

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

4th Quarter

October 1, 2013 to December 31, 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 75 individuals from Lehigh County were visited.

Question #1

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

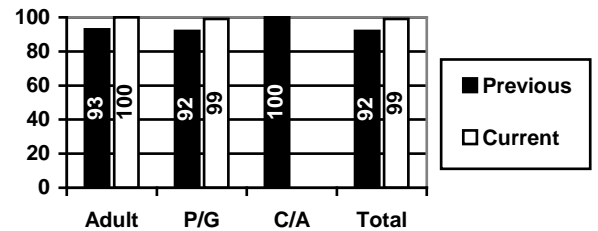
4th Quarter (10/01/13 - 12/31/13)

	Adults	P/G	C/A	Total
Yes	7(100%)	67(99%)		74(99%)
No		1(1%)		1(1%)
DNR				
Total	7	68		75

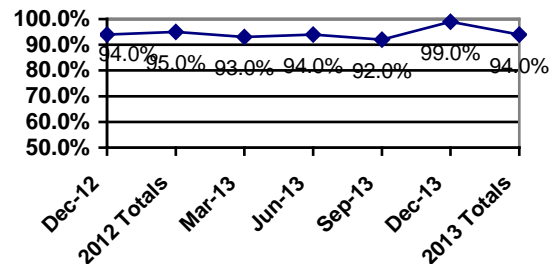
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	104(96%)	215(93%)	4(100%)	323(94%)
No	4(4%)	15(7%)		19(6%)
DNR		1		1
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

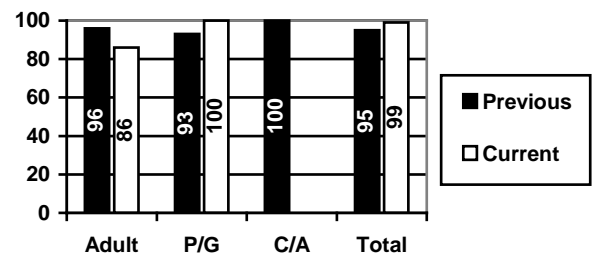
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	6(86%)	66(100%)		72(99%)
No	1(14%)			1(1%)
DNR		2		2
Total	7	68		75

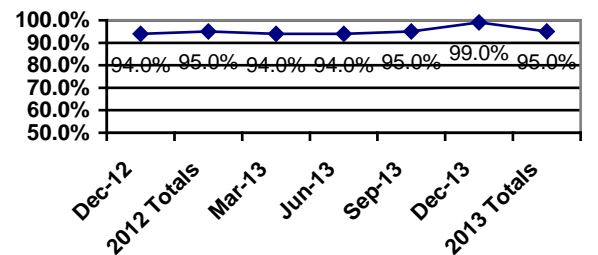
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	105(97%)	213(94%)	4(100%)	322(95%)
No	3(3%)	13(6%)		16(5%)
DNR		5		5
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

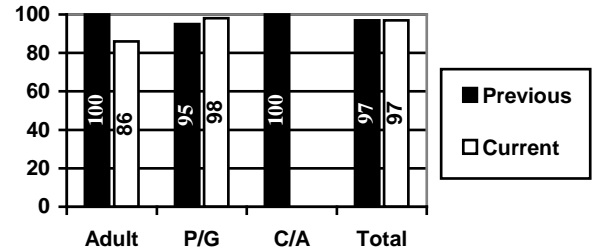
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	6(86%)	63(98%)		69(97%)
No	1(14%)	1(2%)		2(3%)
DNR		4		4
Total	7	68		75

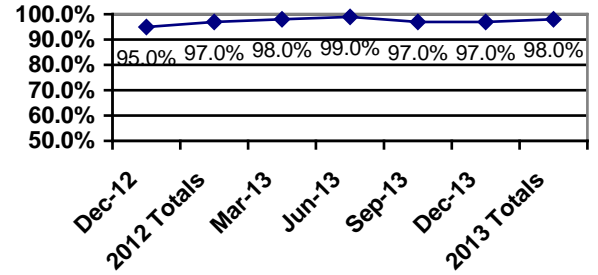
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	107(99%)	219(97%)	3(100%)	329(98%)
No	1(1%)	7(3%)		8(2%)
DNR		5	1	6
Total	108	231	4	343

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	2(100%)
No	
DNR	5
Total	7

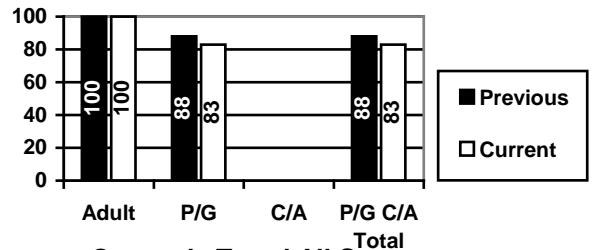
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	5(83%)		5(83%)
No	1(17%)		1(17%)
DNR	62		62
Total	68		68

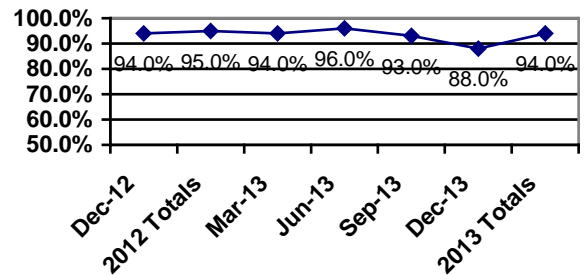
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	32(100%)	26(87%)		58(94%)
No		4(13%)		4(6%)
DNR	76	201	4	281
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #5

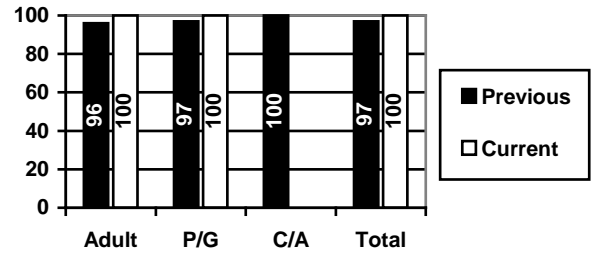
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	7(100%)	67(100%)		74(100%)
No				
DNR		1		1
Total	7	68		75

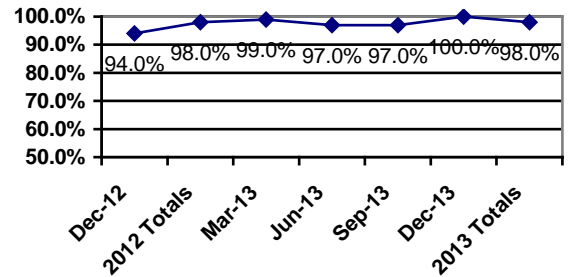
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	106(98%)	224(98%)	4(100%)	334(98%)
No	2(2%)	5(2%)		7(2%)
DNR		2		2
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #6

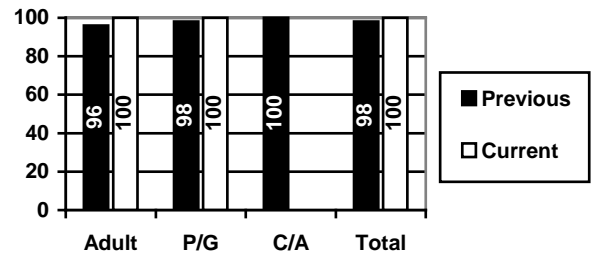
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	7(100%)	65(100%)		72(100%)
No				
DNR		3		3
Total	7	68		75

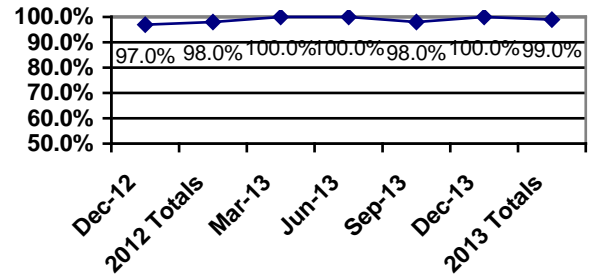
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	98(99%)	222(99%)	4(100%)	324(99%)
No	1(1%)	1(<1%)		2(1%)
DNR	9	8		17
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #7

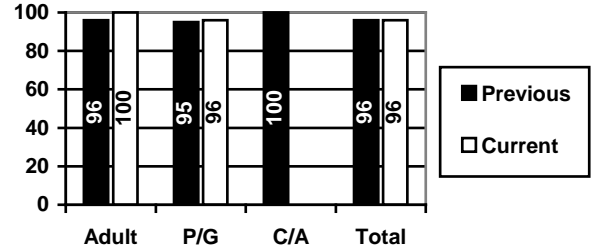
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	7(100%)	65(96%)		72(96%)
No		3(4%)		3(4%)
DNR				
Total	7	68		75

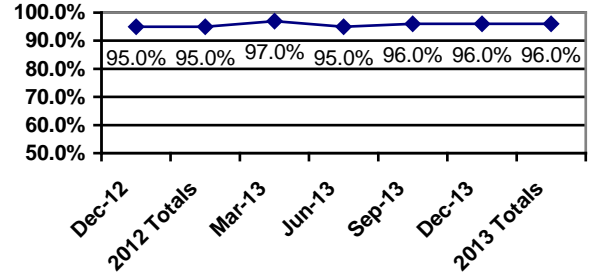
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	104(96%)	221(96%)	4(100%)	329(96%)
No	4(4%)	10(4%)		14(4%)
DNR				
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

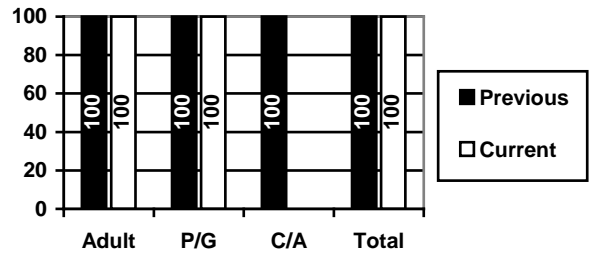
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	7(100%)	68(100%)		75(100%)
No				
DNR				
Total	7	68		75

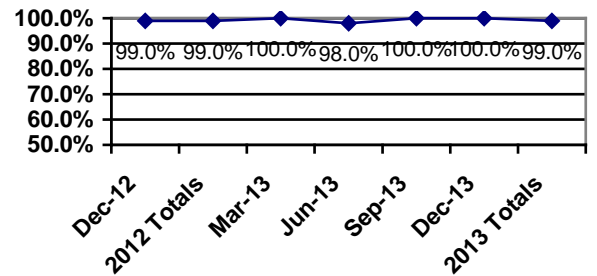
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	107(99%)	228(100%)	4(100%)	339(99%)
No	1(1%)			1(<1%)
DNR		3		3
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

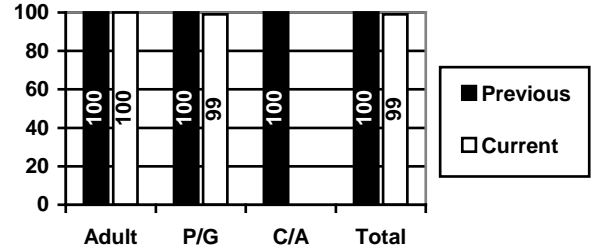
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	7(100%)	67(99%)		74(99%)
No		1(1%)		1(1%)
DNR				
Total	7	68		75

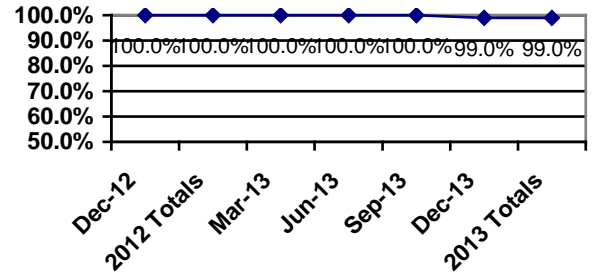
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	108(100%)	230(99%)	4(100%)	342(99%)
No		1(<1%)		1(<1%)
DNR				
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

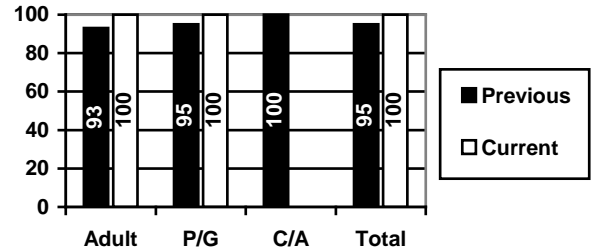
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	7(100%)	68(100%)		75(100%)
No				
DNR				
Total	7	68		75

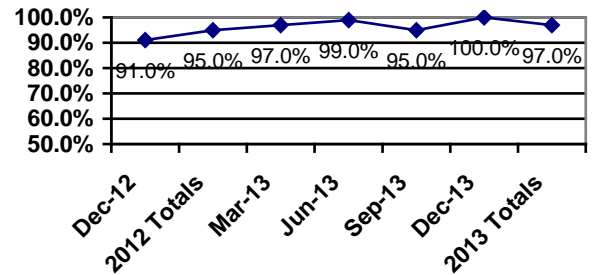
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	106(98%)	224(97%)	4(100%)	334(97%)
No	2(2%)	7(3%)		9(3%)
DNR				
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

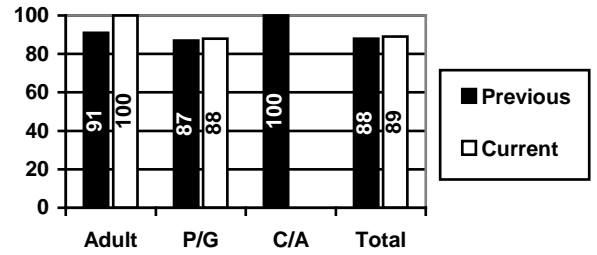
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	4(100%)	37(88%)		41(89%)
No		5(12%)		5(11%)
DNR	3	26		29
Total	7	68		75

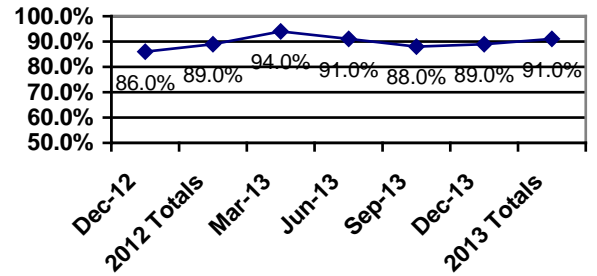
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	88(97%)	160(87%)	2(100%)	250(91%)
No	3(3%)	23(13%)		26(9%)
DNR	17	48	2	67
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

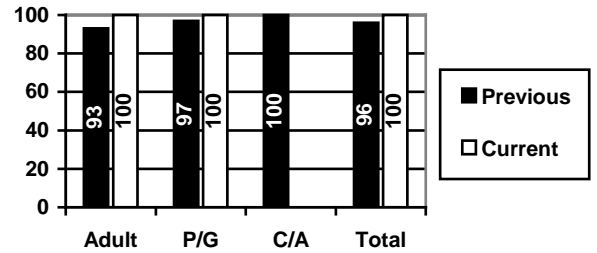
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	7(100%)	68(100%)		75(100%)
No				
DNR				
Total	7	68		75

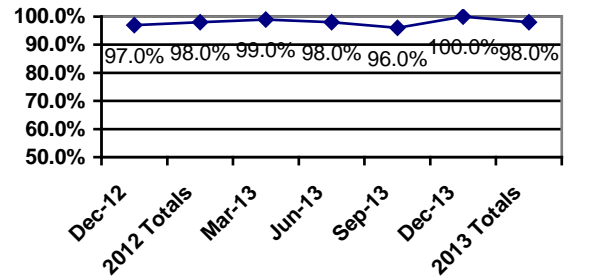
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	104(96%)	226(99%)	4(100%)	334(98%)
No	4(4%)	3(1%)		7(2%)
DNR		2		2
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

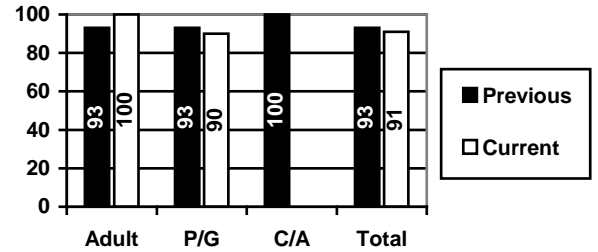
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	7(100%)	60(90%)		67(91%)
No		7(10%)		7(9%)
DNR		1		1
Total	7	68		75

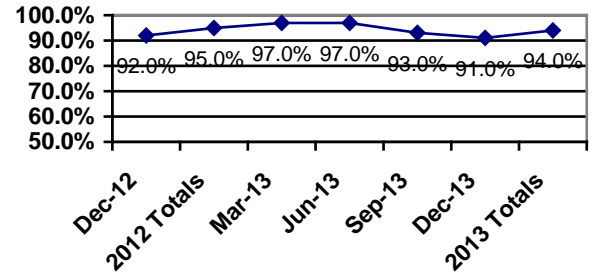
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	106(98%)	212(93%)	4(100%)	322(94%)
No	2(2%)	17(7%)		19(6%)
DNR		2		2
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

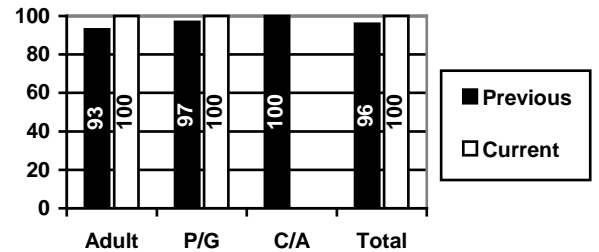
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	7(100%)	67(100%)		74(100%)
No				
DNR		1		1
Total	7	68		75

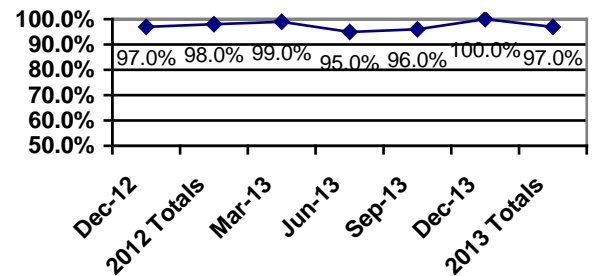
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	104(96%)	225(98%)	4(100%)	333(97%)
No	4(4%)	5(2%)		9(3%)
DNR		1		1
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #15

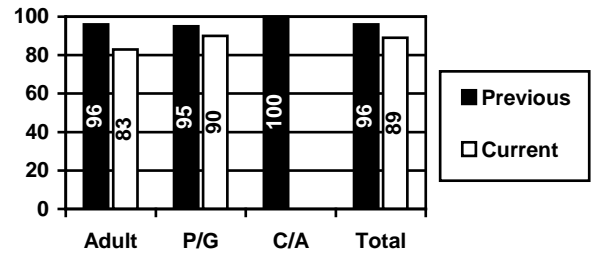
I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

	Adults	P/G	C/A	Total
Yes	5(83%)	61(90%)		66(89%)
No	1(17%)	7(10%)		8(11%)
DNR	1			1
Total	7	68		75

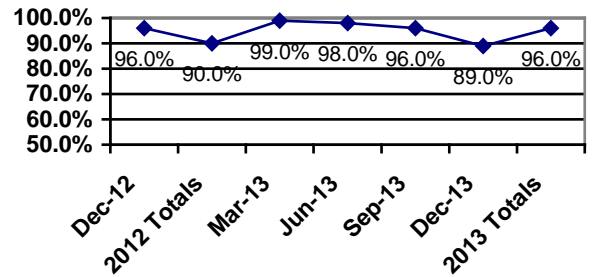
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	103(96%)	220(95%)	4(100%)	327(96%)
No	4(4%)	11(5%)		15(4%)
DNR	1			1
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #16

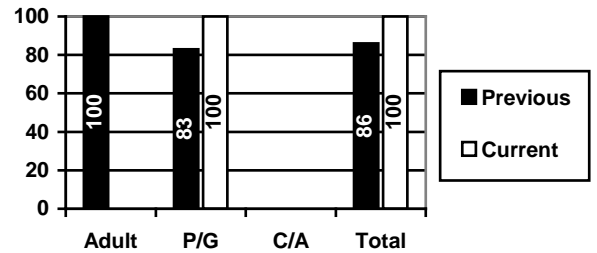
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes		5(100%)		5(100%)
No				
N/A	7	63		70
Total	7	68		75

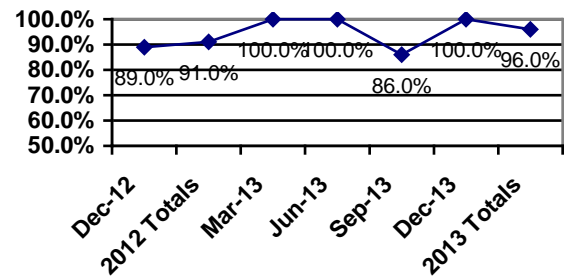
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	7(100%)	17(94%)		24(96%)
No		1(6%)		1(4%)
DNR	101	213	4	318
Total	108	231	4	343

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	7(100%)	63(93%)		70(93%)
No		5(7%)		5(7%)
DNR				
Total	7	68		75

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	107(100%)	221(96%)	4(100%)	332(97%)
No		10(4%)		10(3%)
DNR	1			1
Total	108	231	4	343

Question #18

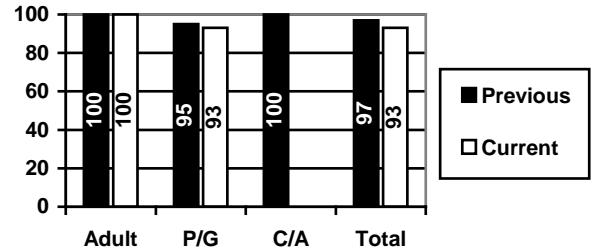
I am pleased with the physical environment where I receive services.

	Adults	P/G	C/A	Total
Yes	7(100%)	68(100%)		75(100%)
No				
DNR				
Total	7	68		75

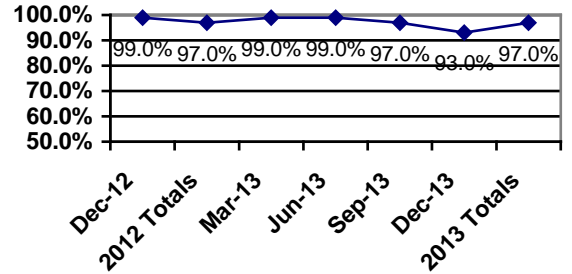
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	106(98%)	227(99%)	4(100%)	337(99%)
No	2(2%)	2(1%)		4(1%)
DNR		2		2
Total	108	231	4	343

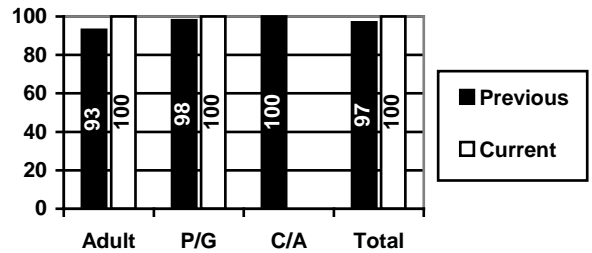
Previous Report Comparison



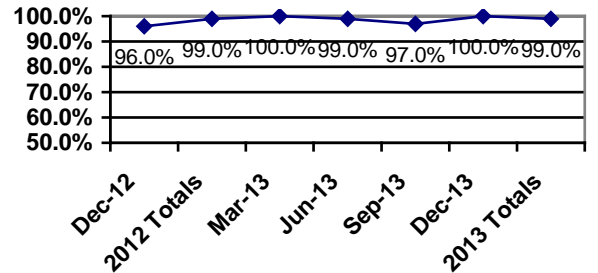
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Question #19

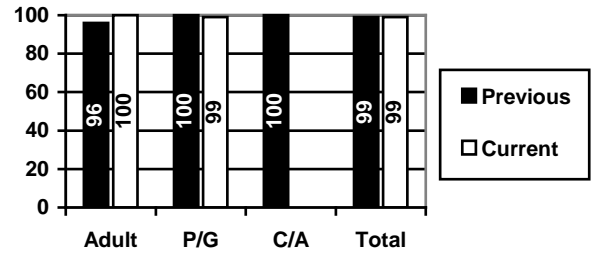
A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	7(100%)	67(99%)		74(99%)
No		1(1%)		1(1%)
DNR				
Total	7	68		75

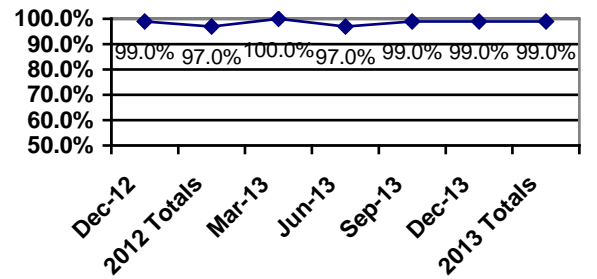
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	107(99%)	226(98%)	4(100%)	337(99%)
No	1(1%)	4(2%)		5(1%)
DNR		1		1
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



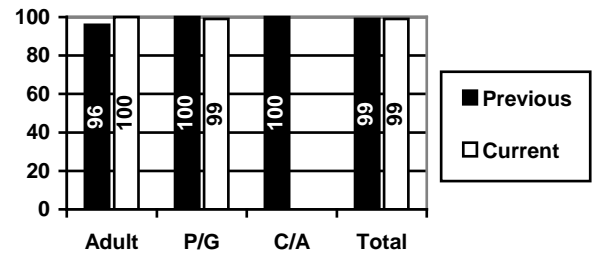
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	7(100%)	67(99%)		74(99%)
No		1(1%)		1(1%)
DNR				
Total	7	68		75

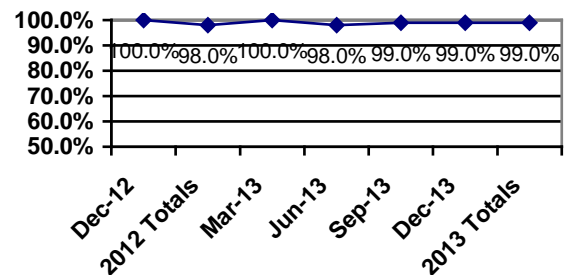
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	107(99%)	227(99%)	4(100%)	338(99%)
No	1(1%)	3(1%)		4(1%)
DNR		1		1
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #20

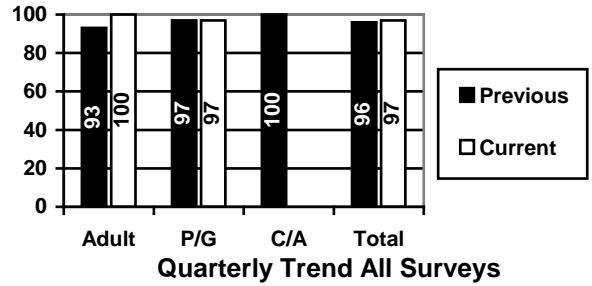
My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	7(100%)	66(97%)		73(97%)
No		2(3%)		2(3%)
DNR				
Total	7	68		75

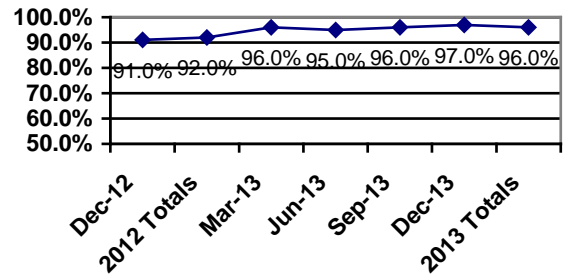
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	104(96%)	221(96%)	4(100%)	329(96%)
No	4(4%)	10(4%)		14(4%)
DNR				
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys



Question #21

Adults:

I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

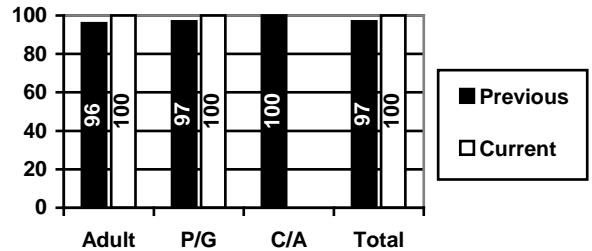
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	7(100%)	67(100%)		74(100%)
No				
DNR		1		1
Total	7	68		75

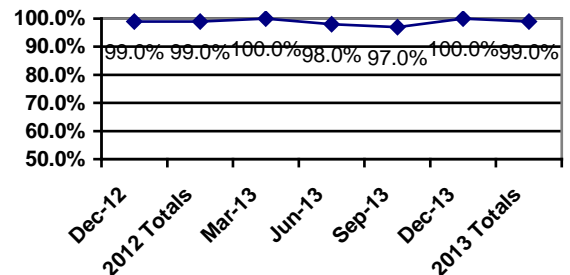
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	106(98%)	224(99%)	4(100%)	334(99%)
No	2(2%)	3(1%)		5(1%)
DNR		4		4
Total	108	231	4	343

Previous Report Comparison



Quarterly Trend All Surveys

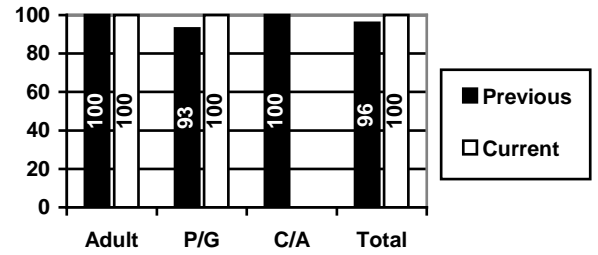


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	7(100%)	68(100%)		75(100%)
No				
DNR				
Total	7	68		75

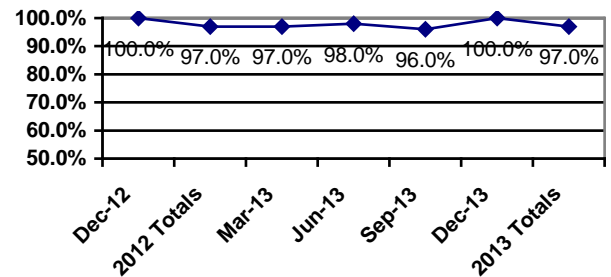
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	108(100%)	221(96%)	4(100%)	333(97%)
No		9(4%)		9(3%)
DNR		1		1
Total	108	231	4	343

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)	6(86%)	56(84%)		62(84%)
Sometimes	1(14%)	10(15%)		11(15%)
No (Never)		1(1%)		1(1%)
Did Not Answer		1		1
Total	7	68		75

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	71(66%)	189(83%)	3(75%)	263(77%)
Sometimes	35(32%)	35(15%)	1(25%)	71(21%)
No (Never)	2(2%)	5(2%)		7(2%)
Did Not Answer		2		2
Total	108	231	4	343

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	4(57%)	34(50%)		38(51%)
A Little Better	2(29%)	27(40%)		29(39%)
About the Same	1(14%)	6(9%)		7(9%)
A Little Worse				
Much Worse		1(1%)		1(1%)
Did Not Respond				
Total	7	68		75

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Much Better	53(49%)	101(44%)	2(50%)	156(45%)
A Little Better	43(40%)	97(42%)	2(50%)	142(41%)
About the Same	9(8%)	25(10%)		34(10%)
A Little Worse	3(3%)	6(3%)		9(3%)
Much Worse		2(1%)		2(1%)
Did Not Respond				
Total	108	231	4	343

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)	5(71%)
Sometimes	1(14%)
No (Never)	1(14%)
DNR	
Total	7

	P/G	C/A	Total
Yes (Always)	1(1%)		1(1%)
Sometimes	19(28%)		19(28%)
No (Never)	48(71%)		48(71%)
DNR			
Total	68		68

Cumulative Yearly Totals

	Adults
Yes (Always)	71(66%)
Sometimes	35(32%)
No (Never)	2(2%)
DNR	
Total	108

	P/G	C/A	Total
Yes (Always)	2(1%)		2(1%)
Sometimes	61(26%)	1(25%)	62(26%)
No (Never)	168(73%)	3(75%)	171(73%)
DNR			
Total	231	4	235

Valley Comparison

Question 1

	Adult	P/G	C/A	Total
Lehigh County	100%	99%		99%
Valley Average	92%	95%	100%	95%

Question 2

	Adult	P/G	C/A	Total
Lehigh County	86%	100%		99%
Valley Average	83%	97%	100%	96%

Question 3

	Adult	P/G	C/A	Total
Lehigh County	86%	98%		97%
Valley Average	92%	98%	100%	97%

Question 4

	Adult	P/G	C/A	Total
Lehigh County	100%	83%		88%
Valley Average	100%	88%	100%	91%

Question 5

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

Question 6

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

Question 7

	Adult	P/G	C/A	Total
Lehigh County	100%	96%		96%
Valley Average	92%	94%	100%	93%

Question 8

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

Question 9

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

Question 10

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

Question 11

	Adult	P/G	C/A	Total
Lehigh County	100%	88%		89%
Valley Average	100%	91%		92%

Question 12

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

Question 13

	Adult	P/G	C/A	Total
Lehigh County	100%	90%		91%
Valley Average	92%	92%	100%	92%

Question 14

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

Question 15

	Adult	P/G	C/A	Total
Lehigh County	83%	90%		89%
Valley Average	91%	91%	100%	91%

Question 16

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

Question 17

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

Question 18

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

Question 19A.

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

Question 19B.

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

Question 20

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

Question 21

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

Question 22

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