

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

3rd Quarter

July 1, 2014 to September 30, 2014

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.

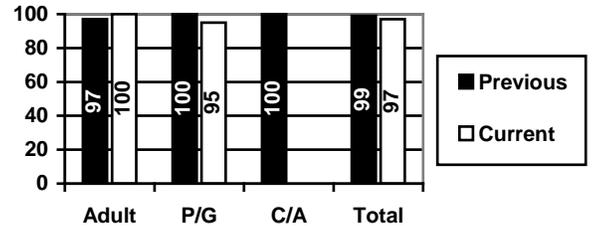
3rd Quarter (07/01/14 - 09/30/14)

	Adults	P/G	C/A	Total
Yes	35(100%)	42(95%)		77(97%)
No		2(5%)		2(3%)
DNR				
Total	35	44		79

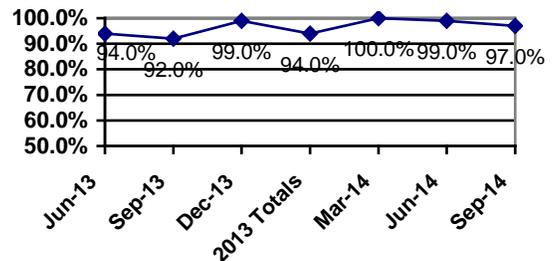
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	124(99%)	123(98%)	2(100%)	249(99%)
No	1(1%)	2(2%)		3(1%)
DNR				
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

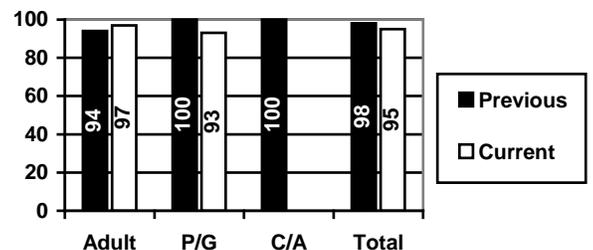
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	34(97%)	40(93%)		74(95%)
No	1(3%)	3(7%)		4(5%)
DNR		1		1
Total	35	44		79

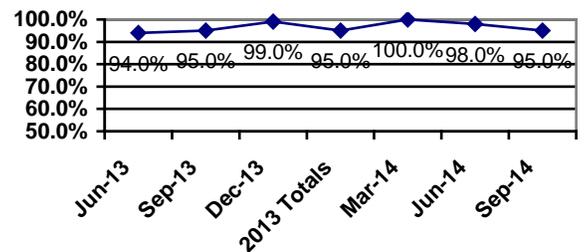
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	122(98%)	121(98%)	2(100%)	245(98%)
No	3(2%)	3(2%)		6(2%)
DNR		1		1
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

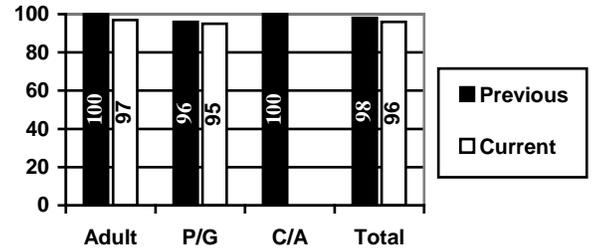
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	34(97%)	42(95%)		76(96%)
No	1(3%)	2(5%)		3(4%)
DNR				
Total	35	44		79

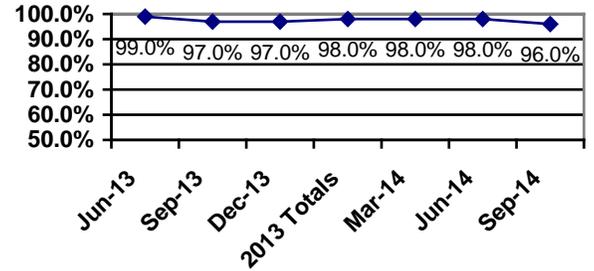
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	120(98%)	119(96%)	2(100%)	241(97%)
No	2(2%)	5(4%)		7(3%)
DNR	3	1		4
Total	125	125	2	252

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	12(100%)
No	
DNR	23
Total	35

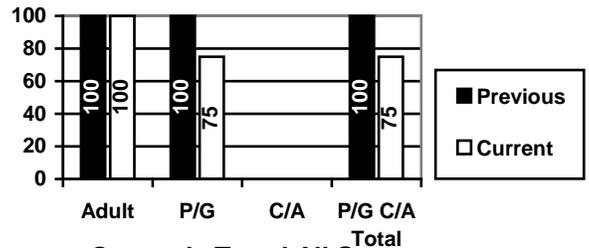
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	6(75%)		6(75%)
No	2(25%)		2(25%)
DNR	36		36
Total	44		44

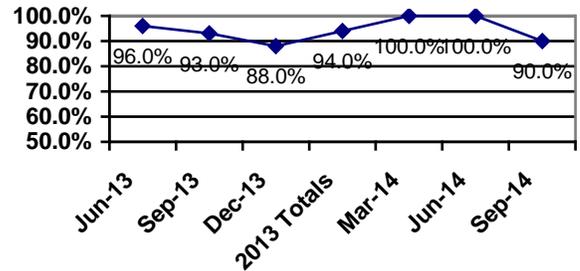
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	31(100%)	14(88%)		45(96%)
No		2(12%)		2(4%)
DNR	94	109	2	205
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #5

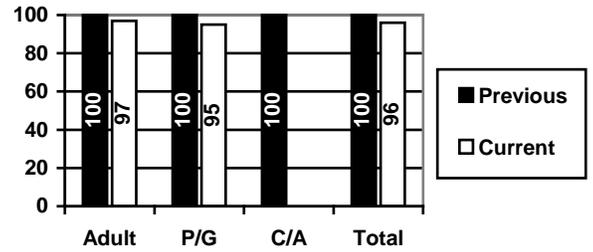
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	33(97%)	42(95%)		75(96%)
No	1(3%)	2(5%)		3(4%)
DNR	1			1
Total	35	44		79

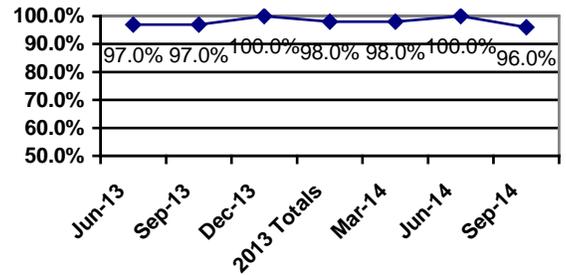
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	120(98%)	123(98%)	2(100%)	245(98%)
No	3(2%)	2(2%)		5(2%)
DNR	2			2
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #6

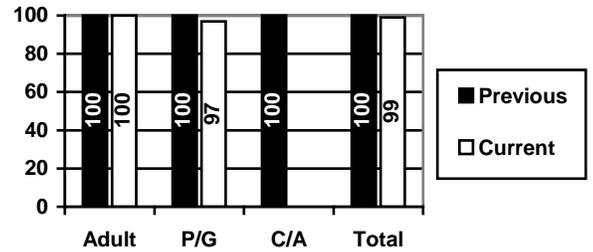
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	29(100%)	38(97%)		67(99%)
No		1(3%)		1(1%)
DNR	6	5		11
Total	35	44		79

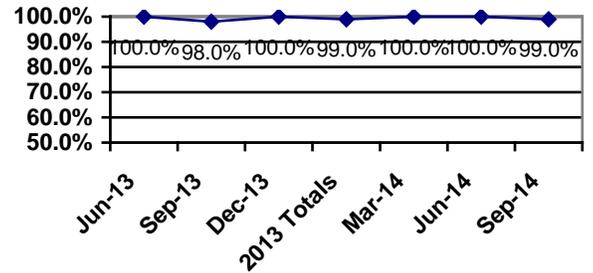
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	106(100%)	114(99%)	1(100%)	221(99%)
No		1(1%)		1(1%)
DNR	19	10	1	30
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #7

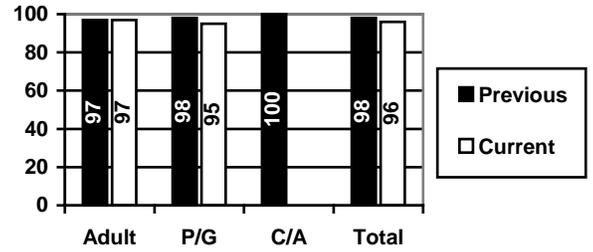
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	34(97%)	42(95%)		76(96%)
No	1(3%)	2(5%)		3(4%)
DNR				
Total	35	44		79

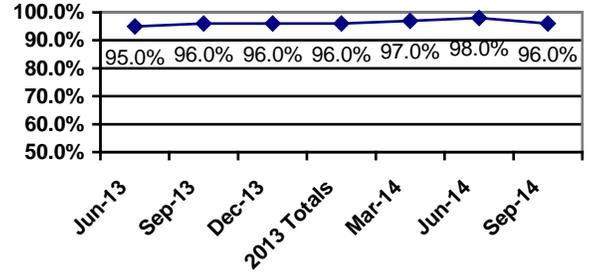
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	120(96%)	121(98%)	2(100%)	243(97%)
No	5(4%)	3(2%)		8(3%)
DNR		1		1
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

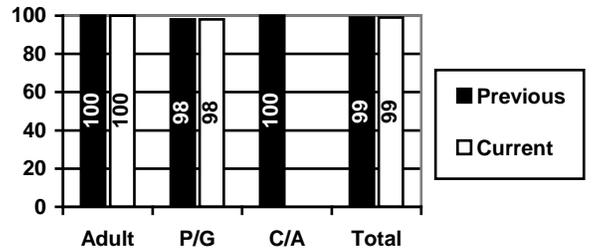
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	34(100%)	43(98%)		77(99%)
No		1(2%)		1(1%)
DNR	1			1
Total	35	44		79

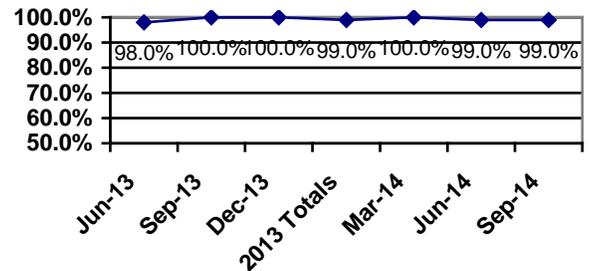
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	123(100%)	123(98%)	2(100%)	248(99%)
No		2(2%)		2(1%)
DNR	2			2
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

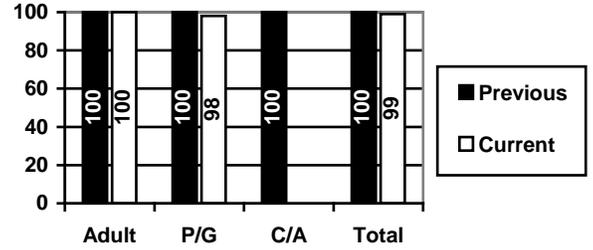
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	35(100%)	43(98%)		78(99%)
No		1(2%)		1(1%)
DNR				
Total	35	44		79

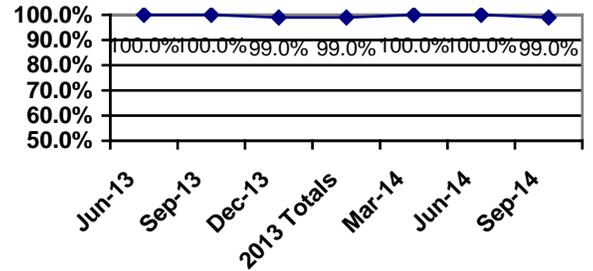
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	125(100%)	124(99%)	2(100%)	251(99%)
No		1(1%)		1(1%)
DNR				
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

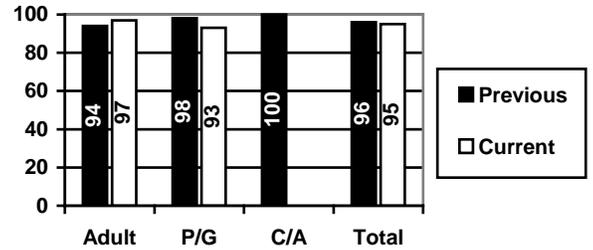
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	34(97%)	41(93%)		75(95%)
No	1(3%)	3(7%)		4(5%)
DNR				
Total	35	44		79

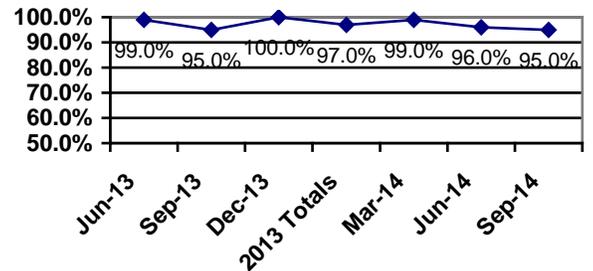
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	120(97%)	121(97%)	2(100%)	243(97%)
No	4(3%)	4(3%)		8(3%)
DNR	1			1
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

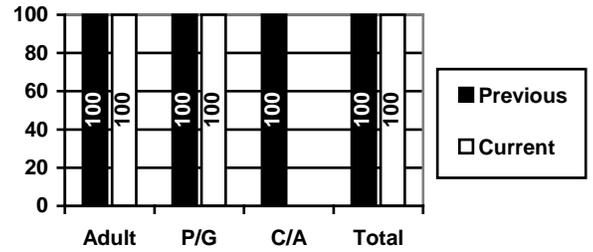
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	22(100%)	28(100%)		50(100%)
No				
DNR	13	16		29
Total	35	44		79

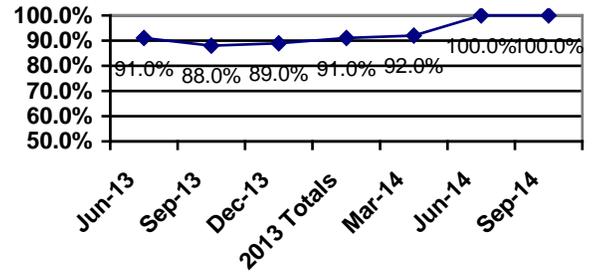
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	82(96%)	76(97%)	1(100%)	159(97%)
No	3(4%)	2(3%)		5(3%)
DNR	40	47	1	88
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

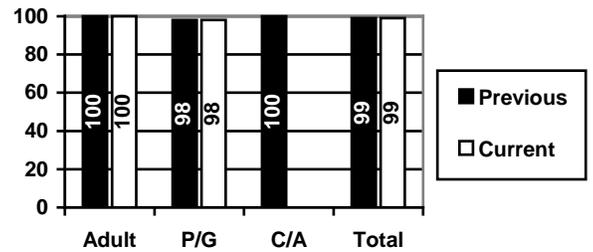
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	35(100%)	43(98%)		78(99%)
No		1(2%)		1(1%)
DNR				
Total	35	44		79

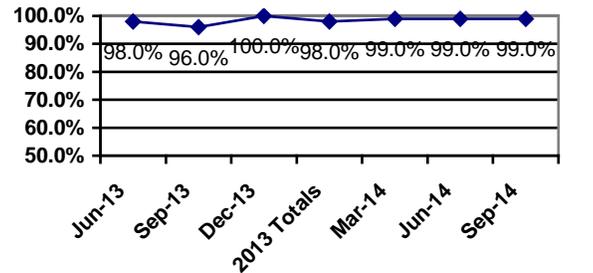
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	124(99%)	123(98%)	2(100%)	249(99%)
No	1(1%)	2(2%)		3(1%)
DNR				
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

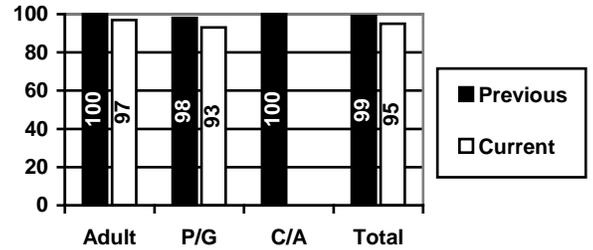
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	34(97%)	41(93%)		75(95%)
No	1(3%)	3(7%)		4(5%)
DNR				
Total	35	44		79

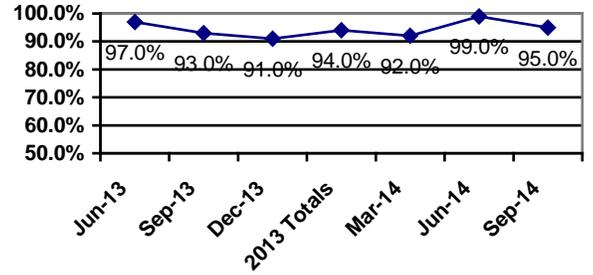
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	120(98%)	115(93%)	2(100%)	237(95%)
No	3(2%)	9(7%)		12(5%)
DNR	2	1		3
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

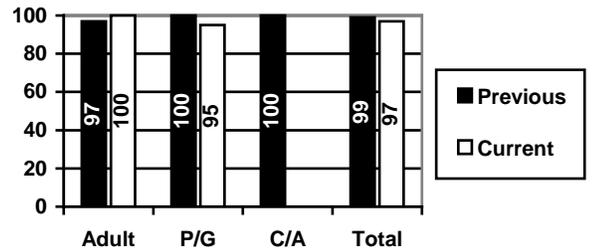
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	35(100%)	42(95%)		77(97%)
No		2(5%)		2(3%)
DNR				
Total	35	44		79

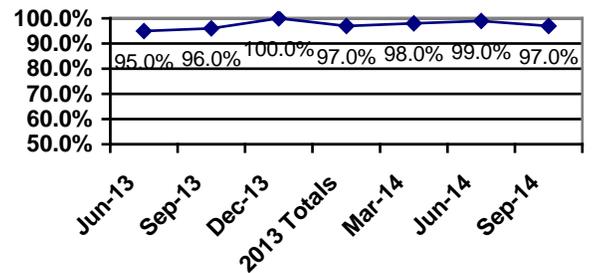
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	122(98%)	123(98%)	2(100%)	247(98%)
No	3(2%)	2(2%)		5(2%)
DNR				
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #15

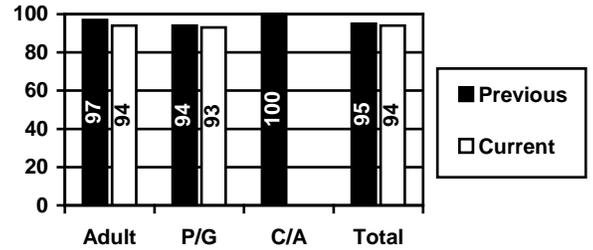
I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

	Adults	P/G	C/A	Total
Yes	33(94%)	41(93%)		74(94%)
No	2(6%)	3(7%)		5(6%)
DNR				
Total	35	44		79

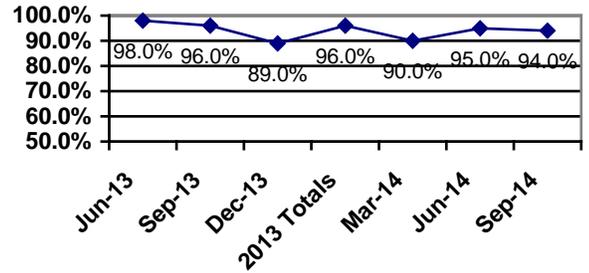
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	116(93%)	117(94%)	1(50%)	234(93%)
No	9(7%)	8(6%)	1(50%)	18(7%)
DNR				
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #16

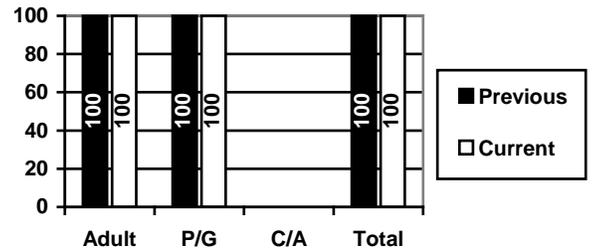
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	3(100%)	2(100%)		5(100%)
No				
N/A	32	42		74
Total	35	44		79

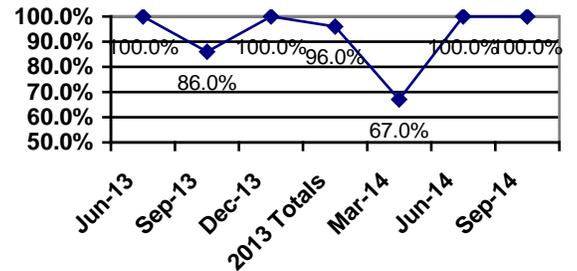
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	5(83%)	8(100%)		13(93%)
No	1(17%)			1(7%)
DNR	119	117	2	238
Total	125	125	2	252

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	35(100%)	42(95%)		77(97%)
No		2(5%)		2(3%)
DNR				
Total	35	44		79

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	121(98%)	121(98%)	2(100%)	244(98%)
No	3(2%)	3(2%)		6(2%)
DNR	1	1		2
Total	125	125	2	252

Question #18

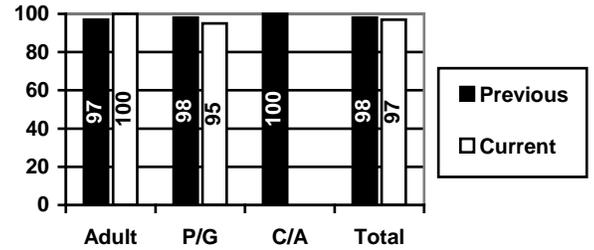
I am pleased with the physical environment where I receive services.

	Adults	P/G	C/A	Total
Yes	35(100%)	44(100%)		79(100%)
No				
DNR				
Total	35	44		79

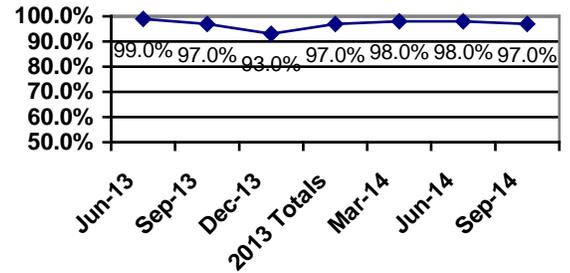
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	124(99%)	123(98%)	2(100%)	249(99%)
No	1(1%)	2(2%)		3(1%)
DNR				
Total	125	125	2	252

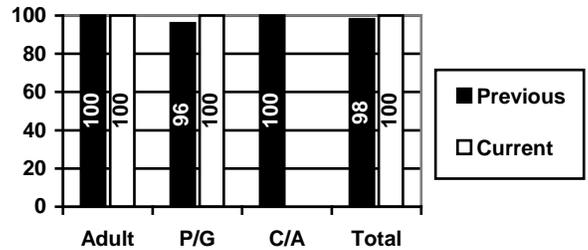
Previous Report Comparison



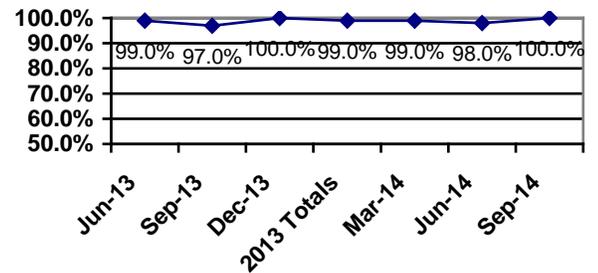
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Question #19

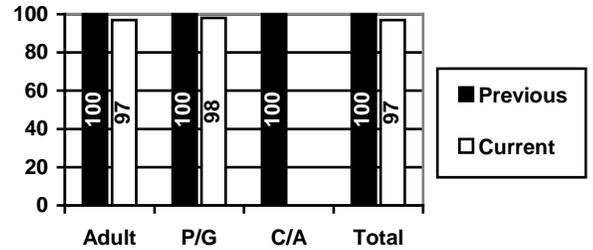
A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	34(97%)	43(98%)		77(97%)
No	1(3%)	1(2%)		2(3%)
DNR				
Total	35	44		79

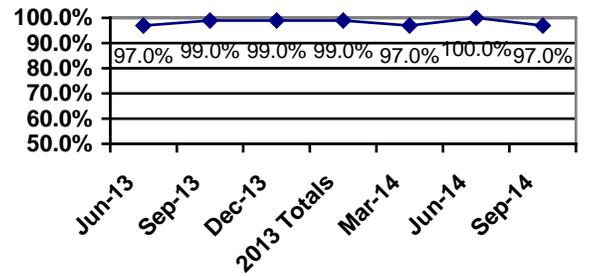
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	121(97%)	124(99%)	2(100%)	247(98%)
No	4(3%)	1(1%)		5(2%)
DNR				
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



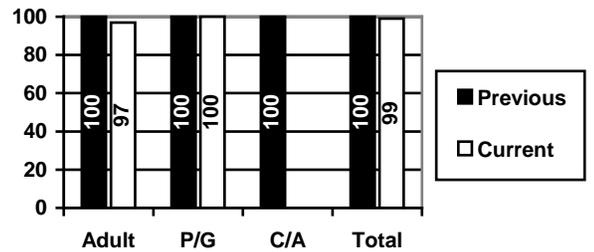
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	34(97%)	44(100%)		78(99%)
No	1(3%)			1(1%)
DNR				
Total	35	44		79

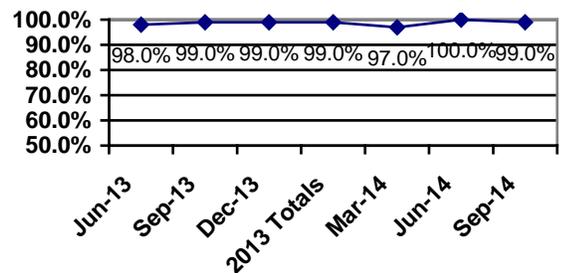
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	121(97%)	125(100%)	2(100%)	248(98%)
No	4(3%)			4(2%)
DNR				
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #20

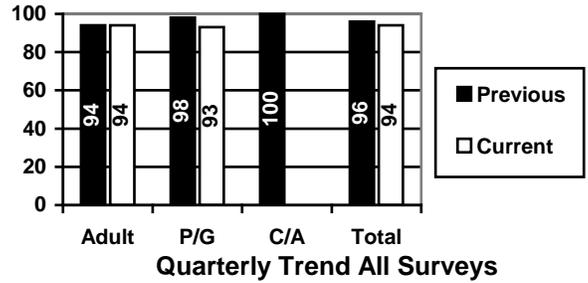
My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	33(94%)	40(93%)		73(94%)
No	2(6%)	3(7%)		5(6%)
DNR		1		1
Total	35	44		79

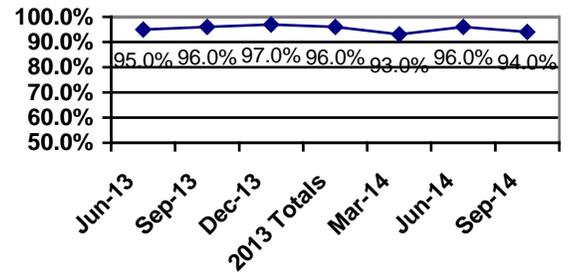
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	114(93%)	119(96%)	2(100%)	235(94%)
No	9(7%)	5(4%)		14(6%)
DNR	2	1		3
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys



Question #21

Adults:

I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

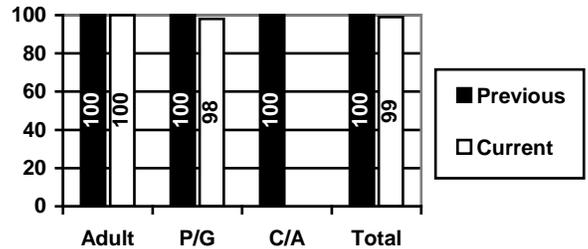
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	35(100%)	43(98%)		78(99%)
No		1(2%)		1(1%)
DNR				
Total	35	44		79

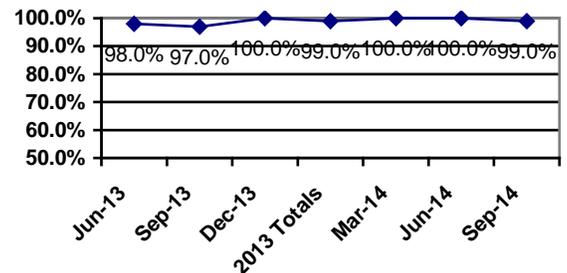
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	125(100%)	123(99%)	2(100%)	250(100%)
No		1(1%)		1(<1%)
DNR		1		1
Total	125	125	2	252

Previous Report Comparison



Quarterly Trend All Surveys

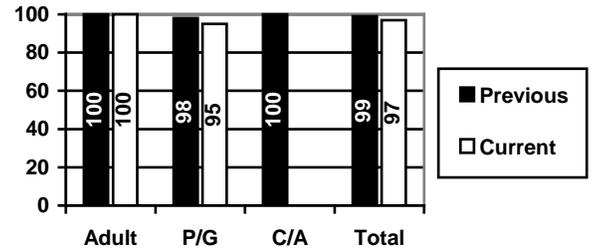


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	34(100%)	42(95%)		76(97%)
No		2(5%)		2(3%)
DNR	1			1
Total	35	44		79

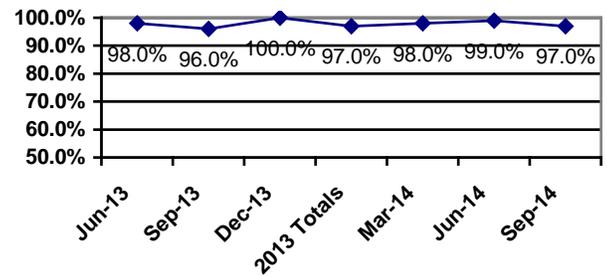
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	122(98%)	122(98%)	2(100%)	246(98%)
No	2(2%)	3(2%)		5(2%)
DNR	1			1
Total	125	125	2	252

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)	24(69%)	39(89%)		63(80%)
Sometimes	11(31%)	4(9%)		15(19%)
No (Never)		1(2%)		1(1%)
Did Not Answer				
Total	35	44		79

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	92(74%)	110(88%)	2(100%)	204(81%)
Sometimes	31(24%)	12(10%)		43(17%)
No (Never)	2(2%)	3(2%)		5(2%)
Did Not Answer				
Total	125	125	2	252

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	17(49%)	16(36%)		33(42%)
A Little Better	13(37%)	20(45%)		33(42%)
About the Same	5(14%)	6(14%)		11(14%)
A Little Worse		1(2%)		1(1%)
Much Worse		1(2%)		1(1%)
Did Not Respond				
Total	35	44		79

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Much Better	51(40%)	52(41%)	1(50%)	104(41%)
A Little Better	52(42%)	54(43%)	1(50%)	107(42%)
About the Same	20(16%)	16(12%)		36(14%)
A Little Worse	2(1%)	2(2%)		4(2%)
Much Worse		1(1%)		1(1%)
Did Not Respond				
Total	125	125	2	252

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)	21(60%)
Sometimes	14(40%)
No (Never)	
DNR	
Total	35

	P/G	C/A	Total
Yes (Always)	2(5%)		2(5%)
Sometimes	11(25%)		11(25%)
No (Never)	31(70%)		31(70%)
DNR			
Total	44		44

Cumulative Yearly Totals

	Adults
Yes (Always)	86(69%)
Sometimes	39(31%)
No (Never)	
DNR	
Total	125

	P/G	C/A	Total
Yes (Always)	2(2%)		2(2%)
Sometimes	37(29%)		37(29%)
No (Never)	86(69%)	2(100%)	88(69%)
DNR			
Total	125	2	127

Valley Comparison

Question 1

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

Question 2

	Adult	P/G	C/A	Total
Lehigh County	97%	93%		95%
Valley Average	97%	95%		96%

Question 3

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

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	75%		90%
Valley Average	100%	82%		94%

Question 5

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

Question 6

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

Question 7

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

Question 8

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

Question 9

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

Question 10

	Adult	P/G	C/A	Total
Lehigh County	97%	93%		95%
Valley Average	96%	95%		96%

Question 11

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

Question 12

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

Question 13

	Adult	P/G	C/A	Total
Lehigh County	97%	93%		95%
Valley Average	97%	90%		94%

Question 14

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

Question 15

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

Question 16

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

Question 17

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

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	97%	98%		97%
Valley Average	96%	97%		96%

Question 19B.

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

Question 20

	Adult	P/G	C/A	Total
Lehigh County	94%	93%		94%
Valley Average	94%	89%		92%

Question 21

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

Question 22

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