

**HEALTHCHOICES ADVISORY BOARD
NORTHAMPTON COUNTY MJB
520 E. BROAD STREET – BASEMENT CONF ROOM 009
BETHLEHEM, PA 18018**

**MINUTES
May 16, 2013**

In Attendance:

Kim Benner, Salisbury Behavioral Health/Providers Group
Pat McGarry, Valley Youth House, Provider Group
Ronnie Colbert, Consumer
Tammy Miller, Magellan Behavioral Health – Quality Improvement
Tisbine Moussa, Northampton County HealthChoices QA
Deb Nunes, Northampton County HealthChoices Coordinator
Allison Frantz, Lehigh County HealthChoices Coordinator
Diane Marciano, Magellan Behavioral Health CMC General Manager

Deb Nunes chaired the meeting.

- **Introductions and Opening Remarks**
 - Introductions of participants
 - **Review and approval of November 2012 Meeting Minutes** – no changes denoted and Deb commented that having clerical issues that will eventually be resolved
 - **Community HealthCare Alliance Report**
 - Ronnie commented that Haven House is doing well and thanked everyone for his Recovery Award presented to him earlier this month
 - He is again co-leading a group having to do with insurance assistance to consumers; helps with the formulary books
 - Kim commented on adults
 - PA mentor moved to new location
 - NHS EAC hoping to move to new location over summer and beginning fall
 - Commented on the MBH Recovery Awards celebration
 - Mental Health Awareness Walk was very well attend and even more than last year
 - Pat McGarry commented on children's
 - Nothing more to add
 - **Quality Improvement Highlights**
 - Satisfaction Survey Results
- Consumer/Family Satisfaction Team: 2012 Year End

Northampton County: 73 adults, 160 parents/guardians, & 3 children/ adolescents = 236 total surveyed.

17 of 23 questions scored $\geq 95\%$ and 3 of 23 questions scored between 90% - 94%.

2 questions scored 100%:

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

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

No questions scored below the 85% threshold.

Lehigh County: 136 adults, 191 parents/guardians were surveyed & 2 children/ adolescents = 329 total surveyed.

19 of 23 questions scored $\geq 95\%$ and 3 of 23 questions scored between 90% - 94%.

No questions scored 100%

No questions scored below the 85% threshold.

Lehigh County

Adults:

2546 surveys were delivered; 380 respondents (14.9% cooperation rate compared to 2011 cooperation rate of 16.4%).

Overall satisfaction with services and treatment=**87.8%** (compared to 89.4% in 2011)

Three questions with *highest* scores:

Q14. I felt comfortable asking questions about my treatment and medication. 88.0%

Q06. I would recommend this agency to a friend or family member. 86.3%

Q04. I like the services that I received from my provider. 86.0% (*also scored in top 3 last year*)

Three questions with *lowest* scores: (*same 3 questions as last year*)

Q31. I do better in school and/or at work. 41.5%

Q32. My symptoms are not bothering me as much. 47.4%

Q30. I am more comfortable in social situations. 49.4%

Minors:

1658 surveys were delivered; 219 respondents (13.2% cooperation rate compared to 2011 cooperation rate of 15.4%).

Overall satisfaction with services and treatment=**83.4%** (compared to 86.4% in 2011)

Three questions with highest scores: (*same 3 questions as last year*)

Q21. I participated in my child's treatment. 93.9% (*also scored in top 3 last year*)

Q14. I felt comfortable asking questions about my child's treatment and medication. 90.9%

Q16. My family was given information about our rights. 89.7% (*also scored in top 3 last year*)

Three questions with lowest scores: (*same 3 questions as last year*)

Q30. My child's symptoms are not bothering him/her as much. 52.0%

Q31. I am satisfied with our family life right now. 59.4%

Q26. My child is better able to cope when things go wrong. 62.1%

Northampton County

Adults:

1959 surveys were delivered; 388 respondents (19.7% cooperation rate compared to 2011 cooperation rate of 18.2%).

Overall satisfaction with services and treatment=**89.0%** (compared to 89.8% in 2011)

Three questions with highest scores: *(same 3 questions as last year)*

Q22. Staff members respected my wishes about who was and who was not given information about my treatment. 87.3%

Q16. I was given information about my rights. 87.0%

Q14. I felt comfortable asking questions about my treatment and medication. 85.8%

Three questions with lowest scores:

Q32. My symptoms are not bothering me as much. 40.1% *(also scored in top 3 last year)*

Q31. I do better in school and/or at work. 43.3% *(also scored in top 3 last year)*

Q30. I am more comfortable in social situations. 46.3%

Minors:

994 surveys were delivered; 158 respondents (15.8% cooperation rate compared to 2011 cooperation rate of 19.8%).

Overall satisfaction with services and treatment=**83.3%** (compared to 84.5% in 2011)

Three questions with highest scores:

Q21. I participated in my child's treatment. 96.0% *(also scored in top 3 last year)*

Q16. My family was given information about our rights. 86.8%

Q10. Services were available at times that were good for us. 84.9%

Three questions with lowest scores:

Q30. My child's symptoms are not bothering him/her as much. 54.4% *(also scored in top 3 last year)*

Q31. I am satisfied with our family life right now. 55.6% *(also scored in top 3 last year)*

Q26. My child is better able to cope when things go wrong. 55.9%

Since the Lehigh Valley CMC has a "bi-county" network of providers, results were the same for the Lehigh County report and the Northampton County report.

Cooperation Rate = 27.1% (58/214) *Compared to 35.2% (83/236) in 2011*

Overall satisfaction = 98.3% (2011=94.0%) (2010 = 94.9%)

Highest scoring questions:

Q11. Professional behavior and courtesy of Magellan staff: (100%)

Q35. (compared to other managed care companies)-Case management process: (98.2%)

Q22. Timeliness of receiving payment after claims are submitted, compared to 6 months ago: (98.1%)

Q23. Accuracy of your claims payment based on your contracted rate, compared to 6 months ago: (98.1%)

Lowest scoring questions:

Q28a. Has the Provider Manual been helpful: (81.6%)

Q28. Have you received a copy of the Magellan Provider Manual: (83.3%)

Q14. Child care management process: number of sessions authorized: (85.7%)

A total of 120 surveys were distributed by Magellan to 6 D/A providers to distribute to members following office visits/admissions. A postage-paid envelope was also included for the purpose of returning the completed surveys to Magellan.

45 surveys were returned for a response rate of 37.5%. (compared to 43 surveys and response rate of 35.8% in 2011). Overall satisfaction with your provider = 100% (compared to 97.7% in 2011)

Four questions with highest scores (Three questions were tied):

Q22. Staff members respected my wishes about who was and who was not given information about my treatment. 97.8%

Q06. I would recommend this agency to a friend or family member. 97.7%

Q08. Staff members were willing to see me as often as I felt it was necessary. 97.7%

Q10. Services were available at times that were good for me. 97.7%

Four questions with lowest scores:

Q33. My housing situation has improved. 65.7% (*compared to 67.5% in 2011*)

Q31. I do better in school and/or at work. 75.0% (*compared to 56.7% in 2011*)

Q18. My cultural preferences and race/ethnic background were included in planning services I received. 82.0%

Q13. I was able to see a psychiatrist when I wanted to. 83.3%

▪ **Magellan Updates**

- Binkley-Kanavy FWA Audit occurred on 2/27/13 and went well and also TPL audit went well with no issues of compliance, etc.
- LGBTQI Training occurred and 2 CM participated and the CMs are certified as trainers
 - Toolkit discussed with OMHSAS Ginny Dikeman and discussed ways to roll out the training to providers and clinicians
 - Cultural Competency providers will discuss how to incorporate this into that program
- My Life update is that the kids did go to the Harrisburg capital trip and over 50 kids participated and met with representatives to discuss issues
- Recovery Celebration occurred on 4/26/13 and went well to recognize individuals and providers with regards to recovery
- Network team provided a provider billing webinar and presentation given and about 153 individuals signed on for the webinar; there was lots of discussion and assistance given

▪ **Lehigh County Updates**

- Lehigh County Drop-Center opened on May 1st. It is operated by Goodwill and located in the same building as their clubhouse.
- Pat McGarry updated on the respite program and that it is going well. There have been 2 events in the program. They are also looking for preferences for activities and time frames the participants would like. Friday late afternoons were indicated. Valley Youth House Respite is working with Staffing Plus to help with coverage. They plan to hire 2 mental health aides to cover the cases

▪ **Northampton County Updates**

- Deb commented on RHD ACR that will be located in Easton on 13th and Bushkill St. in old doctor office building and will need to finish zoning and renovate

- NHS permanent EAC site is going through final sales to get moving to renovate
- CIU #20 plan approved and program description with budget will be going to SSRC shortly for approval
- Butler St Independent living is looking through parking lot issues and getting them resolved
- Deb discussed that we may be doing systems of care in the county
- Deb also indicated interest for a housing plan - especially bringing back the bridge leasing program
- Deb commented on the new building and the buzz associated with it having all human services in one building
- **Next Meeting is September 19, 2013.**
 - Any information that needs to be distributed can be sent in and will then be forward to the group
- **Adjournment**