

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

1st Quarter

January 1, 2014 to March 31, 2014

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 93 individuals from Lehigh County were visited.

Question #1

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

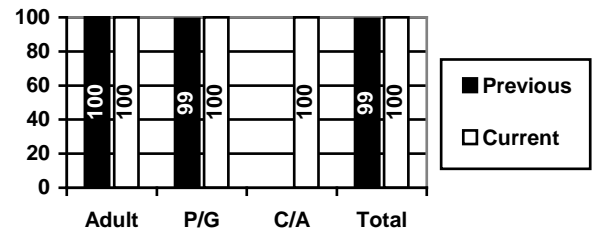
1st Quarter (01/01/14 - 03/31/14)

	Adults	P/G	C/A	Total
Yes	58(100%)	34(100%)	1(100%)	93(100%)
No				
DNR				
Total	58	34	1	93

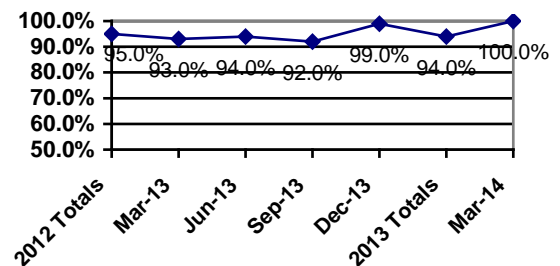
Previous Yearly Totals

	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

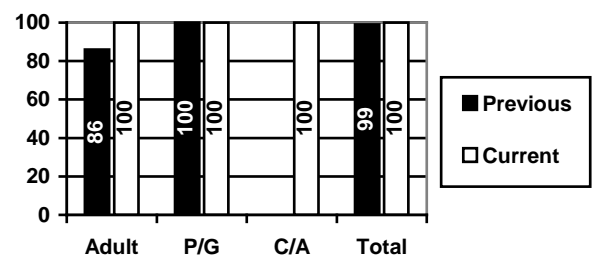
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	58(100%)	34(100%)	1(100%)	93(100%)
No				
DNR				
Total	58	34	1	93

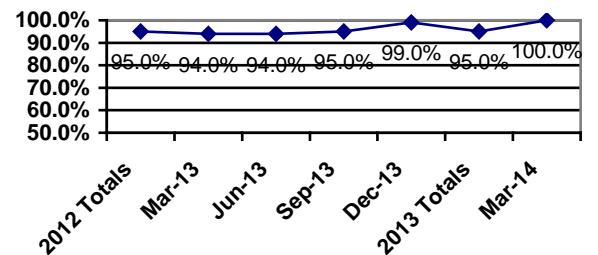
Previous Yearly Totals

	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

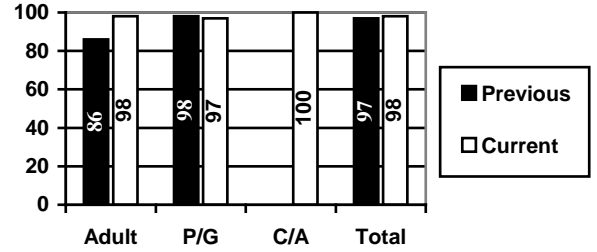
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	54(98%)	32(97%)	1(100%)	87(98%)
No	1(2%)	1(3%)		2(2%)
DNR	3	1		4
Total	58	34	1	93

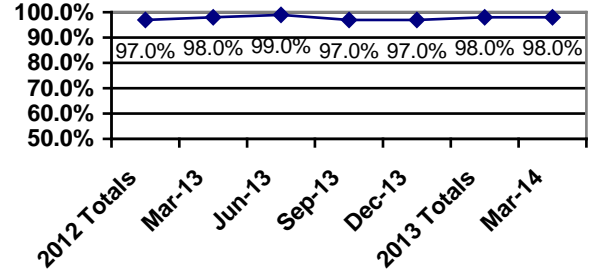
Previous Yearly Totals

	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	10(100%)
No	
DNR	48
Total	58

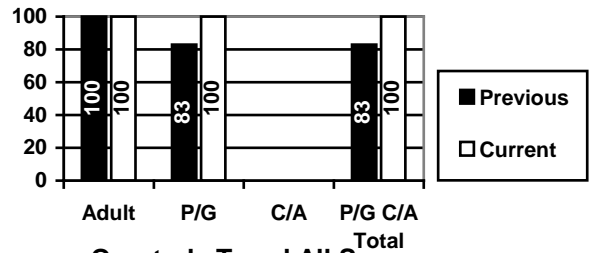
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	2(100%)		2(100%)
No			
DNR	32	1	33
Total	34	1	35

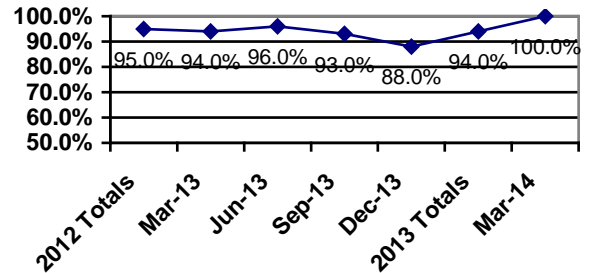
Previous Yearly Totals

	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

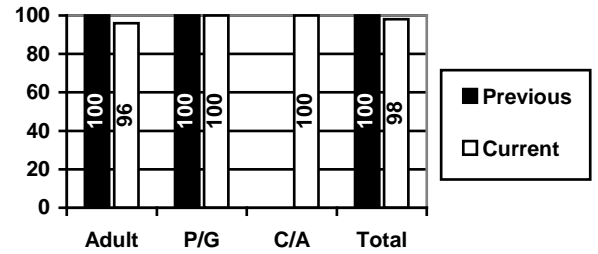
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	55(96%)	34(100%)	1(100%)	90(98%)
No	2(4%)			2(2%)
DNR	1			1
Total	58	34	1	93

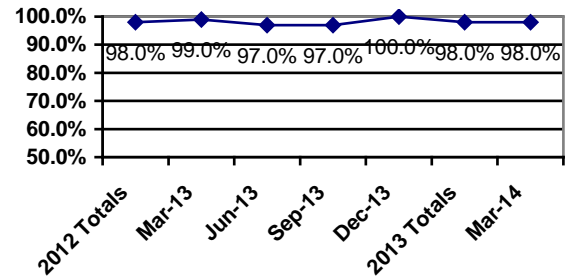
Previous Yearly Totals

	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

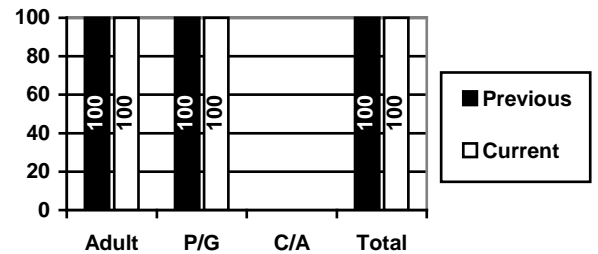
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	49(100%)	32(100%)		81(100%)
No				
DNR	9	2	1	12
Total	58	34	1	93

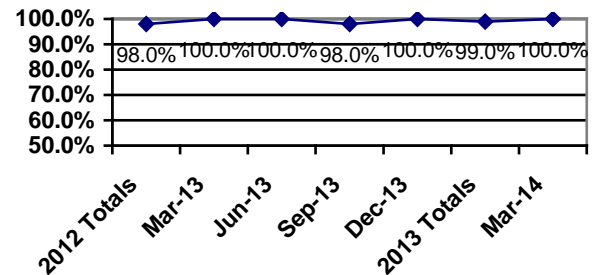
Previous Yearly Totals

	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

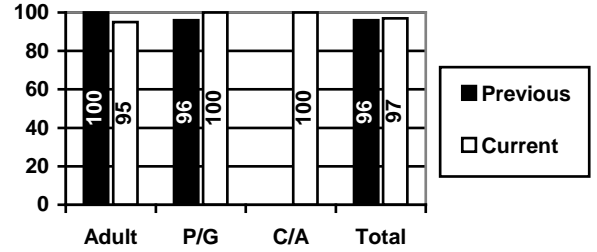
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	55(95%)	33(100%)	1(100%)	89(97%)
No	3(5%)			3(3%)
DNR		1		1
Total	58	34	1	93

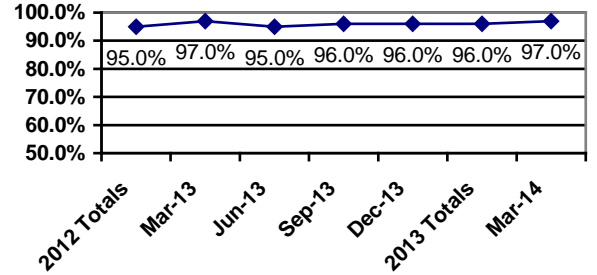
Previous Yearly Totals

	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

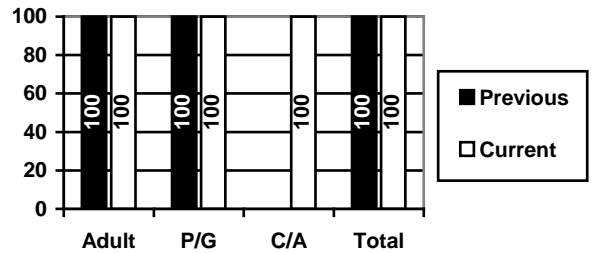
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	57(100%)	34(100%)	1(100%)	92(100%)
No				
DNR	1			1
Total	58	34	1	93

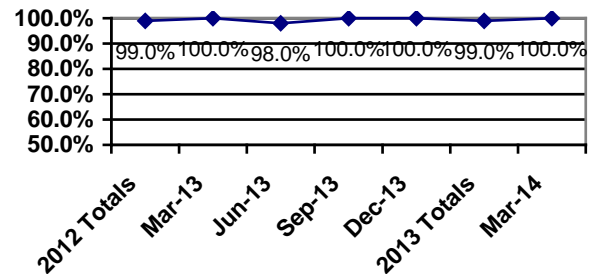
Previous Yearly Totals

	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

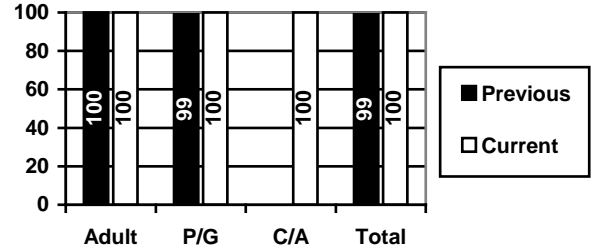
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	58(100%)	34(100%)	1(100%)	93(100%)
No				
DNR				
Total	58	34	1	93

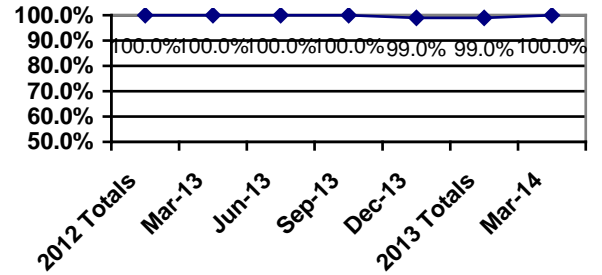
Previous Yearly Totals

	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

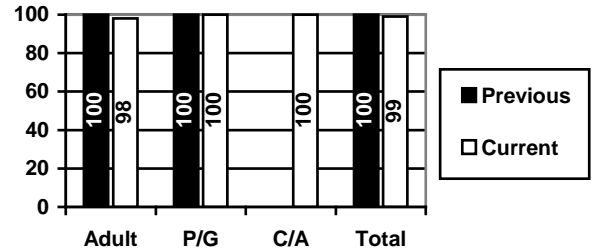
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	56(98%)	34(100%)	1(100%)	91(99%)
No	1(2%)			1(1%)
DNR	1			1
Total	58	34	1	93

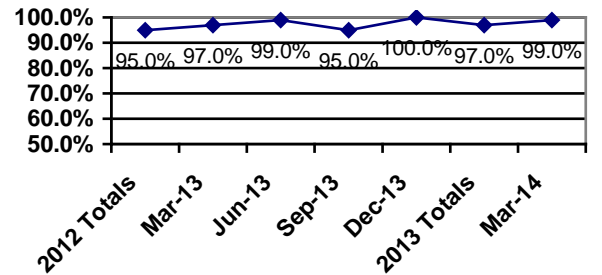
Previous Yearly Totals

	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

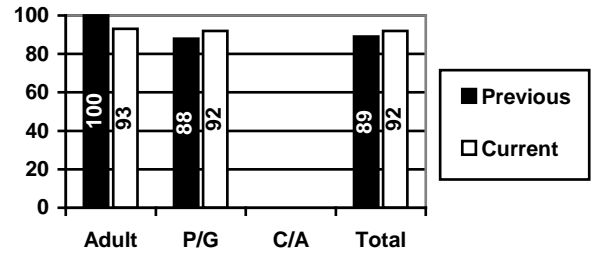
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	39(93%)	22(92%)		61(92%)
No	3(7%)	2(8%)		5(8%)
DNR	16	10	1	27
Total	58	34	1	93

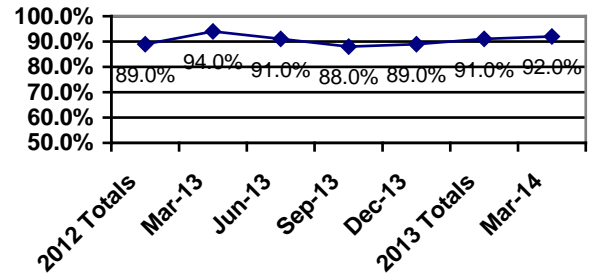
Previous Yearly Totals

	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

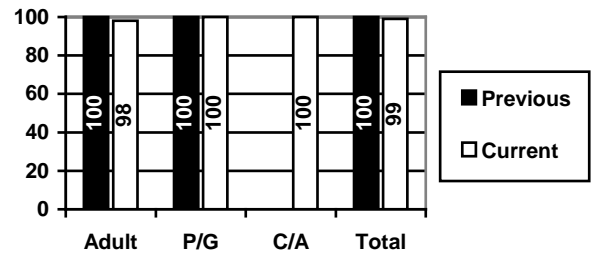
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	57(98%)	34(100%)	1(100%)	92(99%)
No	1(2%)			1(1%)
DNR				
Total	58	34	1	93

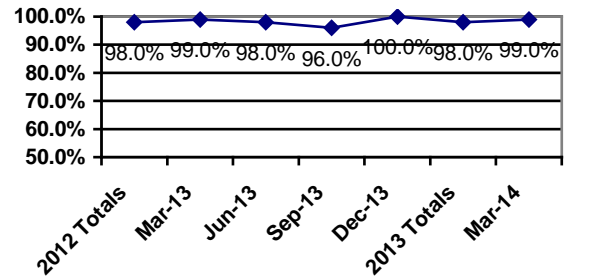
Previous Yearly Totals

	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

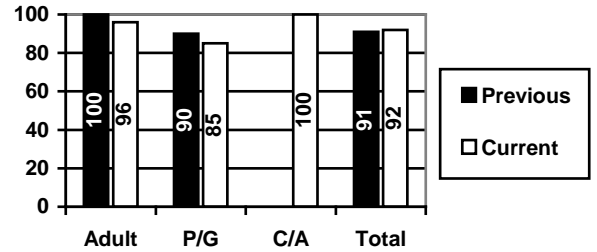
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	54(96%)	28(85%)	1(100%)	83(92%)
No	2(4%)	5(15%)		7(8%)
DNR	2	1		3
Total	58	34	1	93

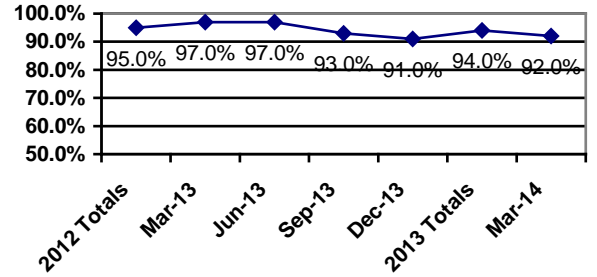
Previous Yearly Totals

	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

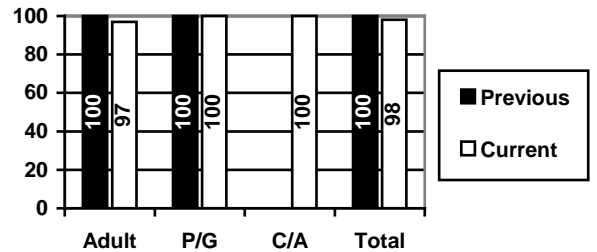
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	56(97%)	34(100%)	1(100%)	91(98%)
No	2(3%)			2(2%)
DNR				
Total	58	34	1	93

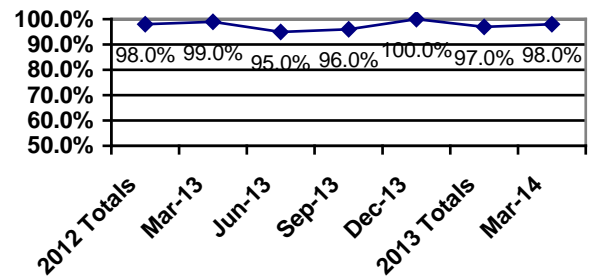
Previous Yearly Totals

	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

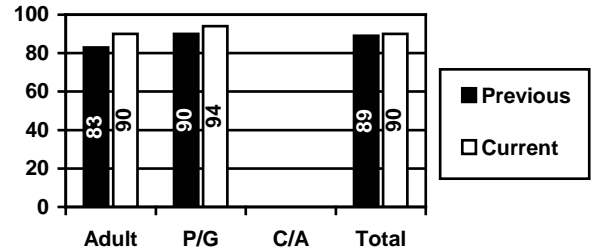
I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

	Adults	P/G	C/A	Total
Yes	52(90%)	32(94%)		84(90%)
No	6(10%)	2(6%)	1(100%)	9(10%)
DNR				
Total	58	34	1	93

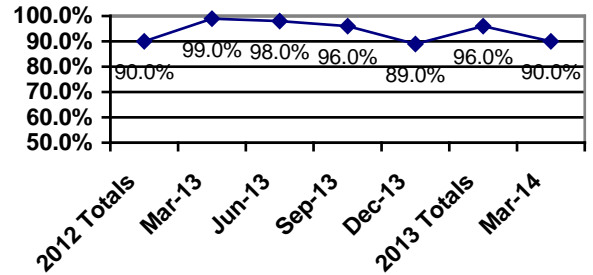
Previous Yearly Totals

	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

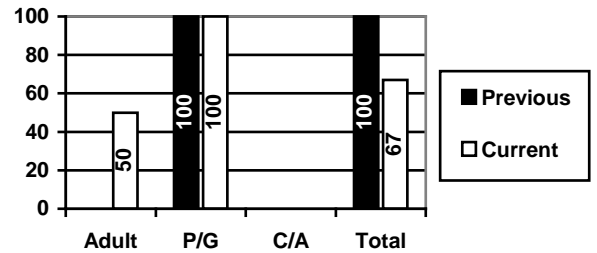
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	1(50%)	1(100%)		2(67%)
No	1(50%)			1(33%)
N/A	56	33	1	90
Total	58	34	1	93

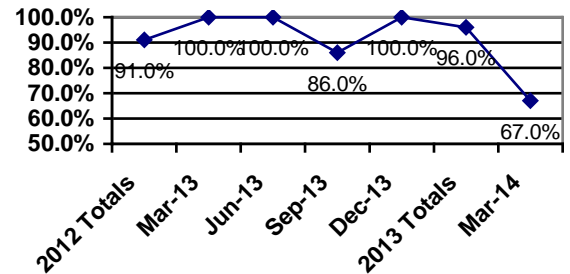
Previous Yearly Totals

	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	55(96%)	33(100%)	1(100%)	89(98%)
No	2(4%)			2(2%)
DNR	1	1		2
Total	58	34	1	93

Previous 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

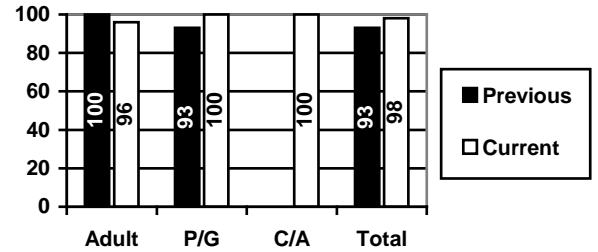
I am pleased with the physical environment where I receive services.

	Adults	P/G	C/A	Total
Yes	57(98%)	34(100%)	1(100%)	92(99%)
No	1(2%)			1(1%)
DNR				
Total	58	34	1	93

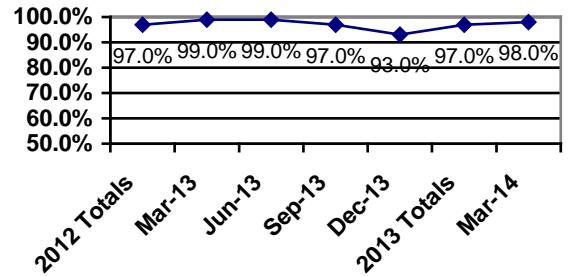
Previous Yearly Totals

	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

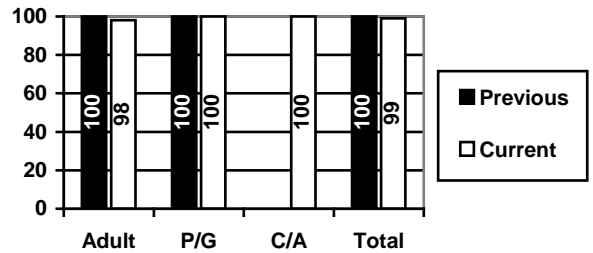
Previous Report Comparison



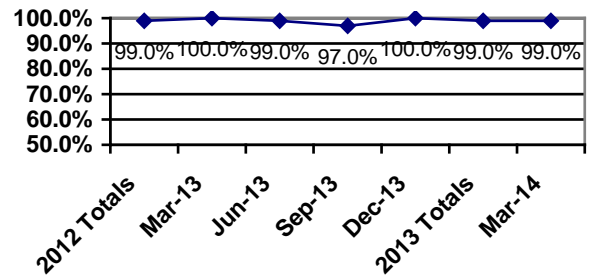
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Question #19

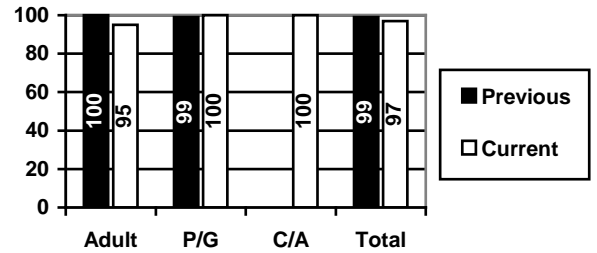
A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	55(95%)	34(100%)	1(100%)	90(97%)
No	3(5%)			3(3%)
DNR				
Total	58	34	1	93

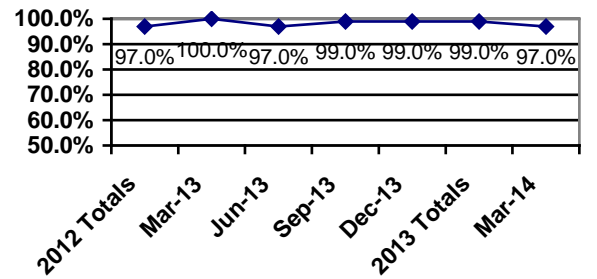
Previous Yearly Totals

	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



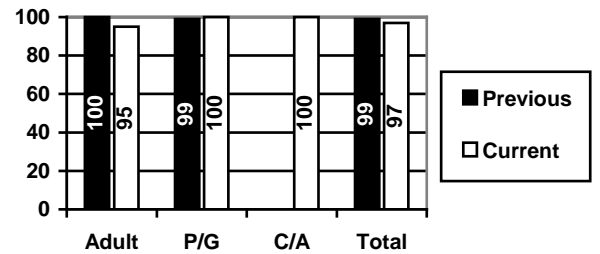
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	55(95%)	34(100%)	1(100%)	90(97%)
No	3(5%)			3(3%)
DNR				
Total	58	34	1	93

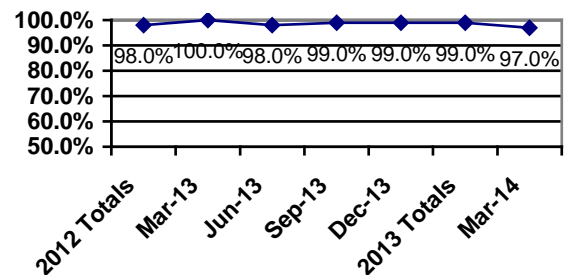
Previous Yearly Totals

	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

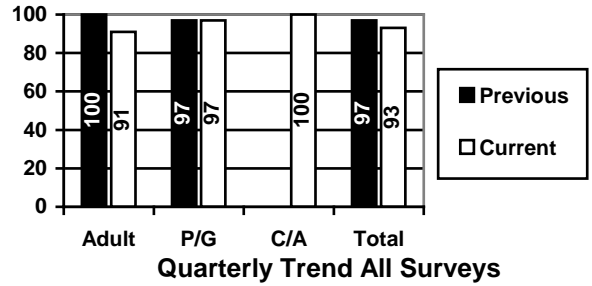
My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	51(91%)	33(97%)	1(100%)	85(93%)
No	5(9%)	1(3%)		6(7%)
DNR	2			2
Total	58	34	1	93

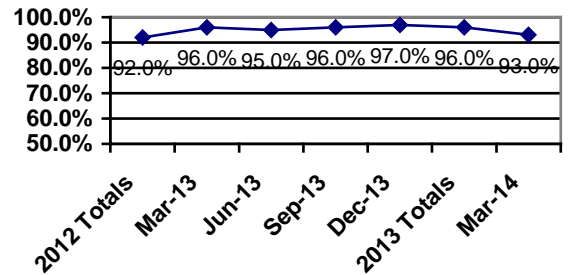
Previous Yearly Totals

	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:

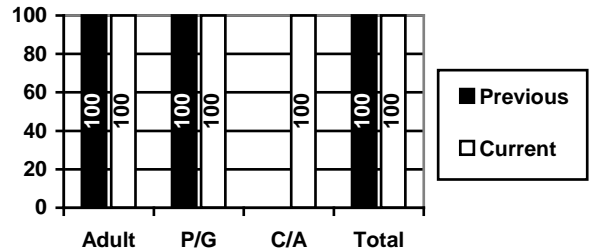
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	58(100%)	34(100%)	1(100%)	93(100%)
No				
DNR				
Total	58	34	1	93

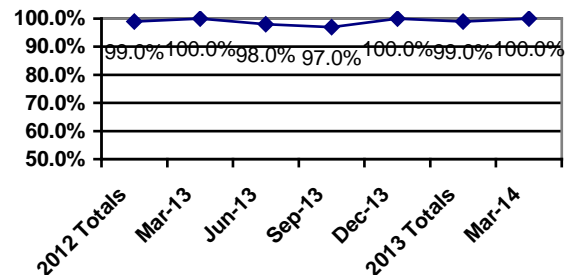
Previous Yearly Totals

	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

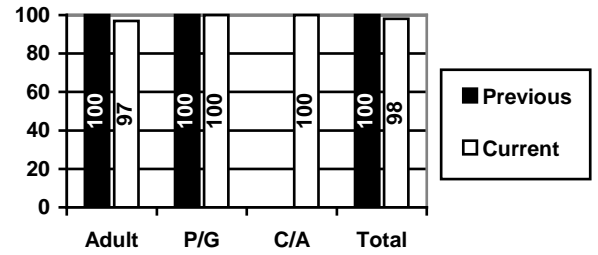


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	56(97%)	34(100%)	1(100%)	91(98%)
No	2(3%)			2(2%)
DNR				
Total	58	34	1	93

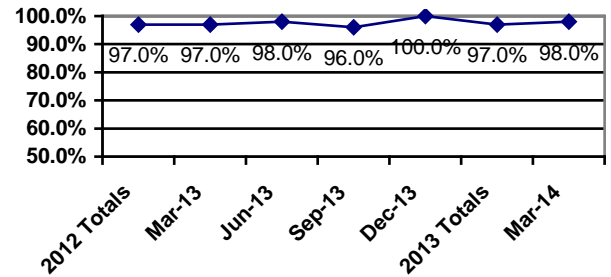
Previous Report Comparison



Previous 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)	46(79%)	32(94%)	1(100%)	79(85%)
Sometimes	11(19%)			11(12%)
No (Never)	1(2%)	2(6%)		3(3%)
Did Not Answer				
Total	58	34	1	93

Previous 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	18(31%)	20(59%)	1(100%)	39(42%)
A Little Better	29(50%)	12(35%)		41(44%)
About the Same	9(16%)	2(6%)		11(12%)
A Little Worse	2(3%)			2(2%)
Much Worse				
Did Not Respond				
Total	58	34	1	93

Previous 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)	45(78%)
Sometimes	13(22%)
No (Never)	
DNR	
Total	58

	P/G	C/A	Total
Yes (Always)			
Sometimes	8(24%)		8(23%)
No (Never)	26(76%)	1(100%)	27(77%)
DNR			
Total	34	1	35

Previous 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%	100%	100%	100%
Valley Average	100%	97%	100%	99%

Question 2

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

Question 3

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

Question 4

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

Question 5

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

Question 6

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

Question 7

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

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	100%	100%	100%	100%
Valley Average	100%	100%	100%	100%

Question 10

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

Question 11

	Adult	P/G	C/A	Total
Lehigh County	93%	92%		92%
Valley Average	95%	96%		96%

Question 12

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

Question 13

	Adult	P/G	C/A	Total
Lehigh County	96%	85%	100%	92%
Valley Average	96%	87%	100%	92%

Question 14

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

Question 15

	Adult	P/G	C/A	Total
Lehigh County	90%	94%		90%
Valley Average	91%	95%		92%

Question 16

	Adult	P/G	C/A	Total
Lehigh County	50%	100%		67%
Valley Average	67%	100%		88%

Question 17

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

Question 18

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

Question 19A.

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

Question 19B.

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

Question 20

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

Question 21

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

Question 22

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