



EXPERIENCE OF CARE AND HEALTH OUTCOMES

Findings from the 2021

Experience of Care and Health Outcomes
(ECHO) Adult Survey

WAYNE STATE
UNIVERSITY

THE CENTER FOR URBAN STUDIES



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Overview

Per the request of the Detroit Wayne Integrated Health Network (DWIHN), the Wayne State Center for Urban Studies (Center), conducted the ECHO (Experience of Care & Health Outcomes) Survey* with its members.

- The purpose was to assess the experiences of adults who have received mental health or substance use disorder services through DWIHN in the previous 12 months.
- The Center deployed the most current version, 3.0, for managed behavioral healthcare organizations (MBHOs).

* The Survey was developed by the CAHPS (Consumer Assessment of Healthcare Providers and Systems) team at AHRQ (Agency for Healthcare Research and Quality) within the U.S. Department of Health & Human Services. More information available at <https://www.ahrq.gov/cahps/surveys-guidance/echo/index.html>

Methodology

- DWIHN provided the Center with a randomly selected list of 4,305 members, out of the approximately 77,000 adults receiving services.
- The survey was administered via three modes:
 1. The Center mailed the members a paper survey.
 2. A link to the web version was included with the mailed invitation.
 3. One week after the paper survey was sent, staff from the Center's Computer Aided Telephone Interviewing (CATI) lab began calling members and asking them to complete the survey over the phone.
 - Trained and supervised interviewers made calls to potential respondents on weekdays, evenings, and weekends.
- Respondents received a \$5 gift card and a chance to be randomly selected to receive one of three VISA cards (\$100, \$250, and \$500).

Methodology *(cont.)*

- Consistent with CAHPS guidance, the Center calculated the 16 ECHO Reporting Measures:
 - 10 single item measures
 - Each score indicates the percentage of respondents who selected the most positive category for a given item.
 - 5 composite measures
 - Each of these is an average of the scores of a number of single items.
 - 1 global rating of counseling and treatment
- Each of the measures is explained in the Detailed Findings: ECHO Reporting Measures section.

Survey Highlights

- 809 DWIHN members responded to the survey.
- 598 members reported receiving services in the past year (77% of the 778 who responded to this question).
- Respondents differed from the sample in that they were less likely to have a guardian (9% vs. 16%). There were no statistically significant differences between the sample and the respondents, in terms of primary disability designation or dual eligibility.

Survey Highlights (*cont.*)

- DWIHN scored well on several of the ECHO reporting measures:
 1. Privacy (93%);
 2. Patients rights information (88%); and
 3. Patient feels he or she could refuse treatment (84%).
- There were three measures with scores of less than 50%:
 1. Perceived improvement (29%);
 2. Getting treatment quickly (46%); and
 3. Office wait (44%).
- Compared to 2020, in 2021:
 1. more members reported always getting help by phone when needed (49% vs. 31%); and
 2. more members reported always being seen within 15 minutes of their appointment time (44% vs. 36%); but
 3. fewer members reported they were given enough information to manage their condition (75% vs. 81%).

Sample Profile

- DWIHN provided a random sample of 4,305 members, who were 18 years and older and had received services in the past year.

Characteristic	Number	Percentage
Dual Eligible (Medicaid/Medicare)	764	17.7%
Primary Disability Designation: Developmental Disability	626	14.5%
Primary Disability Designation: Severe Mental Illness	3,230	75.0%
Has Guardian	672	15.6%
No Valid Address	683	15.9%
At Least One non-Valid Phone Number	1,306	30.3%

Survey Response

- Overall, **809** responded to the survey.
- About 3/4 of respondents said they had received counseling, treatment, or medicine in the last 12 months.

	<u>CATI</u>		<u>Mail</u>		<u>Web</u>		<u>Total</u>	
Respondents	N	%	N	%	N	%	N	%
Total	541	66.9%	210	26.0%	58	7.2%	809	100%

Reporting services in past 12 months	598	76.9%
Out of	778	

Note: Some mail respondents skipped answering Q1, which asked whether they had received services in the last 12 months. Respondents had the option to skip survey questions. For each question, *N*, the total number of responses for that question, will also be reported.

Respondent Profile

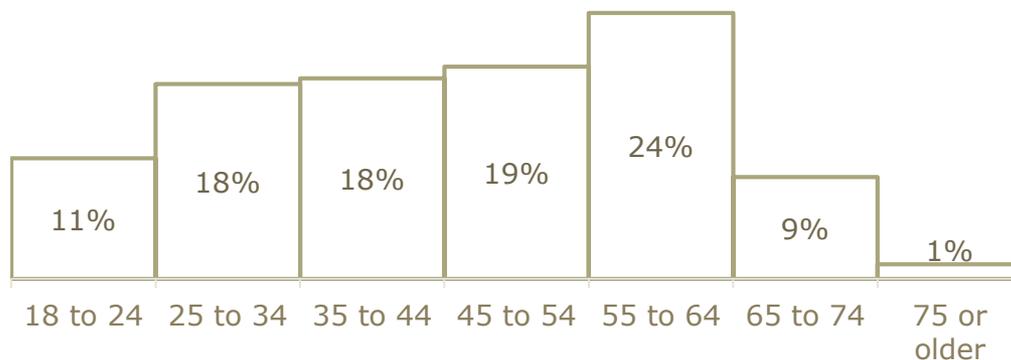
- Compared to the overall sample of 4,305 members, the 809 respondents were less likely to have a guardian (difference was statistically significant, $p < 0.5$).
- There were 46 Clinically Responsible Service Providers (CRSPs) represented in the sample, compared to 36 in the respondent pool. However, the missing CRSPs each served fewer than 10 members in the sample.

Characteristic	<u>SAMPLE</u>		<u>RESPONDENTS</u>	
	Number	Percentage	Number	Percentage
Dual Eligible (Medicaid/Medicare)	764	17.7%	159	19.7%
Primary Disability Designation: Severe Mental Illness	3,230	75.0%	632	78.1%
Has Guardian	672	15.6%	74	9.1%
CRSPs	46	--	36	--

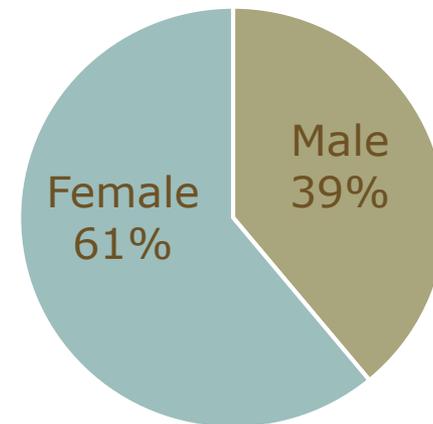
Respondent Demographics: Age and Gender

- Over half of respondents reported their ages to be between 25 and 54.
- Roughly three-fifths of respondents identified as female.

**Respondent Age Distribution
(N=764)**



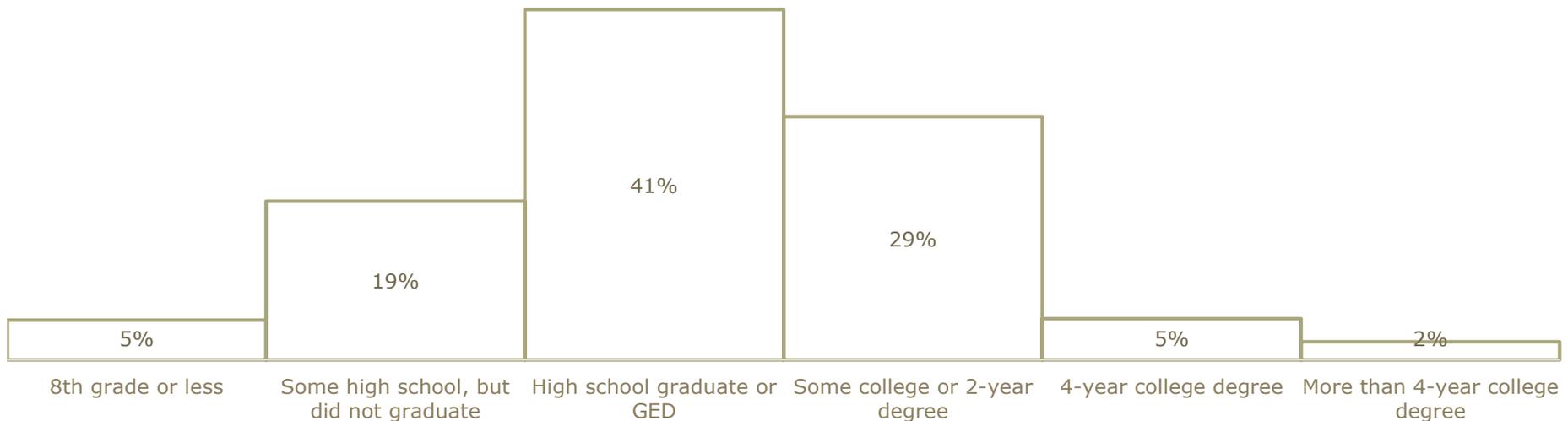
**Respondent Gender
(N = 764)**



Respondent Demographics: Education Level

- Roughly $\frac{3}{4}$ of respondents reported completing high school, with over one-third having attended at least some college.

What is the highest grade or level of school that you have completed? (N=746)



Respondent Demographics: Ethnicity and Race

What is your race? (Select all that apply)	Number	Percentage
Black or African American	449	60.1%
White	248	33.2%
Other	60	8.0%
American Indian or Alaska Native	16	2.1%
Asian	4	0.5%
Native Hawaiian or Pacific Islander	3	0.4%

Are you of Hispanic or Latino origin or descent?	Number	Percentage
Yes	39	5.3%
No	701	94.7%

- Roughly three-fifths of the 780 respondents who reported their race identified as Black or African American and one-third as White. Note that respondents could identify as many races as applied.
- Roughly 5% identified as Hispanic or Latino.

Respondent Demographics: Overall Health

- Nearly three-fifths rated their overall health as “good” or better.

In general, how would you rate your overall mental health now?(N=764)



Respondent Demographics: Overall Mental Health

- Over half of respondents rated their overall mental health as “good” or better.

In general, how would you rate your overall mental health now?(N=579)



Help with the Survey

- Nearly one-third (n=68; 30.8%) of mail and web respondents indicated that someone had helped them complete the survey.
- 73 respondents shared one or more ways that someone had helped them with the survey:

How did that person help you?	<u>Respondents</u>	
	Number	Percentage
Read the questions to me	40	54.8%
Answered the questions for me	29	39.7%
Wrote down the answers I gave	23	31.5%
Translated the questions into my language	3	4.1%
Helped in some other way (please describe)	7	9.6%

Note: For 29 surveys, someone answered the questions for the target respondent. These “proxy data” were removed from the data before analysis, per guidance in the CAHPS documentation. Some respondents, who did not answer the question on whether they were helped, reported ways they were helped.

ECHO Reporting Measures

Composite Measures	Getting treatment quickly	<u>46%</u>
	How well clinicians communicate	<u>68%</u>
	Getting treatment and information from the plan or MBHO	<u>51%</u>
	Perceived improvement	<u>29%</u>
	Information about treatment options	<u>68%</u>
	Global Rating: Treatment (Overall rating of counseling and treatment)	<u>51%</u>
Single Item Measures	Office wait	<u>44%</u>
	Told about medication side effects	<u>79%</u>
	Including family and friends	<u>60%</u>
	Information to manage condition	<u>75%</u>
	Patient rights information	<u>88%</u>
	Patient feels he or she could refuse treatment	<u>84%</u>
	Privacy	<u>93%</u>
	Cultural competency	<u>69%</u>
	Amount helped	<u>57%</u>
	Treatment after benefits are used up	<u>56%</u>

ECHO Reporting Measures, Comparison Across Years

Composite Measures and Global Rating	2021	2020	2017
Getting treatment quickly	<u>46%</u>	43%	37%
How well clinicians communicate	<u>68%</u>	68%	65%
Getting treatment and information from the plan or MBHO	<u>51%</u>	57%	53%
Perceived improvement	<u>29%</u>	31%	29%
Information about treatment options	<u>68%</u>	71%	70%
Global Rating: Treatment (Overall rating of counseling and treatment)	<u>51%</u>	51%	46%

ECHO Reporting Measures, Comparison Across Years

Single Item Measures	2021	2020	2017
Office wait*	<u>44%</u>	36%	33%
Told about medication side effects	<u>79%</u>	74%	75%
Including family and friends	<u>60%</u>	60%	59%
Information to manage condition*	<u>75%</u>	81%	78%
Patient rights information	<u>88%</u>	91%	91%
Patient feels he or she could refuse treatment	<u>84%</u>	81%	78%
Privacy	<u>93%</u>	91%	91%
Cultural competency	<u>69%</u>	69%	76%
Amount helped	<u>57%</u>	58%	52%
Treatment after benefits are used up	<u>56%</u>	55%	48%

Note: The differences between Office wait in 2021 and 2020 (+8%) and between Information to manage condition in 2021 and 2020 (-6%) were found to be statistically significant, using a test of proportion, with $p < 0.05$.

Statistical Significance Testing

- Statistical tests were conducted to identify differences in responses between different subgroups. We considered:
 - demographic characteristics (gender, race, ethnicity, age);
 - eligibility (Medicaid only or dual eligible for Medicaid and Medicare);
 - whether or not the member had a guardian;
 - primary disability designation;
 - service provider; and
 - survey mode.
- In conducting the tests, we excluded those with missing information and those who were part of subgroups with fewer than 30 people participating in the survey.
 - For example, when conducting the age subgroup analysis, those who did not indicate their age were not included, nor were respondents 75 or older as only 10 such respondents participated in the survey.
 - As such, the overall scores reported in that section will differ from those presented for the scorecard measures, which includes all respondents.

Statistical Significance Testing

Using a one-way ANOVA, several results had a statistically significant ($p < 0.05$) difference between subgroups:

Grouping	Items with Differences
Gender	Q41, Q32, Q20, Q21
Race	Q31, Q32, Q33, Q34
Ethnicity (Hispanic/Latino)	Q3
Age Group	Q7
Dual Eligibility Status	Q14
Guardian Status	Q3
Primary Disability Designation	Q7, Q33, Q34, Q19
CRSP	Q17
Survey Mode	<i>none</i>

Statistically Significant Differences in Subgroups

By Gender

- Male respondents were more likely to report that:
 - it was **not a problem** to get help when they called customer service (63%), compared to female respondents (43%).
 - they were told about self help or support groups (75%, compared to 62%);
 - they were given information about different kinds of treatment (76%), compared to female respondents (63%); and
 - their ability to deal with social situations was **much better** compared to a year ago (36%) than female respondents (25%).

Statistically Significant Differences in Subgroups (*cont.*)

By Race

- Overall, roughly 30% of respondents rated themselves **much better** since last year in a series of four categories. However, ratings differed by race:
 - Those who reported their race as “Other” were more likely than other groups to report **much better** on each item (33-39%).
 - Those who indicated multiple races were least likely to rate themselves as **much better** (14-21%).
 - About one-third of respondents who told us they were Black or African American rated themselves **much better** on each item (32-34%).
 - Roughly one-fifth to one-quarter of respondents who told us they were White rated themselves **much better** (19-23%).

Statistically Significant Differences in Subgroups (*cont.*)

By Ethnicity

- Latino/Hispanic respondents were less likely to report that they **always** got the counseling needed over the phone (22%), compared to non-Latino/Hispanic respondents (50%).

By Age

- While, overall, 51% of respondents reported **always** getting an appointment as soon as they wanted, there was variation by age group:
 - Only 39% of those 25 to 34 reported this, while 63% of those 65 to 74 did.

Statistically Significant Differences in Subgroups (*cont.*)

By Eligibility

- 76% of those dual eligible reported that they **always** felt safe with the people they went to for counseling/treatment, compared with 59% of those who were not dual eligible.

By Guardianship Status

- Respondents without a guardian were more likely to report that they **always** got the counseling they needed on the phone (51%), compared with 26% of those with guardians.

Statistically Significant Differences in Subgroups (*cont.*)

By Primary Disability Designation

- Respondents with severe mental illness were *more* likely to report **always** getting appointments as soon as they wanted (53%), compared to those with developmental disabilities or substance use disorders (28% and 29%, respectively).
- Respondents with substance use disorders were *more* likely to report improvements since last year:
 - 49% of them rated their ability to accomplish the things they wanted as **much better**, compared to 30% overall.
 - 45% of them rated their problems or symptoms **much better**, compared to 28% overall.
- Respondents with substance use disorders were *less* likely to report someone talking to them about including family or friends in counseling/treatment (39%), compared to those with developmental disabilities (76%) or severe mental illness (61%).

Statistically Significant Differences in Subgroups (*cont.*)

By CRSP

- There was variation across CRSPs on whether respondents had been told about side effects of medicines:
 - Overall, 78% reported being told about side effects.
 - At CRSPs with at least 10 answering the question, between 43 and 91% reported being told about side effects.

Opportunities

Considering the findings from the survey, DWIHN has several potential areas to pursue for improvement, including:

- Working with service providers and members to explore the reasons why more members do not perceive improvements and whether their self-assessments reflect their clinicians' assessments (particularly respondents with developmental disability or severe mental illness);
- Working service providers to identify barriers to, and potential improvements that would support, members getting help quickly; and
- Exploring and addressing challenges that result in subgroups being less likely to report:
 - getting help by phone (respondents who are Hispanic/Latino respondents or who have guardians); and
 - getting appointments as soon as they want (respondents under 35, those with developmental disability, or those with substance use disorder).

DETAILED FINDINGS

ECHO Reporting Measures

Measure: Getting Treatment Quickly

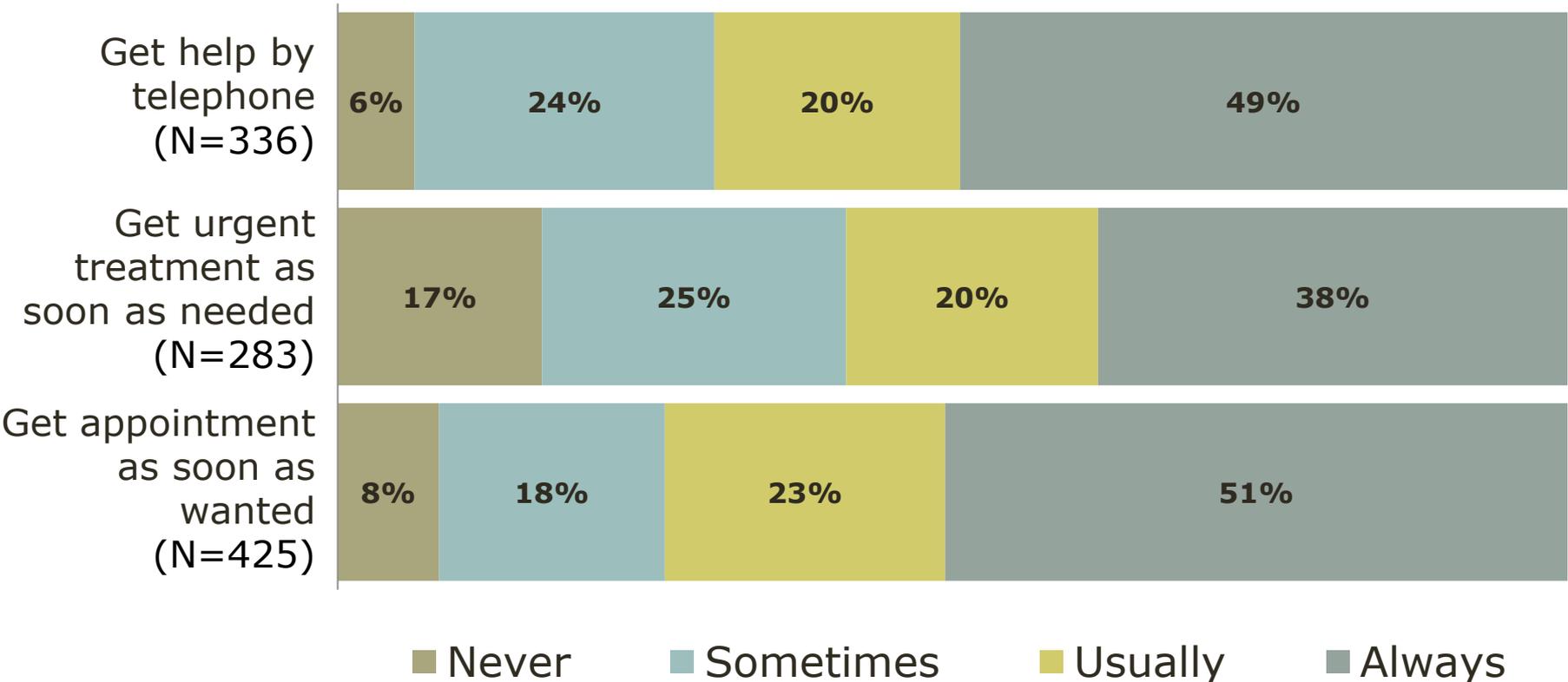
Getting treatment quickly: 46%

- This composite measure is based on these questions:

	Question	Score
Q3	In the last 12 months, how often did you get the professional counseling you needed on the phone?	49%
Q5	In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?	38%
Q7	In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?	51%

- Score is the percentage of respondents who answered “Always.”

Detail: Getting Treatment Quickly



Measure: How Well Clinicians Communicate

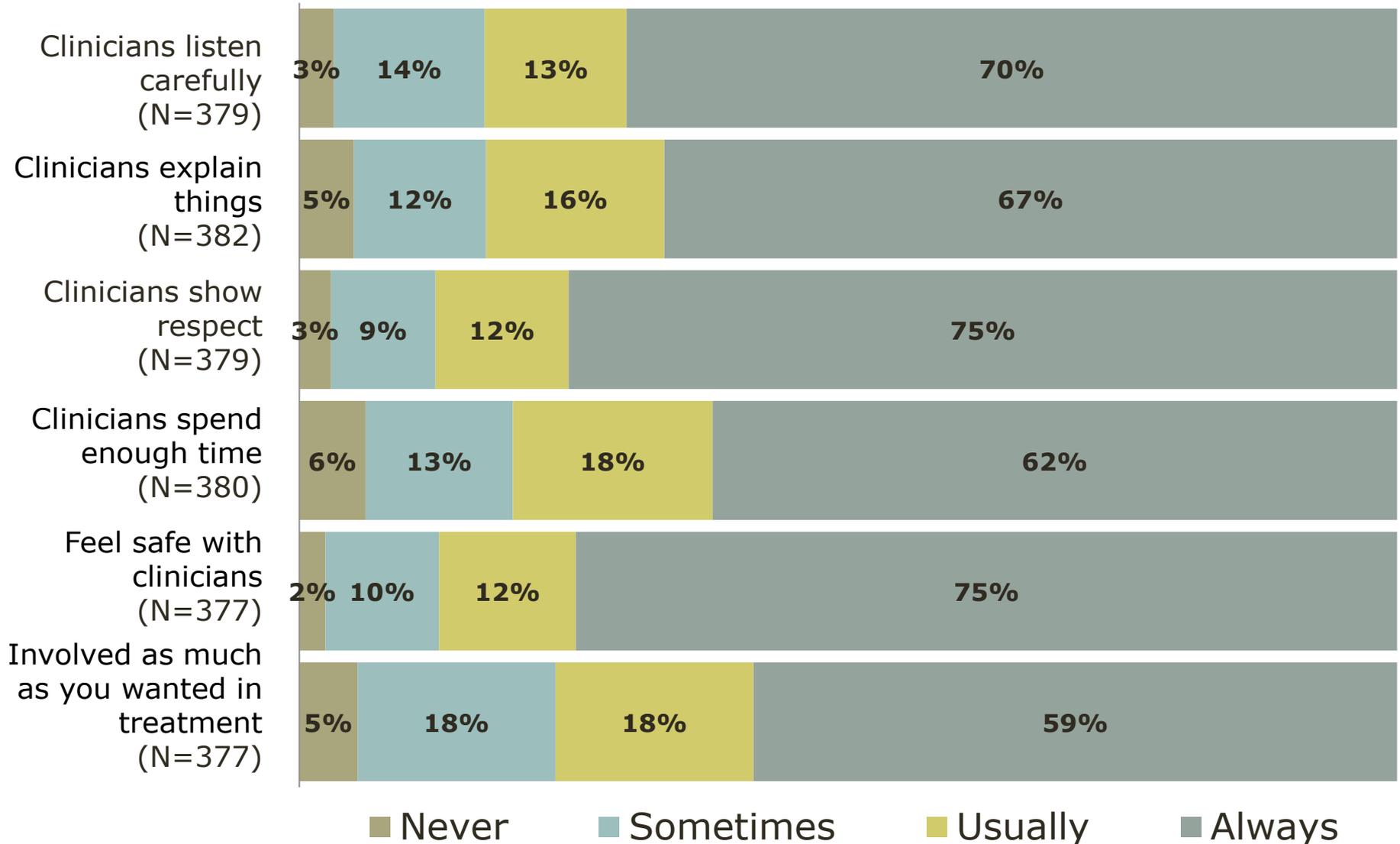
How Well Clinicians Communicate: 68%

- This composite measure is based on these questions:

	Question	Score
Q11	In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?	70%
Q12	In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?	67%
Q13	In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?	75%
Q14	In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?	62%
Q15	In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?	75%
Q18	In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?	59%

- Score is the percentage of respondents who answered “Always.”

Detail: How Well Clinicians Communicate



Measure: Getting Treatment and Information from the Plan or MBHO

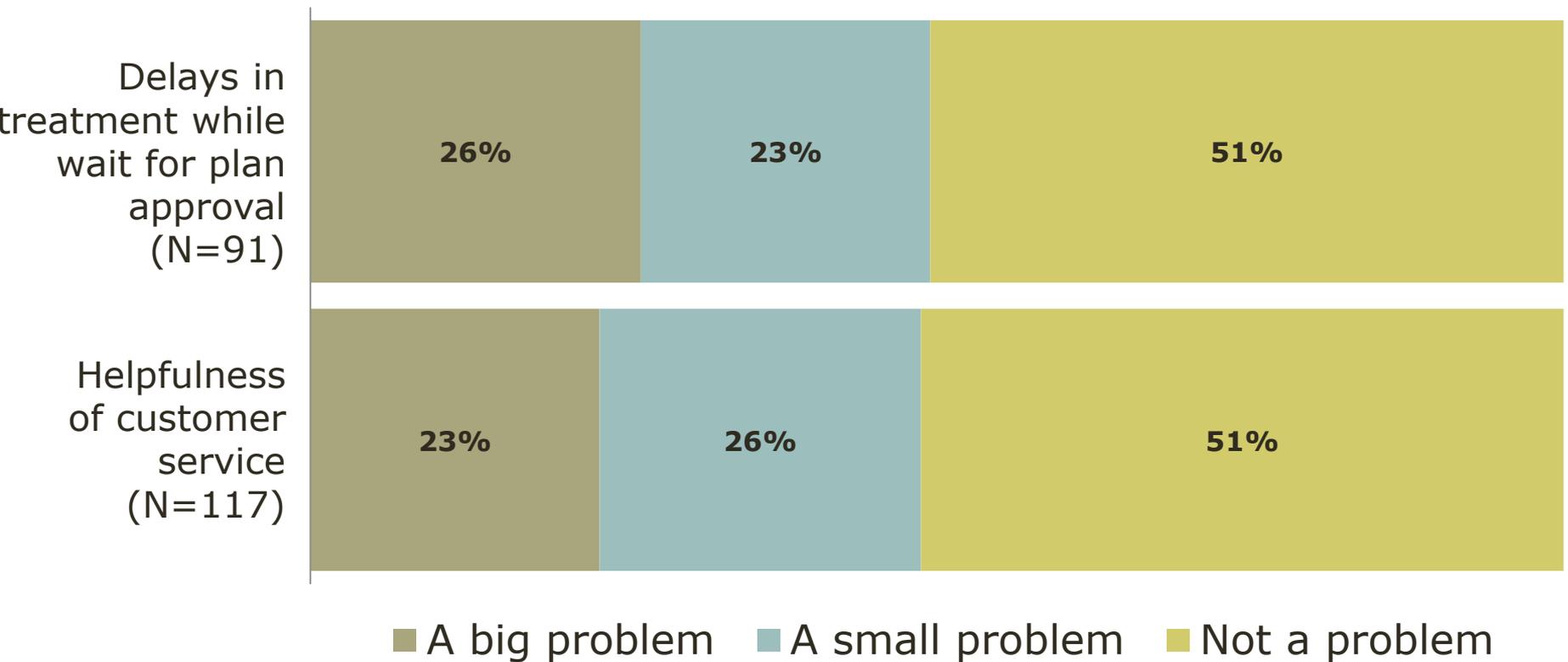
Getting Treatment and Information : 51%

- This composite measure is based on these questions:

Question	Score
Q39 In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?	51%
Q41 In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called customer service?	51%

- Score is the percentage of respondents who answered “Not a problem.”

Detail: Getting Treatment and Information from the Plan or MBHO



Measure: Perceived Improvement

Perceived Improvement: 29%

- This composite measure is based on these questions:

	Question	Score
Q31	Compared to 12 months ago, how would you rate your ability to deal with daily problems now?	31%
Q32	Compared to 12 months, how would you rate your ability to deal with social situations now?	29%
Q33	Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?	30%
Q34	Compared to 12 months ago, how would you rate your problems or symptoms now?	28%

- Score is the percentage of respondents who answered “Much better.”

Detail: Perceived Improvement

Compared to 12 months ago, how would you rate your...



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

Measure: Information About Treatment Options

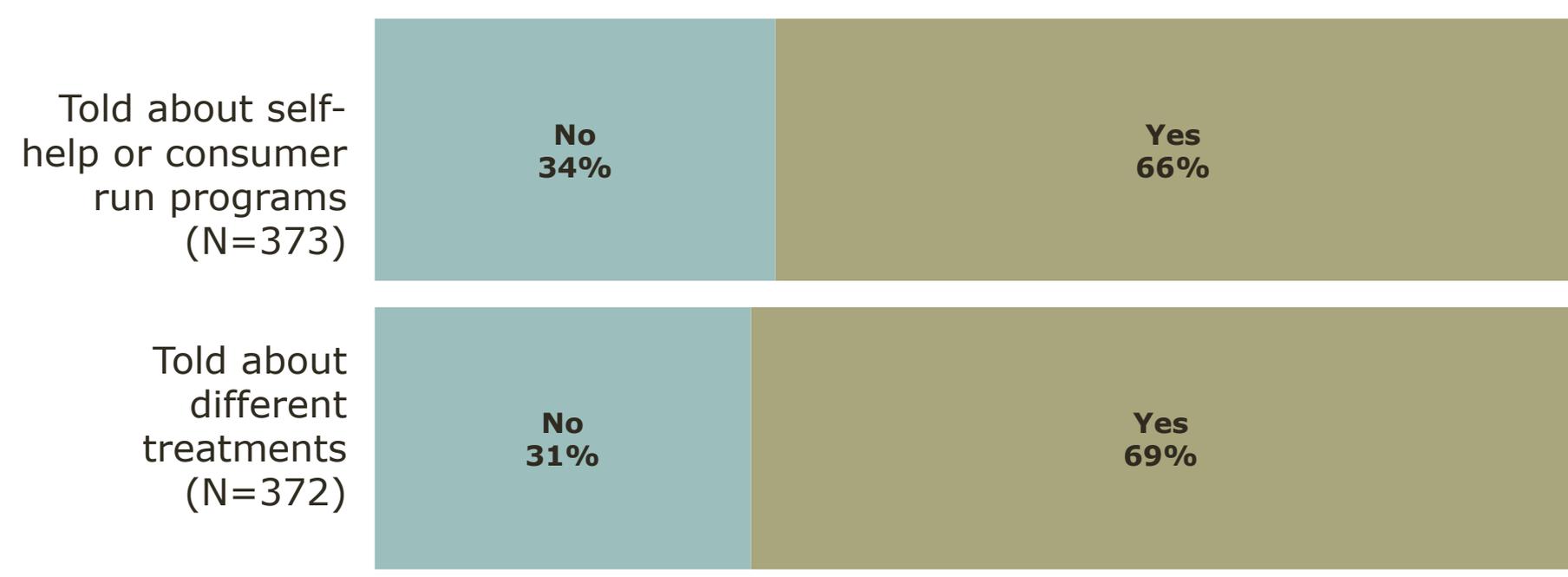
Information About Treatment Options: 68%

- This composite measure is based on these questions:

	Question	Score
Q20	In the last 12 months, were you told about self help or support groups, such as consumer run groups or 12 step programs?	66%
Q21	In the last 12 months, were you given information about different kinds of counseling or treatment that are available?	69%

- Score is the percentage of respondents who answered “Yes.”

Detail: Information About Treatment Options

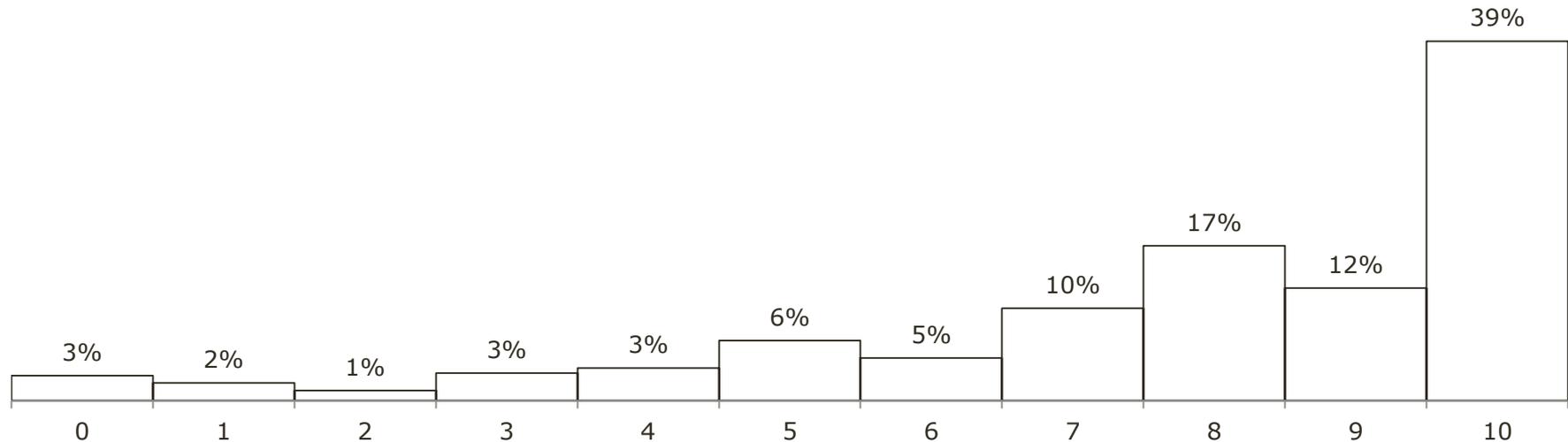


Measure: Global Rating - Treatment

Overall rating of counseling and treatment: 51%

Score is the percentage of respondents who selected 9 or 10.

Q28 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 counseling or treatment in the last 12 months? (N=374)

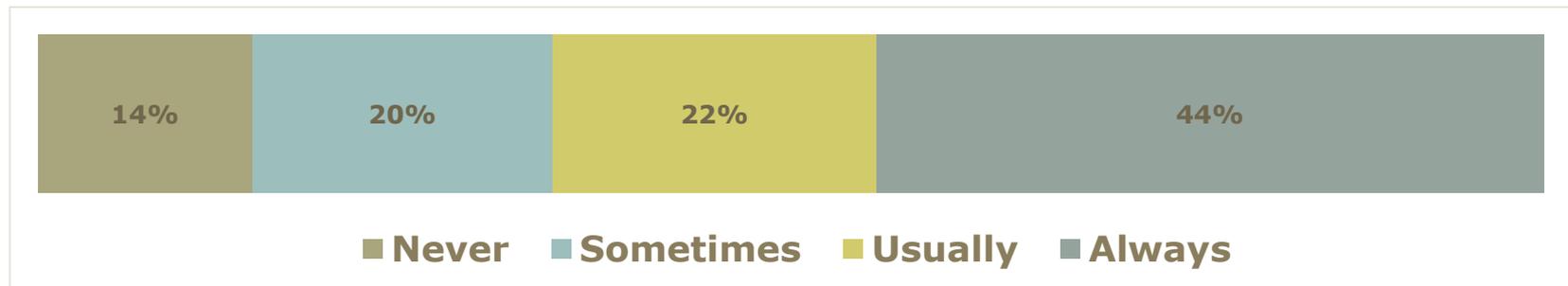


Measure: Office wait

Seen within 15 minutes of appointment time : 44%

Score is the percentage of respondents who answered “Always.”

Q10 In the last 12 months, how often were you seen within 15 minutes of your appointment? (N=386)

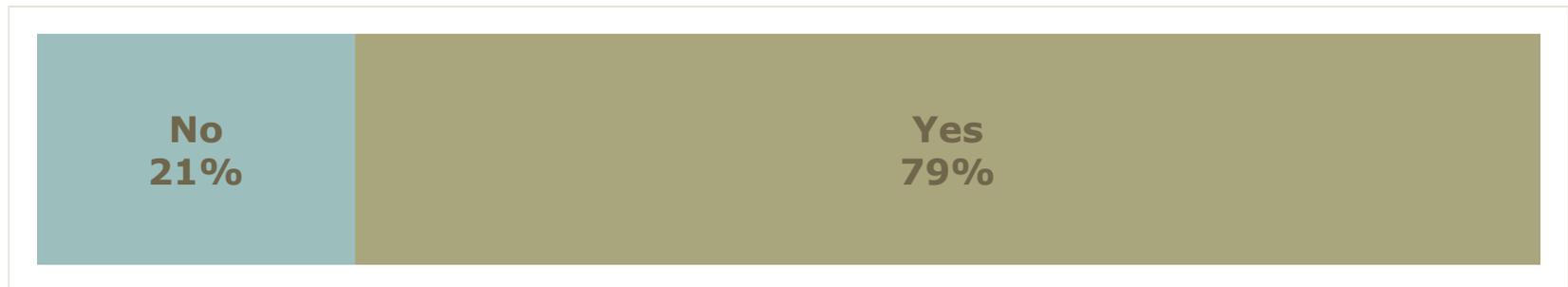


Measure: Told about medication side effects

Told about side effects of medication: 79%

Score is the percentage of respondents who answered “Yes.”

Q17 In the last 12 months, were you told what side effects of those medicines to watch for? (N=336)



Measure: Including family and friends

Talk about including family and friends in treatment: 60%

Score is the percentage of respondents who answered “Yes.”

Q19 In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment? (N=373)



Measure: Information to manage condition

Given as much information as wanted to manage condition: 75%

Score is the percentage of respondents who answered “Yes.”

Q22 In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition? (N=375)

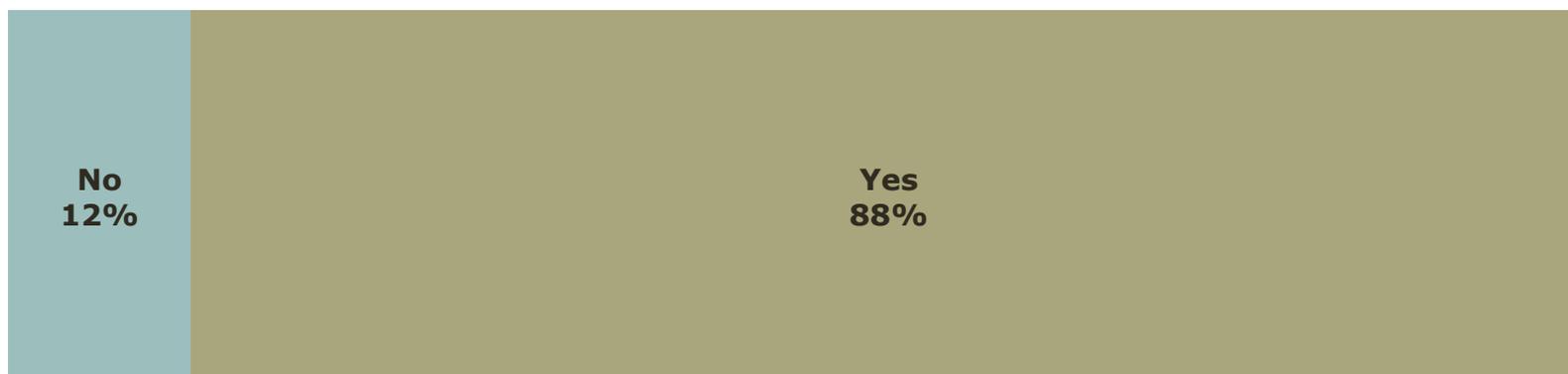


Measure: Patient rights information

Given information about rights as a patient: 88%

Score is the percentage of respondents who answered “Yes.”

Q23 In the last 12 months, were you given information about your rights as a patient? (N=373)

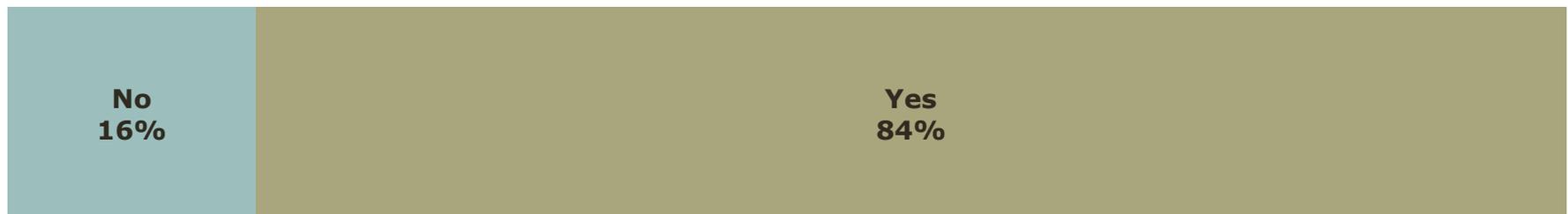


Measure: Patient feels he or she could refuse treatment

Patient feels that he or she could refuse a specific type of treatment: 84%

Score is the percentage of respondents who answered “Yes.”

Q24 In the last 12 months, did you feel you could refuse a specific type of medicine or treatment? (N=371)



Measure: Privacy

**Confident about privacy of treatment information:
93%**

Score is the percentage of respondents who answered “No.”

In the last 12 months, as far as you know did anyone you went to for Q25 counseling or treatment share information with others that should have been kept private? (N=368)

**Yes
7%**

**No
93%**

Measure: Cultural Competency

Care responsive to cultural needs: 69%

Score is the percentage of respondents who answered “Yes.”

Q27 In the last 12 months, was the care you received responsive to those needs? (N=39)

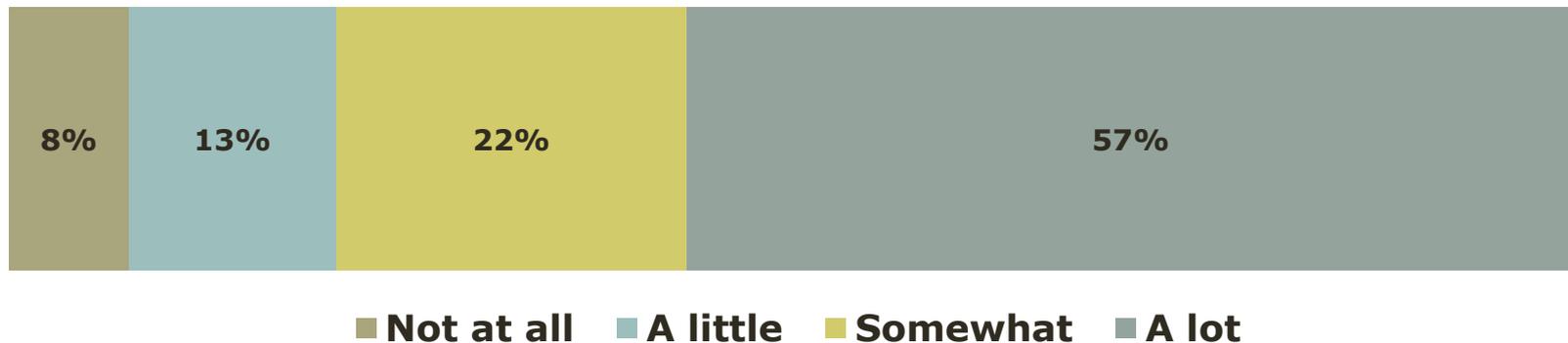


Measure: Amount helped

Amount helped by treatment: 57%

Score is the percentage of respondents who answered “A lot.”

Q29 In the last 12 months, how much were you helped by the counseling or treatment you got? (N=575)



Measure: Treatment after benefits are used up

Plan provides information about how to get treatment after benefits are used up: 56%

Score is the percentage of respondents who answered “Yes.”

Q37 Were you told about other ways to get counseling, treatment, or medicine?
(N=52)



DETAILED FINDINGS

Statistically Significant Differences by Subgroup

Results Comparison by Gender

Items with Statistically Significant Results

- Q41 How much of a problem, if any, was it to get the help you needed when you called customer service? (% Not a problem)
- Q32 How would you rate your ability to deal with social situations now? (% Much better)
- Q20 Were you told about self help or support groups? (% Yes)
- Q21 Were you given information about different kinds of counseling or treatment that are available? (% Yes)

Results Comparison by Gender

	Overall		Score Spread	Female		Male	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q41	117	51%	20%	69	43%	48	63%
Q32	565	29%	11%	371	25%	194	36%
Q20	363	66%	13%	237	62%	126	75%
Q21	361	68%	13%	235	63%	126	76%

Maximum
value

Minimum
Value

Results Comparison by Race

Items with Statistically Significant Results

Each score is the percentage of respondents who answered “Much better.”

Q31 How would you rate your ability to deal with daily problems now?

Q32 How would you rate your ability to deal with social situations now?

Q33 How would you rate your ability to accomplish the things you want to do now?

Q34 How would you rate your problems or symptoms now?

Results Comparison by Race

	Overall		Score Spread	Black/African American		White		More than one race		Other	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q31	549	30%	18%	320	34%	165	23%	28	21%	36	39%
Q32	549	28%	17%	319	33%	167	19%	27	19%	36	36%
Q33	549	29%	25%	320	33%	165	22%	28	14%	36	39%
Q34	550	28%	19%	319	32%	167	22%	28	14%	36	33%

Maximum
value

Minimum
Value

Notes: Too few Asian, Native American/Other Pacific Islanders, and American Indian/Alaska Native respondents (<30 each) participated in the survey to be included in this analysis.

Results Comparison by Ethnicity

Items with Statistically Significant Results

Q3 How often did you get the professional counseling you needed on the phone? (% Always)

	Overall		Score Spread	Hispanic/Latino		Not Hispanic/Latino	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q3	316	49%	28%	18	22%	298	50%

Maximum value	Minimum Value
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Results Comparison by Age

Items with Statistically Significant Results

Q7 Not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted? (% Always)

	Overall		Score Spread	18 to 24		25 to 34		35 to 44		45 to 54		55 to 64		65 to 74	
	N	Score		N	Score										
Q7	405	51%	24%	40	40%	62	39%	81	46%	87	59%	108	56%	27	63%

Note: Too few respondents age 75 and older (<30) participated in the survey to be included in this analysis.

Maximum value	Minimum Value
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Results Comparison by Eligibility

Items with Statistically Significant Results

Q14 How often did you feel safe when you were with the people you went to for counseling or treatment? (% Always)

	Overall		Score Spread	Dual eligible		Not dual eligible	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q14	380	62%	17%	70	76%	310	59%

Maximum
value

Minimum
Value

Results Comparison by Guardian Status

Items with Statistically Significant Results

Q3 How often did you get the professional counseling you needed on the phone (% Always)

	Overall		Score Spread	Guardian		No Guardian	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q3	336	49%	25%	19	26%	317	51%

Maximum
value

Minimum
Value

Results Comparison by Primary Disability Designation

Items with Statistically Significant Results

Not counting times you needed counseling or treatment right away,
Q7 how often did you get an appointment for counseling or treatment as soon as you wanted? (% Always)

Q33 How would you rate your ability to accomplish the things you want to do now? (% Much better)

Q34 How would you rate your problems or symptoms now? (% Much better)

Q19 Did anyone talk to you about whether to include your family or friends in your counseling or treatment? (% Yes)

Results Comparison by Primary Disability Designation

	Overall		Score Spread	Developmental Disability		Severe Mental Illness		Substance Use Disorder	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q7	421	51%	25%	18	28%	379	53%	24	29%
Q33	565	30%	30%	32	19%	492	29%	41	49%
Q34	566	28%	23%	32	22%	494	27%	40	45%
Q19	366	60%	37%	21	76%	317	61%	28	39%

Maximum
value

Minimum
Value

Results Comparison by CRSP

Items with Statistically Significant Results

Q17 Were you told what side effects of those medicines to watch for? (% Yes)

	Overall		Score	Central City Integrated Health		Community Care Services		Community Living Services		Development Centers, Inc.		The Guidance Center	
	N	Score	Spread	N	Score	N	Score	N	Score	N	Score	N	Score
Q17	267	78%	48%	13	69%	24	75%	--	--	33	91%	17	88%

	Hegira Programs, Inc.		Lincoln Behavioral Services		Neighborhood Service Organization		Northeast Guidance Center		Southwest Counseling Solutions		Team Wellness Center	
	N	Score	N	Score	N	Score	N	Score	N	Score	N	Score
Q17	23	43%	46	89%	11	91%	18	83%	16	69%	64	73%

Note: Only CRSPs who had at least 30 clients participating in the survey were included in this analysis. This resulted in considering 603 respondents from 11 CRSPs. Results from Community Living Services were hidden due to <10 respondents for this item.

Maximum
value

Minimum
Value

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