



# EXPERIENCE OF CARE AND HEALTH OUTCOMES

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Findings from the 2024

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) Adult 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 during 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 5,937 members, out of the approximately 45,000 adults receiving services.
- The survey was administered via three modes:
  1. Trained and supervised interviewers from the Center's Computer Aided Telephone Interviewing (CATI) lab made calls to potential respondents on weekdays, evenings, and weekends;
  2. The Center mailed a paper survey; and
  3. A link to the web version was included with the mailed invitation, as well as emailed to respondents who requested it over the phone.
- Respondents received 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:
  - 5 composite measures
    - Each of these is an average of scores of two to six single items.
  - 1 global rating of counseling and treatment
  - 10 single item measures
    - Each score indicates the percentage of respondents who selected the most positive category for a given item.
- Each of the measures is explained in the Detailed Findings: ECHO Reporting Measures section.

# Survey Highlights

- 728 adult DWIHN members responded to the survey.
- 537 members reported receiving services in the past year (76% of the 704 who responded to this question).
- Respondents had some statistically significant differences with the sample. Compared to the sample, respondents:
  - were less likely to have a guardian (3% vs. 14%);
  - were more likely to have a primary disability designation of severe mental illness (85% vs. 79%) and less likely to have one of developmental disability (6% vs. 11%); and
  - were more likely to be dual eligible for Medicare and Medicaid (21% vs. 17%) and less likely to be eligible for neither (38% vs. 43%).

# Survey Highlights *(cont.)*

- As in prior years, DWIHN scored well on several of the ECHO reporting measures, notably:
  1. Privacy (91%);
  2. Patients rights information (89%); and
  3. Information to manage condition (80%).
  4. Patient feels he or she could refuse treatment (78%); and
  5. Told about medication side effects (75%).
- Three measures have remained less than 50% during all years of ECHO data collection:
  1. Perceived improvement (31%);
  2. Office wait (45%); and
  3. Getting treatment quickly (48%).
- Results in 2024 were roughly the same as in 2023, with one exception:
  - A higher percentage of members reported that they always got appointments as soon as they wanted (58% in 2024 vs. 48% in 2023; this difference was statistically significant,  $p < 0.01$ ).

# Sample Profile

- DWIHN provided a random sample of 5,937 members, who were 18 years and older and had received services in the past year.

<b>Characteristic</b>	<b>Number</b>	<b>Percentage</b>
Dual Eligible (Medicaid/Medicare)	989	17%
Primary Disability Designation: Developmental Disability	666	11%
Primary Disability Designation: Severe Mental Illness	4,666	79%
Has Guardian	823	14%
No Valid Address	609	10%
No Valid Phone Number	694	12%
No Valid Address or Phone Number	138	2%

# Survey Response

- Overall, **728** responded to the survey.
- About three-quarters 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>	
<b>Respondents</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>Total</b>	550	76%	144	20%	34	5%	<b>728</b>	<b>100%</b>

Note: Due to rounding, percentages do not sum to 100%.

<b>Reporting services in past 12 months</b>	<b>537</b>	<b>76%</b>
<b>Out of</b>	<b>704</b>	

*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 5,937 members, the 728 respondents were less likely to have a guardian and more likely to have a primary disability of severe mental illness rather than developmental disability.\*

While the respondents were similar to sample in terms of Medicaid eligibility or Medicare eligibility, respondents were more likely than the sample to be dual eligible and less likely to be eligible for neither.\*

Characteristic	<u>SAMPLE</u>		<u>RESPONDENTS</u>	
	Number	Percentage	Number	Percentage
Primary Disability Designation: Severe Mental Illness	4,666	79%	621	85%
Primary Disability Designation: Developmental Disability	666	11%	46	6%
Has Guardian	823	14%	22	3%
Medicaid Eligible	1,875	32%	216	30%
Medicare Eligible	538	9%	80	11%
Dual Eligible	989	17%	153	21%
Eligible for Neither	2,535	43%	279	38%

\* Differences were statistically significant,  $p < 0.05$ .

# Respondent Profile

There were 40 Clinically Responsible Service Providers (CRSPs) present in the sample. Twelve of these were not in the respondent pool; however each of those 12 CRSPs served fewer than 10 members in the sample.

Most CRSPs appeared in the respondent pool roughly as often as in the sample, with the following exceptions (displayed in the table below):

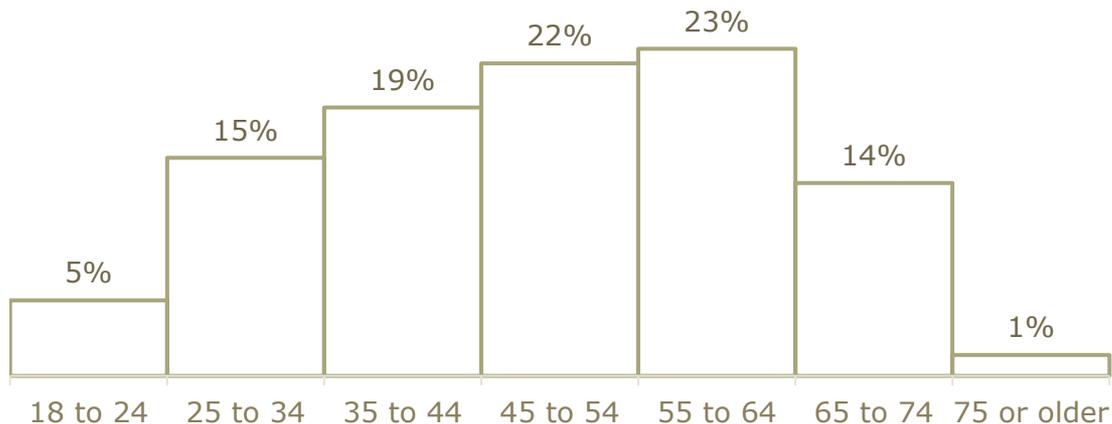
- Members without a CRSP listed in the sample were *less* likely to participate in the survey; and
- Members at five CRSPs were *more* likely to participate in the survey.

CRSP	In Sample		Among Respondents		Survey Participation Rate
	N	Percent	N	Percent	
<i>None given</i>	1,733	29%	105	14%	6%
All Well-Being Services	116	2%	27	4%	23%
ACCESS	196	3%	40	5%	20%
CNS Healthcare	229	4%	40	5%	17%
Development Centers, Inc.	248	4%	54	7%	22%
Hegira Health, Inc.	504	8%	85	12%	17%
<i>All CRSPs</i>	<i>5,937</i>	<i>100%</i>	<i>728</i>	<i>100%</i>	<i>12%</i>

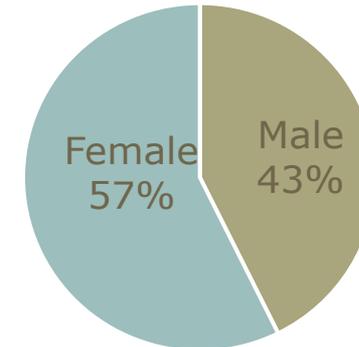
# Respondent Demographics: Age and Gender

- Close to half of respondents (45%;  $N=675$ ) reported their ages to be between 45 and 64.
- Nearly three-fifths of respondents (57%;  $N=670$ ) identified as female.

**Respondent Age Distribution  
( $N=675$ )**



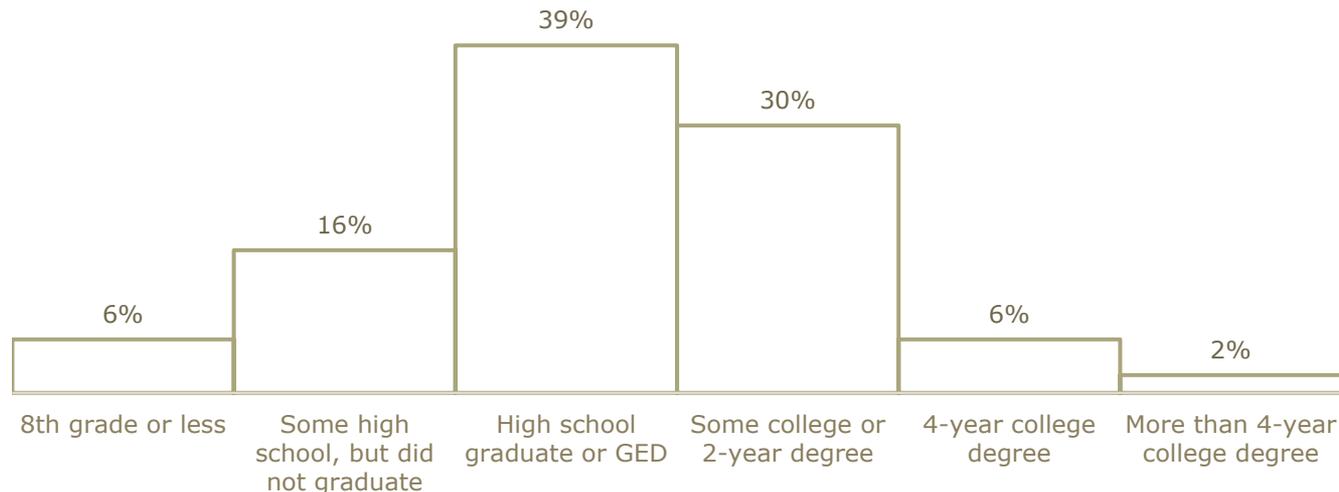
**Respondent Gender  
( $N = 670$ )**



# Respondent Demographics: Education Level

- Over  $\frac{3}{4}$  of respondents reported completing high school or beyond, with approximately two-fifths having attended at least some college.

*What is the highest grade or level of school that you have completed? (N=669)*



# Respondent Demographics: Race and Ethnicity

Race	What is your race? (N=672)		Single Category Race	
	Number	Percentage	Number	Percentage
Black or African-American	408	61%	389	58%
White	219	33%	199	30%
Other	53	8%	40	6%
American Indian or Alaska Native	21	3%	5	1%
Asian	9	1%	6	1%
Native Hawaiian or Other Pacific Islander	1	<1%	-	-
Two or More Races	-	-	33	5%
<b>Total</b>			<b>672</b>	<b>100%</b>

Respondents could identify as many races as applied. Thirty-three indicated multiple races and appear as “Two or More Races” above. “Other” was an option on the survey and was selected by 53 people.

Are you of Hispanic or Latino origin or descent?	Number	Percentage
Yes	37	6%
No	633	94%

# Respondent Demographics: Overall Health

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

*In general, how would you rate your overall health now?(N=680)*



# Respondent Demographics: Overall Mental Health

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

*In general, how would you rate your overall mental health now?(N=510)*



# Help with the Survey

- 37 respondents shared one or more ways that someone had helped them with the survey:

<b>How did that person help you?</b>	<b><u>Respondents</u></b>	
	<b>Number</b>	<b>Percentage</b>
Read the questions to me	21	57%
Answered the questions for me	15	41%
Wrote down the answers I gave	8	22%
Helped in some other way	4	11%
Translated the questions into my language	3	8%

*Notes:* For 15 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.

# ECHO Reporting Measures

Composite Measures	Getting treatment quickly	<u>48%</u>
	How well clinicians communicate	<u>69%</u>
	Getting treatment and information from the plan or MBHO	<u>60%</u>
	Perceived improvement	<u>31%</u>
	Information about treatment options	<u>66%</u>
	Global Rating: Treatment (Overall rating of counseling and treatment)	<u>52%</u>
Single Item Measures	Office wait	<u>45%</u>
	Told about medication side effects	<u>75%</u>
	Including family and friends	<u>53%</u>
	Information to manage condition	<u>80%</u>
	Patient rights information	<u>89%</u>
	Patient feels he or she could refuse treatment	<u>78%</u>
	Privacy	<u>91%</u>
	Cultural competency	<u>71%</u>
	Amount helped	<u>60%</u>
	Treatment after benefits are used up	<u>61%</u>

# ECHO Reporting Measures, Comparison Across Years

Composite Measures	2017	2020	2021	2023	2024
<b>Getting treatment quickly</b>	<b>37%</b>	<b>43%</b>	<b>46%</b>	<b>44%</b>	<b>48%</b>
Q3 Get help by telephone	26%	31%	49%	44%	43%
Q5 Get urgent treatment as soon as needed	39%	44%	38%	39%	43%
Q7 Get appointment as soon as wanted	47%	53%	51%	48%	58% <b>10%↑</b>
D2 Get help by telehealth/video visit				43%	43%
<b>How well clinicians communicate</b>	<b>65%</b>	<b>68%</b>	<b>68%</b>	<b>69%</b>	<b>69%</b>
Q11 Clinicians listen carefully	66%	66%	70%	66%	64%
Q12 Clinicians explain things	62%	65%	67%	68%	68%
Q13 Clinicians show respect	71%	73%	75%	76%	78%
Q14 Clinicians spend enough time	59%	64%	62%	63%	63%
Q15 Feel safe with clinicians	75%	78%	75%	79%	79%
Q18 Involved as much as you wanted in treatment	58%	59%	59%	61%	62%

The only statistically significant difference between 2023 and 2024 measures was on Q7 (Z test, with  $p < 0.01$ ).

# ECHO Reporting Measures, Comparison Across Years

<b>Composite Measures</b> ( <i>cont.</i> )	<b>2017</b>	<b>2020</b>	<b>2021</b>	<b>2023</b>	<b>2024</b>
<b>Getting treatment and information from the plan or MBHO</b>	<b>54%</b>	<b>57%</b>	<b>51%</b>	<b>57%</b>	<b>60%</b>
Q39 Delays in treatment while wait for plan approval	51%	55%	51%	53%	59%
Q41 Helpfulness of customer service	56%	58%	51%	60%	60%
<b>Perceived improvement</b>	<b>29%</b>	<b>31%</b>	<b>30%</b>	<b>30%</b>	<b>31%</b>
Q31 Ability to deal with daily problems	32%	35%	31%	33%	36%
Q32 Ability to deal with social situations	26%	31%	29%	28%	27%
Q33 Ability to accomplish things	28%	30%	30%	29%	29%
Q34 Ability to deal with symptoms or problems	30%	28%	28%	29%	31%
<b>Information about treatment options</b>	<b>70%</b>	<b>71%</b>	<b>68%</b>	<b>69%</b>	<b>66%</b>
Q20 Told about self-help or consumer run programs	69%	70%	66%	65%	62%
Q21 Told about different treatments	71%	72%	69%	73%	69%

Note: due slight change in rounding convention for composite measures in these reports, 2017 *Getting treatment and information from the plan or MBHO* and 2021 *Perceived improvement* differ slightly from prior reports.

# ECHO Reporting Measures, Comparison Across Years

Single Item Measures	2017	2020	2021	2023	2024
Global Rating: Treatment (Overall rating of counseling and treatment)	46%	51%	51%	52%	52%
Office wait	33%	36%	44%	49%	45%
Told about medication side effects	75%	74%	79%	76%	75%
Including family and friends	59%	60%	60%	55%	53%
Information to manage condition	78%	81%	75%	80%	80%
Patient rights information	91%	91%	88%	88%	89%
Patient feels he or she could refuse treatment*	78%	81%	84%	78%	78%
Privacy	91%	91%	93%	91%	91%
Cultural competency	76%	69%	69%	76%	71%
Amount helped	52%	58%	57%	59%	60%
Treatment after benefits are used up	48%	55%	56%	56%	61%

# 2024 Data Collection Challenges

- This year's ECHO data collection faced several challenges, including:
  - A compressed project timeline due to delays in contracting and in receiving member contact lists.
  - The contact list for the Adult survey included 694 individuals (12%) without a valid number (either we received no number or the number was not in service for the intended member).
    - Of those 694, 17 participated in the survey (either by mail or web). If this group had matched the 12% overall participation rate, approximately 83 of them would have participated.
  - Our contracted printing and mailing vendor was sold shortly before data collection was intended to begin, resulting in a delayed mailing for the survey and the necessity of beginning CATI calls prior to the mailing.
  - A relatively low percentage of respondents reported receiving services in the past 12 months (76%). Prior year rates were 81% in 2023, 77% in 2021, and 82% in 2020.

# 2024 Data Collection Challenges: Impact

- As a result of these challenges, we fell 13 short of the target of 550 responses from adults who reported receiving services in the last 12 months.
- With 550 respondents, the margin of error (MOE) would have been  $\pm 4.15\%$ , with a 95% confidence level. With 537 respondents, the MOE is instead  $\pm 4.20\%$ . For any given item, we then estimate that the value for the approximately 45,000 DWIHN members is within 4.20% of the survey response. For example:
  - 51.6% of survey respondents reported that they called someone to get professional counseling on the phone.
  - We then expect that between 47.4% and 55.8% of DWIHN members as a whole would report this.

# Challenge: Receiving Services

Throughout ECHO administration, a high percentage of people have reported they did not receive services in the last 12 months, even though one of the criteria used to generate the sample is receiving services during that period.\* This year 24% reported no services.

- Anecdotally, based on (1) interviewer descriptions of reactions to the first question and (2) open-ended comments about services from people who had indicated that they had not received services during the period of interest, the issue may be at least partially due to confusion around how question is phrased. It reads:

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

- For feeling depressed, anxious, or “stressed out”
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

\* Other researchers have observed this as well, such as in <https://muse.jhu.edu/pub/1/article/269209/summary>

# Statistically Significant Differences in Subgroups

The Center investigated whether there were differences in the results for the various groups that DWIHN serves. We tested for statistically significant\* differences among results for groups based on demographic characteristics, Medicare/Medicaid eligibility, primary disability designation, the Clinically Responsible Service Provider, survey mode, and enrollment status. Dozens of statistically significant differences were identified. The details from these tests can be found in the final section of this report, beginning on [slide 54](#). The following slides contain highlights from the results.

## Gender

- Compared to male respondents, female respondents were *more* likely to report being given patients rights information, feeling they could refuse a specific treatment, and receiving culturally competent care. They were *less* likely to indicate they were given enough information about managing their condition and that they rated their ability to accomplish things much better than a year ago.

\* The “statistically significant” differences presented are results that testing indicates have a 95% likelihood of being actual differences and not due to random chance.

# Statistically Significant Differences in Subgroups (*cont.*)

## Race and Ethnicity

- Nine items had statistically significant differences by race, including:
  - Black/African American respondents were *more* likely than other groups to report that their abilities to deal with social situations and to accomplish things were much better than a year ago.
  - White respondents were *less* likely than other groups to report that that were helped a lot by treatment and to rate their treatment as a 9 or 10.
  - Respondents who reported “Other” as their race were *more* likely to indicate that someone had talked to them about including their family or friends in treatment; they were given as much information as they wanted about managing their condition; and they were helped a lot by treatment.
  - Black/African American respondents and those who reported two more more races were more likely to indicate clinicians always explained things in a way they could understand.
- Respondents who identified as being of Hispanic or Latino descent were more likely to report they were helped a lot by treatment.

# Statistically Significant Differences in Subgroups (*cont.*)

## Age Group

- Respondents aged 25 to 34 years old were *least* likely to report that clinicians spent enough time with them; they were involved as much as they wanted in their treatment; and they would rate treatment a 9 or 10. In contrast, those 55 to 64 were *more* likely to report these, as well as *more* likely to report always seeing someone as soon as wanted when they needed treatment right away.

## Eligibility

- Those receiving Medicaid only were *more* likely to report that they always got the treatment they needed over through telehealth; they were always seen within 15 minutes of their appointment; and they were always involved as much as they wanted in their treatment. Those with only Medicare were *least* likely to report that they always got the treatment they needed via telehealth and that they were always seen within 15 minutes of their appointment.

# Statistically Significant Differences in Subgroups (*cont.*)

## Primary Disability Designation

- Respondents with severe mental illness (SMI) were *more* likely to report clinicians always explained things in a way they could understand; they always felt safe with clinicians; and they were always involved as much as they wanted in their treatment. Those with substance use disorder (SUD) were *more* likely to report being told about self-help groups and rate their ability to accomplish things much better than a year ago.

## CRSP

- There were statistically significant differences between respondents at different CRSPs when reporting whether they always were seen within 15 minutes of their appointment and whether they rated their treatment a 9 or 10.

# Statistically Significant Differences in Subgroups (*cont.*)

## Survey Mode

- Respondents who participated via the web survey were *less* likely to report that they always got the counseling they needed over the phone; they always got an appointment as soon as they wanted; their information was kept private; and their ability to deal with social situations was much better compared to a year ago.

## Enrollment Status

- Those with closed cases had *lower* scores on *all* six items that comprise the measure *How well clinicians communicate*. They were also less likely to rate their treatment a 9 or 10; to indicate they were helped a lot by the their treatment; and to rate their ability to deal with daily problems much better than a year ago.

# Opportunities

Based on the findings from five deployments of the ECHO survey, DWIHN might consider several avenues to refine operations, 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;
- Working with service providers to identify barriers to members getting treatment quickly and to explore potential solutions;
- Exploring experiences of those who discontinue treatment before their treatment goals have been achieved to understand people's challenges seeking and continuing treatment; and
- Investigating differences between subgroups (especially gender, race, and age) to understand whether those differences are due to discrepancies in services received, member perceptions, or a combination of these and other factors.

The preceding areas could be studied in a variety of ways, including individual interviews or surveys with clinicians and/or administrators at CRSPs and focus groups with members.

# Opportunities *(cont.)*

- Additionally, DWIHN can consider investigating ways to gather feedback from members with guardians. Fewer than 30 members with guardians participated in the survey and only 8 of those reported services in the last 12 months. Focus groups with members with guardians, as well as *separate* focus groups with their guardians, could delve into:
  - their experiences of care;
  - what can be done to increase their participation in the ECHO survey; and
  - possible alternate means to solicit input from these groups.
- Finally, DWIHN can consider whether the ECHO survey is accessible and is the best tool to gather feedback from the population served. Anecdotally, interviewers are reporting frustration and respondent confusion with the instrument. Additionally, roughly a quarter of respondents reported they had no services during the given time period raising concerns that the intent behind some questions may not be clear to all respondents.

# DETAILED FINDINGS

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ECHO Reporting Measures

# Measure: Getting Treatment Quickly

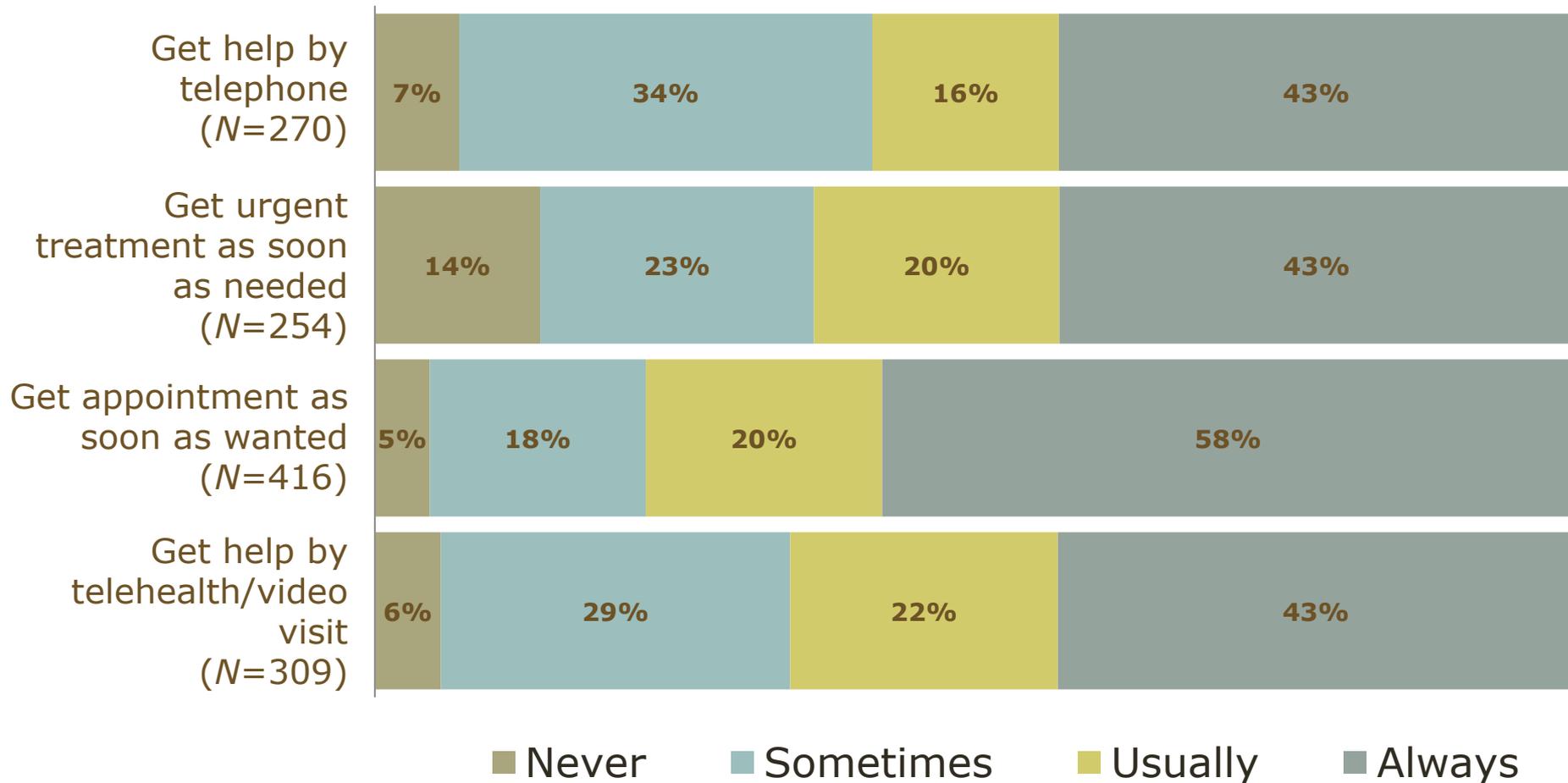
**Getting treatment quickly: 48%**

- This composite measure is based on Q3, Q5, and Q7:

	Question	Score
Q3	In the last 12 months, how often did you get the professional counseling you needed on the phone?	43%
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?	43%
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?	58%
D2	<i>In the last 12 months, how often did you get the professional counseling you needed through telehealth or video visit?</i>	43%

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

# Detail: Getting Treatment Quickly



Note: Due to rounding, percentages will not always sum to 100%.

# Measure: How Well Clinicians Communicate

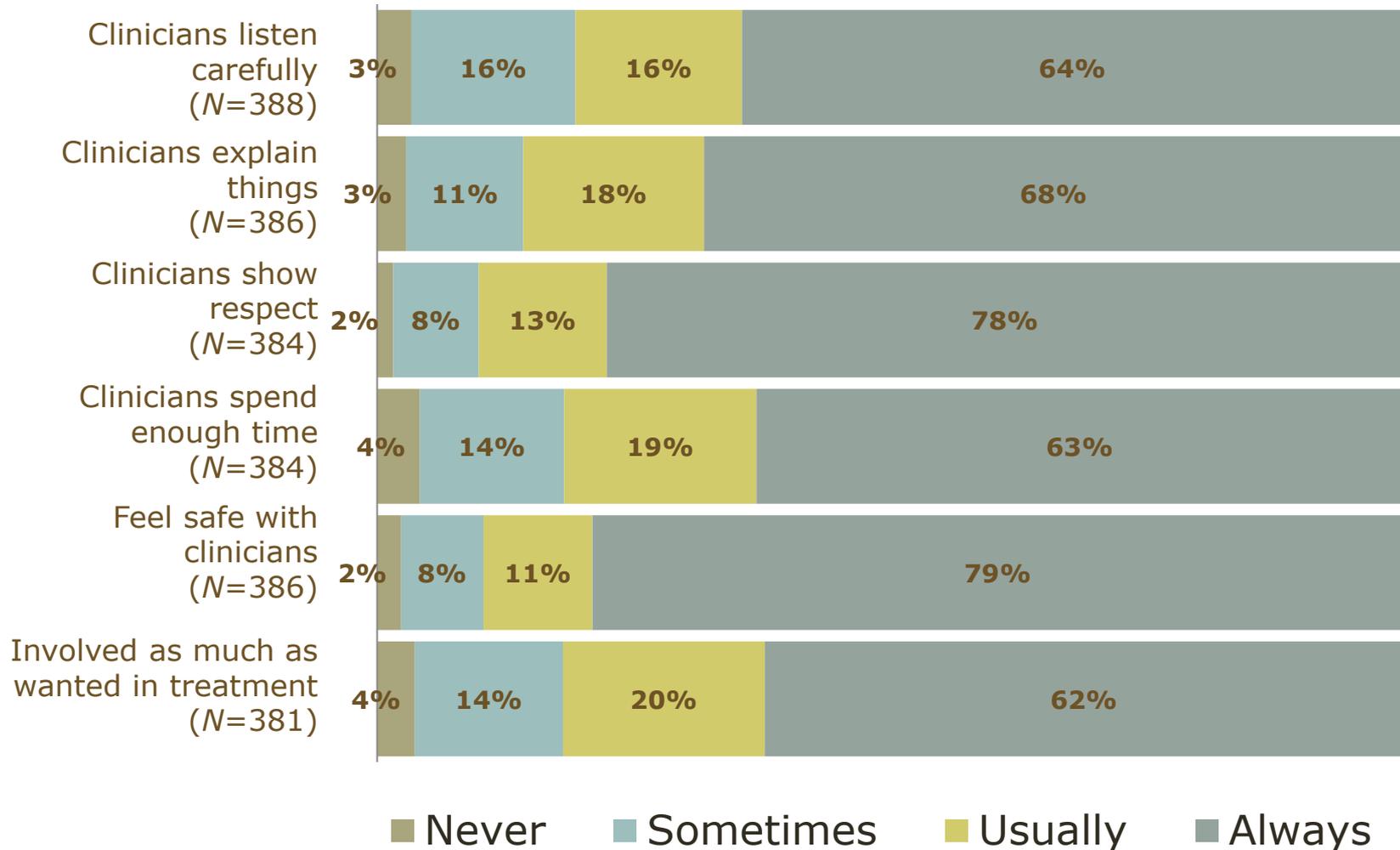
**How Well Clinicians Communicate: 69%**

- 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?	64%
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?	68%
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?	78%
Q14	In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?	63%
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?	79%
Q18	In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?	62%

- Score is the percentage of respondents who answered "Always."

# Detail: How Well Clinicians Communicate



Note: Due to rounding, percentages will not always sum to 100%.

# Measure: Getting Treatment and Information from the Plan or MBHO

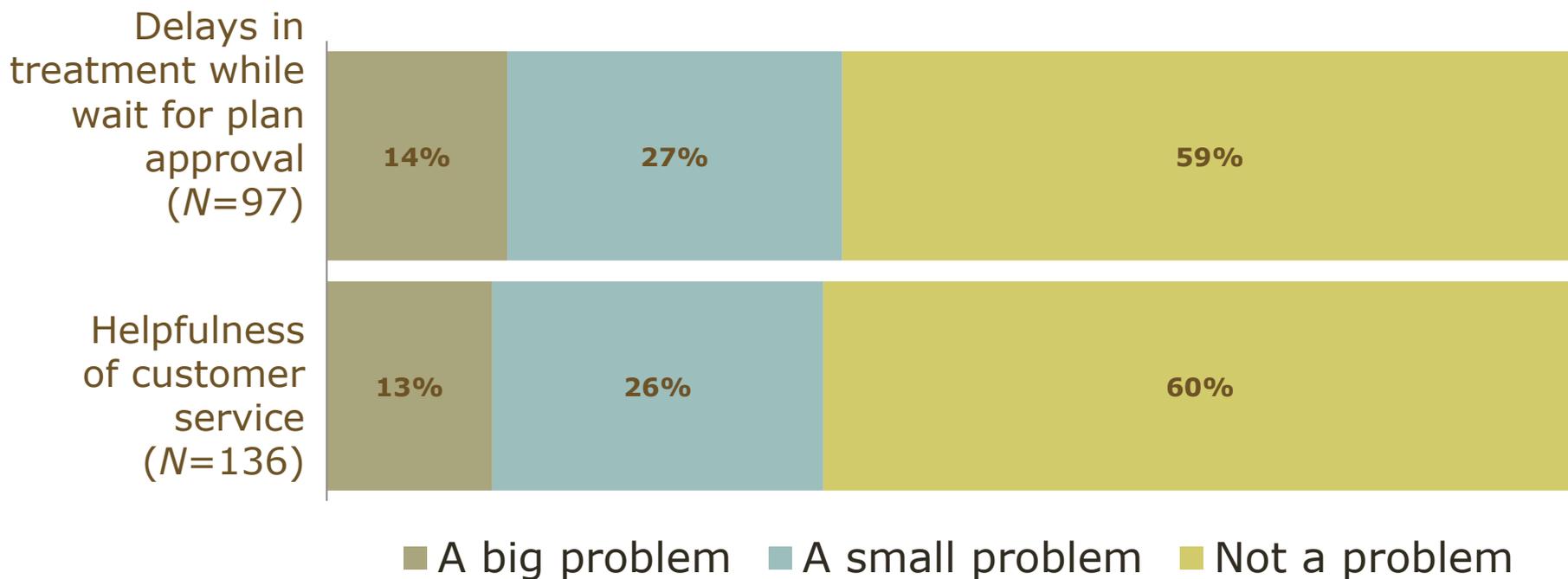
## Getting Treatment and Information : 60%

- 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?	59%
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?	60%

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

# Detail: Getting Treatment and Information from the Plan or MBHO



Note: Due to rounding, percentages will not always sum to 100%.

# Measure: Perceived Improvement

## Perceived Improvement: 31%

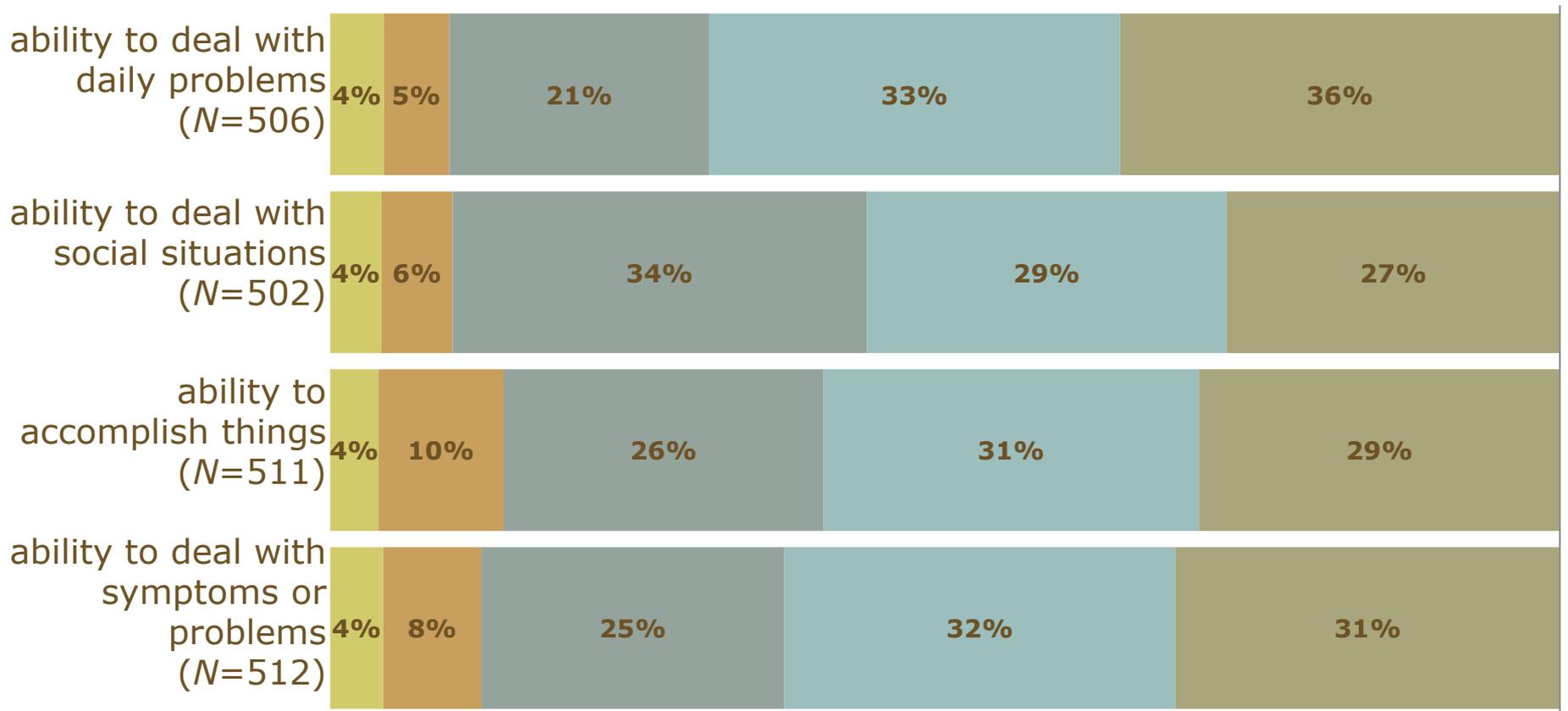
- This composite measure is based on these questions:

	Question	Score
Q31	Compared to 12 months ago, how would you rate your ability to deal with daily problems now?	36%
Q32	Compared to 12 months, how would you rate your ability to deal with social situations now?	27%
Q33	Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?	29%
Q34	Compared to 12 months ago, how would you rate your problems or symptoms now?	31%

- 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

Note: Due to rounding, percentages will not always sum to 100%.

# Measure: Information About Treatment Options

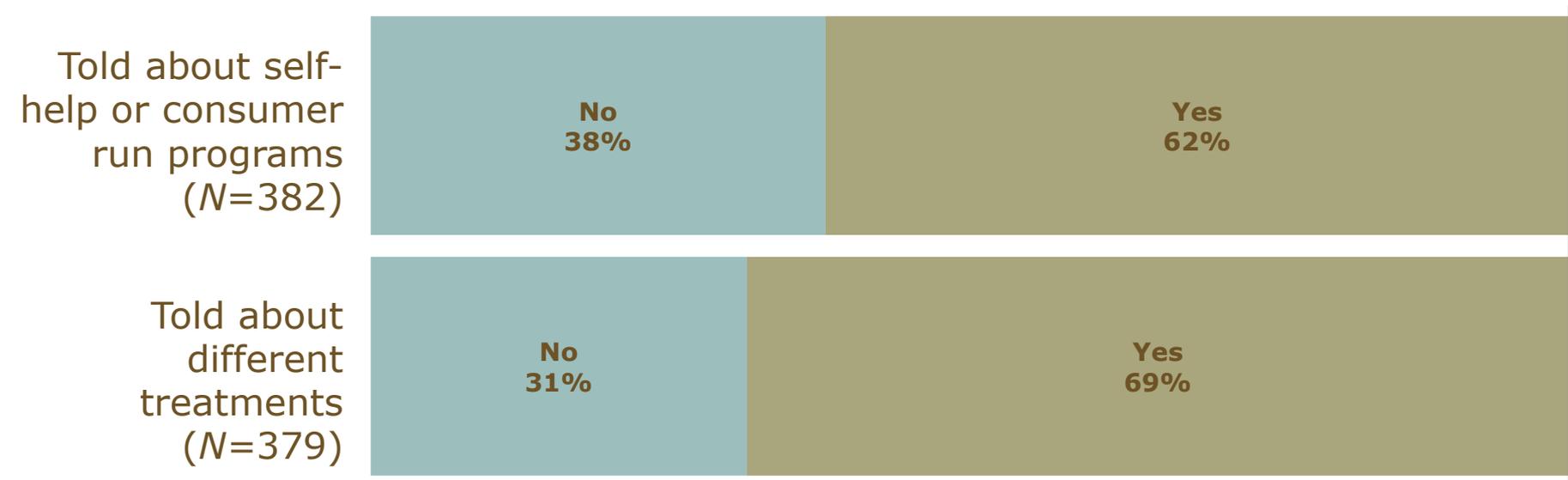
**Information About Treatment Options: 66%**

- 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?	62%
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

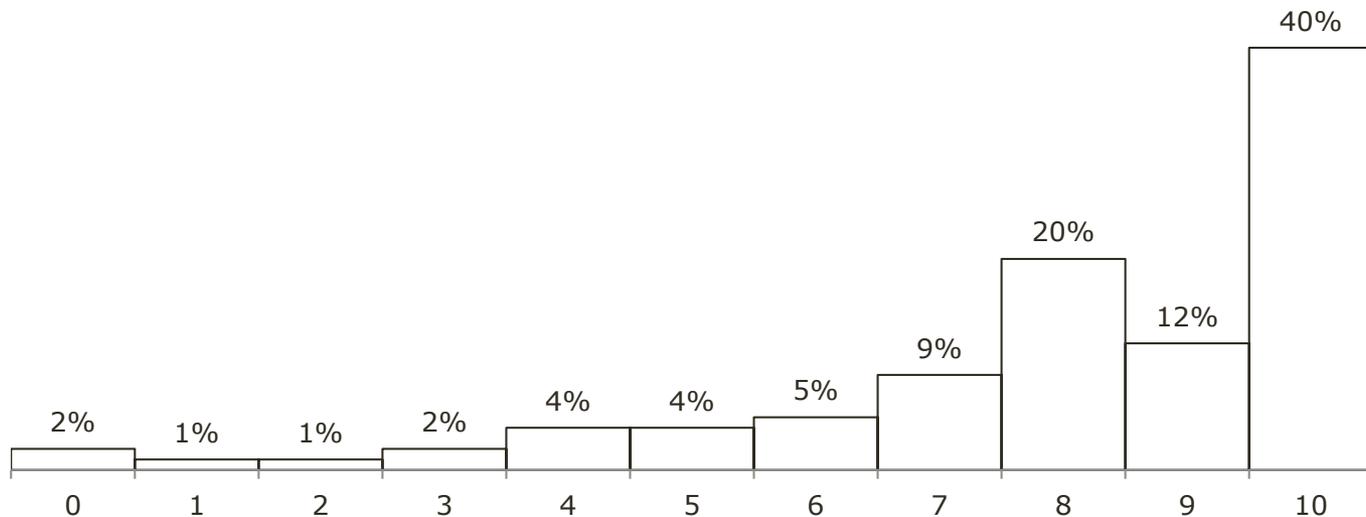


# Measure: Global Rating - Treatment

## Overall rating of counseling and treatment: 52%

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=381)



Note: Due to rounding, percentages will not always sum to 100%.

# Measure: Office wait

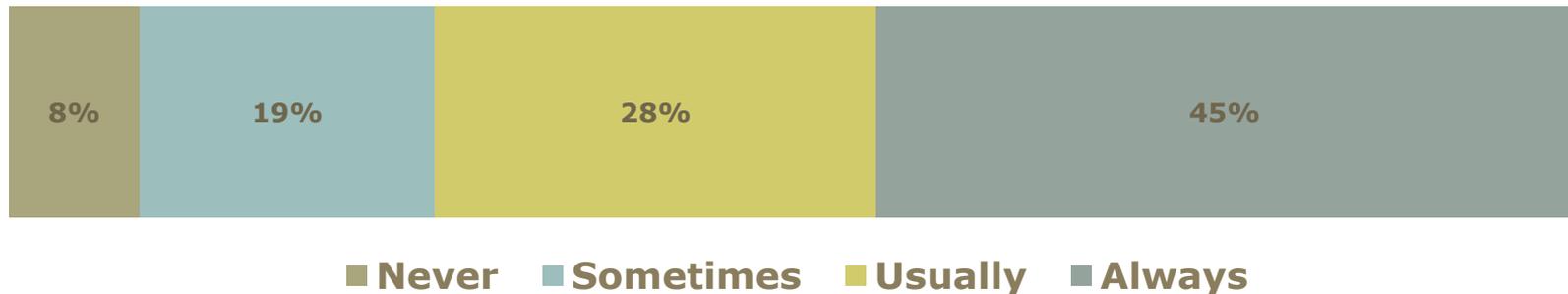
**Seen within 15 minutes of appointment time : 45%**

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=393)

---



# Measure: Told about medication side effects

**Told about side effects of medication: 75%**

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=317)

---



# Measure: Including family and friends

## Talk about including family and friends in treatment: 53%

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=378)

---



# Measure: Information to manage condition

**Given as much information as wanted to manage condition: 80%**

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=385)

---



# Measure: Patient rights information

**Given information about rights as a patient: 89%**

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=380)

---

**No**  
**11%**

**Yes**  
**89%**

# Measure: Patient feels he or she could refuse treatment

**Patient feels that he or she could refuse a specific type of treatment: 78%**

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=380)

---

No  
22%

Yes  
78%

# Measure: Privacy

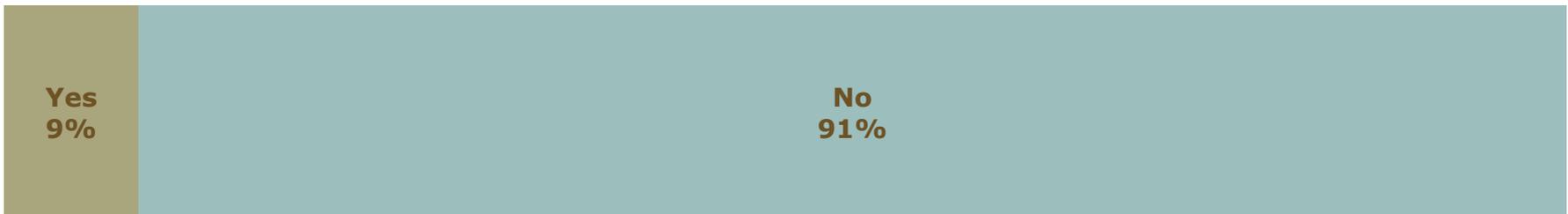
## Confident about privacy of treatment information: 91%

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=373)

---



# Measure: Cultural Competency

## Care responsive to cultural needs: 71%

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

---

Previous question: *Q26 Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?*

Q27 In the last 12 months, was the care you received responsive to those needs? (N=45)

---



While CAHPS guidance directs that only those who answer yes to Q26 are asked Q27, all respondents were presented with Q27. For this larger group (N=298), the score was 82%.

# Measure: Amount helped

**Amount helped by treatment: 60%**

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=510)

---



# Measure: Treatment after benefits are used up

**Plan provides information about how to get treatment after benefits are used up: 61%**

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

---

Q37 Were you told about other ways to get counseling, treatment, or medicine?  
(N=54)

---



# DETAILED FINDINGS

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Statistically Significant Differences by Subgroup

# Statistical Significance Testing

- Statistical tests were conducted to identify differences between different subgroups on the items that comprise the Reporting Measures. We considered:
  - demographic characteristics (gender, race, ethnicity, age);
  - Medicaid/Medicare eligibility;
  - primary disability designation;
  - service provider;
  - survey mode; and
  - survey language.
- 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 8 such respondents participated in the survey.
  - As such, the overall scores reported in that section will differ from those presented for the reporting measures, which include all respondents.
  - Note that scores for groups smaller than 10 are suppressed in the detail tables.

# Statistical Significance Testing

Using Pearson's chi-squared test, several results had a statistically significant ( $p < 0.05$ ) differences between subgroups:

Grouping	Items with Differences
<u>Gender</u>	Q22, Q23, Q24, <b>Q27</b> , Q33
<u>Race</u>	Q12, <b>Q14</b> , <b>Q19</b> , <b>Q22</b> , <b>Q28</b> , <b>Q29</b> , Q31, <b>Q32</b> , Q33
<u>Ethnicity (Hispanic/Latino)</u>	<b>Q29</b>
<u>Age Group</u>	<b>Q5</b> , <b>Q14</b> , <b>Q18</b> , <b>Q28</b>
<u>Medicare/Medicaid Eligibility</u>	<b>D2</b> , <b>Q10</b> , Q18
<u>Primary Disability Designation</u>	<b>Q12</b> , <b>Q15</b> , Q18, <b>Q20</b> , <b>Q33</b>
<u>CRSP</u>	<b>Q10</b> , <b>Q28</b>
<u>Survey Mode</u>	<b>Q3</b> , <b>Q7</b> , Q25, Q32
<u>Enrollment Status</u>	<b>Q11</b> , <b>Q12</b> , <b>Q13</b> , <b>Q14</b> , <b>Q15</b> , <b>Q18</b> , <b>Q28</b> , Q29, Q31

**Bolded** items had subgroups whose scores differed by 20% or more.

# Statistically Significant Differences in Subgroups: Gender

- Female respondents were *more* likely to report that:
  - they were given information about their rights as a patient (93%), compared to 86% for male respondents;
  - they felt they could refuse a specific type of medicine or treatment (85%), compared to 69%; and
  - the care they received was responsive to needs related to their language, race, religion, ethnic background or culture (85%), compared to 50%.
- Male respondents were *more* likely to report that:
  - they given as much information as they wanted about managing their condition (85%), compared to female respondents (77%); and
  - they would rate their ability to accomplish the things they want **much better** compared to a year ago (35%, compared to 26%).

# Results Comparison by Gender

## Items with Statistically Significant Results

- Q22 Were you given as much information as you wanted about what you could do to manage your condition? (% Yes)
- Q23 Were you given information about your rights as a patient? (% Yes)
- Q24 Did you feel you could refuse a specific type of medicine or treatment? (% Yes)
- Q27 Was the care you received responsive to those needs? (% Much better)
- Q33 How would you rate your ability to accomplish the things you want to do now? (% Much better)
-

# Results Comparison by Gender

	Overall		Score Spread	Male		Female	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q22	367	80%	8%	158	85%	209	77%
Q23	363	90%	7%	156	86%	207	93%
Q24	364	78%	16%	156	69%	208	85%
Q27	44	71%	35%	18	50%	26	85%
Q33	492	29%	9%	191	35%	301	26%

Maximum  
value

Minimum  
Value

# Statistically Significant Differences in Subgroups: Race

Nine items had statistically significant differences by race.

- Overall 69% of respondents reported that clinicians **always** explained things in a way they could understand.
  - The rate ranged from 57% for those who identified as “Other” race to 75% for Black/African American respondents and for those who reported two or more races.
- Overall 63% reported that clinicians **always** spent enough time with them, ranging from 45% for those who identified as two or more races to 68% for Black/African American respondents.
- Overall 54% of respondents indicated someone asked them about involving friends or family in treatment.
  - Those who indicated their race was “Other” were most likely (67%) and White respondents least likely (44%) to report this.
- Overall 80% of respondents reported being given as much information as they wanted about managing their condition.
  - This was most common for Other respondents (95%) and least common for those indicating two or more races (60%).

# Statistically Significant Differences in Subgroups: Race *(cont.)*

- Overall 53% of respondents rated their treatment as a **9** or **10**.
  - Those who reported their race as “Other” were most likely (62%) to do so, while White respondents were least likely (38%).
- Overall 59% of respondents reported being helped a lot by their treatment.
  - Those who reported their race as “Other” were most likely (71%) to do so, while White respondents were least likely (49%).
- There were differences between groups when comparing themselves to a year ago:
  - Overall 36% of respondents rated their ability to deal with daily problems **much better**. Black respondents were most likely (42%) and White respondents least likely (24%).
  - Overall 27% of respondents rated their ability to deal with social situations **much better**. Rates among the subgroups ranged from 11% of those indicating two or more races to 33% of Black/African American respondents.
  - Overall 30% of respondents rated their ability to accomplish things **much better**. This was true for 35% of Black/African American respondents and 21-23% of other subgroups.

# Results Comparison by Race

## Items with Statistically Significant Results

- Q12 How often did the people you went to for counseling or treatment explain things in a way you could understand? (% Always)
- Q14 How often did the people you went to for counseling or treatment spend enough time with you? (% Always)
- Q19 Did anyone talk to you about whether to include your family or friends in your counseling treatment? (% Yes)
- Q22 Were you given as much information as you wanted about what you could do to manage your condition? (% Yes)
- Q28 What number would you use to rate all your counseling or treatment in the last 12 months? (% 9 or 10)
- Q29 How much were you helped by the counseling or treatment you got? (% A lot)
- Q31 How would you rate your ability to deal with daily problems now? (% Much better)
- Q32 How would you rate your ability to deal with social situations now? (% Much better)
- Q33 How would you rate your ability to accomplish the things you want to do now? (% Much better)

# Results Comparison by Race

	Overall		Score Spread	Black/African American		White		Two or More Races		Other	
	N	Score		N	Score	N	Score	N	Score	N	Score
Q12	366	69%	18%	209	75%	116	58%	20	75%	21	57%
Q14	364	63%	23%	209	68%	114	56%	20	45%	21	67%
Q19	359	54%	23%	206	59%	112	44%	20	45%	21	67%
Q22	366	80%	35%	211	81%	115	80%	20	60%	20	95%
Q28	364	53%	24%	208	61%	115	38%	20	40%	21	62%
Q29	487	59%	22%	282	64%	143	49%	28	57%	34	71%
Q31	486	36%	18%	280	42%	144	24%	28	39%	34	38%
Q32	481	27%	22%	278	33%	143	18%	28	11%	32	31%
Q33	490	30%	14%	284	35%	145	23%	28	21%	33	21%

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 Hispanic/Latino Ethnicity

Respondents who identified as being of Hispanic or Latino descent were more likely to report they were helped **a lot** by treatment, 79% compared to 59%.

## Items with Statistically Significant Results

Q29 How much were you helped by the counseling or treatment you got?  
(% A lot)

	Overall		Score Spread	Hispanic/Latino		Not Hispanic/Latino	
	N	Score		N	Score	N	Score
Q29	491	60%	20%	28	79%	463	59%

Maximum value	Minimum Value
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# Statistically Significant Differences in Subgroups: Age Group

Four items had statistically significant differences by age:

- Overall 43% reported that they always saw someone as soon as they wanted when they needed treatment right away, ranging from 34% for those 45-54 years old to 65% of those 55-64 years old.
- Overall 64% reported that the people they saw for treatment **always** spent enough time with them.
  - 48% of 25-34 year olds did, in contrast to 77% among those 55-64 years old.
- Overall 63% reported they were **always** involved as much as they wanted in their treatment.
  - 46% of 25-34 year olds did so, in contrast to 76% of 55-64 year olds.
- Overall 52% rated their treatment as a **9** or **10**.
  - 25-34 year old respondents were least likely (38%) to do so, while 55-64 year old respondents were most likely (61%).

# Results Comparison by Age Group

## Items with Statistically Significant Results

Q5 When you needed counseling or treatment right away, how often did you see someone as soon as you wanted? (% Always)

Q14 How often did the people you went to for counseling or treatment spend enough time with you? (% Always)

Q18 How often were you involved as much as you wanted in your counseling or treatment? (% Always)

Q28 What number would you use to rate all your counseling or treatment in the last 12 months? (% 9 or 10)

# Results Comparison by Age Group

	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										
Q5	241	43%	31%	11	36%	49	37%	47	36%	59	34%	43	65%	32	53%
Q14	366	64%	29%	18	67%	61	48%	68	62%	87	69%	81	77%	51	57%
Q18	362	63%	30%	18	56%	61	46%	67	63%	86	71%	79	76%	51	53%
Q28	365	52%	23%	18	39%	60	38%	68	46%	87	59%	81	61%	51	57%

Maximum value      Minimum Value

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

# Statistically Significant Differences in Subgroups: Eligibility

- Overall, 43% of respondents reported they **always** got the professional counseling they needed through telehealth or video visit.
  - This was reported more often by those with Medicaid only (52%) or who were dual eligible (50%), compared to 29% of those with Medicare only and 38% of those with neither.
- Overall 45% of respondents reported always being seen within 15 minutes of their appointment.
  - 25% of those who were eligible for Medicare only reported this, compared to 42% to 55% for the other subgroups.
- Overall 62% reported they were **always** involved as much as they wanted in their treatment.
  - This was most common with respondents eligible for Medicaid only (75%), compared to 56% to 63% for the other subgroups.

# Results Comparison by Eligibility

## Items with Statistically Significant Results

D2 In the last 12 months, how often did you get the professional counseling you needed through telehealth or video visit? (% Always)

Q10 How often were you seen within 15 minutes of your appointment? (% Always)

Q18 How often were you involved as much as you wanted in your counseling or treatment? (% Always)

# Results Comparison by Eligibility

	Overall		Score Spread	Neither		Medicare Only		Medicaid Only		Both	
	<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>
D2	309	43%	23%	141	38%	28	29%	88	52%	52	50%
Q10	393	45%	30%	171	45%	44	25%	99	55%	79	42%
Q18	381	62%	19%	167	56%	41	63%	95	75%	78	59%

Maximum  
value

Minimum  
Value

# Statistically Significant Differences in Subgroups: Primary Disability

- Overall 68% of respondents reported that that clinicians **always** explained things in a way they could understand. This was more common for those with severe mental illness (SMI, 69%), compared to those with a substance use disorder (SUD, 44%).
- Overall 79% reported **always** feeling safe with clinicians. Those with SMI were more likely to report this (80%), compared to 56% of those with SUD.
- Overall 63% of respondents reported that they were **always** involved as much as they wanted in their treatment. Those with SMI were more likely to report this (63%), compared to 50% of those with SUD.
- Overall 62% of respondents being told about self help or support groups. This was more common among those with SUD (89%), compared to 61% of those with SMI.
- Overall 29% reported their ability to accomplish the things they wanted was **much better** than a year ago. No one with a developmental disability (DD) reported this, compared to 30% of those with SMI and 40% of those with SUD.

# Results Comparison by Primary Disability

---

## Items with Statistically Significant Results

- |     |   |
|-----|---|
| Q12 | How often did the people you went to for counseling or treatment explain things in a way you could understand? (% Always) |
| Q15 | How often did you feel safe when you were with the people you went to for counseling or treatment? (% Always)             |
| Q18 | How often were you involved as much as you wanted in your counseling or treatment? (% Always)                             |
| Q20 | Were you told about self help or support groups? (% Yes)  |
| Q33 | How would you rate your ability to accomplish the things you want to do now? (% Much better)                              |
-

# Results Comparison by Primary Disability

	Overall		Score Spread	DD		SMI		SUD	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q12	376	68%	25%	8	--	350	69%	18	44%
Q15	376	79%	24%	8	--	350	80%	18	56%
Q18	371	63%	13%	8	--	345	63%	18	50%
Q20	372	62%	28%	8	--	346	61%	18	89%
Q33	497	29%	40%	13	0%	464	30%	20	40%

Maximum  
value

Minimum  
Value

# Statistically Significant Differences in Subgroups: CRSP

Two items had statistically significant differences across the different CRSPs:

- Overall, 45% of respondents reported **always** being seen within 15 minutes of their appointment.
  - The percentage of respondents indicating they were **always** seen within 15 minutes of their appointment ranged from 14% at Central City Integrated Health to 65% at both ACCESS (Arab Community Center for Economic and Social Services) and the Guidance Center.
- Overall, 51% of respondents rated their treatment a **9** or **10**.
  - Respondents rating their treatment a **9** or **10** ranged from 35% for those with no DWIHN reported CRSP to 78% at CNS Healthcare.

# Results Comparison by CRSP

## Items with Statistically Significant Results

Q10 How often were you seen within 15 minutes of your appointment ?  
(% Always)

Q28 What number would you use to rate all your counseling or treatment  
in the last 12 months? (% 9 or 10)

# Results Comparison by CRSP

	Overall		Score Spread	ACCESS		Central City Integrated Health		CNS Healthcare		Development Centers	
	N	Score		N	Score	N	Score	N	Score	N	Score
Q10	326	45%	51%	17	65%	28	14%	28	54%	28	57%
Q28	316	51%	43%	17	53%	27	48%	27	78%	27	59%

	The Guidance Center		Hegira Health		Lincoln Behavioral Services		Team Mental Health Services		None Given	
	N	Score	N	Score	N	Score	N	Score	N	Score
Q10	23	65%	48	63%	36	36%	67	34%	51	39%
Q28	23	39%	47	55%	33	58%	64	45%	51	35%

Maximum value	Minimum Value
---------------	---------------

*Note:* Only CRSPs who had at least 30 clients participating in the survey were included in this analysis, along with a “None Given” category for respondents for whom DWIHN did not provide a CRSP.

# Statistically Significant Differences in Subgroups: Survey Mode

There were four items with statistically significant differences based on survey mode. Those who participated via the web survey were less likely to report that:

- they **always** got the counseling they needed over the phone (12%), compared to 45% via CATI and 46% via mail.
- they **always** got an appointment as soon as they wanted (32%), compared to 57% via CATI and 66% via mail;
- their information was kept private (76%), in contrast to 89% via mail and 92% via CATI; and
- their ability to deal with social situations was **much better** (13%), compared to 20% mail and 30% CATI.

# Results Comparison by Mode

## Items with Statistically Significant Results

- |     |  |
|-----|--|
| Q3  | How often did you get the professional counseling you needed on the phone? (% Always)  |
| 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) |
| Q25 | Did anyone you went to for counseling or treatment share information with others that should have been kept private? (% No)  |
| Q32 | How would you rate your ability to deal with social situations now? (% Much better)  |

# Results Comparison by Mode

	Overall		Score Spread	Mail		CATI		Web	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q3	270	43%	34%	55	46%	198	45%	17	12%
Q7	416	58%	34%	80	66%	314	57%	22	32%
Q25	373	91%	16%	82	89%	270	92%	21	76%
Q32	502	27%	17%	98	20%	380	30%	24	13%

Maximum  
value

Minimum  
Value

# Statistically Significant Differences in Subgroups: Enrollment Status

There were seven items with statistically significant differences based on enrollment. In each case, those whose cases were closed had lower scores than those who were currently enrolled.

This included **all** components of the composite measure *How well clinicians communicate*. Those with closed cases were less likely to report that:

- their clinicians **always** listened carefully to them (45%, compared to 66% for those currently enrolled);
- their clinicians **always** explained things in a way they could understand (50%, compared to 70% for those currently enrolled);
- their clinicians **always** showed respect for what they had to say (55%, compared to 80% for those currently enrolled);
- their clinicians **always** spent enough time with them (42%, compared to 65%);
- they **always** felt safe with their clinicians (55%, compared to 81%); and
- they were **always** involved as much as they wanted in their treatment (42%, compared to 64%).

# Statistically Significant Differences: Enrollment Status *(cont.)*

Those with closed cases were also less likely to:

- rate their treatment a **9** or **10** (26% for those with an enrollment status of “closed,” compared to 54% for those currently enrolled);
- indicate they were helped **a lot** by the their treatment (43%, compared to 62% for those currently enrolled); and
- rate their ability to deal with daily problems **much better** than a year ago (21%, compared to 37%);

# Results Comparison by Enrollment Status

## Items with Statistically Significant Results

- Q11 In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you? (% Always)
- 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? (% Always)
- 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? (% Always)
- Q14 In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you? (% Always)
- 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? (% Always)
- Q18 In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment? (% Always)
- Q28 What number would you use to rate all your counseling or treatment in the last 12 months? (% 9 or 10)
- Q29 In the last 12 months, how much were you helped by the counseling or treatment you got? (% A lot)
- Q31 Compared to 12 months ago, how would you rate your ability to deal with daily problems now? (% Much better)

# Results Comparison by Enrollment Status

	Overall		Score Spread	Open		Closed	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q11	388	64%	21%	357	66%	31	45%
Q12	386	68%	20%	356	70%	30	50%
Q13	384	78%	25%	353	80%	31	55%
Q14	384	63%	23%	353	65%	31	42%
Q15	386	79%	26%	355	81%	31	55%
Q18	381	62%	22%	350	64%	31	42%
Q28	381	52%	28%	350	54%	31	26%
Q29	510	60%	19%	463	62%	47	43%
Q31	506	36%	16%	459	37%	47	21%

Maximum  
value

Minimum  
Value

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