PERCEPTION OF CARE SURVEYS - 2017

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INTRODUCTION

Consumer Perception of Care Surveys are administered annually to individuals and families who have received Medicaid or State-funded mental health and/or substance abuse services. Samples of adult consumers (ages 18+), youth (ages 12-17), and families/parents of children under age 12 complete the confidential surveys.

In 2017, Trillium had 775 adult respondents, 209 youth respondents, and 181 family/parent respondents.
DEMOGRAPHICS

Surveys were returned from or on behalf of 1165 consumers, down from 1350 in 2016

SERVICE DEMOGRAPHICS

75% of survey respondents came from 10 different providers, including 65 “Unknown” responses. The remaining 25% were spread out amongst 29 different providers.

RESPONDENTS BY PROVIDER - TOP 10

<table>
<thead>
<tr>
<th>Provider</th>
<th>POC 2017</th>
<th>POC 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>PORT Human Services</td>
<td>226</td>
<td>244</td>
</tr>
<tr>
<td>Physicians Alliance for Mental Health</td>
<td>137</td>
<td>82</td>
</tr>
<tr>
<td>Pride</td>
<td>119</td>
<td>103</td>
</tr>
<tr>
<td>RHA HEALTH</td>
<td>94</td>
<td>65</td>
</tr>
<tr>
<td>Unknown</td>
<td>65</td>
<td>65</td>
</tr>
<tr>
<td>ACCESS FAMILY SERVICES</td>
<td>56</td>
<td>29</td>
</tr>
<tr>
<td>DREAM</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>COASTAL HORIZONS</td>
<td>38</td>
<td>38</td>
</tr>
<tr>
<td>A HELPING HAND</td>
<td>34</td>
<td>35</td>
</tr>
<tr>
<td>INTEGRATED FAMILY SERVICES, PLLC</td>
<td>34</td>
<td>34</td>
</tr>
<tr>
<td>Strategic Behavioral</td>
<td>17</td>
<td>29</td>
</tr>
<tr>
<td>LeChris</td>
<td>59</td>
<td>12</td>
</tr>
<tr>
<td>Rachel's House</td>
<td>34</td>
<td>34</td>
</tr>
</tbody>
</table>
More than three-quarters of respondents reported a primary mental health diagnosis. Of the services utilized in the past three months, 51% were Basic Community Services, including outpatient counseling and medication management. 31% were Intensive Community Services like IIH and MST, and 9% were Residential Services like TFC. 9% were Inpatient or Crisis Services.
Over half of respondents (57%) reported being with their current provider for less than a year. 22% reported being with their current provider for more than 2 years, including 19 adult consumers who indicated they have been engaged with the same provider for 10 years or more. Most respondents (79%) reported receiving services voluntarily, while 14% indicated they had been under pressure or requirement from family, friends, work, school, and/or the courts system.

**TIME WITH CURRENT PROVIDER**

<table>
<thead>
<tr>
<th>Time Period</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 month</td>
<td>8%</td>
<td>10%</td>
</tr>
<tr>
<td>1 - 2 months</td>
<td>14%</td>
<td>13%</td>
</tr>
<tr>
<td>3 - 5 months</td>
<td>20%</td>
<td>18%</td>
</tr>
<tr>
<td>6 - 11 months</td>
<td>15%</td>
<td>16%</td>
</tr>
<tr>
<td>1 - 2 years</td>
<td>21%</td>
<td>21%</td>
</tr>
<tr>
<td>2+ years</td>
<td>22%</td>
<td>23%</td>
</tr>
</tbody>
</table>

**VOLUNTARY ENGAGEMENT**

<table>
<thead>
<tr>
<th>Engagement Type</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>79%</td>
<td>74%</td>
</tr>
<tr>
<td>N - Family</td>
<td>5%</td>
<td>8%</td>
</tr>
<tr>
<td>N - Friends</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>N - Work/School</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>N - Court</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Note: Only Youth and Adult surveys included this question.
Additionally, respondents from all surveys indicated whether they used the ER for physical, mental health, and/or substance abuse issues in the last 12 months. A majority of respondents (57%) indicated no use of the ER for any reasons. The chart below represents the average number of days the ER was used based on respondent self-reported data amongst respondents who did indicate ER use.

![Average # of ER Utilization Days](chart)

- **Trillium 2017**
  - Physical: 2.4
  - MH: 3.0
  - SA: 2.1

- **Trillium 2016**
  - Physical: 2.5
  - MH: 2.2
  - SA: 1.6
EMERGENCY & CRISIS PLANS

This section is new to the 2017 Perception of Care survey. Respondents were asked whether they have plans and resources in place in the event of an emergency such as a fire, tornado, etc., and then whether they have a plan in place in the case of a behavioral health crisis. The charts reflect combined responses from the adult, youth, and parent survey instruments.

HAVE AN EMERGENCY PLAN

- Yes: 61.9%
- No: 21.7%
- Don't Know: 16.4%

HAVE AN EMERGENCY KIT

- Yes: 36.4%
- No: 46.7%
- Don't Know: 16.9%

HAVE A BEHAVIORAL HEALTH CRISIS PLAN

- Yes: 65.6%
- No: 18.1%
- Don't Know: 16.3%
**PHYSICAL HEALTH**

Adults answered 10 questions related to their health behaviors, medical history, exercise habits, and overall health. The Physical Health section is unique to the Adult survey.

**Overall Health**

Most respondents (65.8%) felt their overall health was Good to Excellent, while 34.2% felt their health was generally Fair to Poor. These numbers are slightly down from 2016 results (72% and 28% respectively).

Average

- **Height**: 5'6”
- **Weight**: 187 lbs
Respondents were also asked whether a doctor had ever diagnosed them with one or more of seven different health conditions. High Blood Pressure was the most common condition (24%) followed by Asthma (13%) and High Cholesterol (13%). 32% of respondents indicated no diagnosis from this set. Results were similar to 2016 numbers with the exception that Diabetes was the 3rd most commonly cited condition in 2016. (11% of 2016 respondents).
This section asked respondents to indicate how recently they had seen a doctor or dentist for routine care unrelated to a specific injury, illness, or condition.

**DOCTOR**

<table>
<thead>
<tr>
<th>Frequency</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Past year</td>
<td>63.4%</td>
<td>50.5%</td>
</tr>
<tr>
<td>1 - 2 yrs</td>
<td>17.7%</td>
<td>14.6%</td>
</tr>
<tr>
<td>2 - 5 yrs</td>
<td>11.2%</td>
<td>7.8%</td>
</tr>
<tr>
<td>5+ yrs</td>
<td>7.8%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Never</td>
<td>1.2%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>11.7%</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

**DENTIST**

<table>
<thead>
<tr>
<th>Frequency</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Past year</td>
<td>41.2%</td>
<td>33.5%</td>
</tr>
<tr>
<td>1 - 2 yrs</td>
<td>21.2%</td>
<td>20.8%</td>
</tr>
<tr>
<td>2 - 5 yrs</td>
<td>15.5%</td>
<td>12.6%</td>
</tr>
<tr>
<td>5+ yrs</td>
<td>17.7%</td>
<td>13.6%</td>
</tr>
<tr>
<td>Never</td>
<td>2.5%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>9.7%</td>
<td>10.6%</td>
</tr>
</tbody>
</table>
Health Behaviors

Respondents were asked about their smoking behaviors. 753 of 775 adults answered this question. 56% of respondents indicated that they smoked cigarettes every day, while only 34% reported not currently smoking.

The total smoking rate for the sample is 66%. This is far in excess of the smoking rate for the general population in North Carolina. According to data from the Robert Wood Johnson Foundation\(^1\), the average adult smoking rate in North Carolina is 19%, with a range of 14%-27%.

ADULTS

PERCEPTION OF CARE

Adult participants answered 36 questions related to their perceptions of care. The questions are grouped into 7 domains. Each question was answered using a 5-point scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) or “N/A.” “N/A” responses were removed from calculations. 2016 responses are included for comparison.

Access to Care

This domain contains questions related to location of provider, convenience and timeliness of appointments, and availability of appropriate services.

Quality & Appropriateness

This domain contains questions related to whether staff appropriately communicated information about privacy rights, expectations for treatment, and available services, as well as whether consumers felt empowered and informed about their treatment.

Outcomes

Treatment Planning

Positive Neutral Negative
This domain measures whether the consumer found their services and agency satisfactory and/or would recommend the agency to a friend or family member.

This domain assesses whether a consumer feels comfortable and supported in their social relationships (outside of their provider).

This domain assesses whether the consumer feels their symptoms have improved and/or whether they are better equipped to take care of themselves in their daily lives.
LME/MCO

Adult participants were asked 6 single-response questions (Yes, No, Not Sure, or Not Applicable) and one multiple-response question related to the MCO and its Provider Network.

Did you receive a Consumer Handbook in the mail within 14 days of starting services with your LME/MCO or its network providers?

- **Trillium 2017**: 34.4%, 26.0%, 39.6%
- **Trillium 2016**: 32.1%, 33.2%, 34.7%

Did you know how to make a complaint with your LME/MCO?

- **Trillium 2017**: 47.1%, 28.3%, 24.7%
- **Trillium 2016**: 49.0%, 30.4%, 20.9%

If you contacted your LME/MCO to request services, were you given a choice of providers?

- **Trillium 2017**: 46.8%, 17.4%, 35.7%
- **Trillium 2016**: 46.2%, 20.8%, 32.9%

Was your first service with your provider in a time frame that met your needs?

- **Trillium 2017**: 78.3%, 7.0%, 14.7%
- **Trillium 2016**: 74.2%, 8.8%, 17.0%
Has your LME/MCO provided you with as much information as you need about the services and supports available to you?

- Trillium 2017: 64.8%
- Trillium 2016: 62.3%

If you needed help applying for benefits (for example, Medicaid, food stamps, veterans benefits, disability benefits), did you receive the assistance you needed?

- Trillium 2017: 71.8%
- Trillium 2016: 68.9%

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO’s providers? (Multi-response)

- None: Trillium 2017 53.3%, Trillium 2016 63.8%
- Cost/availability of transportation: Trillium 2017 13.5%, Trillium 2016 13.9%
- Cost of medication: Trillium 2017 12.9%, Trillium 2016 11.4%
- Cost of services: Trillium 2017 5.1%, Trillium 2016 6.0%
- Hours the service was available: Trillium 2017 5.0%, Trillium 2016 4.8%
- Difficulty reaching a provider: Trillium 2017 3.8%, Trillium 2016 4.3%
- Other: Trillium 2017 2.2%, Trillium 2016 3.0%
YOUTH

PERCEPTION OF CARE

Youth participants answered 21 questions related to their perceptions of care. The questions are grouped into 5 domains. Each question was answered using a 5-point scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) or “N/A.” “N/A” responses were removed from calculations. 2016 responses are included for comparison.

- **Access to Care**: This domain contains questions related to location of provider and availability of appointments at a convenient time.

- **General Satisfaction**: This domain contains questions related to satisfaction with services, including whether help was available in an appropriate time and quantity.

- **Outcomes**: This domain assesses how the consumer perceives that services directly impacted their lives, including improved coping skills, social interactions, and school/work performance.

- **Treatment Planning**: This domain assesses how involved and in control of their treatment the consumer feels.
This domain assesses whether the consumer felt staff were respectful of their cultural and/or religious beliefs.
LME/MCO

Youth participants were asked 5 single-response questions (Yes, No, Not Sure, or Not Applicable) and one multiple-response question related to the MCO and its Provider Network.

Did you receive a Consumer Handbook in the mail within 14 days of starting services with your LME/MCO or its network providers?

- Yes: Trillium 2017: 43.3%, Trillium 2016: 34.7%
- No: Trillium 2017: 22.9%, Trillium 2016: 15.3%
- Not Sure: Trillium 2017: 33.8%, Trillium 2016: 50.0%

Do you know how to make a complaint with your LME/MCO?

- Yes: Trillium 2017: 48.8%, Trillium 2016: 40.0%
- No: Trillium 2017: 27.4%, Trillium 2016: 25.7%
- Not Sure: Trillium 2017: 23.9%, Trillium 2016: 34.3%

If you contacted your LME/MCO to request services, were you given a choice of providers?

- Yes: Trillium 2017: 40.1%, Trillium 2016: 9.7%
- No: Trillium 2017: 23.9%, Trillium 2016: 13.4%
- Not Sure: Trillium 2017: 35.9%, Trillium 2016: 46.9%

Was your first service with your provider in a time frame that met your needs?

- Yes: Trillium 2017: 73.7%, Trillium 2016: 74.3%
- No: Trillium 2017: 8.6%, Trillium 2016: 5.1%
- Not Sure: Trillium 2017: 17.7%, Trillium 2016: 20.6%
Has your LME/MCO provided you with as much information as you need about the services and supports available to you?

<table>
<thead>
<tr>
<th>Option</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>60.2%</td>
<td>50.2%</td>
</tr>
<tr>
<td>No</td>
<td>11.2%</td>
<td>10.1%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>28.6%</td>
<td>39.7%</td>
</tr>
</tbody>
</table>

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Multi-response)

<table>
<thead>
<tr>
<th>Problem</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>76.5%</td>
<td>87.2%</td>
</tr>
<tr>
<td>Cost of services</td>
<td>3.1%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Hours the services were available</td>
<td>2.6%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Location of the service</td>
<td>2.1%</td>
<td>3.0%</td>
</tr>
<tr>
<td>Other</td>
<td>1.5%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Cost/Availability of transportation</td>
<td>1.5%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Cost of medication</td>
<td>1.0%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Difficulty reaching a provider</td>
<td>1.0%</td>
<td>2.4%</td>
</tr>
</tbody>
</table>
PARENT

PERCEPTION OF CARE

Parents answered 26 questions related to their perceptions of care for their child. The questions are grouped into 7 domains. Each question was answered using a 5-point scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) or “N/A.” “N/A” responses were removed from calculations. 2016 responses are included for comparison.

- **Access to Care**
  - This domain contains questions related to location of provider and availability of appointments at a convenient time.

- **General Satisfaction**
  - This domain contains questions related to satisfaction with services, including whether help was available in an appropriate time and quantity.

- **Outcomes**
  - This domain assesses how parents perceive that services directly impacted their child’s life, including improved coping skills, social interactions, and school/work performance.

- **Treatment Planning**
  - This domain assesses how involved and in control of their child’s treatment the parent feels.
This domain assesses whether parents felt staff were respectful of their family’s cultural and/or religious beliefs.

**Cultural Sensitivity**

<table>
<thead>
<tr>
<th></th>
<th>Positive</th>
<th>Negative</th>
<th>Neutral</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>%</strong></td>
<td>96.0</td>
<td>0.3</td>
<td>3.7</td>
</tr>
<tr>
<td><strong>%</strong></td>
<td>98.2</td>
<td>0.5</td>
<td>1.3</td>
</tr>
</tbody>
</table>

This domain assesses whether parents feel their child’s symptoms have improved and/or whether they are better equipped to take care of themselves in their daily lives.

**Functioning**

<table>
<thead>
<tr>
<th></th>
<th>Positive</th>
<th>Negative</th>
<th>Neutral</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>%</strong></td>
<td>75.9</td>
<td>6.3</td>
<td>10.1</td>
</tr>
<tr>
<td><strong>%</strong></td>
<td>69.3</td>
<td>17.8</td>
<td>20.7</td>
</tr>
</tbody>
</table>

This domain assesses whether parents feel comfortable and supported in their social relationships (outside of their child’s provider).

**Social Connectedness**

<table>
<thead>
<tr>
<th></th>
<th>Positive</th>
<th>Negative</th>
<th>Neutral</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>%</strong></td>
<td>87.6</td>
<td>3.1</td>
<td>9.3</td>
</tr>
<tr>
<td><strong>%</strong></td>
<td>91.0</td>
<td>3.6</td>
<td>5.4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Positive</th>
<th>Negative</th>
<th>Neutral</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>%</strong></td>
<td>91.0</td>
<td>3.6</td>
<td>5.4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Positive</th>
<th>Negative</th>
<th>Neutral</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>%</strong></td>
<td>87.6</td>
<td>3.1</td>
<td>9.3</td>
</tr>
</tbody>
</table>
LME/MCO

Parent participants were asked 5 single-response questions (Yes, No, Not Sure, or Not Applicable) and one multiple-response question related to the MCO and its Provider Network.

Did you receive a Consumer Handbook in the mail within 14 days of starting services with your LME/MCO or its network providers?

- Yes: 54.9% (Trillium 2017) vs. 43.1% (Trillium 2016)
- No: 22.9% (Trillium 2017) vs. 18.7% (Trillium 2016)
- Not Sure: 22.3% (Trillium 2017) vs. 38.3% (Trillium 2016)

Do you know how to make a complaint with your LME/MCO?

- Yes: 61.7% (Trillium 2017) vs. 58.7% (Trillium 2016)
- No: 22.8% (Trillium 2017) vs. 19.7% (Trillium 2016)
- Not Sure: 15.6% (Trillium 2017) vs. 21.6% (Trillium 2016)

If you contacted your LME/MCO to request services, were you given a choice of providers?

- Yes: 70.9% (Trillium 2017) vs. 61.6% (Trillium 2016)
- No: 16.2% (Trillium 2017) vs. 13.0% (Trillium 2016)
- Not Sure: 12.8% (Trillium 2017) vs. 25.4% (Trillium 2016)

Was your first service with your provider in a time frame that met your needs?

- Yes: 89.4% (Trillium 2017) vs. 89.0% (Trillium 2016)
- No: 5.6% (Trillium 2017) vs. 4.3% (Trillium 2016)
- Not Sure: 5.0% (Trillium 2017) vs. 6.7% (Trillium 2016)
Has your LME/MCO provided you with as much information as you need about the services and supports available to you?

- Yes: 68.7% Trillium 2017, 72.7% Trillium 2016
- No: 6.1% Trillium 2017, 11.2% Trillium 2016
- Not Sure: 25.1% Trillium 2017, 16.1% Trillium 2016

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Multi-response)

- None: 76.3% Trillium 2017, 83.0% Trillium 2016
- Hours the services were available: 5.7% Trillium 2017, 2.8% Trillium 2016
- Cost/availability of transportation: 4.0% Trillium 2017, 5.1% Trillium 2016
- Cost of services: 2.3% Trillium 2017, 0.5% Trillium 2016
- Location of the service: 1.7% Trillium 2017, 0.9% Trillium 2016
- Other: 1.1% Trillium 2017, 0.9% Trillium 2016
- Cost of medication: 1.1% Trillium 2017, 0.5% Trillium 2016
- Difficulty reaching a provider: 1.1% Trillium 2017, 1.4% Trillium 2016