

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

3rd Quarter

July 1, 2013 to September 30, 2013

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 92 individuals from Lehigh County were visited.

Question #1

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

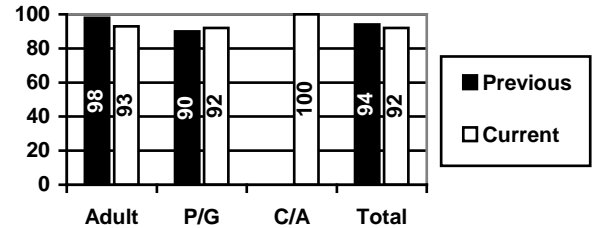
3rd Quarter (07/01/13 – 09/30/13)

	Adults	P/G	C/A	Total
Yes	26(93%)	56(92%)	3(100%)	85(92%)
No	2(7%)	5(8%)		7(8%)
DNR				
Total	28	61	3	92

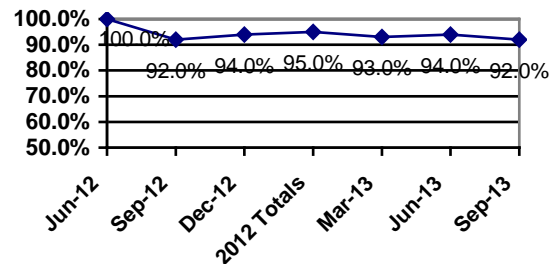
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	97(96%)	148(91%)	4(100%)	249(93%)
No	4(4%)	14(9%)		18(7%)
DNR		1		1
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

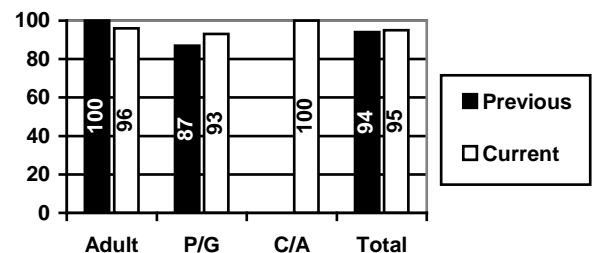
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	27(96%)	57(93%)	3(100%)	87(95%)
No	1(4%)	4(7%)		5(5%)
DNR				
Total	28	61	3	92

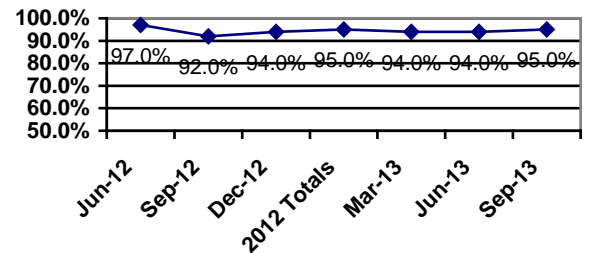
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(98%)	147(92%)	4(100%)	250(94%)
No	2(2%)	13(8%)		15(6%)
DNR		3		3
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

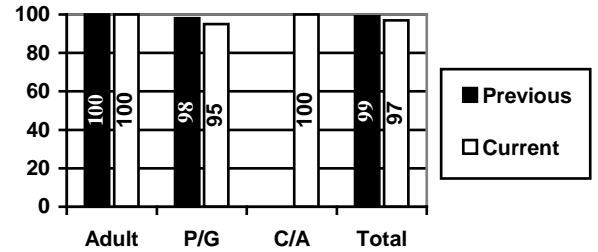
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	28(100%)	58(95%)	3(100%)	89(97%)
No		3(5%)		3(3%)
DNR				
Total	28	61	3	92

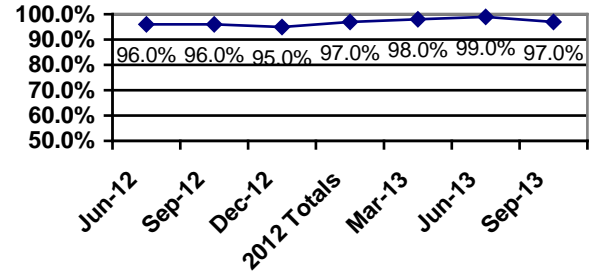
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	101(100%)	156(96%)	3(100%)	260(98%)
No		6(4%)		6(2%)
DNR		1	1	2
Total	101	163	4	268

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	6(100%)
No	
DNR	22
Total	28

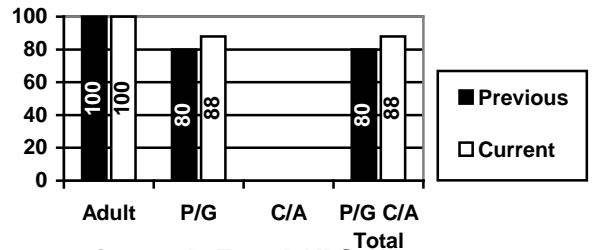
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	7(88%)		7(88%)
No	1(12%)		1(12%)
DNR	53	3	56
Total	61	3	64

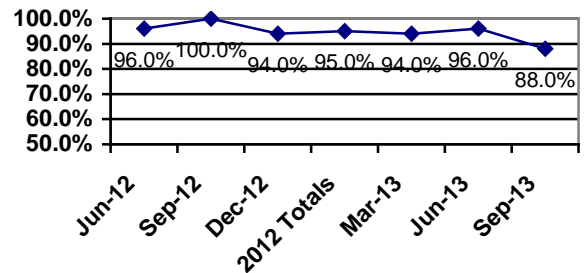
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	30(100%)	21(88%)		51(94%)
No		3(12%)		3(6%)
DNR	71	139	4	214
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #5

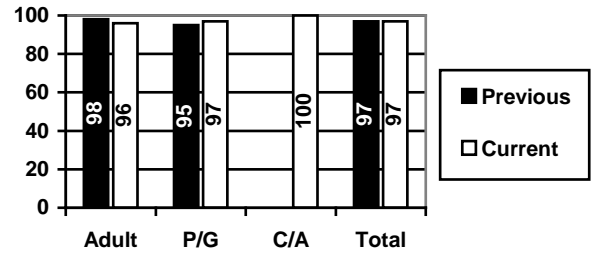
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	27(96%)	59(97%)	3(100%)	89(97%)
No	1(4%)	2(3%)		3(3%)
DNR				
Total	28	61	3	92

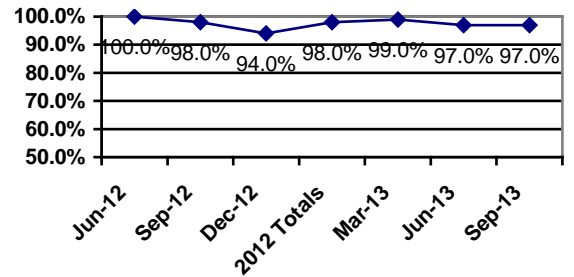
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(98%)	157(97%)	4(100%)	260(97%)
No	2(2%)	5(3%)		7(3%)
DNR		1		1
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #6

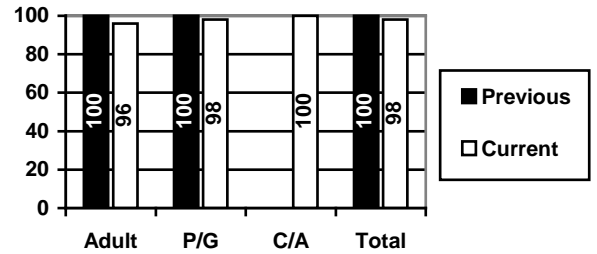
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	26(96%)	60(98%)	3(100%)	89(98%)
No	1(4%)	1(2%)		2(2%)
DNR	1			1
Total	28	61	3	92

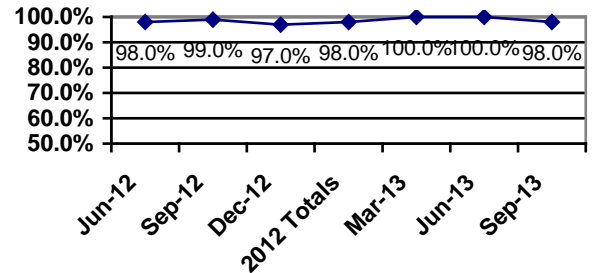
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	91(99%)	157(99%)	4(100%)	252(99%)
No	1(1%)	1(1%)		2(1%)
DNR	9	5		14
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #7

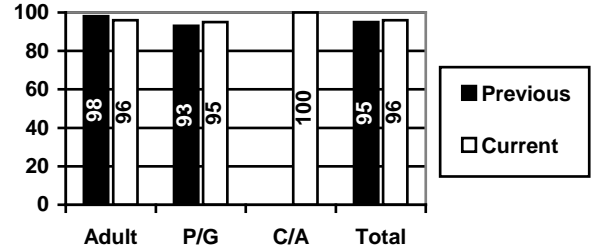
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	27(96%)	58(95%)	3(100%)	88(96%)
No	1(4%)	3(5%)		4(4%)
DNR				
Total	28	61	3	92

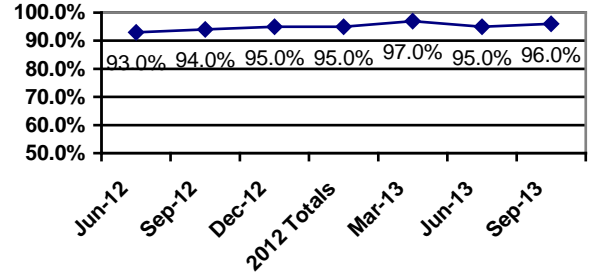
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	97(96%)	156(96%)	4(100%)	257(96%)
No	4(4%)	7(4%)		11(4%)
DNR				
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

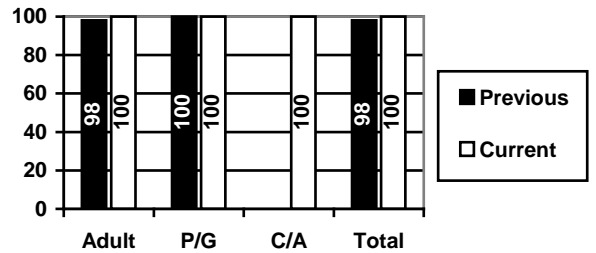
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	28(100%)	59(100%)	3(100%)	90(100%)
No				
DNR		2		2
Total	28	61	3	92

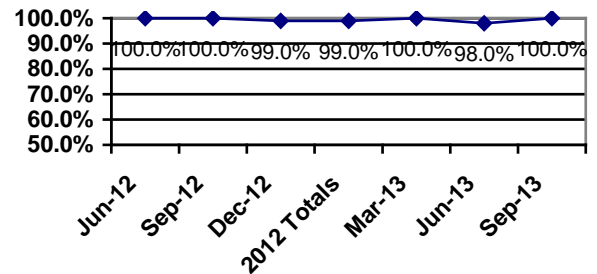
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	100(99%)	160(100%)	4(100%)	264(99.6%)
No	1(1%)			1(<1%)
DNR		3		3
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

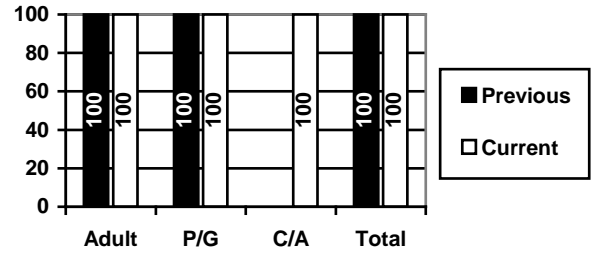
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	28(100%)	61(100%)	3(100%)	92(100%)
No				
DNR				
Total	28	61	3	92

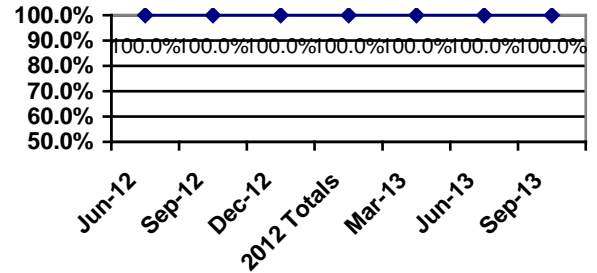
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	101(100%)	163(100%)	4(100%)	268(100%)
No				
DNR				
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

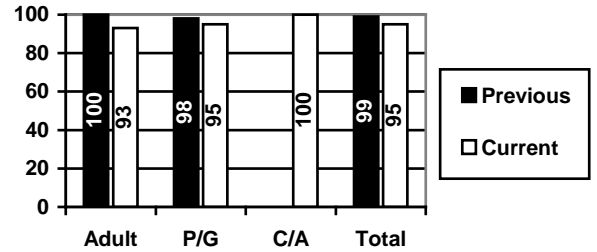
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	26(93%)	58(95%)	3(100%)	87(95%)
No	2(7%)	3(5%)		5(5%)
DNR				
Total	28	61	3	92

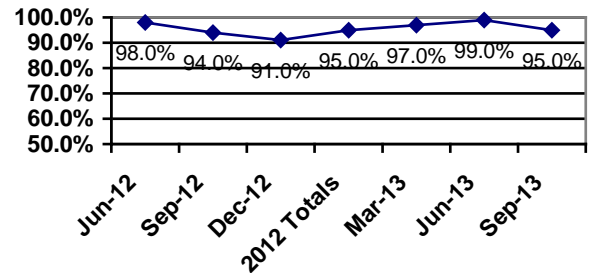
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(98%)	156(96%)	4(100%)	259(97%)
No	2(2%)	7(4%)		9(3%)
DNR				
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

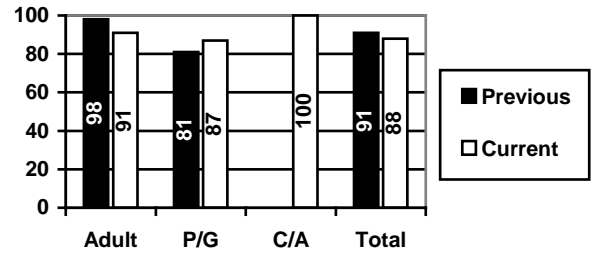
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	20(91%)	46(87%)	1(100%)	67(88%)
No	2(9%)	7(13%)		9(12%)
DNR	6	8	2	16
Total	28	61	3	92

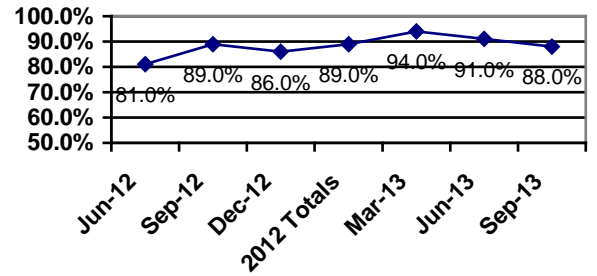
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	84(97%)	123(87%)	2(100%)	209(91%)
No	3(3%)	18(13%)		21(9%)
DNR	14	22	2	38
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

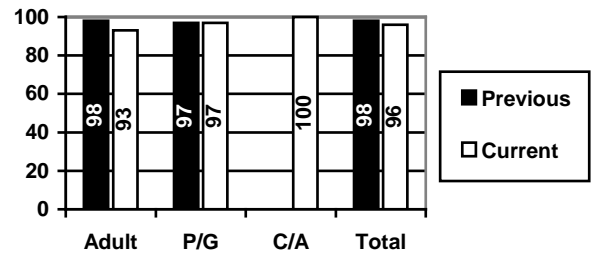
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	26(93%)	58(97%)	3(100%)	87(96%)
No	2(7%)	2(3%)		4(4%)
DNR		1		1
Total	28	61	3	92

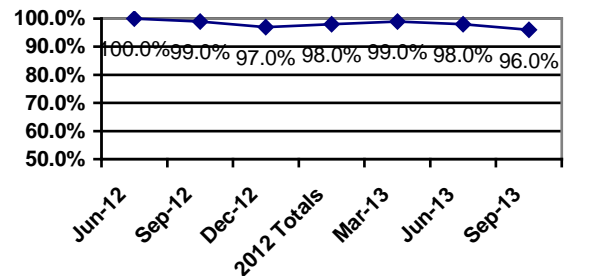
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	97(96%)	158(98%)	4(100%)	259(97%)
No	4(4%)	3(2%)		7(3%)
DNR		2		2
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

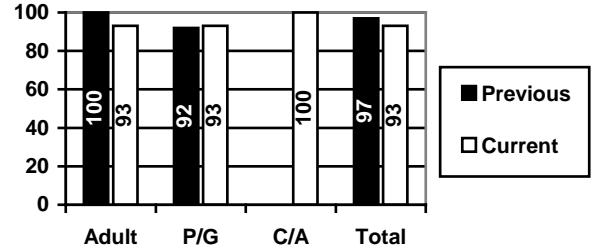
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	26(93%)	56(93%)	3(100%)	85(93%)
No	2(7%)	4(7%)		6(7%)
DNR		1		1
Total	28	61	3	92

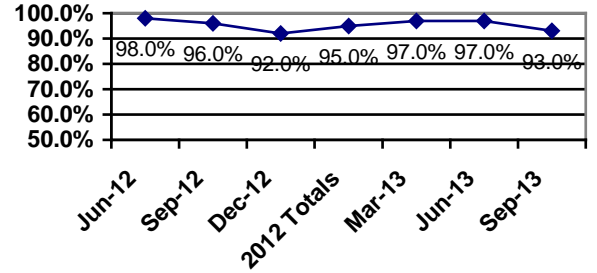
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(98%)	152(94%)	4(100%)	255(96%)
No	2(2%)	10(6%)		12(4%)
DNR		1		1
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

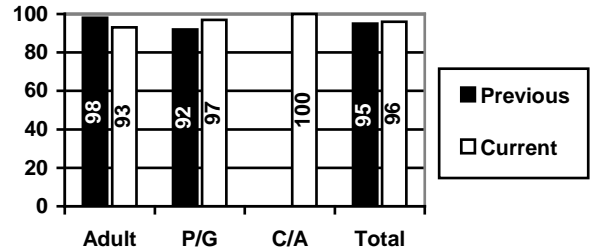
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	26(93%)	59(97%)	3(100%)	88(96%)
No	2(7%)	2(3%)		4(4%)
DNR				
Total	28	61	3	92

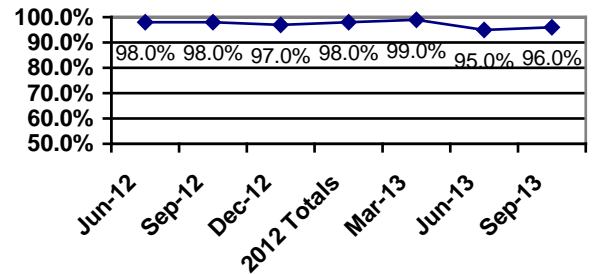
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	97(96%)	158(97%)	4(100%)	259(97%)
No	4(4%)	5(3%)		9(3%)
DNR				
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #15

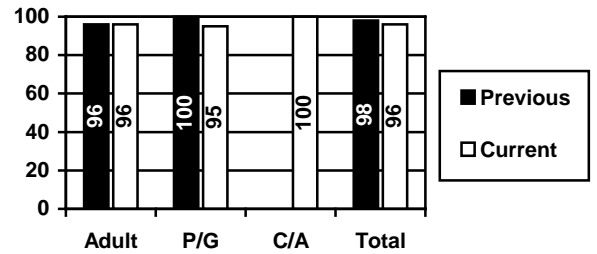
I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

	Adults	P/G	C/A	Total
Yes	27(96%)	58(95%)	3(100%)	88(96%)
No	1(4%)	3(5%)		4(4%)
DNR				
Total	28	61	3	92

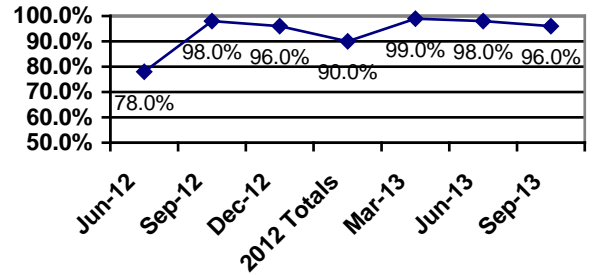
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	98(97%)	159(98%)	4(100%)	261(97%)
No	3(3%)	4(2%)		7(3%)
DNR				
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #16

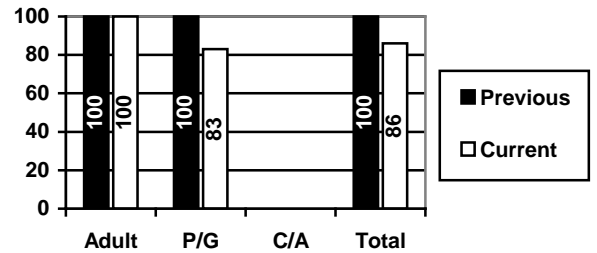
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	1(100%)	5(83%)		6(86%)
No		1(17%)		1(14%)
N/A	27	55	3	85
Total	28	61	3	92

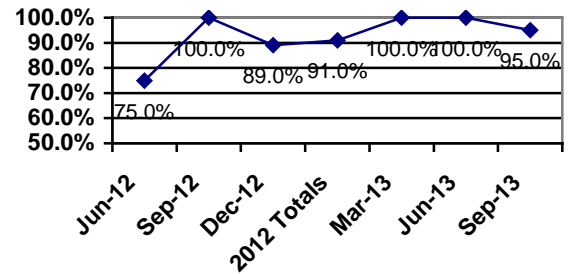
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	7(100%)	12(92%)		19(95%)
No		1(8%)		1(5%)
DNR	94	150	4	248
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



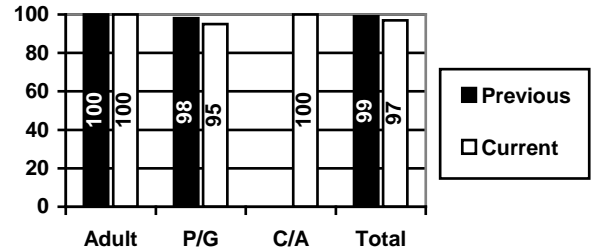
Note: Individuals listed as DNR responded as not having used the complaint or grievance process.

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	28(100%)	58(95%)	3(100%)	89(97%)
No		3(5%)		3(3%)
DNR				
Total	28	61	3	92

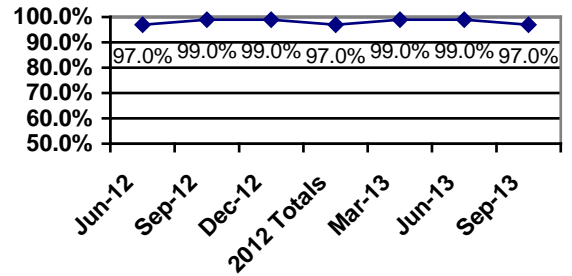
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	100(100%)	158(97%)	4(100%)	262(98%)
No		5(3%)		5(2%)
DNR	1			1
Total	101	163	4	268

Quarterly Trend All Surveys

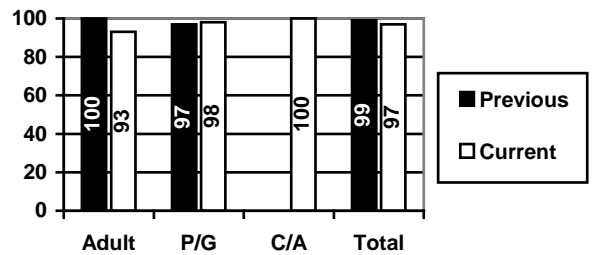


Question #18

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

	Adults	P/G	C/A	Total
Yes	26(93%)	60(98%)	3(100%)	89(97%)
No	2(7%)	1(2%)		3(3%)
DNR				
Total	28	61	3	92

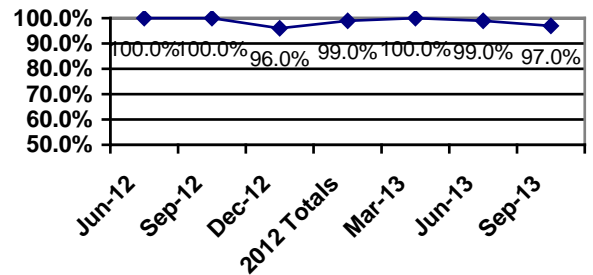
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(98%)	159(99%)	4(100%)	262(98%)
No	2(2%)	2(1%)		4(2%)
DNR		2		2
Total	101	163	4	268

Quarterly Trend All Surveys



Question #19

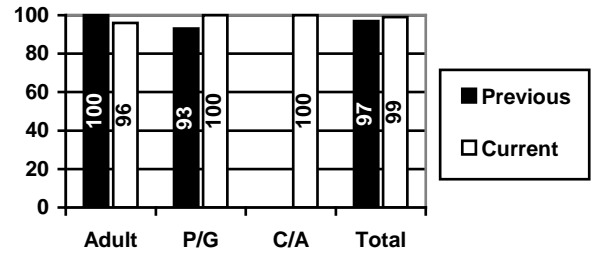
A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	27(96%)	61(100%)	3(100%)	91(99%)
No	1(4%)			1(1%)
DNR				
Total	28	61	3	92

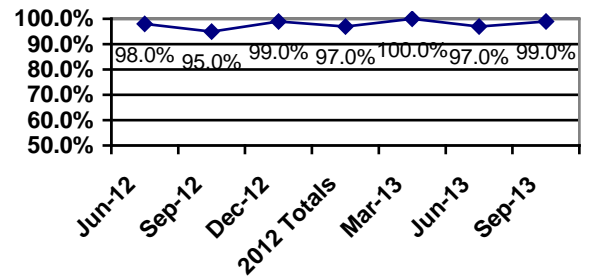
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	100(99%)	159(98%)	4(100%)	263(99%)
No	1(1%)	3(2%)		4(1%)
DNR		1		1
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



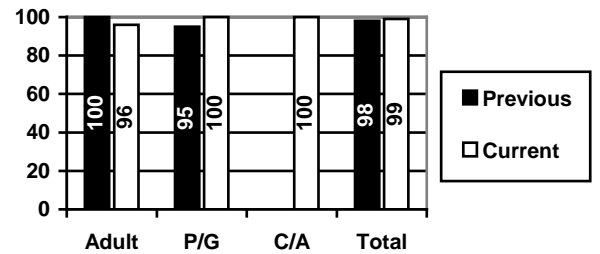
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	27(96%)	61(100%)	3(100%)	91(99%)
No	1(4%)			1(1%)
DNR				
Total	28	61	3	92

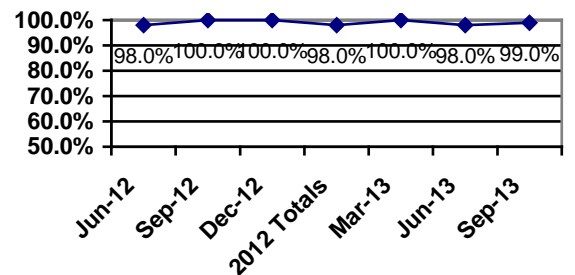
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	100(99%)	160(99%)	4(100%)	264(99%)
No	1(1%)	2(1%)		3(1%)
DNR		1		1
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #20

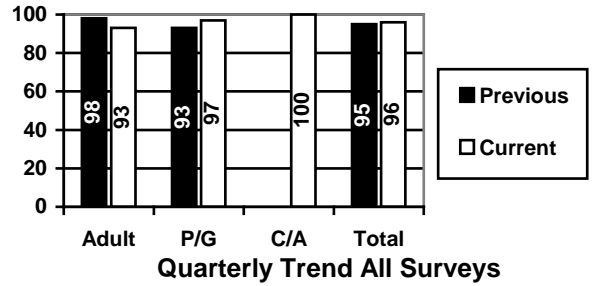
My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	26(93%)	59(97%)	3(100%)	88(96%)
No	2(7%)	2(3%)		4(4%)
DNR				
Total	28	61	3	92

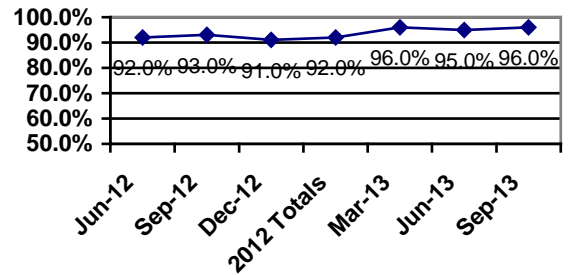
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	97(96%)	155(95%)	4(100%)	256(96%)
No	4(4%)	8(5%)		12(4%)
DNR				
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys



Question #21

Adults:

I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

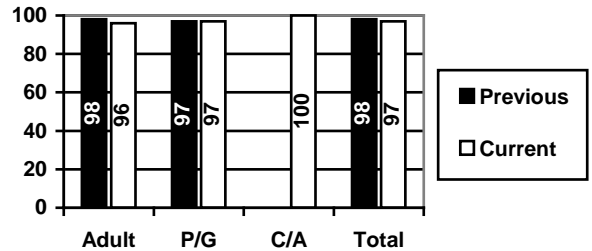
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	27(96%)	59(97%)	3(100%)	89(97%)
No	1(4%)	2(3%)		3(3%)
DNR				
Total	28	61	3	92

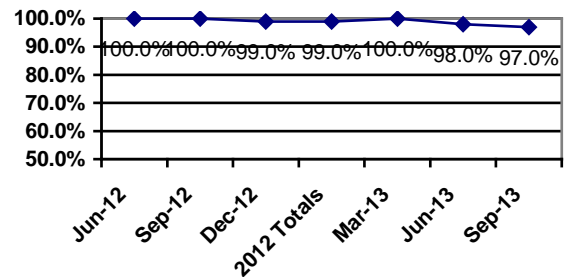
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	99(98%)	157(98%)	4(100%)	260(98%)
No	2(2%)	3(2%)		5(2%)
DNR		3		3
Total	101	163	4	268

Previous Report Comparison



Quarterly Trend All Surveys

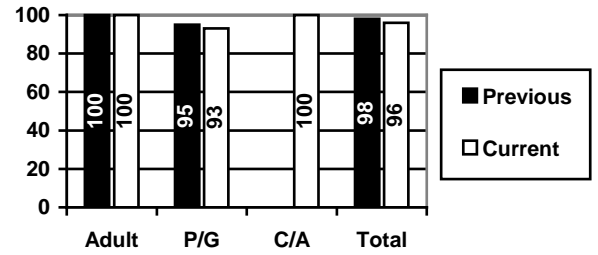


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	28(100%)	57(93%)	3(100%)	88(96%)
No		4(7%)		4(4%)
DNR				
Total	28	61	3	92

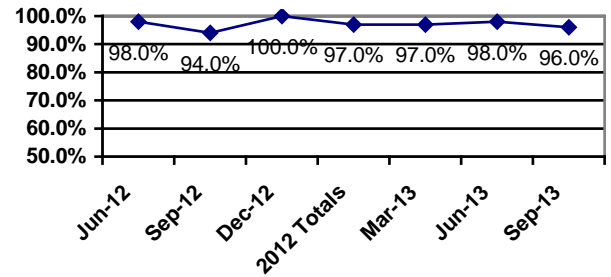
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	101(100%)	153(94%)	4(100%)	258(97%)
No		9(6%)		9(3%)
DNR		1		1
Total	101	163	4	268

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)	17(61%)	49(80%)	2(67%)	68(74%)
Sometimes	10(35%)	10(16%)	1(33%)	21(23%)
No (Never)	1(4%)	2(3%)		3(3%)
Did Not Answer				
Total	28	61	3	92

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	65(64%)	133(82%)	3(75%)	201(75%)
Sometimes	34(34%)	25(15%)	1(25%)	60(22%)
No (Never)	2(2%)	4(2%)		6(2%)
Did Not Answer		1		1
Total	101	163	4	268

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(50%)	27(44%)	1(33%)	42(46%)
A Little Better	12(43%)	25(41%)	2(67%)	39(42%)
About the Same	1(3%)	7(11%)		8(9%)
A Little Worse	1(3%)	1(2%)		2(2%)
Much Worse		1(2%)		1(1%)
Did Not Respond				
Total	28	61	3	92

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Much Better	49(49%)	67(41%)	2(50%)	118(44%)
A Little Better	41(41%)	70(43%)	2(50%)	113(42%)
About the Same	8(7%)	19(11%)		27(10%)
A Little Worse	3(3%)	6(4%)		9(3%)
Much Worse		1(1%)		1(<1%)
Did Not Respond				
Total	101	163	4	268

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)	16(57%)
Sometimes	12(43%)
No (Never)	
DNR	
Total	28

	P/G	C/A	Total
Yes (Always)	1(2%)		1(2%)
Sometimes	15(24%)	1(33%)	16(25%)
No (Never)	45(74%)	2(67%)	47(73%)
DNR			
Total	61	3	64

Cumulative Yearly Totals

	Adults
Yes (Always)	66(65%)
Sometimes	34(34%)
No (Never)	1(1%)
DNR	
Total	101

	P/G	C/A	Total
Yes (Always)	1(1%)		1(1%)
Sometimes	42(25%)	1(25%)	43(25%)
No (Never)	120(74%)	3(75%)	123(74%)
DNR			
Total	163	4	167

Valley Comparison

Question 1

	Adult	P/G	C/A	Total
Lehigh County	93%	92%	100%	92%
Valley Average	95%	93%	100%	94%

Question 2

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

Question 3

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

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	88%		94%
Valley Average	100%	96%		96%

Question 5

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

Question 6

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

Question 7

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

Question 8

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

Question 9

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

Question 10

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

Question 11

	Adult	P/G	C/A	Total
Lehigh County	91%	87%	100%	88%
Valley Average	94%	86%	100%	88%

Question 12

	Adult	P/G	C/A	Total
Lehigh County	93%	97%	100%	96%
Valley Average	96%	97%	100%	97%

Question 13

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

Question 14

	Adult	P/G	C/A	Total
Lehigh County	93%	97%	100%	96%
Valley Average	96%	96%	100%	96%

Question 15

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

Question 16

	Adult	P/G	C/A	Total
Lehigh County	100%	83%		86%
Valley Average	100%	90%		90%

Question 17

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

Question 18

	Adult	P/G	C/A	Total
Lehigh County	93%	98%	100%	97%
Valley Average	96%	99%	100%	98%

Question 19A.

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

Question 19B.

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

Question 20

	Adult	P/G	C/A	Total
Lehigh County	93%	97%	100%	96%
Valley Average	96%	98%	100%	97%

Question 21

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

Question 22

	Adult	P/G	C/A	Total
Lehigh County	100%	93%	100%	96%
Valley Average	100%	95%	100%	97%