

PHF Patient Survey Cumulative Results, July 1st 2018 – December 31st 2019

1. Who decided your discharge today?

- a. Doctor 76%
- b. Judge/Hearing Officer 24%

Items 2-11 are rated on a five-point scale:

Strongly Disagree (1) Disagree (2) Neutral (3) Agree (4) Strongly Agree (5)

2. I liked the services I received here. **93% ≥3**

75% Agree/Strongly Agree; 18% Neutral

3. A doctor listened carefully to me. **92% ≥3**

79% Agree/Strongly Agree; 13% Neutral

4. Staff here believe I can grow, change, and recover. **96% ≥3**

84% Agree/Strongly Agree; 12% Neutral

5. The staff and I created my treatment goals together. **93% ≥3**

77% Agree/Strongly Agree; 16% Neutral

6. Staff encouraged me to take responsibility for how I live my life. **92% ≥3**

79% Agree/Strongly Agree; 13% Neutral

7. The time I spent in group activities helped me. **94% ≥3**

75% Agree/Strongly Agree; 19% Neutral

8. As a direct result of the services I received, I am better able to take care of myself and do things I need to do. **96% ≥3**

81% Agree/Strongly Agree; 15% Neutral

9. My symptoms are not bothering me as much as before. **92% ≥3**

74% Agree/Strongly Agree; 18% Neutral

10. I understand the plan for my care after I am discharged. **97% ≥3**

87% Agree/Strongly Agree; 10% Neutral

11. Staff helped me obtain information so I could take charge of managing my illness. **91% ≥3**

78% Agree/Strongly Agree; 13% Neutral

Demographics

12. Age Range (select one)

- a. 18-24 19%
- b. 25-59 70%
- c. 60+ 11%

13. Gender (select all that apply)

- a. Male 58%
- b. Female 41%
- c. Transgender 1%

14. Ethnicity (select one)

- a. Hispanic/Latino 38%
- b. Not Hispanic/Latino 62%

15. Race

- a. American Indian/Alaskan Native 10%
- b. Asian 3%
- c. Black/African-American 9%
- d. Native Hawaiian/Pacific Islander 3%
- e. White 43%
- f. More than one race 10%
- g. Decline to state 11%
- h. Other (please specify) 11%

Discharges = 622, N=335, 54% response rate.

FY 19/20 Q1-Q2 only, 62% response rate