

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

1st Quarter

January 1, 2012 to March 31, 2012

Prepared By:
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The following text is a summary of the information received during the administration of the HealthChoices Consumer/Family Satisfaction Team survey. Included in this information are side-by-side comparisons of the percentages from the previous reporting period, a table showing the entire reporting year, and a quarterly trend table. In consideration of space, certain items have been abbreviated. They are as follows: P/G - Parent/Guardian, C/A - Child/Adolescent, DNR – Did Not Respond. Included in the DNR or N/A number are individuals for whom the question was not relevant, and individuals who did not answer the question. During this quarter 105 individuals from Lehigh County were visited.

Question #1

I am pleased with the quality of services provided to me.

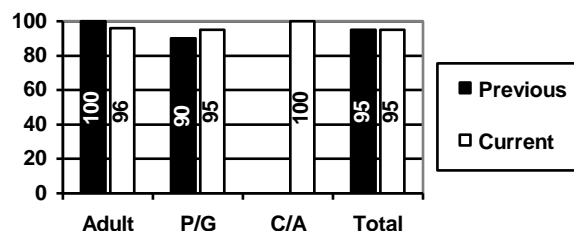
1st Quarter (01/01/12 – 03/31/12)

	Adults	P/G	C/A	Total
Yes	44(96%)	55(95%)	1(100%)	100(95%)
No	2(4%)	3(5%)		5(5%)
DNR				
Total	46	58	1	105

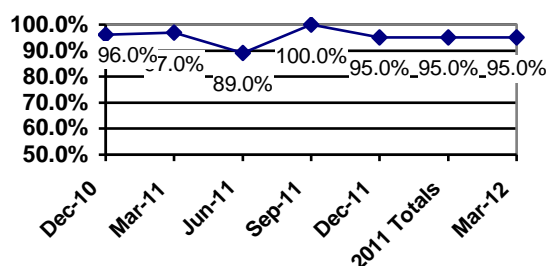
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	183(97%)	140(92%)	2(100%)	325(95%)
No	6(3%)	12(8%)		18(5%)
DNR				
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

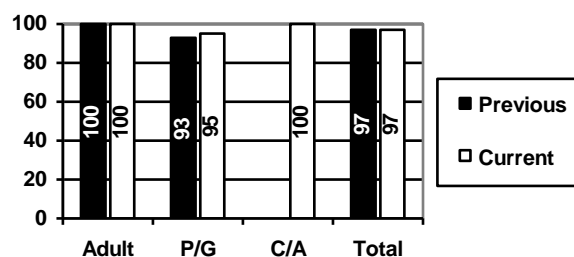
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	45(100%)	55(95%)	1(100%)	101(97%)
No		3(5%)		3(3%)
DNR	1			1
Total	46	58	1	105

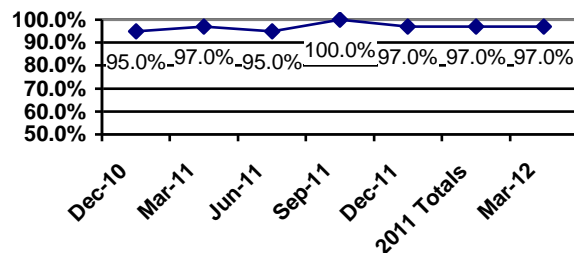
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	186(98%)	142(95%)	2(100%)	330(97%)
No	3(2%)	8(5%)		11(3%)
DNR		2		2
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

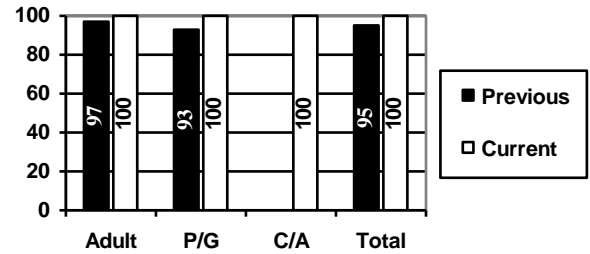
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	40(100%)	52(100%)	1(100%)	93(100%)
No				
DNR	6	6		12
Total	46	58	1	105

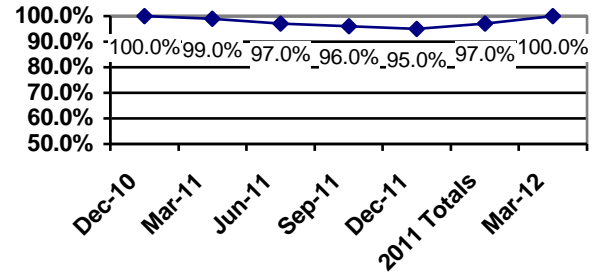
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	166(98%)	137(95%)	2(100%)	305(97%)
No	4(2%)	7(5%)		11(3%)
DNR	19	8		27
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #4

Adults: Have you ever been referred for Community Treatment Team services? If so, were you comfortable with the process?

	Adults
Yes	14(100%)
No	
DNR	32
Total	46

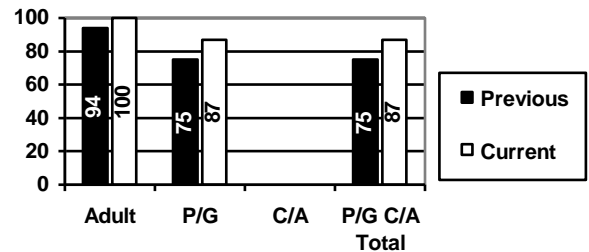
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	13(87%)		13(87%)
No	2(13%)		2(13%)
DNR	43	1	44
Total	58	1	59

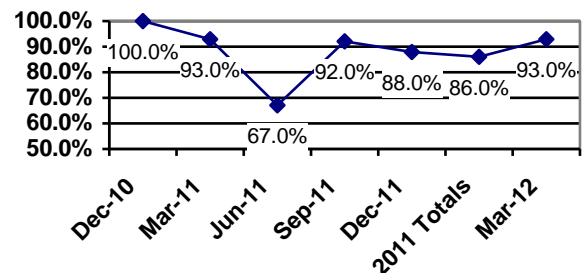
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	47(87%)	20(83%)	1(100%)	68(86%)
No	7(13%)	4(17%)		11(14%)
DNR	135	128	1	264
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #5

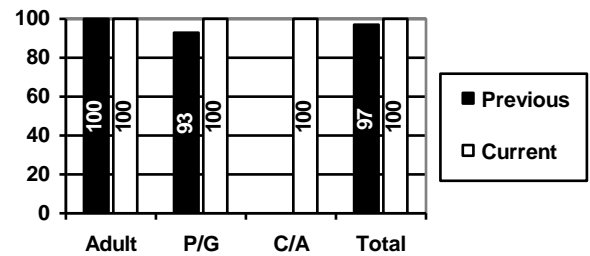
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	45(100%)	58(100%)	1(100%)	104(100%)
No				
DNR	1			1
Total	46	58	1	105

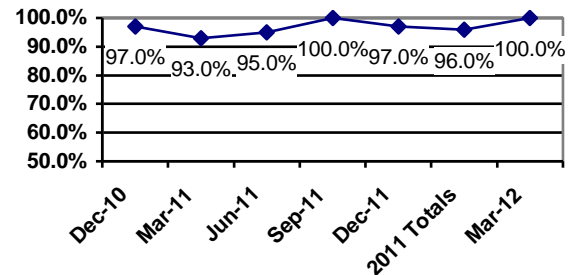
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	184(98%)	141(93%)	2(100%)	327(96%)
No	4(2%)	10(7%)		14(4%)
DNR	1	1		2
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #6

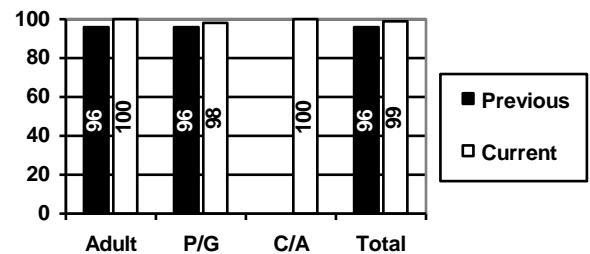
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	42(100%)	57(98%)	1(100%)	100(99%)
No		1(2%)		1(1%)
DNR	4			4
Total	46	58	1	105

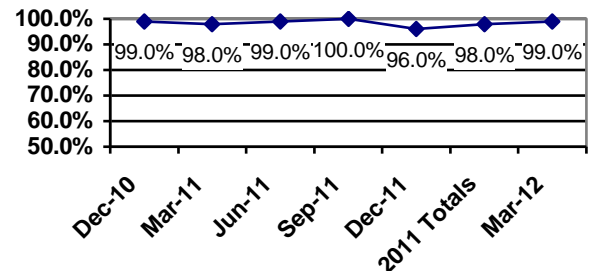
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	166(99%)	134(96%)	2(100%)	302(98%)
No	2(1%)	5(4%)		7(2%)
DNR	21	13		34
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #7

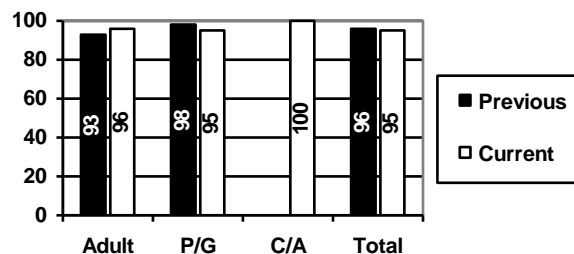
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	44(96%)	54(95%)	1(100%)	99(95%)
No	2(4%)	3(5%)		5(5%)
DNR		1		1
Total	46	58	1	105

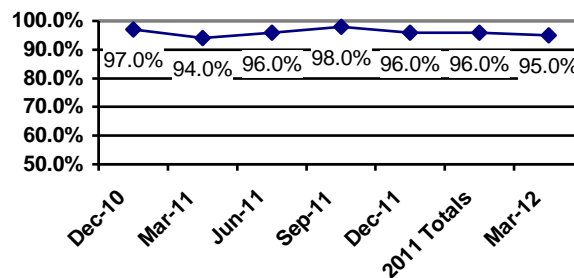
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	179(95%)	143(97%)	2(100%)	324(96%)
No	9(5%)	5(3%)		14(4%)
DNR	1	4		5
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

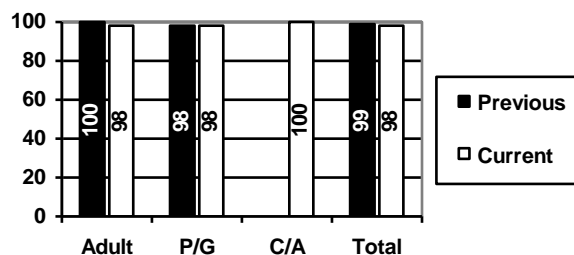
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	45(98%)	57(98%)	1(100%)	103(98%)
No	1(2%)	1(2%)		2(2%)
DNR				
Total	46	58	1	105

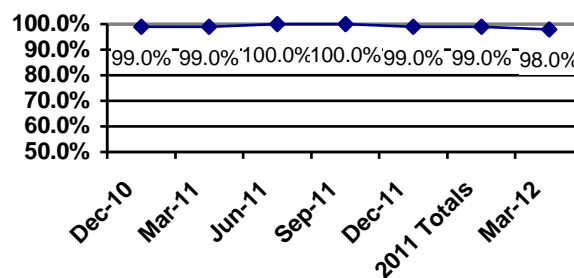
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	186(99%)	151(99%)	2(100%)	339(99%)
No	1(1%)	1(1%)		2(1%)
DNR	2			2
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

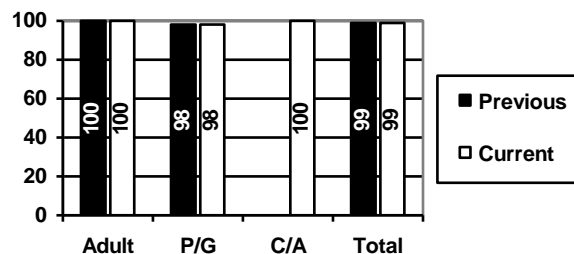
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	46(100%)	57(98%)	1(100%)	104(99%)
No		1(2%)		1(1%)
DNR				
Total	46	58	1	105

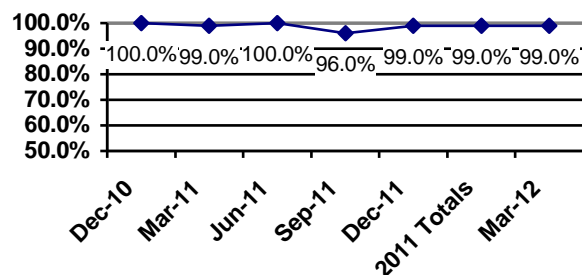
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	188(99%)	149(98%)	2(100%)	339(99%)
No	1(1%)	3(2%)		4(1%)
DNR				
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

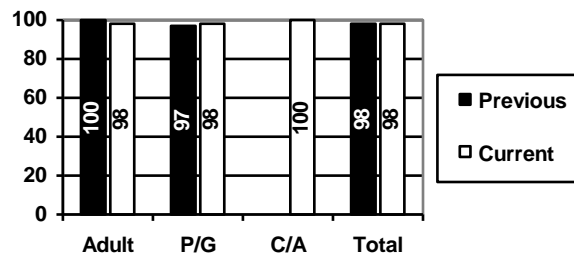
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	45(98%)	57(98%)	1(100%)	103(98%)
No	1(2%)	1(2%)		2(2%)
DNR				
Total	46	58	1	105

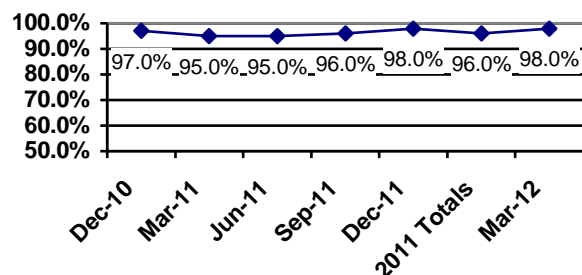
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	182(96%)	145(96%)	2(100%)	329(96%)
No	7(4%)	6(4%)		13(4%)
DNR		1		1
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

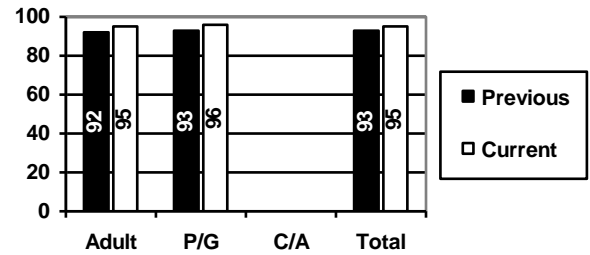
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	36(95%)	46(96%)		82(95%)
No	2(5%)	2(4%)		4(5%)
DNR	8	10	1	19
Total	46	58	1	105

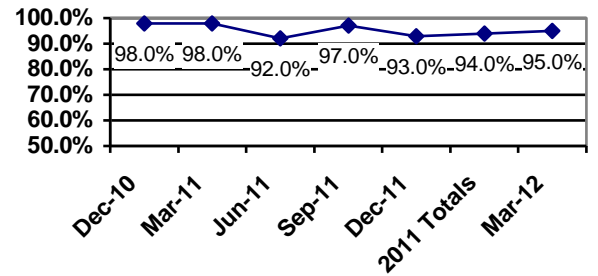
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	127(95%)	94(94%)	2(100%)	223(94%)
No	7(5%)	6(6%)		13(6%)
DNR	55	52		107
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

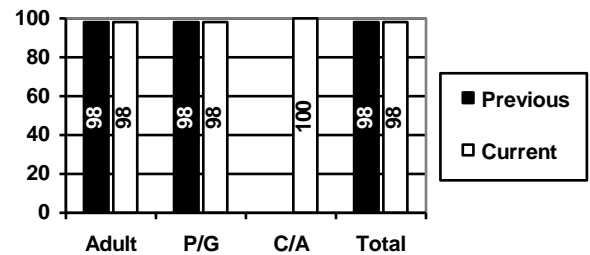
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	45(98%)	57(98%)	1(100%)	103(98%)
No	1(2%)	1(2%)		2(2%)
DNR				
Total	46	58	1	105

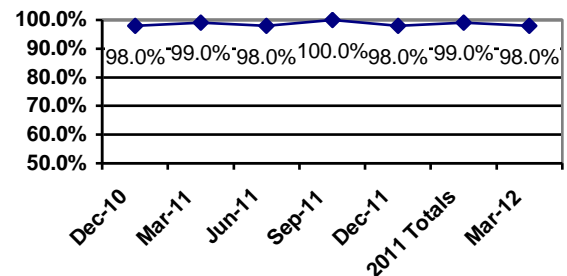
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	188(99%)	148(97%)	2(100%)	338(99%)
No	1(1%)	4(3%)		5(1%)
DNR				
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

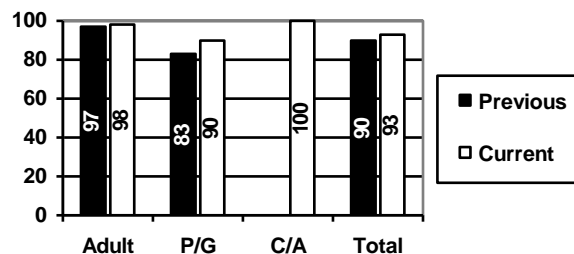
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	45(98%)	52(90%)	1(100%)	98(93%)
No	1(2%)	6(10%)		7(7%)
DNR				
Total	46	58	1	105

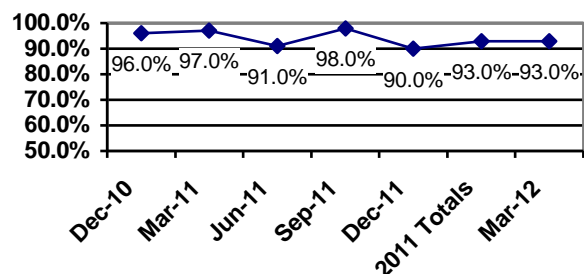
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	180(96%)	136(89%)	2(100%)	318(93%)
No	7(4%)	16(11%)		23(7%)
DNR	2			2
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

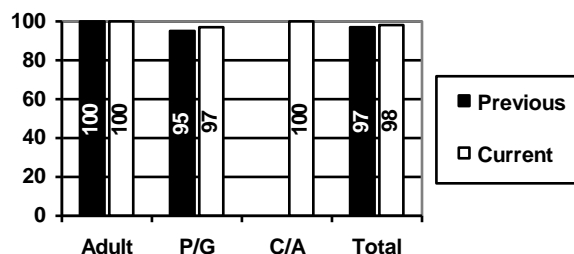
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	46(100%)	56(97%)	1(100%)	103(98%)
No		2(3%)		2(2%)
DNR				
Total	46	58	1	105

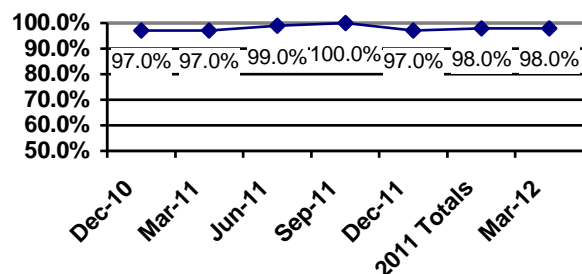
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	184(98%)	145(97%)	2(100%)	331(98%)
No	3(2%)	4(3%)		7(2%)
DNR	2	3		5
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #15

I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

	Adults	P/G	C/A	Total
Yes	37(80%)	50(88%)	1(100%)	88(85%)
No	9(20%)	7(12%)		16(15%)
DNR		1		1
Total	46	58	1	105

Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	156(83%)	134(88%)	1(50%)	291(85%)
No	33(17%)	18(12%)	1(50%)	52(15%)
DNR				
Total	189	152	2	343

Question #16

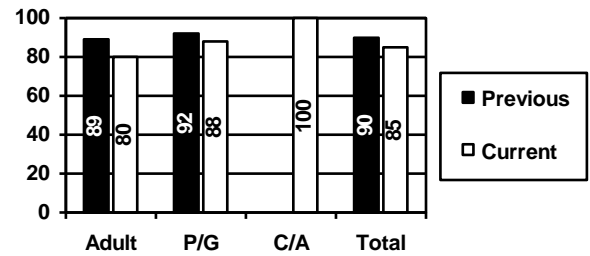
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	5(83%)	6(100%)		11(92%)
No	1(17%)			1(8%)
N/A	40	52	1	93
Total	46	58	1	105

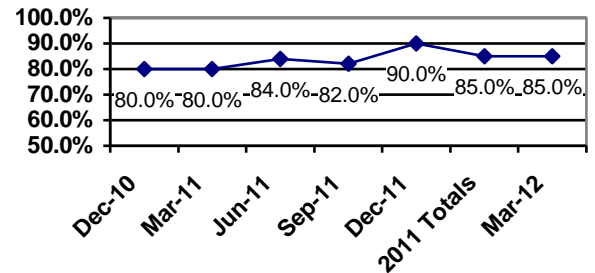
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	14(93%)	13(87%)		27(90%)
No	1(7%)	2(13%)		3(10%)
DNR	174	137	2	313
Total	189	152	2	343

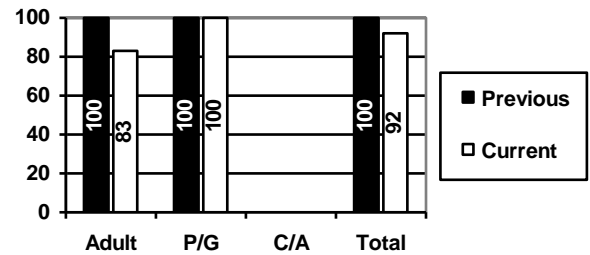
Previous Report Comparison



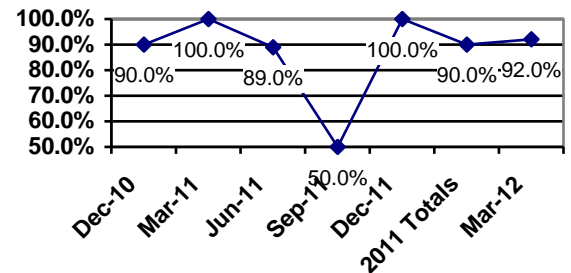
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Note: Individuals listed as DNR responded as not having used the complaint or grievance process.

Question #17

It is clear to me that I, not the professionals, am responsible for deciding what services are provided to me.

	Adults	P/G	C/A	Total
Yes	43(93%)	56(97%)	1(100%)	100(95%)
No	3(7%)	2(3%)		5(5%)
DNR				
Total	46	58	1	105

Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	180(96%)	147(97%)	2(100%)	329(96%)
No	8(4%)	4(3%)		12(4%)
DNR	1	1		2
Total	189	152	2	343

Question #18

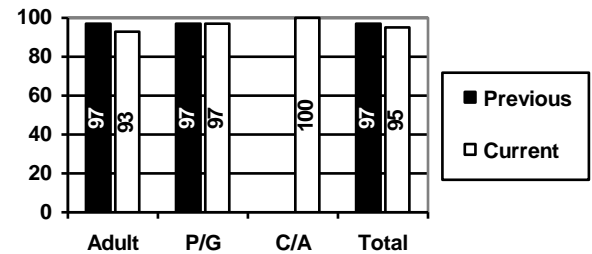
I am pleased with the physical environment where I receive services.

	Adults	P/G	C/A	Total
Yes	45(98%)	58(100%)	1(100%)	104(99%)
No	1(2%)			1(1%)
DNR				
Total	46	58	1	105

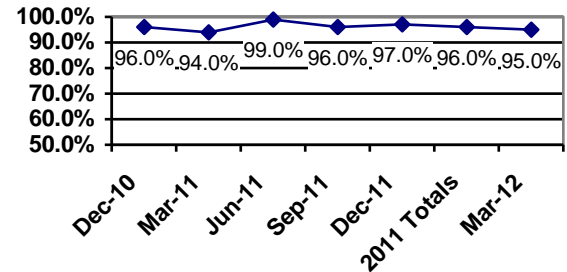
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	188(99%)	146(99%)	2(100%)	336(99%)
No	1(1%)	2(1%)		3(1%)
DNR		4		4
Total	189	152	2	343

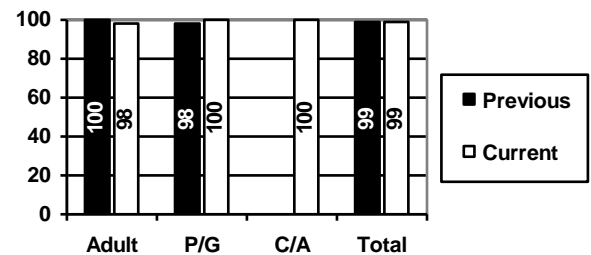
Previous Report Comparison



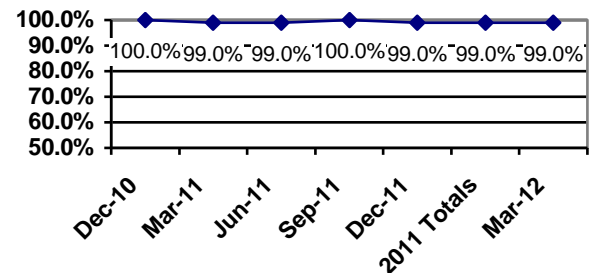
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Question #19

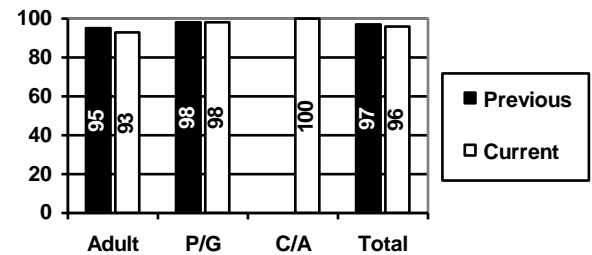
A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	42(93%)	57(98%)	1(100%)	100(96%)
No	3(7%)	1(2%)		4(4%)
DNR	1			1
Total	46	58	1	105

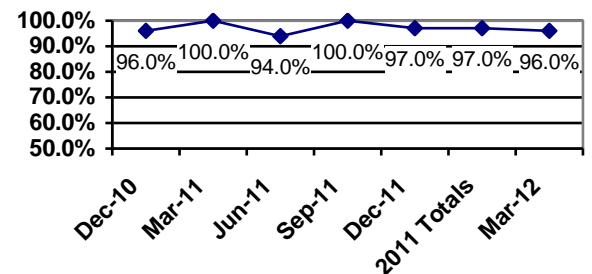
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	183(97%)	149(98%)	2(100%)	334(97%)
No	6(3%)	3(2%)		9(3%)
DNR				
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



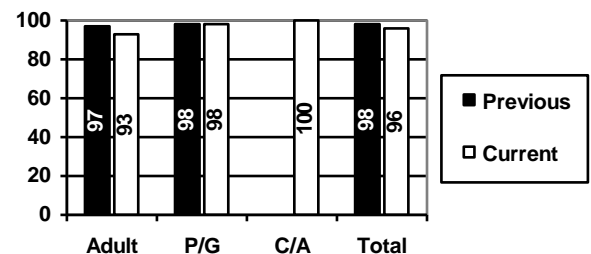
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	41(93%)	57(98%)	1(100%)	99(96%)
No	3(7%)	1(2%)		4(4%)
DNR	2			2
Total	46	58	1	105

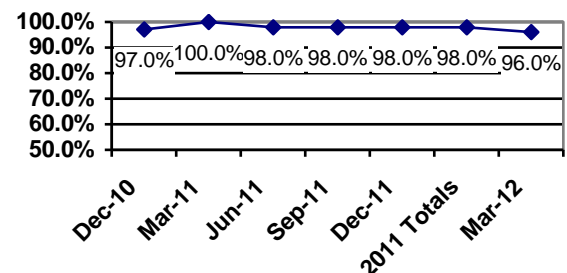
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	183(97%)	150(99%)	2(100%)	335(98%)
No	5(3%)	1(1%)		6(2%)
DNR	1	1		2
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #20

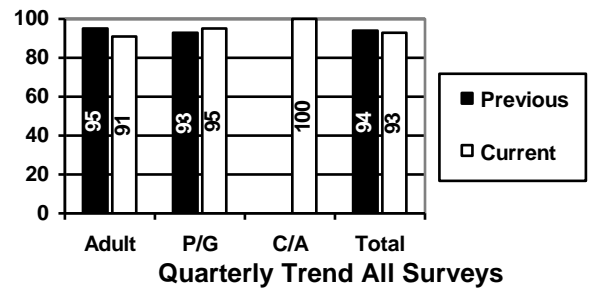
My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	41(91%)	54(95%)	1(100%)	96(93%)
No	4(9%)	3(5%)		7(7%)
DNR	1	1		2
Total	46	58	1	105

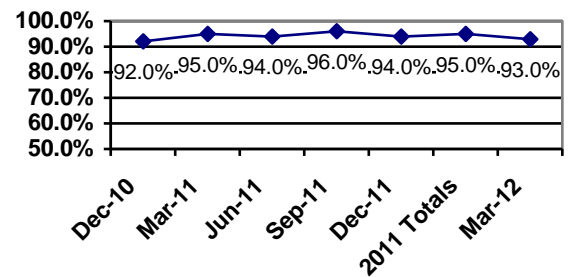
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	173(95%)	141(95%)	2(100%)	316(95%)
No	10(5%)	8(5%)		18(5%)
DNR	6	3		9
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #21

Adults:

I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

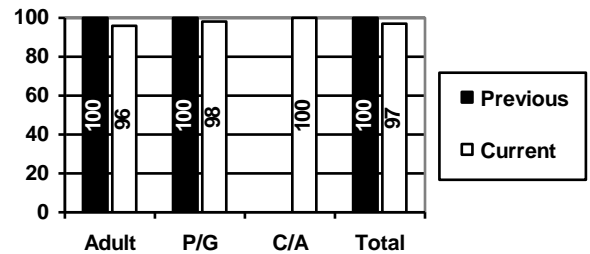
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	44(96%)	57(98%)	1(100%)	102(97%)
No	2(4%)	1(2%)		3(3%)
DNR				
Total	46	58	1	105

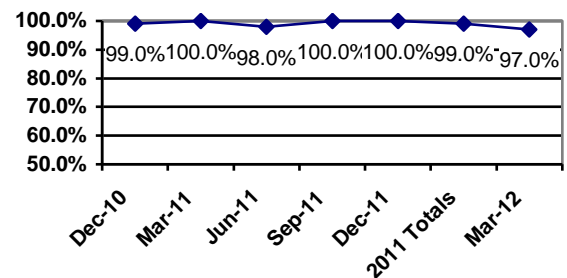
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	189(100%)	150(99%)	2(100%)	341(99%)
No		2(1%)		2(1%)
DNR				
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #22

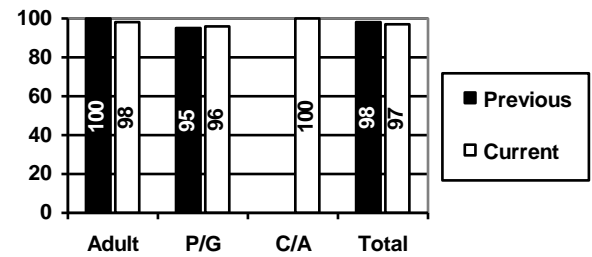
Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	44(98%)	55(96%)	1(100%)	100(97%)
No	1(2%)	2(4%)		3(3%)
DNR	1	1		2
Total	46	58	1	105

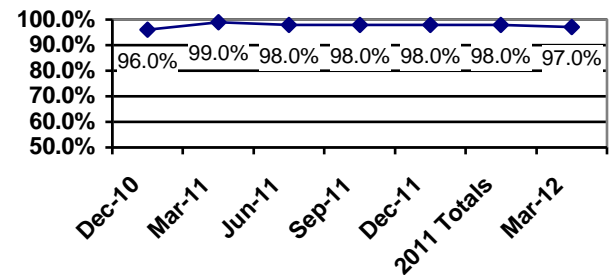
Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes	185(98%)	148(98%)	2(100%)	335(98%)
No	4(2%)	3(2%)		7(2%)
DNR		1		1
Total	189	152	2	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #23**Adult****Were you given the chance to make treatment decisions?****Parent/Guardian and Child/Adolescent:****Were you and your child given the chance to make treatment decisions?**

	Adults	P/G	C/A	Total
Yes (Always)	35(76%)	56(97%)	1(100%)	92(88%)
Sometimes	10(22%)	2(3%)		12(11%)
No (Never)	1(2%)			1(1%)
Did Not Answer				
Total	46	58	1	105

Previous Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	150(81%)	133(89%)	2(100%)	285(84%)
Sometimes	28(15%)	14(9%)		42(12%)
No (Never)	8(4%)	3(2%)		11(3%)
Did Not Answer	3	2		5
Total	189	152	2	343

Question #24**Adult and Child/Adolescent:****What effect has the treatment you received had on the quality of your life?****The quality of my life is:****Parent/Guardian:****What effect has the treatment your child received had on the quality of their life?****The quality of their life is:**

	Adults	P/G	C/A	Total
Much Better	20(43%)	24(41%)	1(100%)	45(43%)
A Little Better	19(41%)	25(43%)		44(42%)
About the Same	7(15%)	6(10%)		13(12%)
A Little Worse		1(2%)		1(1%)
Much Worse		2(3%)		2(2%)
Did Not Respond				
Total	46	58	1	105

Previous Yearly Totals

	Adults	P/G	C/A	Total
Much Better	67(35%)	56(37%)		123(36%)
A Little Better	90(48%)	64(42%)	2(100%)	156(45%)
About the Same	28(14%)	25(16%)		53(15%)
A Little Worse	1(1%)	5(3%)		6(2%)
Much Worse	3(2%)	2(1%)		5(1%)
Did Not Respond				
Total	189	152	2	343

Question #25**Adults:**

In the last 12 months were you able to get the help you needed?

Parent/Guardian and Child/Adolescent:

In the last 12 months did you or your child have problems getting the help he or she needed?

	Adults
Yes (Always)	37(80%)
Sometimes	9(20%)
No (Never)	
DNR	
Total	46

	P/G	C/A	Total
Yes (Always)	1(2%)		1(2%)
Sometimes	12(20%)	1(100%)	13(22%)
No (Never)	45(78%)		45(76%)
DNR			
Total	58	1	59

Previous Yearly Totals

	Adults
Yes (Always)	148(78%)
Sometimes	40(21%)
No (Never)	1(1%)
DNR	
Total	189

	P/G	C/A	Total
Yes (Always)	3(2%)		3(2%)
Sometimes	30(20%)	1(50%)	31(20%)
No (Never)	119(78%)	1(50%)	120(78%)
DNR			
Total	152	2	154

Valley Comparison

Question 1

	Adult	P/G	C/A	Total
Lehigh County	96%	95%	100%	95%
Valley Average	97%	97%	100%	97%

Question 2

	Adult	P/G	C/A	Total
Lehigh County	100%	95%	100%	97%
Valley Average	100%	97%	100%	98%

Question 3

	Adult	P/G	C/A	Total
Lehigh County	100%	100%	100%	100%
Valley Average	100%	100%	100%	100%

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	87%		93%
Valley Average	100%	78%		90%

Question 5

	Adult	P/G	C/A	Total
Lehigh County	100%	100%	100%	100%
Valley Average	100%	100%	100%	100%

Question 6

	Adult	P/G	C/A	Total
Lehigh County	100%	98%	100%	99%
Valley Average	100%	99%	100%	99%

Question 7

	Adult	P/G	C/A	Total
Lehigh County	96%	95%	100%	95%
Valley Average	97%	95%	100%	96%

Question 8

	Adult	P/G	C/A	Total
Lehigh County	98%	98%	100%	98%
Valley Average	98%	99%	100%	99%

Question 9

	Adult	P/G	C/A	Total
Lehigh County	100%	98%	100%	99%
Valley Average	100%	99%	100%	99%

Question 10

	Adult	P/G	C/A	Total
Lehigh County	98%	98%	100%	98%
Valley Average	98%	98%	100%	98%

Question 11

	Adult	P/G	C/A	Total
Lehigh County	95%	96%		95%
Valley Average	96%	97%		97%

Question 12

	Adult	P/G	C/A	Total
Lehigh County	98%	98%	100%	98%
Valley Average	98%	99%	100%	99%

Question 13

	Adult	P/G	C/A	Total
Lehigh County	98%	90%	100%	93%
Valley Average	98%	91%	100%	94%

Question 14

	Adult	P/G	C/A	Total
Lehigh County	100%	97%	100%	98%
Valley Average	100%	98%	100%	99%

Question 15

	Adult	P/G	C/A	Total
Lehigh County	80%	88%	100%	85%
Valley Average	81%	87%	100%	85%

Question 16

	Adult	P/G	C/A	Total
Lehigh County	83%	100%		92%
Valley Average	86%	100%		93%

Question 17

	Adult	P/G	C/A	Total
Lehigh County	93%	97%	100%	95%
Valley Average	95%	98%	100%	97%

Question 18

	Adult	P/G	C/A	Total
Lehigh County	98%	100%	100%	99%
Valley Average	98%	100%	100%	99%

Question 19A.

	Adult	P/G	C/A	Total
Lehigh County	93%	98%	100%	96%
Valley Average	94%	98%	100%	97%

Question 19B.

	Adult	P/G	C/A	Total
Lehigh County	93%	98%	100%	96%
Valley Average	95%	99%	100%	98%

Question 20

	Adult	P/G	C/A	Total
Lehigh County	91%	95%	100%	93%
Valley Average	94%	94%	100%	94%

Question 21

	Adult	P/G	C/A	Total
Lehigh County	96%	98%	100%	97%
Valley Average	95%	99%	100%	98%

Question 22

	Adult	P/G	C/A	Total
Lehigh County	98%	96%	100%	97%
Valley Average	98%	98%	100%	98%