

**The Advocacy Alliance  
Executive Summary  
Annual Experience of Care and Health Outcomes (ECHO™) Survey Report  
2013-2014**

**Introduction**

The Advocacy Alliance is contracted with Northeast Behavioral Health Care Consortium (NBHCC) to facilitate the required annual Member Satisfaction Survey in Lackawanna, Susquehanna, Luzerne, and Wyoming Counties. During fiscal year 2013 – 2014 the Alliance is contracted to conduct surveys with Members who utilize Behavioral Health Services through Community Care Behavioral Health Care Organization (CCBHO).

The following report includes survey results from Members who chose to participate in the Annual Member Survey process. From January 2014 through April 2014, the Alliance collected 798 surveys from Members using the ECHO™ survey.

**Survey Tool and Administration**

The ECHO™ survey tool, which is part of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) family of surveys and developed with support from the Agency for Healthcare Research and Quality (AHRQ), was used to evaluate behavioral healthcare under NBHCC from the adult Member's perspective and from the perspective of the family members of children and adolescents.

The Alliance, in conjunction with NBHCC, developed a database of Members who used Behavioral Health Services through CCBHO from which a random, stratified sample was generated, totaling 5,600 unduplicated Members. During 2007-2008, NBHCC and the Advocacy Alliance modified the sampling process to ensure that each large provider agency was well represented in the random sample.

Surveys were distributed in January 2014 using a waved mail out process, which included sending cover letters and survey, followed by reminder postcards. Members were also offered the opportunity to respond to the survey via a secured website. Upon completion of the process, 798 unduplicated Member surveys were gathered, with 739 surveys reflecting responses from Members who reported using services during the previous 12 months.

**Survey Results**

**Demographics**

Overall, 56% of the Members who responded were adults receiving either Priority (31%) or Other Priority (24%) services, or filed a complaint or grievance (1%). Additionally, 44% of the Members who responded were under age 18 and receiving Priority (6%) or Other Priority (30%) services, or filed a complaint or grievance (10%). All Members who filed a complaint/grievance received a survey and their data is included within the appropriate service type.

Of the 798 surveys completed, 59 Members reported not using Behavioral Health Services and were eliminated from the data. Most Members who responded were from Luzerne County (53%) or Lackawanna County (37%). Most adult Members who responded were female (62%) while most Members under age 18 who responded were male (63%); overall, most Members (female or male and adult or under age 18) who responded were (87%) white. Of the adult Members who responded, most (85%) reported their level of education as completing high school/graduate equivalency diploma or higher (see tables pages 4-8).

## **Composite Measures**

The following data shown is based solely on the number of responses to each question and does not include non-responses (i.e., Not Applicable, No Experience and No Reply).

Getting Treatment Quickly – 50% of Members who reported calling someone to get help over the phone Always (33%) or Usually (17%) received the counseling/treatment they needed; 70% of Members who reported needing counseling/treatment right away Always (40%) or Usually (30%) received it; and 78% of Members who made appointments for counseling/treatment Always (43%) or Usually (35%) received an appointment as soon as they wanted (see tables pages 10-12).

How Well Clinicians Communicate – 88% of Members who used services and responded to the survey question reported that their clinicians Always (63%) or Usually (25%) listen carefully; 89% that clinicians Always (64%) or Usually (25%) explain things; 89% that clinicians Always (70%) or Usually (19%) show respect; 85% that clinicians Always (55%) or Usually (30%) spend enough time with them; 93% that they Always (79%) or Usually (14%) feel safe with clinicians; and 87% Always (64%) or Usually (23%) are involved as much as they want in their treatment (see tables pages 13-18).

Getting Treatment and Information from CCBHO – 52% of Members who responded and reported needing approval for counseling/treatment stated that delays in treatment while waiting for approval were Not a Problem and, of those Members who called customer service, 45% reported that getting help from customer service was Not a Problem. Additionally, 86% of Members were Very Satisfied (24%) or Satisfied (62%) with the Member Grievance Process and 89% of Members reported they were Very Satisfied (23%) or Satisfied (66%) with the Member Complaint Process (see tables pages 19-22).

Perceived Improvement – 66% of Members who responded reported that, compared to one year ago, their ability to deal with daily problems is Much Better (26%) or A Little Better (40%); 61% reported that their ability to deal with social situations is Much Better (22%) or A Little Better (39%); 60% reported that their ability to accomplish things is Much Better (23%) or A Little Better (37%); and 62% reported that their ability to deal with symptoms or problems is Much Better (22%) or A Little Better (40%) (see tables pages 23-26).

Information About Options – 52% of adult Members who responded reported that they were told about self-help or consumer run programs and 62% of Members who responded reported that they

were told about different treatments available for their condition. 89% of those who responded regarding the treatment their child/adolescent receives reported that the goals of their child's/adolescent's treatment are discussed completely with them; 85% reported that their family Always (55%) or Usually (30%) received the help they wanted for their child/adolescent; and 84% reported that they Always (61%) or Usually (23%) felt that their child/adolescent had someone to talk to for counseling or treatment when he or she was troubled (see tables pages 27-31).

Single Item Measures – 73% of Members who responded reported that they were Always (34%) or Usually (39%) seen within 15 minutes of their scheduled appointment; 79% of Members who reported using prescription medication as part of their treatment plan were told about medication side effects; 42% of adult Members who responded reported that someone spoke with them about including their family or friends in their counseling or treatment; 73% of Members reported that they were given as much information as they wanted in their counseling or treatment; 84% of Members reported that they were given information about their or their child's rights as a patient; 84% felt they could refuse a specific type of medication or treatment; 91% reported they felt that the persons they went to for counseling or treatment did not share information that should have been kept private with anyone. Additionally, of those Members who stated that their language, race, religion, ethnic background or culture made a difference in the kind of treatment needed, 75% reported that their care was responsive to their cultural needs (see tables pages 32-39).

Finally, of Members who responded, 81% reported being helped A Lot (51%) or Somewhat (30%) by the counseling or treatment they received and 33% of Members who responded rated the counseling or treatment they received a ten, with 90% of the total ratings at a five or above (see tables pages 40-41).

## **Conclusion**

Overall, Members show satisfaction with all services received, with little correlation evident in any of the data. It is noteworthy that the satisfaction levels reported during 2013-2014 continue to be high and are comparable to the responses from previous years.