



**Data Analysis and Review of the
Lehigh County
Consumer/
Family Satisfaction Team Report
2014**

The Lehigh County Consumer/Family Satisfaction Team Report

Overview

The Recovery Partnership Consumer/Family Satisfaction Team works with Magellan. They conduct member satisfaction surveys. The surveys are for Lehigh County members who receive treatment from Magellan providers.

The surveys allow members and their families to voice their praise and concerns about the behavioral health services they receive. The results help measure the quality of services members receive from providers.

Recovery Partnership receives member contact information from each provider. They set up a time to give the member a survey. They contact only members who received treatment services from the provider. Participation is voluntary and confidential. Members are contacted directly. The provider is not involved in the process.

The survey has 26 questions. Member and family groups worked with Lehigh and Northampton County HealthChoices and Magellan to write the questions. They followed state guidelines for member satisfaction surveys.

The first 23 questions have standard responses:

- Yes
- No
- No response

Three survey questions were added. They are required by the state Office of Mental Health and Substance Abuse (OMHSAS). They have other responses. Answers for two of the questions are:

- Always
- Sometimes
- Never

A final question asks members to report quality of life improvement.

Summary

In 2014, Recovery Partnership interviewed 333 members and family members. They conducted interviews at 35 provider programs. The programs represent:

- 9 levels of care
- 23 providers

The table below names the providers and levels of care where members and family members were surveyed.

Provider	Level of care
BSU 392	Outpatient Mental Health
CLIU 20: Colonial Academy & Liberty High School	Outpatient Mental Health
Conference of Churches	Intensive Case Management/ Blended Case Management
Elwyn	Outpatient Mental Health
Habit Opco	Outpatient Substance Abuse
Holcomb: Allentown & Easton sites	Outpatient Mental Health
KidsPeace	Outpatient Mental Health & Partial Hospital Program (PHP) Mental Health
Lehigh County MH/ID	Intensive Case Management/ Blended Case Management
Lehigh Valley Health Network	Acute Psychiatric Inpatient, Outpatient Mental Health Partial Hospital Program (PHP) Mental Health (Adult/Adolescent/Alternatives)
Methodist Services for Family & Children	Outpatient Mental Health
Mid-Atlantic Rehab Services	Outpatient Substance Abuse
NC Crisis	Crisis Center
NHS	Intensive Case Management/ Blended Case Management & Family Based Services
OMNI	Outpatient Mental Health
Pinebrook: Allentown & Easton sites	Outpatient Mental Health
Preventive Measure	Outpatient Mental Health
Progressions	Behavioral Health Rehabilitation Services (BHRS)
Pyramid	Outpatient Substance Abuse
RedCo	Behavioral Health Rehabilitation Services (BHRS)
RHD	Assertive Community Treatment(ACT) & Intensive Case Management/ Blended Case Management
Sacred Heart Hospital	Acute Psychiatric Inpatient
Salisbury/Milestones	Assertive Community Treatment(ACT), Intensive Case Management/ Blended Case Management & Family Based Services
St Luke's - Bethlehem	Acute Psychiatric Inpatient

Findings

Recovery Partnership interviewed 333 individuals. There were:

- 164 adults
- 167 parents/guardians
- 2 children/adolescents

Members reported a 98% satisfaction rate with Magellan’s services in 2014. This is a 1% increase from 97% in 2012 and 2013. All 23 survey questions scored at or above a 94% member satisfaction rate.

Details

Below are details of the 2014 survey responses.

Seven questions scored a 99% satisfaction rate.

Ques. #	Question
#6	When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.
#8	My caregivers respect my culture, beliefs, customs, and the ways that I do things.
#9	The service providers use everyday language that I can understand.
#12	The service providers offer dignity, respect, and a sense of hope during my treatment.
#18	I am pleased with the physical environment where I receive services.
#19A	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.
#21	<u>Adults</u> : I am treated with respect during my treatment. <u>Parent/Guardian, Child Adolescent</u> : I/my child is treated with respect during their treatment.

Eight questions showed an increase in member satisfaction from 2012 and 2013.

Ques. #	Question	2012 Member Satisfaction Rate	2013 Member Satisfaction Rate	2014 Member Satisfaction Rate
#1	I am pleased with the quality of services provided to me.	95%	94%	98%
#2	The services I receive help me deal more effectively with my illness.	95%	95%	97%
#4	Adults: Have you ever been referred for Community Treatment Team services? If so, were you comfortable with the process? P/G: If your child was referred for residential treatment, were you made aware of the Child and Adolescent Service System Program (CASSP) process?	95%	94%	96%
#7	I have received enough information to make educated choices regarding my treatment.	95%	96%	97%

Ques. #	Question	2012 Member Satisfaction Rate	2013 Member Satisfaction Rate	2014 Member Satisfaction Rate
#11	The service providers help me locate services that I need from alternative sources such as “consumer-run” or “advocacy agencies.”	89%	91%	98%
#12	The service providers offer dignity, respect, and a sense of hope during my treatment.	98%	98%	99%
#17	It is clear to me that I, not the professionals, am responsible for deciding what services are provided to me.	97%	97%	98%
#22	Overall, I am satisfied with Magellan Behavioral Health services.	97%	97%	98%

Four questions remained the same in member satisfaction from 2012 and 2013.

Ques. #	Question	2012 Member Satisfaction Rate	2013 Member Satisfaction Rate	2014 Member Satisfaction Rate
#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.	98%	98%	98%
#8	My caregivers respect my culture, beliefs, customs, and the way that I do things.	99%	99%	99%
#18	I am pleased with the physical environment where I receive services.	99%	99%	99%
#21	<u>Adults</u> : I am treated with respect during my treatment. <u>Parent/Guardian, Child Adolescent</u> : I/my child is treated with respect during my/their treatment.	99%	99%	99%

Four questions showed a decrease in member satisfaction from 2013.

Ques. #	Question	2012 Member Satisfaction Rate	2013 Member Satisfaction Rate	2014 Member Satisfaction Rate
#3	In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.	97%	98%	97%
#15	My caregivers respect my culture, beliefs, customs, and the way that I do things.	90%	96%	94%

#19	I am pleased with the physical environment where I receive services.	97%	99%	98%
#20	My choice of providers was adequate.	92%	96%	94%

Discussion

Key points

- Member satisfaction has remained steady for the past three years, 2012-2014.
- The overall member satisfaction rate for 2014 is 98%.
- There were no trends of member negative experience.
- Increases and decreases in member satisfaction questions vary by 1 or 2 percentage points.

One notable increase

Question #11 showed a notable increase: *“The service providers help me locate services that I need from alternative sources such as ‘consumer-run’ or ‘advocacy agencies.’”* In 2014, this increased by 10% from 2012 and by 7% from 2013.

The increase may be the result of the following initiatives:

- Peer Support Whole Health and Resiliency
- Reflections Certified Peer Support Program
- Certified peer support specialists on treatment teams with ACT and EAC (Extended Acute Care hospital program)
- County-supported certified peer support (CPS) training/certification

Areas of growth

Recovery Partnership gathers comments from members during the survey. Areas of interest and growth include:

- Increased information provided to individuals receiving services to help them make educated choices about treatment.
- Increased awareness of the Magellan provider network list. This:
 - Decreases the time it takes to get connected to services.
 - Increases provider options for individuals seeking services.

Magellan, Lehigh County HealthChoices and Recovery Partnership will continue to collaborate in the member satisfaction survey process to ensure members’ and family members’ input is part of the HealthChoices program.