

Consumer/Family Satisfaction Team

Report On

Lehigh County

HealthChoices - Behavioral Health Program

For Magellan Behavioral Health

2nd Quarter

April 1, 2014 to June 30, 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 80 individuals from Lehigh County were visited.

Question #1

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

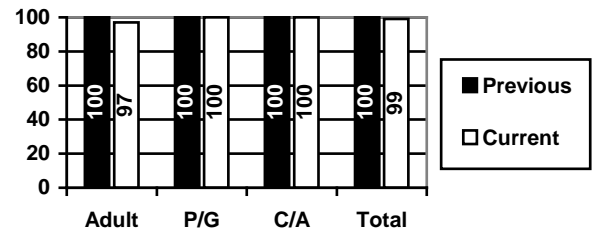
2nd Quarter (04/01/14 - 06/30/14)

	Adults	P/G	C/A	Total
Yes	31(97%)	47(100%)	1(100%)	79(99%)
No	1(3%)			1(1%)
DNR				
Total	32	47	1	80

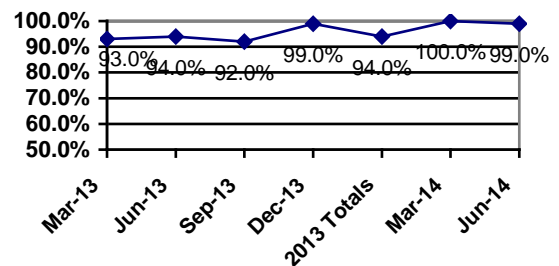
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	89(99%)	81(100%)	2(100%)	172(99%)
No	1(1%)			1(1%)
DNR				
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #2

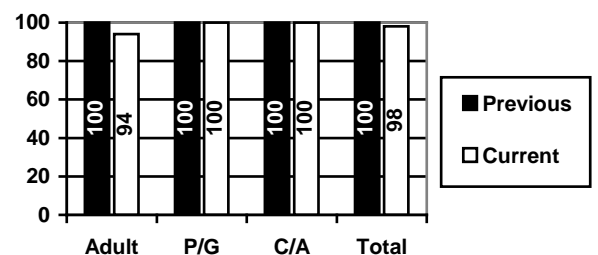
The services I receive help me deal more effectively with my illness.

	Adults	P/G	C/A	Total
Yes	30(94%)	47(100%)	1(100%)	78(98%)
No	2(6%)			2(2%)
DNR				
Total	32	47	1	80

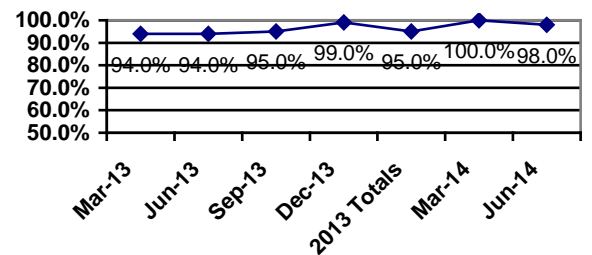
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	88(98%)	81(100%)	2(100%)	171(99%)
No	2(2%)			2(1%)
DNR				
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #3

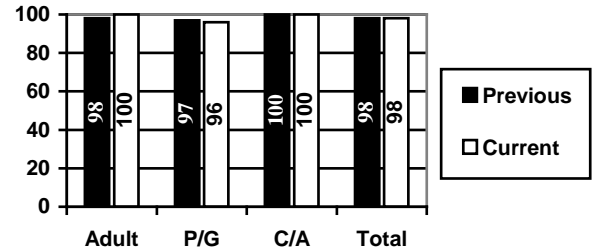
I have received assessments and referrals to the appropriate types of services?

	Adults	P/G	C/A	Total
Yes	32(100%)	45(96%)	1(100%)	78(98%)
No		2(4%)		2(2%)
DNR				
Total	32	47	1	80

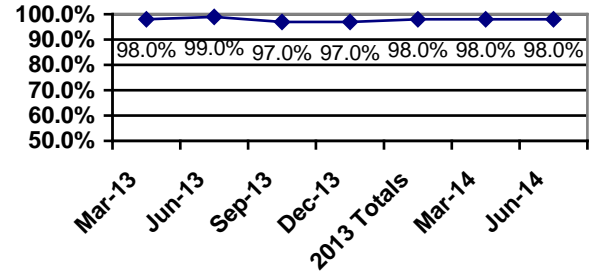
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	86(99%)	77(96%)	2(100%)	165(98%)
No	1(1%)	3(4%)		4(2%)
DNR	3	1		4
Total	90	81	2	173

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	9(100%)
No	
DNR	23
Total	32

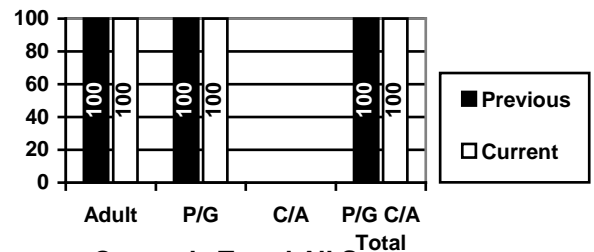
P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?

	P/G	C/A	Total
Yes	6(100%)		6(100%)
No			
DNR	41	1	42
Total	47	1	48

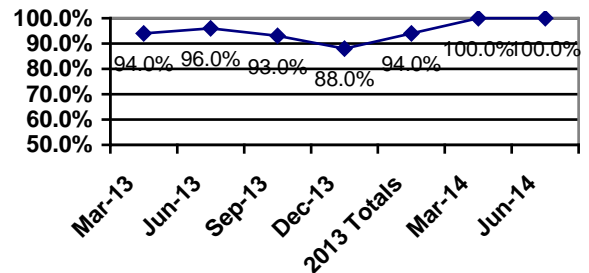
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	19(100%)	8(100%)		27(100%)
No				
DNR	71	73	2	146
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #5

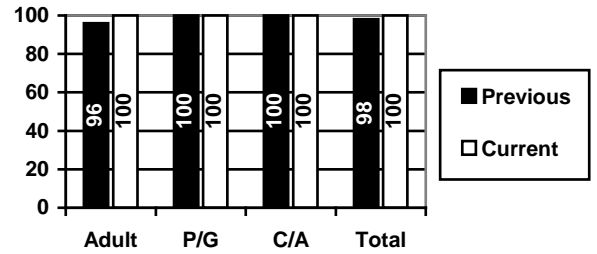
In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

	Adults	P/G	C/A	Total
Yes	32(100%)	47(100%)	1(100%)	80(100%)
No				
DNR				
Total	32	47	1	80

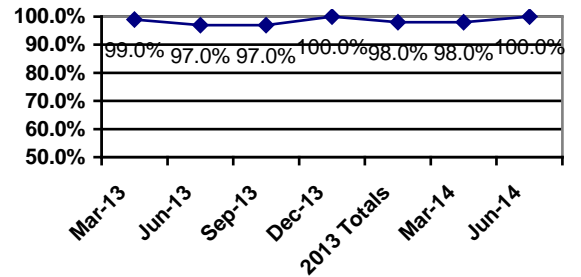
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	87(98%)	81(100%)	2(100%)	170(99%)
No	2(2%)			2(1%)
DNR	1			1
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #6

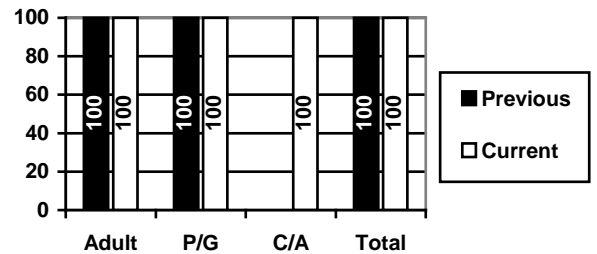
When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

	Adults	P/G	C/A	Total
Yes	28(100%)	44(100%)	1(100%)	73(100%)
No				
DNR	4	3		7
Total	32	47	1	80

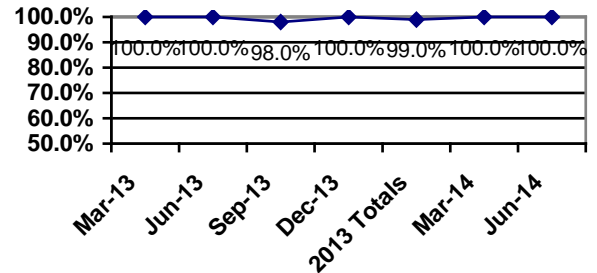
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	77(100%)	76(100%)	1(100%)	154(100%)
No				
DNR	13	5	1	19
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #7

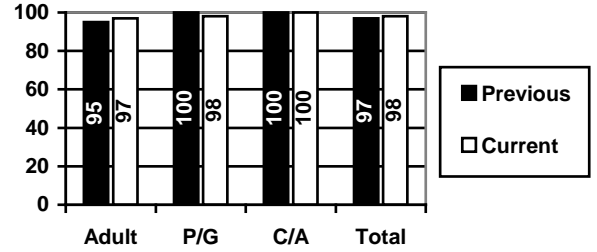
I have received enough information to make educated choices regarding my treatment.

	Adults	P/G	C/A	Total
Yes	31(97%)	46(98%)	1(100%)	78(98%)
No	1(3%)	1(2%)		2(2%)
DNR				
Total	32	47	1	80

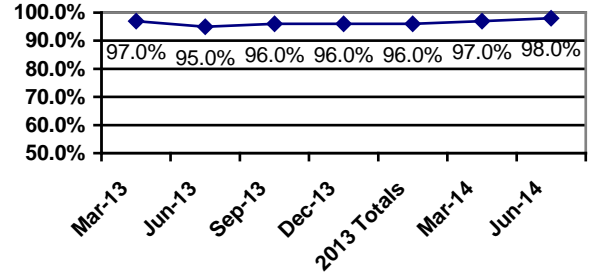
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	86(96%)	79(99%)	2(100%)	167(97%)
No	4(4%)	1(1%)		5(3%)
DNR		1		1
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #8

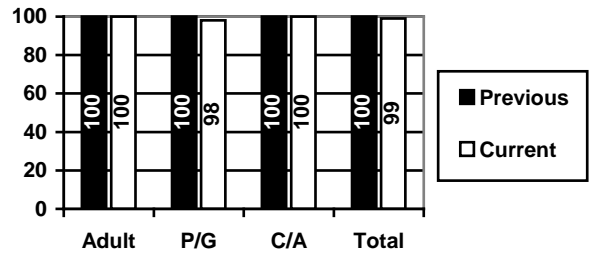
My caregivers respect my culture, beliefs, customs, and the ways that I do things.

	Adults	P/G	C/A	Total
Yes	32(100%)	46(98%)	1(100%)	79(99%)
No		1(2%)		1(1%)
DNR				
Total	32	47	1	80

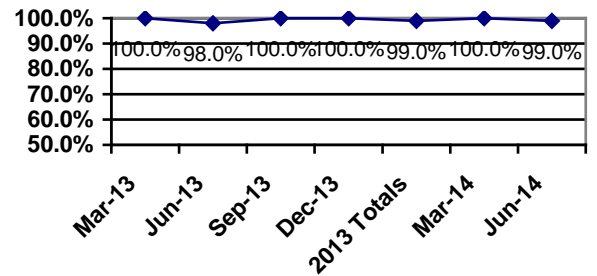
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	89(100%)	80(99%)	2(100%)	171(99%)
No		1(1%)		1(1%)
DNR	1			1
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #9

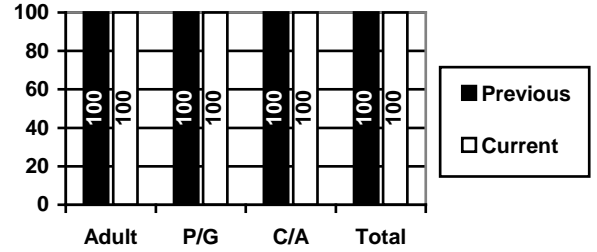
The service providers use everyday language that I can understand.

	Adults	P/G	C/A	Total
Yes	32(100%)	47(100%)	1(100%)	80(100%)
No				
DNR				
Total	32	47	1	80

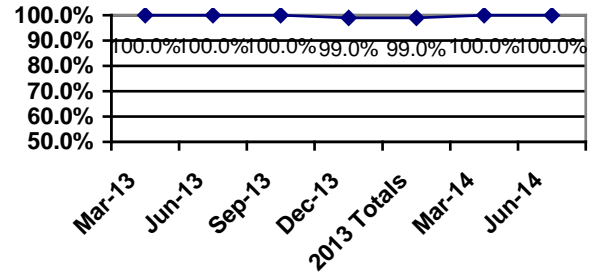
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	90(100%)	81(100%)	2(100%)	173(100%)
No				
DNR				
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #10

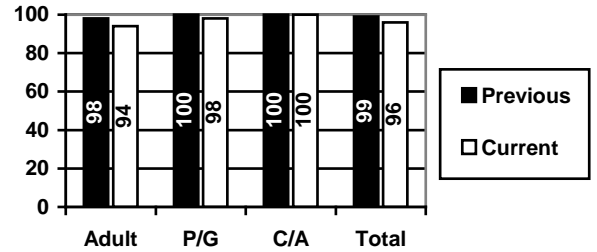
I am satisfied with the location(s) where I receive services?

	Adults	P/G	C/A	Total
Yes	30(94%)	46(98%)	1(100%)	77(96%)
No	2(6%)	1(2%)		3(4%)
DNR				
Total	32	47	1	80

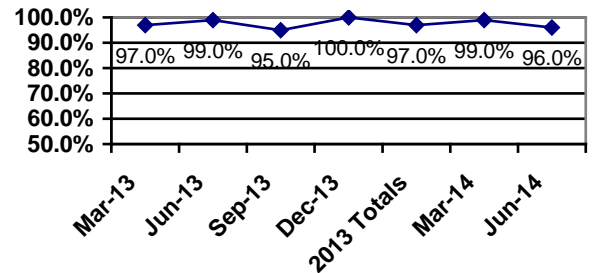
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	86(97%)	80(99%)	2(100%)	168(98%)
No	3(3%)	1(1%)		4(2%)
DNR	1			1
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #11

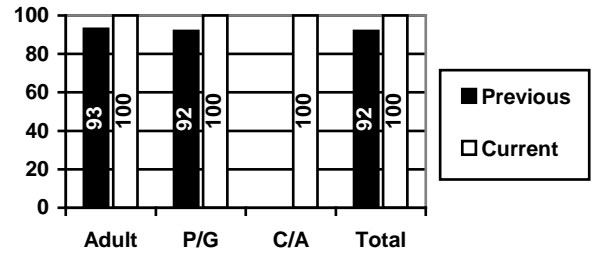
The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies”.

	Adults	P/G	C/A	Total
Yes	21(100%)	26(100%)	1(100%)	48(100%)
No				
DNR	11	21		32
Total	32	47	1	80

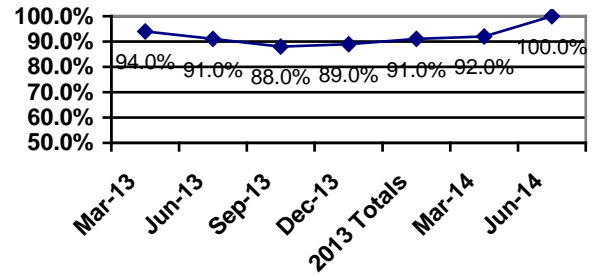
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	60(95%)	48(96%)	1(100%)	109(96%)
No	3(5%)	2(4%)		5(4%)
DNR	27	31	1	59
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #12

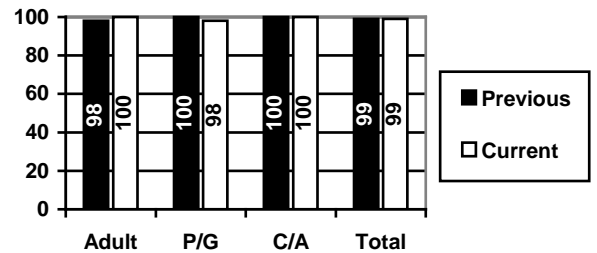
The service providers offer dignity, respect, and a sense of hope during my treatment.

	Adults	P/G	C/A	Total
Yes	32(100%)	46(98%)	1(100%)	79(99%)
No		1(2%)		1(1%)
DNR				
Total	32	47	1	80

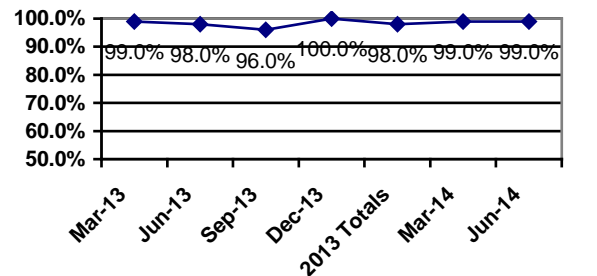
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	89(99%)	80(99%)	2(100%)	171(99%)
No	1(1%)	1(1%)		2(1%)
DNR				
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #13

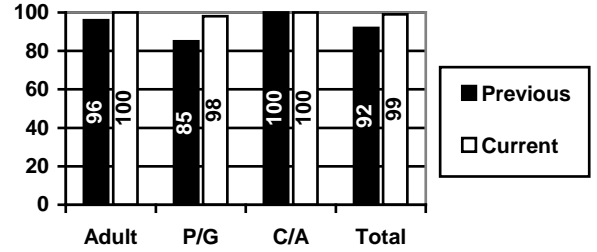
I was able to get connected to services in a timely manner?

	Adults	P/G	C/A	Total
Yes	32(100%)	46(98%)	1(100%)	79(99%)
No		1(2%)		1(1%)
DNR				
Total	32	47	1	80

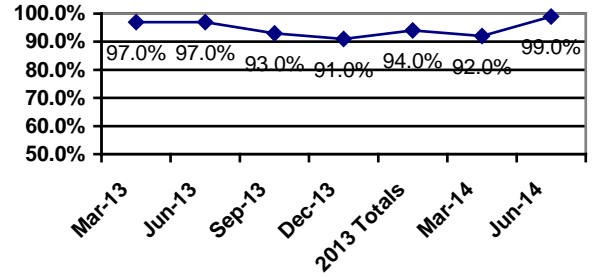
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	86(98%)	74(93%)	2(100%)	162(95%)
No	2(2%)	6(7%)		8(5%)
DNR	2	1		3
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #14

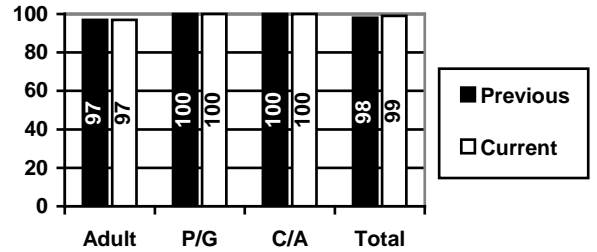
My service providers are focused on my individual process of recovery?

	Adults	P/G	C/A	Total
Yes	31(97%)	47(100%)	1(100%)	79(99%)
No	1(3%)			1(1%)
DNR				
Total	32	47	1	80

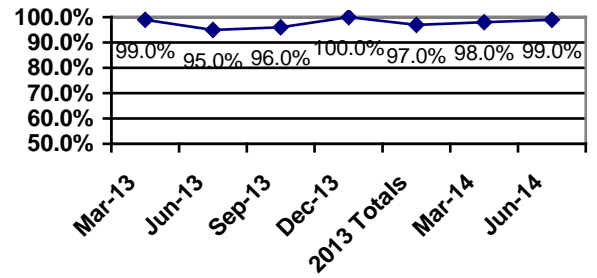
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	87(97%)	81(100%)	2(100%)	170(98%)
No	3(3%)			3(2%)
DNR				
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #15

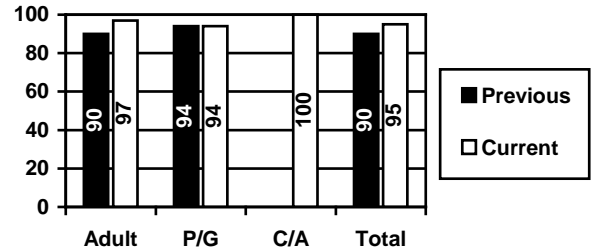
I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

	Adults	P/G	C/A	Total
Yes	31(97%)	44(94%)	1(100%)	76(95%)
No	1(3%)	3(6%)		4(5%)
DNR				
Total	32	47	1	80

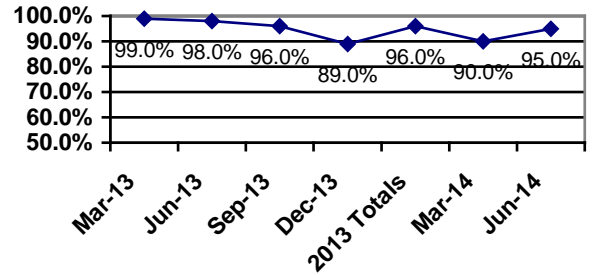
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	83(92%)	76(94%)	1(50%)	160(92%)
No	7(8%)	5(6%)	1(50%)	13(8%)
DNR				
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #16

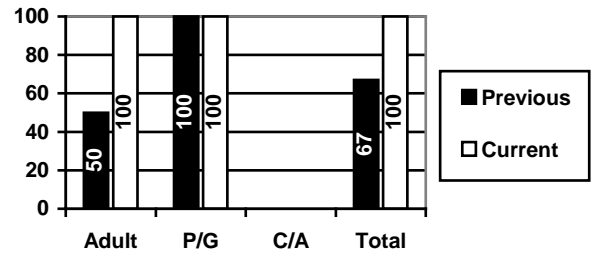
If I have used the complaint or grievance process, the process was easy to navigate?

	Adults	P/G	C/A	Total
Yes	1(100%)	5(100%)		6(100%)
No				
N/A	31	42	1	74
Total	32	47	1	80

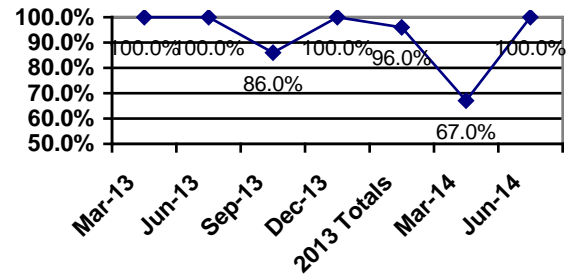
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	2(67%)	6(100%)		8(89%)
No	1(33%)			1(11%)
DNR	87	75	2	164
Total	90	81	2	173

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	31(97%)	46(98%)	1(100%)	78(98%)
No	1(3%)	1(2%)		2(2%)
DNR				
Total	32	47	1	80

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	86(97%)	79(99%)	2(100%)	167(98%)
No	3(3%)	1(1%)		4(2%)
DNR	1	1		2
Total	90	81	2	173

Question #18

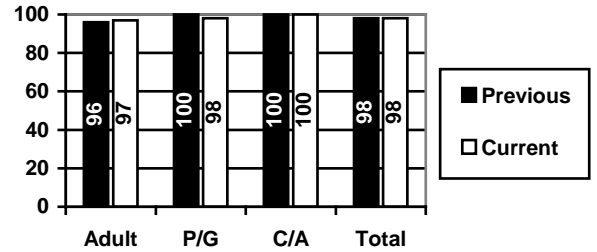
I am pleased with the physical environment where I receive services.

	Adults	P/G	C/A	Total
Yes	32(100%)	45(96%)	1(100%)	78(98%)
No		2(4%)		2(2%)
DNR				
Total	32	47	1	80

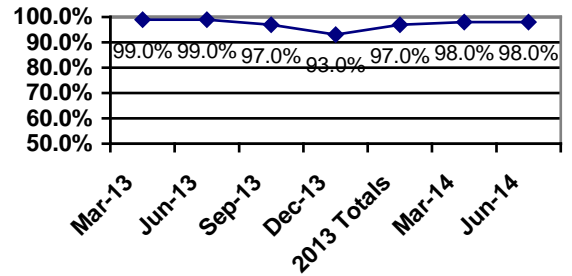
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	89(99%)	79(98%)	2(100%)	170(98%)
No	1(1%)	2(2%)		3(2%)
DNR				
Total	90	81	2	173

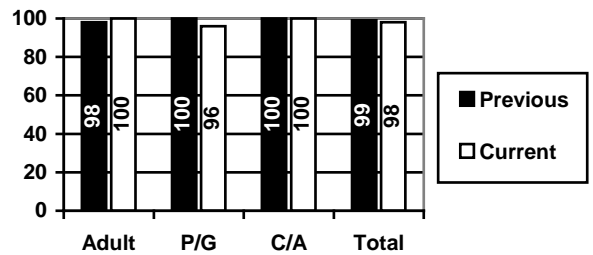
Previous Report Comparison



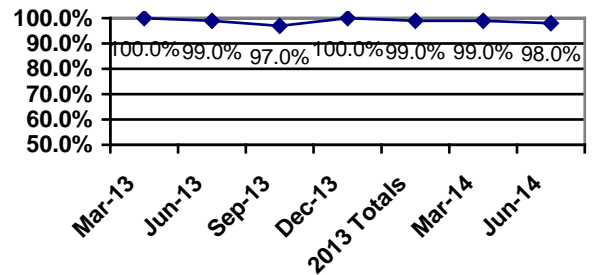
Quarterly Trend All Surveys



Previous Report Comparison



Quarterly Trend All Surveys



Question #19

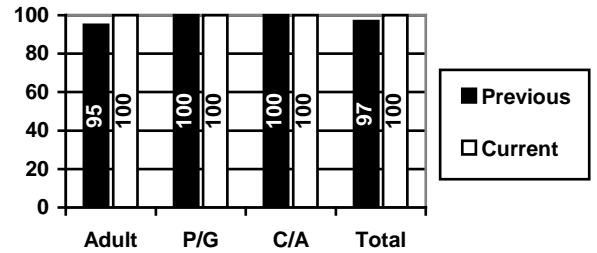
A. I feel free to speak-up regarding issues I may have with the services I receive from providers, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	32(100%)	47(100%)	1(100%)	80(100%)
No				
DNR				
Total	32	47	1	80

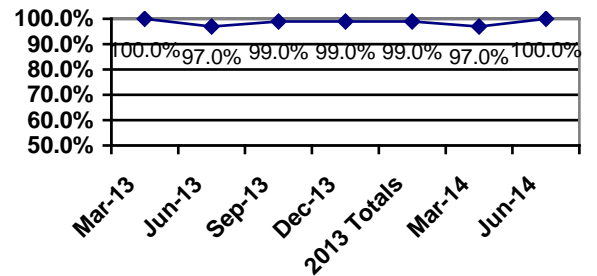
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	87(97%)	81(100%)	2(100%)	170(98%)
No	3(3%)			3(2%)
DNR				
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



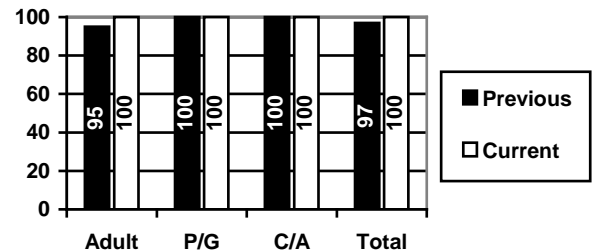
B. I feel free to speak-up regarding issues I may have with the services I receive from Magellan Behavioral Health, without fear of negative consequences?

	Adults	P/G	C/A	Total
Yes	32(100%)	47(100%)	1(100%)	80(100%)
No				
DNR				
Total	32	47	1	80

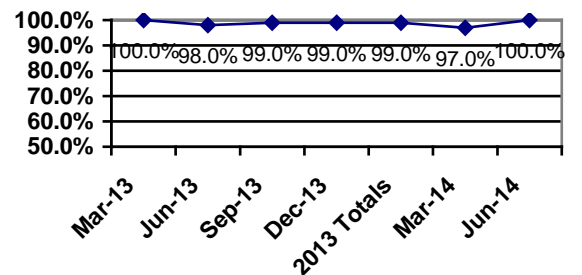
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	87(97%)	81(100%)	2(100%)	170(98%)
No	3(3%)			3(2%)
DNR				
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #20

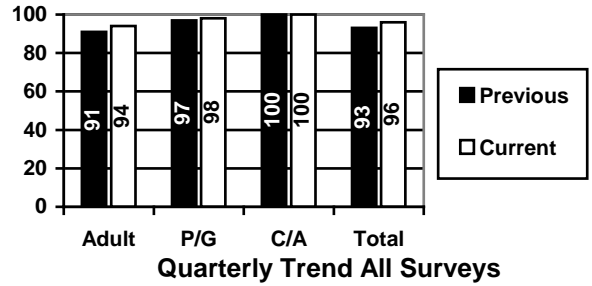
My choice of providers was adequate?

	Adults	P/G	C/A	Total
Yes	30(94%)	46(98%)	1(100%)	77(96%)
No	2(6%)	1(2%)		3(4%)
DNR				
Total	32	47	1	80

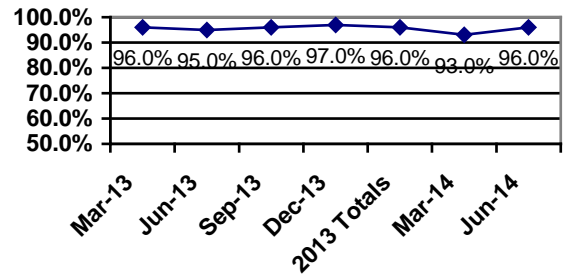
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	81(92%)	79(98%)	2(100%)	162(95%)
No	7(8%)	2(2%)		9(5%)
DNR	2			2
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys



Question #21

Adults:

I am treated with respect during my treatment.

Parent/Guardian, Child Adolescent:

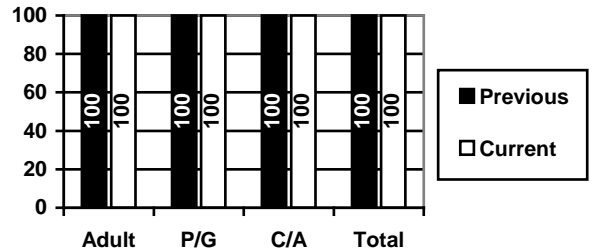
I/my child is treated with respect during their treatment.

	Adults	P/G	C/A	Total
Yes	32(100%)	46(100%)	1(100%)	79(100%)
No				
DNR		1		1
Total	32	47	1	80

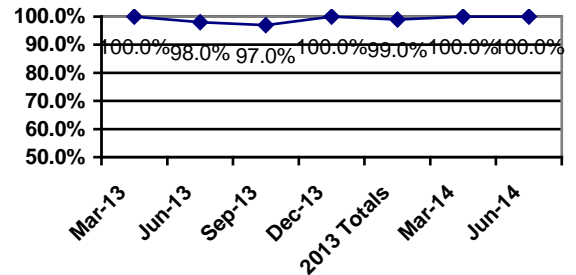
Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	90(100%)	80(100%)	2(100%)	172(100%)
No				
DNR		1		1
Total	90	81	2	173

Previous Report Comparison



Quarterly Trend All Surveys

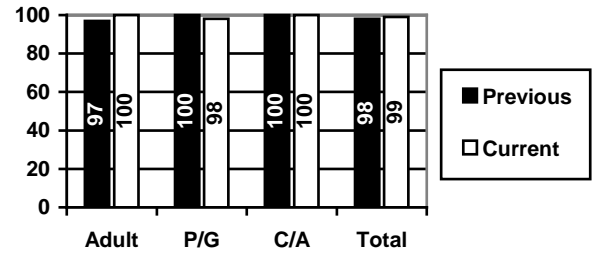


Question #22

Overall, I am satisfied with Magellan Behavioral Health services?

	Adults	P/G	C/A	Total
Yes	32(100%)	46(98%)	1(100%)	79(99%)
No		1(2%)		1(1%)
DNR				
Total	32	47	1	80

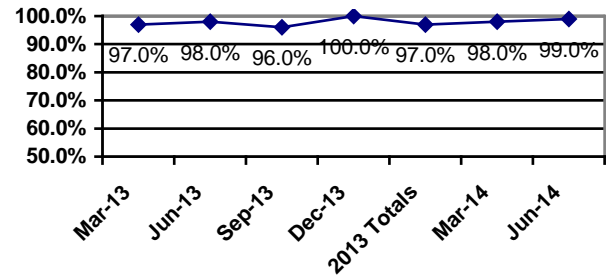
Previous Report Comparison



Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes	88(98%)	80(99%)	2(100%)	170(98%)
No	2(2%)	1(1%)		3(2%)
DNR				
Total	90	81	2	173

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)	22(69%)	39(83%)	1(100%)	62(78%)
Sometimes	9(28%)	8(17%)		17(21%)
No (Never)	1(3%)			1(1%)
Did Not Answer				
Total	32	47	1	80

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Yes (Always)	68(76%)	71(88%)	2(100%)	141(82%)
Sometimes	20(22%)	8(10%)		28(16%)
No (Never)	2(2%)	2(2%)		4(2%)
Did Not Answer				
Total	90	81	2	173

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	16(50%)	16(34%)		32(40%)
A Little Better	10(31%)	22(47%)	1(100%)	33(41%)
About the Same	6(19%)	8(17%)		14(18%)
A Little Worse		1(2%)		1(1%)
Much Worse				
Did Not Respond				
Total	32	47	1	80

Cumulative Yearly Totals

	Adults	P/G	C/A	Total
Much Better	34(38%)	36(44%)	1(50%)	71(41%)
A Little Better	39(43%)	34(42%)	1(50%)	74(43%)
About the Same	15(17%)	10(12%)		25(14%)
A Little Worse	2(2%)	1(1%)		3(2%)
Much Worse				
Did Not Respond				
Total	90	81	2	173

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)	20(63%)
Sometimes	12(37%)
No (Never)	
DNR	
Total	32

	P/G	C/A	Total
Yes (Always)			
Sometimes	18(38%)		18(37%)
No (Never)	29(62%)	1(100%)	30(63%)
DNR			
Total	47	1	48

Cumulative Yearly Totals

	Adults
Yes (Always)	65(72%)
Sometimes	25(28%)
No (Never)	
DNR	
Total	90

	P/G	C/A	Total
Yes (Always)			
Sometimes	26(32%)		26(31%)
No (Never)	55(68%)	2(100%)	57(69%)
DNR			
Total	81	2	83

Valley Comparison

Question 1

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

Question 2

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

Question 3

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

Question 4

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

Question 5

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

Question 6

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

Question 7

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

Question 8

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

Question 11

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

Question 12

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

Question 13

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

Question 14

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

Question 15

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

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	97%	98%	100%	98%
Valley Average	98%	98%	100%	98%

Question 18

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

Question 19A.

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

Question 19B.

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

Question 20

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

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	100%	98%	100%	99%
Valley Average	98%	98%	100%	98%