

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

2nd Quarter

April 1, 2012 to June 30, 2012

Prepared By:
Recovery Partnership
Lehigh Valley Consumer/Family Satisfaction Team, Inc.
70 W. North Street, Suite 101
Bethlehem, PA 18018
Phone: 610-861-2741
Fax: 610-861-2781

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 59 individuals from Lehigh County were visited.

Question #1

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

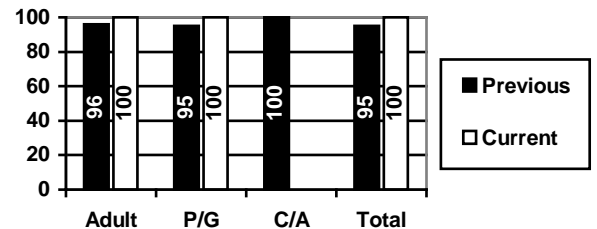
2nd Quarter (04/01/12 – 06/30/12)

	Adults	P/G	C/A	Total
Yes	23(100%)	35(100%)		58(100%)
No				
DNR		1		1
Total	23	36		59

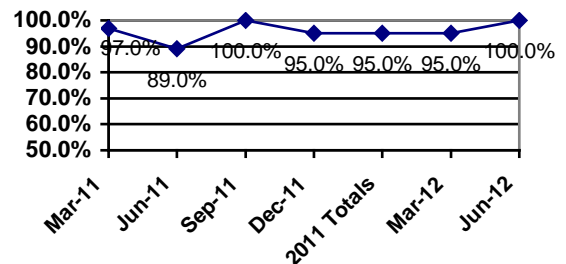
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	67(97%)	90(97%)	1(100%)	158(97%)
No	2(3%)	3(3%)		5(3%)
DNR		1		1
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

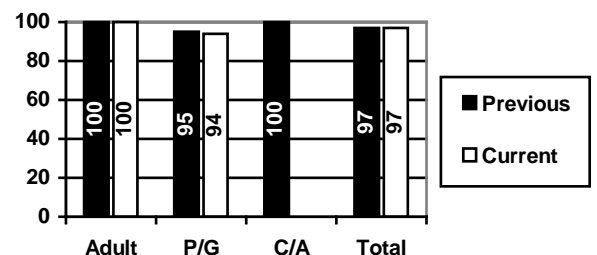
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	23(100%)	33(94%)		56(97%)
No		2(6%)		2(3%)
DNR		1		1
Total	23	36		59

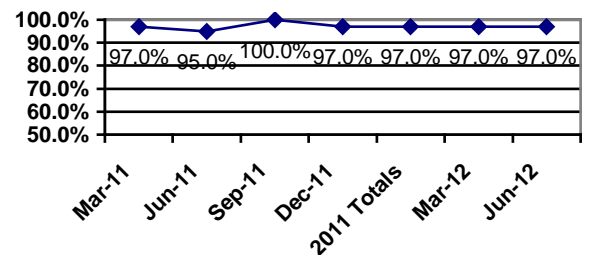
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	68(100%)	88(95%)	1(100%)	157(97%)
No		5(5%)		5(3%)
DNR	1	1		2
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

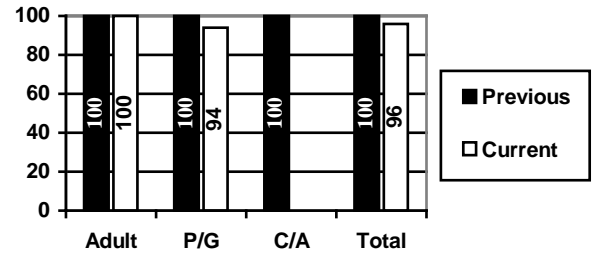
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	21(100%)	31(94%)		52(96%)
No		2(6%)		2(4%)
DNR	2	3		5
Total	23	36		59

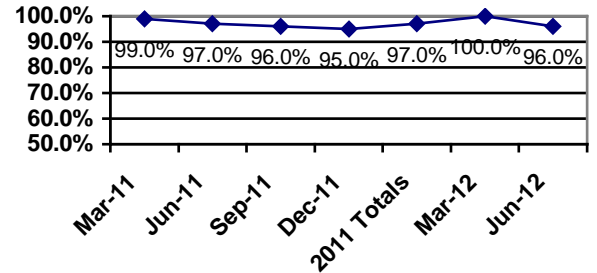
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	61(100%)	83(98%)	1(100%)	145(99%)
No		2(2%)		2(1%)
DNR	8	9		17
Total	69	94	1	164

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	9
Total	23

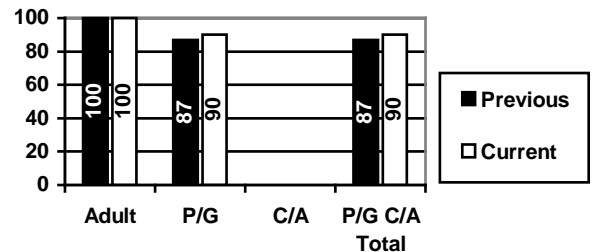
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	9(90%)		9(90%)
No	1(10%)		1(10%)
DNR	26		26
Total	36		36

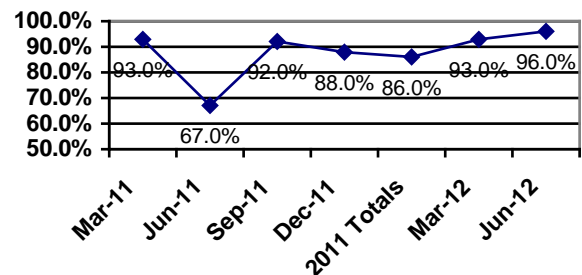
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	28(100%)	22(88%)		50(94%)
No		3(12%)		3(6%)
DNR	41	69	1	111
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #5

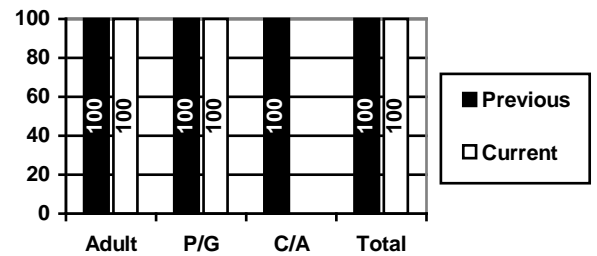
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	23(100%)	36(100%)		59(100%)
No				
DNR				
Total	23	36		59

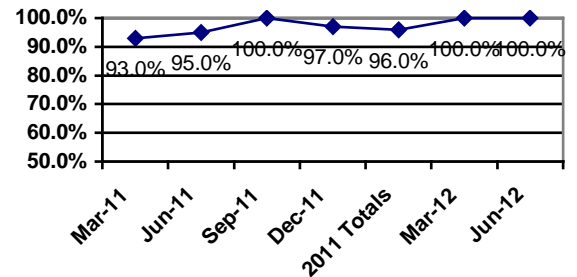
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	68(100%)	94(100%)	1(100%)	163(100%)
No				
DNR	1			1
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #6

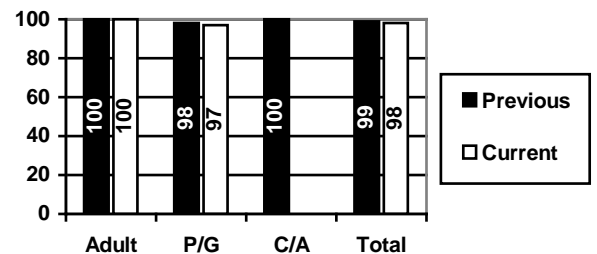
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	22(100%)	34(97%)		56(98%)
No		1(3%)		1(2%)
DNR	1	1		2
Total	23	36		59

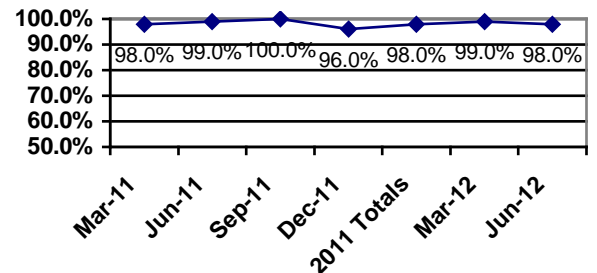
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	64(100%)	91(98%)	1(100%)	156(99%)
No		2(2%)		2(1%)
DNR	5	1		6
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #7

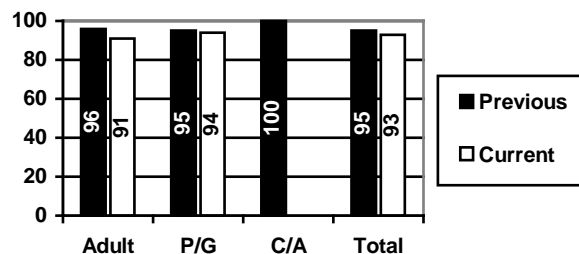
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	21(91%)	34(94%)		55(93%)
No	2(9%)	2(6%)		4(7%)
DNR				
Total	23	36		59

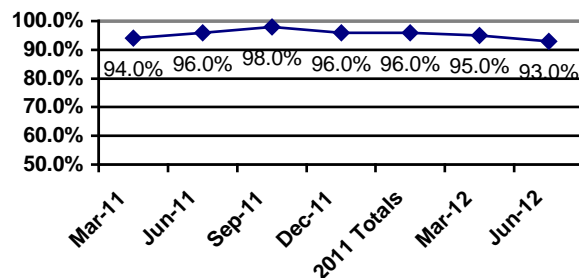
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	65(94%)	88(95%)	1(100%)	154(94%)
No	4(6%)	5(5%)		9(6%)
DNR		1		1
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

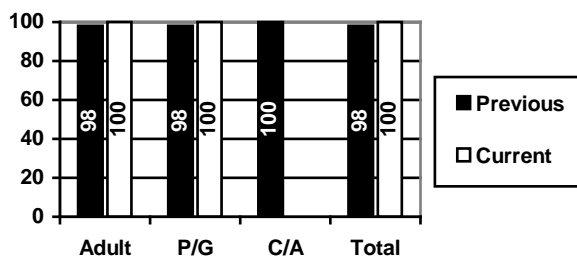
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	23(100%)	36(100%)		59(100%)
No				
DNR				
Total	23	36		59

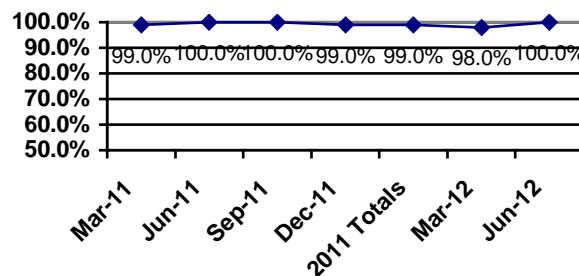
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	68(99%)	93(99%)	1(100%)	162(99%)
No	1(1%)	1(1%)		2(1%)
DNR				
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

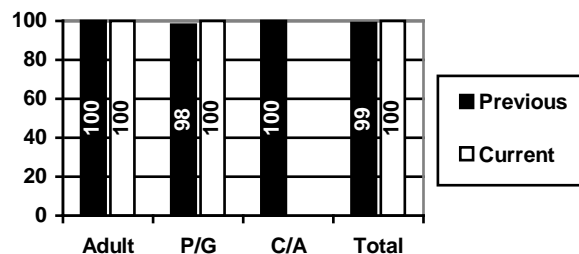
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	23(100%)	36(100%)		59(100%)
No				
DNR				
Total	23	36		59

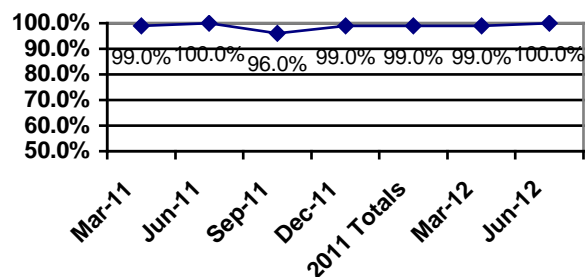
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	69(100%)	93(99%)	1(100%)	163(99%)
No		1(1%)		1(1%)
DNR				
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

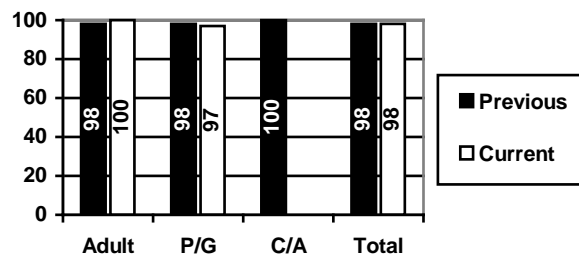
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	23(100%)	35(97%)		58(98%)
No		1(3%)		1(2%)
DNR				
Total	23	36		59

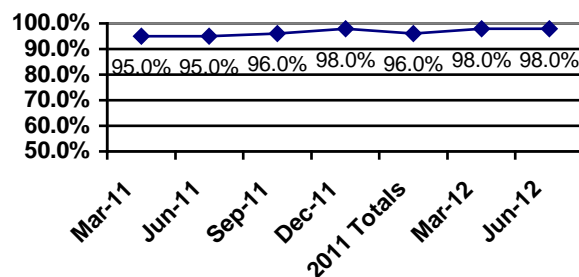
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	68(99%)	92(98%)	1(100%)	161(98%)
No	1(1%)	2(2%)		3(2%)
DNR				
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

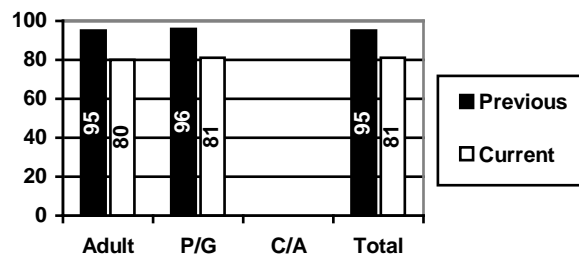
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	16(80%)	26(81%)		42(81%)
No	4(20%)	6(19%)		10(19%)
DNR	3	4		7
Total	23	36		59

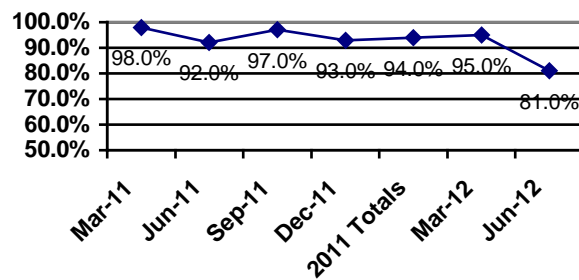
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	52(90%)	72(90%)		124(90%)
No	6(10%)	8(10%)		14(10%)
DNR	11	14	1	26
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

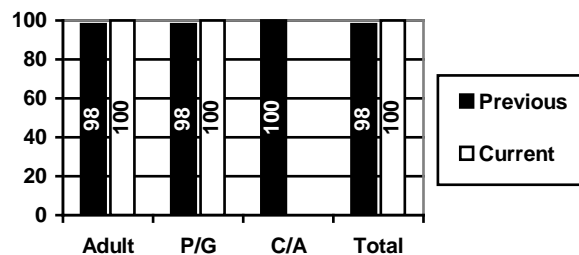
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	23(100%)	36(100%)		59(100%)
No				
DNR				
Total	23	36		59

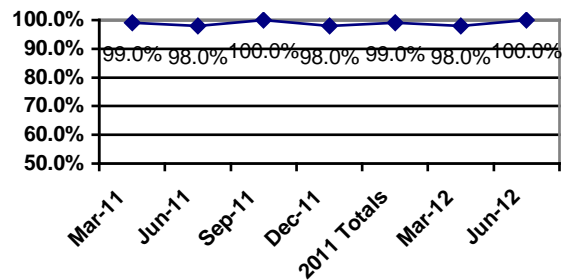
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	68(99%)	93(99%)	1(100%)	162(99%)
No	1(1%)	1(1%)		2(1%)
DNR				
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

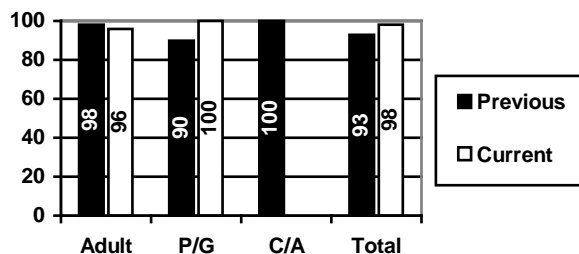
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	22(96%)	36(100%)		58(98%)
No	1(4%)			1(2%)
DNR				
Total	23	36		59

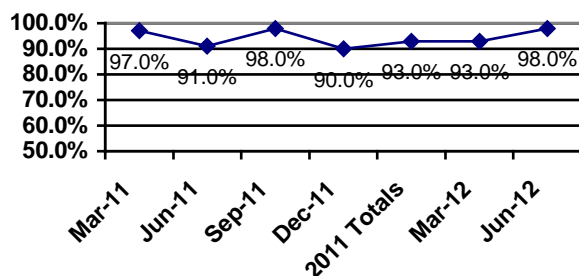
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	67(97%)	88(94%)	1(100%)	156(95%)
No	2(3%)	6(6%)		8(5%)
DNR				
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

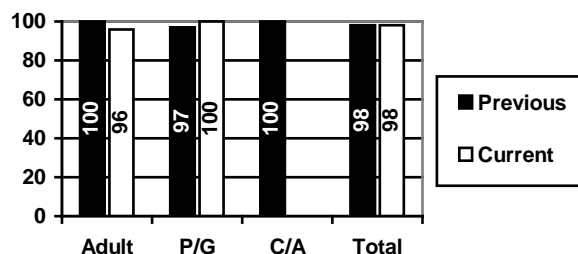
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	22(96%)	36(100%)		58(98%)
No	1(4%)			1(2%)
DNR				
Total	23	36		59

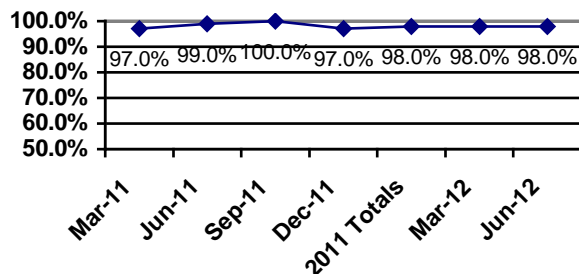
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	68(99%)	92(98%)	1(100%)	161(98%)
No	1(1%)	2(2%)		3(2%)
DNR				
Total	69	94	1	164

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	17(74%)	29(81%)		46(78%)
No	6(26%)	7(19%)		13(22%)
DNR				
Total	23	36		59

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	54(78%)	79(85%)	1(100%)	134(82%)
No	15(22%)	14(15%)		29(18%)
DNR		1		1
Total	69	94	1	164

Question #16

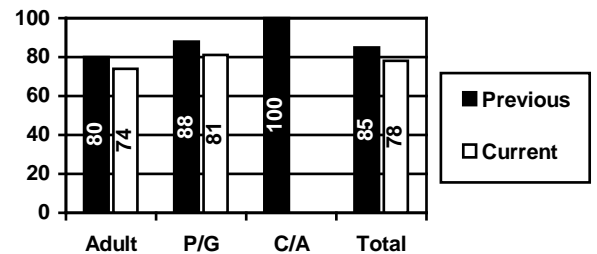
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	2(100%)	1(50%)		3(75%)
No		1(50%)		1(25%)
N/A	21	34		55
Total	23	36		59

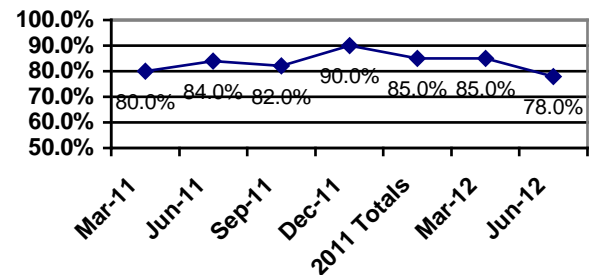
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	7(88%)	7(88%)		14(88%)
No	1(12%)	1(12%)		2(12%)
DNR	61	86	1	148
Total	69	94	1	164

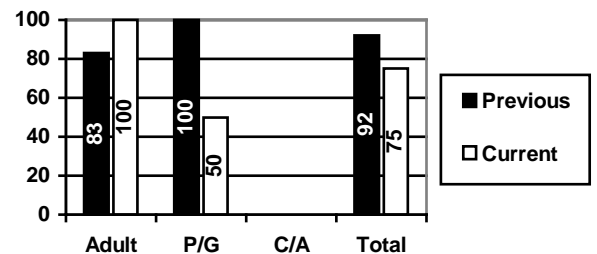
Previous Report Comparison



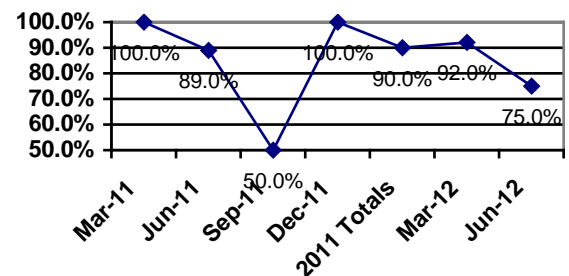
Quarterly Trend All Surveys



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	22(96%)	35(97%)		57(97%)
No	1(4%)	1(3%)		2(3%)
DNR				
Total	23	36		59

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	65(94%)	91(97%)	1(100%)	157(96%)
No	4(6%)	3(3%)		7(4%)
DNR				
Total	69	94	1	164

Question #18

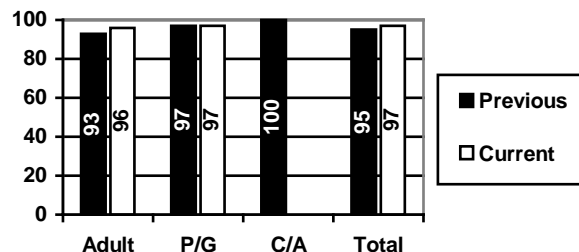
I am pleased with the physical environment where I receive services.

	Adults	P/G	C/A	Total
Yes	23(100%)	36(100%)		59(100%)
No				
DNR				
Total	23	36		59

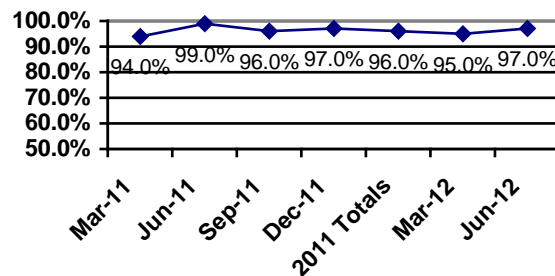
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	68(99%)	94(100%)	1(100%)	163(99%)
No	1(1%)			1(1%)
DNR				
Total	69	94	1	164

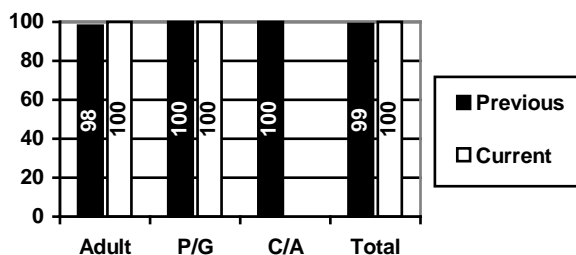
Previous Report Comparison



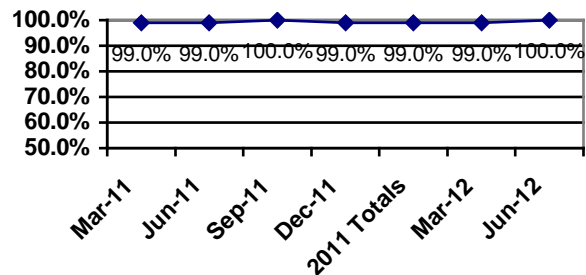
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Question #19

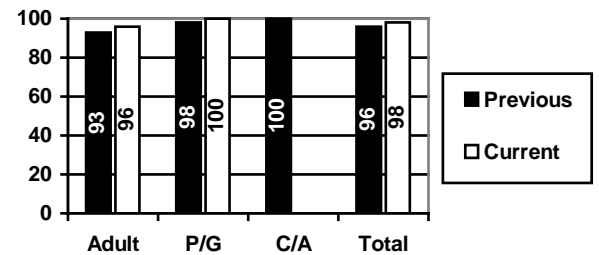
A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	22(96%)	36(100%)		58(98%)
No	1(4%)			1(2%)
DNR				
Total	23	36		59

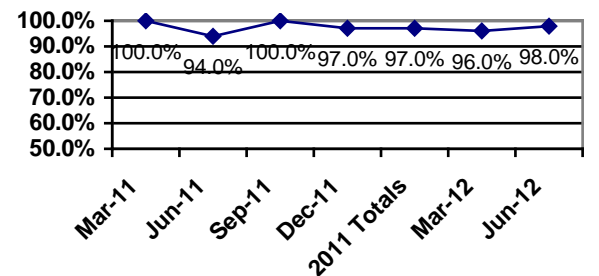
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	64(94%)	93(99%)	1(100%)	158(97%)
No	4(6%)	1(1%)		5(3%)
DNR	1			1
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



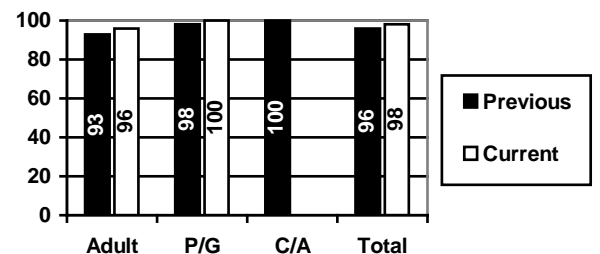
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	22(96%)	36(100%)		58(98%)
No	1(4%)			1(2%)
DNR				
Total	23	36		59

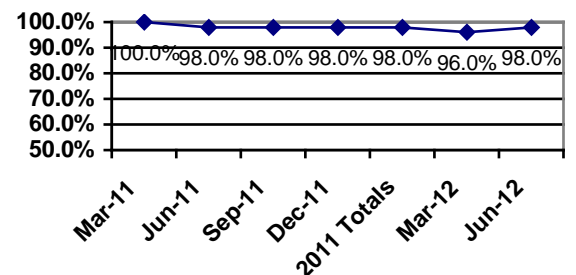
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	63(94%)	93(99%)	1(100%)	157(97%)
No	4(6%)	1(1%)		5(3%)
DNR	2			2
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #20

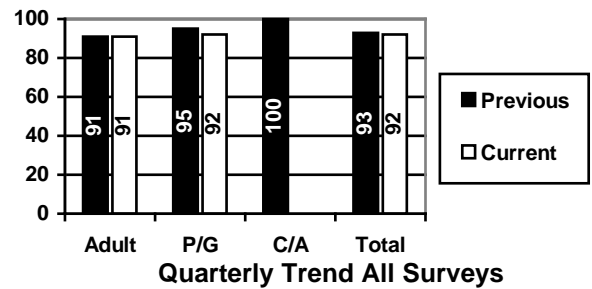
My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	21(91%)	33(92%)		54(92%)
No	2(9%)	3(8%)		5(8%)
DNR				
Total	23	36		59

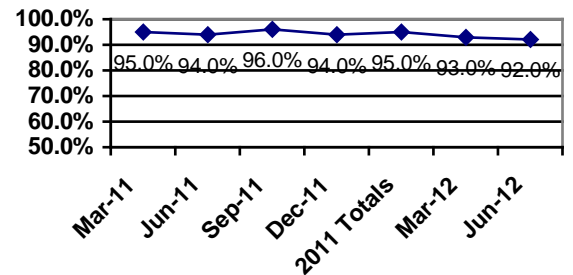
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	62(91%)	87(94%)	1(100%)	150(93%)
No	6(9%)	6(6%)		12(7%)
DNR	1	1		2
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys



Question #21

Adults:

I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

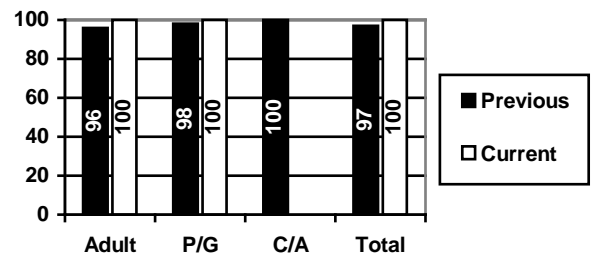
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	23(100%)	36(100%)		59(100%)
No				
DNR				
Total	23	36		59

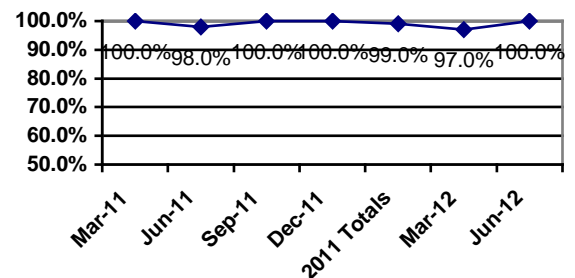
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	67(97%)	93(99%)	1(100%)	161(98%)
No	2(3%)	1(1%)		3(2%)
DNR				
Total	69	94	1	164

Previous Report Comparison



Quarterly Trend All Surveys

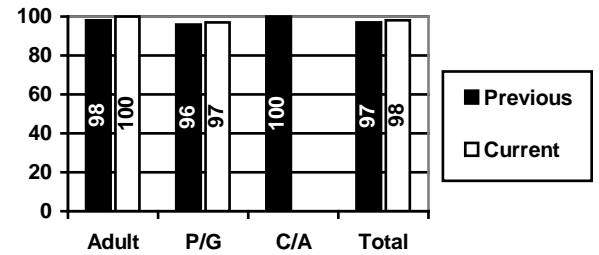


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	23(100%)	34(97%)		57(98%)
No		1(3%)		1(2%)
DNR		1		1
Total	23	36		59

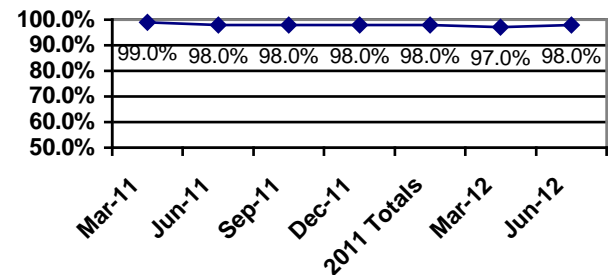
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	67(99%)	89(97%)	1(100%)	157(98%)
No	1(1%)	3(3%)		4(2%)
DNR	1	2		3
Total	69	94	1	164

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)	17(74%)	33(94%)		50(86%)
Sometimes	5(22%)	2(6%)		7(12%)
No (Never)	1(4%)			1(2%)
Did Not Answer		1		1
Total	23	36		59

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	52(75%)	89(96%)	1(100%)	142(87%)
Sometimes	15(22%)	4(4%)		19(12%)
No (Never)	2(3%)			2(1%)
Did Not Answer		1		1
Total	69	94	1	164

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	13(57%)	15(42%)		28(47%)
A Little Better	6(26%)	15(42%)		21(36%)
About the Same	4(17%)	6(16%)		10(17%)
A Little Worse				
Much Worse				
Did Not Respond				
Total	23	36		59

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Much Better	33(48%)	39(41%)	1(100%)	73(45%)
A Little Better	25(36%)	40(43%)		65(39%)
About the Same	11(16%)	12(13%)		23(14%)
A Little Worse		1(1%)		1(1%)
Much Worse		2(2%)		2(1%)
Did Not Respond				
Total	69	94	1	164

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)	15(65%)
Sometimes	8(35%)
No (Never)	
DNR	
Total	23

	P/G	C/A	Total
Yes (Always)			
Sometimes	8(22%)		8(22%)
No (Never)	28(78%)		28(78%)
DNR			
Total	36		36

Cumulative Yearly Totals

	Adults
Yes (Always)	52(75%)
Sometimes	17(25%)
No (Never)	
DNR	
Total	69

	P/G	C/A	Total
Yes (Always)	1(1%)		1(1%)
Sometimes	20(21%)	1(100%)	21(22%)
No (Never)	73(78%)		73(77%)
DNR			
Total	94	1	95

Valley Comparison

Question 1

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

Question 2

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

Question 3

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

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	90%		96%
Valley Average	100%	92%		97%

Question 5

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

Question 6

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

Question 7

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

Question 8

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

Question 9

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

Question 10

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

Question 11

	Adult	P/G	C/A	Total
Lehigh County	80%	81%		81%
Valley Average	91%	86%		89%

Question 12

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

Question 13

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

Question 14

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

Question 15

	Adult	P/G	C/A	Total
Lehigh County	74%	81%		78%
Valley Average	88%	84%		86%

Question 16

	Adult	P/G	C/A	Total
Lehigh County	100%	50%		75%
Valley Average	100%	75%		89%

Question 17

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

Question 18

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

Question 19A.

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

Question 19B.

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

Question 20

	Adult	P/G	C/A	Total
Lehigh County	91%	92%		92%
Valley Average	96%	92%		94%

Question 21

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

Question 22

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