

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

4th Quarter

October 1, 2015 to December 31, 2015

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 71 individuals from Lehigh County were visited.

Question #1

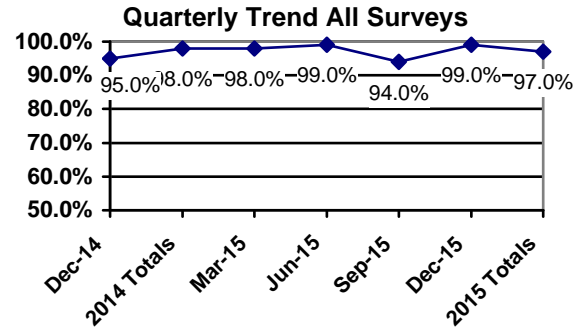
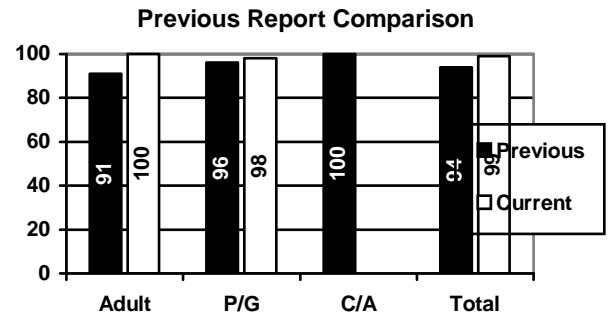
I am pleased with the quality of services provided to me.

4th Quarter (10/01/15 - 12/31/15)

	Adults	P/G	C/A	Total
Yes	15(100%)	55(98%)		70(99%)
No		1(2%)		1(1%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	100(95%)	223(98%)	1(100%)	324(97%)
No	5(5%)	4(2%)		9(3%)
DNR				
Total	105	227	1	333



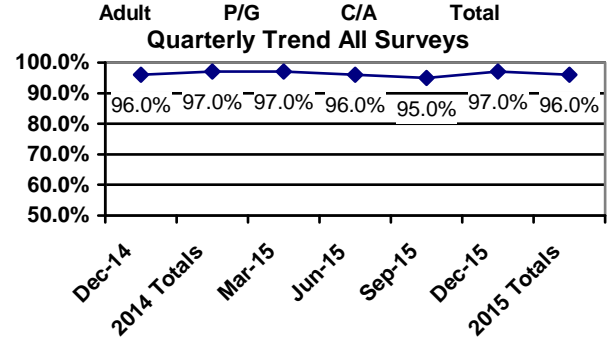
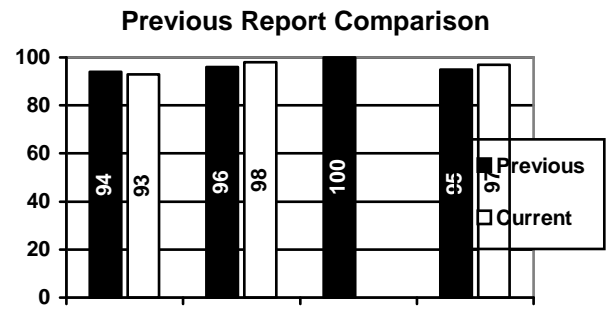
Question #2

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

	Adults	P/G	C/A	Total
Yes	14(93%)	54(98%)		68(97%)
No	1(7%)	1(2%)		2(3%)
DNR		1		1
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(94%)	217(97%)	1(100%)	317(96%)
No	6(6%)	7(3%)		13(4%)
DNR		3		3
Total	105	227	1	333



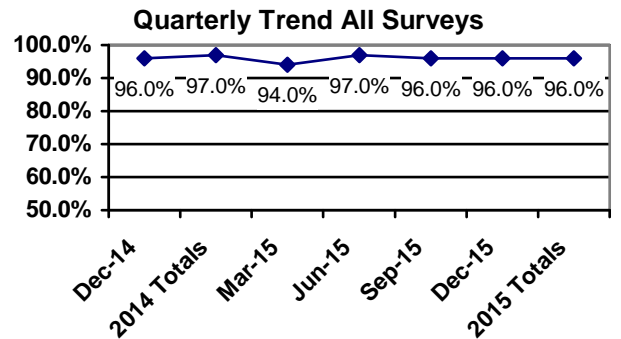
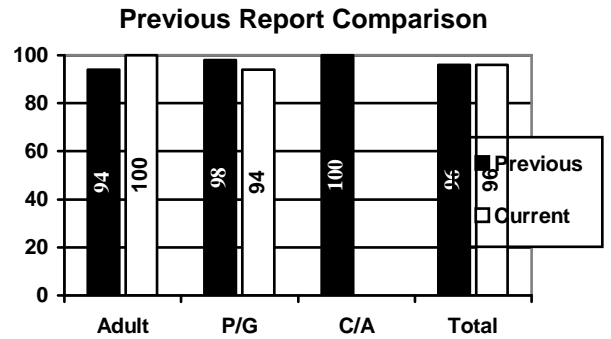
Question #3

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

	Adults	P/G	C/A	Total
Yes	15(100%)	51(94%)		66(96%)
No		3(6%)		3(4%)
DNR		2		2
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	100(96%)	213(96%)	1(100%)	314(96%)
No	4(4%)	10(4%)		14(4%)
DNR	1	4		5
Total	105	227	1	333



Question #4

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

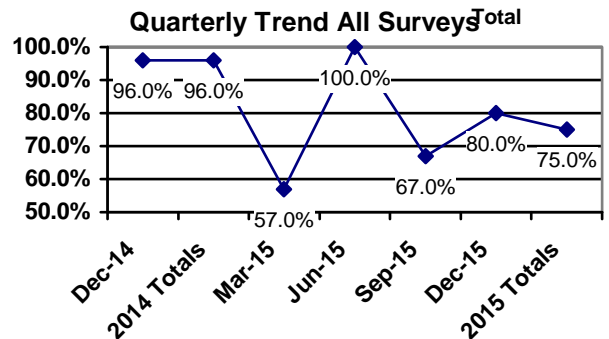
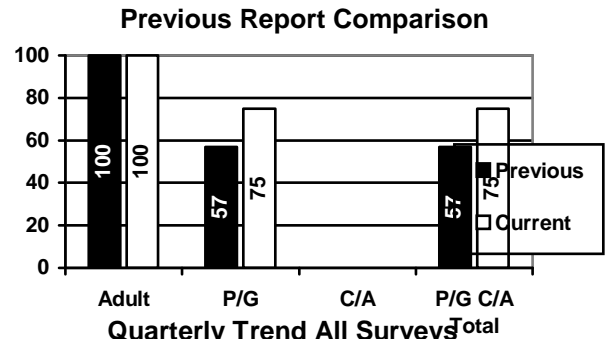
	Adults
Yes	1(100%)
No	
DNR	14
Total	15

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	3(75%)		3(75%)
No	1(25%)		1(25%)
DNR	52		52
Total	56		56

Cumulative Yearly Totals

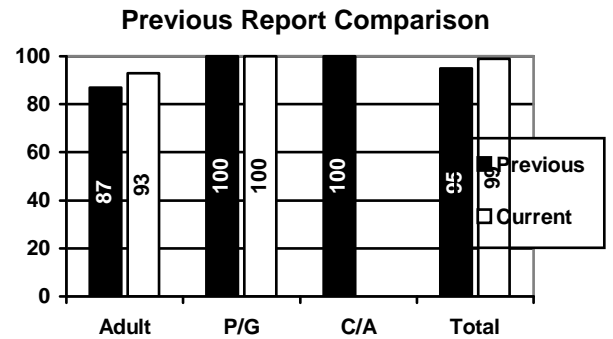
	Adults	P/G	C/A	Total
Yes	15(100%)	15(60%)		30(75%)
No		10(40%)		10(25%)
DNR	90	202	1	293
Total	105	227	1	333



Question #5

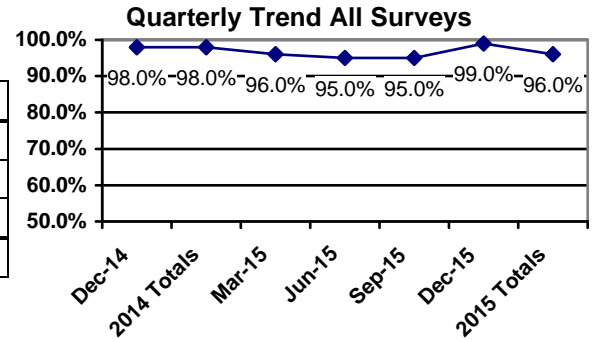
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	14(93%)	55(100%)		69(99%)
No	1(7%)			1(1%)
DNR		1		1
Total	15	56		71



Cumulative Yearly Totals

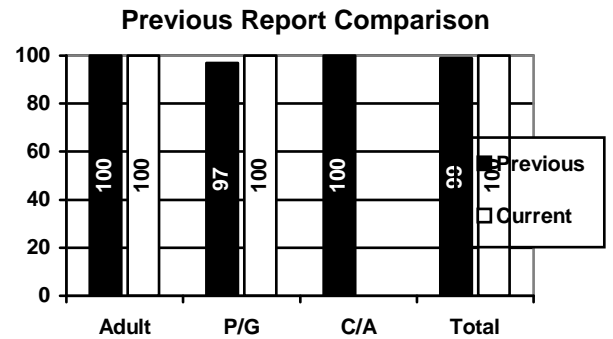
	Adults	P/G	C/A	Total
Yes	95(91%)	221(98%)	1(100%)	317(96%)
No	9(9%)	5(2%)		14(4%)
DNR	1	1		2
Total	105	227	1	333



Question #6

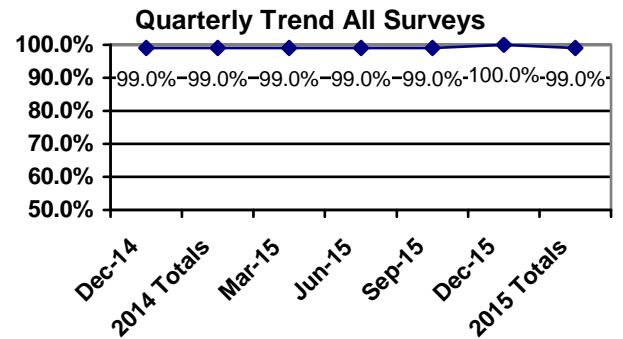
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	14(100%)	54(100%)		68(100%)
No				
DNR	1	2		3
Total	15	56		71



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	93(99%)	212(99%)	1(100%)	306(99%)
No	1(1%)	2(1%)		3(1%)
DNR	11	13		24
Total	105	227	1	333



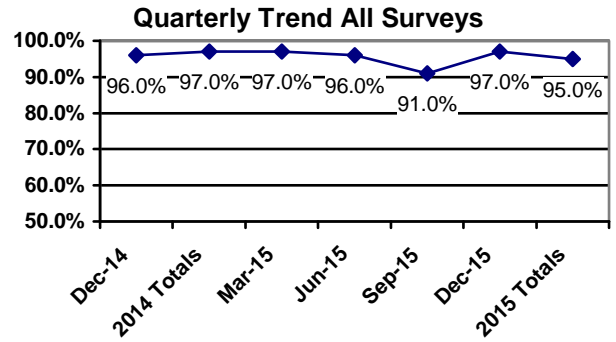
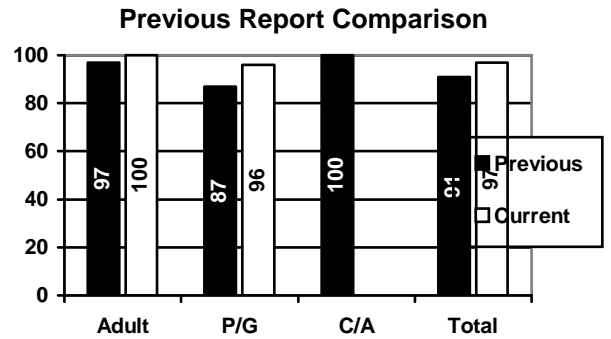
Question #7

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

	Adults	P/G	C/A	Total
Yes	15(100%)	54(96%)		69(97%)
No		2(4%)		2(3%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	97(95%)	216(95%)	1(100%)	314(95%)
No	5(5%)	11(5%)		16(5%)
DNR	3			3
Total	105	227	1	333



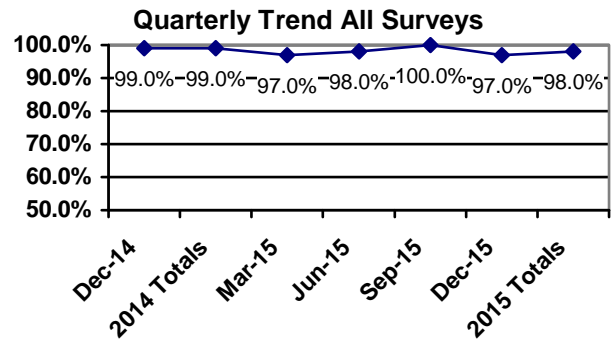
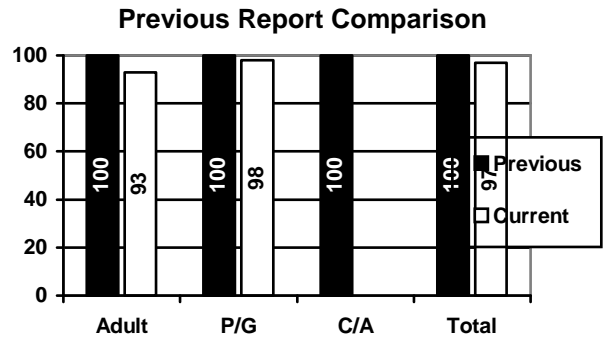
Question #8

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

	Adults	P/G	C/A	Total
Yes	14(93%)	55(98%)		69(97%)
No	1(7%)	1(2%)		2(3%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	102(97%)	222(98%)	1(100%)	325(98%)
No	3(3%)	4(2%)		7(2%)
DNR		1		1
Total	105	227	1	333



Question #9

The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	15(100%)	56(100%)		71(100%)
No				
DNR				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	104(99%)	227(100%)	1(100%)	332(99%)
No	1(1%)			1(<1%)
DNR				
Total	105	227	1	333

Question #10

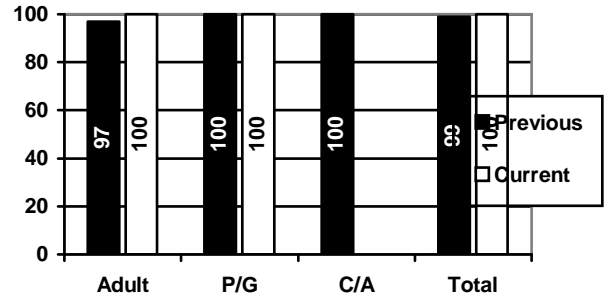
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	15(100%)	54(96%)		69(97%)
No		2(4%)		2(3%)
DNR				
Total	15	56		71

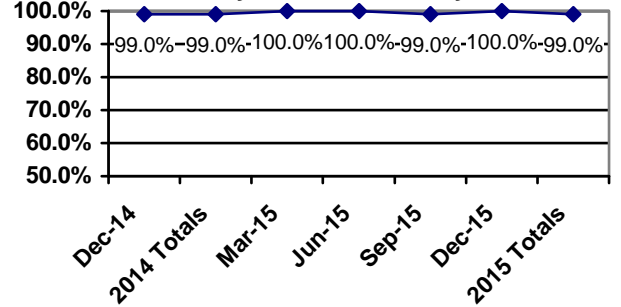
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(94%)	221(97%)	1(100%)	321(96%)
No	6(6%)	6(3%)		12(4%)
DNR				
Total	105	227	1	333

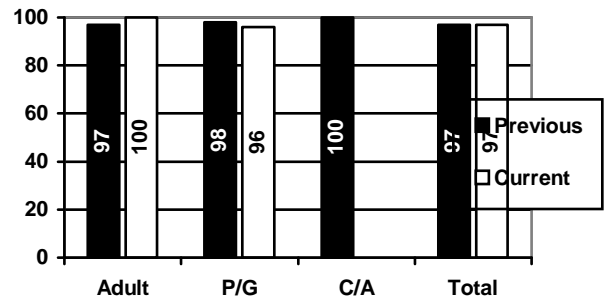
Previous Report Comparison



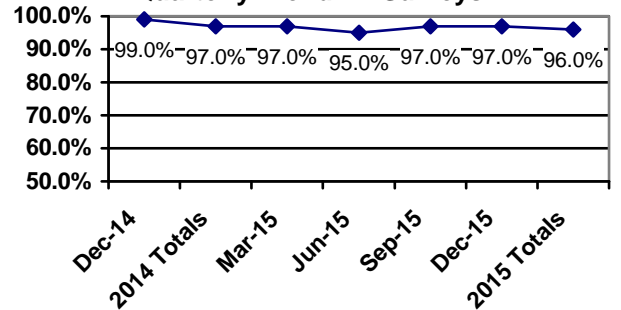
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



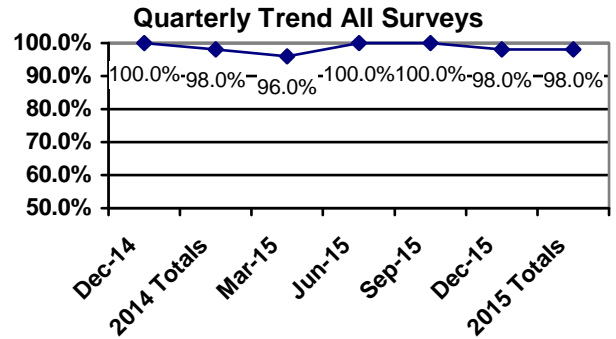
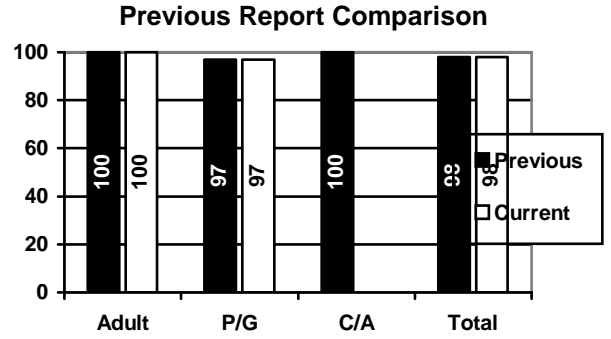
Question #11

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	10(100%)	36(97%)		46(98%)
No		1(3%)		1(2%)
DNR	5	19		24
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	73(100%)	139(97%)	1(100%)	213(98%)
No		4(3%)		4(2%)
DNR	32	84		116
Total	105	227	1	333



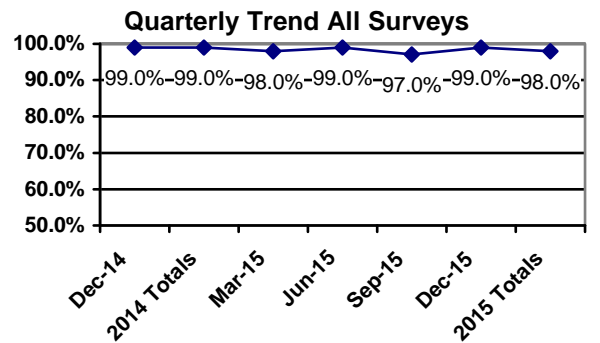
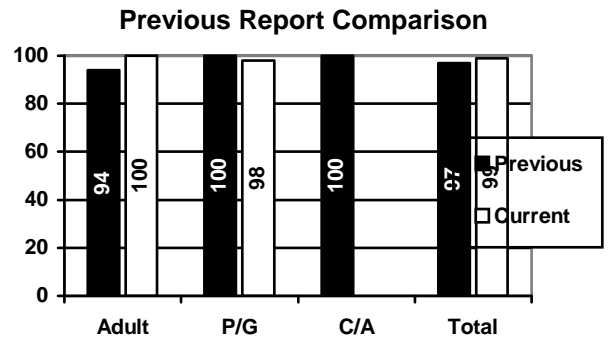
Question #12

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

	Adults	P/G	C/A	Total
Yes	15(100%)	55(98%)		70(99%)
No		1(2%)		1(1%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	101(96%)	225(99%)	1(100%)	327(98%)
No	4(4%)	2(1%)		6(2%)
DNR				
Total	105	227	1	333



Question #13

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

	Adults	P/G	C/A	Total
Yes	13(87%)	51(91%)		64(90%)
No	2(13%)	5(9%)		7(10%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	101(96%)	217(96%)	1(100%)	319(96%)
No	4(4%)	10(4%)		14(4%)
DNR				
Total	105	227	1	333

Question #14

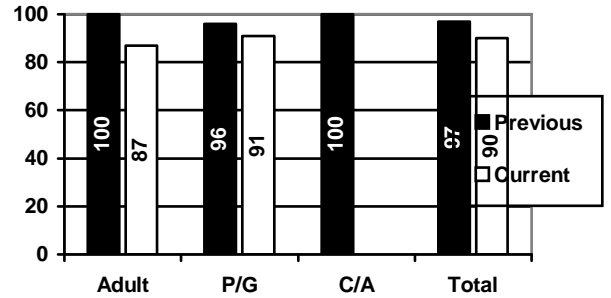
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	15(100%)	54(96%)		69(97%)
No		2(4%)		2(3%)
DNR				
Total	15	56		71

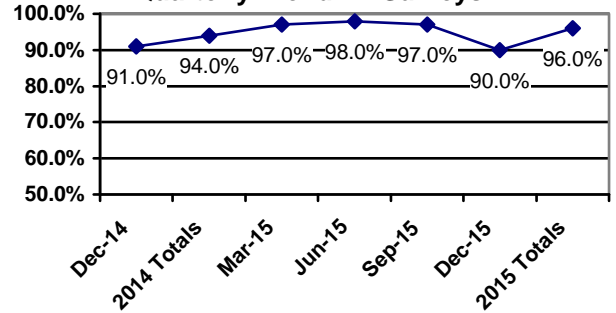
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(94%)	222(98%)	1(100%)	322(97%)
No	6(6%)	4(2%)		10(3%)
DNR		1		1
Total	105	227	1	333

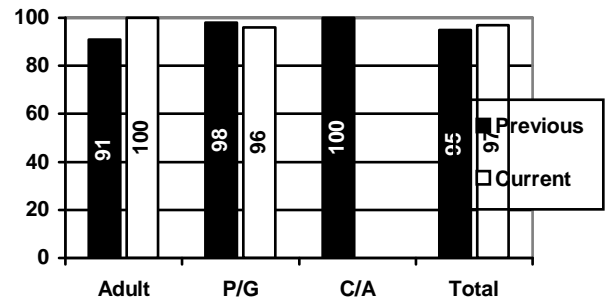
Previous Report Comparison



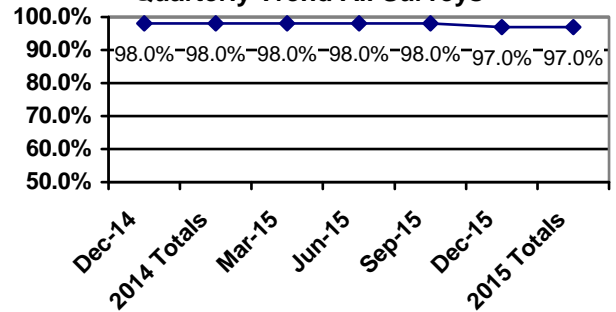
Quarterly Trend All Surveys



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	14(93%)	52(93%)		66(93%)
No	1(7%)	4(7%)		5(7%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	96(91%)	211(93%)		307(92%)
No	9(9%)	16(7%)	1(100%)	26(8%)
DNR				
Total	105	227	1	333

Question #16

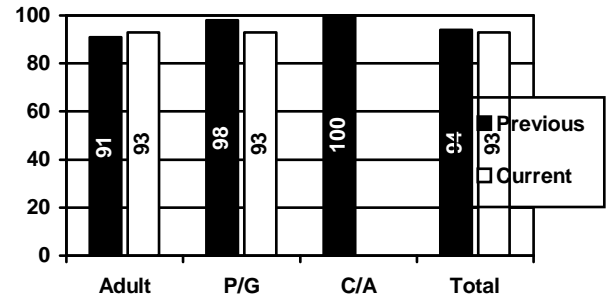
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	1(100%)	6(100%)		7(100%)
No				
N/A	14	50		64
Total	15	56		71

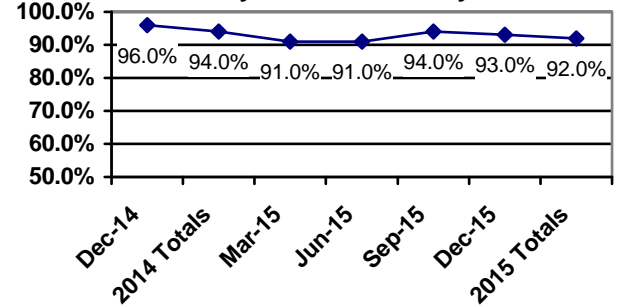
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	5(100%)	19(86%)		24(89%)
No		3(14%)		3(11%)
DNR	100	205	1	306
Total	105	227	1	333

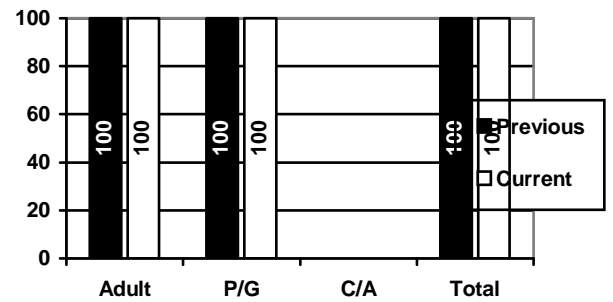
Previous Report Comparison



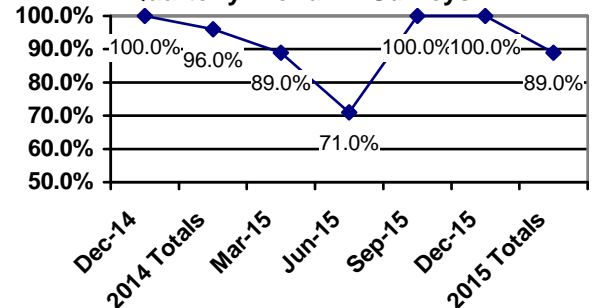
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys

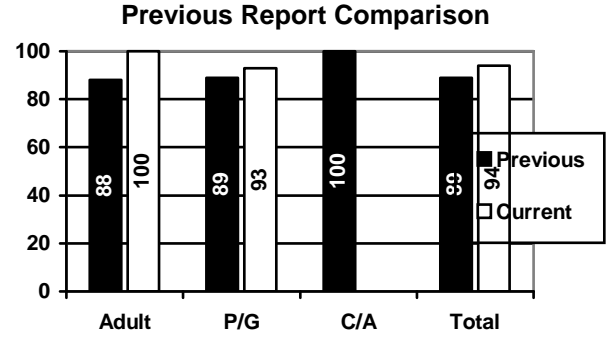


Note: Individuals listed as DNR responded as not having used the complaint or grievance process.

Question #17

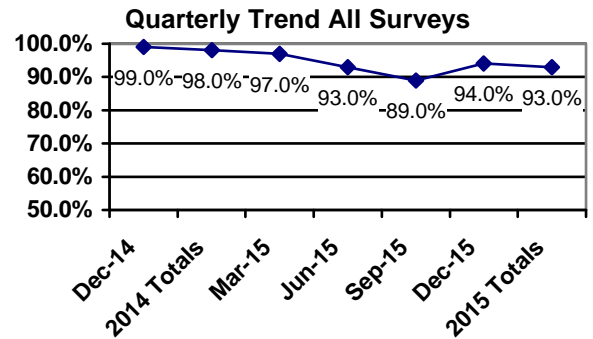
It is clear to me that I, not the professionals, am responsible for deciding what services are provided to me.

	Adults	P/G	C/A	Total
Yes	15(100%)	51(93%)		66(94%)
No		4(7%)		4(6%)
DNR		1		1
Total	15	56		71



Cumulative Yearly Totals

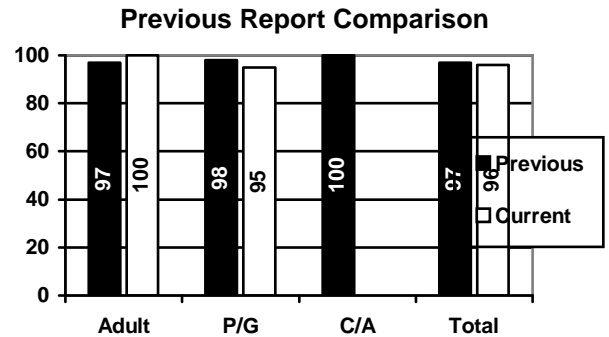
	Adults	P/G	C/A	Total
Yes	98(93%)	209(93%)	1(100%)	308(93%)
No	7(7%)	15(7%)		22(7%)
DNR		3		3
Total	105	227	1	333



Question #18

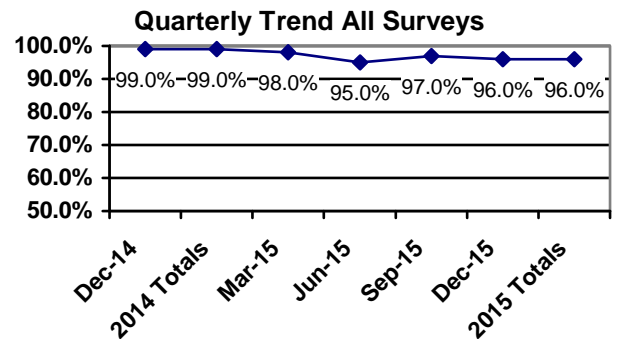
I am pleased with the physical environment where I receive services.

	Adults	P/G	C/A	Total
Yes	15(100%)	53(95%)		68(96%)
No		3(5%)		3(4%)
DNR				
Total	15	56		71



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	100(95%)	219(97%)	1(100%)	320(96%)
No	5(5%)	7(3%)		12(4%)
DNR		1		1
Total	105	227	1	333



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	15(100%)	55(98%)		70(99%)
No		1(2%)		1(1%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

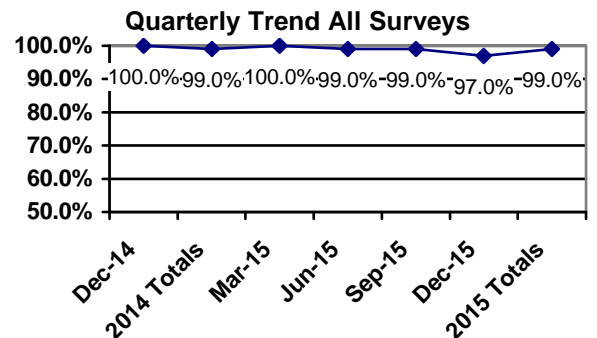
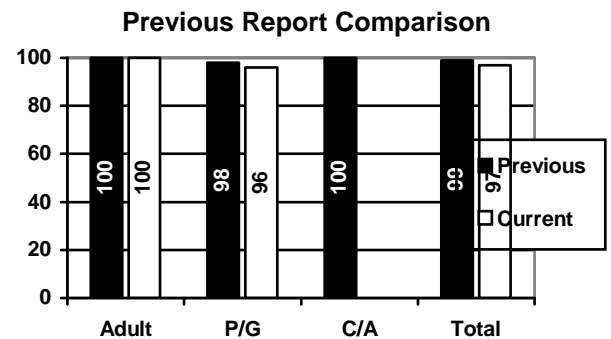
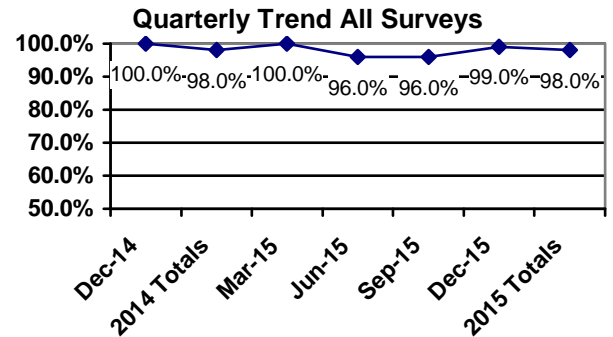
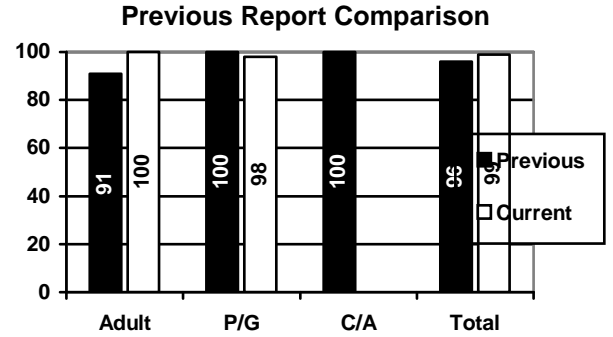
	Adults	P/G	C/A	Total
Yes	99(94%)	225(99%)	1(100%)	325(98%)
No	6(6%)	2(1%)		8(2%)
DNR				
Total	105	227	1	333

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	15(100%)	54(96%)		69(97%)
No		2(4%)		2(3%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	104(99%)	224(99%)	1(100%)	329(99%)
No	1(1%)	3(1%)		4(1%)
DNR				
Total	105	227	1	333



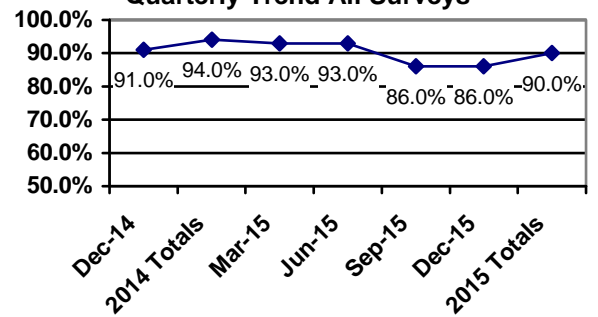
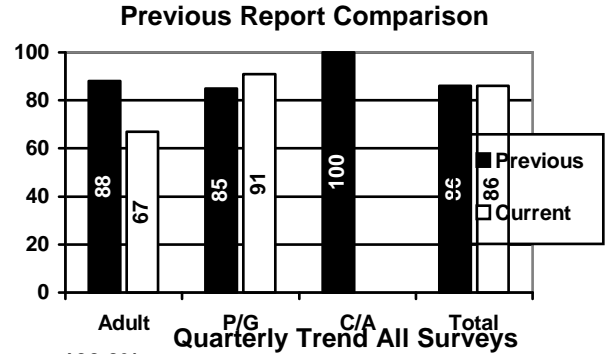
Question #20

My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	10(67%)	51(91%)		61(86%)
No	5(33%)	5(9%)		10(14%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	91(88%)	207(91%)	1(100%)	299(90%)
No	13(12%)	20(9%)		33(10%)
DNR	1			1
Total	105	227	1	333



Question #21

Adults:

I am treated with respect during my treatment.

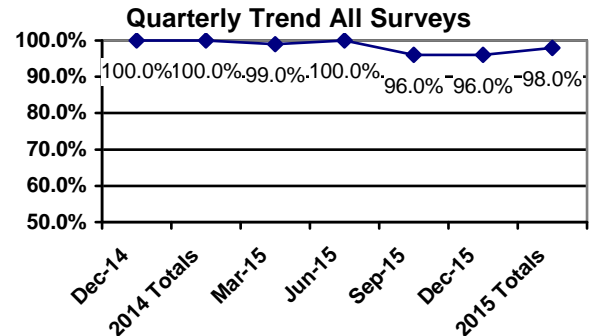
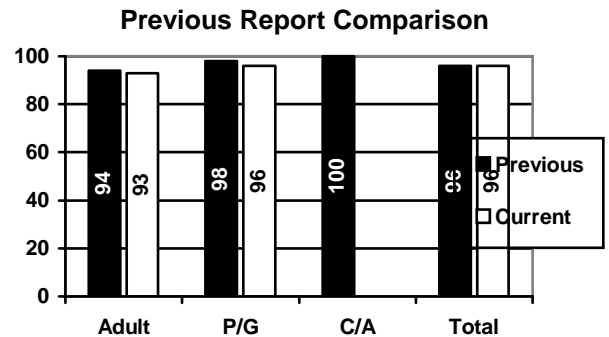
Parent/Guardian, Child Adolescent:

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

	Adults	P/G	C/A	Total
Yes	14(93%)	54(96%)		68(96%)
No	1(7%)	2(4%)		3(4%)
DNR				
Total	15	56		71

Cumulative Yearly Totals

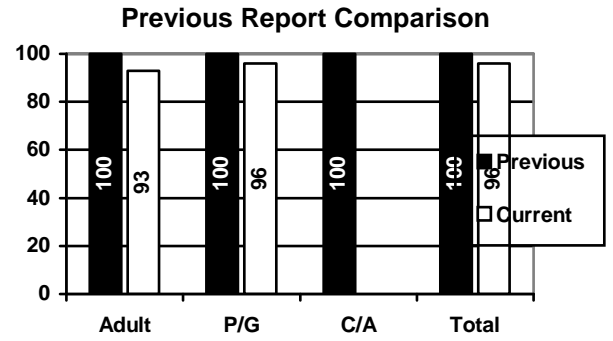
	Adults	P/G	C/A	Total
Yes	102(97%)	223(98%)	1(100%)	326(98%)
No	3(3%)	4(2%)		7(2%)
DNR				
Total	105	227	1	333



Question #22

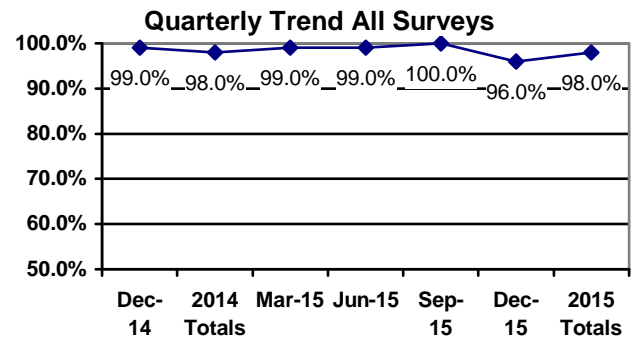
Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	14(93%)	54(96%)		68(96%)
No	1(7%)	2(4%)		3(4%)
DNR				
Total	15	56		71



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	104(99%)	223(98%)	1(100%)	328(98%)
No	1(1%)	4(2%)		5(2%)
DNR				
Total	105	227	1	333



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)	12(80%)	46(82%)		58(82%)
Sometimes	2(13%)	9(16%)		11(15%)
No (Never)	1(7%)	1(2%)		2(3%)
Did Not Answer				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	84(80%)	186(82%)	1(100%)	271(81%)
Sometimes	17(16%)	39(17%)		56(17%)
No (Never)	4(4%)	2(1%)		6(2%)
Did Not Answer				
Total	105	227	1	333

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	7(47%)	25(45%)		32(45%)
A Little Better	6(40%)	18(32%)		24(34%)
About the Same	1(6%)	12(21%)		13(18%)
A Little Worse		1(2%)		1(1%)
Much Worse	1(6%)			1(1%)
Did Not Respond				
Total	15	56		71

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Much Better	43(41%)	82(36%)	1(100%)	126(38%)
A Little Better	44(42%)	99(44%)		143(43%)
About the Same	15(14%)	42(18%)		57(17%)
A Little Worse	1(1%)	3(1%)		4(1%)
Much Worse	2(2%)	1(<1%)		3(1%)
Did Not Respond				
Total	105	227	1	333

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)	8(53%)
Sometimes	7(47%)
No (Never)	
DNR	
Total	15

	P/G	C/A	Total
Yes (Always)	1(2%)		1(2%)
Sometimes	19(34%)		19(34%)
No (Never)	36(64%)		36(64%)
DNR			
Total	56		56

Cumulative Yearly Totals

	Adults
Yes (Always)	70(67%)
Sometimes	33(31%)
No (Never)	2(2%)
DNR	
Total	105

	P/G	C/A	Total
Yes (Always)	1(<1%)		1(<1%)
Sometimes	72(31%)		72(31%)
No (Never)	154(68%)	1(100%)	155(68%)
DNR			
Total	227	1	228

Valley Comparison

Question 1

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

Question 2

	Adult	P/G	C/A	Total
Lehigh County	93%	98%		97%
Valley Average	93%	92%		92%

Question 3

	Adult	P/G	C/A	Total
Lehigh County	100%	94%		96%
Valley Average	100%	92%		94%

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	75%		80%
Valley Average	100%	67%		80%

Question 5

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

Question 6

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

Question 7

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

Question 8

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

Question 9

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

Question 10				
	Adult	P/G	C/A	Total
Lehigh County	100%	96%		97%
Valley Average	93%	93%		93%
Question 11				
	Adult	P/G	C/A	Total
Lehigh County	100%	97%		98%
Valley Average	100%	98%		99%
Question 12				
	Adult	P/G	C/A	Total
Lehigh County	100%	98%		99%
Valley Average	97%	98%		97%
Question 13				
	Adult	P/G	C/A	Total
Lehigh County	87%	91%		90%
Valley Average	90%	90%		90%
Question 14				
	Adult	P/G	C/A	Total
Lehigh County	100%	96%		97%
Valley Average	97%	92%		93%
Question 15				
	Adult	P/G	C/A	Total
Lehigh County	93%	93%		93%
Valley Average	86%	94%		92%
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%	93%		94%
Valley Average	97%	91%		92%
Question 18				
	Adult	P/G	C/A	Total
Lehigh County	100%	95%		96%
Valley Average	96%	97%		96%

Question 19A.

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

Question 19B.

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

Question 20

	Adult	P/G	C/A	Total
Lehigh County	67%	91%		86%
Valley Average	72%	88%		84%

Question 21

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

Question 22

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