

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

4th Quarter

October 1, 2016 to December 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 83 individuals from Lehigh County were visited.

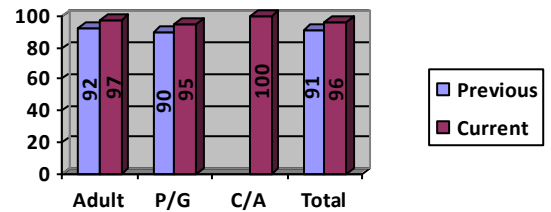
Question #1

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

4th Quarter (10/01/16 - 12/31/16)

	Adults	P/G	C/A	Total
Yes	59(97%)	18(95%)	3(100%)	80(96%)
No	2(3%)	1(5%)		3(4%)
DNR				
Total	61	19	3	83

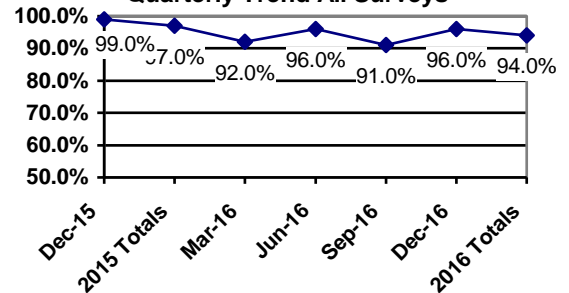
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	220(95%)	92(91%)	4(100%)	316(94%)
No	11(5%)	9(9%)		20(6%)
DNR				
Total	231	101	4	336

Quarterly Trend All Surveys

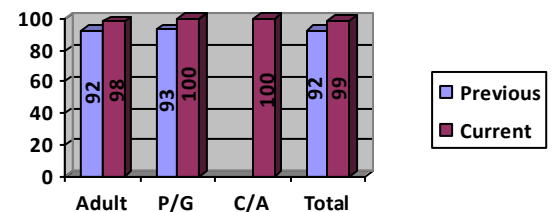


Question #2

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

	Adults	P/G	C/A	Total
Yes	59(98%)	19(100%)	3(100%)	81(99%)
No	1(2%)			1(1%)
DNR	1			1
Total	61	19	3	83

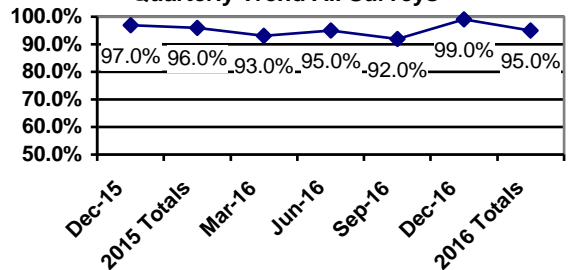
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	218(96%)	90(92%)	4(100%)	312(95%)
No	9(4%)	8(8%)		17(5%)
DNR	4	3		7
Total	231	101	4	336

Quarterly Trend All Surveys



Question #3

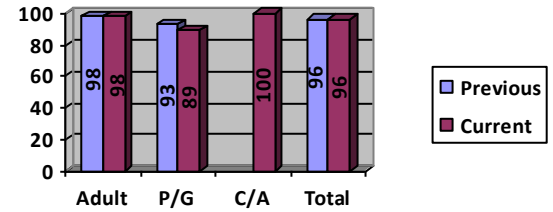
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	59(98%)	16(89%)	3(100%)	78(96%)
No	1(2%)	2(11%)		3(4%)
DNR	1	1		2
Total	61	19	3	83

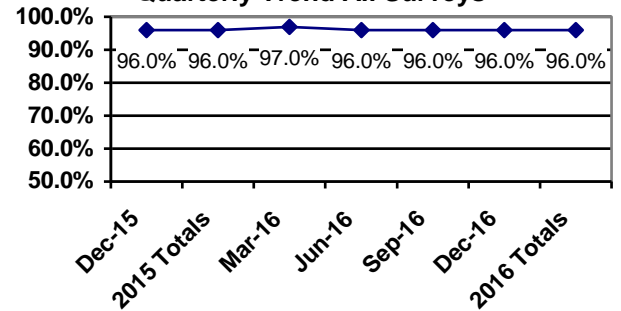
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	223(98%)	89(92%)	4(100%)	316(96%)
No	4(2%)	8(8%)		12(4%)
DNR	4	4		8
Total	231	101	4	336

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	50
Total	61

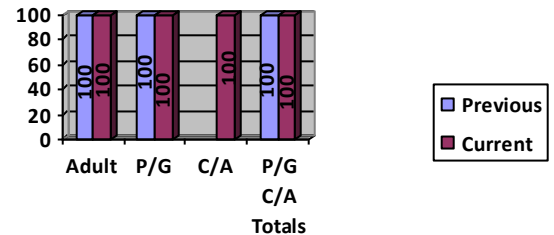
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	3(100%)	1(100%)	4(100%)
No			
DNR	16	2	18
Total	19	3	22

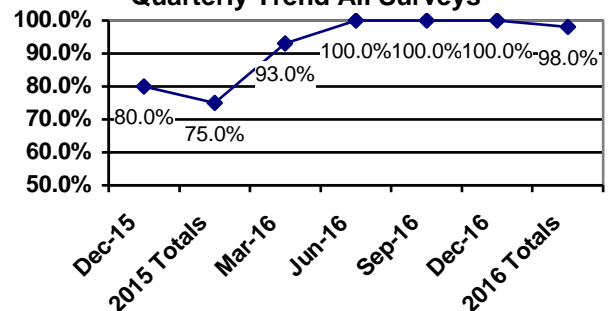
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	50(100%)	7(88%)	1(100%)	58(98%)
No		1(12%)		1(2%)
DNR	181	93	3	277
Total	231	101	4	336

Previous Report Comparison



Quarterly Trend All Surveys

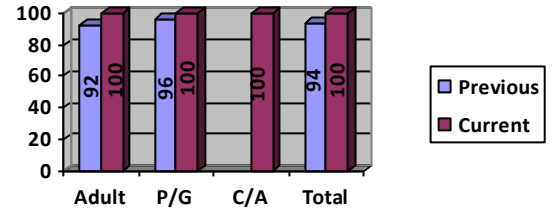


Question #5

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

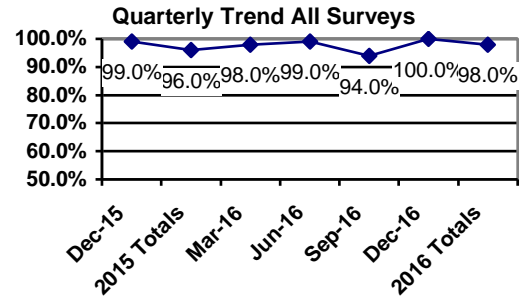
	Adults	P/G	C/A	Total
Yes	60(100%)	19(100%)	3(100%)	82(100%)
No				
DNR	1			1
Total	61	19	3	83

Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	221(97%)	96(98%)	4(100%)	321(98%)
No	6(3%)	2(2%)		8(2%)
DNR	4	3		7
Total	231	101	4	336

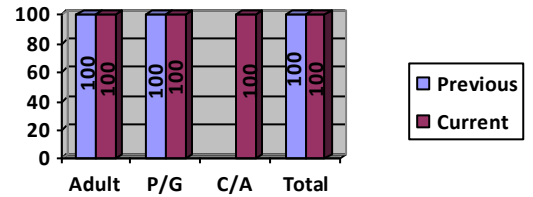


Question #6

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

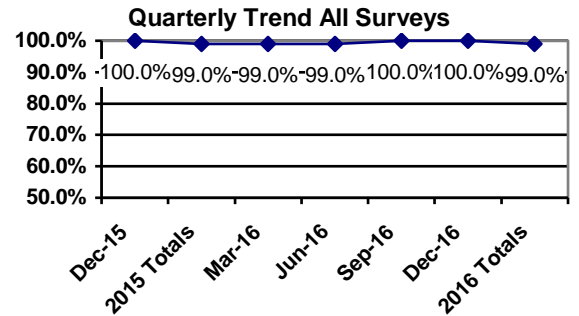
	Adults	P/G	C/A	Total
Yes	43(100%)	17(100%)	3(100%)	63(100%)
No				
DNR	18	2		20
Total	61	19	3	83

Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	178(99%)	95(99%)	4(100%)	277(99%)
No	1(1%)	1(1%)		2(1%)
DNR	52	5		57
Total	231	101	4	336

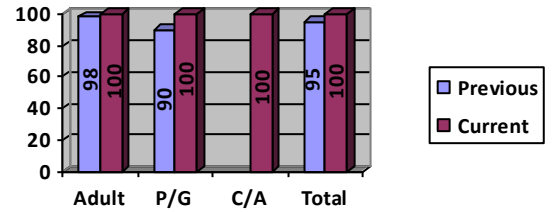


Question #7

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

	Adults	P/G	C/A	Total
Yes	61(100%)	19(100%)	3(100%)	83(100%)
No				
DNR				
Total	61	19	3	83

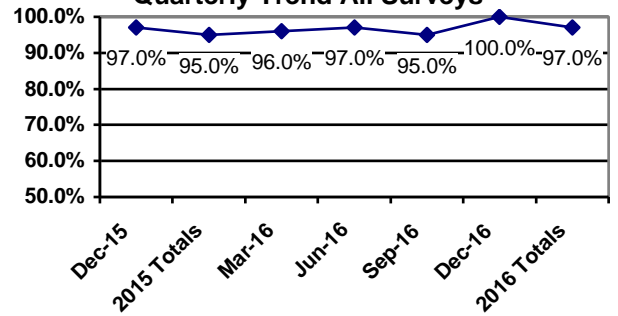
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	227(99%)	93(92%)	4(100%)	324(97%)
No	2(1%)	8(8%)		10(3%)
DNR	2			2
Total	231	101	4	336

Quarterly Trend All Surveys

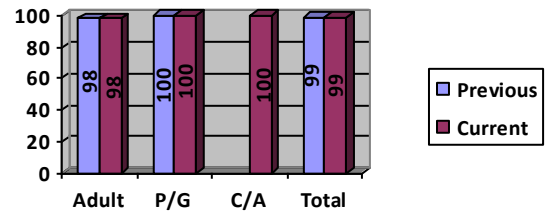


Question #8

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

	Adults	P/G	C/A	Total
Yes	60(98%)	19(100%)	3(100%)	82(99%)
No	1(2%)			1(1%)
DNR				
Total	61	19	3	83

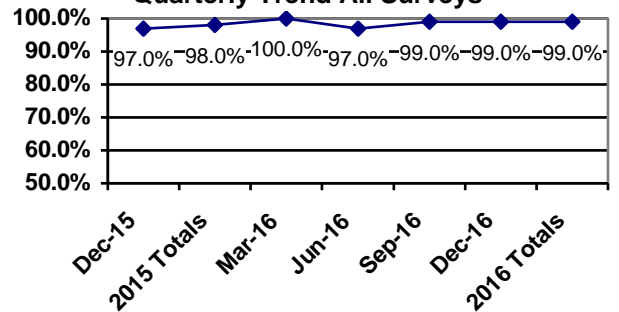
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	225(98%)	101(100%)	4(100%)	330(99%)
No	4(2%)			4(1%)
DNR	2			2
Total	231	101	4	336

Quarterly Trend All Surveys



Question #9

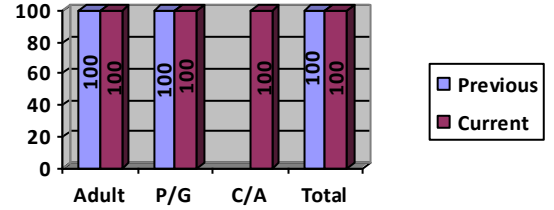
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	61(100%)	19(100%)	3(100%)	83(100%)
No				
DNR				
Total	61	19	3	83

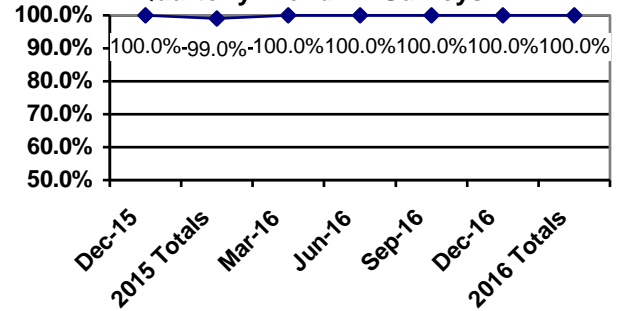
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	231(100%)	101(100%)	4(100%)	336(100%)
No				
DNR				
Total	231	101	4	336

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

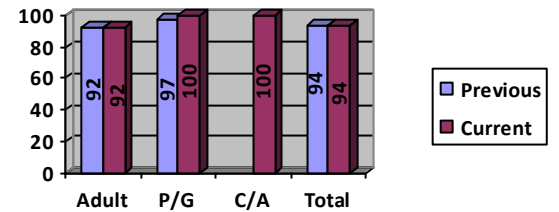
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	56(92%)	19(100%)	3(100%)	78(94%)
No	5(8%)			5(6%)
DNR				
Total	61	19	3	83

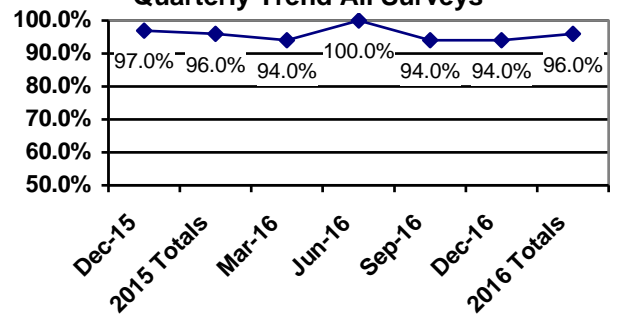
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	219(95%)	98(97%)	4(100%)	321(96%)
No	12(5%)	3(3%)		15(4%)
DNR				
Total	231	101	4	336

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

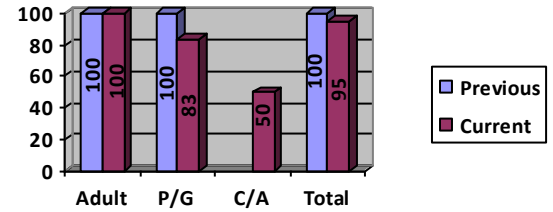
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	44(100%)	10(83%)	1(50%)	55(95%)
No		2(17%)	1(50%)	3(5%)
DNR	17	7	1	25
Total	61	19	3	83

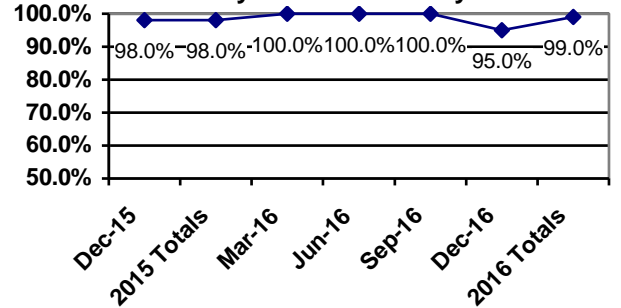
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	175(100%)	66(97%)	2(67%)	243(99%)
No		2(3%)	1(33%)	3(1%)
DNR	56	33	1	90
Total	231	101	4	336

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

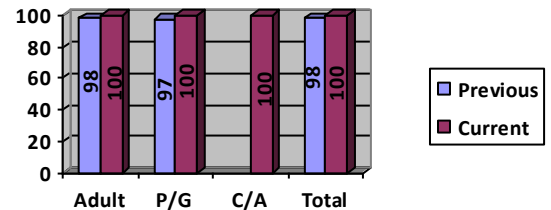
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	60(100%)	19(100%)	3(100%)	82(100%)
No				
DNR	1			1
Total	61	19	3	83

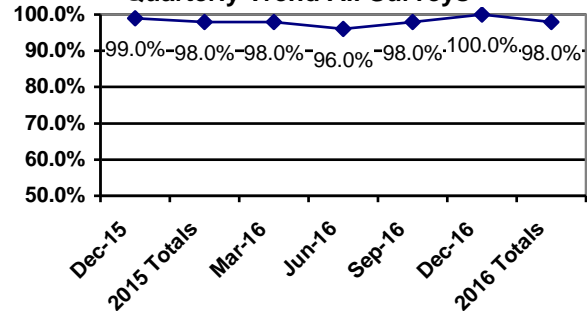
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	225(98%)	99(98%)	4(100%)	328(98%)
No	5(2%)	2(2%)		7(2%)
DNR	1			1
Total	231	101	4	336

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

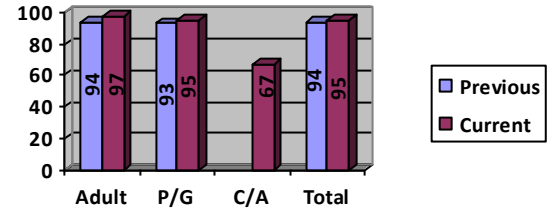
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	59(97%)	18(95%)	2(67%)	79(95%)
No	2(3%)	1(5%)	1(33%)	4(5%)
DNR				
Total	61	19	3	83

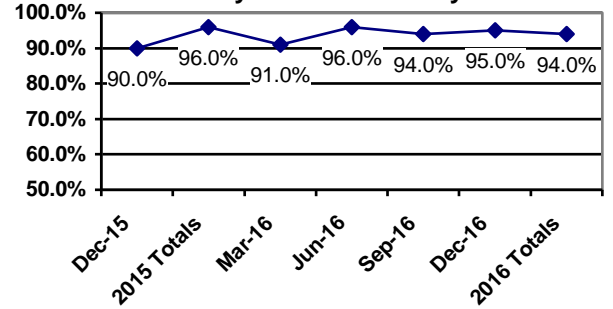
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	220(95%)	93(92%)	3(75%)	316(94%)
No	11(5%)	8(8%)	1(25%)	20(6%)
DNR				
Total	231	101	4	336

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

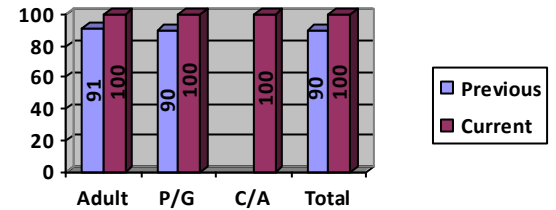
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	61(100%)	19(100%)	3(100%)	83(100%)
No				
DNR				
Total	61	19	3	83

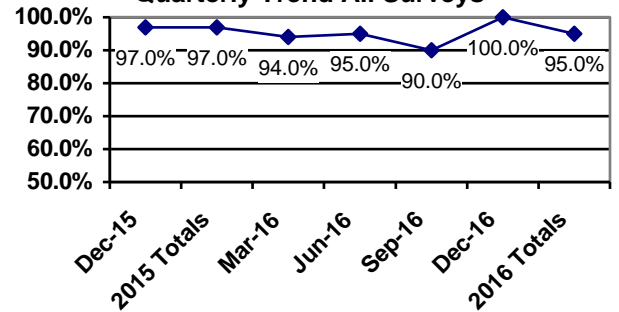
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	218(95%)	95(95%)	4(100%)	317(95%)
No	12(5%)	5(5%)		17(5%)
DNR	1	1		2
Total	231	101	4	336

Previous Report Comparison



Quarterly Trend All Surveys

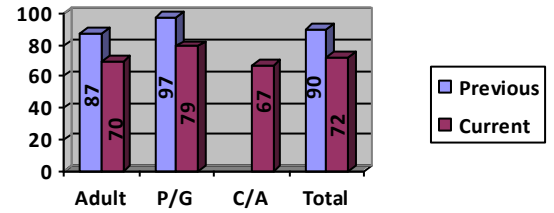


Question #15

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	43(70%)	15(79%)	2(67%)	60(72%)
No	18(30%)	4(21%)	1(33%)	23(28%)
DNR				
Total	61	19	3	83

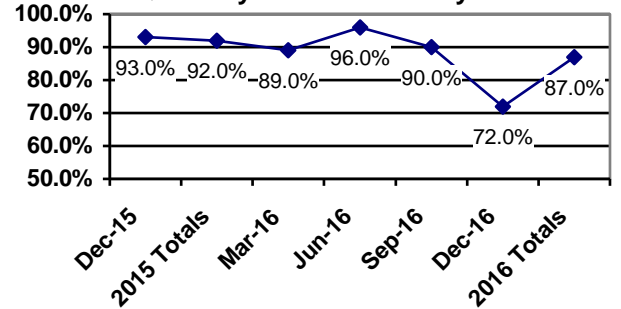
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	192(84%)	94(94%)	3(75%)	289(87%)
No	37(16%)	6(6%)	1(25%)	44(13%)
DNR	2	1		3
Total	231	101	4	336

Quarterly Trend All Surveys

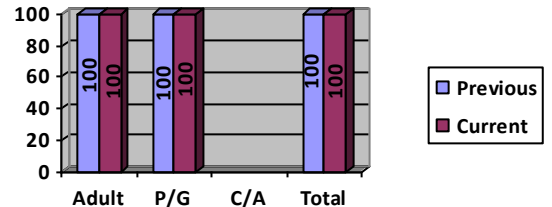


Question #16

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

	Adults	P/G	C/A	Total
Yes	7(100%)	1(100%)		8(100%)
No				
N/A	54	18	3	75
Total	61	19	3	83

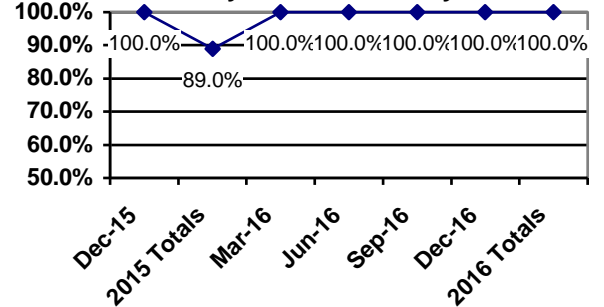
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	18(100%)	2(100%)		20(100%)
No				
DNR	213	99	4	316
Total	231	101	4	336

Quarterly Trend All Surveys



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

Question #17

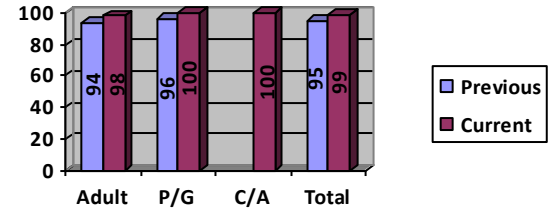
It is clear to me that I, not the professionals, am responsible for deciding what services are provided to me.

	Adults	P/G	C/A	Total
Yes	60(98%)	19(100%)	3(100%)	82(99%)
No	1(2%)			1(1%)
DNR				
Total	61	19	3	83

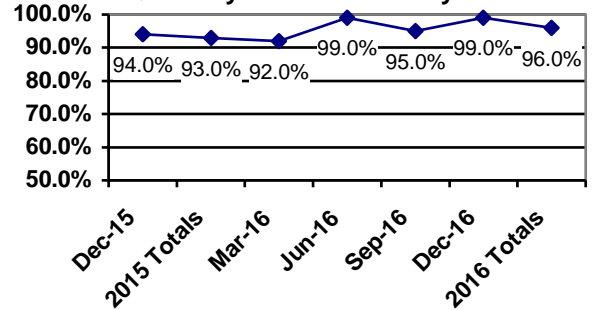
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	221(97%)	95(95%)	4(100%)	320(96%)
No	8(3%)	5(5%)		13(4%)
DNR	2	1		3
Total	231	101	4	336

Previous Report Comparison



Quarterly Trend All Surveys



Question #18

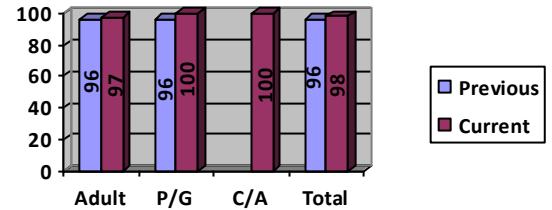
I am pleased with the physical environment where I receive services.

	Adults	P/G	C/A	Total
Yes	59(97%)	19(100%)	3(100%)	81(98%)
No	2(3%)			2(2%)
DNR				
Total	61	19	3	83

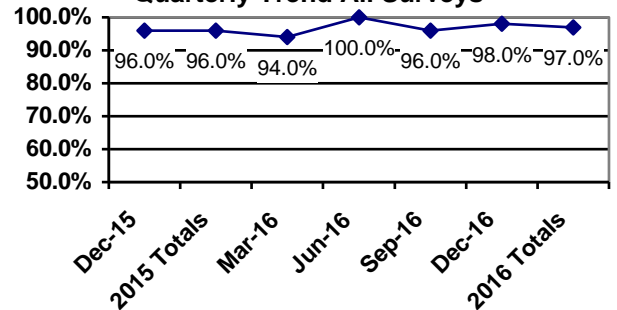
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	224(97%)	96(97%)	4(100%)	324(97%)
No	7(3%)	3(3%)		10(3%)
DNR		2		2
Total	231	101	4	336

Previous Report Comparison



Quarterly Trend All Surveys

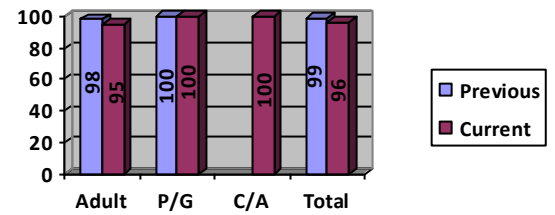


Question #19

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	58(95%)	19(100%)	3(100%)	80(96%)
No	3(5%)			3(4%)
DNR				
Total	61	19	3	83

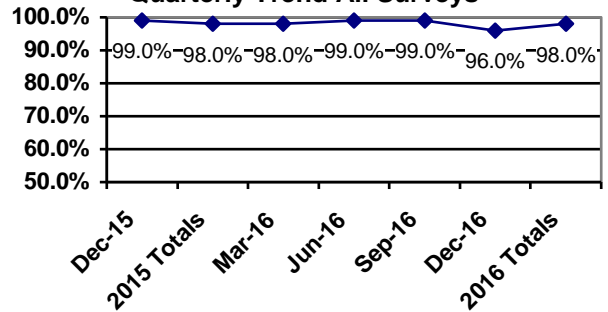
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	224(97%)	101(100%)	4(100%)	329(98%)
No	7(3%)			7(2%)
DNR				
Total	231	101	4	336

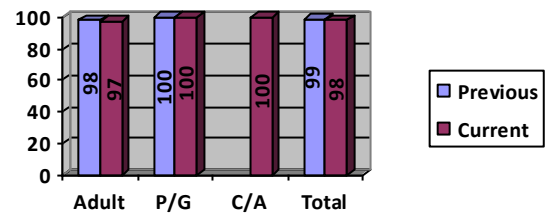
Quarterly Trend All Surveys



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	59(97%)	19(100%)	3(100%)	81(98%)
No	2(3%)			2(2%)
DNR				
Total	61	19	3	83

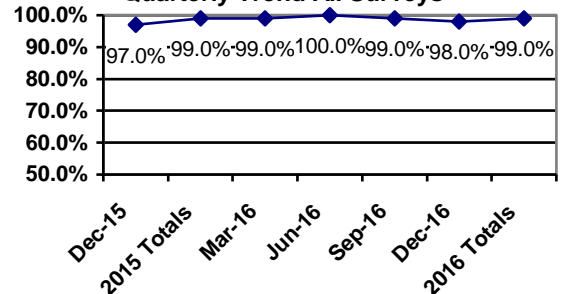
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	227(98%)	101(100%)	4(100%)	332(99%)
No	4(2%)			4(1%)
DNR				
Total	231	101	4	336

Quarterly Trend All Surveys

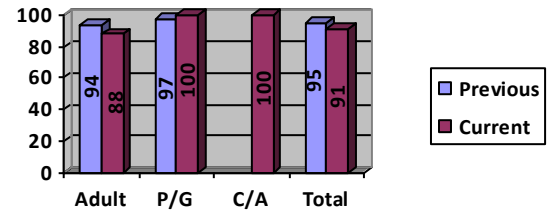


Question #20

My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	53(88%)	19(100%)	3(100%)	75(91%)
No	7(12%)			7(9%)
DNR	1			1
Total	61	19	3	83

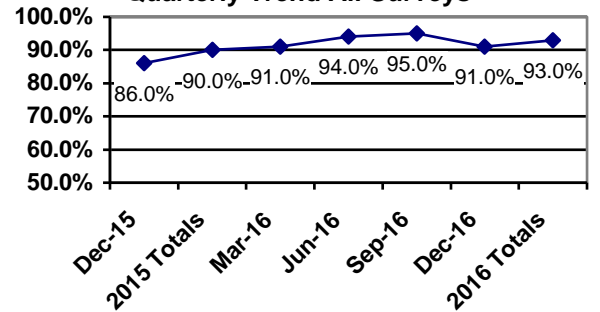
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	210(93%)	89(93%)	4(100%)	303(93%)
No	17(7%)	7(7%)		24(7%)
DNR	4	5		9
Total	231	101	4	336

Quarterly Trend All Surveys



Question #21

Adults:

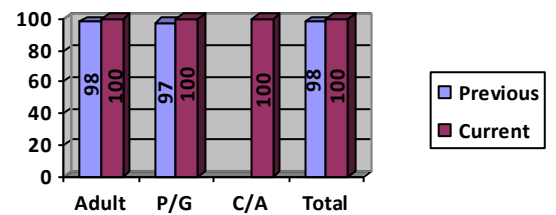
I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

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

	Adults	P/G	C/A	Total
Yes	60(100%)	19(100%)	3(100%)	82(100%)
No				
DNR	1			1
Total	61	19	3	83

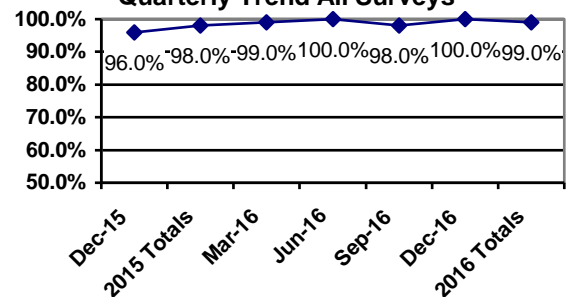
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	228(99%)	100(99%)	4(100%)	332(99%)
No	2(1%)	1(1%)		3(1%)
DNR	1			1
Total	231	101	4	336

Quarterly Trend All Surveys

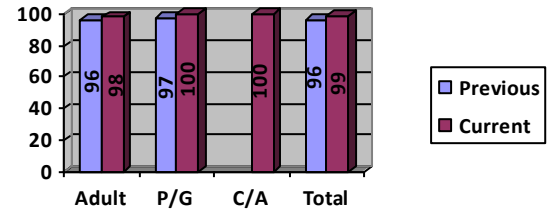


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

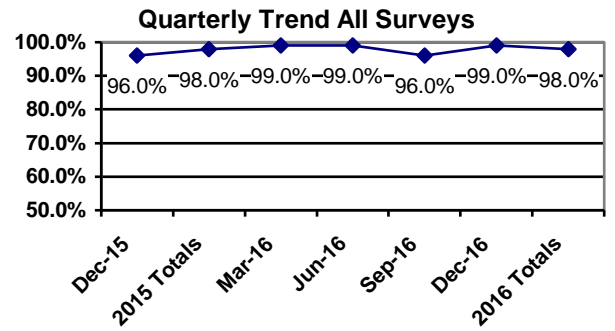
	Adults	P/G	C/A	Total
Yes	59(98%)	19(100%)	3(100%)	81(99%)
No	1(2%)			1(1%)
DNR	1			1
Total	61	19	3	83

Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	226(98%)	99(98%)	4(100%)	329(98%)
No	4(2%)	2(2%)		6(2%)
DNR	1			1
Total	231	101	4	336



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)	53(87%)	18(95%)	2(67%)	73(88%)
Sometimes	7(11%)	1(5%)	1(33%)	9(11%)
No (Never)	1(2%)			1(1%)
Did Not Answer				
Total	61	19	3	83

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	182(79%)	90(92%)	3(75%)	275(83%)
Sometimes	41(18%)	8(8%)	1(25%)	50(15%)
No (Never)	6(3%)			6(2%)
Did Not Answer	2	3		5
Total	231	101	4	336

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	34(55%)	7(37%)		41(49%)
A Little Better	17(27%)	7(37%)	3(100%)	27(33%)
About the Same	8(13%)	5(26%)		13(16%)
A Little Worse	1(2%)			1(1%)
Much Worse	1(2%)			1(1%)
Did Not Respond				
Total	61	19	3	83

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Much Better	121(52%)	44(44%)	1(25%)	166(49%)
A Little Better	66(29%)	37(37%)	3(75%)	106(32%)
About the Same	39(17%)	16(15%)		55(16%)
A Little Worse	3(1%)	1(1%)		4(1%)
Much Worse	2(1%)	3(3%)		5(1%)
Did Not Respond				
Total	231	101	4	336

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)	54(89%)
Sometimes	6(9%)
No (Never)	1(2%)
DNR	
Total	61

	P/G	C/A	Total
Yes (Always)			
Sometimes	4(21%)		4(18%)
No (Never)	15(79%)	3(100%)	18(82%)
DNR			
Total	19	3	22

Cumulative Yearly Totals

	Adults
Yes (Always)	186(81%)
Sometimes	40(17%)
No (Never)	5(2%)
DNR	
Total	231

	P/G	C/A	Total
Yes (Always)	3(3%)		3(3%)
Sometimes	25(25%)		25(24%)
No (Never)	73(72%)	4(100%)	77(73%)
DNR			
Total	101	4	105

Valley Comparison

Question 1

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

Question 2

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

Question 3

	Adult	P/G	C/A	Total
Lehigh County	98%	89%	100%	96%
Valley Average	97%	92%	100%	96%

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	100%	100%	100%
Valley Average	85%	83%	100%	85%

Question 5

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

Question 6

	Adult	P/G	C/A	Total
Lehigh County	100%	100%	100%	100%
Valley Average	100%	94%	100%	98%

Question 7

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

Question 8

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

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	92%	100%	100%	94%
Valley Average	90%	95%	100%	92%

Question 11

	Adult	P/G	C/A	Total
Lehigh County	100%	83%	50%	95%
Valley Average	100%	87%	50%	95%

Question 12

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

Question 13

	Adult	P/G	C/A	Total
Lehigh County	97%	95%	67%	95%
Valley Average	97%	93%	67%	95%

Question 14

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

Question 15

	Adult	P/G	C/A	Total
Lehigh County	70%	79%	67%	72%
Valley Average	73%	80%	67%	75%

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	98%	100%	100%	99%
Valley Average	98%	95%	100%	97%

Question 18

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

Question 19A.

	Adult	P/G	C/A	Total
Lehigh County	95%	100%	100%	96%
Valley Average	92%	98%	100%	94%

Question 19B.

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

Question 20

	Adult	P/G	C/A	Total
Lehigh County	88%	100%	100%	91%
Valley Average	90%	90%	100%	90%

Question 21

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

Question 22

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