

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

2nd Quarter

April 1, 2016 to June 30, 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 81 individuals from Lehigh County were visited.

Question #1

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

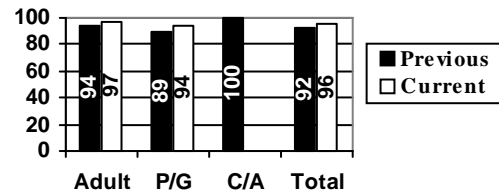
2nd Quarter (04/01/16 - 06/30/16)

	Adults	P/G	C/A	Total
Yes	61(97%)	17(94%)		78(96%)
No	2(3%)	1(6%)		3(4%)
DNR				
Total	63	18		81

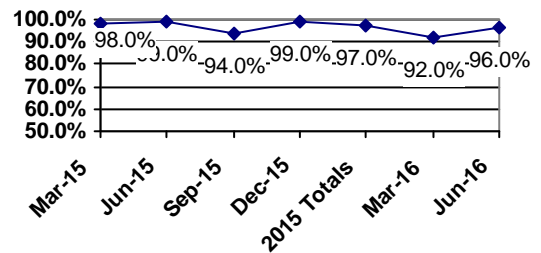
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	112(96%)	48(91%)	1(100%)	161(94%)
No	5(4%)	5(9%)		10(6%)
DNR				
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

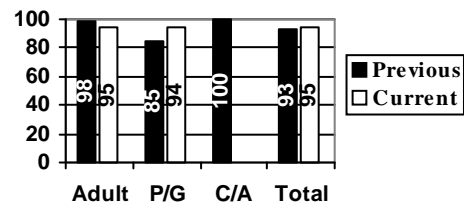
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	59(95%)	17(94%)		76(95%)
No	3(5%)	1(6%)		4(5%)
DNR	1			1
Total	63	18		81

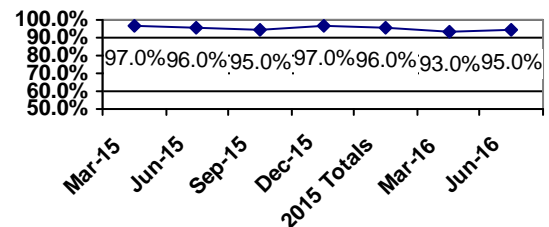
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	112(97%)	45(88%)	1(100%)	158(94%)
No	4(3%)	6(12%)		10(6%)
DNR	1	2		3
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

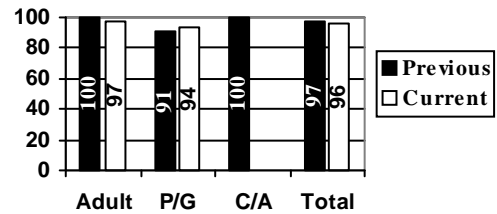
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	61(97%)	16(94%)		77(96%)
No	2(3%)	1(6%)		3(4%)
DNR		1		1
Total	63	18		81

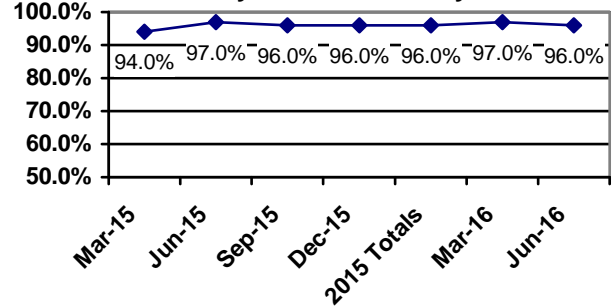
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	113(98%)	46(92%)	1(100%)	160(96%)
No	2(2%)	4(8%)		6(4%)
DNR	2	3		5
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys

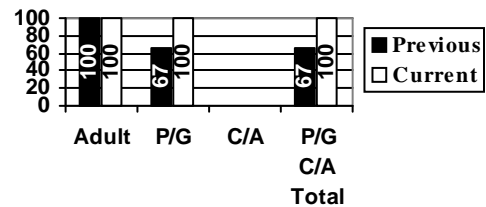


Question #4

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

	Adults
Yes	15(100%)
No	
DNR	48
Total	63

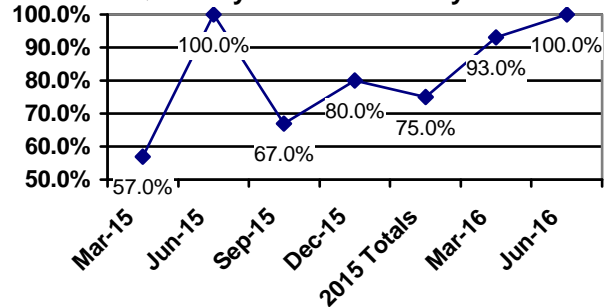
Previous Report Comparison



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	1(100%)		1(100%)
No			
DNR	17		17
Total	18		18

Quarterly Trend All Surveys



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	26(100%)	3(75%)		29(97%)
No		1(25%)		1(3%)
DNR	91	49	1	141
Total	117	53	1	171

Question #5

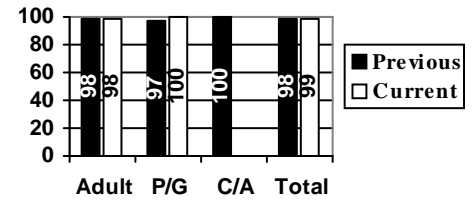
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	61(98%)	18(100%)		79(99%)
No	1(2%)			1(1%)
DNR	1			1
Total	63	18		81

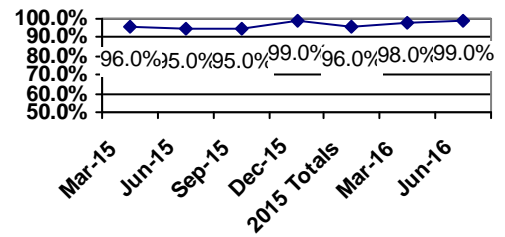
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	113(98%)	51(98%)	1(100%)	165(98%)
No	2(2%)	1(2%)		3(2%)
DNR	2	1		3
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys



Question #6

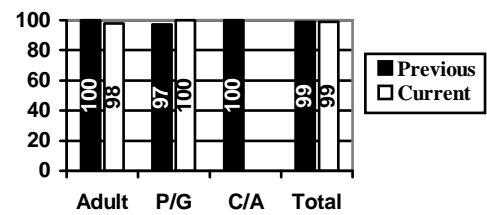
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	52(98%)	17(100%)		69(99%)
No	1(2%)			1(1%)
DNR	10	1		11
Total	63	18		81

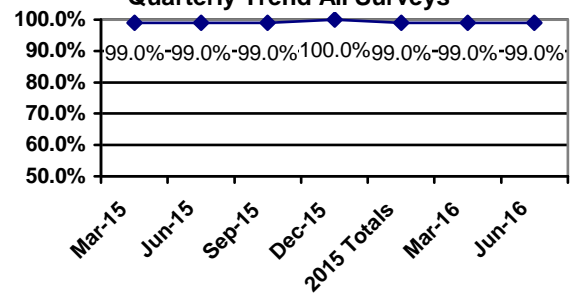
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(99%)	51(98%)	1(100%)	151(99%)
No	1(1%)	1(2%)		2(1%)
DNR	17	1		18
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys



Question #7

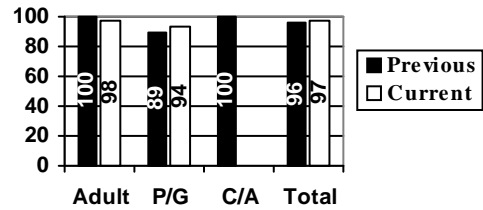
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	61(98%)	17(94%)		78(97%)
No	1(2%)	1(6%)		2(2%)
DNR	1			1
Total	63	18		81

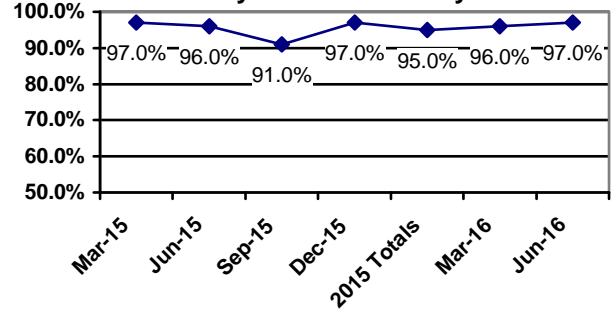
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	115(99%)	48(91%)	1(100%)	164(96%)
No	1(1%)	5(9%)		6(4%)
DNR	1			1
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

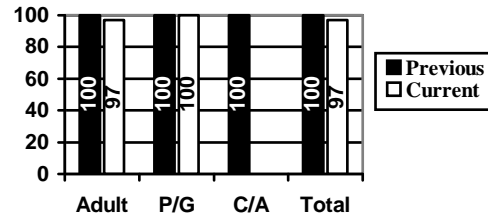
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	60(97%)	18(100%)		78(97%)
No	2(3%)			2(2%)
DNR	1			1
Total	63	18		81

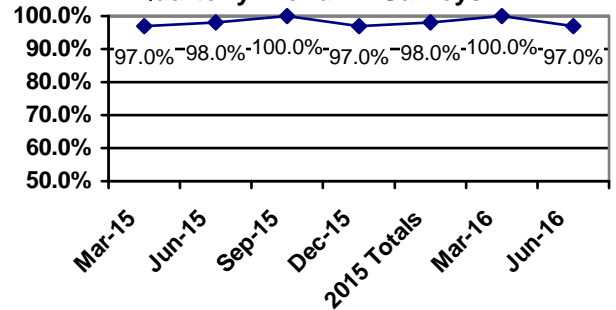
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	113(98%)	53(100%)	1(100%)	167(99%)
No	2(2%)			2(1%)
DNR	2			2
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

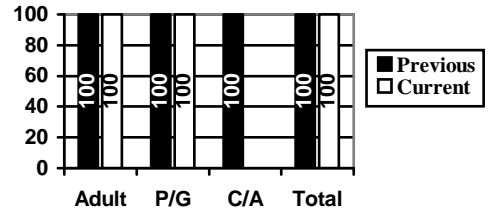
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	63(100%)	18(100%)		81(100%)
No				
DNR				
Total	63	18		81

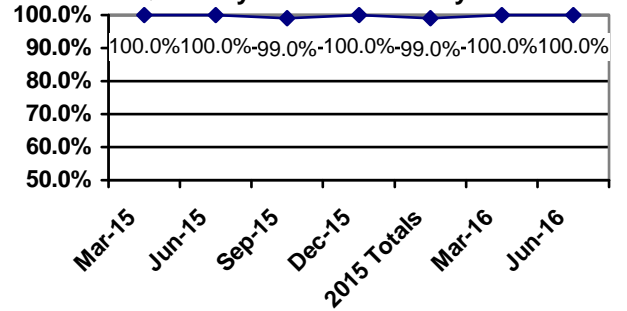
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	117(100%)	53(100%)	1(100%)	171(100%)
No				
DNR				
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

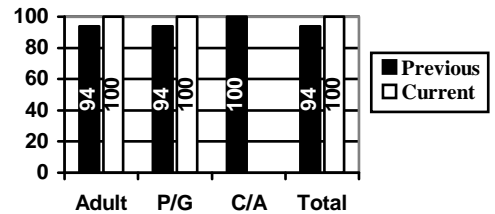
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	63(100%)	18(100%)		81(100%)
No				
DNR				
Total	63	18		81

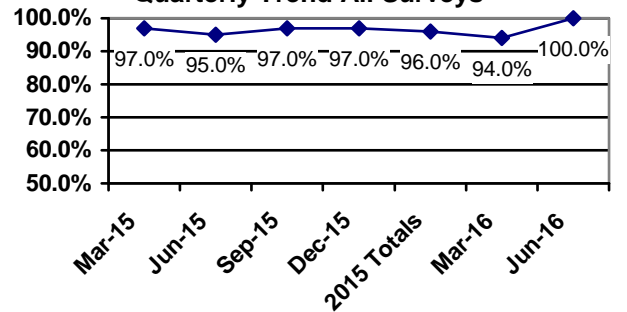
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	114(97%)	51(96%)	1(100%)	166(97%)
No	3(3%)	2(4%)		5(3%)
DNR				
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

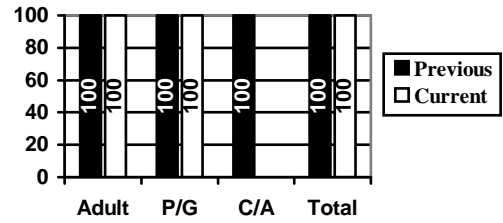
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	47(100%)	15(100%)		62(100%)
No				
DNR	16	3		19
Total	63	18		81

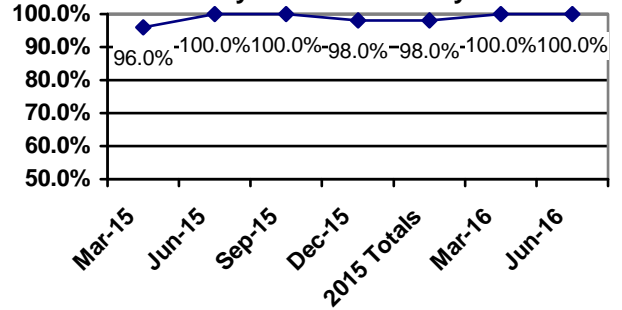
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	88(100%)	34(100%)	1(100%)	123(100%)
No				
DNR	29	19		48
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

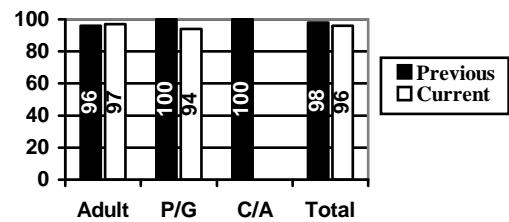
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	61(97%)	17(94%)		78(96%)
No	2(3%)	1(6%)		3(4%)
DNR				
Total	63	18		81

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	113(97%)	52(98%)	1(100%)	166(97%)
No	4(3%)	1(2%)		5(3%)
DNR				
Total	117	53	1	171

Previous Report Comparison



Quarterly Trend All Surveys

