

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

4th Quarter

October 1, 2012 to December 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 79 individuals from Lehigh County were visited.

Question #1

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

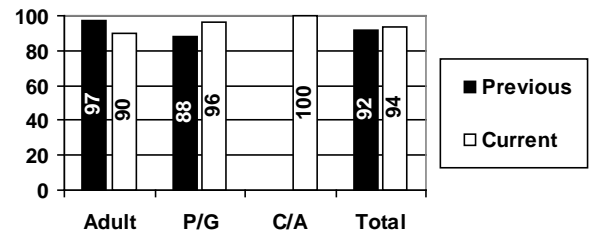
4th Quarter (10/01/12 – 12/31/12)

	Adults	P/G	C/A	Total
Yes	27(90%)	46(96%)	1(100%)	74(94%)
No	3(10%)	2(4%)		5(6%)
DNR				
Total	30	48	1	79

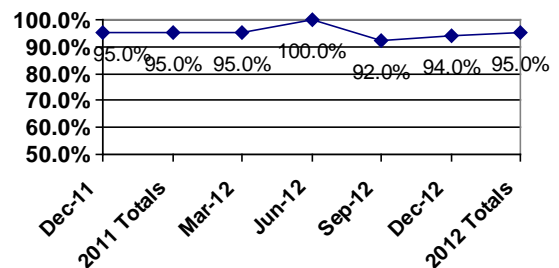
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	130(96%)	179(94%)	2(100%)	311(95%)
No	6(4%)	11(6%)		17(5%)
DNR		1		1
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

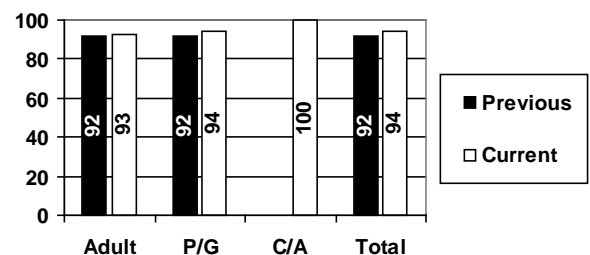
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	28(93%)	45(94%)	1(100%)	74(94%)
No	2(7%)	3(6%)		5(6%)
DNR				
Total	30	48	1	79

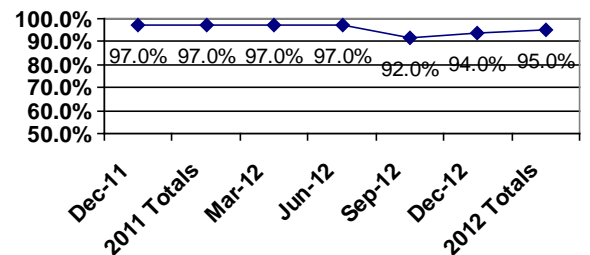
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	130(96%)	178(94%)	2(100%)	310(95%)
No	5(4%)	12(6%)		17(5%)
DNR	1	1		2
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

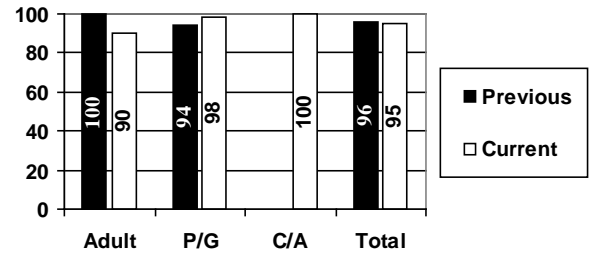
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	26(90%)	42(98%)	1(100%)	69(95%)
No	3(10%)	1(2%)		4(5%)
DNR	1	5		6
Total	30	48	1	79

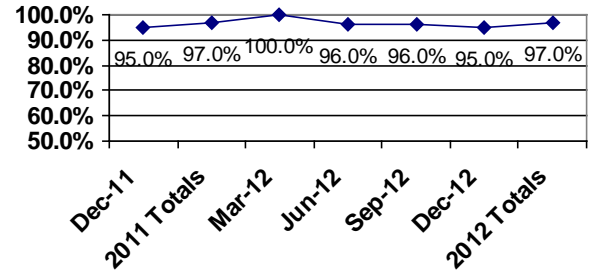
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	121(98%)	169(97%)	2(100%)	292(97%)
No	3(2%)	6(3%)		9(3%)
DNR	12	16		28
Total	136	191	2	329

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	7(100%)
No	
DNR	23
Total	30

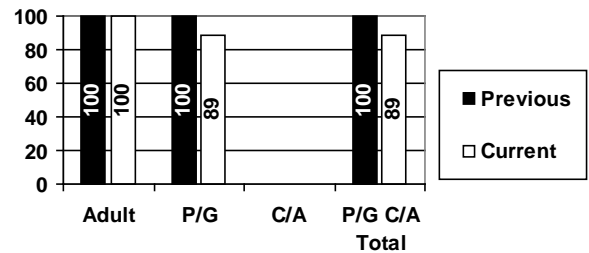
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	8(89%)		8(89%)
No	1(11%)		1(11%)
DNR	39	1	40
Total	48	1	49

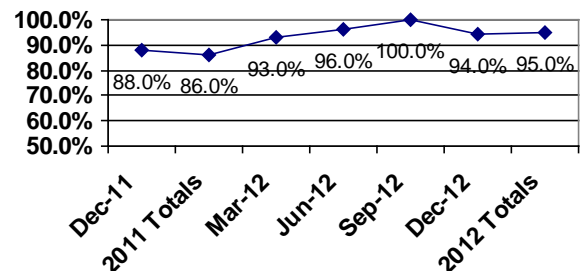
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	43(100%)	35(90%)		78(95%)
No		4(10%)		4(5%)
DNR	93	152	2	247
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #5

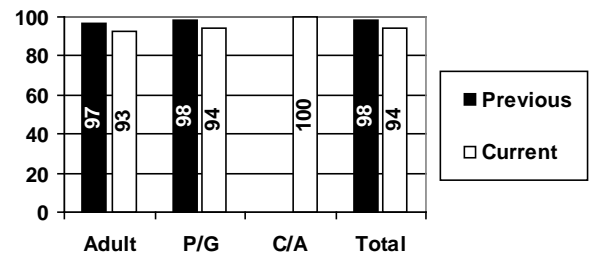
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	28(93%)	45(94%)	1(100%)	74(94%)
No	2(7%)	3(6%)		5(6%)
DNR				
Total	30	48	1	79

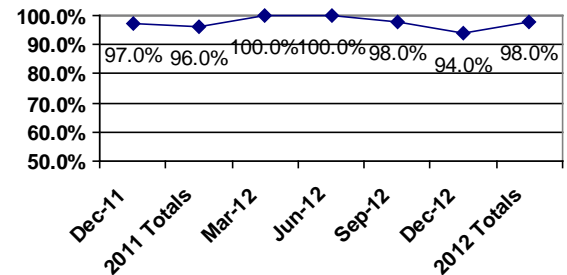
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	131(98%)	187(98%)	2(100%)	320(98%)
No	3(2%)	4(2%)		7(2%)
DNR	2			2
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #6

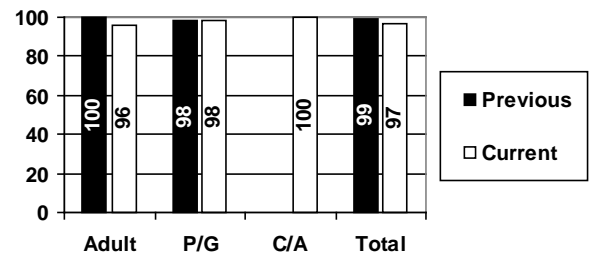
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	25(96%)	46(98%)	1(100%)	72(97%)
No	1(4%)	1(2%)		2(3%)
DNR	4	1		5
Total	30	48	1	79

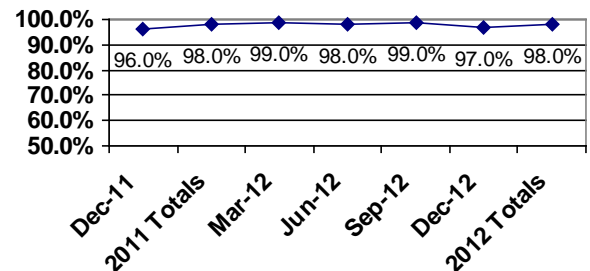
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	123(99%)	185(98%)	2(100%)	310(98%)
No	1(1%)	4(2%)		5(2%)
DNR	12	2		14
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #7

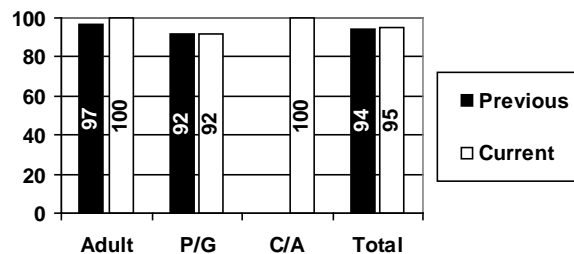
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	30(100%)	44(92%)	1(100%)	75(95%)
No		4(8%)		4(5%)
DNR				
Total	30	48	1	79

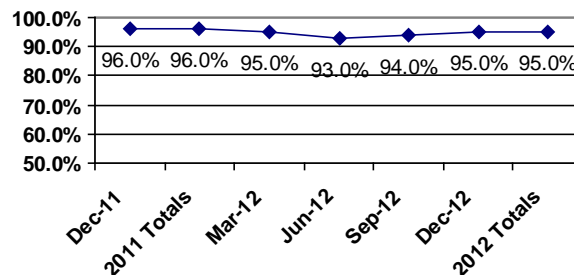
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	131(96%)	177(93%)	2(100%)	310(95%)
No	5(4%)	13(7%)		18(5%)
DNR		1		1
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

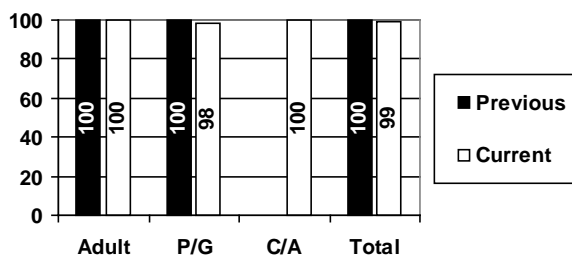
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	30(100%)	47(98%)	1(100%)	78(99%)
No		1(2%)		1(1%)
DNR				
Total	30	48	1	79

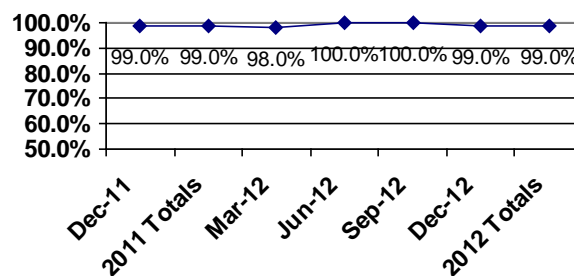
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	135(99%)	189(99%)	2(100%)	326(99%)
No	1(1%)	2(1%)		3(1%)
DNR				
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

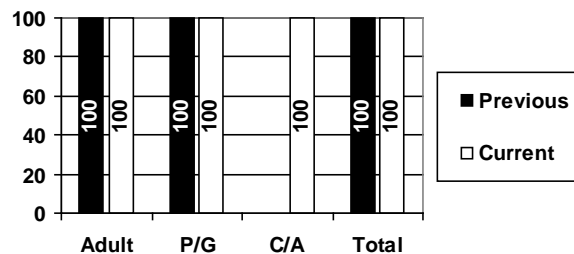
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	30(100%)	48(100%)	1(100%)	79(100%)
No				
DNR				
Total	30	48	1	79

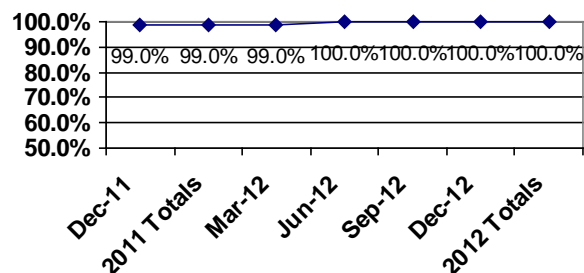
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	136(100%)	190(99%)	2(100%)	328(100%)
No		1(1%)		1(<1%)
DNR				
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

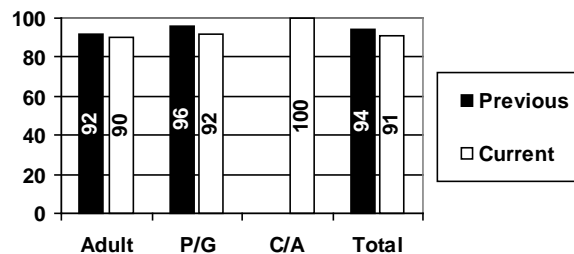
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	27(90%)	44(92%)	1(100%)	72(91%)
No	3(10%)	4(8%)		7(9%)
DNR				
Total	30	48	1	79

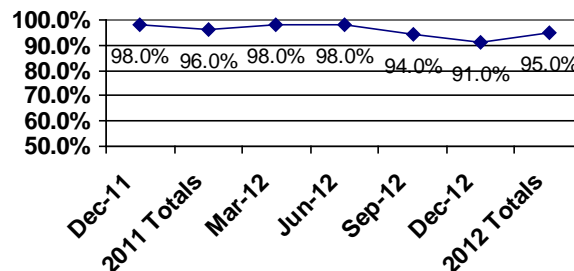
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	129(95%)	183(96%)	2(100%)	314(95%)
No	7(5%)	8(4%)		15(5%)
DNR				
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

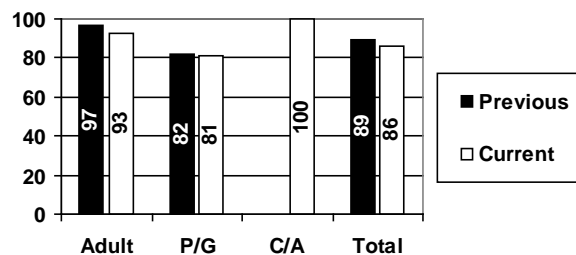
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	26(93%)	34(81%)	1(100%)	61(86%)
No	2(7%)	8(19%)		10(14%)
DNR	2	6		8
Total	30	48	1	79

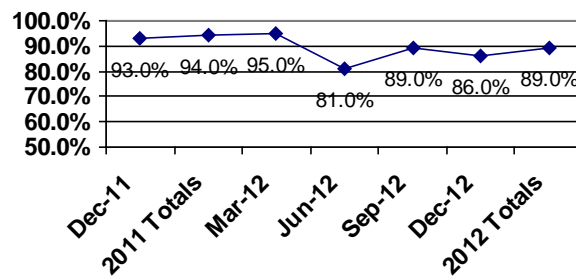
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	113(93%)	142(86%)	1(100%)	256(89%)
No	9(7%)	24(14%)		33(11%)
DNR	14	25	1	40
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

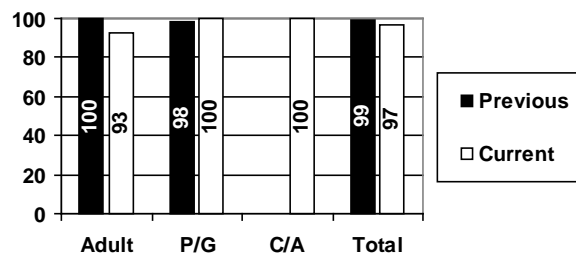
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	28(93%)	48(100%)	1(100%)	77(97%)
No	2(7%)			2(3%)
DNR				
Total	30	48	1	79

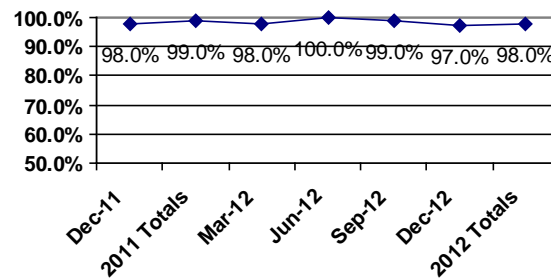
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	133(98%)	189(99%)	2(100%)	324(98%)
No	3(2%)	2(1%)		5(2%)
DNR				
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

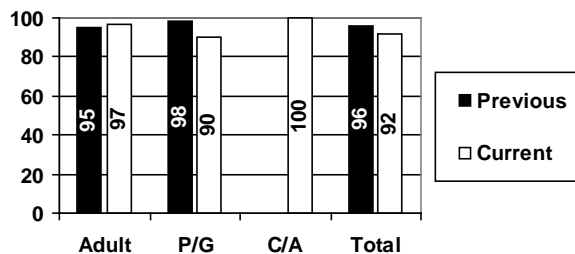
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	29(97%)	43(90%)	1(100%)	73(92%)
No	1(3%)	5(10%)		6(8%)
DNR				
Total	30	48	1	79

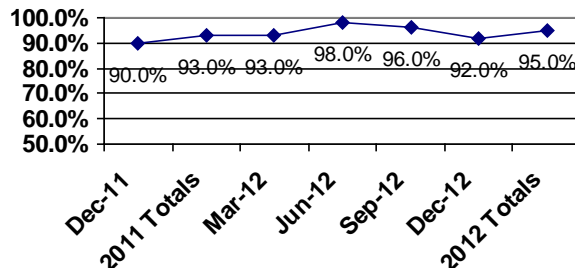
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	131(96%)	178(94%)	2(100%)	311(95%)
No	5(4%)	12(6%)		17(5%)
DNR		1		1
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

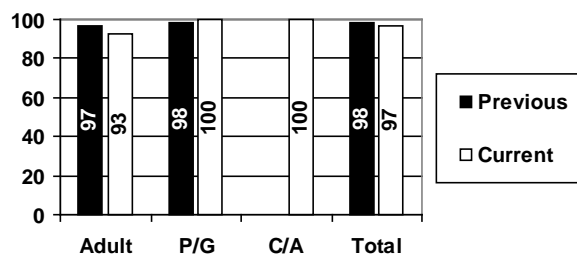
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	28(93%)	48(100%)	1(100%)	77(97%)
No	2(7%)			2(3%)
DNR				
Total	30	48	1	79

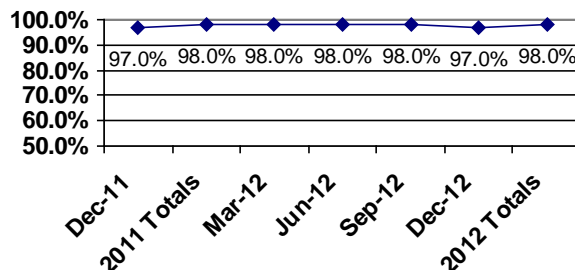
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	132(97%)	188(98%)	2(100%)	322(98%)
No	4(3%)	3(2%)		7(2%)
DNR				
Total	136	191	2	329

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	29(97%)	46(96%)	1(100%)	76(96%)
No	1(3%)	2(4%)		3(4%)
DNR				
Total	30	48	1	79

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	119(88%)	172(91%)	2(100%)	293(90%)
No	16(12%)	18(9%)		34(10%)
DNR	1	1		2
Total	136	191	2	329

Question #16

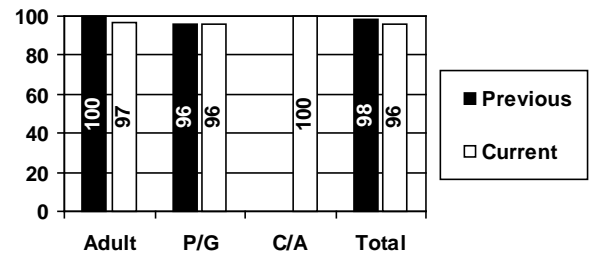
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	2(100%)	6(86%)		8(89%)
No		1(14%)		1(11%)
N/A	28	41	1	70
Total	30	48	1	79

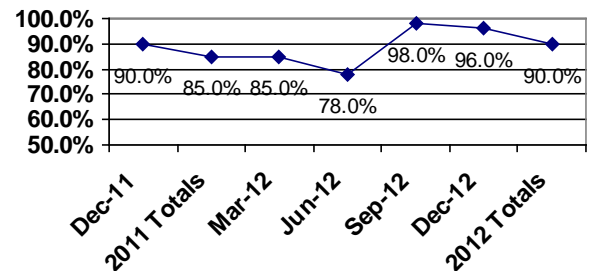
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	10(91%)	21(91%)		31(91%)
No	1(9%)	2(9%)		3(9%)
DNR	125	168	2	295
Total	136	191	2	329

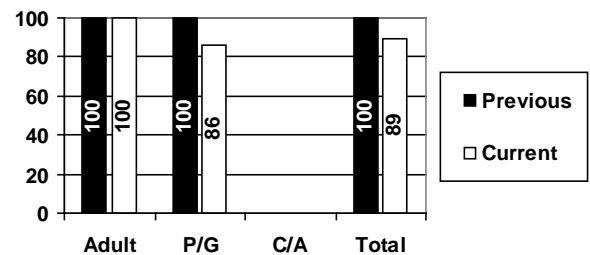
Previous Report Comparison



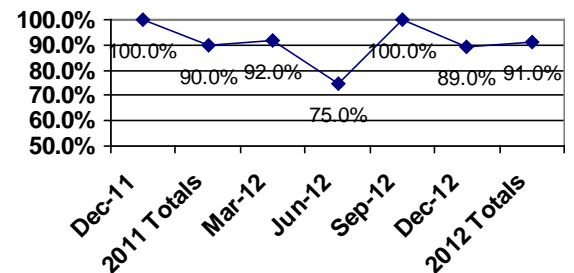
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



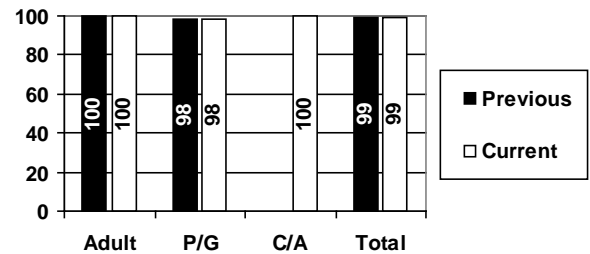
Note: Individuals listed as DNR responded as not having used the complaint or grievance process.

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	30(100%)	47(98%)	1(100%)	78(99%)
No		1(2%)		1(1%)
DNR				
Total	30	48	1	79

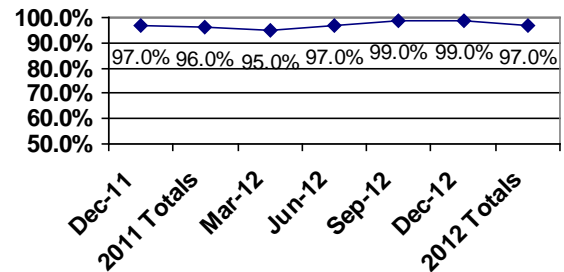
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	132(97%)	186(97%)	2(100%)	320(97%)
No	4(3%)	5(3%)		9(3%)
DNR				
Total	136	191	2	329

Quarterly Trend All Surveys

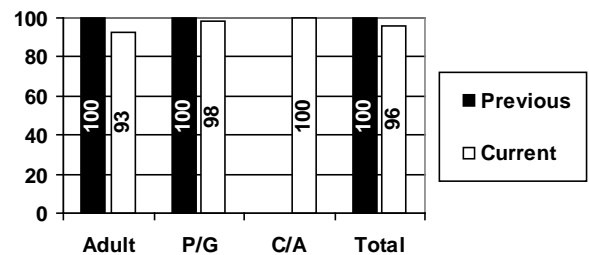


Question #18

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

	Adults	P/G	C/A	Total
Yes	28(93%)	47(98%)	1(100%)	76(96%)
No	2(7%)	1(2%)		3(4%)
DNR				
Total	30	48	1	79

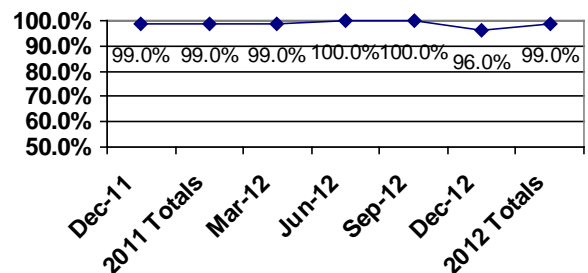
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	133(98%)	190(99%)	2(100%)	325(99%)
No	3(2%)	1(1%)		4(1%)
DNR				
Total	136	191	2	329

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	30(100%)	47(98%)	1(100%)	78(99%)
No		1(2%)		1(1%)
DNR				
Total	30	48	1	79

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	129(96%)	187(98%)	2(100%)	318(97%)
No	6(4%)	4(2%)		10(3%)
DNR	1			1
Total	136	191	2	329

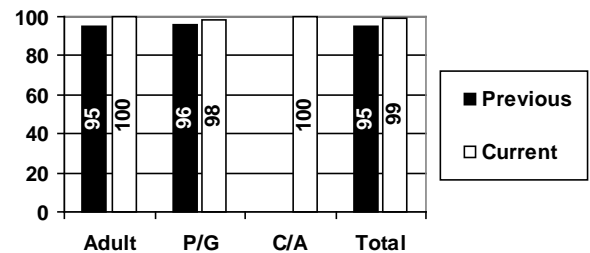
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	30(100%)	48(100%)	1(100%)	79(100%)
No				
DNR				
Total	30	48	1	79

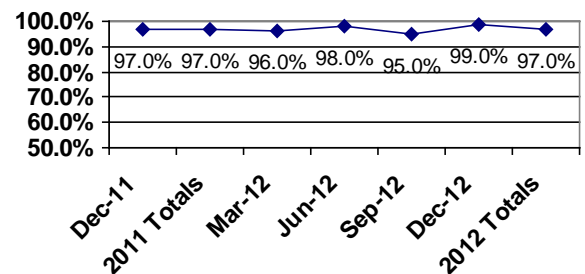
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	130(97%)	190(99%)	2(100%)	322(98%)
No	4(3%)	1(1%)		5(2%)
DNR	2			2
Total	136	191	2	329

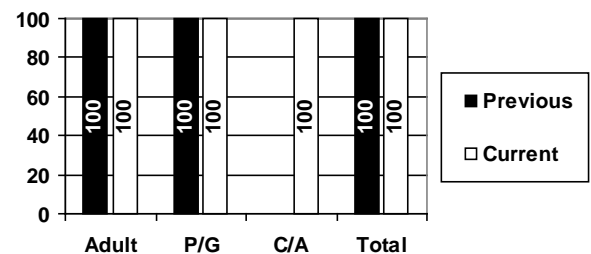
Previous Report Comparison



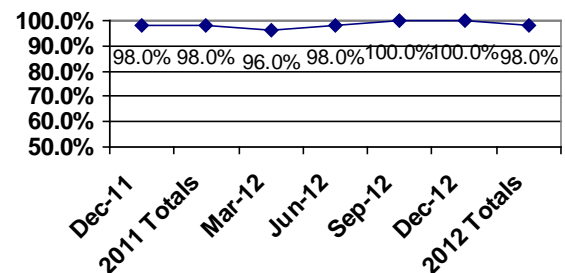
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Question #20

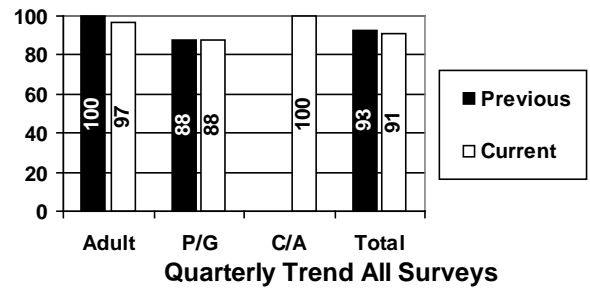
My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	28(97%)	42(88%)	1(100%)	71(91%)
No	1(3%)	6(12%)		7(9%)
DNR	1			1
Total	30	48	1	79

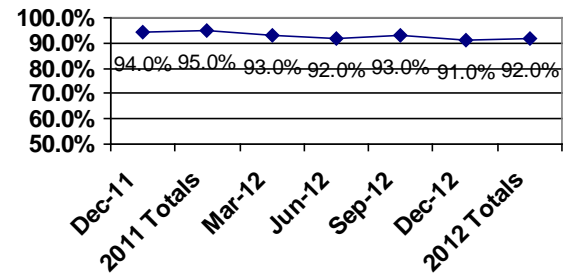
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	126(95%)	172(91%)	2(100%)	300(92%)
No	7(5%)	18(9%)		25(8%)
DNR	3	1		4
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #21

Adults:

I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

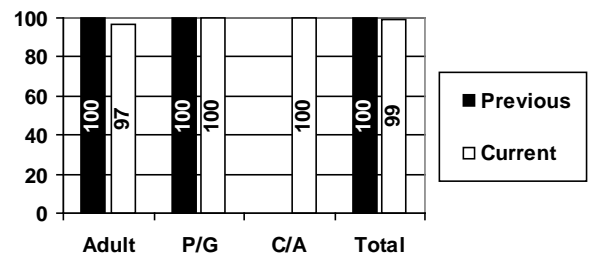
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	29(97%)	48(100%)	1(100%)	78(99%)
No	1(3%)			1(1%)
DNR				
Total	30	48	1	79

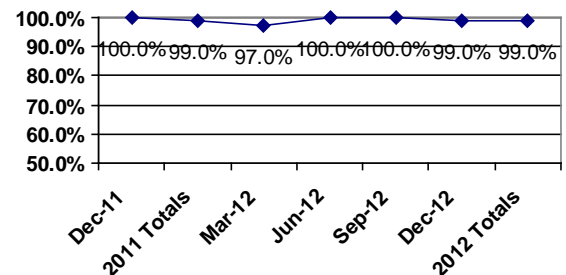
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	133(98%)	190(99%)	2(100%)	325(99%)
No	3(2%)	1(1%)		4(1%)
DNR				
Total	136	191	2	329

Previous Report Comparison



Quarterly Trend All Surveys



Question #22

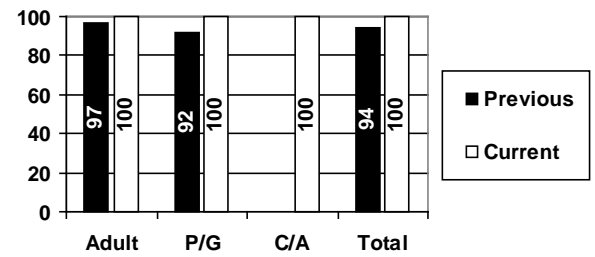
Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	30(100%)	48(100%)	1(100%)	79(100%)
No				
DNR				
Total	30	48	1	79

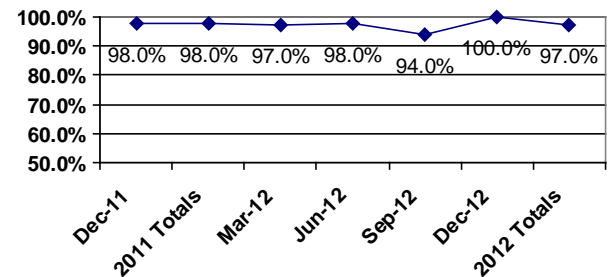
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	133(99%)	182(96%)	2(100%)	317(97%)
No	2(1%)	7(4%)		9(3%)
DNR	1	2		3
Total	136	191	2	329

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)	23(77%)	43(90%)	1(100%)	67(85%)
Sometimes	7(23%)	4(8%)		11(14%)
No (Never)		1(2%)		1(1%)
Did Not Answer				
Total	30	48	1	79

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	104(76%)	178(94%)	2(100%)	284(87%)
Sometimes	29(21%)	11(5%)		40(12%)
No (Never)	3(2%)	1(1%)		4(1%)
Did Not Answer		1		1
Total	136	191	2	329

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	19(63%)	21(44%)	1(100%)	41(52%)
A Little Better	8(27%)	19(40%)		27(34%)
About the Same	3(10%)	7(14%)		10(13%)
A Little Worse				
Much Worse		1(2%)		1(1%)
Did Not Respond				
Total	30	48	1	79

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Much Better	73(54%)	86(45%)	2(100%)	161(49%)
A Little Better	45(33%)	72(38%)		117(36%)
About the Same	16(12%)	28(14%)		44(13%)
A Little Worse	2(1%)	2(1%)		4(1%)
Much Worse		3(2%)		3(1%)
Did Not Respond				
Total	136	191	2	329

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)	23(77%)
Sometimes	7(23%)
No (Never)	
DNR	
Total	30

	P/G	C/A	Total
Yes (Always)			
Sometimes	11(23%)		11(22%)
No (Never)	37(77%)	1(100%)	38(78%)
DNR			
Total	48	1	49

Cumulative Yearly Totals

	Adults
Yes (Always)	109(80%)
Sometimes	27(20%)
No (Never)	
DNR	
Total	136

	P/G	C/A	Total
Yes (Always)	1(1%)		1(1%)
Sometimes	40(21%)	1(50%)	41(21%)
No (Never)	149(78%)	1(50%)	150(78%)
DNR	1		1
Total	191	2	193

Valley Comparison

Question 1

	Adult	P/G	C/A	Total
Lehigh County	90%	96%	100%	94%
Valley Average	94%	88%	100%	90%

Question 2

	Adult	P/G	C/A	Total
Lehigh County	93%	94%	100%	94%
Valley Average	94%	89%	100%	91%

Question 3

	Adult	P/G	C/A	Total
Lehigh County	90%	98%	100%	95%
Valley Average	94%	97%	100%	96%

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	89%		94%
Valley Average	100%	93%		97%

Question 5

	Adult	P/G	C/A	Total
Lehigh County	93%	94%	100%	94%
Valley Average	92%	97%	100%	95%

Question 6

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

Question 7

	Adult	P/G	C/A	Total
Lehigh County	100%	92%	100%	95%
Valley Average	98%	91%	100%	94%

Question 8

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

Question 9

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

Question 10

	Adult	P/G	C/A	Total
Lehigh County	90%	92%	100%	91%
Valley Average	92%	91%	100%	92%

Question 11

	Adult	P/G	C/A	Total
Lehigh County	93%	81%	100%	86%
Valley Average	86%	84%	100%	85%

Question 12

	Adult	P/G	C/A	Total
Lehigh County	93%	100%	100%	97%
Valley Average	96%	99%	100%	98%

Question 13

	Adult	P/G	C/A	Total
Lehigh County	97%	90%	100%	92%
Valley Average	98%	89%	100%	92%

Question 14

	Adult	P/G	C/A	Total
Lehigh County	93%	100%	100%	97%
Valley Average	96%	99%	100%	98%

Question 15

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

Question 16

	Adult	P/G	C/A	Total
Lehigh County	100%	86%		89%
Valley Average	100%	91%		92%

Question 17

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

Question 18

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

Question 19A.

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

Question 19B.

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

Question 20

	Adult	P/G	C/A	Total
Lehigh County	97%	88%	100%	91%
Valley Average	98%	90%	100%	92%

Question 21

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

Question 22

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