

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

1st Quarter

January 1, 2016 to March 31, 2016

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 90 individuals from Lehigh County were visited.

Question #1

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

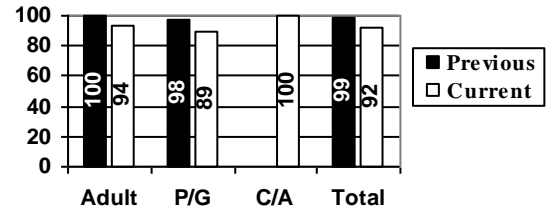
1st Quarter (01/01/16 - 03/31/16)

	Adults	P/G	C/A	Total
Yes	51(94%)	31(89%)	1(100%)	83(92%)
No	3(6%)	4(11%)		7(8%)
DNR				
Total	54	35	1	90

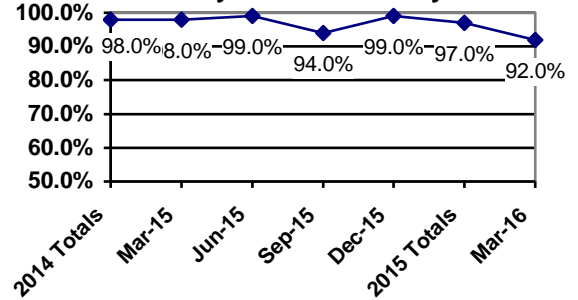
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

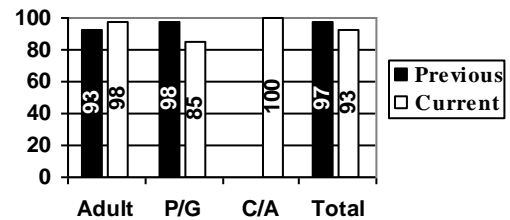
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	53(98%)	28(85%)	1(100%)	82(93%)
No	1(2%)	5(15%)		6(7%)
DNR		2		2
Total	54	35	1	90

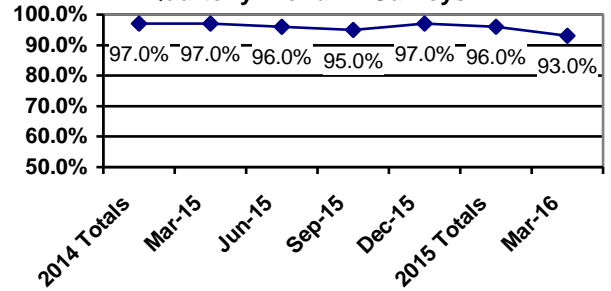
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

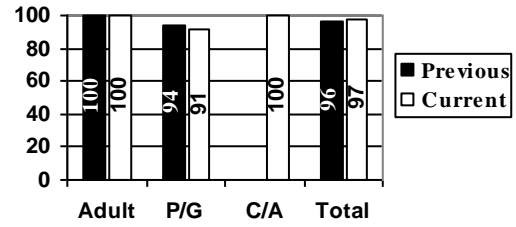
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	52(100%)	30(91%)	1(100%)	83(97%)
No		3(9%)		3(3%)
DNR	2	2		4
Total	54	35	1	90

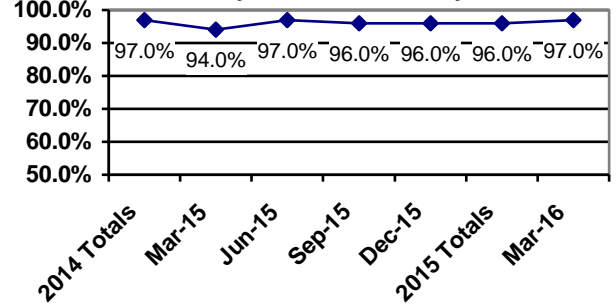
Previous Yearly Totals

	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

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	11(100%)
No	
DNR	43
Total	54

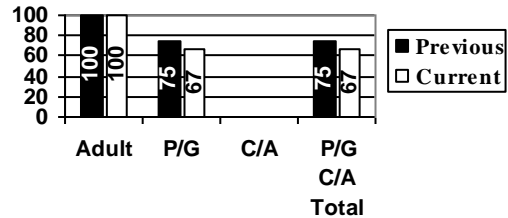
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	2(67%)		2(67%)
No	1(33%)		1(33%)
DNR	32	1	33
Total	35	1	36

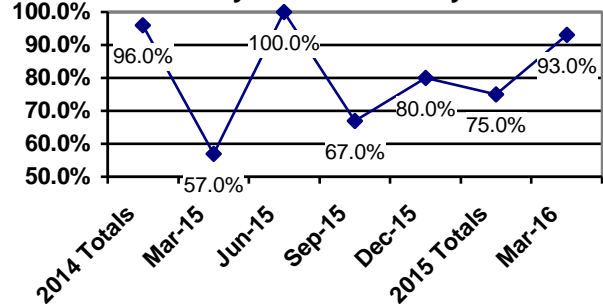
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys

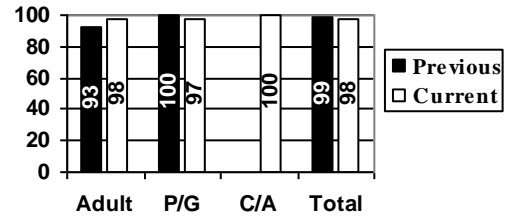


Question #5

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	52(98%)	33(97%)	1(100%)	86(98%)
No	1(2%)	1(3%)		2(2%)
DNR	1	1		2
Total	54	35	1	90

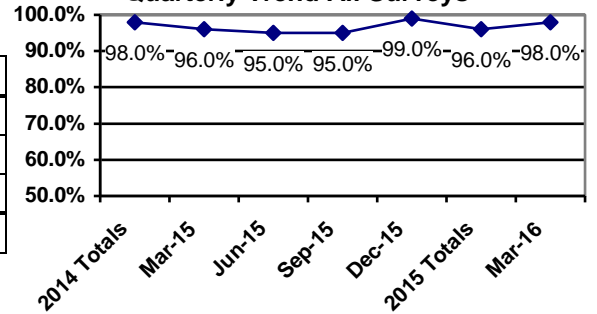
Previous Report Comparison



Previous 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

Quarterly Trend All Surveys

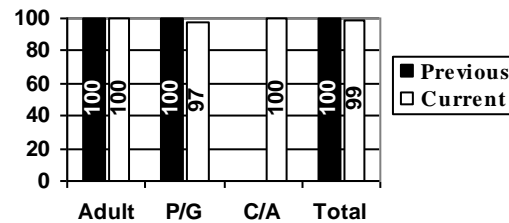


Question #6

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	47(100%)	34(97%)	1(100%)	82(99%)
No		1(3%)		1(1%)
DNR	7			7
Total	54	35	1	90

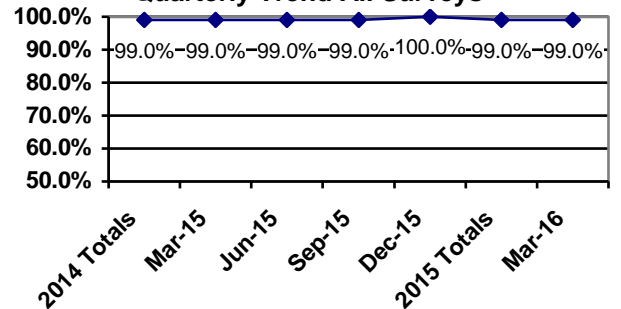
Previous Report Comparison



Previous 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

Quarterly Trend All Surveys



Question #7

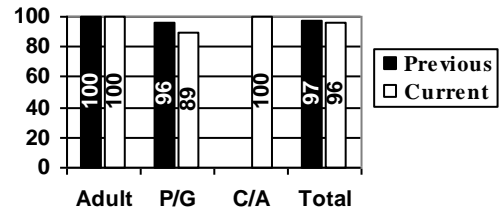
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	54(100%)	31(89%)	1(100%)	86(96%)
No		4(11%)		4(4%)
DNR				
Total	54	35	1	90

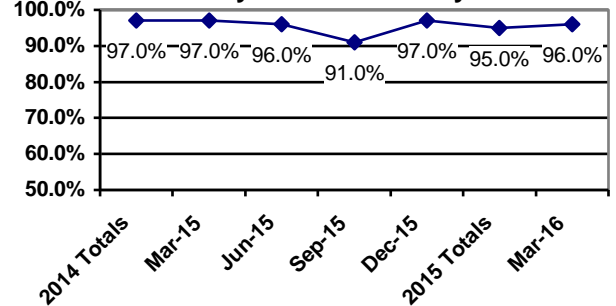
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

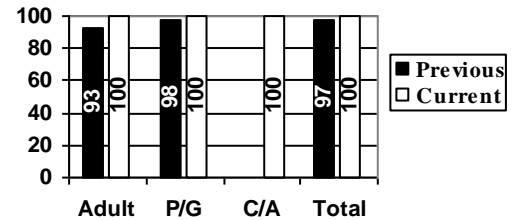
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	53(100%)	35(100%)	1(100%)	89(100%)
No				
DNR	1			1
Total	54	35	1	90

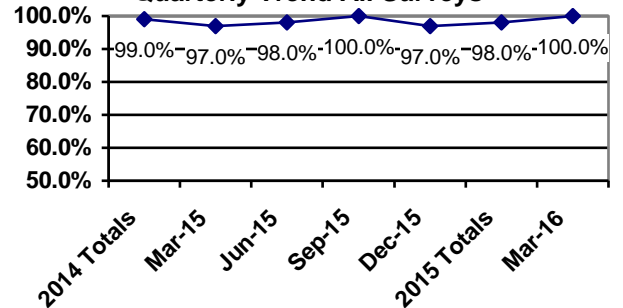
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

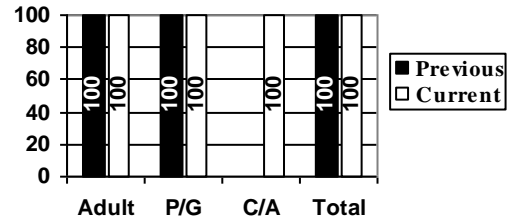
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	54(100%)	35(100%)	1(100%)	90(100%)
No				
DNR				
Total	54	35	1	90

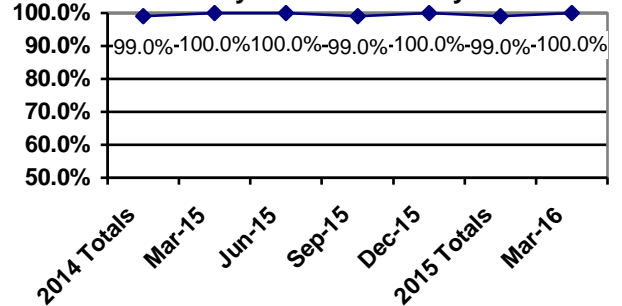
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

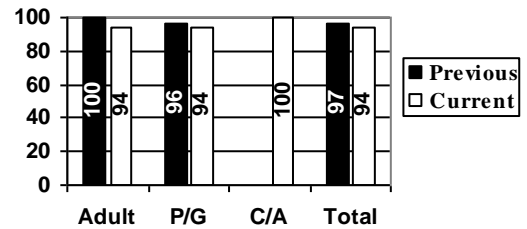
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	51(94%)	33(94%)	1(100%)	85(94%)
No	3(6%)	2(6%)		5(6%)
DNR				
Total	54	35	1	90

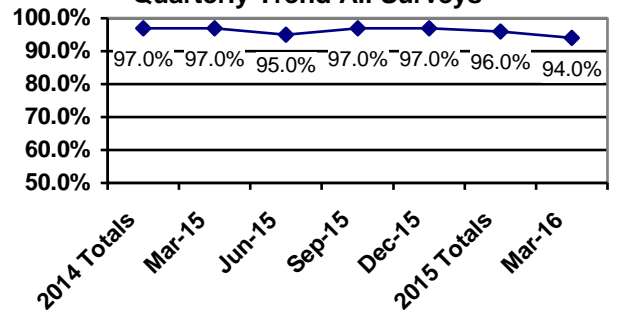
Previous Yearly Totals

	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



Question #11

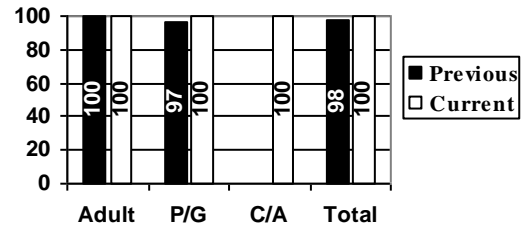
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	41(100%)	19(100%)	1(100%)	61(100%)
No				
DNR	13	16		29
Total	54	35	1	90

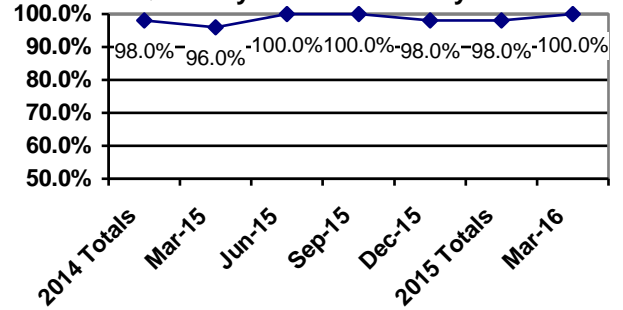
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys

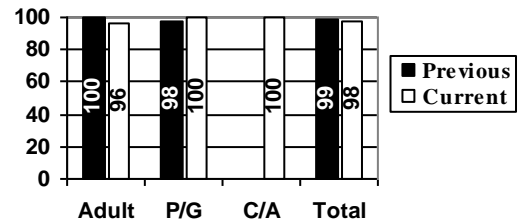


Question #12

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

	Adults	P/G	C/A	Total
Yes	52(96%)	35(100%)	1(100%)	88(98%)
No	2(4%)			2(2%)
DNR				
Total	54	35	1	90

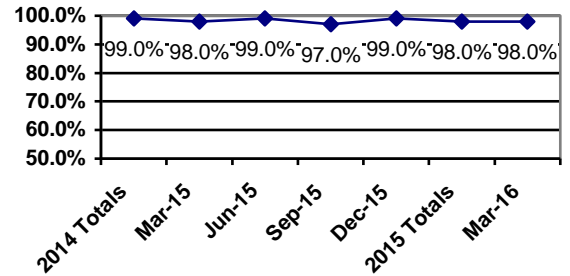
Previous Report Comparison



Previous 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

Quarterly Trend All Surveys



Question #13

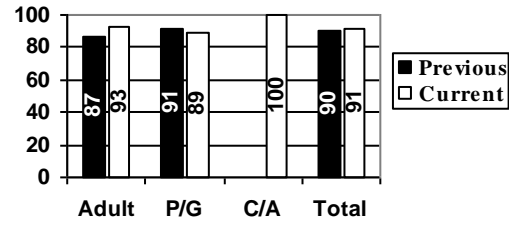
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	50(93%)	31(89%)	1(100%)	82(91%)
No	4(7%)	4(11%)		8(9%)
DNR				
Total	54	35	1	90

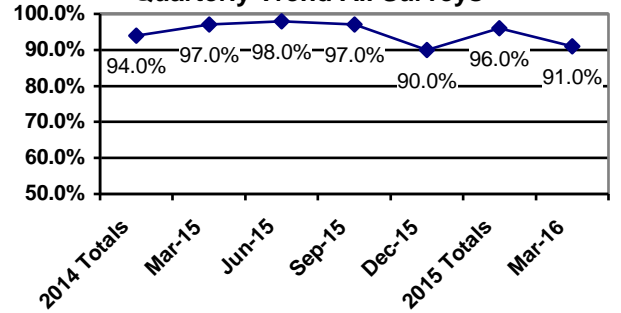
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

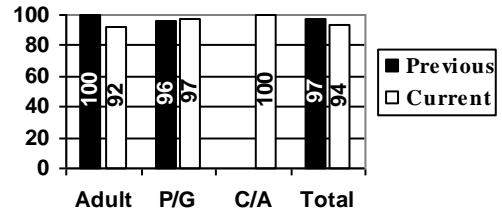
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	49(92%)	33(97%)	1(100%)	83(94%)
No	4(8%)	1(3%)		5(6%)
DNR	1	1		2
Total	54	35	1	90

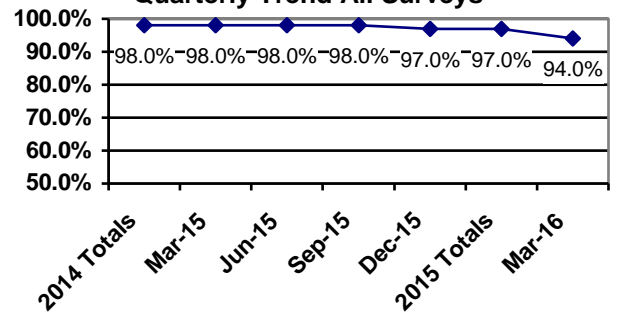
Pervious Yearly Totals

	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



Question #15

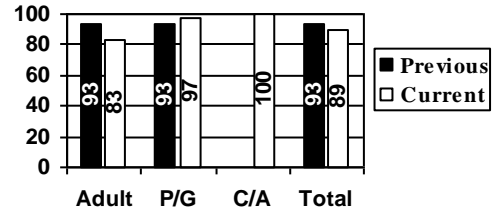
I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

	Adults	P/G	C/A	Total
Yes	44(83%)	33(97%)	1(100%)	78(89%)
No	9(17%)	1(3%)		10(11%)
DNR	1	1		2
Total	54	35	1	90

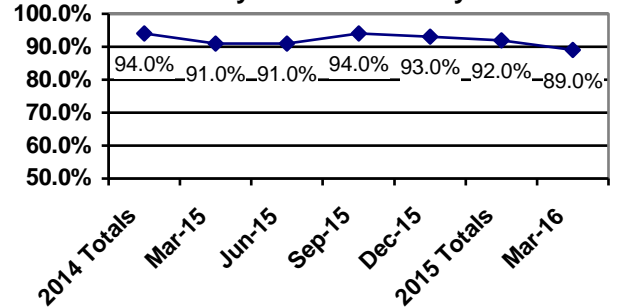
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys



Question #16

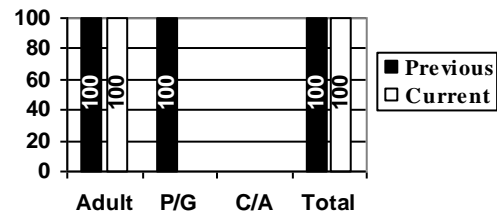
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	2(100%)			2(100%)
No				
N/A	52	35	1	88
Total	54	35	1	90

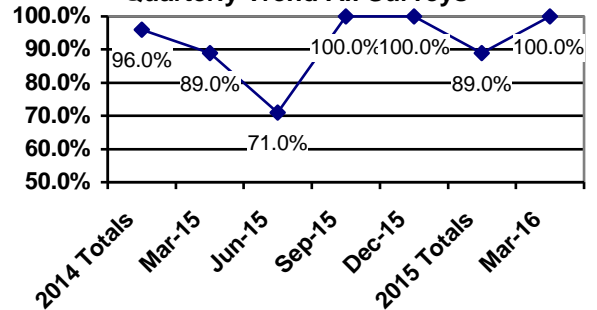
Previous Yearly Totals

	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



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	51(94%)	31(89%)	1(100%)	83(92%)
No	3(6%)	4(11%)		7(8%)
DNR				
Total	54	35	1	90

Previous 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

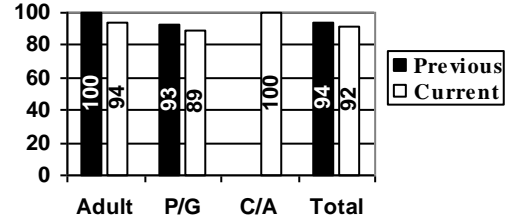
I am pleased with the physical environment where I receive services.

	Adults	P/G	C/A	Total
Yes	51(94%)	33(94%)	1(100%)	85(94%)
No	3(6%)	2(6%)		5(6%)
DNR				
Total	54	35	1	90

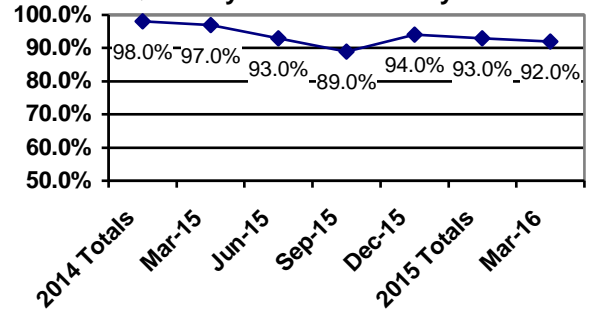
Previous Yearly Totals

	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

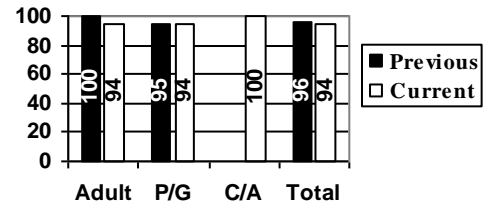
Previous Report Comparison



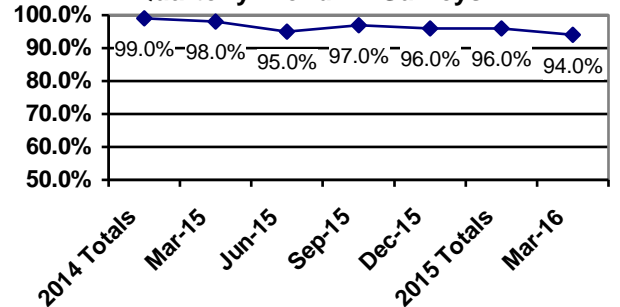
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Question #19

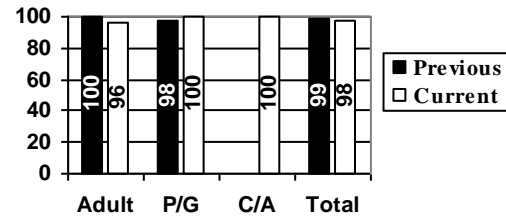
A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	52(96%)	35(100%)	1(100%)	88(98%)
No	2(4%)			2(2%)
DNR				
Total	54	35	1	90

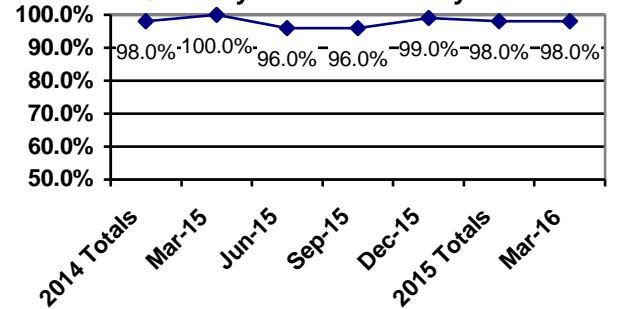
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys



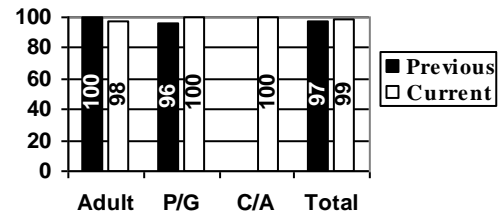
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	53(98%)	35(100%)	1(100%)	89(99%)
No	1(2%)			1(1%)
DNR				
Total	54	35	1	90

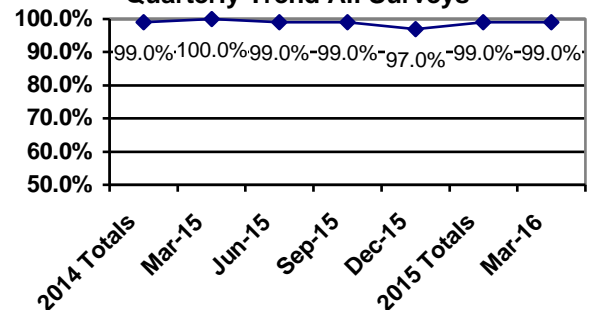
Previous Yearly Totals

	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

Previous Report Comparison



Quarterly Trend All Surveys



Question #20

My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	51(94%)	25(83%)	1(100%)	77(91%)
No	3(6%)	5(17%)		8(9%)
DNR		5		5
Total	54	35	1	90

Previous 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:

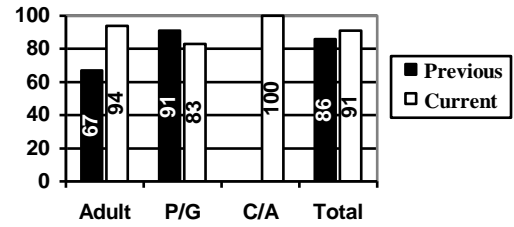
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	53(98%)	35(100%)	1(100%)	89(99%)
No	1(2%)			1(1%)
DNR				
Total	54	35	1	90

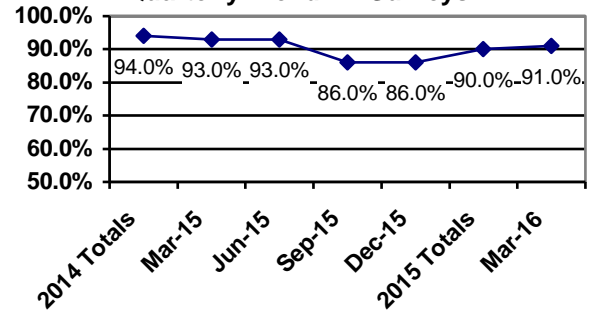
Previous Yearly Totals

	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

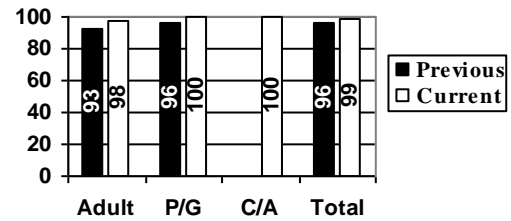
Previous Report Comparison



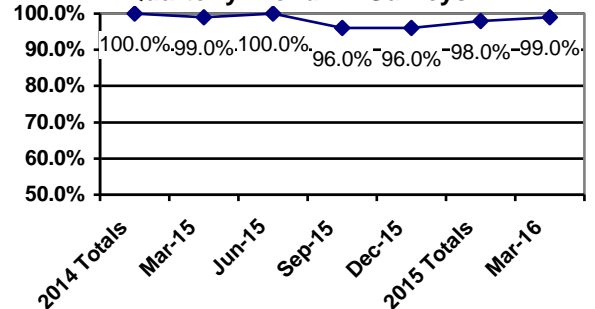
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys

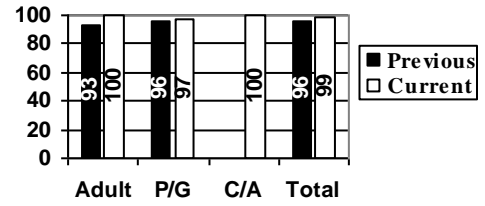


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	54(100%)	34(97%)	1(100%)	89(99%)
No		1(3%)		1(1%)
DNR				
Total	54	35	1	90

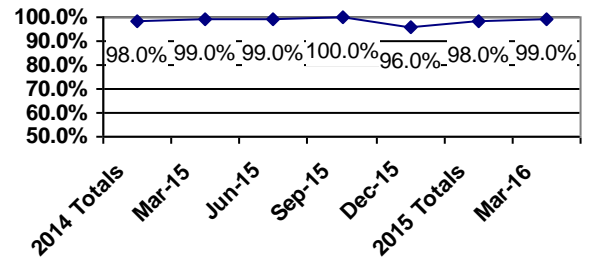
Previous Report Comparison



Previous 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

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)	40(74%)	31(91%)	1(100%)	72(81%)
Sometimes	12(22%)	3(9%)		15(17%)
No (Never)	2(4%)			2(2%)
Did Not Answer		1		1
Total	54	35	1	90

Previous 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	28(52%)	14(40%)	1(100%)	43(48%)
A Little Better	16(30%)	11(31%)		27(30%)
About the Same	9(16%)	7(20%)		16(18%)
A Little Worse	1(2%)	1(3%)		2(2%)
Much Worse		2(6%)		2(2%)
Did Not Respond				
Total	54	35	1	90

Previous 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)	45(83%)
Sometimes	7(13%)
No (Never)	2(4%)
DNR	
Total	54

	P/G	C/A	Total
Yes (Always)			
Sometimes	11(31%)		11(31%)
No (Never)	24(69%)	1(100%)	25(69%)
DNR			
Total	35	1	36

Previous 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	94%	89%	100%	92%
Valley Average	97%	86%	100%	93%

Question 2

	Adult	P/G	C/A	Total
Lehigh County	98%	85%	100%	93%
Valley Average	99%	86%	100%	94%

Question 3

	Adult	P/G	C/A	Total
Lehigh County	100%	91%	100%	97%
Valley Average	100%	89%	100%	96%

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	67%		93%
Valley Average	100%	75%		95%

Question 5

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

Question 6

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

Question 7

	Adult	P/G	C/A	Total
Lehigh County	100%	89%	100%	96%
Valley Average	99%	90%	100%	95%

Question 8

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

Question 9

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

Question 10

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

Question 11

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

Question 12

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

Question 13

	Adult	P/G	C/A	Total
Lehigh County	93%	89%	100%	91%
Valley Average	94%	92%	100%	93%

Question 14

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

Question 15

	Adult	P/G	C/A	Total
Lehigh County	83%	97%	100%	89%
Valley Average	93%	97%	100%	92%

Question 16

	Adult	P/G	C/A	Total
Lehigh County	100%			100%
Valley Average	100%	75%		83%

Question 17

	Adult	P/G	C/A	Total
Lehigh County	94%	89%	100%	92%
Valley Average	96%	92%	100%	94%

Question 18

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

Question 19A.

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

Question 19B.

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

Question 20

	Adult	P/G	C/A	Total
Lehigh County	94%	83%	100%	91%
Valley Average	95%	80%	100%	89%

Question 21

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

Question 22

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