

PHF Patient Survey Results Q1 July 1st – September 30th 2020

1. Who decided your discharge today?

- a. Doctor 79.4%
- b. Judge/Hearing Officer 20.6%

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. **94.1% ≥3**

88.2% Agree/Strongly Agree; 5.9% Neutral

3. The doctor listened carefully to me. **97.1% ≥3**

91.2% Agree/Strongly Agree; 5.9% Neutral

4. Staff here believe I can grow, change, and recover. **97% ≥3**

88.2% Agree/Strongly Agree; 8.8% Neutral

5. The staff and I created my treatment goals together. **97.1% ≥3**

82.4% Agree/Strongly Agree; 14.7% Neutral

6. Staff encouraged me to take responsibility for how I live my life. **97.1% ≥3**

79.4% Agree/Strongly Agree; 17.7% Neutral

7. The time I spent in group activities helped me. **100% ≥3**

78.8% Agree/Strongly Agree; 21.2% 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. **100% ≥3**

76.5% Agree/Strongly Agree; 23.5% Neutral

9. My symptoms are not bothering me as much as before. **100% ≥3**
82.4% Agree/Strongly Agree; 17.6% Neutral

10. I understand the plan for my care after I am discharged. **100% ≥3**
85.3% Agree/Strongly Agree; 14.7% Neutral

11. Staff helped me obtain information so I could take charge of managing my illness. **97.1% ≥3**

82.4% Agree/Strongly Agree; 14.7% Neutral

Demographics

12. Age Range (select one)

- a. 18-24 23.5%
- b. 25-59 67.7%
- c. 60+ 8.8%

13. Gender (select all that apply)

- a. Male 61.8%
- b. Female 32.3%
- c. Transgender 5.9%

14. Ethnicity (select one)

- a. Hispanic/Latino 41.2%
- b. Not Hispanic/Latino 58.8%

15. Race

- a. American Indian/Alaskan Native 18.8%
- b. Asian 3.1%
- c. Black/African-American 6.2%
- d. Native Hawaiian/Pacific Islander 0%
- e. White 34.4%

Discharges = 103, Surveys Offered = 60; Offered Rate = 58.3%, Surveys Completed = 34; Response Rate = 33%

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f. More than one race	12.5%
g. Decline to state	15.6%
h. Other (please specify)	9.4%

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