New Mexico Behavioral Health Collaborative

New Mexico Behavioral Health Consumer, Family/Caregiver Satisfaction Project

2022

A Collaborative effort by:

The New Mexico Human Services Department: Behavioral Health Services Division, Office of Peer Recovery and Engagement, Medical Assistance Division; Children Youth and Families Department; Blue Cross/Blue Shield, Western Sky Community Care, Presbyterian/Magellan; and New Mexico Behavioral Health Consumers, Families, Children and Youth.

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FY2022 Consumer Family/Caregiver Report

What is the Consumer Satisfaction Project?

The New Mexico Consumer, Family/Caregiver and Youth Satisfaction Project (CFYP) is a yearly effort to survey the satisfaction of New Mexico Adult individuals, Family/Caregivers and Youth receiving state funded mental health and substance abuse treatment and support services.

The CFYP surveys serve two purposes:

- **To inform a quality improvement process to strengthen services in New Mexico; and,**
- **To fulfill federally mandated data reporting requirements**.

Adults and family members of youth in care answer the survey through telephone interviews. Telephone interviews were obtained from a pool of randomly selected individuals or families who received behavioral health services from New Mexico Medicaid or Behavioral Health programs between July 2021 and December 2021.

2022: The Nineth Year of Centennial Care

Since 2014 when Centennial Care began in New Mexico, there were some significant changes in New Mexico's behavioral health care environment that can continue to affect individuals during the period in which they were receiving care and surveyed (July 2021 through December 2021).

- In January 2014, New Mexico launched its new Medicaid program, *Centennial Care*, which manages both behavioral health and primary care services. At that point, most Medicaid-eligible individuals and families had to enroll in one of four managed care companies, while a portion remained in a separate Medicaid fee-for-service program.
- In January 2019, the Medicaid Program reduced the number of contracted managed care companies from four to three; they retained the two largest companies and brought in one new MCO that has the smallest number of enrolled individuals.
- While the Medicaid benefit packages are primarily identical, each MCO offers some "value added" services that vary.
- All *Centennial Care* members are contacted to determine whether they would qualify for a more intense service - Care Coordination – designed to assist those with complex needs.
- Since March 2020, the COVID-19 pandemic and subsequent public health emergency policies affected availability of services. Most significantly, telephonic services were permitted during the public emergency period; this benefit supported access to care particularly during our periods of lock-down.
- The emphasis on *integrated* behavioral and physical care has continued to expand.

The reader will see trend data in each of the domains which reflects the respondents' satisfaction across the period 2014 through 2022 since the beginning of Centennial Care .

What we ask about:

The surveys contain questions that come from the federal Mental Health Statistics Improvement Program (MHSIP). The New Mexico Behavioral Health Collaborative added additional questions, including questions related to the National Outcome Measures System. This report will provide highlights separately from the Adult Survey and then from the Child & Family/Caregiver Survey.

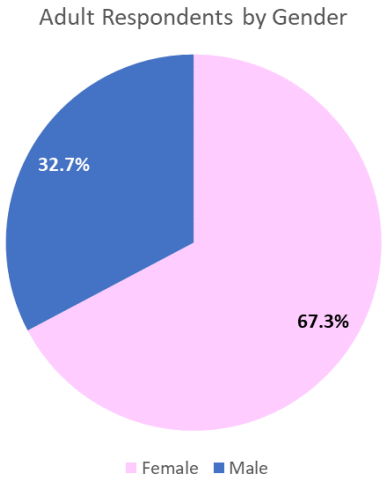
There are seven subscales within the survey that are used nationally. This provides a helpful benchmark for our state's performance. Each of those scales is presented in the report. Responses to most questions were measured in a five-point Likert scale, and scale values shown are the percent of respondents for whom the average of the individual's replies to that scale's questions was positive. Each scale result is graphed below to show the 2022 results for New Mexico (along with previous years.) A red line shows what the US average was in 2021 for that measure. The specific questions that make up the scale are listed below the graph. In addition, questions addressed housing, employment, substance abuse, medications, and care coordination. Those findings are presented after the seven domains are discussed.

Survey Highlights- Adult

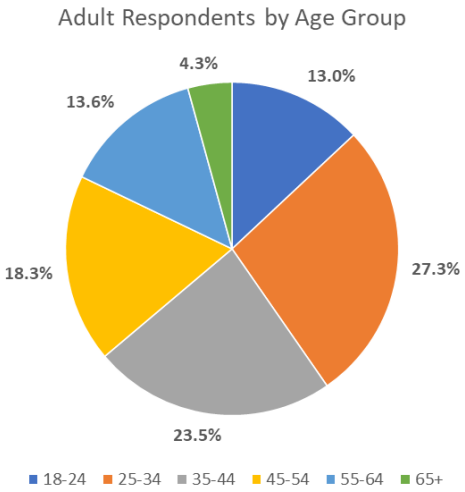
Who we surveyed - Adults

Our sample was drawn from those individuals who had received care anytime between July 1, 2021, and December 31, 2021. However, when called, respondents were free to speak about their experiences throughout the entire previous twelve months. Survey telephone calls were conducted in July 2022. For the 2022 survey, we heard from 1,051 adult respondents. Generally speaking, the sample well represented the population receiving services, with some exceptions noted below.

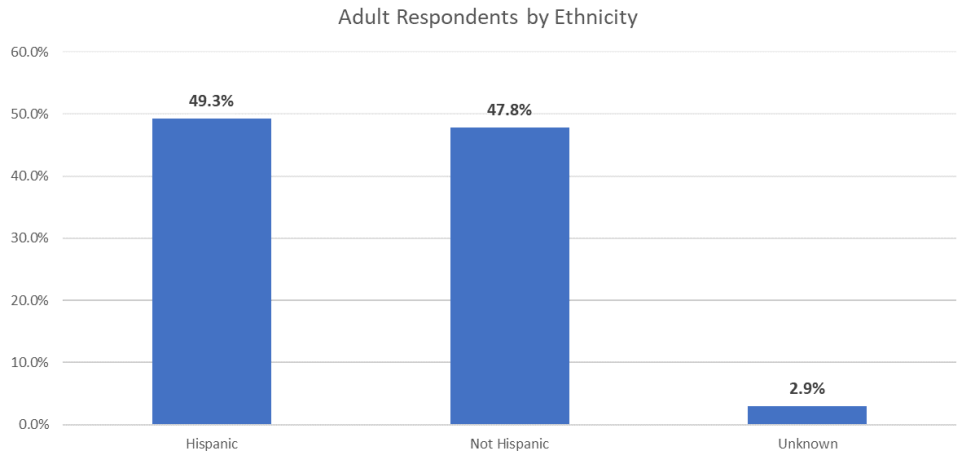
GENDER: However, females (67.3%) were overrepresented in the sample. They represent only 58% of those receiving services during the same period.



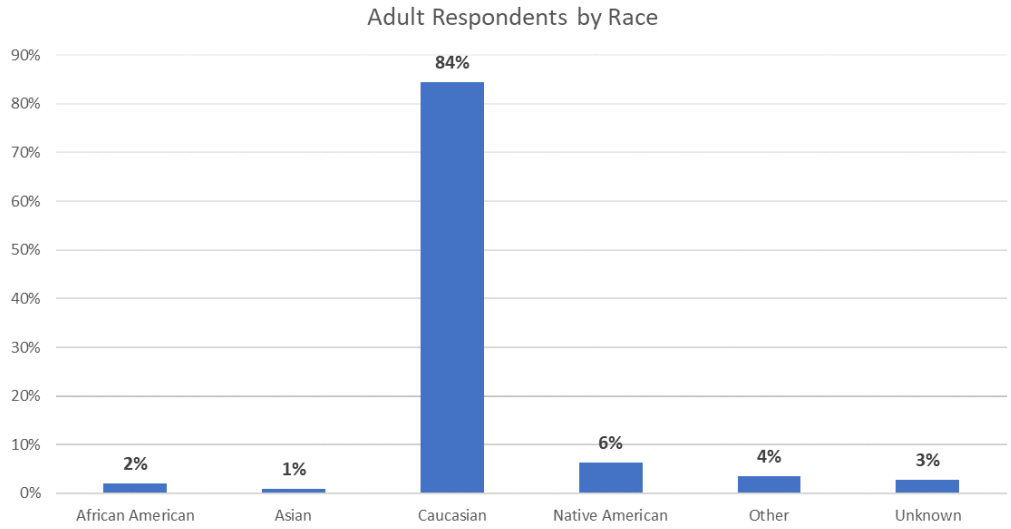
AGE: Results are similar to 2021 and reflect those receiving services during the same period. However, the three older age groups were slightly overrepresented.



ETHNICITY: Forty-nine percent (49.3%) of the respondents identified their ethnicity as Hispanic. That is very similar to the population receiving services during the same period (50.3%).



RACE: Similar to those receiving services, 84 percent of the respondents identified themselves as Caucasian. However, Native American respondents (6%) were underrepresented as compared to those receiving services (7.6%) and African American respondents (2%) were underrepresented in proportion as those receiving services (2.8%).



Overview of Adult Findings by Seven Domains: There were two different instruments tailored to the issues pertinent to adults and again for children. The items in each domain are identical to those used nationwide. That allows New Mexico to compare its performance to the National Average. Additional subscales were also measured (i.e., supportive housing, supportive employment, substance abuse) and issues related to medication management and care coordination. Those findings are presented immediately following the individual domain graphs.

Relative to our own history of performance in New Mexico, there were no significant differences in six out of the seven domains when compared with 2021 performance. However, in the domain of Participation in Treatment, there was a statistically significant difference; that domain scored at 80.3% as compared to 85.9% in 2021.

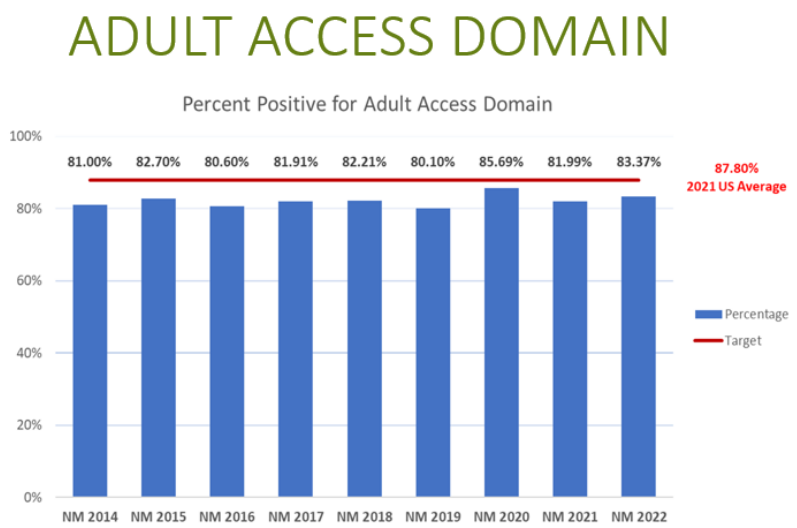
Relative to the National Averages, New Mexico is below the US 2021 target in three domains: **Access** is below by 4.4 percentage points; **Participation in Treatment** is below by 6 percentage points; and **Satisfaction** is below by 1.7 percentage points. However, we are **above** the National Average in four domains: **Improved Functioning; Outcomes; Quality & Appropriateness; and, Social Connectedness.**

The MCO's are currently working on their quality improvement strategies to make improvements in these domains. Those improvement initiatives are highlighted at the end of this section.

Domain: Access

Definition: *Entry into behavioral health services is quick, easy, and convenient.*

Observations: The average proportion of positive responses for Access was 83.37 percent. This is not statistically significantly different from the prior year's performance of 81.99 percent. However, this is 4.4 percent points below the National 2021 Average of 87.8 percent, Respondents were least satisfied with access to their psychiatrist and with scheduling of appointments.



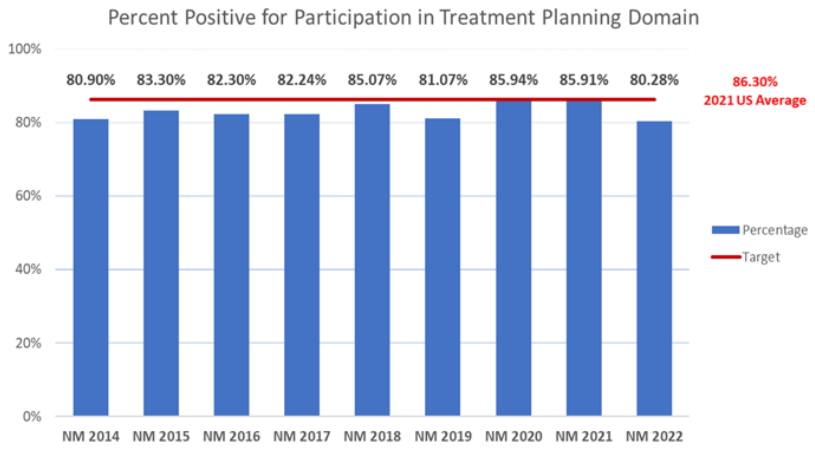
Domain	Q #	Question Text	Domain Item Percentage
Access	4	The location of services was convenient (parking, public transportation, distance, etc.).	88.73%
Access	5	Staff were willing to see me as often as I felt it was necessary.	88.30%
Access	6	Staff returned my call in 24 hours.	82.04%
Access	7	Services were available at times that were good for me.	90.18%
Access	8	I was able to get all the services I thought I needed.	84.75%
Access	9	I was able to see a psychiatrist when I wanted to.	80.60%

Domain: Participation in Treatment

Definition: *Adults feel that they are a part of their treatment team.*

Observations: The average proportion of positive responses for Participation in Treatment was 80.3 percent. This was statistically significantly lower than last year (85.9%) by 5.6 percentage points, and it was 6 percentage points below the 2021 National Average (86.23%). While adults were generally satisfied asking questions about their treatment or medications, they were notably less satisfied about the process of setting their treatment goals.

ADULT PARTICIPATION IN TREATMENT DOMAIN



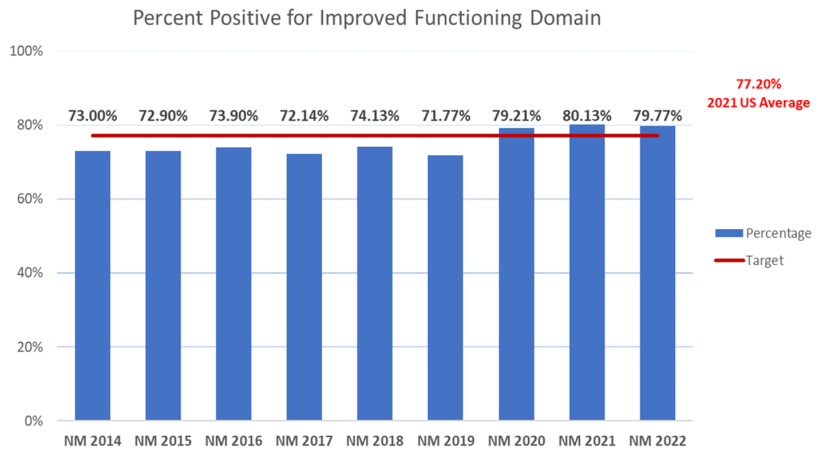
Domain	Q #	Question Text	Domain Item Percentage
Participation in Treatment Planning	11	I felt comfortable asking questions about my treatment and medication.	92.56%
Participation in Treatment Planning	17	I, not staff, decided my treatment goals.	77.75%

Domain: Improved Functioning

Definition: *Adults feel they can manage their daily activities better.*

Observations: The average proportion of positive responses for Improved Functioning was 79.8 percent. It is close to the prior year's performance of 80.1 percent. And it is 2 points above the 2021 National Average of 77.2 percent. Adults were least satisfied about managing their symptoms and being able to do what they wanted to do.

ADULT IMPROVED FUNCTIONING DOMAIN



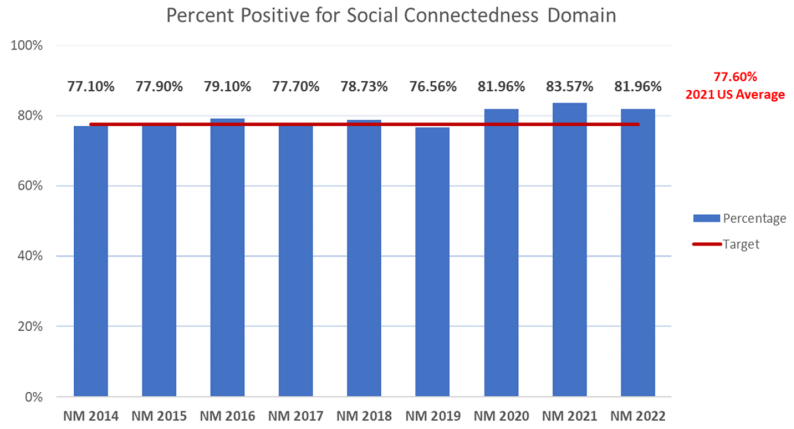
Domain	Q #	Question Text	Domain Item Percentage
Improved Functioning	28	My symptoms are not bothering me as much.	67.93%
Improved Functioning	29	I do things that are more meaningful to me.	83.98%
Improved Functioning	30	I am better able to take care of my needs.	86.09%
Improved Functioning	31	I am better able to handle things when they go wrong.	81.78%
Improved Functioning	32	I am better able to do things that I want to do.	80.29%

Domain: Social Connectedness

Definition: *Adults feel they are connected in their family and friends, have social supports, and belong to their community.*

Observations: The average proportion of positive responses for Social Connectedness was 81.96 percent. While slightly lower than the prior year's performance of 83.57 percent, the differences were not statistically significant. And this exceeds the National 2021 Average of 76.6 percent. The area in which adults were less satisfied had to do with their sense of belonging in their community.

ADULT SOCIAL CONNECTEDNESS DOMAIN

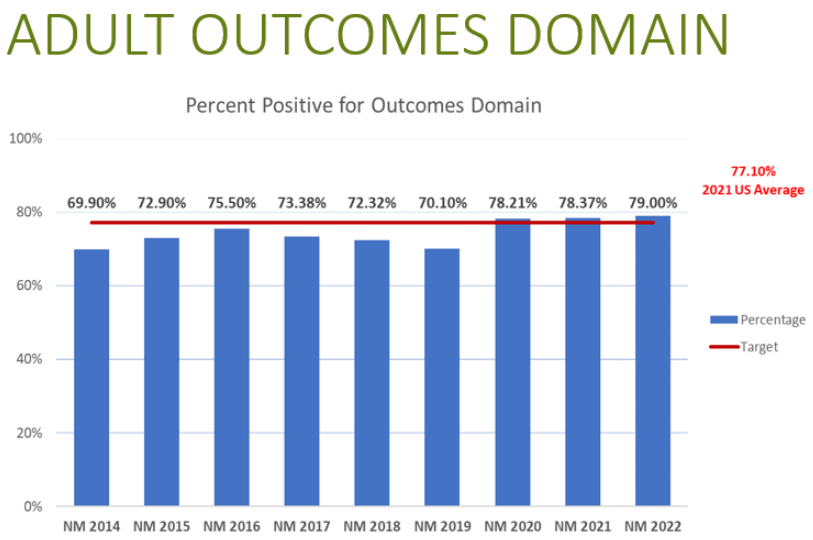


Domain	Q #	Question Text	Domain Item Percentage
Social Connectedness	33	I am happy with the friendships I have.	85.76%
Social Connectedness	34	I have people with whom I can do enjoyable things.	90.54%
Social Connectedness	35	I feel I belong in my community.	76.26%
Social Connectedness	36	In a crisis, I would have the support I need from family or friends.	88.25%

Domain: Outcomes

Definition: *The extent to which services provided to individuals with behavioral health needs have a positive or negative effect on their well-being, life circumstances, and capacity for self-management and recovery.*

Observations: The average proportion of positive responses for Outcomes was 79 percent, slightly higher than the prior year performance (78.4%). However, it exceeds by 2 percentage points the 2021 National Average of 77.1 percent. Satisfaction was notably lower in the areas of symptom management, handling social situations, work, and housing.

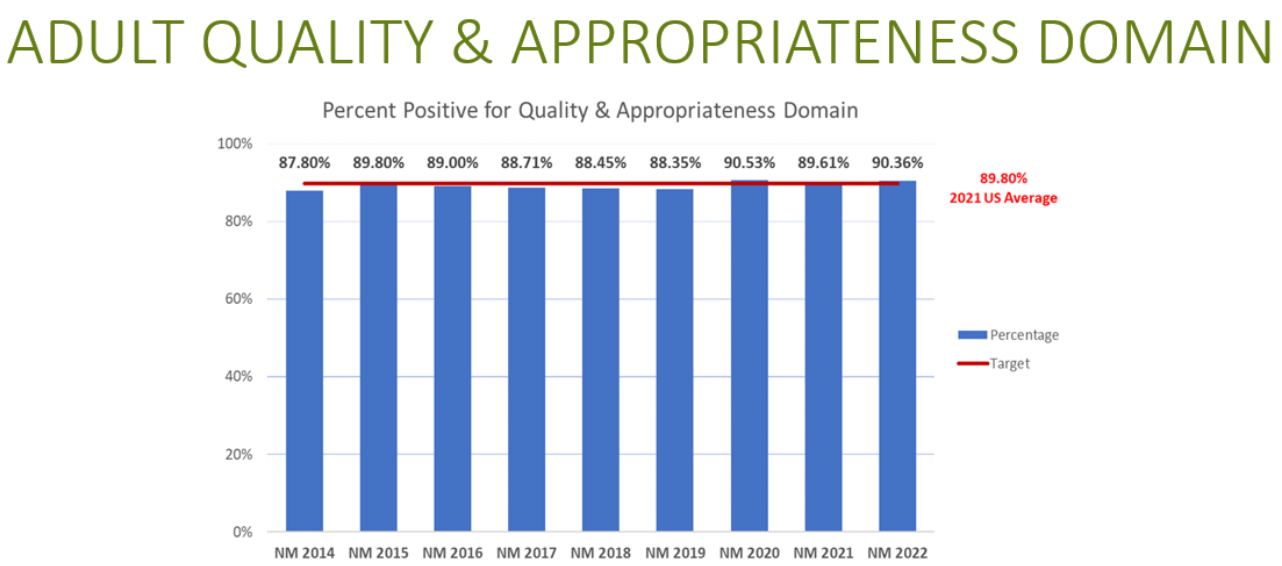


Domain	Q #	Question Text	Domain Item Percentage
Outcomes	21	I deal more effectively with daily problems.	84.86%
Outcomes	22	I am better able to control my life.	85.78%
Outcomes	23	I am better able to deal with crisis.	85.93%
Outcomes	24	I am getting along better with my family.	80.42%
Outcomes	25	I do better in social situations.	72.85%
Outcomes	26	I do better in school and/or work.	78.89%
Outcomes	27	My housing situation has improved.	70.21%
Outcomes	28	My symptoms are not bothering me as much.	67.93%

Domain: Quality & Appropriateness

Definition: *Services are individualized to address the consumer's strengths and needs, cultural context, preferences, and recovery goals.*

Observations: The average proportion of positive responses for Quality & Appropriateness was 90.3 percent. This is similar to the prior year's performance of 89.6 percent and almost equal to (0.6 points difference) than the 2021 National Average of 89.8 percent. While adults were generally pleased with areas in this domain, they were less satisfied with staff's encouragement to use consumer-run programs and for help in watching out for side effects in their care.

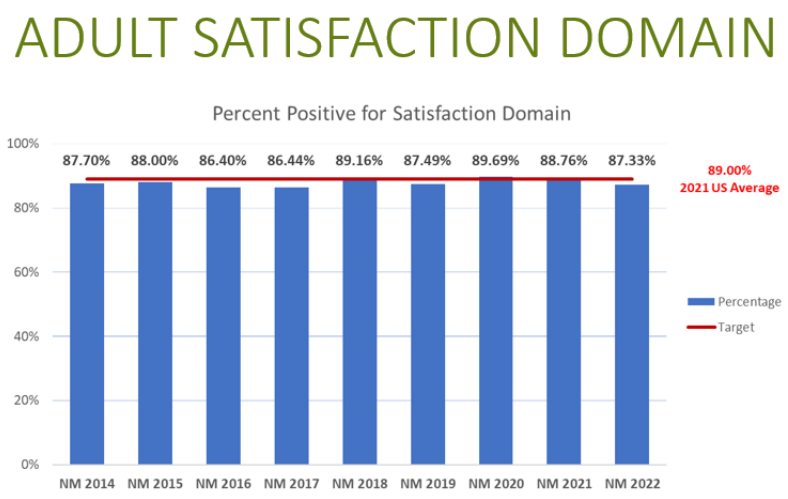


Domain	Q #	Question Text	Domain Item Percentage
Quality & Appropriateness	10	Staff here believed that I can grow, change and recover.	90.56%
Quality & Appropriateness	12	I felt free to complain.	89.71%
Quality & Appropriateness	13	I was given information about my rights.	92.57%
Quality & Appropriateness	14	Staff encouraged me to take responsibility for how I live my life.	90.77%
Quality & Appropriateness	15	Staff told me what side effects to watch out for.	85.81%
Quality & Appropriateness	16	Staff respected my wishes about who is and who is not to be given information about my treatment.	95.98%
Quality & Appropriateness	18	Staff were sensitive to my cultural background (race, religion, language, etc.)	91.87%
Quality & Appropriateness	19	Staff helped me obtain the information I needed so that I could take charge of managing my illness.	89.80%
Quality & Appropriateness	20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc	77.86%

Domain: Satisfaction

Definition: *Adults are generally happy with the services they are provided.*

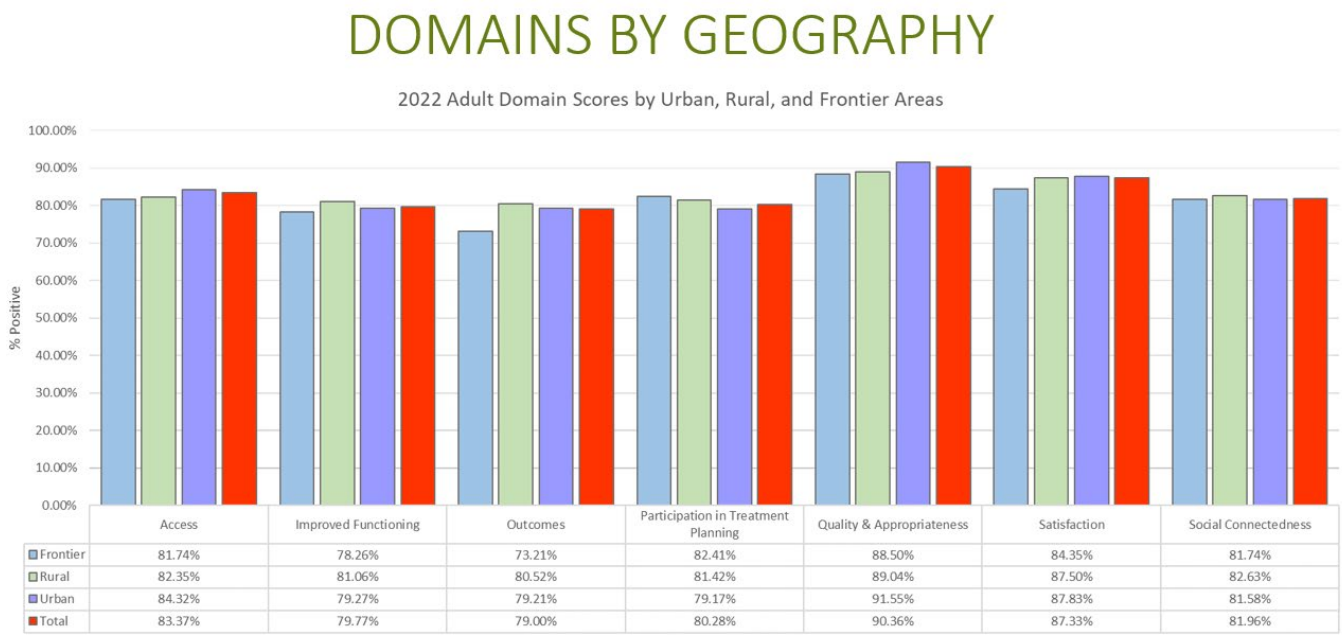
Observations: The average proportion of positive responses for Satisfaction was 87.3 percent. This is very similar to the prior year's performance of 88.76 percent, and it is lower (1.7 points) than the 2021 National Average of 89 percent. Adults were less satisfied with the range of provider choices available to them.



Domain	Q #	Question Text	Domain Item Percentage
Satisfaction	1	I like the services that I received here.	92.29%
Satisfaction	2	If I had other choices, I would still get services from this agency.	86.52%
Satisfaction	3	I would recommend this agency to a friend or family member.	90.09%

Geographic Patterns

The seven domains were also analyzed to determine any differences between respondents who live in Urban, Rural or Frontier areas of the state. There were few differences across the urban, rural, and frontier respondents in the domains. The exception was in the Frontier areas of the state where respondents rated 3 domains lower: Improved Functioning, Outcomes, and Participation in Treatment.



	Access	Improved Functioning	Outcomes	Participation in Treatment Planning	Quality & Appropriateness	Satisfaction	Social Connectedness
Frontier	81.74%	78.26%	73.21%	82.41%	88.50%	84.35%	81.74%
Rural	82.35%	81.06%	80.52%	81.42%	89.04%	87.50%	82.63%
Urban	84.32%	79.27%	79.21%	79.17%	91.55%	87.83%	81.58%
Total	83.37%	79.77%	79.00%	80.28%	90.36%	87.33%	81.96%

Other Areas

Problems in the support areas are often crucial factors affecting behavioral health recovery, a few have been highlighted below. In addition, questions were asked about Care Coordination at the health plan level. These questions were only asked of those who had been assigned this service.

Housing: When asked "Are you homeless (i.e., living in a place not meant for human habitation, in an emergency shelter, in transitional living) or at-risk of homelessness? (i.e., losing you primary nighttime residence, which may include a motel, hotel, or doubled-up situation, staying in your car, late on rent, been given an eviction notice, etc.)" a smaller cohort of the total sample (5.14%) said "*Yes*." Among those respondents, 57.41 percent indicated they "agreed or strongly agreed" to this subscale of items:

- My housing needs were part of my treatment plan.
- If my service provider(s) does not include housing programs or housing resources, my provider referred me to a provider or community agency to assist with supporting my housing needs.
- If I had to wait to get housing assistance, I still received support for my other needs from my treatment team.

Employment: When asked "*Does having work help you with your recovery from mental health and/or substance abuse disorders?*" 51.6 percent of the total sample said "*Yes"*. Among those respondents, almost two-thirds (64.8%) indicated they "agreed or strongly agreed" to this subscale of items:

- Are you currently working, (paid or volunteer?)
- My work goals were part of my treatment plan.
- When I had a problem with work, I was able to get assistance.
- Would you like assistance finding work (paid or volunteer) as a means of managing your recovery?

Substance Abuse: A smaller cohort of respondents (17.7%) said they had sought services for substance abuse treatment in the past year. But among those respondents, almost all (89.8%) indicated they "agreed or strongly agreed" to this subscale of items:

- Did you receive the substance abuse service you asked for?
- The substance abuse services I received helped me reduce my use of drugs and/or alcohol.
- I have the tools I need to understand and continue with my recovery.

Medications: Almost two-thirds of respondents (61%) indicated that they received medication services as part of their treatment in the past year. Among those respondents, on average, 86.2 percent indicated they "agreed or strongly agreed" to this subscale of items:

- I am able to get my prescriptions filled when I need them.
- The medication(s) I am taking helps me control symptoms that used to bother me.
- My Provider educated me about my medication.
- In addition to medication the provider suggested additional wellness supports and practices that would improve my wellbeing.

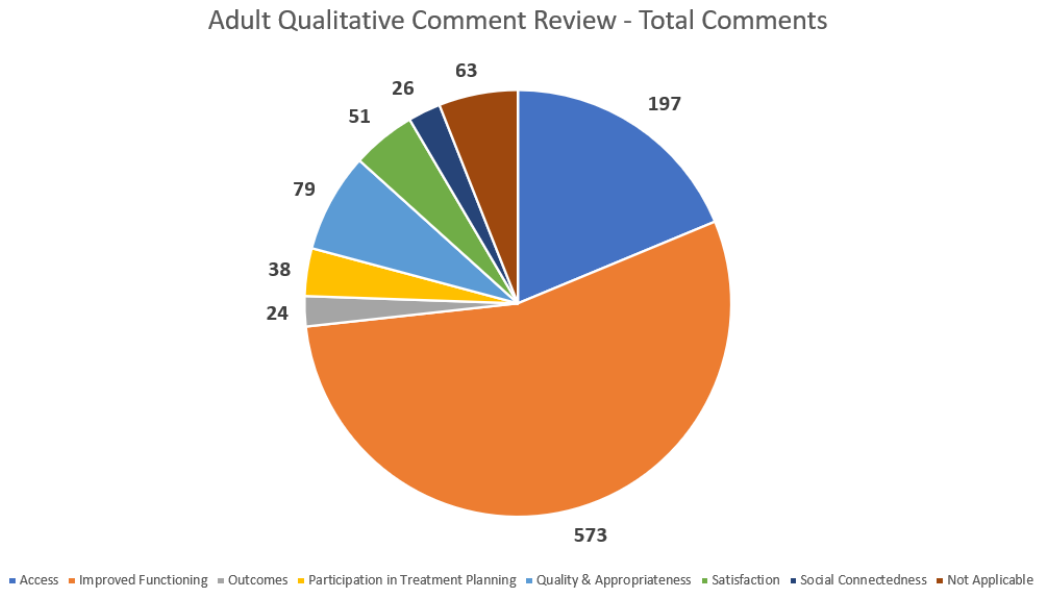
Care Coordination: About 12.75 percent of respondents had been assigned care coordination assistance at higher levels (Level 2 or 3) in Centennial Care. The percent of positive response per each item was as follows:

- 87.2% I participated in developing my Care Plan.
- 86.6% I had contact with my Care Coordinator and we talked about the action steps to take to meet my goals.
- 85.7% My Care Coordinator assisted me when there was a change or loss of service.
- 90.4% I am satisfied with my overall experience with my Care Coordination Services

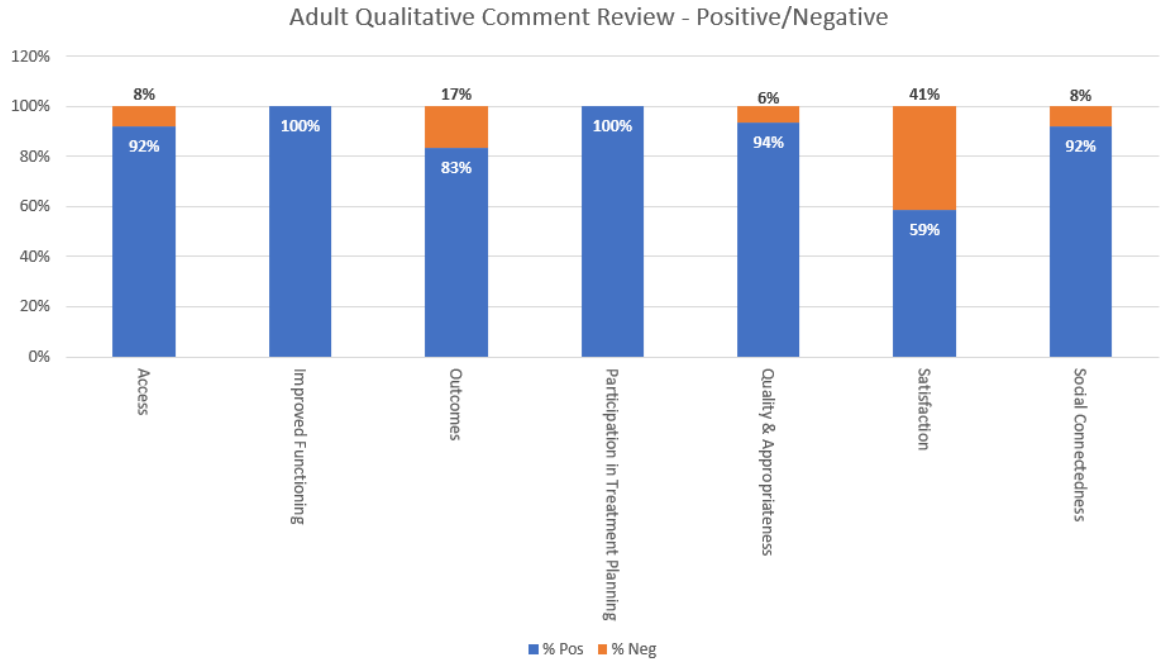
Additional Comments:

At the end of the telephone survey, respondents were asked an opened-ended question**:**
"What is the one service that made the most difference for your recovery?"

There were 573 responses which were categorized into the following themes represented in the pie chart below.



Positive and negative comments were sorted by the domain with which they were associated.



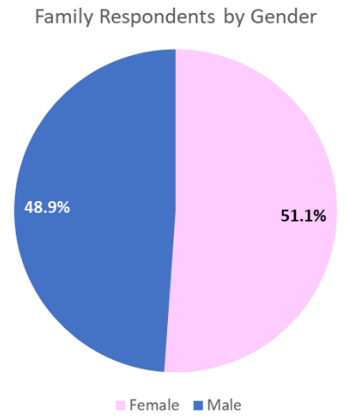
Survey Highlights- Child Family/Caregiver Survey

Who we surveyed - Child Family/Caregivers

Our sample was drawn randomly from those children who had received care between July 1, 2021, and December 31, 2021. We spoke to their Family/Caregivers; and they were free to speak about their experiences of their children in service through the entire previous twelve months. Telephone surveys were conducted in July 2021. For the 2022 survey, we heard from 1,023 Family/Caregiver respondents.

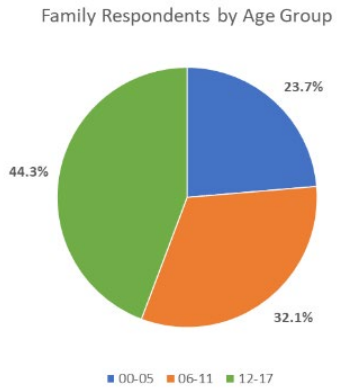
GENDER: Forty-nine percent (48.9%) of the children receiving services were females and 51.1 percent were males. This well represents the genders of the overall population receiving care during this period. Females are underrepresented by 2.4%.

DEMOGRAPHIC PROFILE OF FAMILY RESPONDENTS



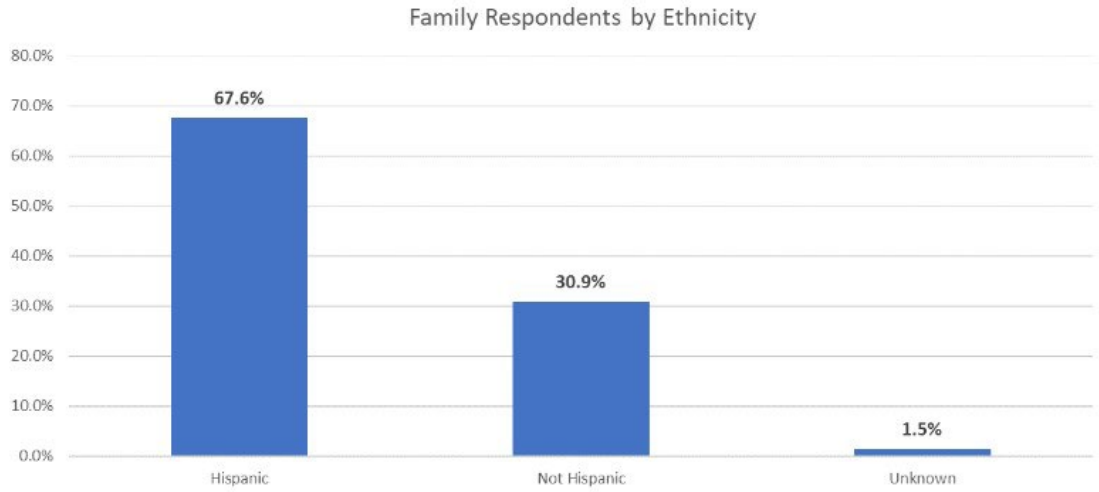
AGE: Forty-four percent (44.3%) of children sampled were 12-17 years old, another 32 percent of the sample were 6-11 year-old children. The remaining 23.7 percent were under the age of five years. This is similar to the age groups in the overall population of children receiving care during this period.

DEMOGRAPHIC PROFILE OF FAMILY RESPONDENTS



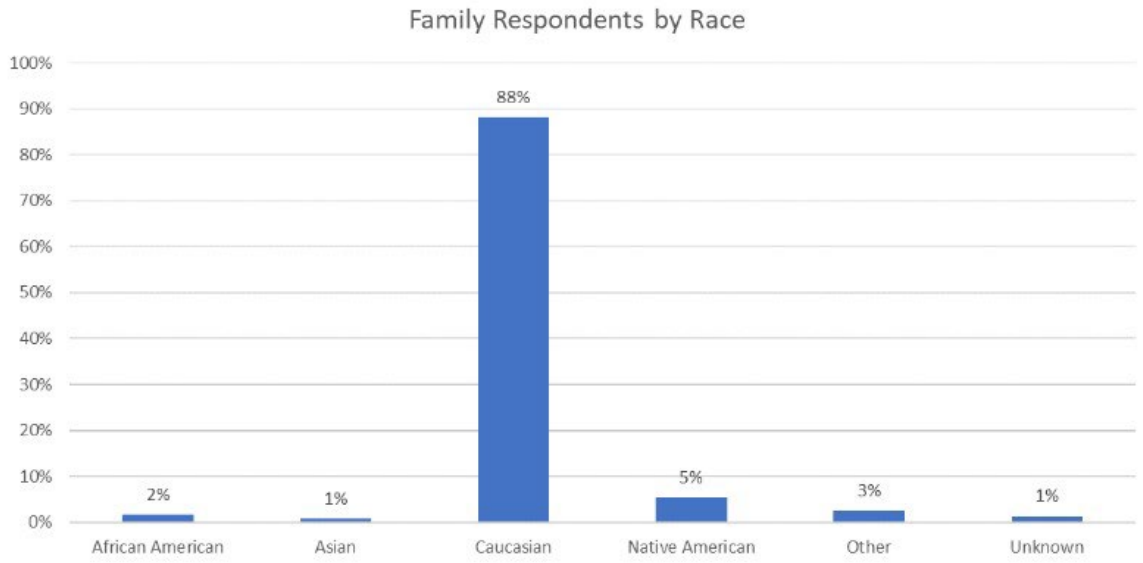
ETHNICITY: More than two-thirds (67.6%) of the children sampled were Hispanic as compared to the 30.9 percent who were non-Hispanic. Hispanic children were overrepresented in our respondents when compared to the overall population of Hispanic children in care (61.3%) during this period.

DEMOGRAPHIC PROFILE OF FAMILY RESPONDENTS



RACE: Eighty-eight percent (88%) of the group of children sampled were Caucasian. This slightly overrepresents them (85.8%) while Native Americans (5.0%) were slightly underrepresented as compared to the overall (6.9%) population of children receiving care during this time period.

DEMOGRAPHIC PROFILE OF FAMILY RESPONDENTS



Overview of Child/Family Caregiver Findings by Seven Domains: There were two different instruments tailored to the issues pertinent to adults and again for children. The items in each domain are identical to those used nationwide. That allows New Mexico to compare its performance to the National Average. Additional subscales were also measured (i.e., supportive housing, supportive employment, substance abuse) and issues related to medication management and care coordination. Those findings are presented immediately following the individual domain graphs.

Relative to our own history of performance in New Mexico, there were no significant differences in five out of the seven domains when compared with 2021 performance. However, in the domains of Cultural Sensitivity and Satisfaction there were significant improvements

New Mexico improved performance in six domains (i.e., Access, Cultural Sensitivity, Improved Functioning, Outcomes, Satisfaction, and Social Connectedness). Participation in Treatment was the only domain that did not improve over the prior year (by 1.5 points).

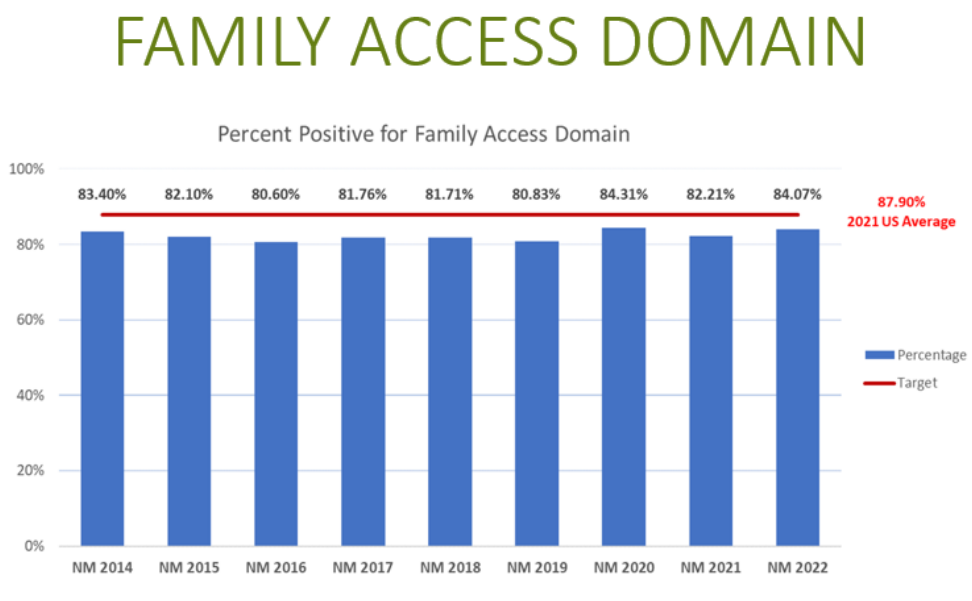
In comparison to other states, New Mexico notably exceeded the 2021 National Averages in four out of the seven domains (ranging from 3.3 to 7.7 points). However, we did we not meet the National Averages in three domains: Access (-3.8 points), Participation in Treatment (-0.43%) and Satisfaction (-1.7 points).

The MCO's are currently working on their quality improvement strategies to make improvements in these domains.

Domain: Access

Definition: *Entry into behavioral health services is quick, easy and convenient.*

Observations: The average proportion of positive responses for Access was 84.7 percent. This is slightly higher than the prior year's performance of 82.2 percent. However, it is below the National 2021 Average of 87.9 percent. Respondents were satisfied with receiving their services.



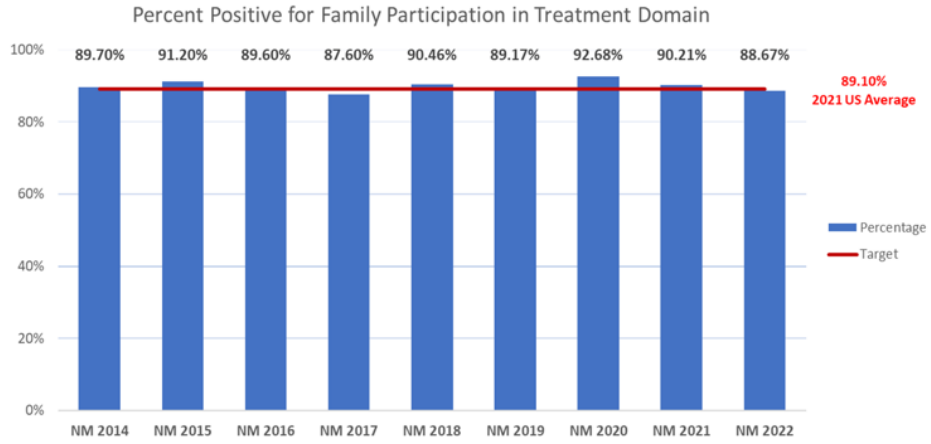
	Q #	Question Text	Domain Item Percentage
Access	8	The location of services was convenient for us.	89.10%
Access	9	Services were available at times that were convenient for us.	88.26%

Domain: Participation in Treatment Planning

Definition: *Families feel that they are a part of their child's treatment team.*

Observations: The average proportion of positive responses for Participation in Treatment was 88.67 percent. This is a slight decrease (-1.5 points) from the prior year's performance of 90.21 percent (though not statistically significant). It almost meets the 2021 National Average of 89.1 percent. Families feel very positive about being part of their child's treatment team, choosing the child's treatment goals and choosing their child's services.

FAMILY PARTICIPATION IN TREATMENT DOMAIN



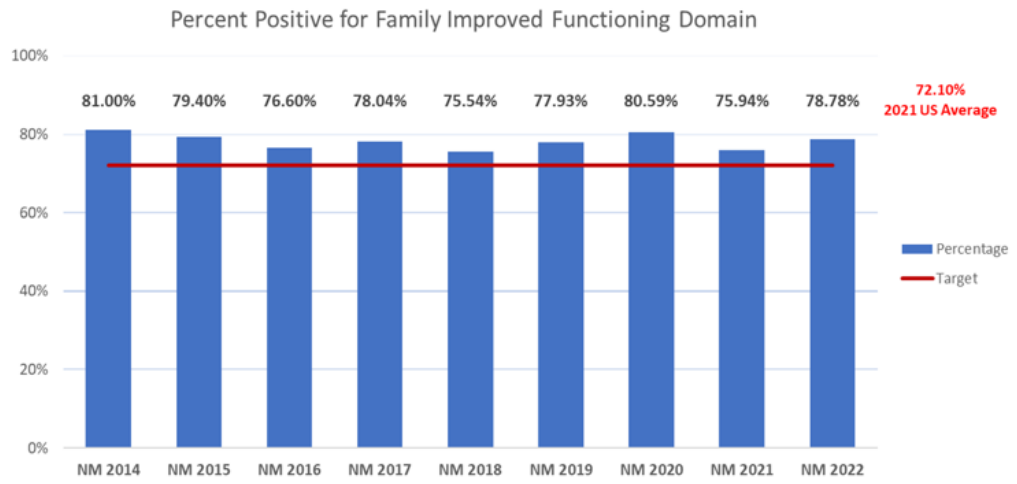
Domain	Q #	Question Text	Domain Item Percentage
Participation in Treatment	2	I helped to choose my child's services.	90.72%
Participation in Treatment	3	I helped to choose my child's treatment goals.	88.85%
Participation in Treatment	6	I participated in my child's treatment.	93.56%

Domain: Improved Functioning

Definition: *Families feel their child is better able to do the things they want to do and have someone with whom they can enjoy things.*

Observations: The average proportion of positive responses for Improved Functioning was 78.78 percent. This is 2.8 points above the prior year's performance of 75.94 percent and, it is 6.7 points above the 2021 National Average of 72.1 percent. While generally satisfied, families are least positive about their child's improvement with being better able to cope when things go wrong.

FAMILY IMPROVED FUNCTIONING DOMAIN



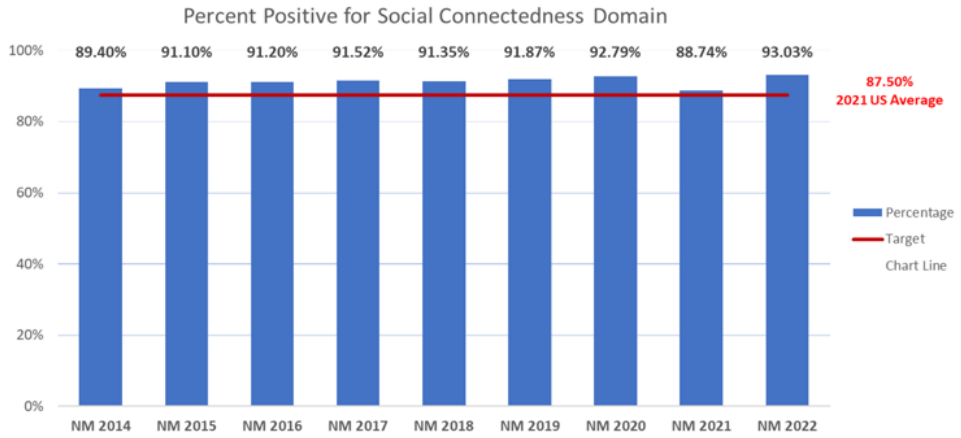
Domain	Q #	Question Text	Domain Item Percentage
Improved Functioning	16	My child is better at handling daily life.	80.14%
Improved Functioning	17	My child gets along better with family members.	81.97%
Improved Functioning	18	My child gets along better with friends and other people.	81.11%
Improved Functioning	19	My child is doing better in school and/or work.	78.63%
Improved Functioning	20	My child is better able to cope when things go wrong.	74.20%
Improved Functioning	22	My child is better able to do things he/she wants to do.	86.15%

Domain: Social Connectedness

Definition: *Families feel they have the social supports to listen to them when they need to talk and have help to deal with their child's problems or crises.*

Observations: The average proportion of positive responses for Social Connectedness was 93.03 percent. This is 4.3 points over the prior year, and it is notably above (by 5.5 points) that National 2021 average of 87.5. Families were very satisfied with themselves, and their child, getting the help that they need.

FAMILY SOCIAL CONNECTEDNESS DOMAIN

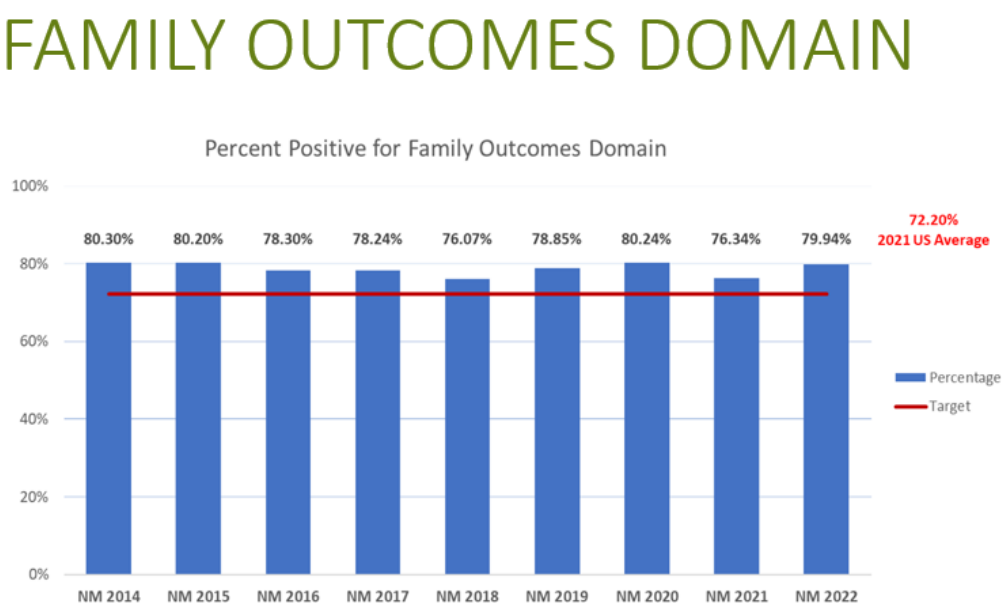


Domain	Q #	Question Text	Domain Item Percentage
Social Connectedness	23	I know people who will listen and understand me when I need to talk.	91.74%
Social Connectedness	24	I have people that I am comfortable talking with about my child's problems.	93.13%
Social Connectedness	25	In a crisis, I would have the support I need from family or friends.	93.81%
Social Connectedness	26	My child has people with whom he/she can do enjoyable things.	96.48%

Domain: Outcomes

Definition: *The extent to which services provided to families with behavioral health needs have a positive or negative effect on their child's ability to get along with family and friends, do better in school, handle daily activities and cope with problems.*

Observations: The average proportion of positive responses for Outcomes was 80 percent which is 3.5 points above than the prior year's performance of 76.3 percent. However, it is notably higher (by 7.8 points) than the 2018 National Average of 72.2 percent. Satisfaction was lowest in the areas of school and coping when things went wrong.



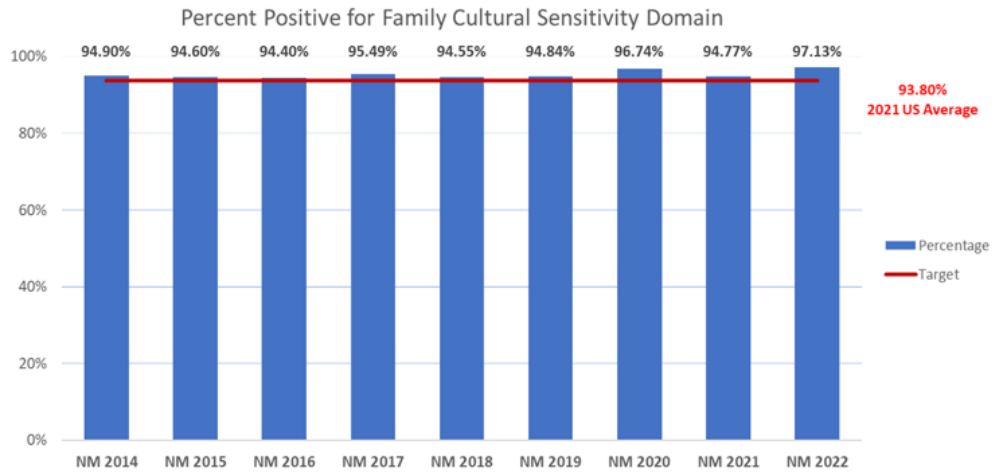
Domain	Q #	Question Text	Domain Item Percentage
Outcomes	16	My child is better at handling daily life.	80.14%
Outcomes	17	My child gets along better with family members.	81.97%
Outcomes	18	My child gets along better with friends and other people.	81.11%
Outcomes	19	My child is doing better in school and/or work.	78.63%
Outcomes	20	My child is better able to cope when things go wrong.	74.20%
Outcomes	21	I am satisfied with our family life right now.	89.40%

Domain: Cultural Sensitivity

Definition: *The extent to which services provided to families are delivered in a manner that is respectful of cultural background, language, and spiritual beliefs.*

Observations: The average proportion of positive responses for Cultural Sensitivity was 97.13 percent. This is above that 2021 National Average of 93.8 percent, and notably higher than the prior year's performance of 94.8 percent. Families are very satisfied with staff's respect for and sensitivity to the family's cultural background and spiritual beliefs. They also felt they were spoken to in a way they understood.

FAMILY CULTURAL SENSITIVITY DOMAIN

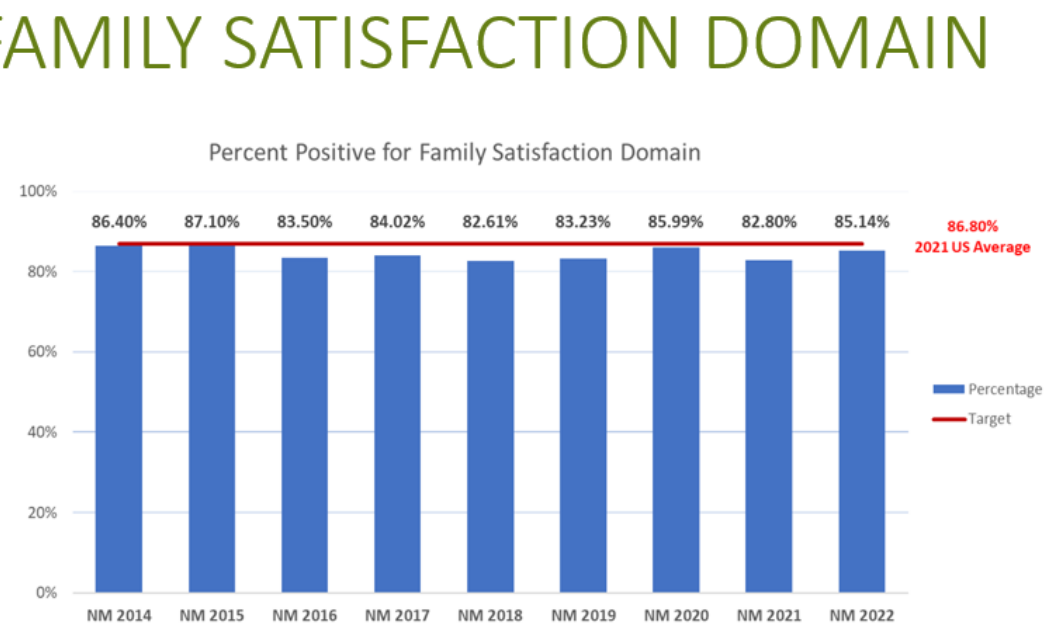


Domain	Q #	Question Text	Domain Item Percentage
Cultural Sensitivity	12	Staff treated me with respect.	96.08%
Cultural Sensitivity	13	Staff respected my family's religious/spiritual beliefs.	97.57%
Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	97.55%
Cultural Sensitivity	15	Staff was sensitive to my cultural/ethnic background.	97.82%

Domain: Satisfaction

Definition: *Families are generally happy with the services that are provided to their child.*

Observations: The average proportion of positive responses for Satisfaction was 85.14 percent. While this is below (by 1.7 points) the 2021 National Average of 86.8 percent, it is a 2.3 point improvement over the prior year's performance of 82.8 percent. While families were very satisfied with the services their child received, they were less satisfied about getting the amount of help they wanted or needed.

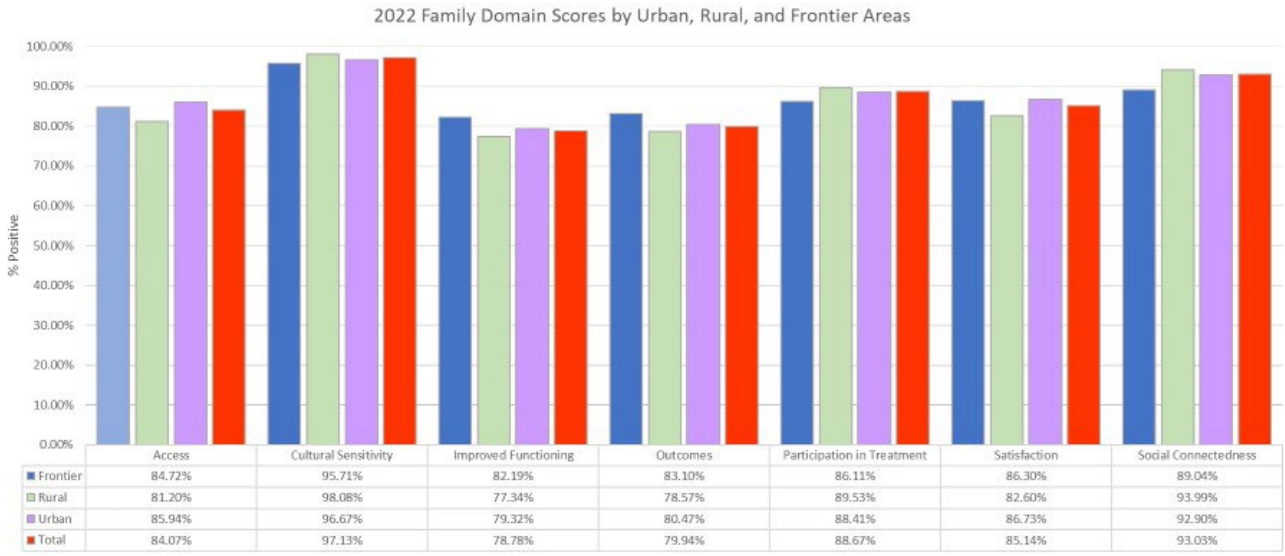


Domain	Q #	Question Text	Domain Item Percentage
Satisfaction	1	Overall, I am satisfied with the services my child received.	91.29%
Satisfaction	4	The people helping my child stuck with us no matter what.	85.84%
Satisfaction	5	I felt my child had someone to talk to when he/she was troubled.	87.50%
Satisfaction	7	The services my child and/or family received were right for us.	87.77%
Satisfaction	10	My family got the help we wanted for my child.	84.16%
Satisfaction	11	My family got as much help as we needed for my child.	80.78%

Geographic Patterns

The seven domains were also analyzed to determine any differences between respondents who live in Urban, Rural, or Frontier areas of the state. In comparison to the average overall domain score, there were only slight variations in respondents across these geographic areas.

FAMILY DOMAINS BY GEOGRAPHY



	Access	Cultural Sensitivity	Improved Functioning	Outcomes	Participation in Treatment	Satisfaction	Social Connectedness
Frontier	84.72%	95.71%	82.19%	83.10%	86.11%	86.30%	89.04%
Rural	81.20%	98.08%	77.34%	78.57%	89.53%	82.60%	93.99%
Urban	85.94%	96.67%	79.32%	80.47%	88.41%	86.73%	92.90%
Total	84.07%	97.13%	78.78%	79.94%	88.67%	85.14%	93.03%

Other Areas

Access to Care: This is an important area for all families. Most Family respondents (83.2%) indicated that staff who understood their situation returned calls within 24 hours all or most of the time. Most respondents (79.6%) indicated that when their children needed behavioral health services, they received them within two weeks all or most of the time. Nearly all children and families (98-99%) received the information needed and their services in the language they preferred. When needed, 89.5 percent of the family respondents indicated they were provided an interpreter when needed, but fewer (80.3%) felt their child got an interpreter when they needed one. An additional indication of their satisfaction is reflected in the finding that 85 percent of the respondents indicated they would recommend the agency to a friend or family member.

Medications:
Thirty-three percent (33.7%) of families indicated that their children received medication services as part of their treatment in the last year. Of those respondents, 59.4% "agreed or strongly agreed" to following items were:

- I had difficulty scheduling an appointment for my child with the prescribing provider when needed.
- Staff told me what side effects to watch for regarding prescribed medications for my child.
- I was offered alternatives to or choices about my child taking medication.

Access to Respite Services: We wanted to know how respondents felt about Respite Services.

- Very few respondents (8.5%) had received Respite Services.
- However, over one-half of all respondents (54.5%) said they would use Respite Services if they were available to them.
- But less than one-third of respondents (29.4%) knew how to get Respite Services.

Care Coordination: Only 7.1 percent of respondents had their child assigned by their Managed Care Health Plan to the higher level of Centennial Care service called Care Coordination (Level 2 or 3). Within this smaller group 5.2% were surveyed. Their percent of positive response per each item was as follows:

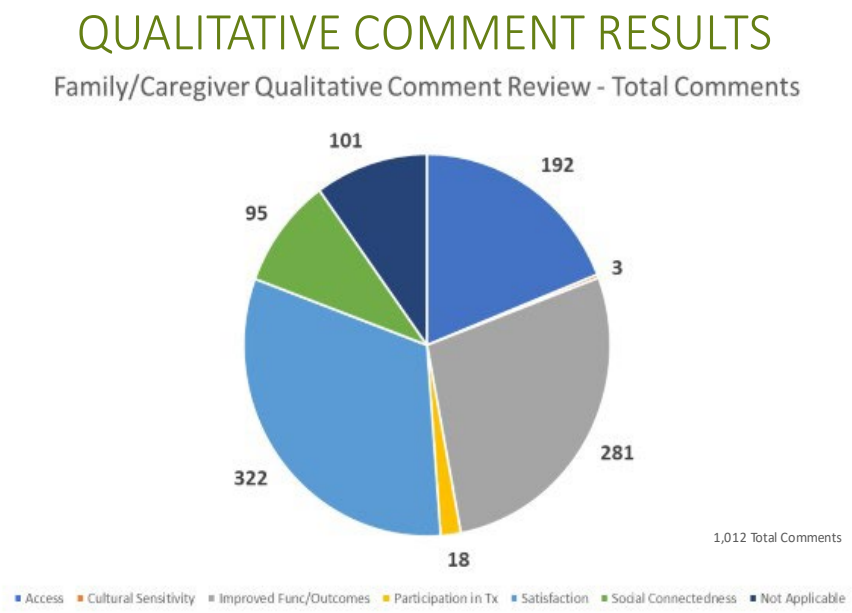
- 86% I participated in developing my child's Care Plan.
- 94.3% My child's medical needs were included in his/her Care Plan.
- 90.6% I was able to speak with my child's Care Coordinator as often as I needed to.
- 84.% I had contact with my child's care coordinator and we talked about action steps to take to meet my child's goals.
- 86.3% My Care Coordinator helped me get services that actually helped my child, even if there had been changes or loss of services.
- 86.8% I am satisfied with my overall experience with my health plan's Care Coordination services.

Additional Comments:

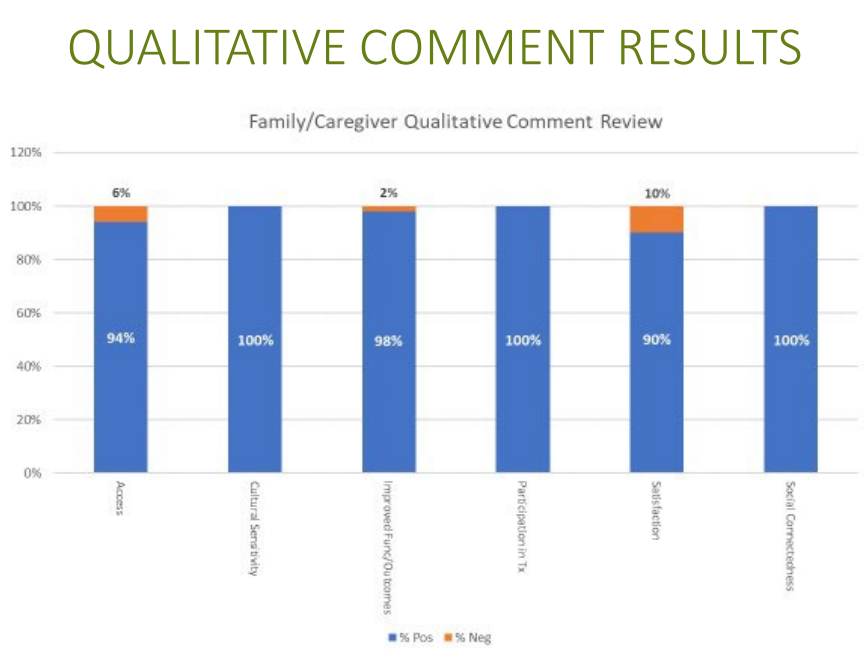
At the end of the telephone survey, respondents were asked an opened-ended question:

"What is the one thing that made the most difference for your family?"

There were 1,012 responses which were categorized into the domains represented in the pie chart below.



The comments assigned to each domain were further sorted by positive and negative statements. The vast majority of comments were positive.



Next Steps:

The findings from the Annual Consumer and Family/Caregiver Satisfaction Survey are part of our yearlong continuous quality improvement efforts. At the monthly meetings of the Steering Committee for the Annual Survey, the MCOs have been reviewing their specific results. From these results, the MCOs presented their quality improvement interventions targeted at impacting their performance. On November 17, 2022, the Adult and Family/Caregiver Satisfaction Steering Committee met with the three MCOs to discuss their Quality Improvement Initiatives, addressing the findings from the 2022 report. There continues to be ongoing monitoring to assess progress on those efforts, including a follow up Steering Committee Meeting in the Spring of 2023.

The following are some preliminary quality improvement interventions that the MCOs will implement in 2022-2023:

- Offering a **Phone App**, or live support, to access health plan resources, community services, address general health care questions, urgent support, caregiver support, mental health, and substance abuse support, LGBTQIA services, and pregnancy support.
- Expand making **in-home A1c test kits** more available to members to test their blood sugar levels to manage/precent diabetes. Test kits will continue to be mailed to member's homes but will also be made available in some provider offices.
- **Care Coordination** will continue to outreach members to ensure that they have access to appropriate follow-up care and that they **refill their antidepressant medication.**
- **BH Provider Webinar series** which covers topics such as cultural competency, substance use disorders, social determinants of health, and more.
- Live **Quality Improvement Provider Summits** in November 2022, to include: CAHPS Survey and results, cultural competency and language services, provider relations, community outreach/value added services, care coordination overview, P4P Program, quality initiatives, and other topics.

Acknowledgments

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