

# 2018-19 ECHO SURVEY: CHILD

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## TABLE OF CONTENTS

**Introduction..... 3**

Purpose of the Survey..... 3

Instrument..... 3

Analysis..... 3

**Notes Regarding Statistical Testing..... 3**

Definitions of Statistical Terms ..... 4

Statistical Significance ..... 4

Correlations..... 4

Binomial Test..... 4

T-test ..... 4

**Executive Summary ..... 4**

Respondents were asked the following question. .... 5

Composite Score Summary ..... 5

Key Areas of Interest ..... 7

**Demographics ..... 8**

**Composite Scores ..... 11**

**Care Coordination ..... 13**

Statistical Analysis..... 15

**Single-Item Measures ..... 15**

Statistical Analysis..... 16

**Appendix A: Survey Questions ..... 17**



**ACCREDITED**  
Health Network  
Expires 03/01/2022



**ACCREDITED**  
Health Utilization  
Management  
Expires 03/01/2022



**ACCREDITED**  
Health Call Center  
Expires 03/01/2022

## INTRODUCTION

### PURPOSE OF THE SURVEY

Experience of Care and Health Outcome (ECHO) Surveys are administered annually to assess enrollees' perceptions of the care they received through North Carolina LME-MCOs and assist in the development of quality improvement strategies. The survey was administered to a random sample of enrollees between the ages 12 and 17 from each MCO who received at least one service through the MCO within the year prior to July 2019.

### INSTRUMENT

NC DHB chose to use the ECHO survey produced by the Consumer Assessment of Healthcare Providers and Systems (CAHPS), version 3.0. This version has both an adult (18+) and a child format. Each format contains 50+ questions designed to "provide specific details and insights into the counseling and treatment members receive as well as the quality of health care services provided by their health plan." The survey was conducted and analyzed by DataStat, Inc.

### ANALYSIS

Of the 571 surveys sent to Trillium consumers, 94 child versions were used in calculations. Trillium's overall response rate to the survey was 16.5%. Results from the child and adult surveys were analyzed separately. Domains, which have composite scores from multiple questions were defined by the CAHPS report provided by NC DHB. Aggregate data for North Carolina was also provided by the CAHPS report.

## NOTES REGARDING STATISTICAL TESTING

The percentages presented represent the number of "achievements" over the total number of responses for each composite/question. The CAHPS defines which response are achievements for each relevant question. For example, for the questions asking how often service were proved in a timely manner responses of "Always" and "Usually" are considered achievements and responses of "Sometimes" or "Never" are not.

The CAHPS report defines "overall enrollee satisfaction" as the score for Question 28, which rates overall satisfaction with counseling or treatment received. Correlations between individual questions and composite domains are performed to determine which items and areas are related to overall satisfaction. For the purposes of this survey, the report defines "highly correlated" as a Pearson coefficient of  $r \geq \pm.04$ .

Statistical testing performed by DataStat, Inc. was validated by the Data Unit using R. Any discrepancies are noted in the narratives accompanying affected sections.

As noted in the CAHPS report, some questions received low numbers of responses. Statistical findings should be interpreted cautiously for questions with 30 or less responses.

## DEFINITIONS OF STATISTICAL TERMS

### Statistical Significance

A statistically significant finding indicates that there is a 5% or lower probability that the result would occur as it does due to random error/variance. For example, a significant correlation indicates that it is highly unlikely that two variables would co-vary to the extent they do by random chance. A statistically significant difference in a t test means that it is highly unlikely this difference occurred due to random variance in the data.

### Correlations

Correlation coefficients represent the strength of the relationship between variables. A higher coefficient means a stronger relationship. A positive correlation coefficient means that if one variable is higher then there is an increased probability the other variable will be higher. A negative correlation coefficient indicates that as one variable increases the other decreases.

### Binomial Test

Binomial test are used to determine if an observation differs from an expected distribution. The observed proportions of “successes” are compared to the expected probability of success. In this report binomial test are used to determine if Trillium’s achievement scores differ from North Carolina’s achievement scores. Trillium’s achievements are treated as successes and North Carolina’s achievement scores are used as the as the expected probability of success.

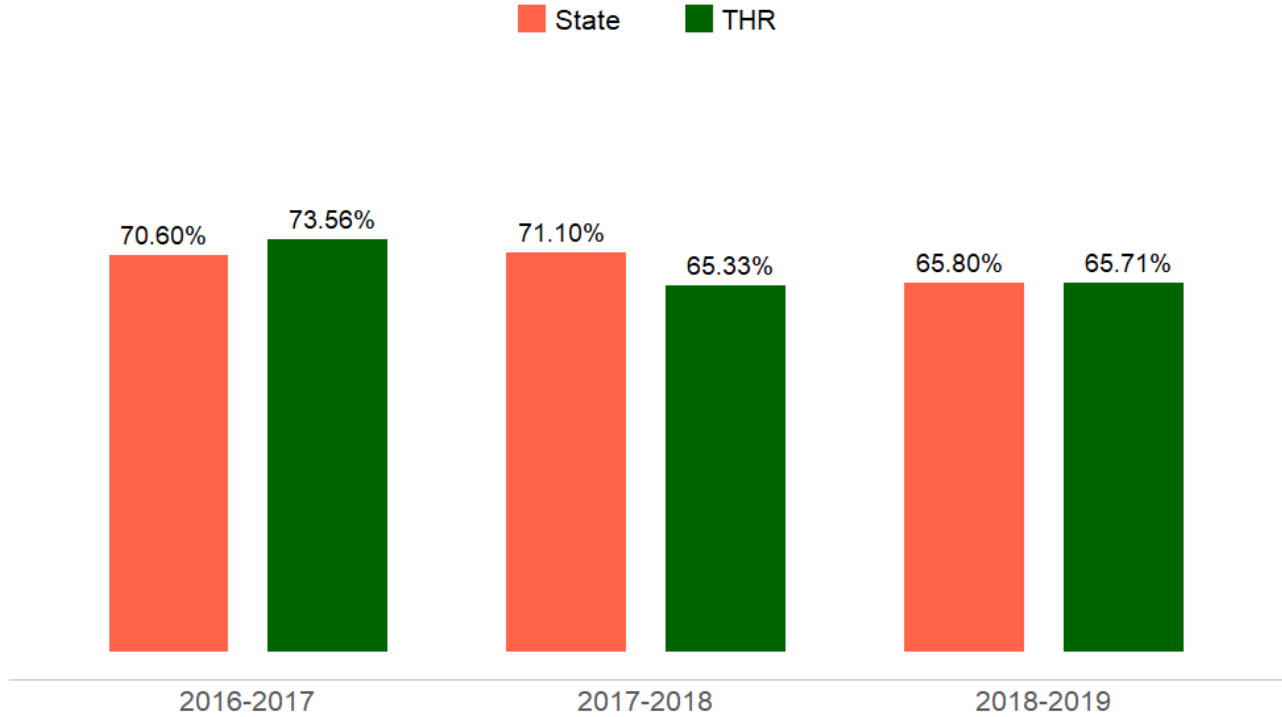
### T-test

T-tests determine whether the means of two groups are significantly different, taking into account variance. A significant t-test means that the distribution of the outcome variable in one group is significantly different than the distribution another group.

## EXECUTIVE SUMMARY

DataStat, Inc. used t-test and binomial test to check for significant differences in achievement scores. The report did not specify the parameters for the test or when each test was used. The Trillium Data Unit used two-tailed binomial tests to assess differences in achievement scores. The Data Unit’s findings were consistent with the CAHPS report’s significance findings.

## Overall Satisfaction



### RESPONDENTS WERE ASKED THE FOLLOWING QUESTION.

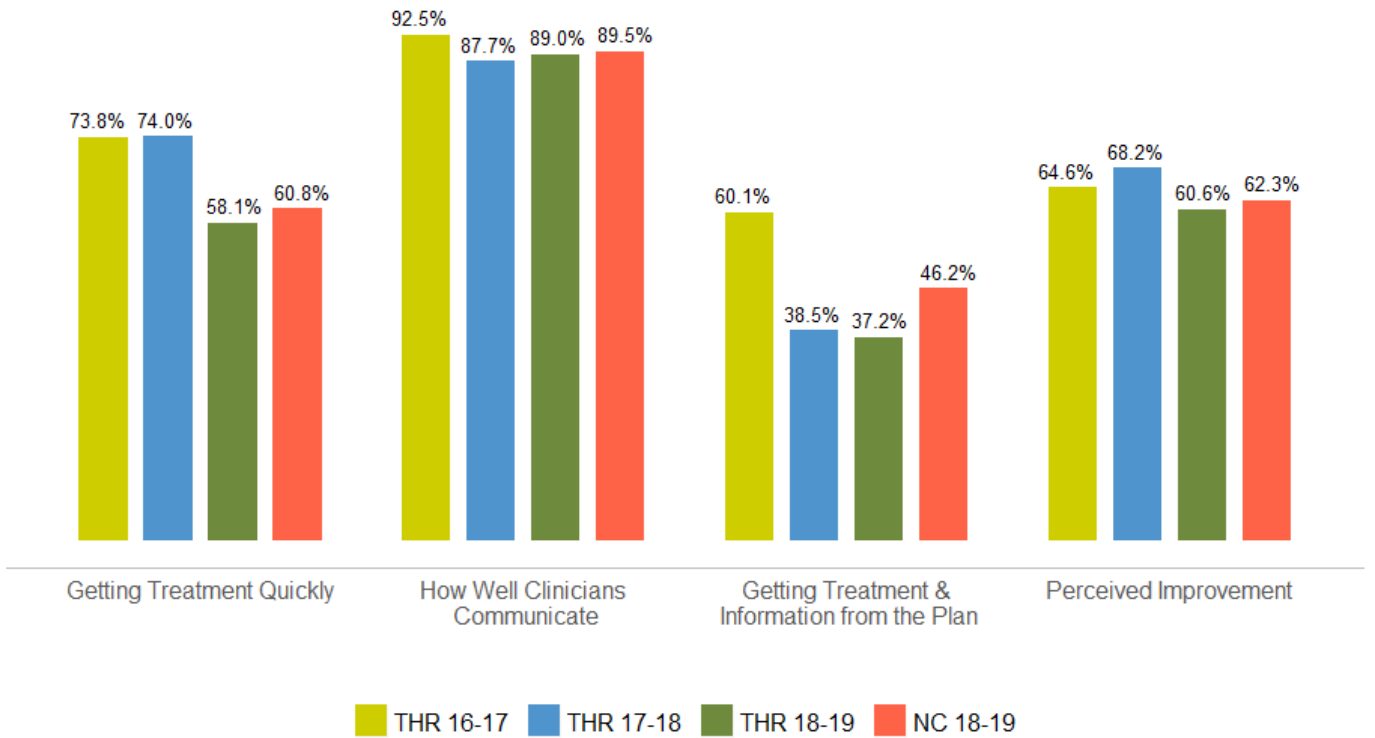
*“Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all of your child’s counseling or treatment in the last 12 months?”*

All responses of 8 or more were used as the numerator in the calculation of the Overall Satisfaction Rating. CAHPS sets a Satisfaction benchmark of 85%.

Trillium received an Overall Satisfaction achievement score (based on Question 29 of the survey) of 65.71%, which was a 0.38% increase from last year. NC Overall received a 65.80% Satisfaction Rating. Trilliums’ score was not significantly different from either the State or the previous year’s scores ( $p$ ’s  $>0.05$ ).

### COMPOSITE SCORE SUMMARY

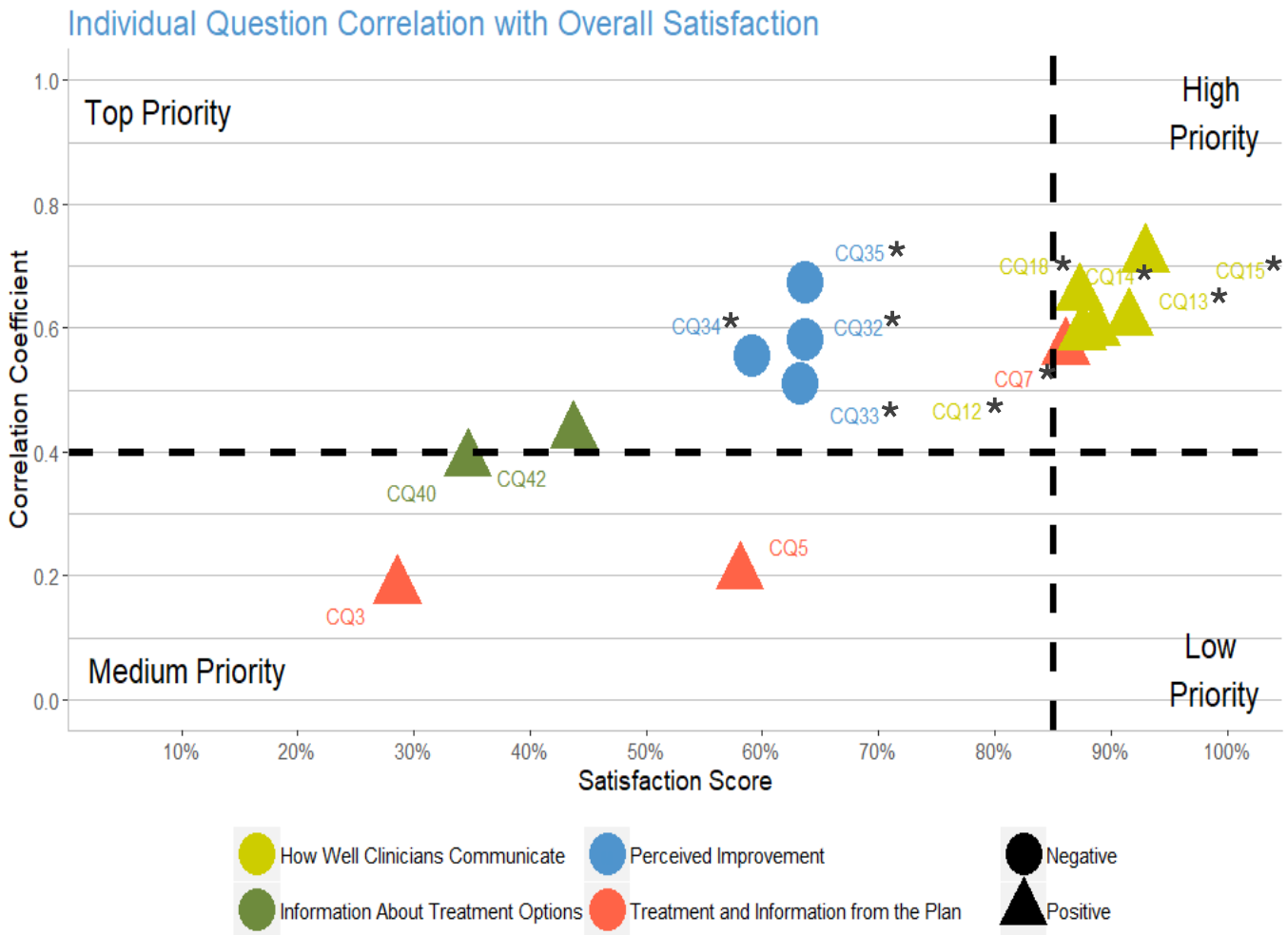
Composite domains consist of combined response scores from 2 – 5 individual questions. Further breakdown is available in the “Composite Scores” section of this report. There were no significant differences between Trilliums achievement score and North Carolina’s (all  $p$ ’s  $< 0.05$ )



### Priority Matrix

The CAHPS report provides a “Priority Matrix” which assigns each question to a Top, High, Medium, or Low Priority category for intervention based on the achievement scores and the strength of the correlation between the question and overall satisfaction. The matrix below is adapted from the CAHPS report, with adjustments made based on the statistical findings noted below. Dotted lines indicate the  $r = 0.04$  cutoff and the 85% satisfaction benchmark. Asterisks indicate a  $p$ -value  $< 0.05$ .

Of the 14 individual questions that comprise the domains, 11 met the CAHPS criteria of  $r \geq 0.04$  correlation with overall satisfaction. Of these 11 all but question 42 were significantly correlated with overall satisfaction. All questions from the Perceived Improvement composite were in the Top Priority category. All questions from the How Well Clinicians Communicate composite were in the High Priority category.



### KEY AREAS OF INTEREST

The Trillium Data Unit used Pearson’s tests to reproduce correlation scores between individual questions and overall satisfaction (as defined by the CAHPS report). All correlations in this section are statistically significant ( $p < 0.05$ ). The report defines a “high” satisfaction score of 85% or greater.

The results of the Pearson correlation tests with the highest correlations are presented below.

### Strengths

Question	Satisfaction Score	Correlation w/ Q29
<b>Q14. Clinicians usually or always showed respect</b>	<b>93.0</b>	<b>0.73</b>
<b>Q13. Clinicians usually or always explained things</b>	<b>91.5</b>	<b>0.62</b>
<b>Q19. Goals of counseling or treatment discussed completely</b>	<b>91.4</b>	<b>0.67</b>
<b>Q15. Clinicians usually or always spent enough time</b>	<b>88.7</b>	<b>0.60</b>
<b>Q12. Clinicians usually or always listened carefully</b>	<b>87.5</b>	<b>0.60</b>

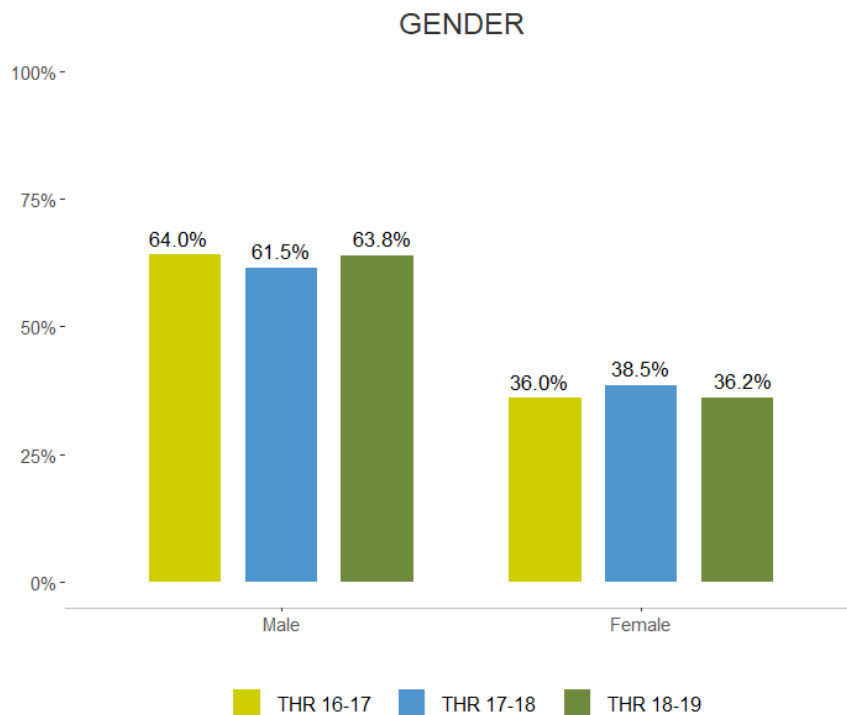
### Opportunities for Improvement

Question	Satisfaction Score	Correlation w/ Q29
<b>Q28. Care responsive to cultural needs</b>	<b>50.0</b>	<b>1.00</b>
<b>Q35. Much better or a little better able to deal with symptoms and problems compared to 1 year ago</b>	<b>63.6</b>	<b>0.66</b>
<b>Q30. A lot or somewhat helped by treatment</b>	<b>80.9</b>	<b>0.71</b>
<b>Q20. Usually or always got professional help wanted for child</b>	<b>84.5</b>	<b>0.63</b>
<b>Q18. Usually or always involved as much as you wanted in treatment</b>	<b>87.3</b>	<b>0.65</b>

Though question 28 was included as an opportunity for improvement on the CAHPS report this question is inappropriate for correlation analyses because there are only 2 responses and 2 data points can only form a perfect correlation (as any two points always form straight line). The Trillium data team suggests replacing this recommendation with question 34 (“Compared to 12 months ago, how would you rate your child’s ability to accomplish things he or she wants to do now?”) which has a satisfaction score of 59.09% and correlation with overall satisfaction of  $r = 0.57$ .

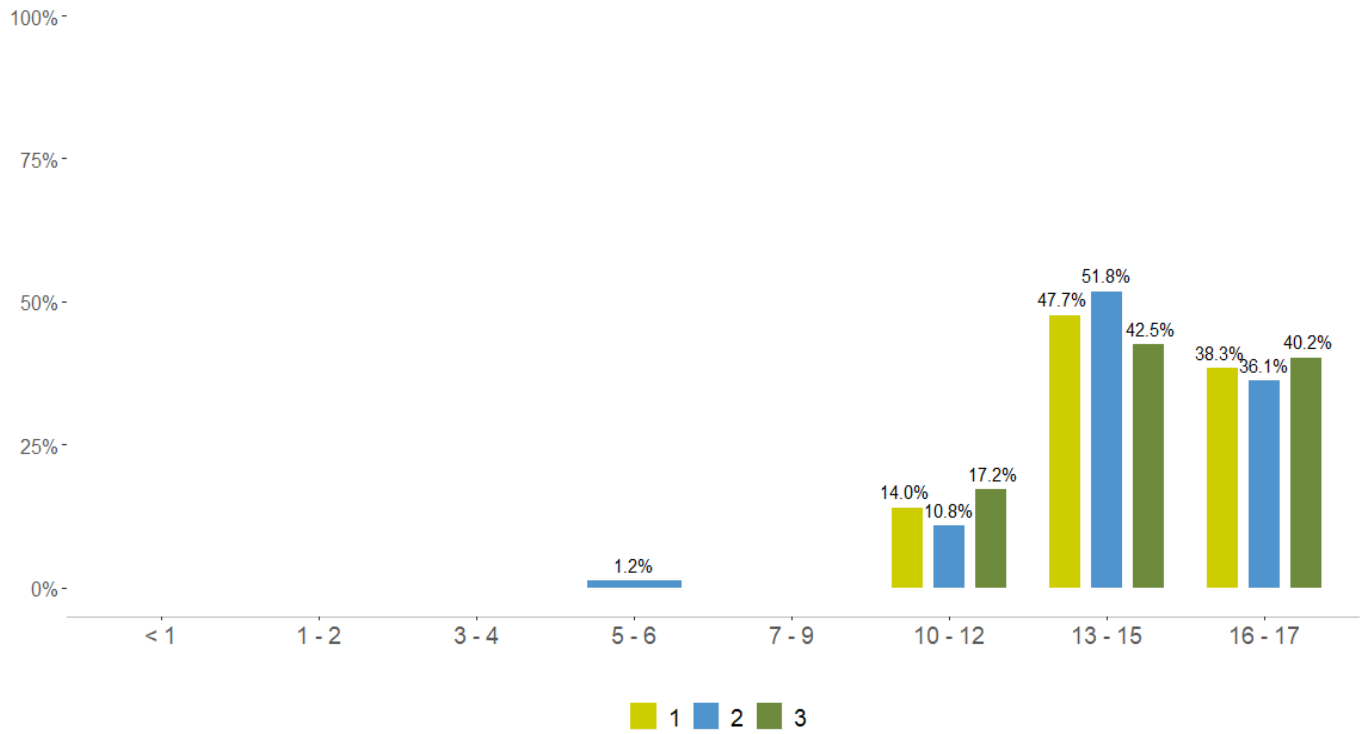
### DEMOGRAPHICS

Demographics are provided for information purposes. Respondent’s rating of their child’s Overall health was significantly correlated with overall satisfaction ( $r = 0.46, p < 0.001$ ). No other demographic factors were related to overall satisfaction with services.

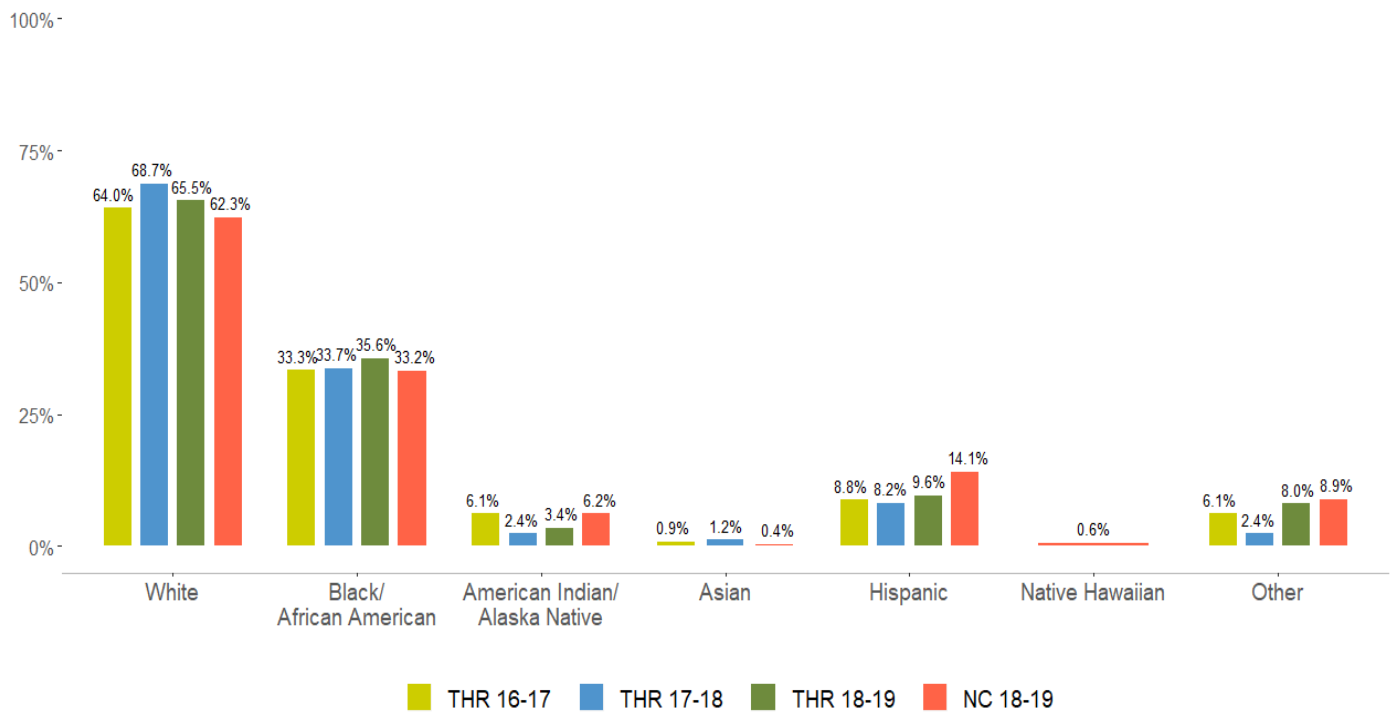




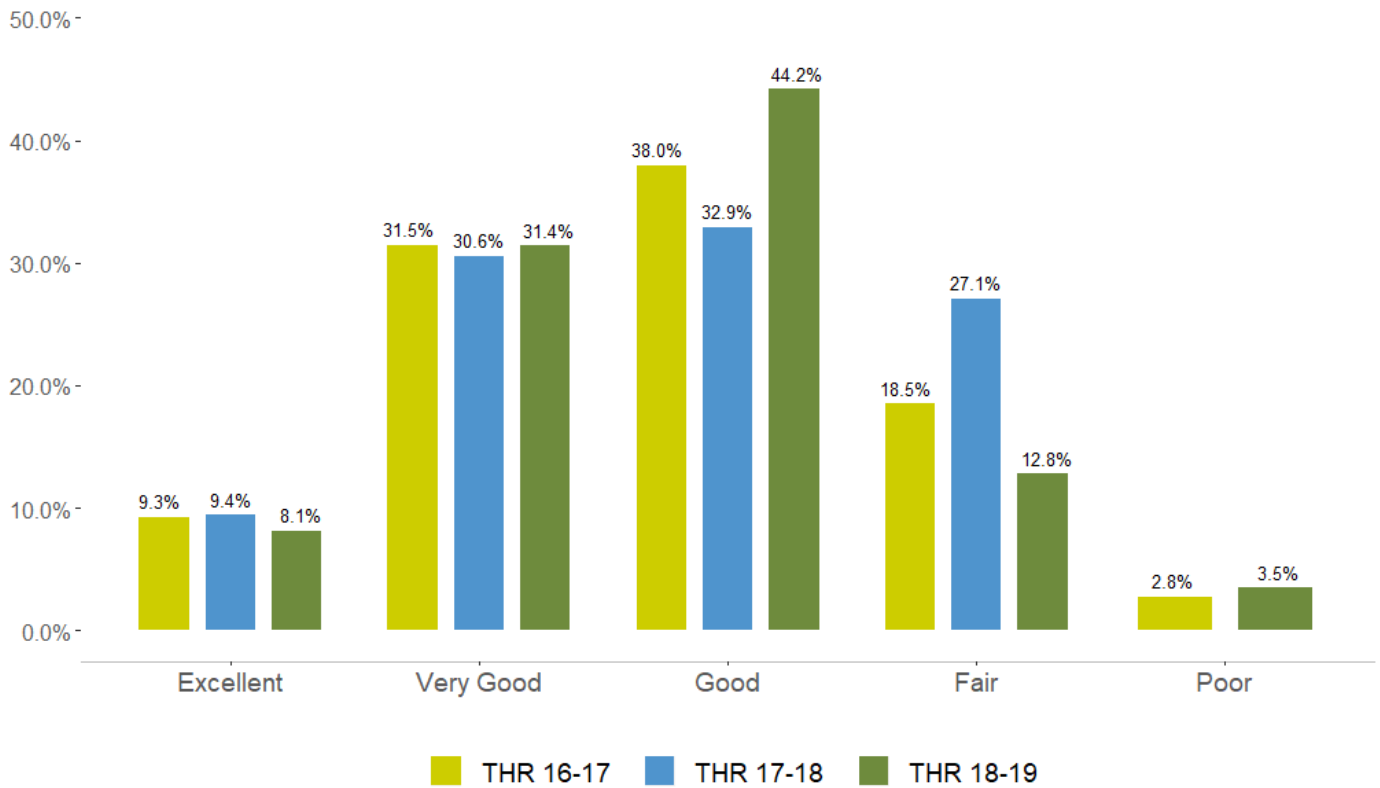
### AGE



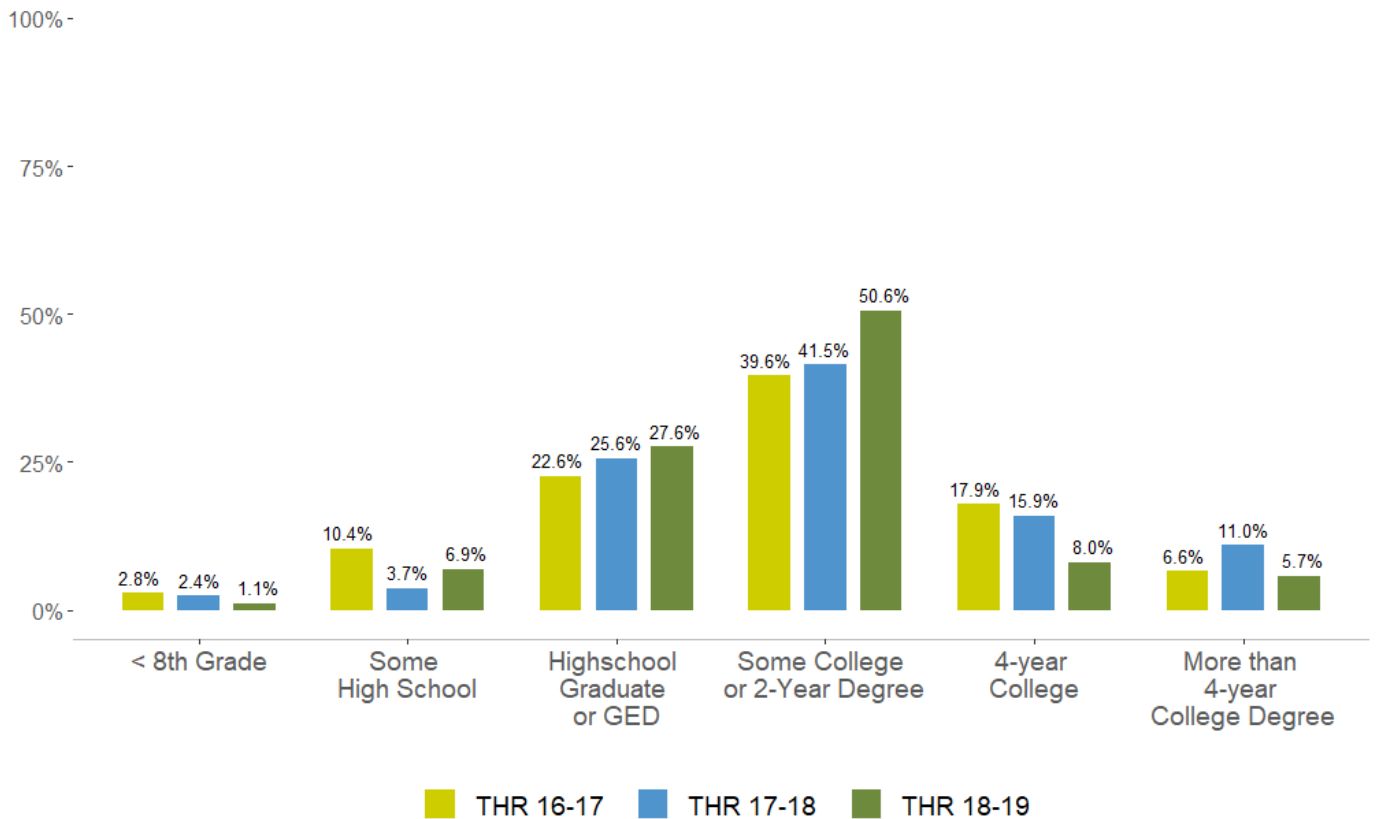
### RACE



### OVERALL HEALTH (guardian-reported)



### GUARDIAN EDUCATION LEVEL

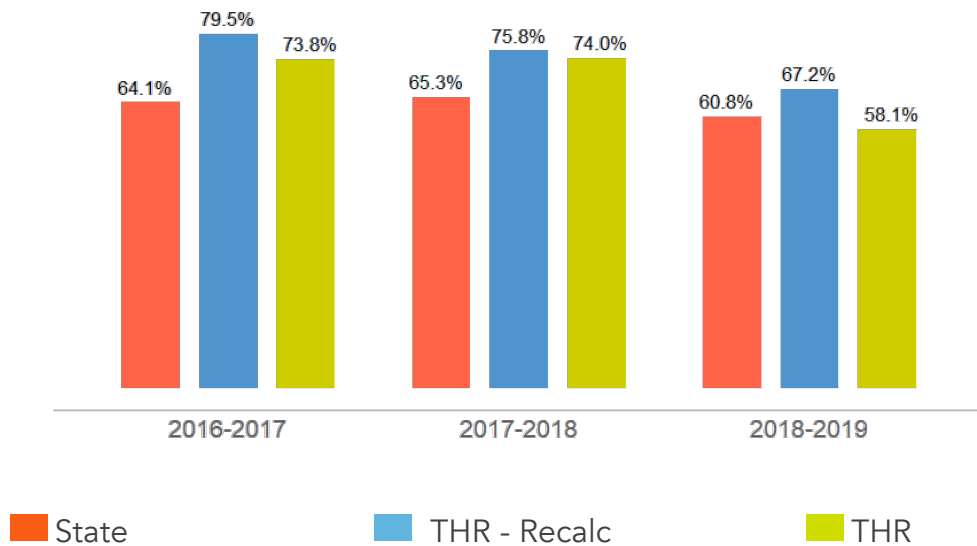


## COMPOSITE SCORES

The CAHPS report defines four domains of member experience: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment & Information from the Plan, and Perceived Improvement. Each domain is comprised of two to six questions from the survey.

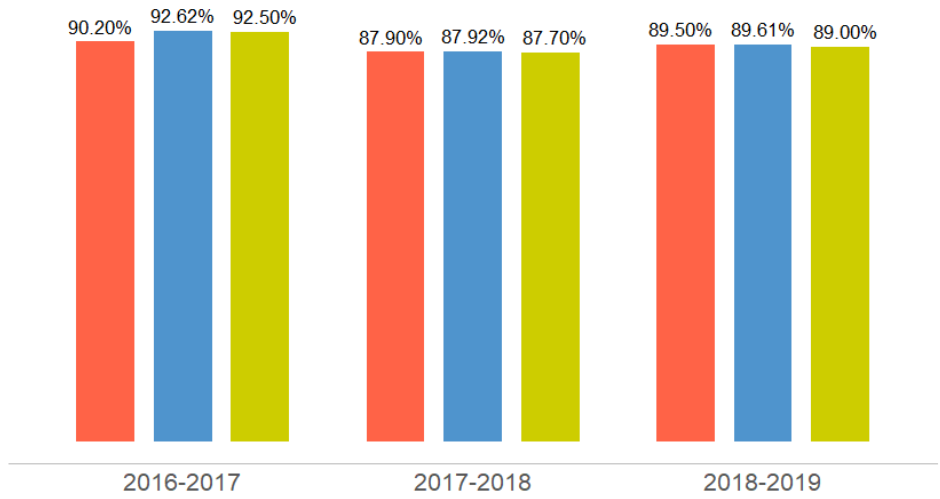
DataStat, Inc. used a “member-level scoring algorithm” to calculate the composite score. The formula for this algorithm was not provided, therefore the results are non-reproducible. The Data Unit’s analysis (below) includes recalculated figures for Trillium. Satisfaction ratings were recalculated by dividing the number of positive responses in a domain by the total number of responses. Aggregate data for North Carolina was provided by the CAHPS report. There were no statically significant differences between North Carolina’s score and Trillium’s’ original or recalculated achievement scores (all  $p$ ’s > 0.05)

### Getting Treatment Quickly



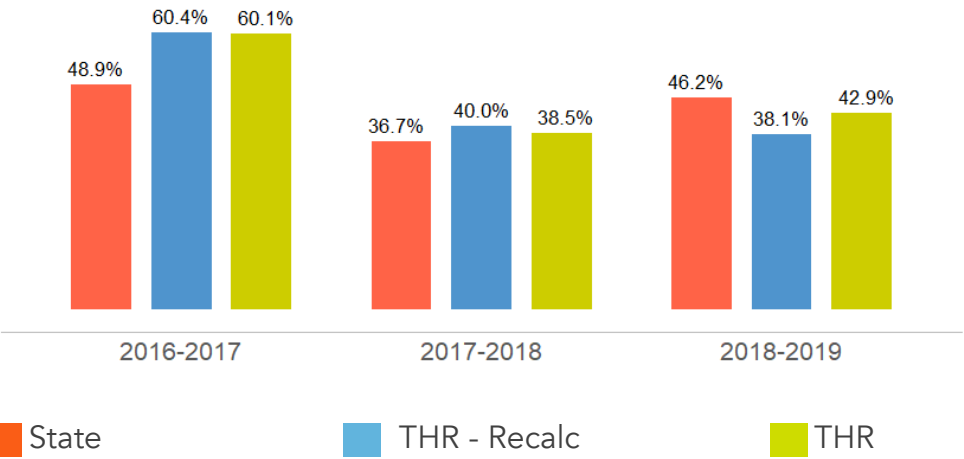
This domain assesses whether enrollees were able to access care in a timely manner. It contains Questions 3, 5, and 7. Percentages reflect responses of “Usually” and “Always.”

### How Well Clinicians Communicate



This domain assesses whether an enrollee felt respected by/safe with their clinician and how well they felt their treatment was explained to them. It contains Questions 12-15 and 18. Percentages reflect responses of "Usually" and "Always."

### Getting Treatment & Information from the Plan

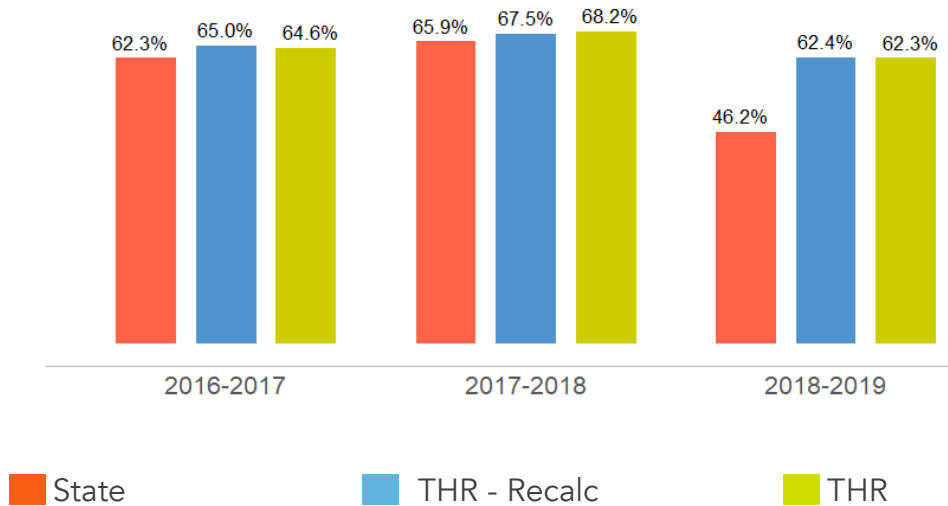


This domain assesses whether an enrollee was adversely impacted by delays in treatment while waiting for an authorization approval, and also how helpful they found customer service. It contains Questions 40 & 42. Percentages reflect a response of "Not a problem."

■ State                     
 ■ THR - Recalc                     
 ■ THR

## Perceived Improvement

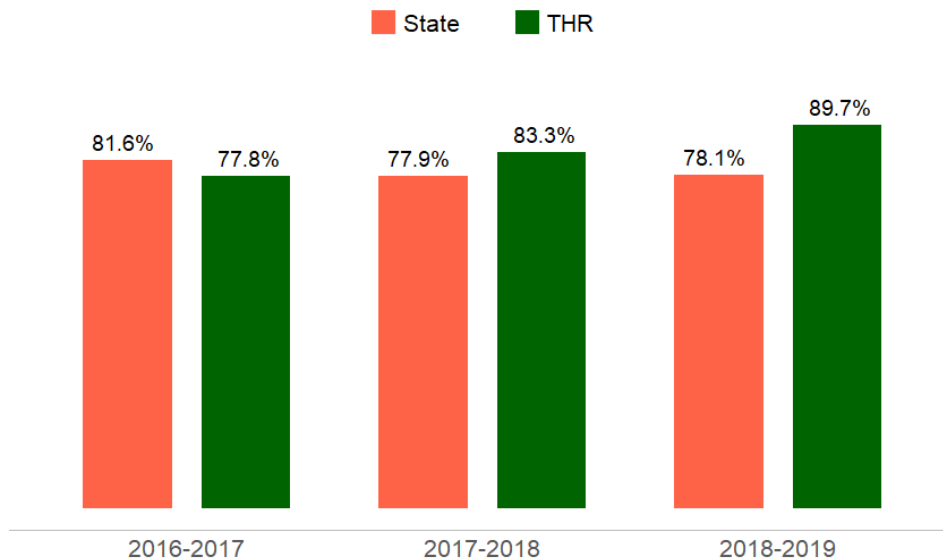
This domain assesses guardians' perception of their improvement in daily functioning as compared to 1 year prior to taking the survey. It contains Questions 32 – 35. Percentages reflect responses of "Much better" and "A little better."



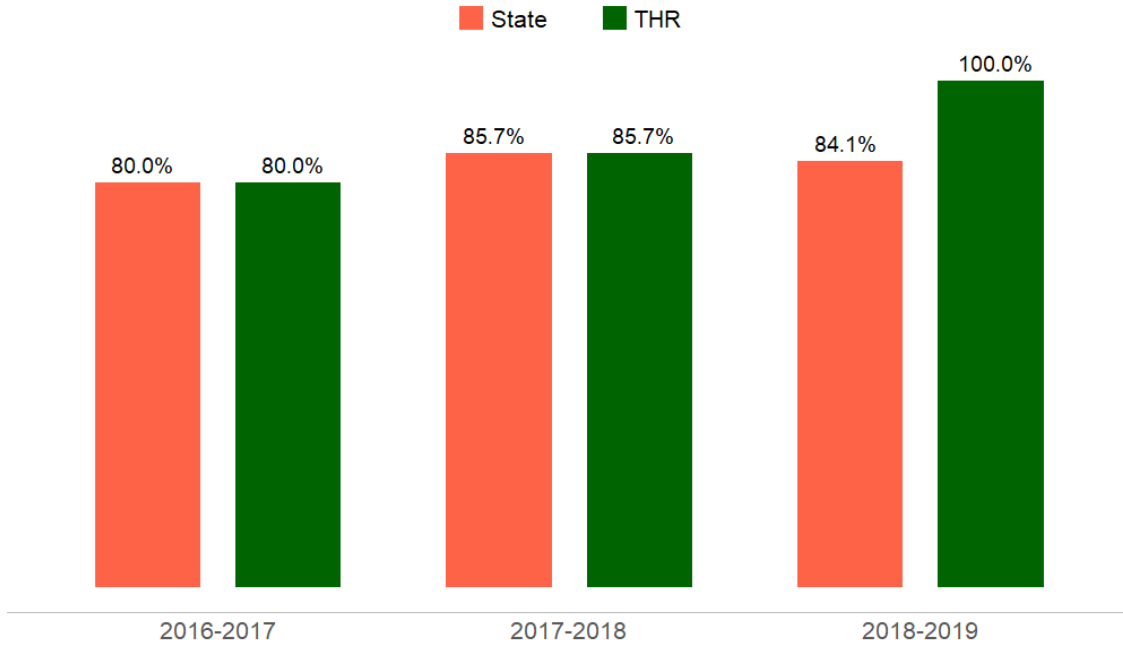
## CARE COORDINATION

The ECHO survey includes 10 questions related to enrollee satisfaction with Care Coordination. Trillium Care Coordination was rated 11.6 percentage points higher than North Carolina overall. Sample size on these ten items ranged from 1 – 17. Results should be interpreted with caution due to the low numbers of respondents. The CAPHS report did not provide a composite for the care coordination items. The Data Unit created a composite satisfaction score by calculating the proportion of positive responses to the total number of responses for all care coordination items.

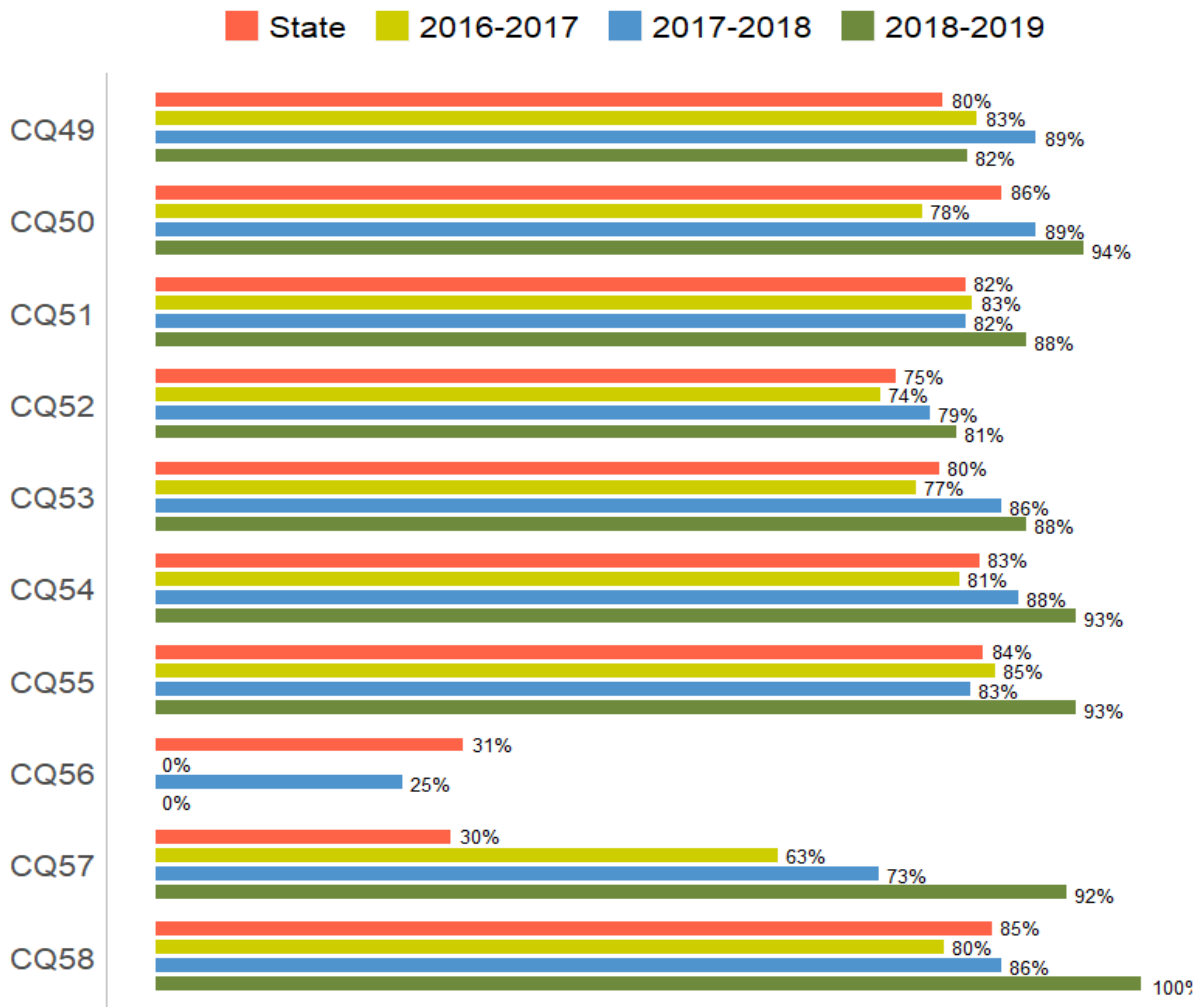
### Overall Satisfaction with Care Coordination



### Are You Satisfied with Your Care Coordinator?



### Individual Care Coordination Questions



## STATISTICAL ANALYSIS

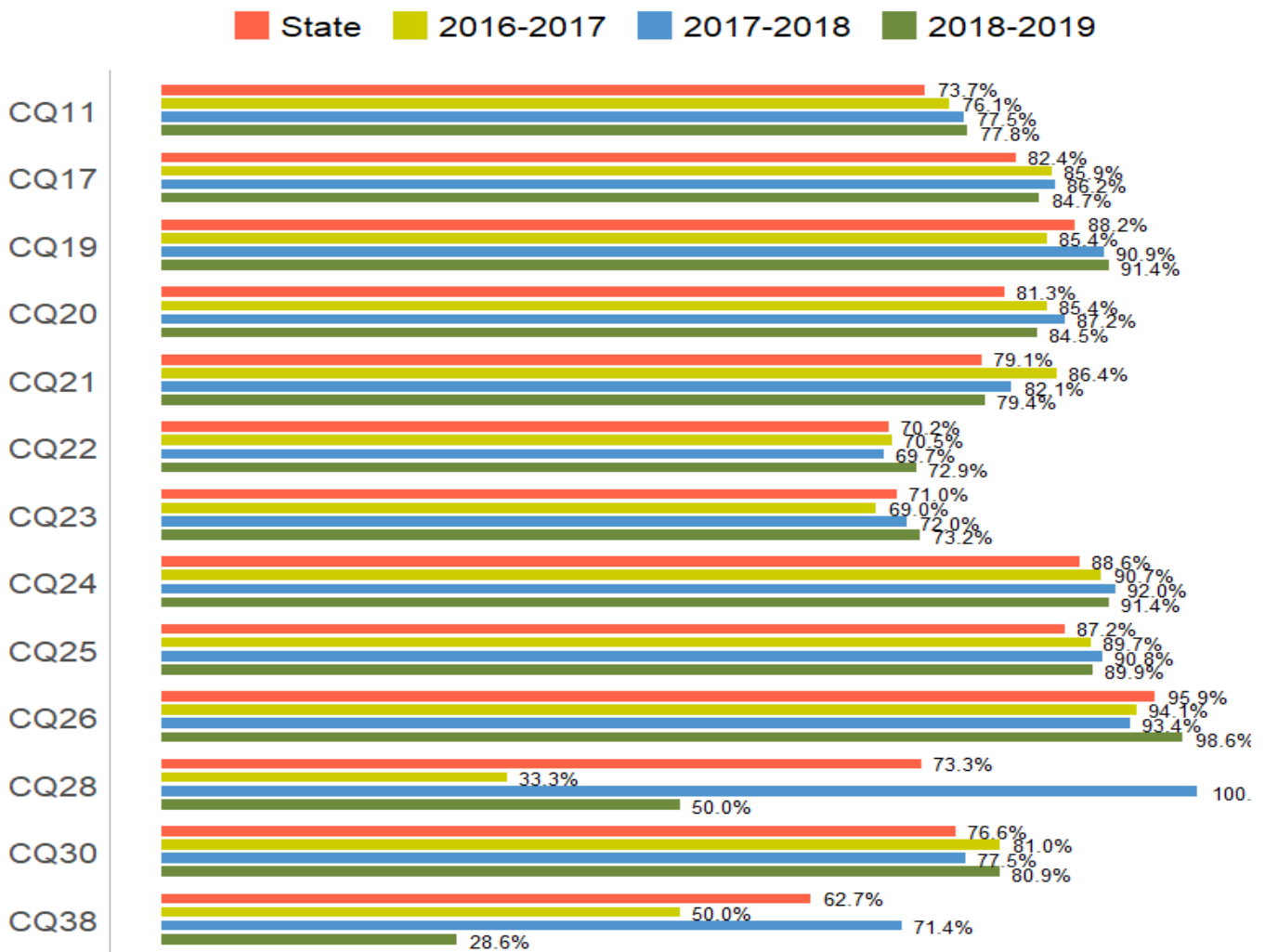
Trillium’s achievement score for the created care coordination composite was significantly higher than the State’s achievement score ( $p < 0.001$ ). However Trillium did not significantly differ from the state on any individual care coordination questions, possibly due to the low number of responses per question (all  $p$ ’s  $> 0.05$ ).

The questions “It is easy to get in touch with my child’s care coordinator when I need them” and “My child’s care coordinator responds to my calls in a timely manner” were significantly correlated with overall satisfaction. Both questions had 17 respondents. Based on the low number of respondents these results should be interpreted with caution.

## SINGLE-ITEM MEASURES

The ECHO survey contains 11 “Single-Item Measures” assessing a variety of safety, privacy, and cultural measures.

### Single-Item Measures



The Data Unit used binomial test to assess differences between groups. Questions 28 and 38 were excluded because they had less than 30 observations. Question 26 was also excluded because only one respondent answered “yes”.

### STATISCAL ANALYSIS

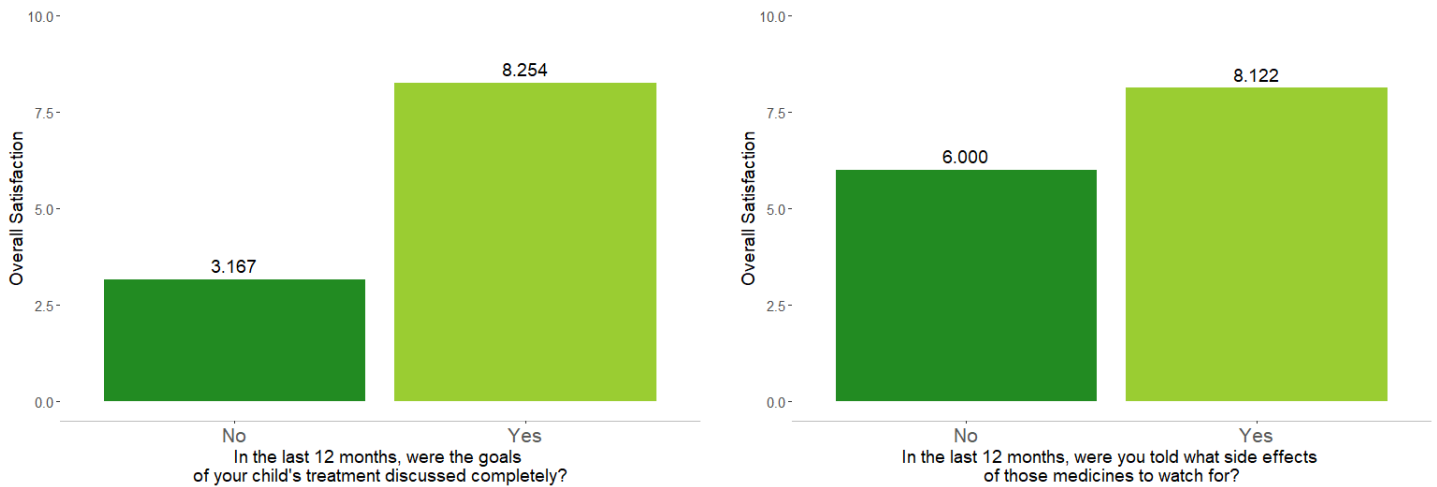
There were no differences between Trillium’s and North Carolina’s achievement scores on any of the single item questions.

There were significant correlations between questions 20, 21 and 30 and overall satisfaction.

	Correlation with Overall Satisfaction ( <i>r</i> )	<i>n</i>
Q.20 In the last 12 months, how often did your family get the professional help you wanted for your child?	0.63**	42
Q.21 In the last 12 months, how often did you feel your child had someone to talk to when he or she was troubled?	0.42**	68
Q.30 In the last 12 months, how much was your child helped by the counseling or treatment she got?	0.71**	89

\*  $p < .05$ , \*\*  $p < .001$

There were significant differences in mean overall satisfaction between respondents who answered



“yes” and those who answered “no” on the questions 17, 19 and 23 ( $p$ 's < 0.05).

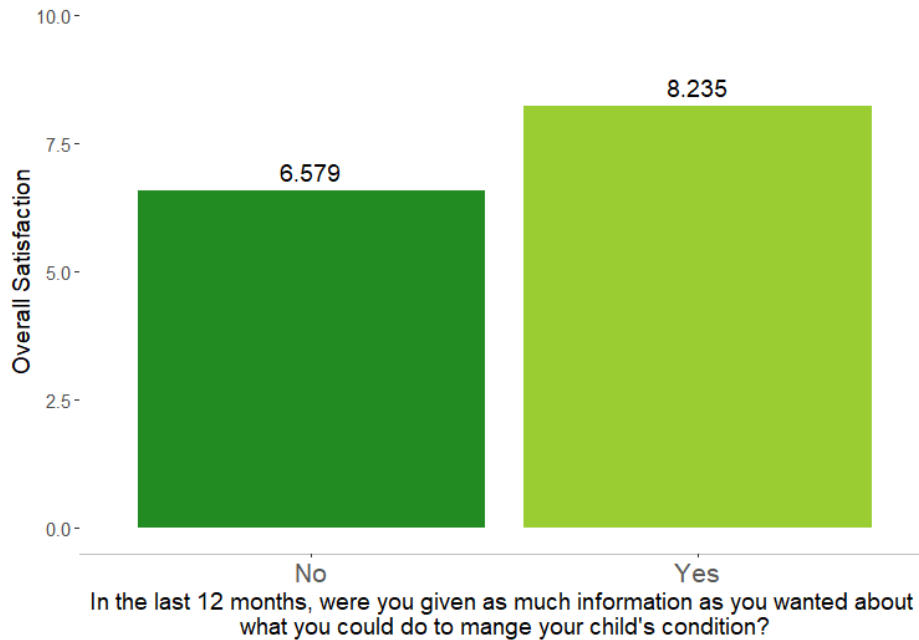


## APPENDIX A: SURVEY QUESTIONS

### PERSONAL OR FAMILY COUNSELING

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

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



- 🌱 For problems related to attention deficit hyperactivity disorder (ADHD) or other behavior or emotional problems
- 🌱 Family problems (like when parents and children have trouble getting along)
- 🌱 For mental or emotional illness
- 🌱 For autism or other developmental conditions
- 🌱 Needing help with drug or alcohol use

1. In the last 12 months, did your child get counseling, treatment or medicine for any of these reasons?

- Yes → **If Yes, go to question 2**
- No → **If No, go to question 59 on page 7**

### YOUR CHILD'S COUNSELING AND TREATMENT IN THE LAST 12 MONTHS

The next questions ask about your child's counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

2. In the last 12 months, did you call someone to get professional counseling on the phone for your child?
- Yes
  - No → **If No, go to question 4**
3. In the last 12 months, how often did you get the professional counseling your child needed on the phone?
- Never
  - Sometimes
  - Usually
  - Always
4. In the last 12 months, did your child need counseling or treatment right away?
- Yes
  - No → **If No, go to question 6**
5. In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?
- Never
  - Sometimes
  - Usually
  - Always
6. In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment?
- Yes
  - No → **If No, go to question 8**
7. In the last 12 months, not counting times your child needed counseling or treatment right away, how often did your child get an appointment for counseling or treatment as soon as you wanted?
- Never
  - Sometimes
  - Usually
  - Always

8. In the last 12 months, how many times did your child go to an emergency room or crisis center to get counseling or treatment?
- None
  - 1
  - 2
  - 3 or more
9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment or medicine in your home or at an office, clinic, or other treatment program?
- None → ***If None, go to question 30 on page 4***
  - 1 to 10
  - 11 to 20
  - 21 or more
10. In the last 12 months how many times did your child get counseling, treatment or medicine in your home?
- None
  - 1 to 10
  - 11 to 20
  - 21 or more
11. In the last 12 months, how often were you seen within 15 minutes of his or her appointment?
- Never
  - Sometimes
  - Usually
  - Always

The next questions are about all the counseling or treatment your child got in the last 12 months in your home, during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people your child saw for counseling or treatment in your answers.

12. In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?
- Never
  - Sometimes
  - Usually
  - Always

13. In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand?
- Never
  - Sometimes
  - Usually
  - Always
14. In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say?
- Never
  - Sometimes
  - Usually
  - Always
15. In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?
- Never
  - Sometimes
  - Usually
  - Always
16. In the last 12 months, did your child take any prescription medicines as part of his or her treatment?
- Yes
  - No → ***If No, go to question 18***
17. In the last 12 months, were you told what side effects of those medicines to watch for?
- Yes
  - No
18. In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?
- Never
  - Sometimes
  - Usually
  - Always

19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?
- Yes
  - No
20. In the last 12 months, how often did your family get the professional help you wanted for your child?
- Never
  - Sometimes
  - Usually
  - Always
21. In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?
- Never
  - Sometimes
  - Usually
  - Always
22. In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child?
- Yes
  - No
23. In the last 12 months, were you given as much information as you wanted about what you could do to manage your child's condition?
- Yes
  - No
24. In the last 12 months, were you given information about your child's rights as a patient?
- Yes
  - No
25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?
- Yes
  - No
26. In the last 12 months, as far as you know did anyone your child saw for counseling or treatment share information with others that should have been kept private?
- Yes
  - No

27. Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment he or she needs?
- Yes
  - No → *If No, go to question 29*
28. In the last 12 months, was the care your child received responsive to those needs?
- Yes
  - No
29. 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 of your child's counseling or treatment in the last 12 months?
- 0 Worst Counseling or Treatment Possible
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10 Best Counseling or Treatment Possible
30. In the last 12 months, how much was your child helped by the counseling or treatment he or she got?
- Not at all
  - A little
  - Somewhat
  - A lot
31. In general, how would you rate your child's overall mental health now?
- Excellent
  - Very Good
  - Good
  - Fair
  - Poor
32. Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now?
- Much better
  - A little better
  - About the same
  - A little worse
  - Much worse

33. Compared to 12 months ago, how would you rate your child's ability to deal with social situations now?

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

34. Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now?

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

35. Compared to 12 months ago, how would you rate your child's problems or symptoms now?

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

The next questions ask about your experience with the company or organization that handles your benefits for your child's counseling or treatment.

36. In the last 12 months, did your child use up all his or her benefits for counseling or treatment?

- Yes
- No → ***If No, go to question 39***

37. At the time benefits were used up, did you think your child still needed counseling or treatment?

- Yes
- No → ***If No, go to question 39***

38. Were you told about other ways to get counseling, treatment, or medicine for your child?

- Yes
- No

39. In the last 12 months, did you need approval for any of your child's counseling or treatment?

- Yes
- No → ***If No, go to question 41***

40. In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?

- A big problem
- A small problem
- Not a problem

41. In the last 12 months, did you call customer service to get information or help about counseling or treatment for your child?

- Yes
- No → ***If No, go to question 43***

42. In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called customer service?

- A big problem
- A small problem
- Not a problem

### REASONS FOR COUNSELING OR TREATMENT

43. In the last 12 months, was any of your child's counseling or treatment for problems related to ADHD or other behavior problems?

- Yes
- No

44. In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness?

- Yes
- No

45. In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems?

- Yes
- No

46. In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?

- Yes
- No

### CARE COORDINATION



47. Has your child received Care Coordination for any services in the past 12 months?

- Yes
- No → *If No, go to question 59*

48. Please identify the service categories that your child received Care Coordination for in the past 12 months. (Please mark all that apply)

- Intellectual and Developmental Disabilities
- Mental Health
- Substance Use
- Other

49. It is easy to get in touch with my child's Care Coordinator when I need them.

- Never
- Sometimes
- Usually
- Always

50. My child's Care Coordinator responds to my calls in a timely manner.

- Never
- Sometimes
- Usually
- Always

51. If I have questions, my child's Care Coordinator helps me find the answers.

- Never
- Sometimes
- Usually
- Always

52. My child's Care Coordinator has helped me find services and people to support me in managing my child's care.

- Never
- Sometimes
- Usually
- Always

53. My child's Care Coordinator asks how best to support me and my child.

- Never
- Sometimes
- Usually
- Always

54. I was given a draft of my child's Person Centered Plan to review before being asked to sign it.

- Never
- Sometimes
- Usually
- Always
- My child does not have a Person Centered Plan

55. I was satisfied with my child's Person Centered Plan prepared by the Care Coordinator.

- Never
- Sometimes
- Usually → **If Usually, go to question 57**
- Always → **If Always, go to question 57**
- My child does not have a Person Centered Plan → **Go to question 57**

56. If you were not satisfied with your child's plan, did you and/or the provider suggest revisions that were added to your child's plan?

- Never
- Sometimes
- Usually
- Always

57. If your request for service was denied, did your child's Care Coordinator talk to you about the appeal process and about additional information that might be helpful to submit for an appeal?

- Never
- Sometimes
- Usually
- Always
- Request for service was not denied

58. Are you satisfied with your child's Care Coordinator?

- Never
- Sometimes
- Usually
- Always

### ABOUT YOU AND YOUR CHILD

59. In general, how would you rate your child's overall health now?

- Excellent
- Very Good
- Good
- Fair
- Poor

60. What is your child's age now?

- Less than 1 year old

- 1 to 2 years old
- 3 to 4 years old
- 5 to 6 years old
- 7 to 9 years old
- 10 to 12 years old
- 13 to 15 years old
- 16 to 17 years old

**61.** Is your child male or female?

- Male
- Female

**62.** Is your child of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

**63.** What is your child's race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

**64.** What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

**65.** Are you male or female?

- Male
- Female

**66.** What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

**67.** How are you related to the policyholder?

- I am the policyholder

- Spouse or partner of policyholder
- Child of policyholder
- Other family member
- Friend
- Someone else

**68.** How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older sibling
- Other relative
- Legal guardian

**69.** Did someone help you complete this survey?

- Yes → ***If Yes, go to question 70***
- No → ***Thank you. Please return the completed survey in the postage-paid envelope.***

**70.** How did that person help you? Check all that apply.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way