



MISSISSIPPI DIVISION OF  
**MEDICAID**

# Magnolia Health

## CAHPS® ECHO 3.0 Adult Medicaid Report

March 2022



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3975 Research Park Drive  
Ann Arbor, MI 48108

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| Usually or always seen within 15 minutes of appointment time       |    |
| Told about side effects of medication                              |    |
| Talked about including family and friends in treatment             |    |
| Given as much information as wanted to manage condition            |    |
| Given information about rights as a patient                        |    |
| Felt that they could refuse a specific type of treatment           |    |
| Confident about privacy of treatment information                   |    |
| Care responsive to cultural needs                                  |    |
| A lot or somewhat helped by treatment                              |    |
| Told about other ways to get treatment after benefits were used up |    |
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## Using This Report

Results from the CAHPS® ECHO 3.0 Survey for adult Medicaid enrollees provide a comprehensive tool for assessing consumers' experiences with their behavioral health care. DataStat, Inc., conducted the survey on behalf of the Mississippi Coordinated Access Network (MississippiCAN).

The instrument selected for the survey was the Adult Experience of Care and Health Outcomes (ECHO) Survey 3.0, the CAHPS® behavioral health survey for use in assessing the performance of health plans. The survey instrument used for the Mississippi adult Medicaid survey project consisted of fifty-one core questions.

The majority of questions addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, information about treatment options, and overall satisfaction with counseling and treatment.

This report is designed to allow the MississippiCAN and the participating health plans to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "... when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement and information about treatment options.

The CAHPS® ECHO survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist health plans in identifying strengths and weaknesses in their quality of care and services.
2. Provide health plans with a way to assess where resources can best be allocated to improve weaknesses.
3. Show health plans the effects of their efforts to improve over time.

In the *Composites* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores across health plans or time.

Correlations with counseling or treatment satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing counseling or treatment satisfaction among members.

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Statistical significance tests were run comparing MississippiCAN overall scores with each health plan score. Comparisons are presented in the *Executive Summary* and *Graphs* sections of the report.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

## Executive Summary

This report offers the findings from the Experience of Care and Behavioral Health Outcomes (ECHO) Survey developed by AHRQ. The purpose of the survey is to learn about the experiences of adult and child members after receiving counseling or treatment from a provider. It addresses key topics such as access to counseling and treatment, provider communication, plan information, and overall rating of counseling and treatment received. The results of this survey are used to give feedback to the plan to help improve the quality of care.

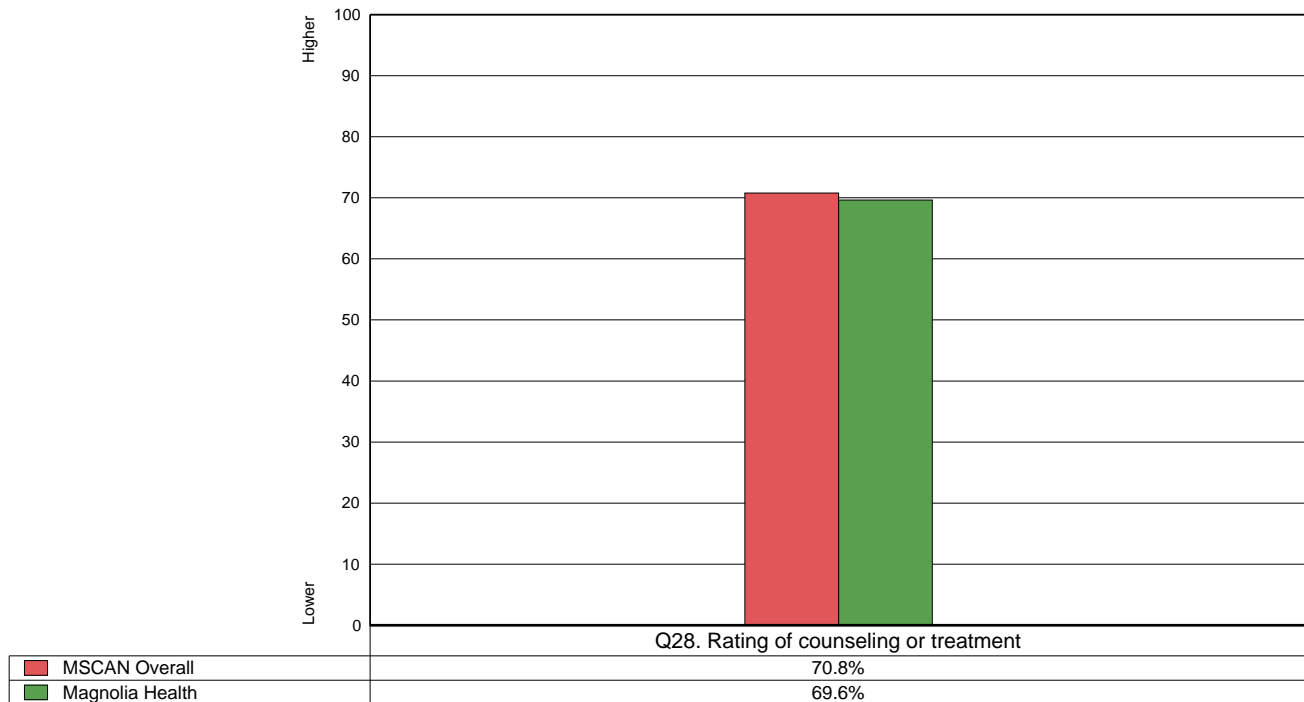
The following pages summarize the findings of an adult survey conducted for MississippiCAN. Attempts were made to survey 1,183 enrollee households by mail during the period from October 26, 2021 through February 16, 2022, using a standardized survey procedure and questionnaire.

### SUMMARY OF OVERALL RATING QUESTION

Response options for the counseling or treatment rating question range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of enrollees whose response was an achievement.

The MississippiCAN overall rating is presented along with your plan's rating. Statistical testing is performed between the MississippiCAN overall score and the plan score. A significantly higher or lower score is indicated by an arrow above the bar.

#### Overall Rating Question



↕ Statistically significantly higher/lower than MSCAN Overall

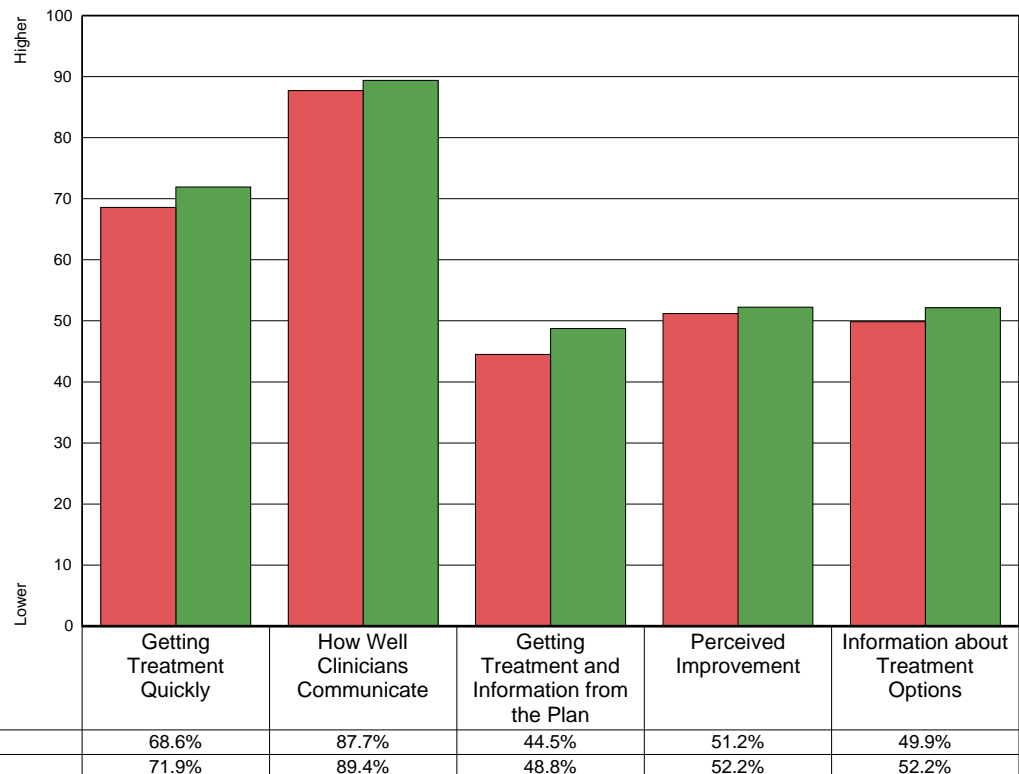
**SUMMARY OF COMPOSITES**

For each of five domains of member experience, Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement, and Information about Treatment Options, a composite score is calculated. The composite scores are intended to give a summary assessment of how Magnolia Health performed across the domain.

MississippiCAN overall composite scores are presented along with the composite scores for the plan. Statistical testing is performed between the MississippiCAN overall score and the plan score. A significantly higher or lower score is indicated by an arrow above the bar. For details on how statistical testing was conducted, please see the Methodology section of the report.

In the table below, proportions of positive responses are reported as achievement scores. For the Getting Treatment Quickly and How Well Clinicians Communicate composites, responses of "Usually" or "Always" are considered achievements. For the Getting Treatment and Information from the Plan composite, responses of "Not a problem" are considered achievements. For the Perceived Improvement composite, responses of "Much better" or "A little better" are considered achievements. Responses of "Yes" are considered achievements for the Information about Treatment Options.

**Composites**



↑↓ Statistically significantly higher/lower than MSCAN Overall

## Sample Disposition

|  | Magnolia Health |
|--|-----------------|
| First mailing - sent   | 1183            |
| First mailing - usable and eligible survey returned          | 99              |
| Second mailing - sent  | 1008            |
| Second mailing - usable and eligible survey returned         | 56              |
| Third mailing - sent   | 853             |
| Third mailing - usable and eligible survey returned          | 29              |
| <b>Total - usable and eligible surveys</b>                   | <b>184</b>      |
| Ineligible: According to population criteria <sup>1</sup>    | 40              |
| Ineligible: Language barrier                                 | 0               |
| Ineligible: Deceased   | 1               |
| Ineligible: Mentally or physically unable to complete survey | 0               |
| Bad / no address <sup>2</sup>                                | 166             |
| Refusal  | 1               |
| Nonresponse <sup>3</sup>                                     | 791             |
| <b>Response Rate</b>   | <b>16.1%</b>    |

<sup>1</sup>Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

<sup>2</sup>No valid contact information provided in sample.

<sup>3</sup>Unavailable by mail; includes bad / no contact information

Note: *Response Rate = Total Usable and Eligible Surveys / Total Cases - Total Ineligible Cases*

## Key Strengths and Opportunities for Improvement

The following tables display the ten questions most highly correlated with Magnolia Health member satisfaction with counseling and treatment (Q28), their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 85% or higher. For the details of the correlation analysis, please see the Methodology section of the report.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

### Key Strengths

| Question   | Magnolia Achievement Score | Correlation w/ satisfaction |
|--|----------------------------|-----------------------------|
| Q11. Clinicians usually or always listened carefully | 92.9                       | 0.51                        |
| Q13. Clinicians usually or always showed respect     | 90.6                       | 0.57                        |
| Q12. Clinicians usually or always explained things   | 90.6                       | 0.57                        |
| Q15. Usually or always felt safe with clinicians     | 90.1                       | 0.66                        |
| Q14. Clinicians usually or always spent enough time  | 86.3                       | 0.67                        |

### Opportunities for Improvement

| Question   | Magnolia Achievement Score | Correlation w/ satisfaction |
|--|----------------------------|-----------------------------|
| Q27. Care responsive to cultural needs                             | 75.0                       | 0.84                        |
| Q7. Usually or always got appointment as soon as wanted            | 79.8                       | 0.44                        |
| Q29. A lot or somewhat helped by treatment                         | 82.1                       | 0.72                        |
| Q22. Given as much information as wanted to manage condition       | 82.9                       | 0.50                        |
| Q18. Usually or always involved as much as you wanted in treatment | 85.7                       | 0.52                        |



## Methodology

The survey drew as potential respondents adult Medicaid enrollees over the age of 18 who received mental health, substance abuse, or intellectual and developmental disability services through the health plan within the last year. Respondents were surveyed in English, with the option to request Spanish or Vietnamese materials at the second and third survey mailings.

The survey was administered over a 16-week period using a mail-only protocol. The five-wave protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents, and finally a third survey mailing to any remaining non-respondents.

### Survey Milestones

|                                    |                   |
|------------------------------------|-------------------|
| 1st mailing of survey packets:     | October 26, 2021  |
| 1st mailing of reminder postcards: | November 2, 2021  |
| 2nd mailing of survey packets:     | November 30, 2021 |
| 2nd mailing of reminder postcards: | December 7, 2021  |
| 3rd mailing of survey packets:     | January 11, 2022  |
| Mail field closed:                 | February 16, 2022 |

### Sampling Frame

A total random sample of 3,549 cases was drawn of adult Medicaid enrollees from the participating plans. This consisted of a random sample of 1,183 enrollees from each plan. To be eligible, enrollees had to be over the age of 18 and have received services through the health plan within the last year prior to September 2021.

### Selection of Cases for Analysis

Surveys were considered complete if a respondent answered at least one question and their responses did not indicate that they were ineligible for the survey. Complete usable and eligible interviews were obtained from 184 Magnolia Health enrollees, and the Magnolia Health usable and eligible response rate was 16.1%.

### Questionnaire

The instrument selected for the survey was the CAHPS® ECHO 3.0 Adult core survey for use in assessing the performance of health plans. The survey instrument used for the MississippiCAN adult Medicaid ECHO survey project consisted of fifty-one core questions. The scored questions included seventeen composite items, ten single items, and one rating question, which addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, information about treatment options, and satisfaction with counseling or treatment.

### Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, member responses of "Usually" or "Always" for items with the response options "Never", "Sometimes", "Usually", and "Always" are considered achievements, and responses of "8", "9", or "10" to rating questions on a scale of "0" to "10" are also considered achievements. Because achievement scores for survey questions are computed as the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

## Composites

Five composite scores summarize responses in key areas: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement and Information about Treatment Options. Following is a list of the questions that comprise each composite, with a short description of the responses considered an achievement for each question:

### Getting Treatment Quickly

- Q3. Usually or always got help by telephone
- Q5. Usually or always got urgent treatment as soon as needed
- Q7. Usually or always got appointment as soon as wanted

### How Well Clinicians Communicate

- Q11. Clinicians usually or always listened carefully
- Q12. Clinicians usually or always explained things
- Q13. Clinicians usually or always showed respect
- Q14. Clinicians usually or always spent enough time
- Q15. Usually or always felt safe with clinicians
- Q18. Usually or always involved as much as you wanted in treatment

### Getting Treatment and Information from the Plan

- Q39. Delays in treatment while waiting for plan approval were not a problem
- Q41. Getting help from customer service was not a problem

### Perceived Improvement

- Q31. Much better or a little better able to deal with daily problems compared to 1 year ago
- Q32. Much better or a little better able to deal with social situations compared to 1 year ago
- Q33. Much better or a little better able to accomplish things compared to 1 year ago
- Q34. Much better or a little better able to deal with symptoms or problems compared to 1 year ago

### Information about Treatment Options

- Q20. Told about self-help or consumer run programs
- Q21. Told about different treatments that are available for condition

The composite scores presented in this report are calculated using a member-level scoring algorithm. First, an average of achievements is calculated for each member that appropriately answered at least one question in the composite. A composite achievement score is then calculated by taking the mean of those individual member averages.

The "N" presented with the composite score is the number of members who appropriately answered at least one question in that composite.

## Correlation to Satisfaction

To understand the relationship between performance in particular areas of member experience and overall satisfaction with counseling or treatment, correlations are computed between responses to specific performance-related items and Q28, which is the rating question in the survey instrument measuring overall satisfaction with counseling or treatment. The particular correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 and 1. In the context of this report, coefficients greater than or equal to .4 are more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

## Statistical Testing

Magnolia Health 2021 results are compared to each plan's results, with significance testing. Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "▲" or "▼" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

## PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of health plan achievement scores and their Pearson correlation with overall counseling or treatment satisfaction. Overall satisfaction with counseling or treatment is based on Q28, which asks respondents to rate their experience with their counseling or treatment, using a 0-10 scale, from "Worst counseling or treatment possible" to "Best counseling or treatment possible". Achievement scores are plotted against their correlation with overall counseling or treatment satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites are those which are most highly correlated with overall counseling and treatment satisfaction. For example, if one composite is more highly correlated with overall counseling and treatment satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall counseling and treatment satisfaction over time. Conversely, if an item is weakly correlated with overall counseling and treatment satisfaction, altering services in that domain won't significantly alter ratings of counseling and treatment.

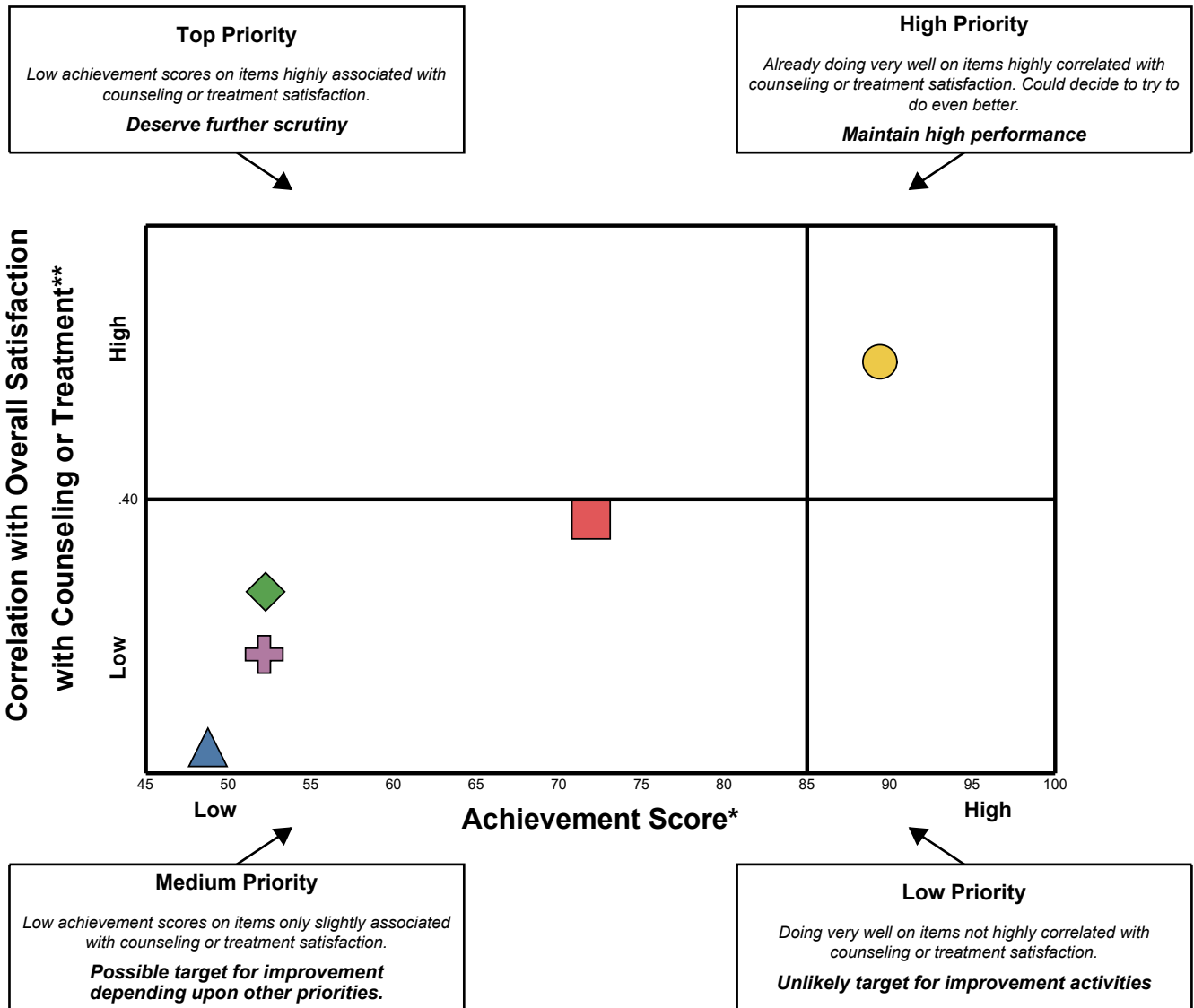
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations with counseling and treatment satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 85% score horizontal axis and a .4 correlation vertical axis.

|  |             |  |  |
|--|-------------|--|--|
| <b>Association with Overall Satisfaction**</b> | <b>High</b> | <p><b>Top Priority</b></p> <p><i>Low achievement scores on items highly associated with counseling or treatment satisfaction.</i></p> <p><b>Deserve further scrutiny</b></p>   | <p><b>High Priority</b></p> <p><i>Already doing very well on items highly correlated with counseling or treatment satisfaction. Could decide to try to do even better.</i></p> <p><b>Maintain high performance</b></p> |
|  | <b>Low</b>  | <p><b>Medium Priority</b></p> <p><i>Low achievement scores on items only slightly associated with counseling or treatment satisfaction.</i></p> <p><b>Possible target for improvement depending upon other priorities.</b></p> | <p><b>Low Priority</b></p> <p><i>Doing very well on items not highly correlated with counseling or treatment satisfaction.</i></p> <p><b>Unlikely target for improvement activities</b></p>                            |
|  |             | <b>Low</b>   | <b>High</b>  |
|  |             | <b>Achievement Score*</b>  |  |

\* An achievement score is ranked "high" when score is 85 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

# Priority Matrix Composites

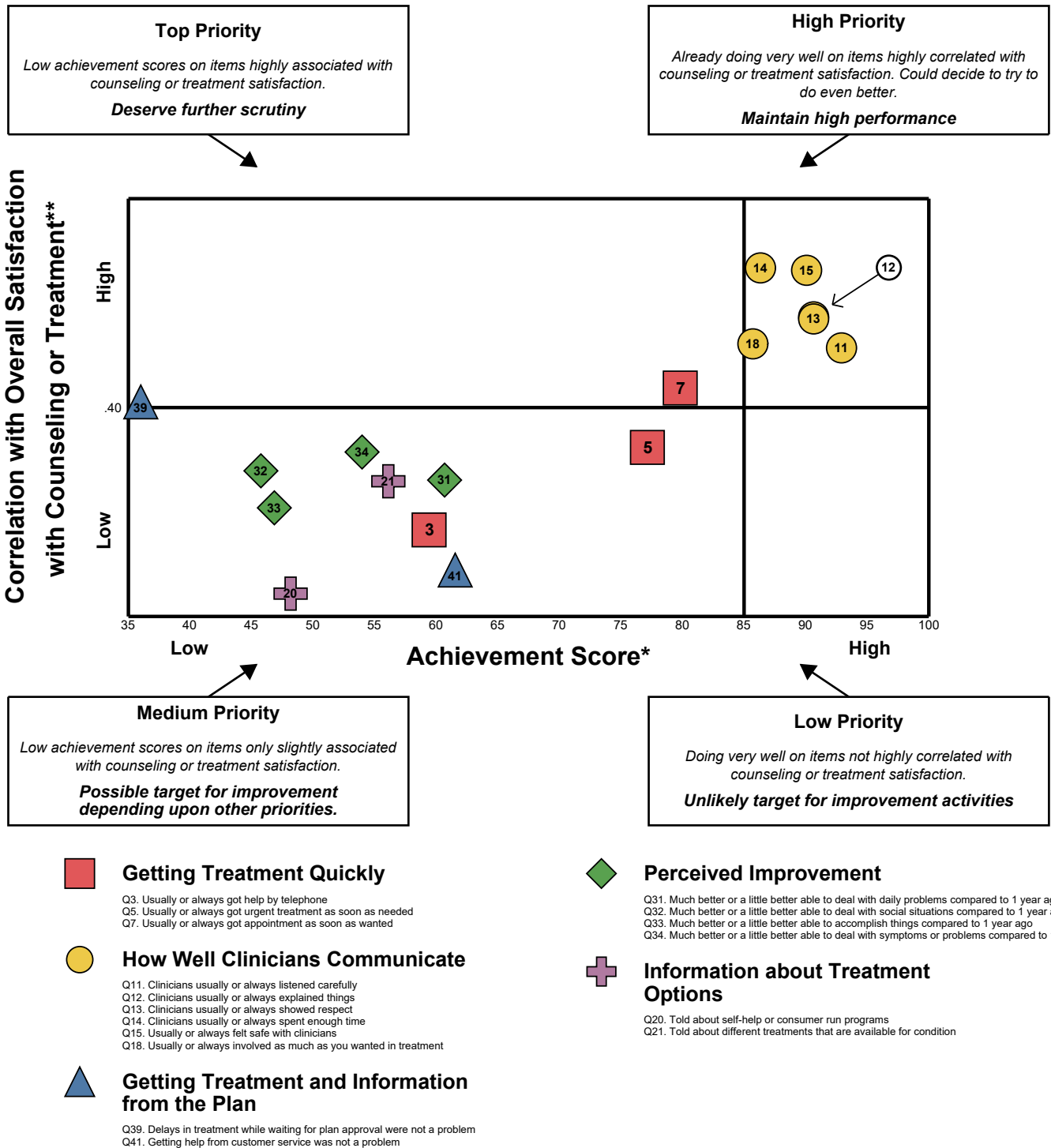


- **Getting Treatment Quickly**
- ◆ **Perceived Improvement**
- **How Well Clinicians Communicate**
- + **Information about Treatment Options**
- ▲ **Getting Treatment and Information from the Plan**

\* An achievement score is ranked "high" when score is 85 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

# Priority Matrix Composite Items

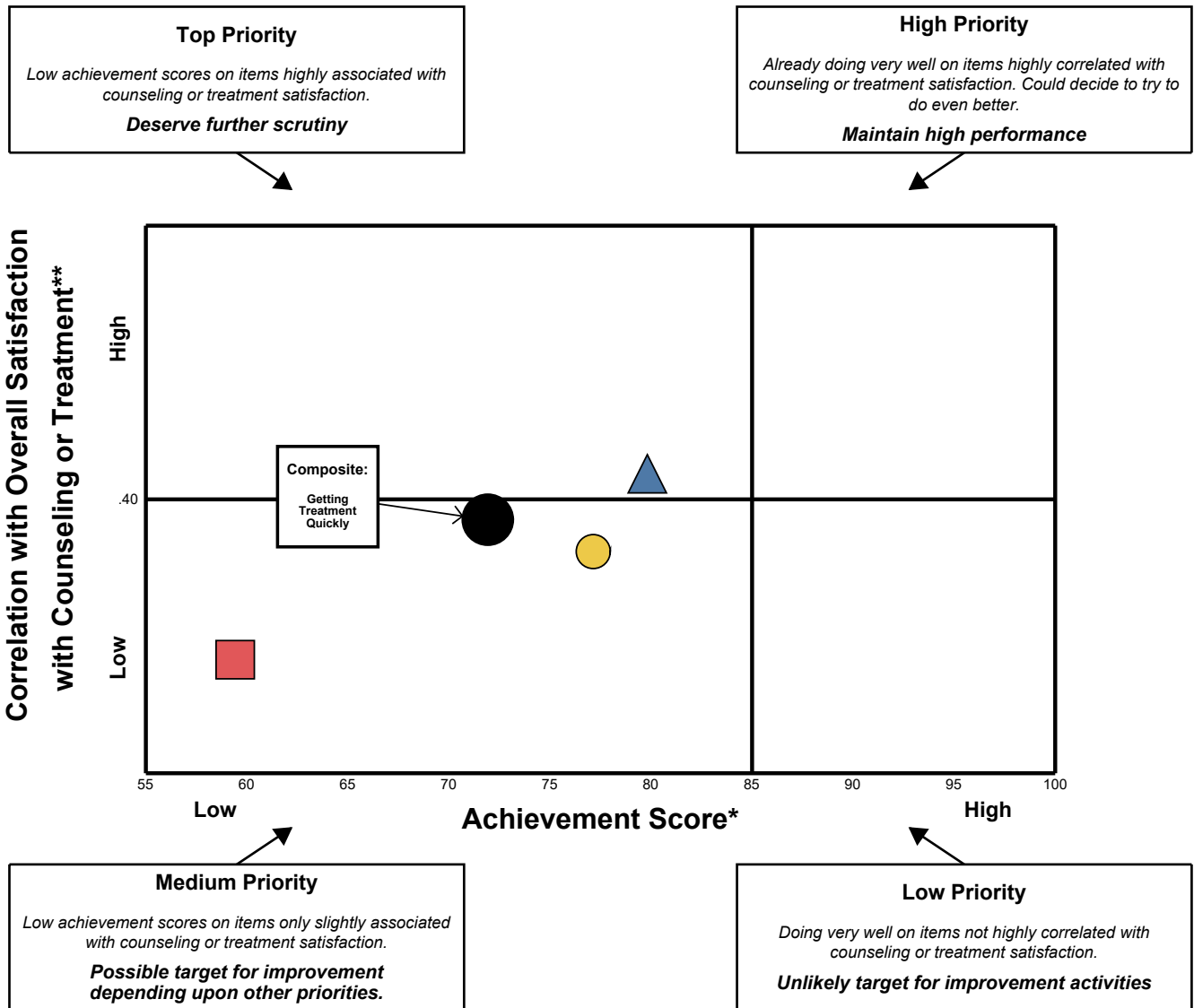


\* An achievement score is ranked "high" when score is 85 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

# Priority Matrix - Individual Composites

## Getting Treatment Quickly



- Q3. Usually or always got help by telephone
- Q5. Usually or always got urgent treatment as soon as needed

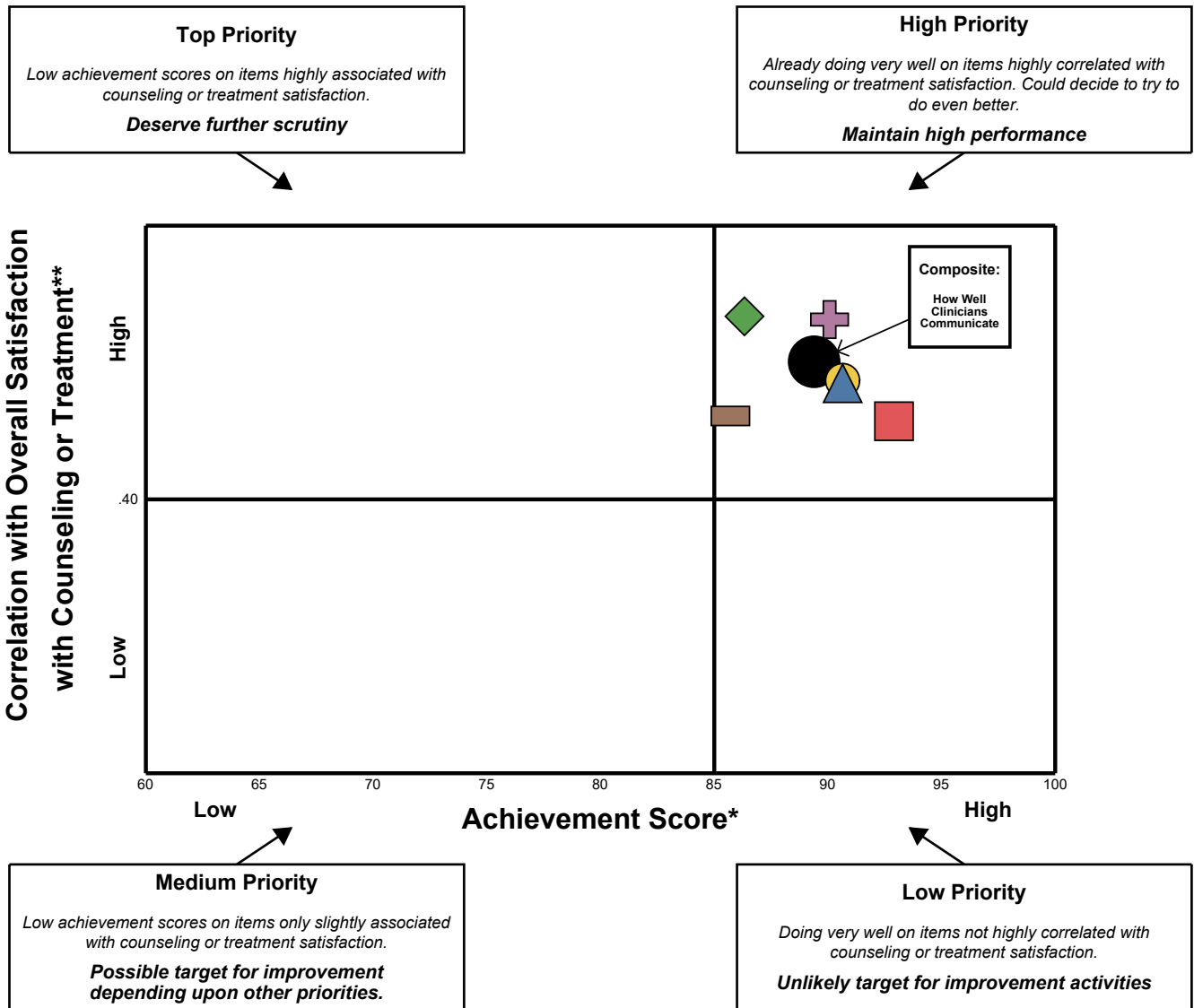
- Q7. Usually or always got appointment as soon as wanted

\* An achievement score is ranked "high" when score is 85 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

# Priority Matrix - Individual Composites

## How Well Clinicians Communicate



- Q11. Clinicians usually or always listened carefully

● Q12. Clinicians usually or always explained things

▲ Q13. Clinicians usually or always showed respect
- ◆ Q14. Clinicians usually or always spent enough time

+ Q15. Usually or always felt safe with clinicians

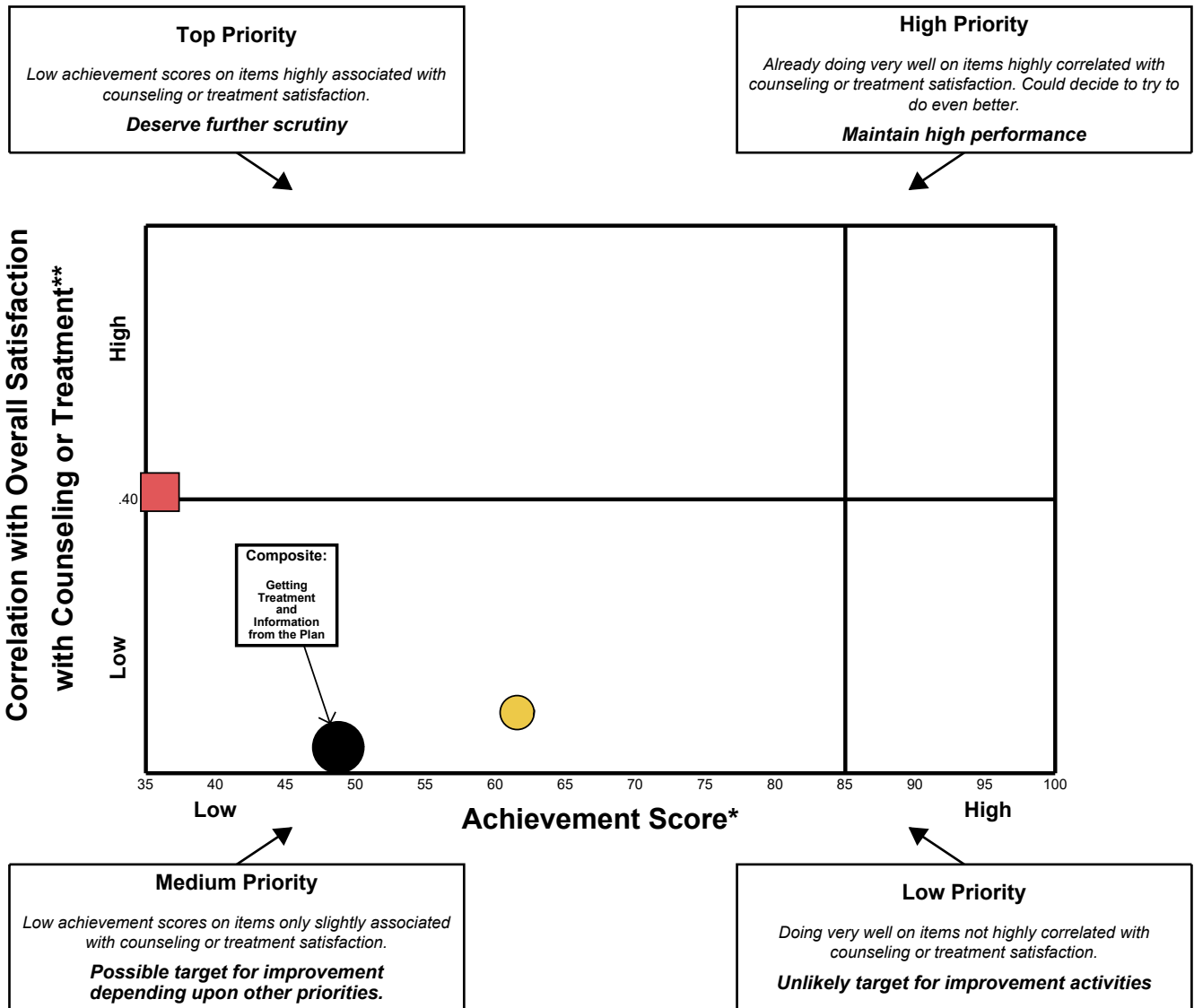
■ Q18. Usually or always involved as much as you wanted in treatment

\* An achievement score is ranked "high" when score is 85 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

# Priority Matrix - Individual Composites

## Getting Treatment and Information from the Plan



■ Q39. Delays in treatment while waiting for plan approval were not a problem

● Q41. Getting help from customer service was not a problem

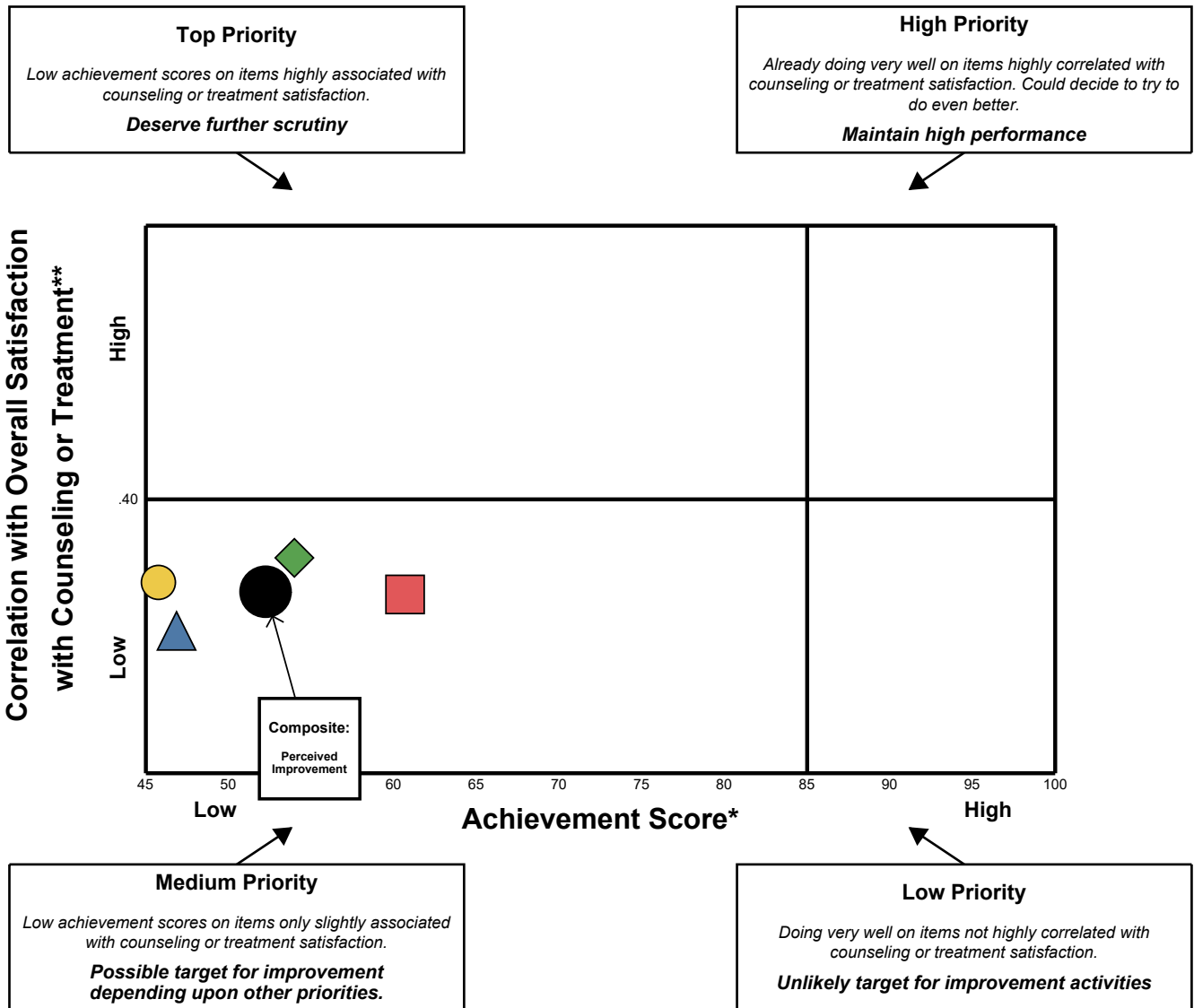
\* An achievement score is ranked "high" when score is 85 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.



# Priority Matrix - Individual Composites

## Perceived Improvement

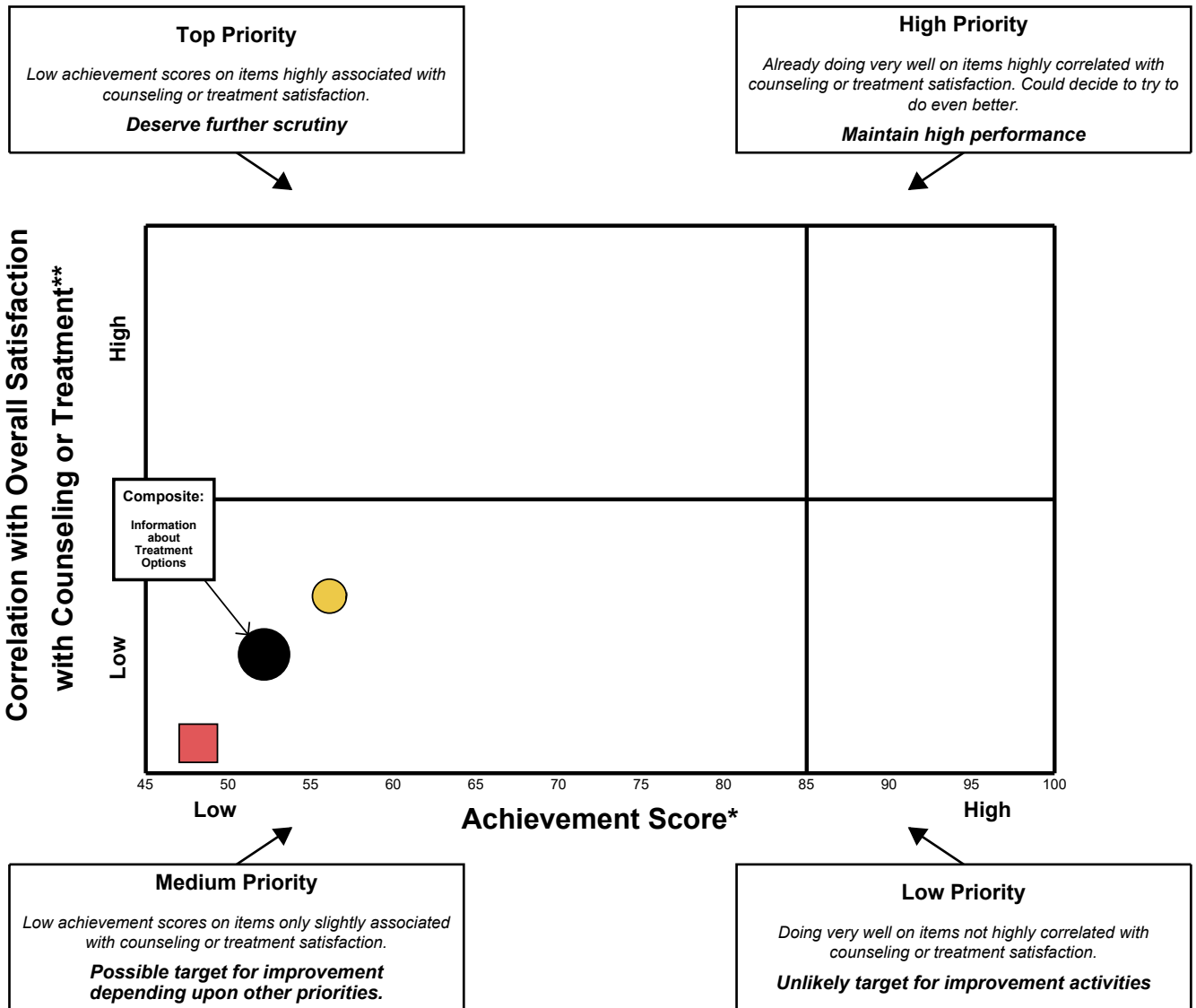


\* An achievement score is ranked "high" when score is 85 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

# Priority Matrix - Individual Composites

## Information about Treatment Options



■ Q20. Told about self-help or consumer run programs

● Q21. Told about different treatments that are available for condition

\* An achievement score is ranked "high" when score is 85 or higher.

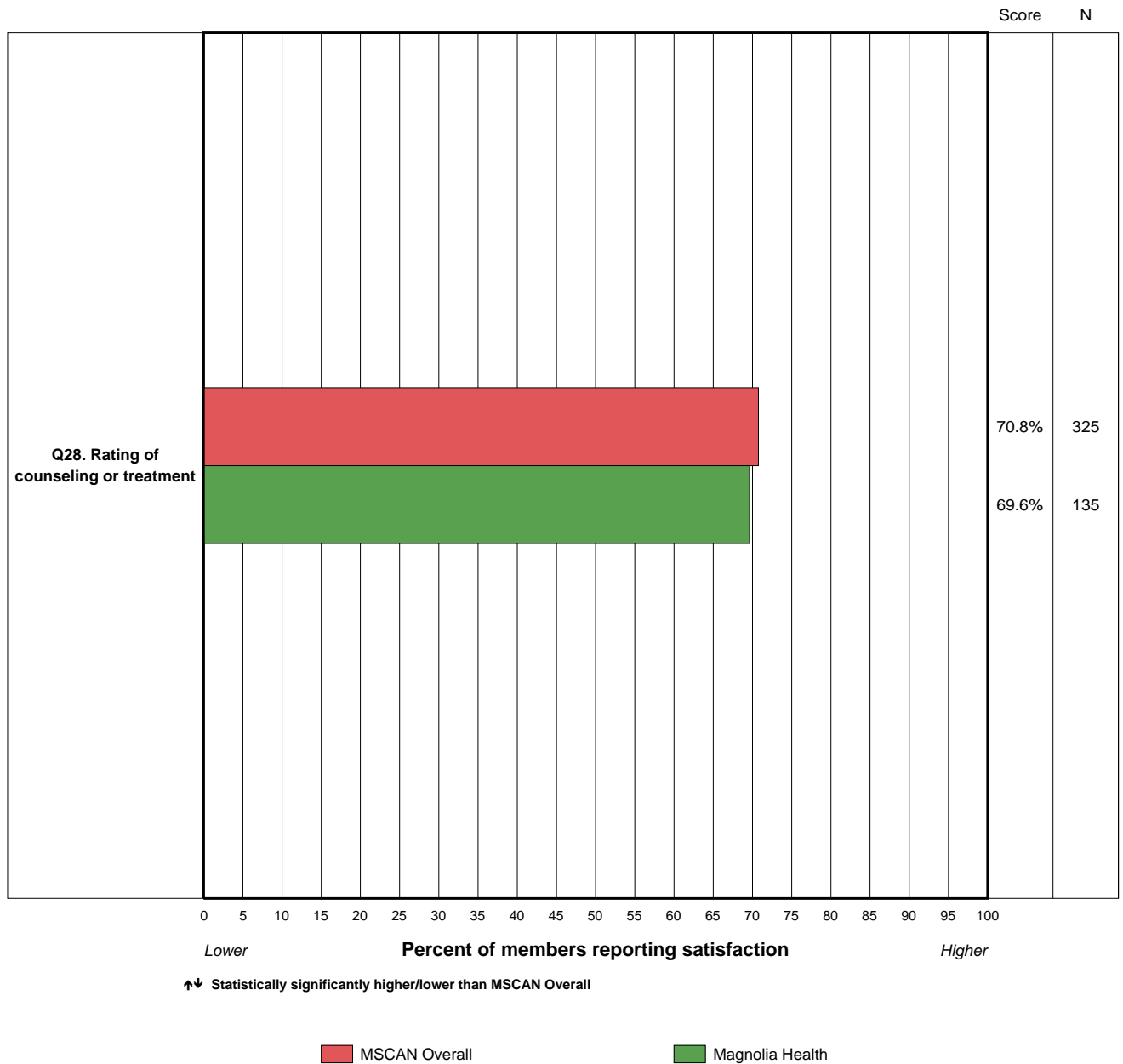
\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

# Overall Rating Questions

The CAHPS® ECHO 3.0 Adult survey uses a 0-10 rating for assessing overall experience with counseling and treatment. In the table below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. Alternate top box scoring of 9 or 10 are presented as hollow bars.

The MississippiCAN overall score is compared to the plan's score. Statistical testing is run between the plan score data and the MississippiCAN overall score, with an arrow beside the plan's bar if applicable.

## Overall Rating Questions - Achievement Scores



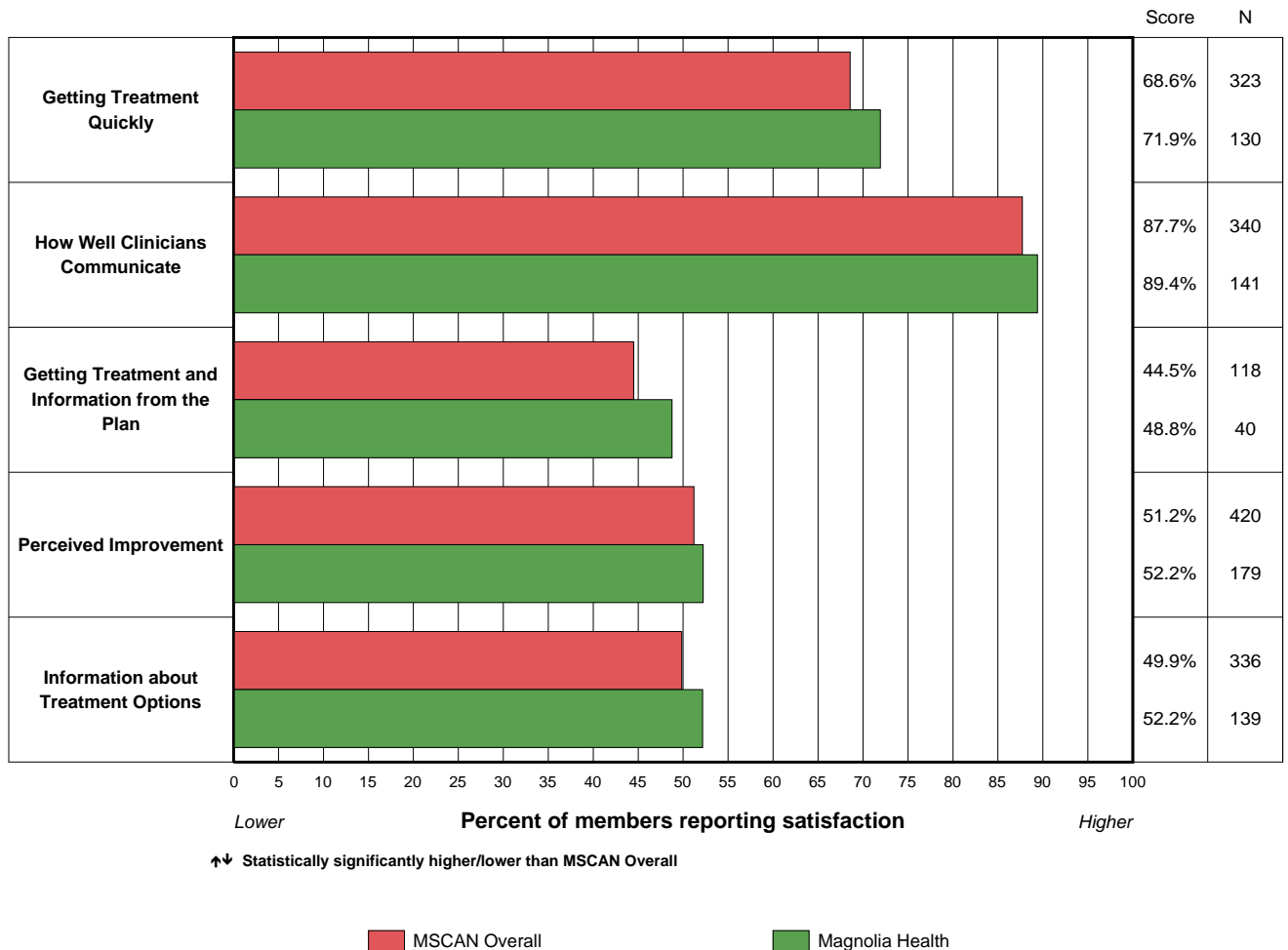
# COMPOSITES

Each achievement-related question from the survey is grouped with other questions that relate to the same broad domain of performance. For example, the domain "Getting Treatment Quickly" includes questions about how often respondents were able to get needed help, treatment, and appointments quickly.

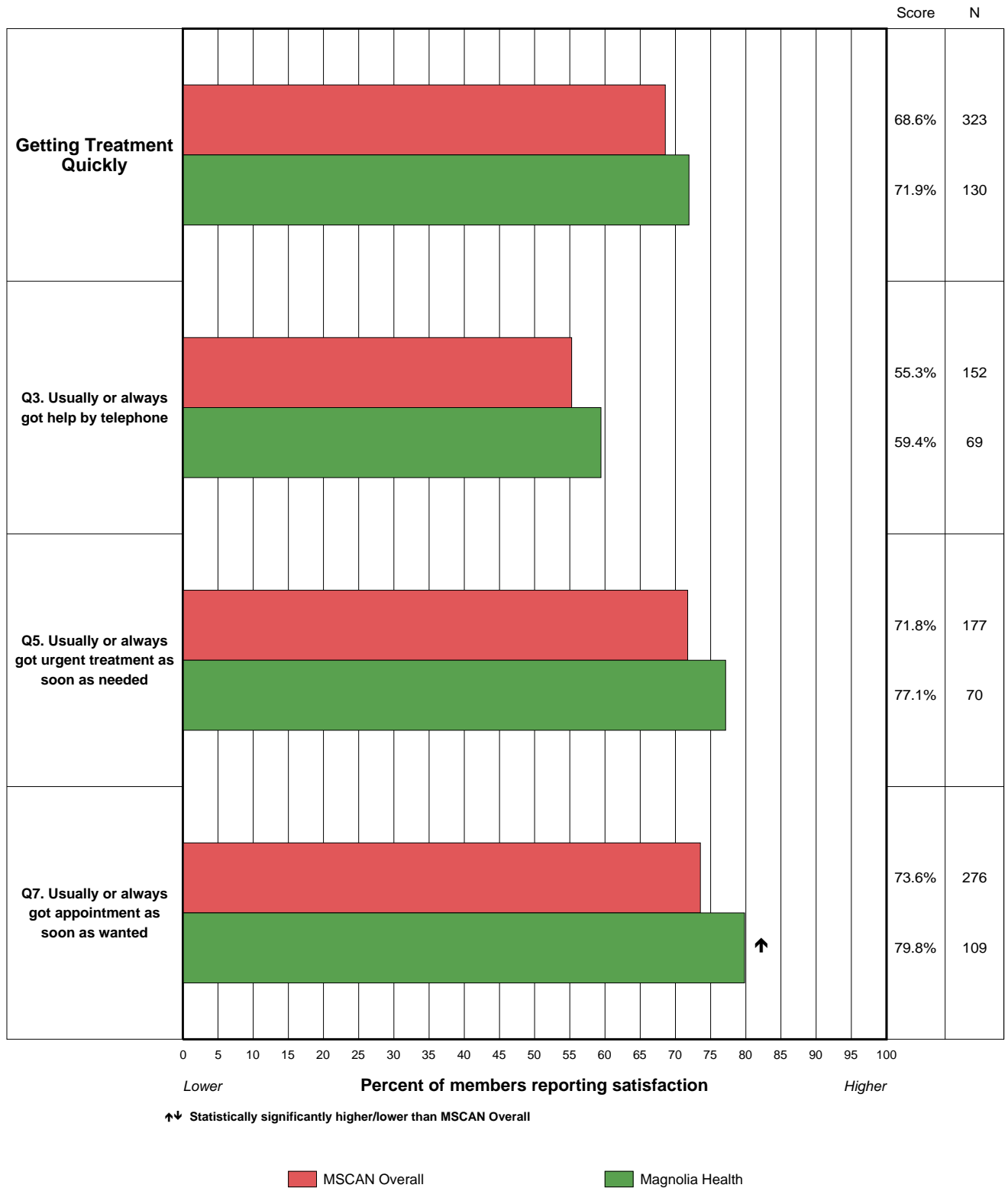
The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Treatment Quickly and the How Well Clinicians Communicate composites; "Not a problem" to the Getting Treatment and Information from the Plan composite; "Much better" or "A little better" to the Perceived Improvement composite and "Yes" to the Information about Treatment Options composite. Alternate top box scoring is presented when applicable as hollow bars.

The MississippiCAN overall score is compared to the plan's score. Statistical testing is run between the plan score data and the MississippiCAN overall data, with an arrow beside the plan's bar if applicable. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

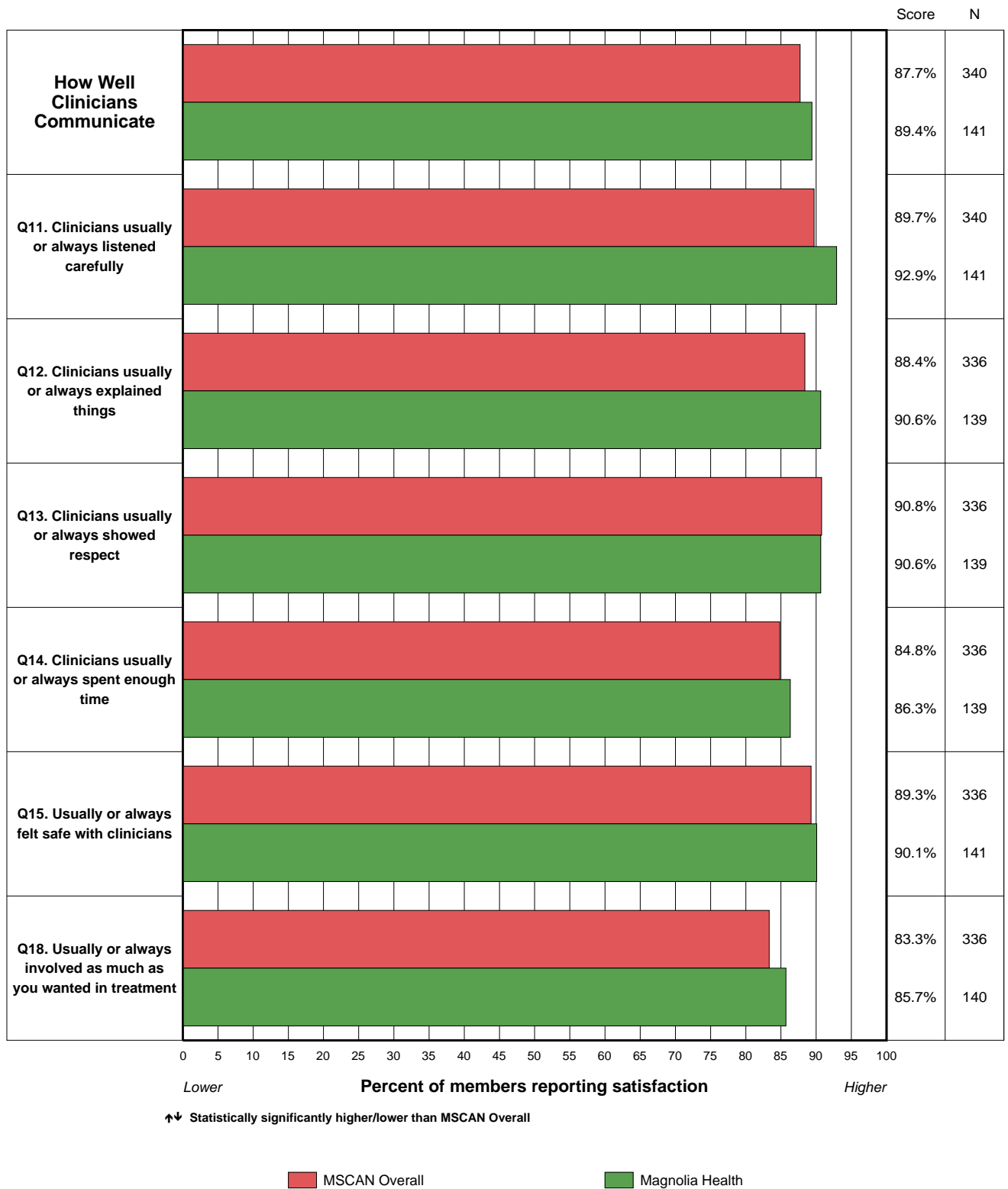
## Composites - Achievement Scores



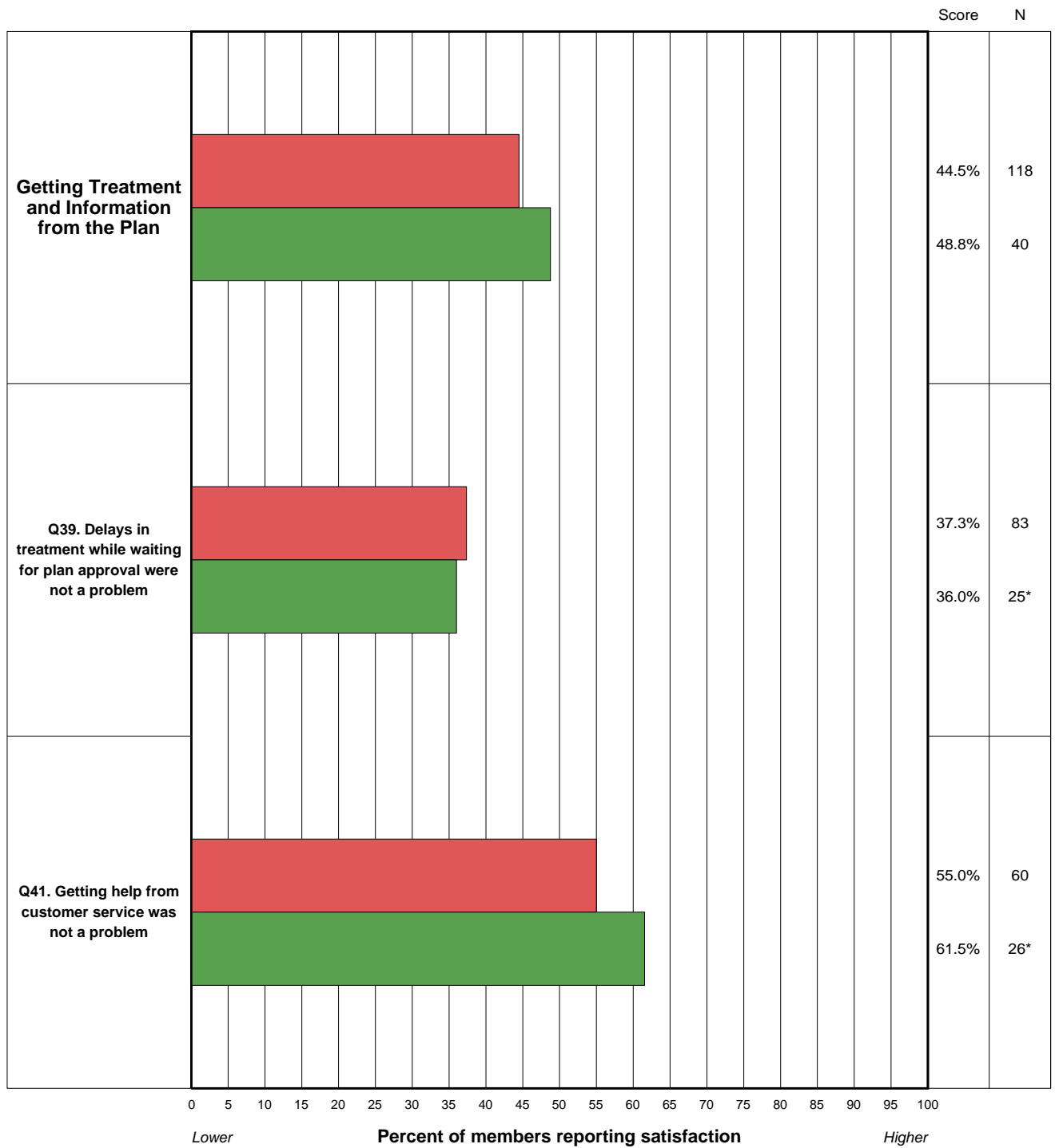
### Getting Treatment Quickly - Achievement Scores



### How Well Clinicians Communicate - Achievement Scores



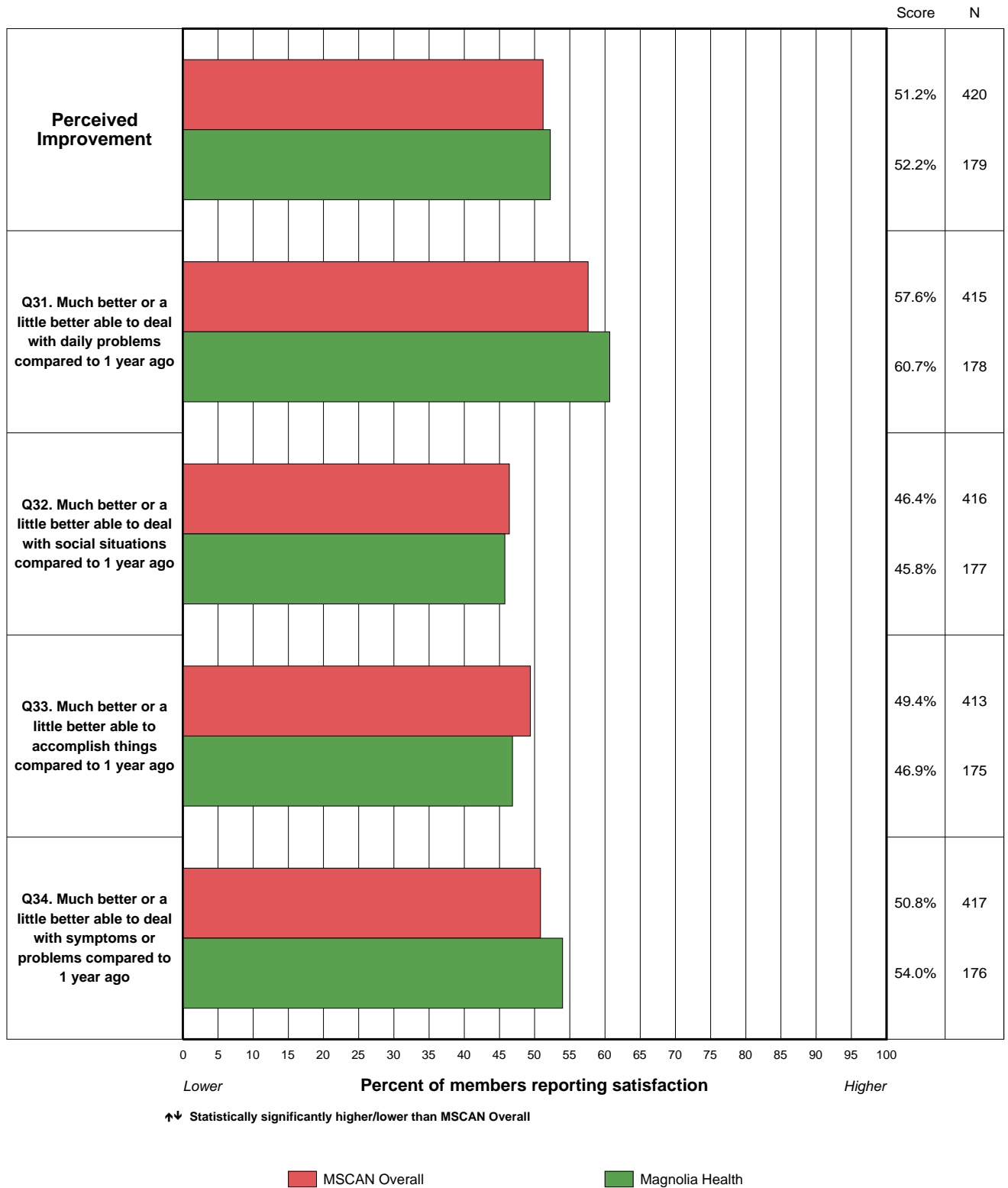
Getting Treatment and Information from the Plan - Achievement Scores



↕ Statistically significantly higher/lower than MSCAN Overall  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

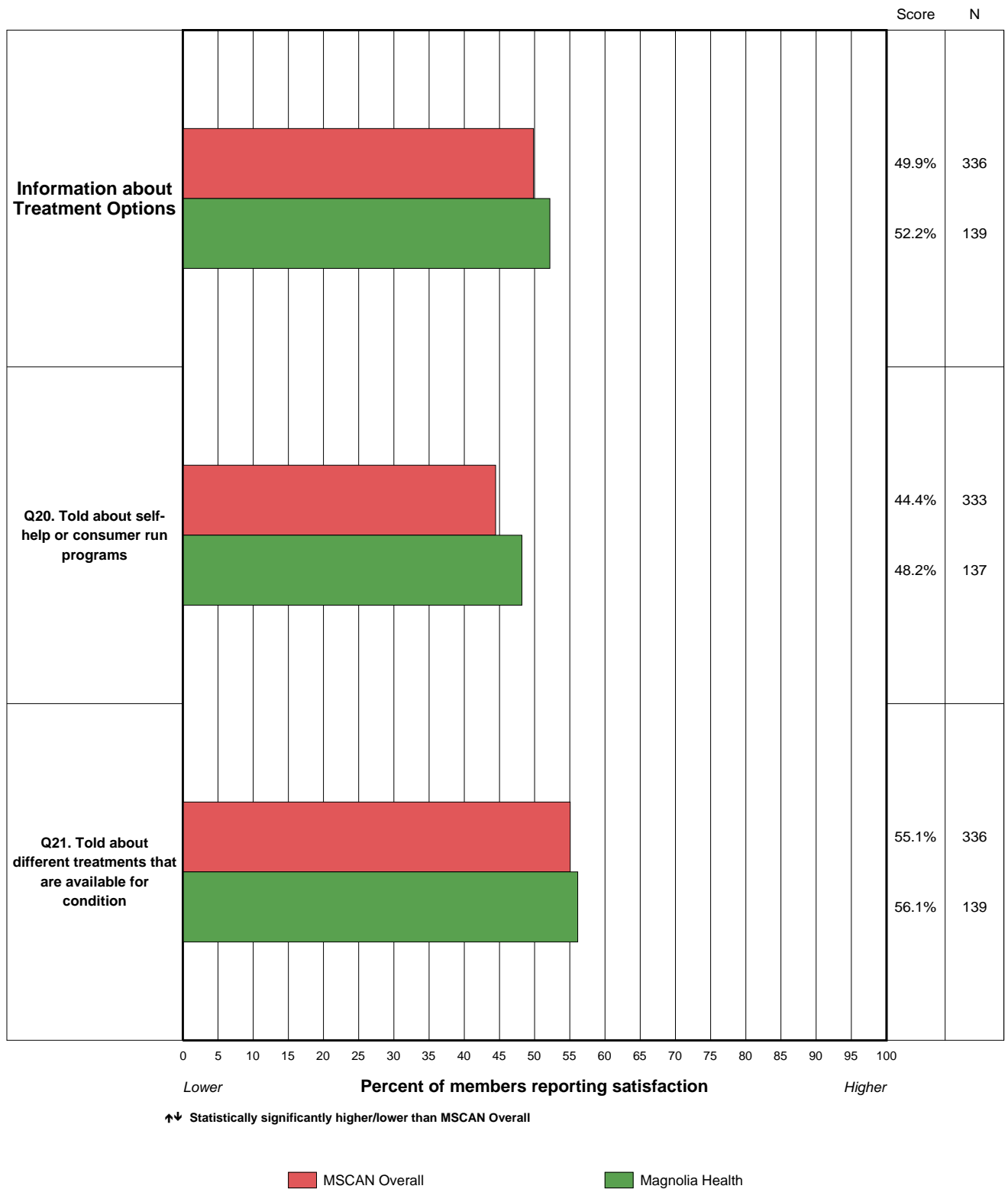
MSCAN Overall      Magnolia Health

### Perceived Improvement - Achievement Scores

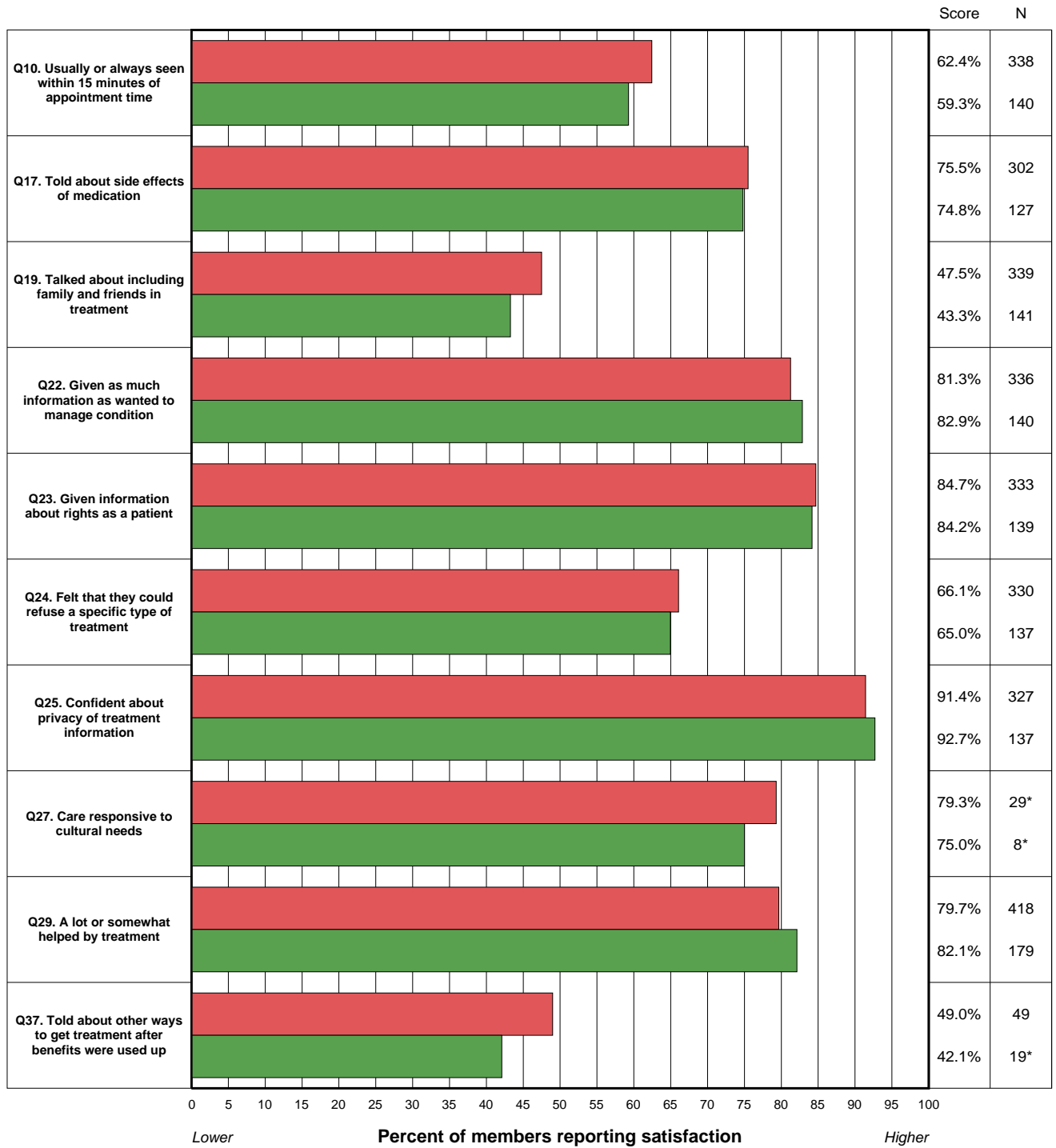




Information about Treatment Options - Achievement Scores



### Single Item Measures - Achievement Scores



↕ Statistically significantly higher/lower than MSCAN Overall  
 \* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

MSCAN Overall      Magnolia Health

## Responses by Question

### *Personal or Family Counseling*

People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or "stressed out"
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

**Q1.** In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 161             | 100.0% |
| No           | 0               | 0.0%   |
| <b>Total</b> | 161             | 100.0% |
| Not Answered | 23              |        |

### *Your Counseling and Treatment in the Last 12 Months*

The next questions ask about your counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

**Q2.** In the last 12 months, did you call someone to get professional counseling on the phone for yourself?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 72              | 41.9%  |
| No           | 100             | 58.1%  |
| <b>Total</b> | 172             | 100.0% |
| Not Answered | 12              |        |

### Your Counseling and Treatment in the Last 12 Months (continued)

**Q3. In the last 12 months, how often did you get the professional counseling you needed on the phone?**

|                                 | Magnolia Health           |        |
|---------------------------------|---------------------------|--------|
|                                 | N                         | %      |
| <input type="radio"/> Never     | 8                         | 11.6%  |
| <input type="radio"/> Sometimes | 20                        | 29.0%  |
| <input type="radio"/> Usually   | 18                        | 26.1%  |
| <input type="radio"/> Always    | 23                        | 33.3%  |
| <b>Total</b>                    | 69                        | 100.0% |
| Not Answered                    | 3                         |        |
| <b>Reporting Category</b>       | Getting Treatment Quickly |        |
| Achievement Score               | 59.42%                    |        |
| Correlation with Satisfaction   | 0.166                     |        |
| Priority Rating                 | Medium                    |        |

**Q4. In the last 12 months, did you need counseling or treatment right away?**

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 73              | 41.7%  |
| No           | 102             | 58.3%  |
| <b>Total</b> | 175             | 100.0% |
| Not Answered | 9               |        |

**Q5. In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?**

|                                 | Magnolia Health           |        |
|---------------------------------|---------------------------|--------|
|                                 | N                         | %      |
| <input type="radio"/> Never     | 5                         | 7.1%   |
| <input type="radio"/> Sometimes | 11                        | 15.7%  |
| <input type="radio"/> Usually   | 22                        | 31.4%  |
| <input type="radio"/> Always    | 32                        | 45.7%  |
| <b>Total</b>                    | 70                        | 100.0% |
| Not Answered                    | 3                         |        |
| <b>Reporting Category</b>       | Getting Treatment Quickly |        |
| Achievement Score               | 77.14%                    |        |
| Correlation with Satisfaction   | 0.324                     |        |
| Priority Rating                 | Medium                    |        |

**Response scored as:**  Achievement  Room for improvement

### Your Counseling and Treatment in the Last 12 Months (continued)

- Q6.** In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 116             | 65.5%  |
| No           | 61              | 34.5%  |
| <b>Total</b> | 177             | 100.0% |
| Not Answered | 7               |        |

- Q7.** In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

|  | Magnolia Health           |        |
|--|---------------------------|--------|
|  | N                         | %      |
| <input checked="" type="radio"/> Never     | 6                         | 5.5%   |
| <input checked="" type="radio"/> Sometimes | 16                        | 14.7%  |
| <input checked="" type="radio"/> Usually   | 41                        | 37.6%  |
| <input checked="" type="radio"/> Always    | 46                        | 42.2%  |
| <b>Total</b>                               | 109                       | 100.0% |
| Not Answered                               | 7                         |        |
| <b>Reporting Category</b>                  | Getting Treatment Quickly |        |
| Achievement Score                          | 79.82%                    |        |
| Correlation with Satisfaction              | 0.438                     |        |
| Priority Rating                            | Top                       |        |

- Q8.** In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself?

|                 | Magnolia Health |        |
|-----------------|-----------------|--------|
|                 | N               | %      |
| None            | 125             | 70.2%  |
| 1 time          | 17              | 9.6%   |
| 2 times         | 21              | 11.8%  |
| 3 or more times | 15              | 8.4%   |
| <b>Total</b>    | 178             | 100.0% |
| Not Answered    | 6               |        |

**Response scored as:**  Achievement  Room for improvement

### Your Counseling and Treatment in the Last 12 Months (continued)

- Q9.** In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

|                  | Magnolia Health |        |
|------------------|-----------------|--------|
|                  | N               | %      |
| None             | 34              | 19.4%  |
| 1 to 10 times    | 103             | 58.9%  |
| 11 to 20 times   | 24              | 13.7%  |
| 21 or more times | 14              | 8.0%   |
| <b>Total</b>     | 175             | 100.0% |
| Not Answered     | 9               |        |

- Q10.** In the last 12 months, how often were you seen within 15 minutes of your appointment?

|  | Magnolia Health |        |
|--|-----------------|--------|
|  | N               | %      |
| <input type="radio"/> Never              | 16              | 11.4%  |
| <input type="radio"/> Sometimes          | 41              | 29.3%  |
| <input checked="" type="radio"/> Usually | 48              | 34.3%  |
| <input checked="" type="radio"/> Always  | 35              | 25.0%  |
| <b>Total</b>                             | 140             | 100.0% |
| Not Answered                             | 1               |        |
| <b>Reporting Category</b>                | Single Items    |        |
| Achievement Score                        | 59.29%          |        |
| Correlation with Satisfaction            | 0.295           |        |
| Priority Rating                          | Medium          |        |

The next questions are about all the counseling or treatment you got in the last 12 months during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people you went to for counseling or treatment in your answers.

- Q11.** In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?

|  | Magnolia Health                 |        |
|--|---------------------------------|--------|
|  | N                               | %      |
| <input type="radio"/> Never              | 2                               | 1.4%   |
| <input type="radio"/> Sometimes          | 8                               | 5.7%   |
| <input checked="" type="radio"/> Usually | 31                              | 22.0%  |
| <input checked="" type="radio"/> Always  | 100                             | 70.9%  |
| <b>Total</b>                             | 141                             | 100.0% |
| Not Answered                             | 0                               |        |
| <b>Reporting Category</b>                | How Well Clinicians Communicate |        |
| Achievement Score                        | 92.91%                          |        |
| Correlation with Satisfaction            | 0.514                           |        |
| Priority Rating                          | High                            |        |

Response scored as:  Achievement  Room for improvement

### Your Counseling and Treatment in the Last 12 Months (continued)

**Q12.** In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?

|  | Magnolia Health                 |        |
|--|---------------------------------|--------|
|  | N                               | %      |
| <input type="radio"/> Never              | 2                               | 1.4%   |
| <input type="radio"/> Sometimes          | 11                              | 7.9%   |
| <input checked="" type="radio"/> Usually | 36                              | 25.9%  |
| <input checked="" type="radio"/> Always  | 90                              | 64.7%  |
| <b>Total</b>                             | 139                             | 100.0% |
| Not Answered                             | 2                               |        |
| <b>Reporting Category</b>                | How Well Clinicians Communicate |        |
| Achievement Score                        | 90.65%                          |        |
| Correlation with Satisfaction            | 0.574                           |        |
| Priority Rating                          | High                            |        |

**Q13.** In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?

|  | Magnolia Health                 |        |
|--|---------------------------------|--------|
|  | N                               | %      |
| <input type="radio"/> Never              | 4                               | 2.9%   |
| <input type="radio"/> Sometimes          | 9                               | 6.5%   |
| <input checked="" type="radio"/> Usually | 30                              | 21.6%  |
| <input checked="" type="radio"/> Always  | 96                              | 69.1%  |
| <b>Total</b>                             | 139                             | 100.0% |
| Not Answered                             | 2                               |        |
| <b>Reporting Category</b>                | How Well Clinicians Communicate |        |
| Achievement Score                        | 90.65%                          |        |
| Correlation with Satisfaction            | 0.570                           |        |
| Priority Rating                          | High                            |        |

**Response scored as:**  Achievement  Room for improvement

### Your Counseling and Treatment in the Last 12 Months (continued)

**Q14.** In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?

|  | Magnolia Health                 |        |
|--|---------------------------------|--------|
|  | N                               | %      |
| <input checked="" type="radio"/> Never     | 6                               | 4.3%   |
| <input checked="" type="radio"/> Sometimes | 13                              | 9.4%   |
| <input checked="" type="radio"/> Usually   | 30                              | 21.6%  |
| <input checked="" type="radio"/> Always    | 90                              | 64.7%  |
| <b>Total</b>                               | 139                             | 100.0% |
| Not Answered                               | 2                               |        |
| <b>Reporting Category</b>                  | How Well Clinicians Communicate |        |
| Achievement Score                          | 86.33%                          |        |
| Correlation with Satisfaction              | 0.668                           |        |
| Priority Rating                            | High                            |        |

**Q15.** In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?

|  | Magnolia Health                 |        |
|--|---------------------------------|--------|
|  | N                               | %      |
| <input checked="" type="radio"/> Never     | 2                               | 1.4%   |
| <input checked="" type="radio"/> Sometimes | 12                              | 8.5%   |
| <input checked="" type="radio"/> Usually   | 13                              | 9.2%   |
| <input checked="" type="radio"/> Always    | 114                             | 80.9%  |
| <b>Total</b>                               | 141                             | 100.0% |
| Not Answered                               | 0                               |        |
| <b>Reporting Category</b>                  | How Well Clinicians Communicate |        |
| Achievement Score                          | 90.07%                          |        |
| Correlation with Satisfaction              | 0.663                           |        |
| Priority Rating                            | High                            |        |

**Q16.** In the last 12 months, did you take any prescription medicines as part of your treatment?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 129             | 92.8%  |
| No           | 10              | 7.2%   |
| <b>Total</b> | 139             | 100.0% |
| Not Answered | 2               |        |

**Response scored as:**  Achievement  Room for improvement



## Your Counseling and Treatment in the Last 12 Months (continued)

**Q17. In the last 12 months, were you told what side effects of those medicines to watch for?**

|                                      | Magnolia Health |        |
|--------------------------------------|-----------------|--------|
|                                      | N               | %      |
| <input checked="" type="radio"/> Yes | 95              | 74.8%  |
| <input type="radio"/> No             | 32              | 25.2%  |
| <b>Total</b>                         | 127             | 100.0% |
| Not Answered                         | 2               |        |
| <b>Reporting Category</b>            | Single Items    |        |
| Achievement Score                    | 74.80%          |        |
| Correlation with Satisfaction        | 0.240           |        |
| Priority Rating                      | Medium          |        |

**Q18. In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?**

|  | Magnolia Health                 |        |
|--|---------------------------------|--------|
|  | N                               | %      |
| <input type="radio"/> Never              | 4                               | 2.9%   |
| <input type="radio"/> Sometimes          | 16                              | 11.4%  |
| <input checked="" type="radio"/> Usually | 43                              | 30.7%  |
| <input checked="" type="radio"/> Always  | 77                              | 55.0%  |
| <b>Total</b>                             | 140                             | 100.0% |
| Not Answered                             | 1                               |        |
| <b>Reporting Category</b>                | How Well Clinicians Communicate |        |
| Achievement Score                        | 85.71%                          |        |
| Correlation with Satisfaction            | 0.522                           |        |
| Priority Rating                          | High                            |        |

**Q19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?**

|                                      | Magnolia Health |        |
|--------------------------------------|-----------------|--------|
|                                      | N               | %      |
| <input checked="" type="radio"/> Yes | 61              | 43.3%  |
| <input type="radio"/> No             | 80              | 56.7%  |
| <b>Total</b>                         | 141             | 100.0% |
| Not Answered                         | 0               |        |
| <b>Reporting Category</b>            | Single Items    |        |
| Achievement Score                    | 43.26%          |        |
| Correlation with Satisfaction        | 0.086           |        |
| Priority Rating                      | Medium          |        |

**Response scored as:**  Achievement  Room for improvement

### Your Counseling and Treatment in the Last 12 Months (continued)

**Q20.** In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?

|                                      | Magnolia Health                     |        |
|--------------------------------------|-------------------------------------|--------|
|                                      | N                                   | %      |
| <input checked="" type="radio"/> Yes | 66                                  | 48.2%  |
| <input type="radio"/> No             | 71                                  | 51.8%  |
| <b>Total</b>                         | 137                                 | 100.0% |
| Not Answered                         | 4                                   |        |
| <b>Reporting Category</b>            | Information about Treatment Options |        |
| Achievement Score                    | 48.18%                              |        |
| Correlation with Satisfaction        | 0.044                               |        |
| Priority Rating                      | Medium                              |        |

**Q21.** In the last 12 months, were you given information about different kinds of counseling or treatment that are available?

|                                      | Magnolia Health                     |        |
|--------------------------------------|-------------------------------------|--------|
|                                      | N                                   | %      |
| <input checked="" type="radio"/> Yes | 78                                  | 56.1%  |
| <input type="radio"/> No             | 61                                  | 43.9%  |
| <b>Total</b>                         | 139                                 | 100.0% |
| Not Answered                         | 2                                   |        |
| <b>Reporting Category</b>            | Information about Treatment Options |        |
| Achievement Score                    | 56.12%                              |        |
| Correlation with Satisfaction        | 0.259                               |        |
| Priority Rating                      | Medium                              |        |

**Q22.** In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?

|                                      | Magnolia Health |        |
|--------------------------------------|-----------------|--------|
|                                      | N               | %      |
| <input checked="" type="radio"/> Yes | 116             | 82.9%  |
| <input type="radio"/> No             | 24              | 17.1%  |
| <b>Total</b>                         | 140             | 100.0% |
| Not Answered                         | 1               |        |
| <b>Reporting Category</b>            | Single Items    |        |
| Achievement Score                    | 82.86%          |        |
| Correlation with Satisfaction        | 0.502           |        |
| Priority Rating                      | Top             |        |

Response scored as:  Achievement  Room for improvement

## Your Counseling and Treatment in the Last 12 Months (continued)

**Q23. In the last 12 months, were you given information about your rights as a patient?**

|                                      | Magnolia Health |        |
|--------------------------------------|-----------------|--------|
|                                      | N               | %      |
| <input checked="" type="radio"/> Yes | 117             | 84.2%  |
| <input type="radio"/> No             | 22              | 15.8%  |
| <b>Total</b>                         | 139             | 100.0% |
| Not Answered                         | 2               |        |
| <b>Reporting Category</b>            | Single Items    |        |
| Achievement Score                    | 84.17%          |        |
| Correlation with Satisfaction        | 0.312           |        |
| Priority Rating                      | Medium          |        |

**Q24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?**

|                                      | Magnolia Health |        |
|--------------------------------------|-----------------|--------|
|                                      | N               | %      |
| <input checked="" type="radio"/> Yes | 89              | 65.0%  |
| <input type="radio"/> No             | 48              | 35.0%  |
| <b>Total</b>                         | 137             | 100.0% |
| Not Answered                         | 4               |        |
| <b>Reporting Category</b>            | Single Items    |        |
| Achievement Score                    | 64.96%          |        |
| Correlation with Satisfaction        | 0.131           |        |
| Priority Rating                      | Medium          |        |

**Q25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?**

|                                     | Magnolia Health |        |
|-------------------------------------|-----------------|--------|
|                                     | N               | %      |
| <input type="radio"/> Yes           | 10              | 7.3%   |
| <input checked="" type="radio"/> No | 127             | 92.7%  |
| <b>Total</b>                        | 137             | 100.0% |
| Not Answered                        | 4               |        |
| <b>Reporting Category</b>           | Single Items    |        |
| Achievement Score                   | 92.70%          |        |
| Correlation with Satisfaction       | 0.127           |        |
| Priority Rating                     | Low             |        |

Response scored as:  Achievement  Room for improvement

### Your Counseling and Treatment in the Last 12 Months (continued)

**Q26.** Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 8               | 5.9%   |
| No           | 128             | 94.1%  |
| <b>Total</b> | 136             | 100.0% |
| Not Answered | 5               |        |

**Q27.** In the last 12 months, was the care you received responsive to those needs?

|                                      | Magnolia Health |        |
|--------------------------------------|-----------------|--------|
|                                      | N               | %      |
| <input checked="" type="radio"/> Yes | 6               | 75.0%  |
| <input type="radio"/> No             | 2               | 25.0%  |
| <b>Total</b>                         | 8               | 100.0% |
| Not Answered                         | 0               |        |
| <b>Reporting Category</b>            | Single Items    |        |
| Achievement Score                    | 75.00%          |        |
| Correlation with Satisfaction        | 0.843           |        |
| Priority Rating                      | Top             |        |

**Response scored as:**  Achievement  Room for improvement

### Your Counseling and Treatment in the Last 12 Months (continued)

**Q28.** Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?

|  | Magnolia Health |        |
|--|-----------------|--------|
|  | N               | %      |
| <input type="radio"/> Worst counseling or treatment possible           | 2               | 1.5%   |
| <input type="radio"/> 1  | 0               | 0.0%   |
| <input type="radio"/> 2  | 2               | 1.5%   |
| <input type="radio"/> 3  | 4               | 3.0%   |
| <input type="radio"/> 4  | 2               | 1.5%   |
| <input type="radio"/> 5  | 7               | 5.2%   |
| <input type="radio"/> 6  | 7               | 5.2%   |
| <input type="radio"/> 7  | 17              | 12.6%  |
| <input checked="" type="radio"/> 8                                     | 19              | 14.1%  |
| <input checked="" type="radio"/> 9                                     | 14              | 10.4%  |
| <input checked="" type="radio"/> Best counseling or treatment possible | 61              | 45.2%  |
| <b>Total</b>   | 135             | 100.0% |
| Not Answered   | 6               |        |
| <b>Reporting Category</b>  | <b>Ratings</b>  |        |
| Achievement Score  | 69.63%          |        |

**Q29.** In the last 12 months, how much were you helped by the counseling or treatment you got?

|   | Magnolia Health     |        |
|---|---------------------|--------|
|   | N                   | %      |
| <input type="radio"/> Not at all          | 12                  | 6.7%   |
| <input type="radio"/> A little            | 20                  | 11.2%  |
| <input checked="" type="radio"/> Somewhat | 46                  | 25.7%  |
| <input checked="" type="radio"/> A lot    | 101                 | 56.4%  |
| <b>Total</b>                              | 179                 | 100.0% |
| Not Answered                              | 5                   |        |
| <b>Reporting Category</b>                 | <b>Single Items</b> |        |
| Achievement Score                         | 82.12%              |        |
| Correlation with Satisfaction             | 0.722               |        |
| Priority Rating                           | Top                 |        |

**Response scored as:**  Achievement  Room for improvement

### Your Counseling and Treatment in the Last 12 Months (continued)

**Q30.** In general, how would you rate your overall mental health now?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Excellent    | 8               | 4.5%   |
| Very good    | 22              | 12.4%  |
| Good         | 57              | 32.0%  |
| Fair         | 73              | 41.0%  |
| Poor         | 18              | 10.1%  |
| <b>Total</b> | 178             | 100.0% |
| Not Answered | 6               |        |

**Q31.** Compared to 12 months ago, how would you rate your ability to deal with daily problems now?

|                               | Magnolia Health       |        |
|-------------------------------|-----------------------|--------|
|                               | N                     | %      |
| ● Much better                 | 45                    | 25.3%  |
| ● A little better             | 63                    | 35.4%  |
| ● About the same              | 52                    | 29.2%  |
| ● A little worse              | 10                    | 5.6%   |
| ● Much worse                  | 8                     | 4.5%   |
| <b>Total</b>                  | 178                   | 100.0% |
| Not Answered                  | 6                     |        |
| <b>Reporting Category</b>     | Perceived Improvement |        |
| Achievement Score             | 60.67%                |        |
| Correlation with Satisfaction | 0.261                 |        |
| Priority Rating               | Medium                |        |

**Q32.** Compared to 12 months ago, how would you rate your ability to deal with social situations now?

|                               | Magnolia Health       |        |
|-------------------------------|-----------------------|--------|
|                               | N                     | %      |
| ● Much better                 | 32                    | 18.1%  |
| ● A little better             | 49                    | 27.7%  |
| ● About the same              | 71                    | 40.1%  |
| ● A little worse              | 15                    | 8.5%   |
| ● Much worse                  | 10                    | 5.6%   |
| <b>Total</b>                  | 177                   | 100.0% |
| Not Answered                  | 7                     |        |
| <b>Reporting Category</b>     | Perceived Improvement |        |
| Achievement Score             | 45.76%                |        |
| Correlation with Satisfaction | 0.279                 |        |
| Priority Rating               | Medium                |        |

○ **Response scored as:** ● Achievement ● Room for improvement

## Your Counseling and Treatment in the Last 12 Months *(continued)*

**Q33. Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?**

|  | Magnolia Health       |        |
|--|-----------------------|--------|
|  | N                     | %      |
| <input checked="" type="radio"/> Much better     | 28                    | 16.0%  |
| <input checked="" type="radio"/> A little better | 54                    | 30.9%  |
| <input checked="" type="radio"/> About the same  | 66                    | 37.7%  |
| <input checked="" type="radio"/> A little worse  | 20                    | 11.4%  |
| <input checked="" type="radio"/> Much worse      | 7                     | 4.0%   |
| <b>Total</b>                                     | 175                   | 100.0% |
| Not Answered                                     | 9                     |        |
| <b>Reporting Category</b>                        | Perceived Improvement |        |
| Achievement Score                                | 46.86%                |        |
| Correlation with Satisfaction                    | 0.208                 |        |
| Priority Rating                                  | Medium                |        |

**Q34. Compared to 12 months ago, how would you rate your problems or symptoms now?**

|  | Magnolia Health       |        |
|--|-----------------------|--------|
|  | N                     | %      |
| <input checked="" type="radio"/> Much better     | 32                    | 18.2%  |
| <input checked="" type="radio"/> A little better | 63                    | 35.8%  |
| <input checked="" type="radio"/> About the same  | 54                    | 30.7%  |
| <input checked="" type="radio"/> A little worse  | 19                    | 10.8%  |
| <input checked="" type="radio"/> Much worse      | 8                     | 4.5%   |
| <b>Total</b>                                     | 176                   | 100.0% |
| Not Answered                                     | 8                     |        |
| <b>Reporting Category</b>                        | Perceived Improvement |        |
| Achievement Score                                | 53.98%                |        |
| Correlation with Satisfaction                    | 0.315                 |        |
| Priority Rating                                  | Medium                |        |

The next questions ask about your experience with the company or organization that handles your benefits for counseling or treatment.

**Q35. In the last 12 months, did you use up all your benefits for counseling or treatment?**

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 27              | 15.5%  |
| No           | 147             | 84.5%  |
| <b>Total</b> | 174             | 100.0% |
| Not Answered | 10              |        |

**Response scored as:**  Achievement  Room for improvement

### Your Counseling and Treatment in the Last 12 Months (continued)

**Q36.** At the time benefits were used up, did you think you still needed counseling or treatment?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 19              | 73.1%  |
| No           | 7               | 26.9%  |
| <b>Total</b> | 26              | 100.0% |
| Not Answered | 1               |        |

**Q37.** Were you told about other ways to get counseling, treatment, or medicine?

|                                      | Magnolia Health |        |
|--------------------------------------|-----------------|--------|
|                                      | N               | %      |
| <input checked="" type="radio"/> Yes | 8               | 42.1%  |
| <input checked="" type="radio"/> No  | 11              | 57.9%  |
| <b>Total</b>                         | 19              | 100.0% |
| Not Answered                         | 0               |        |
| <b>Reporting Category</b>            | Single Items    |        |
| Achievement Score                    | 42.11%          |        |
| Correlation with Satisfaction        | 0.026           |        |
| Priority Rating                      | Medium          |        |

**Q38.** In the last 12 months, did you need approval for any counseling or treatment?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 26              | 14.9%  |
| No           | 149             | 85.1%  |
| <b>Total</b> | 175             | 100.0% |
| Not Answered | 9               |        |

**Response scored as:**  Achievement  Room for improvement



### Your Counseling and Treatment in the Last 12 Months (continued)

**Q39.** In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?

|  | Magnolia Health                   |        |
|--|-----------------------------------|--------|
|  | N                                 | %      |
| <input checked="" type="radio"/> A big problem   | 7                                 | 28.0%  |
| <input checked="" type="radio"/> A small problem | 9                                 | 36.0%  |
| <input checked="" type="radio"/> Not a problem   | 9                                 | 36.0%  |
| <b>Total</b>                                     | 25                                | 100.0% |
| Not Answered                                     | 1                                 |        |
| <b>Reporting Category</b>                        | Getting Treatment and Information |        |
| Achievement Score                                | 36.00%                            |        |
| Correlation with Satisfaction                    | 0.411                             |        |
| Priority Rating                                  | Top                               |        |

**Q40.** In the last 12 months, did you call customer service to get information or help about counseling or treatment?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 26              | 15.0%  |
| No           | 147             | 85.0%  |
| <b>Total</b> | 173             | 100.0% |
| Not Answered | 11              |        |

**Q41.** In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

|  | Magnolia Health                   |        |
|--|-----------------------------------|--------|
|  | N                                 | %      |
| <input checked="" type="radio"/> A big problem   | 6                                 | 23.1%  |
| <input checked="" type="radio"/> A small problem | 4                                 | 15.4%  |
| <input checked="" type="radio"/> Not a problem   | 16                                | 61.5%  |
| <b>Total</b>                                     | 26                                | 100.0% |
| Not Answered                                     | 0                                 |        |
| <b>Reporting Category</b>                        | Getting Treatment and Information |        |
| Achievement Score                                | 61.54%                            |        |
| Correlation with Satisfaction                    | 0.089                             |        |
| Priority Rating                                  | Medium                            |        |

**Response scored as:**  Achievement  Room for improvement

### Reasons for Counseling or Treatment

- Q42.** In the last 12 months, was any of your counseling or treatment for personal problems, family problems, emotional illness, or mental illness?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 156             | 89.7%  |
| No           | 18              | 10.3%  |
| <b>Total</b> | 174             | 100.0% |
| Not Answered | 10              |        |

- Q43.** In the last 12 months, was any of your counseling or treatment for help with alcohol use or drug use?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 12              | 7.0%   |
| No           | 160             | 93.0%  |
| <b>Total</b> | 172             | 100.0% |
| Not Answered | 12              |        |

### About You

- Q44.** In general, how would you rate your overall health now?

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Excellent    | 7               | 4.0%   |
| Very good    | 20              | 11.3%  |
| Good         | 51              | 28.8%  |
| Fair         | 78              | 44.1%  |
| Poor         | 21              | 11.9%  |
| <b>Total</b> | 177             | 100.0% |
| Not Answered | 7               |        |

**About You** (continued)**Q45. What is your age now?**

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| 18 to 24     | 24              | 13.3%  |
| 25 to 34     | 29              | 16.0%  |
| 35 to 44     | 36              | 19.9%  |
| 45 to 54     | 36              | 19.9%  |
| 55 to 64     | 52              | 28.7%  |
| 65 to 74     | NA              | -      |
| 75 or older  | 0               | 0.0%   |
| <b>Total</b> | 181             | 100.0% |
| Not Answered | 3               |        |

**Q46. Are you male or female?**

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Male         | 63              | 35.2%  |
| Female       | 116             | 64.8%  |
| <b>Total</b> | 179             | 100.0% |
| Not Answered | 5               |        |

**Q47. What is the highest grade or level of school that you have completed?**

|  | Magnolia Health |        |
|--|-----------------|--------|
|  | N               | %      |
| 8th grade or less                      | 20              | 11.2%  |
| Some high school, but did not graduate | 41              | 22.9%  |
| High school graduate or GED            | 72              | 40.2%  |
| Some college or 2-year degree          | 38              | 21.2%  |
| 4-year college degree                  | NA              | -      |
| More than a 4-year college degree      | NA              | -      |
| <b>Total</b>                           | 179             | 100.0% |
| Not Answered                           | 5               |        |

**Q48. Are you of Hispanic or Latino origin or descent?**

|                            | Magnolia Health |        |
|----------------------------|-----------------|--------|
|                            | N               | %      |
| Yes, Hispanic or Latino    | NA              | -      |
| No, not Hispanic or Latino | 167             | 96.5%  |
| <b>Total</b>               | 173             | 100.0% |
| Not Answered               | 11              |        |

NA: Fewer than 11 responses

**About You** (continued)

**Q49. What is your race? Please mark one or more.** (Note: Percents may add to > 100%)

|   | Magnolia Health |        |
|---|-----------------|--------|
|   | N               | %      |
| White                                     | 97              | 53.9%  |
| Black or African-American                 | 81              | 45.0%  |
| Asian                                     | 0               | 0.0%   |
| Native Hawaiian or other Pacific Islander | 0               | 0.0%   |
| American Indian or Alaska Native          | 0               | 0.0%   |
| Other                                     | NA              | -      |
| <b>Total</b>                              | 180             | 100.0% |
| Not Answered                              | 4               |        |

**Q50. Did someone help you complete this survey?**

|              | Magnolia Health |        |
|--------------|-----------------|--------|
|              | N               | %      |
| Yes          | 58              | 32.0%  |
| No           | 123             | 68.0%  |
| <b>Total</b> | 181             | 100.0% |
| Not Answered | 3               |        |

**Q51. How did that person help you? Check all that apply.** (Note: Percents may add to > 100%)

|   | Magnolia Health |        |
|---|-----------------|--------|
|   | N               | %      |
| Read the questions to me                  | 38              | 65.5%  |
| Wrote down the answers I gave             | 24              | 41.4%  |
| Answered the questions for me             | 9               | 15.5%  |
| Translated the questions into my language | 1               | 1.7%   |
| Helped in some other way                  | 2               | 3.4%   |
| <b>Total</b>                              | 58              | 100.0% |
| Not Answered                              | 0               |        |

Mississippi Coordinated Access Network (MSCAN)

All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-877-455-9243.

**SURVEY INSTRUCTIONS**

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct  
Mark



Incorrect  
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes ➔ *If Yes, Go to Question 1*  
○ No



**START HERE**



**PERSONAL OR FAMILY COUNSELING**

People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or "stressed out"
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

1. In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

- Yes ➔ *If Yes, go to question 2*  
○ No ➔ *If No, go to question 44 on page 5*

**YOUR COUNSELING AND TREATMENT  
IN THE LAST 12 MONTHS**

The next questions ask about your counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

2. In the last 12 months, did you call someone to get professional counseling on the phone for yourself?

- Yes
- No → *If No, go to question 4*

3. In the last 12 months, how often did you get the professional counseling you needed on the phone?

- Never
- Sometimes
- Usually
- Always

4. In the last 12 months, did you need counseling or treatment right away?

- Yes
- No → *If No, go to question 6*

5. In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?

- Yes
- No → *If No, go to question 8*

7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

8. In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself?

- None
- 1
- 2
- 3 or more

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

- None → *If None, go to question 29 on page 4*
- 1 to 10
- 11 to 20
- 21 or more

10. In the last 12 months, how often were you seen within 15 minutes of your appointment?

- Never
- Sometimes
- Usually
- Always



The next questions are about all the counseling or treatment you got in the last 12 months during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people you went to for counseling or treatment in your answers.

11. In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?
  - Never
  - Sometimes
  - Usually
  - Always
12. In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?
  - Never
  - Sometimes
  - Usually
  - Always
13. In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?
  - Never
  - Sometimes
  - Usually
  - Always
14. In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?
  - Never
  - Sometimes
  - Usually
  - Always
15. In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?
  - Never
  - Sometimes
  - Usually
  - Always

16. In the last 12 months, did you take any prescription medicines as part of your treatment?
  - Yes
  - No → *If No, go to question 18*
17. In the last 12 months, were you told what side effects of those medicines to watch for?
  - Yes
  - No
18. In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?
  - Never
  - Sometimes
  - Usually
  - Always
19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?
  - Yes
  - No
20. In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?
  - Yes
  - No
21. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?
  - Yes
  - No
22. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?
  - Yes
  - No

23. In the last 12 months, were you given information about your rights as a patient?
- Yes
  - No
24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?
- Yes
  - No
25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?
- Yes
  - No
26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?
- Yes
  - No → *If No, go to question 28*
27. In the last 12 months, was the care you received responsive to those needs?
- Yes
  - No
28. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?
- 0
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10
- Worst
- Best
- Counseling or Treatment Possible
- Counseling or Treatment Possible

29. In the last 12 months, how much were you helped by the counseling or treatment you got?
- Not at all
  - A little
  - Somewhat
  - A lot
30. In general, how would you rate your overall mental health now?
- Excellent
  - Very Good
  - Good
  - Fair
  - Poor
31. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?
- Much better
  - A little better
  - About the same
  - A little worse
  - Much worse
32. Compared to 12 months ago, how would you rate your ability to deal with social situations now?
- Much better
  - A little better
  - About the same
  - A little worse
  - Much worse
33. Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?
- Much better
  - A little better
  - About the same
  - A little worse
  - Much worse



34. **Compared to 12 months ago, how would you rate your problems or symptoms now?**

- Much better
- A little better
- About the same
- A little worse
- Much worse

The next questions ask about your experience with the company or organization that handles your benefits for counseling or treatment.

35. **In the last 12 months, did you use up all your benefits for counseling or treatment?**

- Yes
- No → *If No, go to question 38*

36. **At the time benefits were used up, did you think you still needed counseling or treatment?**

- Yes
- No → *If No, go to question 38*

37. **Were you told about other ways to get counseling, treatment, or medicine?**

- Yes
- No

38. **In the last 12 months, did you need approval for any counseling or treatment?**

- Yes
- No → *If No, go to question 40*

39. **In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?**

- A big problem
- A small problem
- Not a problem

40. **In the last 12 months, did you call customer service to get information or help about counseling or treatment?**

- Yes
- No → *If No, go to question 42*

41. **In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called customer service?**

- A big problem
- A small problem
- Not a problem

### REASONS FOR COUNSELING OR TREATMENT

42. **In the last 12 months, was any of your counseling or treatment for personal problems, family problems, emotional illness, or mental illness?**

- Yes
- No

43. **In the last 12 months, was any of your counseling or treatment for help with alcohol use or drug use?**

- Yes
- No

### ABOUT YOU

44. **In general, how would you rate your overall health now?**

- Excellent
- Very Good
- Good
- Fair
- Poor



45. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

46. Are you male or female?

- Male
- Female

47. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

48. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

49. What is your race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

50. Did someone help you complete this survey?

- Yes → *If Yes, go to question 51*
- No → *Thank you. Please return the completed survey in the postage-paid-envelope.*

51. How did that person help you? Check all that apply.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

**THANK YOU**

**Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.**

**When you are done, please use the enclosed postage-paid envelope to mail the survey to:**

**DataStat,  
3975 Research Park Drive  
Ann Arbor, MI 48108**





