

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

3rd Quarter

July 1, 2015 to September 30, 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 80 individuals from Lehigh County were visited.

Question #1

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

3rd Quarter (07/01/15 - 09/30/15)

	Adults	P/G	C/A	Total
Yes	30(91%)	44(96%)	1(100%)	75(94%)
No	3(9%)	2(4%)		5(6%)
DNR				
Total	33	46	1	80

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	85(94%)	168(98%)	1(100%)	254(97%)
No	5(6%)	3(2%)		8(3%)
DNR				
Total	90	171	1	262

Question #2

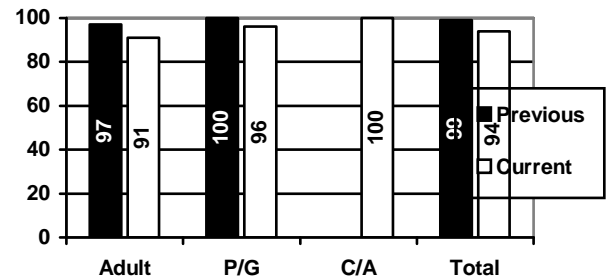
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	31(94%)	44(96%)	1(100%)	76(95%)
No	2(6%)	2(4%)		4(5%)
DNR				
Total	33	46	1	80

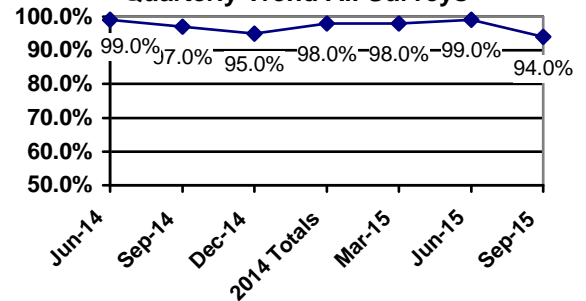
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	85(94%)	163(96%)	1(100%)	249(96%)
No	5(6%)	6(4%)		11(4%)
DNR		2		2
Total	90	171	1	262

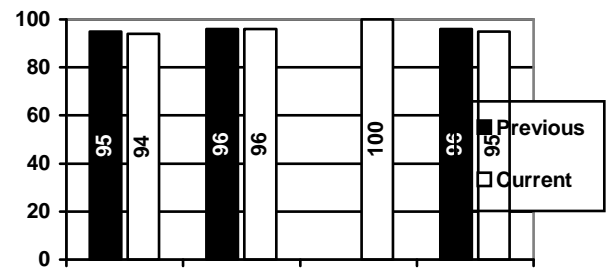
Previous Report Comparison



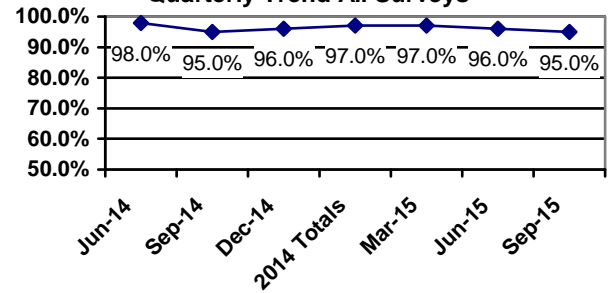
Quarterly Trend All Surveys



Previous Report Comparison



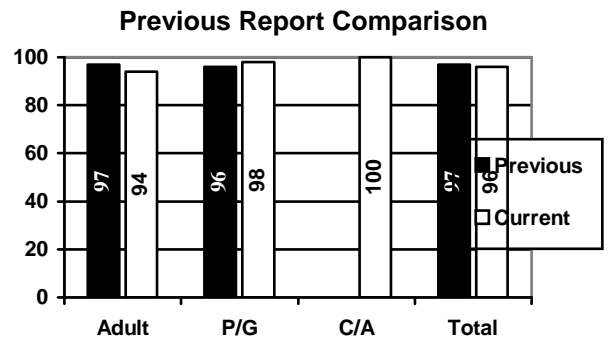
Quarterly Trend All Surveys



Question #3

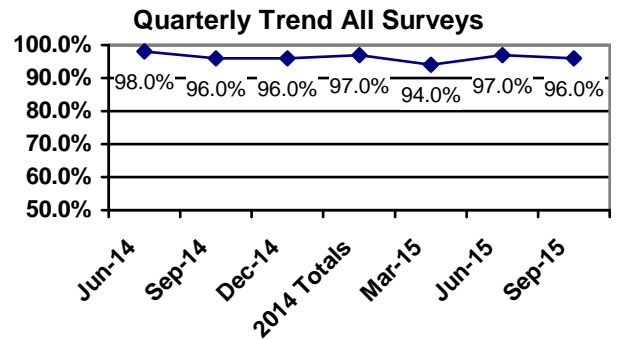
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	31(94%)	44(98%)	1(100%)	76(96%)
No	2(6%)	1(2%)		3(4%)
DNR		1		1
Total	33	46	1	80



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	85(96%)	162(96%)	1(100%)	248(96%)
No	4(4%)	7(4%)		11(4%)
DNR	1	2		3
Total	90	171	1	262



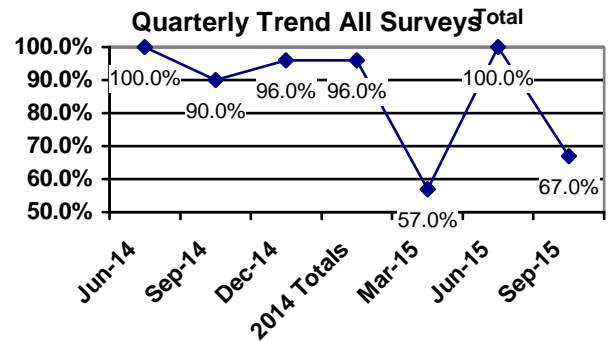
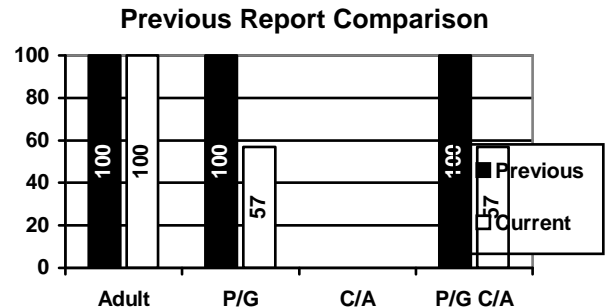
Question #4

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

	Adults
Yes	4(100%)
No	
DNR	29
Total	33

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	8(57%)		8(57%)
No	6(43%)		6(43%)
DNR	32	1	33
Total	46	1	47



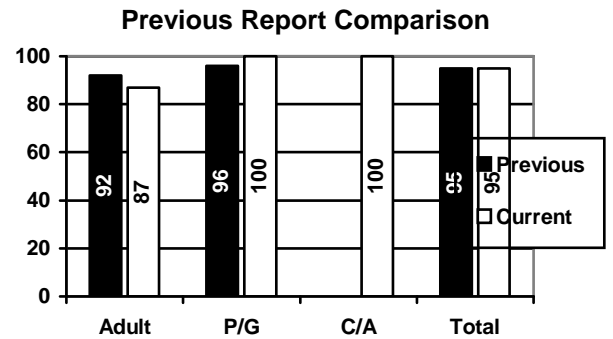
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	14(100%)	12(57%)		26(74%)
No		9(43%)		9(26%)
DNR	76	150	1	227
Total	90	171	1	262

Question #5

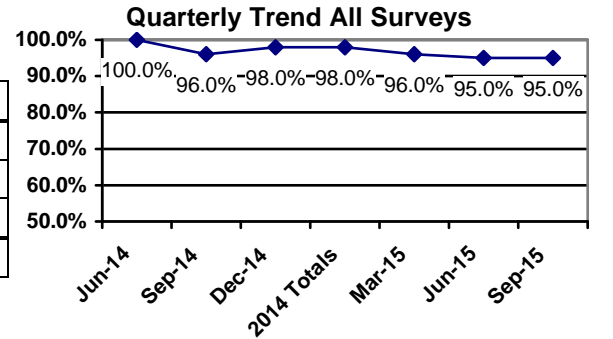
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	28(87%)	46(100%)	1(100%)	75(95%)
No	4(12%)			4(5%)
DNR	1			1
Total	33	46	1	80



Cumulative Yearly Totals

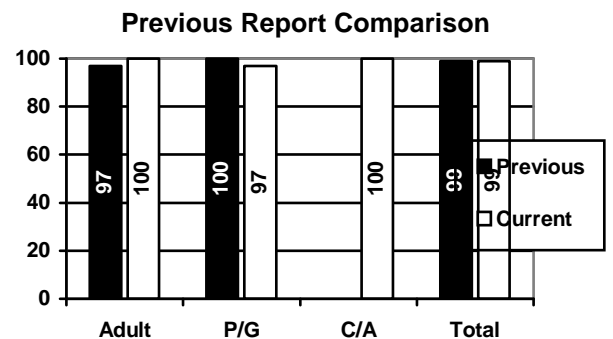
	Adults	P/G	C/A	Total
Yes	81(91%)	166(97%)	1(100%)	248(95%)
No	8(9%)	5(3%)		13(5%)
DNR	1			1
Total	90	171	1	262



Question #6

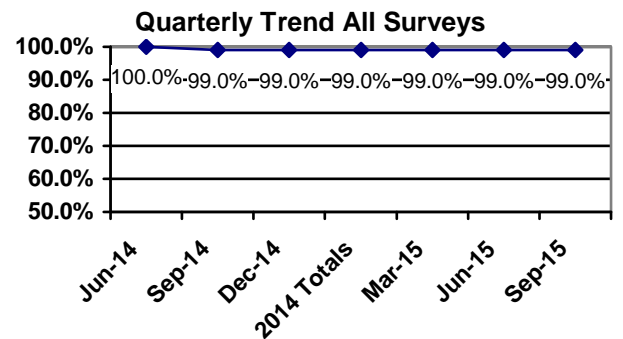
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	29(100%)	39(97%)	1(100%)	69(99%)
No		1(2%)		1(1%)
DNR	4	6		10
Total	33	46	1	80



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	79(99%)	158(99%)	1(100%)	238(99%)
No	1(1%)	2(1%)		3(1%)
DNR	10	11		21
Total	90	171	1	262



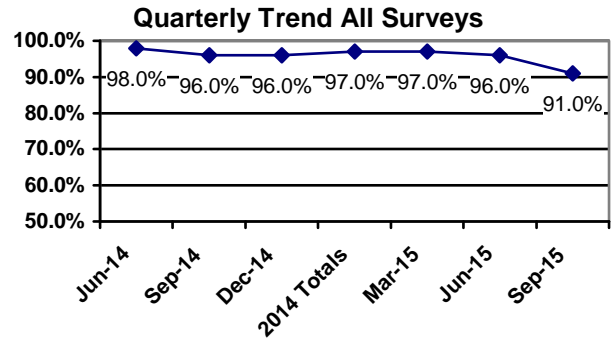
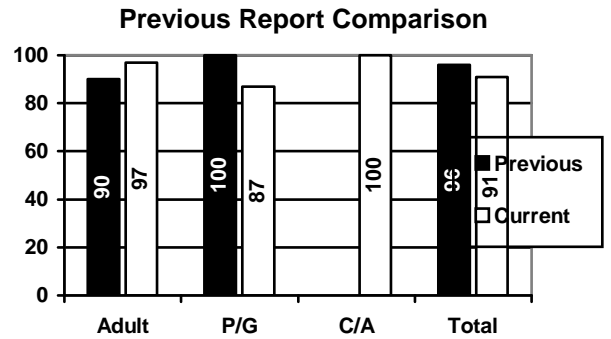
Question #7

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

	Adults	P/G	C/A	Total
Yes	29(97%)	40(87%)	1(100%)	70(91%)
No	1(3%)	6(13%)		7(9%)
DNR	3			3
Total	33	46	1	80

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	82(94%)	162(95%)	1(100%)	245(95%)
No	5(6%)	9(5%)		14(5%)
DNR	3			3
Total	90	171	1	262



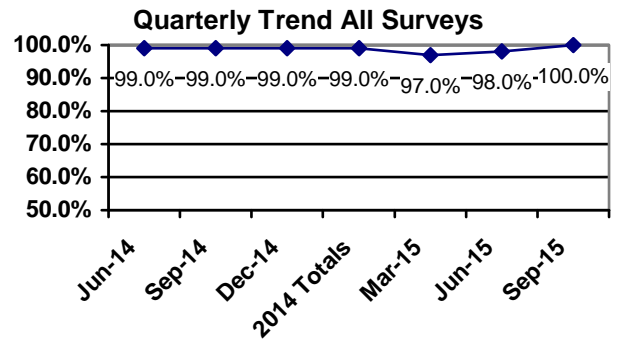
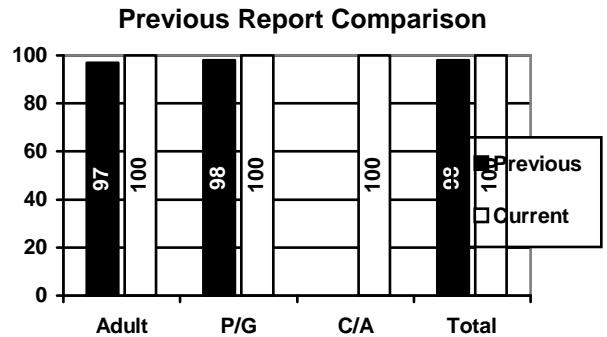
Question #8

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

	Adults	P/G	C/A	Total
Yes	33(100%)	45(100%)	1(100%)	79(100%)
No				
DNR		1		1
Total	33	46	1	80

Cumulative Yearly Totals

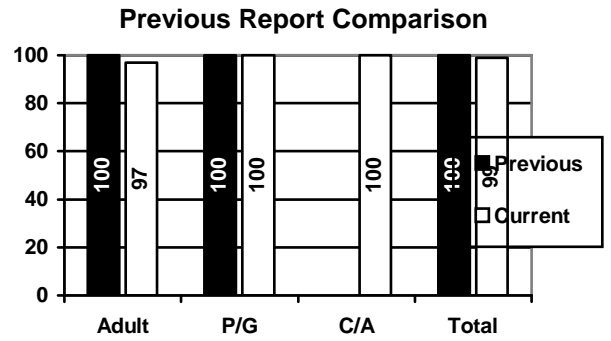
	Adults	P/G	C/A	Total
Yes	88(98%)	167(98%)	1(100%)	256(98%)
No	2(2%)	3(2%)		5(2%)
DNR		1		1
Total	90	171	1	262



Question #9

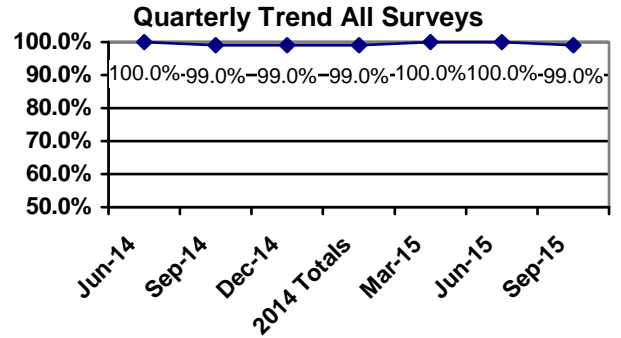
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	32(97%)	46(100%)	1(100%)	79(99%)
No	1(3%)			1(1%)
DNR				
Total	33	46	1	80



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	89(99%)	171(100%)	1(100%)	261(99%)
No	1(1%)			1(<1%)
DNR				
Total	90	171	1	262

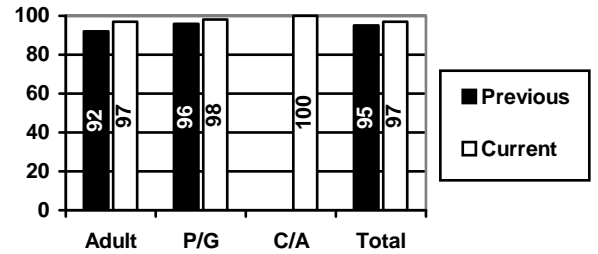


Question #10

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

	Adults	P/G	C/A	Total
Yes	32(97%)	45(98%)	1(100%)	78(97%)
No	1(3%)	1(2%)		2(2%)
DNR				
Total	33	46	1	80

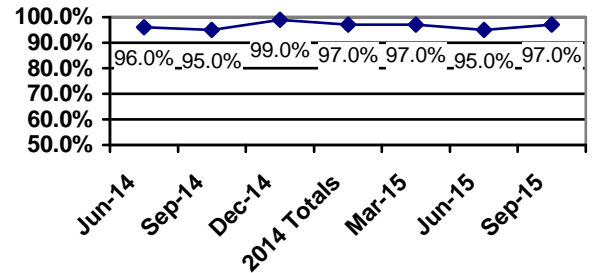
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	84(93%)	167(98%)	1(100%)	252(96%)
No	6(7%)	4(2%)		10(4%)
DNR				
Total	90	171	1	262

Quarterly Trend All Surveys



Question #11

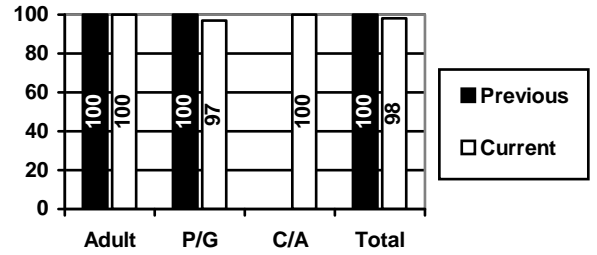
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	25(100%)	29(97%)	1(100%)	55(98%)
No		1(3%)		1(2%)
DNR	8	16		24
Total	33	46	1	80

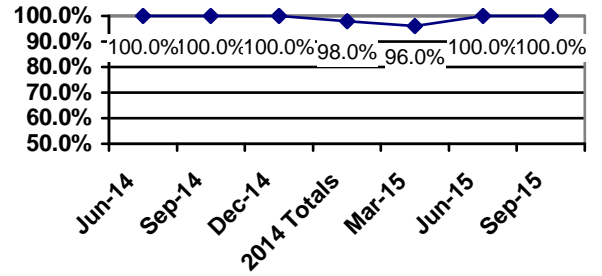
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	63(100%)	103(97%)	1(100%)	167(98%)
No		3(3%)		3(2%)
DNR	27	65		92
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

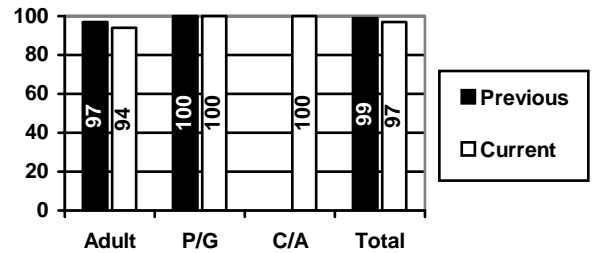
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	31(94%)	46(100%)	1(100%)	78(97%)
No	2(6%)			2(2%)
DNR				
Total	33	46	1	80

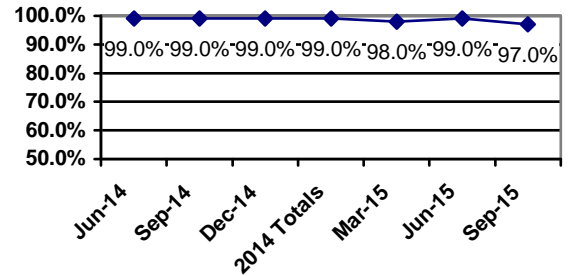
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	86(96%)	170(99%)	1(100%)	257(98%)
No	4(4%)	1(1%)		5(2%)
DNR				
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

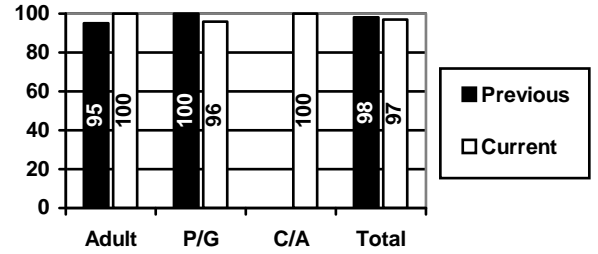
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	33(100%)	44(96%)	1(100%)	78(97%)
No		2(4%)		2(2%)
DNR				
Total	33	46	1	80

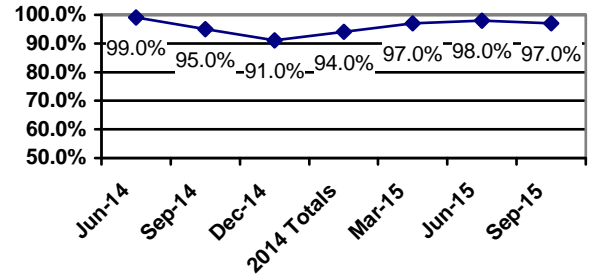
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	88(98%)	166(97%)	1(100%)	255(97%)
No	2(2%)	5(3%)		7(3%)
DNR				
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

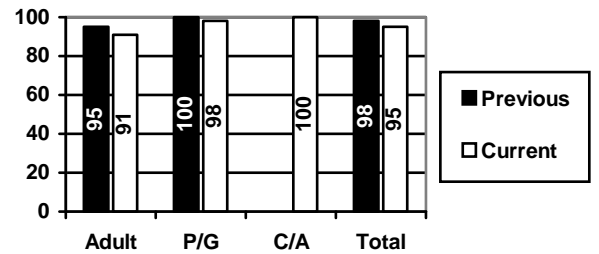
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	30(91%)	44(98%)	1(100%)	75(95%)
No	3(9%)	1(2%)		4(5%)
DNR		1		1
Total	33	46	1	80

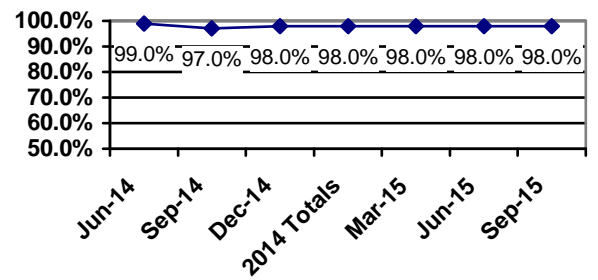
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	84(94%)	168(98%)	1(100%)	253(97%)
No	6(6%)	2(2%)		8(3%)
DNR		1		1
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys



Question #15

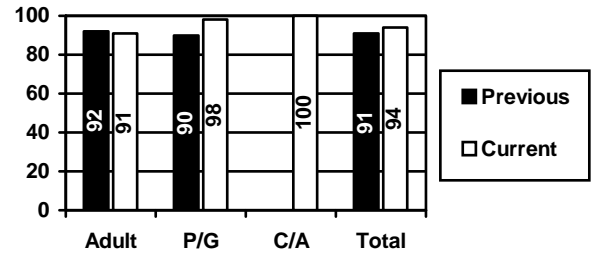
I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

	Adults	P/G	C/A	Total
Yes	30(91%)	45(98%)		75(94%)
No	3(9%)	1(2%)	1(100%)	5(6%)
DNR				
Total	33	46	1	80

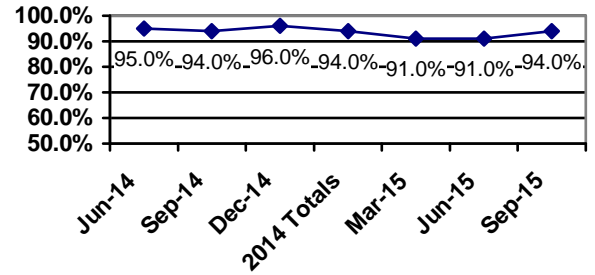
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	82(91%)	159(93%)		241(92%)
No	8(9%)	12(7%)	1(100%)	21(8%)
DNR				
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys



Question #16

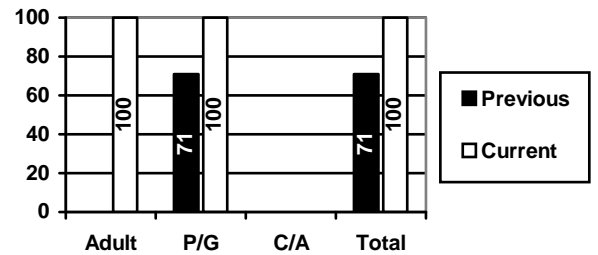
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	2(100%)	2(100%)		4(100%)
No				
N/A	31	44	1	76
Total	33	46	1	80

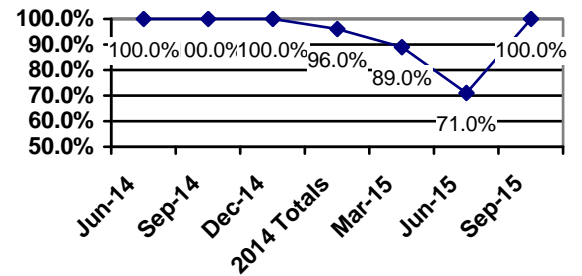
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	4(100%)	13(81%)		17(85%)
No		3(19%)		3(15%)
DNR	86	155	1	242
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys



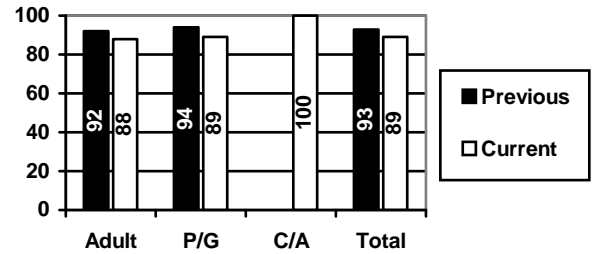
Note: Individuals listed as DNR responded as not having used the complaint or grievance process.

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	29(88%)	41(89%)	1(100%)	71(89%)
No	4(12%)	5(11%)		9(11%)
DNR				
Total	33	46	1	80

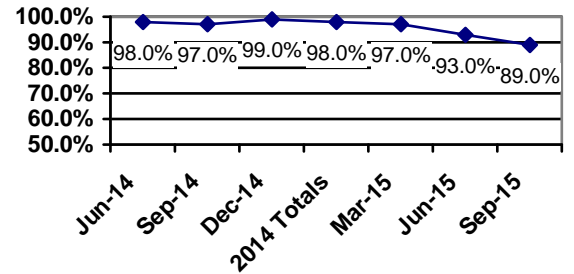
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	83(92%)	158(93%)	1(100%)	242(93%)
No	7(8%)	11(7%)		18(7%)
DNR		2		2
Total	90	171	1	262

Quarterly Trend All Surveys

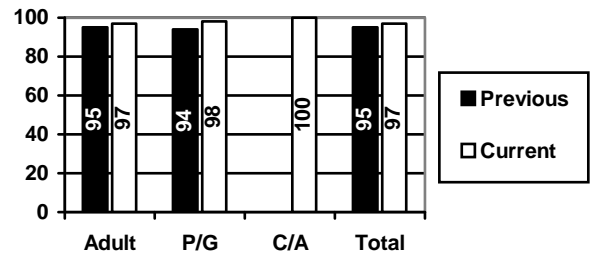


Question #18

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

	Adults	P/G	C/A	Total
Yes	32(97%)	44(98%)	1(100%)	77(97%)
No	1(3%)	1(2%)		2(3%)
DNR		1		1
Total	33	46	1	80

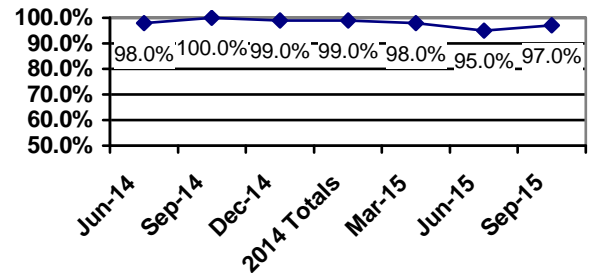
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	85(94%)	166(98%)	1(100%)	252(97%)
No	5(6%)	4(2%)		9(3%)
DNR		1		1
Total	90	171	1	262

Quarterly Trend All Surveys



Question #19

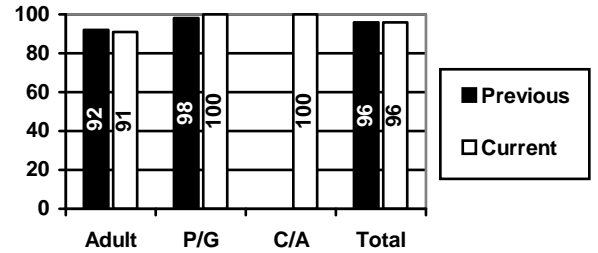
A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	30(91%)	46(100%)	1(100%)	77(96%)
No	3(9%)			3(4%)
DNR				
Total	33	46	1	80

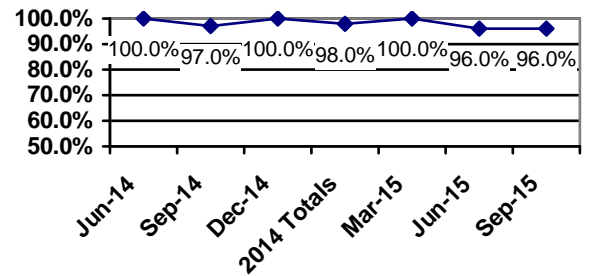
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	84(93%)	170(99%)	1(100%)	255(97%)
No	6(7%)	1(1%)		7(3%)
DNR				
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys



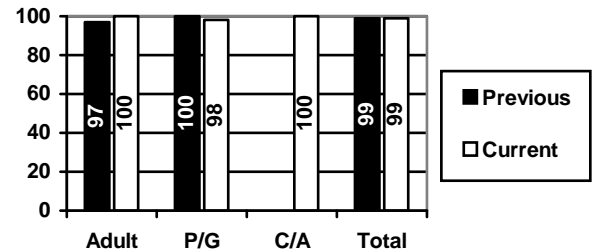
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	33(100%)	45(98%)	1(100%)	79(99%)
No		1(2%)		1(1%)
DNR				
Total	33	46	1	80

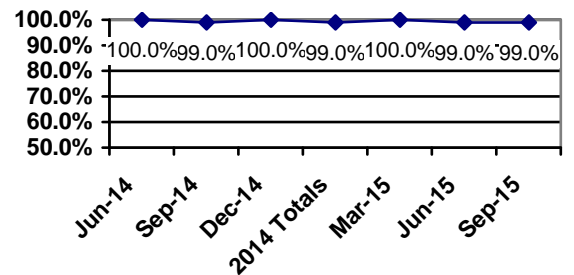
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	89(99%)	170(99%)	1(100%)	260(99%)
No	1(1%)	1(1%)		2(1%)
DNR				
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys



Question #20

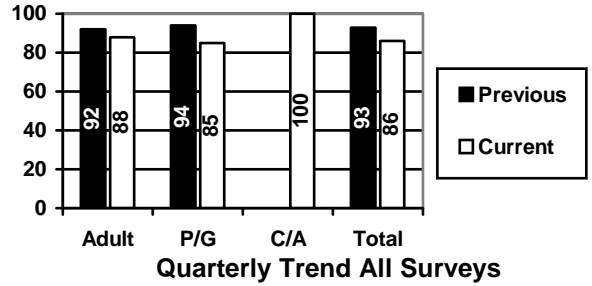
My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	29(88%)	39(85%)	1(100%)	69(86%)
No	4(12%)	7(15%)		11(14%)
DNR				
Total	33	46	1	80

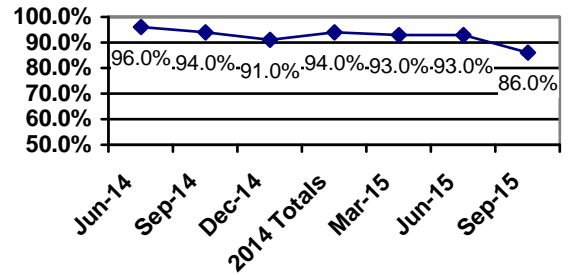
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	81(91%)	156(91%)	1(100%)	238(91%)
No	8(9%)	15(9%)		23(9%)
DNR	1			1
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys



Question #21

Adults:

I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

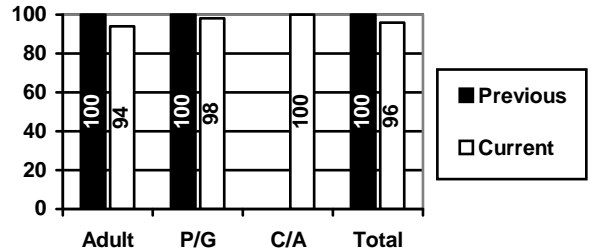
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	31(94%)	45(98%)	1(100%)	77(96%)
No	2(6%)	1(2%)		3(4%)
DNR				
Total	33	46	1	80

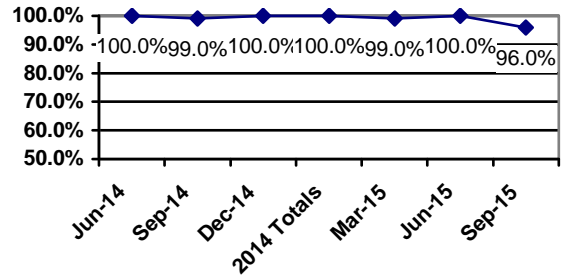
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	88(98%)	169(99%)	1(100%)	258(98%)
No	2(2%)	2(1%)		4(2%)
DNR				
Total	90	171	1	262

Previous Report Comparison



Quarterly Trend All Surveys

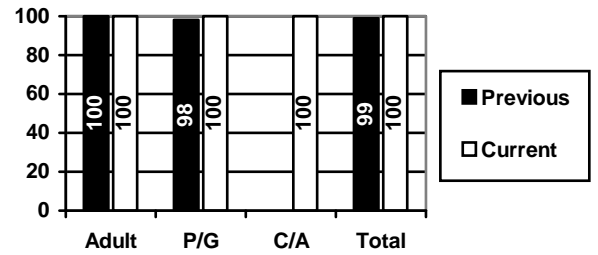


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	33(100%)	46(100%)	1(100%)	80(100%)
No				
DNR				
Total	33	46	1	80

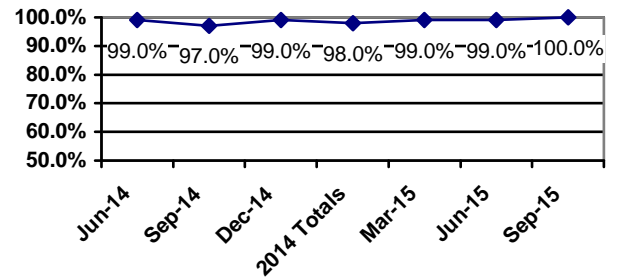
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	90(100%)	169(99%)	1(100%)	260(99%)
No		2(1%)		2(1%)
DNR				
Total	90	171	1	262

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)	26(79%)	37(80%)	1(100%)	64(80%)
Sometimes	5(15%)	9(20%)		14(17%)
No (Never)	2(6%)			2(3%)
Did Not Answer				
Total	33	46	1	80

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	72(80%)	140(82%)	1(100%)	213(81%)
Sometimes	15(17%)	30(17%)		45(17%)
No (Never)	3(3%)	1(1%)		4(2%)
Did Not Answer				
Total	90	171	1	262

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	14(42%)	14(30%)	1(100%)	29(36%)
A Little Better	12(36%)	23(50%)		35(44%)
About the Same	6(18%)	8(17%)		14(17%)
A Little Worse				
Much Worse	1(3%)	1(2%)		2(3%)
Did Not Respond				
Total	33	46	1	80

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Much Better	36(40%)	57(33%)	1(100%)	94(36%)
A Little Better	38(42%)	81(47%)		119(45%)
About the Same	14(16%)	30(18%)		44(17%)
A Little Worse	1(1%)	2(1%)		3(1%)
Much Worse	1(1%)	1(1%)		2(1%)
Did Not Respond				
Total	90	171	1	262

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)	21(64%)
Sometimes	11(33%)
No (Never)	1(3%)
DNR	
Total	33

	P/G	C/A	Total
Yes (Always)			
Sometimes	15(33%)		15(32%)
No (Never)	31(67%)	1(100%)	32(68%)
DNR			
Total	46	1	47

Cumulative Yearly Totals

	Adults
Yes (Always)	62(69%)
Sometimes	26(29%)
No (Never)	2(2%)
DNR	
Total	90

	P/G	C/A	Total
Yes (Always)			
Sometimes	53(31%)		53(31%)
No (Never)	118(69%)	1(100%)	119(69%)
DNR			
Total	171	1	172

Valley Comparison

Question 1

	Adult	P/G	C/A	Total
Lehigh County	91%	96%	100%	94%
Valley Average	92%	96%	100%	94%

Question 2

	Adult	P/G	C/A	Total
Lehigh County	94%	96%	100%	95%
Valley Average	95%	93%	100%	94%

Question 3

	Adult	P/G	C/A	Total
Lehigh County	94%	98%	100%	96%
Valley Average	95%	97%	100%	96%

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	57%		67%
Valley Average	100%	67%		74%

Question 5

	Adult	P/G	C/A	Total
Lehigh County	87%	100%	100%	95%
Valley Average	92%	100%	100%	96%

Question 6

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

Question 7

	Adult	P/G	C/A	Total
Lehigh County	97%	87%	100%	91%
Valley Average	97%	91%	100%	93%

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	97%	100%	100%	99%
Valley Average	98%	94%	100%	99%

Question 10

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

Question 11

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

Question 12

	Adult	P/G	C/A	Total
Lehigh County	94%	100%	100%	97%
Valley Average	97%	100%	100%	99%

Question 13

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

Question 14

	Adult	P/G	C/A	Total
Lehigh County	91%	98%	100%	95%
Valley Average	95%	99%	100%	97%

Question 15

	Adult	P/G	C/A	Total
Lehigh County	91%	98%	100%	94%
Valley Average	89%	95%		91%

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	88%	89%	100%	89%
Valley Average	90%	93%	100%	92%

Question 18

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

Question 19A.

	Adult	P/G	C/A	Total
Lehigh County	91%	100%	100%	96%
Valley Average	92%	100%	100%	96%

Question 19B.

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

Question 20

	Adult	P/G	C/A	Total
Lehigh County	88%	85%	100%	86%
Valley Average	89%	86%	100%	87%

Question 21

	Adult	P/G	C/A	Total
Lehigh County	94%	98%	100%	96%
Valley Average	97%	99%	100%	98%

Question 22

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