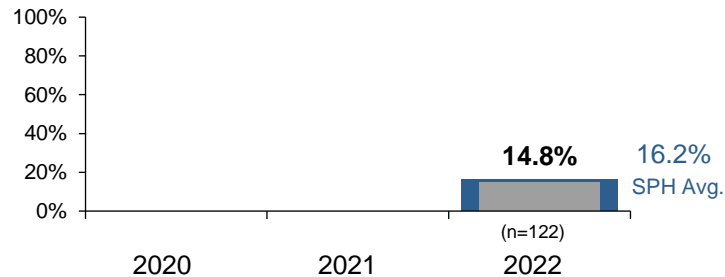
### Q39. Problem with delays in counseling or treatment while waiting for approval

(% Not a problem)



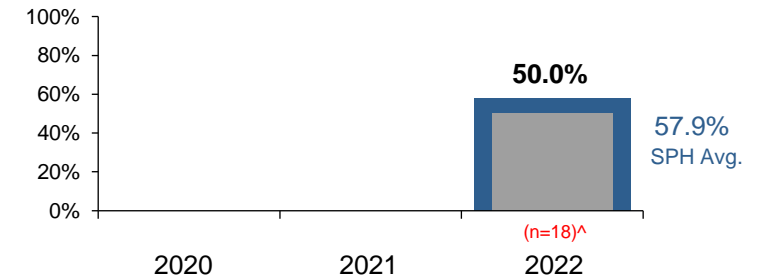
### Q40. Called customer service to get information or help about counseling or treatment

(% Yes)



### Q41. Problem getting the help needed when calling customer service

(% Not a problem)

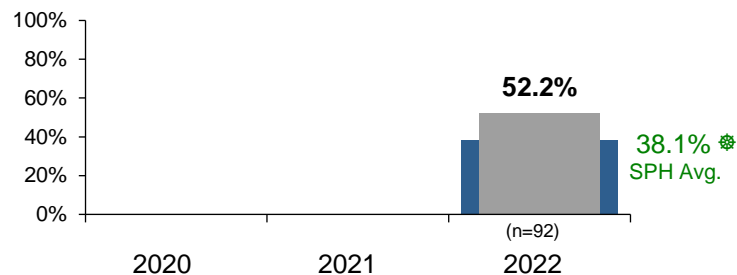


- More than half were told about self-help or support groups and given information about different kinds of counseling or treatment options.
- More than seven in 10 were given information about what they could do to manage their condition, and more than eight in 10 were given information about their rights as a patient.

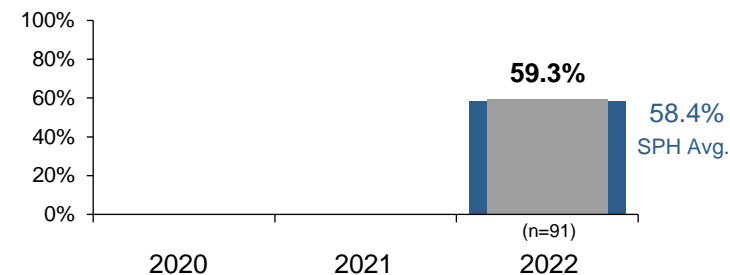
## Compared to the SPH Average:

- A significantly higher percentage were told about self-help or support groups.

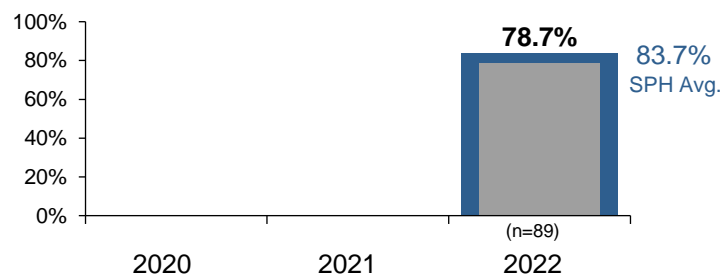
**Q20. Told about self-help or support groups**  
(% Yes)



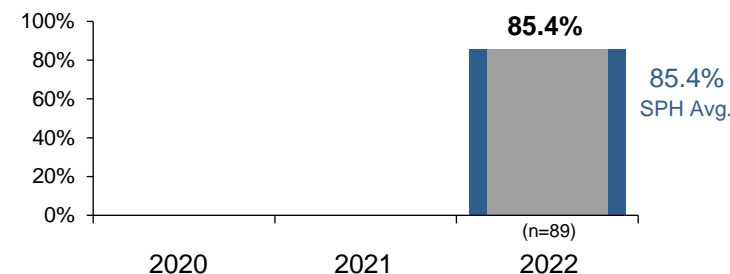
**Q21. Given information about different kinds of counseling or treatment options**  
(% Yes)



**Q22. Given information about what you could do to manage your condition**  
(% Yes)



**Q23. Given information about rights as a patient**  
(% Yes)



|                   | 2020 | 2021 | 2022  | SPH Avg. |
|-------------------|------|------|-------|----------|
| Global proportion | —    | —    | 55.8% | 48.3%    |
| Mean score        | —    | —    | —     | —        |

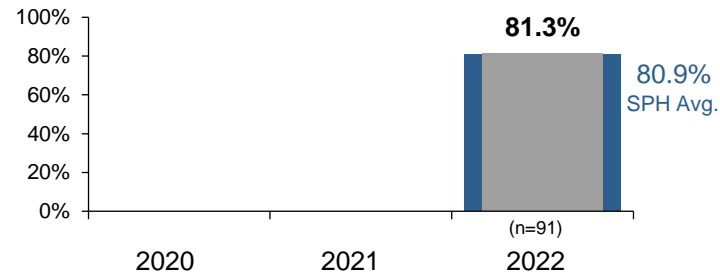
Please refer to page 6 for statistical references and footnotes.

- The vast majority felt they could refuse a specific type of medication or treatment and indicated that their information was kept private.

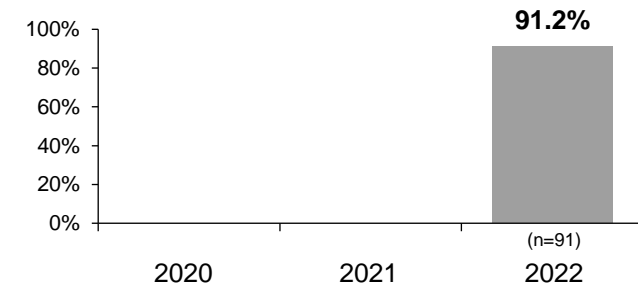
## Compared to the SPH Average:

- The difference is not significant.

**Q24. Felt you could refuse a specific type of medicine or treatment**  
(% Yes)

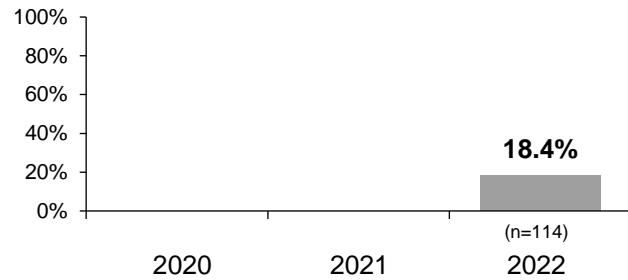


**Q25. Private information was shared that should have been kept private**  
(% No)

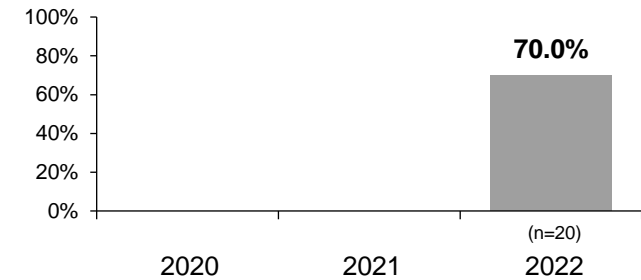


- Nearly one in five used up all their benefits for counseling or treatment, and among those who did, seven in 10 still needed counseling or treatment after their benefits were used up.
- About two-thirds were told about other ways to get counseling, treatment or medicine.

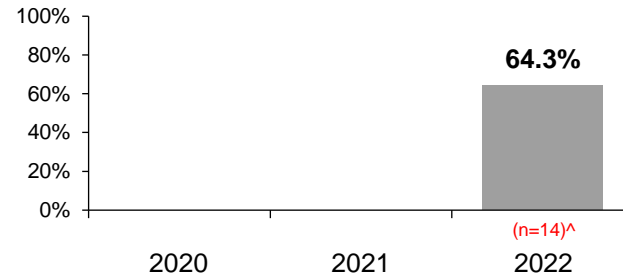
**Q35. Used up all benefits for counseling or treatment**  
(% Yes)



**Q36. Still needed counseling or treatment after benefits were used up**  
(% Yes)



**Q37. Told about other ways to get counseling, treatment or medicine**  
(% Yes)



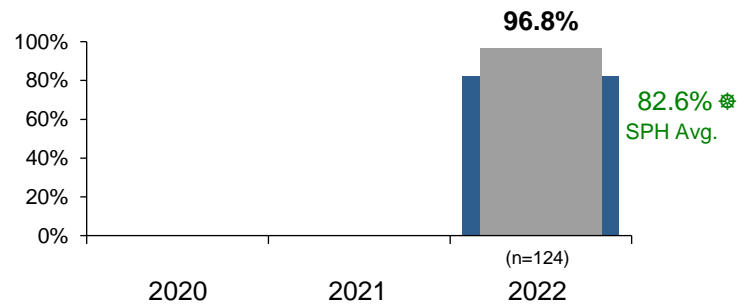
# Reasons for Counseling or Treatment

- The vast majority indicated that they received counseling for personal problems, family problems, or emotional or mental illness, and more than one in 10 indicated that they received counseling for alcohol or drug use.

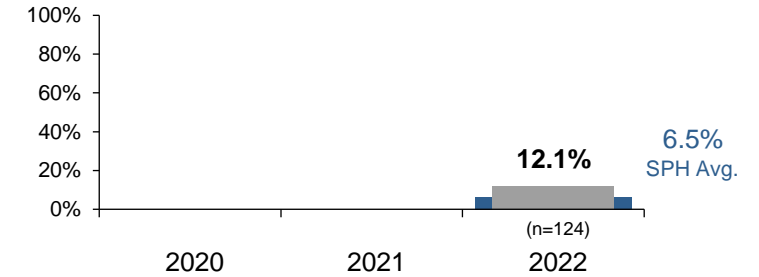
## Compared to the SPH Average:

- A significantly higher percentage indicated that they received counseling for personal problems, family problems, or emotional or mental illness.

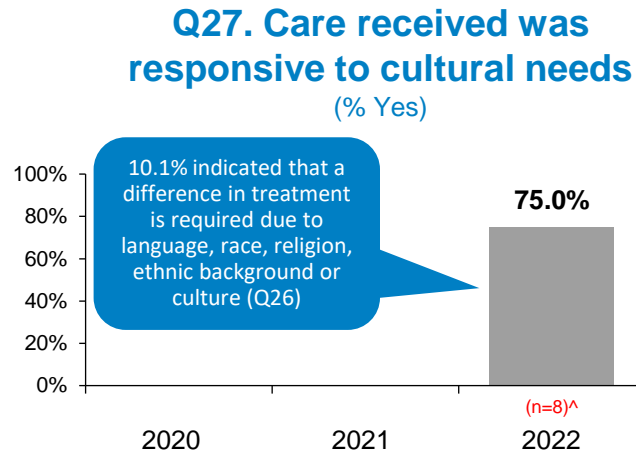
### Q42. Counseling was for personal problems, family problems, emotional or mental illness (% Yes)



### Q43. Counseling was for alcohol or drug use (% Yes)







- Six of the eight who needed culturally sensitive care indicated that they received it.



## Appendix A: Member profile

---



|  | 2020 | 2021 | 2022  | SPH Avg.  |
|--|------|------|-------|---|
| <b>Member health</b>                       |      |      |       |   |
| <b>Overall mental health (Q30)</b>         |      |      |       |   |
| Excellent/very good                        | ---  | ---  | 19.7% | 35.2%  |
| Good                                       | ---  | ---  | 35.3% | 35.4%   |
| Fair/poor                                  | ---  | ---  | 45.1% | 29.4%  |
| <b>Overall health (Q44)</b>                |      |      |       |   |
| Excellent/very good                        | ---  | ---  | 17.1% | 35.2%  |
| Good                                       | ---  | ---  | 38.6% | 34.3%   |
| Fair/poor                                  | ---  | ---  | 44.3% | 30.5%  |
| <b>Length of time in health plan (Q52)</b> |      |      |       |   |
| Less than 1 year                           | ---  | ---  | 19.3% | ---   |
| At least 1 year but less than 2 years      | ---  | ---  | 10.4% | ---   |
| At least 2 years but less than 5 years     | ---  | ---  | 26.7% | ---   |
| 5 or more years                            | ---  | ---  | 43.7% | ---   |

|   | 2020 | 2021 | 2022  | SPH Avg. |
|---|------|------|-------|----------|
| <b>Demographics</b>                       |      |      |       |          |
| <b>Gender (Q46)</b>                       |      |      |       |          |
| Male                                      | ---  | ---  | 28.1% | 28.8%    |
| Female                                    | ---  | ---  | 71.9% | 71.2%    |
| <b>Age (Q45)</b>                          |      |      |       |          |
| 18-24                                     | ---  | ---  | 8.5%  | 3.8% 🌱   |
| 25-34                                     | ---  | ---  | 11.4% | 12.6%    |
| 35-44                                     | ---  | ---  | 20.6% | 16.3%    |
| 45-54                                     | ---  | ---  | 24.8% | 17.3% 🌱  |
| 55-64                                     | ---  | ---  | 24.8% | 26.3%    |
| 65-74                                     | ---  | ---  | 7.1%  | 14.2% 🌿  |
| 75 or older                               | ---  | ---  | 2.8%  | 9.5% 🌿   |
| <b>Race/ethnicity (Q48/Q49)</b>           |      |      |       |          |
| White                                     | ---  | ---  | 73.1% | 78.6%    |
| Black or African-American                 | ---  | ---  | 17.7% | 15.1%    |
| American Indian or Alaska Native          | ---  | ---  | 13.5% | 2.3% 🌱   |
| Hispanic or Latino                        | ---  | ---  | 10.0% | 18.7% 🌿  |
| Asian                                     | ---  | ---  | 2.1%  | 2.7%     |
| Native Hawaiian or other Pacific Islander | ---  | ---  | 0.0%  | 0.6% 🌿   |
| Other                                     | ---  | ---  | 6.4%  | 8.4%     |
| <b>Education (Q47)</b>                    |      |      |       |          |
| High school or less                       | ---  | ---  | 64.3% | 42.0% 🌱  |
| Some college                              | ---  | ---  | 28.6% | 29.4%    |
| College graduate or more                  | ---  | ---  | 7.1%  | 28.7% 🌿  |

Please refer to page 6 for statistical references and footnotes.

## Appendix B: Summary tables

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# Key measures – summary rates

|  | 2020 | 2021 | 2022  | SPH Avg. |
|--|------|------|-------|----------|
| <b>Rating of Health plan (Q53) (% 8, 9 or 10)</b>  | —    | —    | 67.9% | 71.5%    |
| <b>Rating of Counseling and Treatment (Q28) (% 8, 9 or 10)</b>                                   | —    | —    | 77.4% | 77.1%    |
| <b>Getting Treatment Quickly (% Always or Usually)</b>   | —    | —    | 76.0% | 67.6% 🌱  |
| Q3. Got professional counseling on the phone when needed   | —    | —    | 68.7% | 51.4% 🌱  |
| Q5. Saw someone as soon as wanted (when needed right away)                                       | —    | —    | 77.6% | 70.8%    |
| Q7. Got appointment as soon as wanted (not counting times needed care right away)                | —    | —    | 81.6% | 80.5%    |
| <b>How Well Clinicians Communicate (% Always or Usually)</b>                                     | —    | —    | 92.1% | 92.3%    |
| Q11. Clinicians listened carefully to you  | —    | —    | 91.3% | 91.5%    |
| Q12. Clinicians explained things   | —    | —    | 89.3% | 92.8%    |
| Q13. Clinicians showed respect for what you had to say   | —    | —    | 93.5% | 93.8%    |
| Q14. Clinicians spent enough time with you   | —    | —    | 93.5% | 90.8%    |
| Q15. Felt safe with clinicians   | —    | —    | 95.7% | 96.2%    |
| Q18. Involved as much as you wanted in treatment   | —    | —    | 89.3% | 89.0%    |
| <b>Perceived Improvement (% Much better or A little better)</b>                                  | —    | —    | 55.3% | 65.3% 🌱  |
| Q31. Ability to deal with daily problems compared to one year ago                                | —    | —    | 57.7% | 70.1% 🌱  |
| Q32. Ability to deal with social situations compared to one year ago                             | —    | —    | 54.8% | 59.0%    |
| Q33. Ability to accomplish things you want to do compared to one year ago                        | —    | —    | 56.1% | 65.1% 🌱  |
| Q34. Rating of problems or symptoms compared to one year ago                                     | —    | —    | 52.5% | 67.0% 🌱  |
| <b>Getting Treatment and Information from the Plan</b>   |      |      |       |          |
| Q39. Problem with delays in counseling or treatment while waiting for approval (% Not a problem) | —    | —    | 86.2% | 91.2%    |
| Q41. Problem getting the help needed when calling customer service (% Not a problem)             | —    | —    | 50.0% | 57.9%    |
| <b>Informed about Treatment Options (% Yes)</b>  | —    | —    | 55.8% | 48.3%    |
| Q20. Told about self-help or support groups  | —    | —    | 52.2% | 38.1% 🌱  |
| Q21 Given information about different kinds of counseling or treatment options                   | ---  | ---  | 59.3% | 58.4%    |

Please refer to page 6 for statistical references and footnotes.



# Key measures – summary rates

|   | 2020 | 2021 | 2022  | SPH Avg. |
|---|------|------|-------|----------|
| <b>Additional Measures</b>  |      |      |       |          |
| Q10. Seen within 15 minutes of appointment (% Always or Usually)                              | —    | —    | 87.0% | 79.0% 🌱  |
| Q16. Took prescription medicines as part of treatment (% Yes)                                 | —    | —    | 87.1% | 77.6% 🌱  |
| Q17. Told about side effects of medications (% Yes)   | —    | —    | 76.3% | 80.6%    |
| Q19. Talked about including family or friends in counseling or treatment (% Yes)              | —    | —    | 53.9% | —        |
| Q22. Given information about what you could do to manage your condition (% Yes)               | —    | —    | 78.7% | 83.7%    |
| Q23. Given information about rights as a patient (% Yes)                                      | —    | —    | 85.4% | 85.4%    |
| Q24. Felt you could refuse a specific type of medicine or treatment (% Yes)                   | —    | —    | 81.3% | 80.9%    |
| Q25. Private information was shared that should have been kept private (% No)                 | —    | —    | 91.2% | —        |
| Q27. Care received was responsive to cultural needs (% Yes)                                   | —    | —    | 75.0% | —        |
| Q29. Helped by the counseling or treatment you got (% A lot or Somewhat)                      | —    | —    | 92.6% | 85.9% 🌱  |
| Q35. Used up all benefits for counseling or treatment (% Yes)                                 | —    | —    | 18.4% | —        |
| Q36. Still needed counseling or treatment after benefits were used up (% Yes)                 | —    | —    | 70.0% | —        |
| Q37. Told about other ways to get counseling, treatment or medicine (% Yes)                   | —    | —    | 64.3% | —        |
| Q38. Needed approval for any counseling or treatment (% Yes)                                  | —    | —    | 31.0% | 20.2% 🌱  |
| Q40. Called customer service to get information or help about counseling or treatment (% Yes) | —    | —    | 14.8% | 16.2%    |
| Q42. Counseling was for personal problems, family problems, emotion or mental illness (% Yes) | —    | —    | 96.8% | 82.6% 🌱  |
| Q43. Counseling was for alcohol or drug use (% Yes)   | —    | —    | 12.1% | 6.5%     |

Please refer to page 6 for statistical references and footnotes.



# Key measures – summary rates

|  | 2022         | Expansion<br>(A) | Unassigned<br>(B)  |
|--|--------------|------------------|--------------------|
| <i>Total respondents:</i>  | 143          | 42               | 101                |
| <b>Rating of Health plan (Q53) (% 8, 9 or 10)</b>  | <b>67.9%</b> | <b>59.0%</b>     | <b>71.4%</b>       |
| <b>Rating of Counseling and Treatment (Q28) (% 8, 9 or 10)</b>                                   | <b>77.4%</b> | <b>74.2%</b>     | <b>79.0%</b>       |
| <b>Getting Treatment Quickly (% Always or Usually)</b>   | <b>76.0%</b> | <b>71.8%</b>     | <b>77.7%</b>       |
| Q3. Got professional counseling on the phone when needed   | 68.7%        | 57.1%            | 73.9%              |
| Q5. Saw someone as soon as wanted (when needed right away)                                       | 77.6%        | 83.3%            | 75.0%              |
| Q7. Got appointment as soon as wanted (not counting times needed care right away)                | 81.6%        | 75.0%            | 84.3%              |
| <b>How Well Clinicians Communicate (% Always or Usually)</b>                                     | <b>92.1%</b> | <b>91.3%</b>     | <b>92.4%</b>       |
| Q11. Clinicians listened carefully to you  | 91.3%        | 90.0%            | 91.9%              |
| Q12. Clinicians explained things   | 89.3%        | 87.1%            | 90.3%              |
| Q13. Clinicians showed respect for what you had to say   | 93.5%        | 93.6%            | 93.4%              |
| Q14. Clinicians spent enough time with you   | 93.5%        | 93.6%            | 93.4%              |
| Q15. Felt safe with clinicians   | 95.7%        | 96.8%            | 95.2%              |
| Q18. Involved as much as you wanted in treatment   | 89.3%        | 87.1%            | 90.3%              |
| <b>Perceived Improvement (% Much better or A little better)</b>                                  | <b>55.3%</b> | <b>49.6%</b>     | <b>57.6%</b>       |
| Q31. Ability to deal with daily problems compared to one year ago                                | 57.7%        | 52.8%            | 59.8%              |
| Q32. Ability to deal with social situations compared to one year ago                             | 54.8%        | 50.0%            | 56.8%              |
| Q33. Ability to accomplish things you want to do compared to one year ago                        | 56.1%        | 50.0%            | 58.6%              |
| Q34. Rating of problems or symptoms compared to one year ago                                     | 52.5%        | 45.7%            | 55.2%              |
| <b>Getting Treatment and Information from the Plan</b>   |              |                  |                    |
| Q39. Problem with delays in counseling or treatment while waiting for approval (% Not a problem) | 86.2%        | 73.5%            | 91.5% <sup>A</sup> |
| Q41. Problem getting the help needed when calling customer service (% Not a problem)             | 50.0%        | 66.7%            | 41.7%              |
| <b>Informed about Treatment Options (% Yes)</b>  | <b>55.8%</b> | <b>50.9%</b>     | <b>58.2%</b>       |
| Q20. Told about self-help or support groups  | 52.2%        | 48.4%            | 54.1%              |
| Q21. Given information about different kinds of counseling or treatment options                  | 59.3%        | 53.3%            | 62.3%              |

Please refer to page 6 for statistical references and footnotes.



# Key measures – summary rates

|   | 2022                      | Expansion | Unassigned |
|---|---------------------------|-----------|------------|
|   |                           | (A)       | (B)        |
|   | <i>Total respondents:</i> | 42        | 101        |
| <b>Additional Measures</b>  |                           |           |            |
| Q10. Seen within 15 minutes of appointment (% Always or Usually)                              | 87.0%                     | 90.0%     | 85.5%      |
| Q16. Took prescription medicines as part of treatment (% Yes)                                 | 87.1%                     | 87.1%     | 87.1%      |
| Q17. Told about side effects of medications (% Yes)   | 76.3%                     | 66.7%     | 81.1%      |
| Q19. Talked about including family or friends in counseling or treatment (% Yes)              | 53.9%                     | 46.7%     | 57.4%      |
| Q22. Given information about what you could do to manage your condition (% Yes)               | 78.7%                     | 73.3%     | 81.4%      |
| Q23. Given information about rights as a patient (% Yes)                                      | 85.4%                     | 82.8%     | 86.7%      |
| Q24. Felt you could refuse a specific type of medicine or treatment (% Yes)                   | 81.3%                     | 87.1%     | 78.3%      |
| Q25. Private information was shared that should have been kept private (% No)                 | 91.2%                     | 96.8%     | 88.3%      |
| Q27. Care received was responsive to cultural needs (% Yes)                                   | 75.0%                     | 75.0%     | 75.0%      |
| Q29. Helped by the counseling or treatment you got (% A lot or Somewhat)                      | 92.6%                     | 85.7%     | 95.4%      |
| Q35. Used up all benefits for counseling or treatment (% Yes)                                 | 18.4%                     | 15.2%     | 19.8%      |
| Q36. Still needed counseling or treatment after benefits were used up (% Yes)                 | 70.0%                     | 60.0%     | 73.3%      |
| Q37. Told about other ways to get counseling, treatment or medicine (% Yes)                   | 64.3%                     | 66.7%     | 63.6%      |
| Q38. Needed approval for any counseling or treatment (% Yes)                                  | 31.0%                     | 38.2%     | 28.1%      |
| Q40. Called customer service to get information or help about counseling or treatment (% Yes) | 14.8%                     | 16.7%     | 14.0%      |
| Q42. Counseling was for personal problems, family problems, emotion or mental illness (% Yes) | 96.8%                     | 97.2%     | 96.6%      |
| Q43. Counseling was for alcohol or drug use (% Yes)   | 12.1%                     | 18.9%     | 9.2%       |

Please refer to page 6 for statistical references and footnotes.

## Appendix C: SatisAction<sup>TM</sup> key driver statistical model

**POWeR<sup>TM</sup> Chart shown in the executive summary on page 4.**



**Overview.** The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan for counseling or treatment and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using healthcare satisfaction data. We have been successfully using this approach since 1997.

**The model provides the following:**

- Identification of the elements that are important in driving the rating of the health plan for counseling or treatment.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

**Importance analysis.** The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

*Factor analysis.* Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs, or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

*Regression analysis.* Regression analysis is then used to predict the rating of counseling and treatment on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

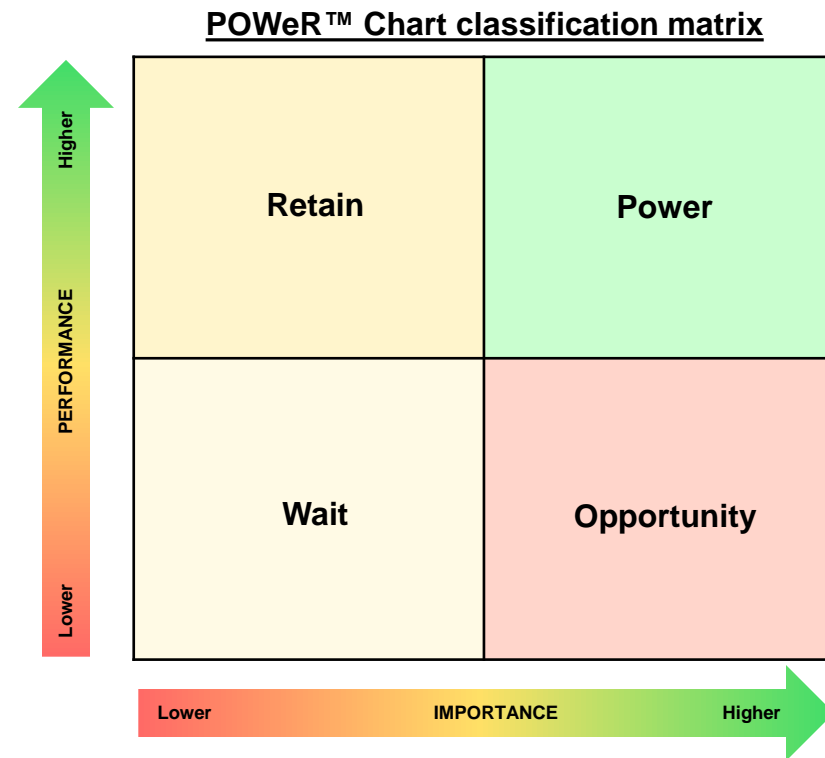
*Derived importance.* The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is rescaled to 100 points, the smallest value is rescaled to 0 points and the median value is rescaled to 50 points.

### **Performance analysis.**

Relative performance is also calculated for each survey variable. Ratings are rescaled on a 100-point basis (like importance values) so that the highest rating is set to 100 points, the lowest rating is set to 0 points and the median rating is set to 50 points.

**Classification matrix.** Results of the key driver modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the rating of the health plan for counseling or treatment and your performance levels on these items are high. Promote and leverage strengths in this quadrant.
- *Opportunity.* Items in this quadrant also have a relatively large impact on the rating of the health plan for counseling or treatment but your performance is below average. Focus resources on improving processes that underlie these items and look for a significant improvement in the rating of the health plan.
- *Wait.* Though these items still impact the rating of the health plan for counseling or treatment, they are somewhat less important than those that fall on the right-hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.
- *Retain.* Items in this quadrant also have a relatively small impact on the rating of the health plan for counseling or treatment but your performance is above average. Simply maintain performance on these items.



Variables from the ECHO survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q53 – rating of health plan for counseling or treatment) and the independent or predictor variables.

**The independent or predictor variables are:**

- Q3 How often did you get the professional counseling you needed on the phone?
- Q5 When you needed counseling or treatment right away, how often did you see someone as soon as you wanted?
- Q7 Not counting the times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?
- Q10 How often were you seen within 15 minutes of your appointment?
- Q11 How often did the people you went to for counseling or treatment listen carefully to you?
- Q12 How often did the people you went to for counseling or treatment explain things in a way you could understand?
- Q13 How often did the people you went to for counseling or treatment show respect for what you had to say?
- Q14 How often did the people you went to for counseling or treatment spend enough time with you?
- Q15 How often did you feel safe when you were with the people you went to for counseling or treatment?
- Q18 How often were you involved as much as you wanted in your counseling or treatment?
- Q28 Rate all your counseling or treatment in the last 6 months.
- Q29 How much were you helped by the counseling or treatment you got?

**The dependent variable is:**

- Q53 Rating of Health Plan for Counseling or Treatment

**Factor analysis.** Factor analysis reduced the 12 highly-correlated model variables to five orthogonal (uncorrelated) factors that explain 78.6% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings.

## Factor Correlations with Survey Variables

| Question | Survey Items  | Factors |        |        |        |        |
|----------|---|---------|--------|--------|--------|--------|
|          |   | 1       | 2      | 3      | 4      | 5      |
| Q13      | How often did the people you went to for counseling or treatment show respect for what you had to say?  | 0.8240  | 0.2598 |        |        |        |
| Q15      | How often did you feel safe when you were with the people you went to for counseling or treatment?  | 0.8194  |        | 0.2655 |        |        |
| Q12      | How often did the people you went to for counseling or treatment explain things in a way you could understand?  | 0.7863  | 0.3373 |        |        |        |
| Q11      | How often did the people you went to for counseling or treatment listen carefully to you?   | 0.7847  |        |        |        |        |
| Q14      | How often did the people you went to for counseling or treatment spend enough time with you?  | 0.7626  | 0.3346 |        |        |        |
| Q18      | How often were you involved as much as you wanted in your counseling or treatment?  | 0.6695  |        |        | 0.3857 | 0.3182 |
| Q29      | How much were you helped by the counseling or treatment you got?  |         | 0.8550 |        |        |        |
| Q28      | Rate all your counseling or treatment in the last 6 months  | 0.4090  | 0.6903 |        |        |        |
| Q7       | Not counting the times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted? |         |        | 0.8913 |        |        |
| Q5       | When you needed counseling or treatment right away, how often did you see someone as soon as you wanted?  | 0.4847  |        | 0.5908 |        | 0.2771 |
| Q10      | How often were you seen within 15 minutes of your appointment?  |         |        |        | 0.9337 |        |
| Q3       | How often did you get the professional counseling you needed on the phone?  |         |        |        |        | 0.9403 |

**Regression analysis.** The five factors identified in the previous step were used as predictors in a regression model with Q53, rating of health plan for counseling or treatment, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed, and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the rating of health plan for counseling or treatment. These coefficients provide estimates of the relative importance of each factor in determining the rating of the health plan. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 38.4% of the variation in the dependent variable ( $R^2 = 0.384$ ).

## Regression Coefficients

| Variable                                | Unstandardized Coefficients | Standardized (Beta) Coefficients | Significance Level |
|---|-----------------------------|----------------------------------|--------------------|
| Constant                                | 8.1330                      | 0.0000                           | 0.0000             |
| Factor 1 – Q13, Q15, Q12, Q11, Q14, Q18 | 0.2708                      | 0.1411                           | 0.0466             |
| Factor 2 – Q29, Q28                     | 1.0969                      | 0.5470                           | 0.0000             |
| Factor 3 – Q7, Q5                       | 0.3665                      | 0.1888                           | 0.0083             |
| Factor 4 – Q10                          | 0.0062                      | 0.0032                           | 0.9634             |
| Factor 5 – Q3                           | 0.3152                      | 0.1586                           | 0.0261             |

**Derived importance.** The importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is rescaled to 100 points, the smallest value is rescaled to 0 points and the median value is rescaled to 50 points.

**Plan performance.** Relative performance is calculated for each survey variable. Ratings are rescaled on a 100-point basis (like importance values) so that the highest rating is set to 100 points, the lowest rating is set to 0 points and the median rating is set to 50 points.

### Variable importance and performance

| Question | Survey Items  | Importance | Performance |
|----------|---|------------|-------------|
| Q29      | How much were you helped by the counseling or treatment you got?  | 100        | 76          |
| Q28      | Rate all your counseling or treatment in the last 6 months.   | 76         | 21          |
| Q7       | Not counting the times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted? | 55         | 32          |
| Q12      | How often did the people you went to for counseling or treatment explain things in a way you could understand?  | 52         | 50          |
| Q14      | How often did the people you went to for counseling or treatment spend enough time with you?  | 51         | 83          |
| Q3       | How often did you get the professional counseling you needed on the phone?  | 51         | 0           |
| Q13      | How often did the people you went to for counseling or treatment show respect for what you had to say?  | 47         | 83          |
| Q15      | How often did you feel safe when you were with the people you went to for counseling or treatment?  | 40         | 100         |
| Q5       | When you needed counseling or treatment right away, how often did you see someone as soon as you wanted?  | 38         | 22          |
| Q11      | How often did the people you went to for counseling or treatment listen carefully to you?   | 35         | 66          |
| Q18      | How often were you involved as much as you wanted in your counseling or treatment?  | 25         | 50          |
| Q10      | How often were you seen within 15 minutes of your appointment?  | 0          | 44          |