

PHF Patient Survey Results Q1 & Q2 2020-2021

1. Who decided your discharge today?

- a. Doctor 77%
- b. Judge/Hearing Officer 23%

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. **96.7% ≥3**

88.4% Agree/Strongly Agree; 8.3% Neutral; 3.3% Disagree/Strongly Disagree

3. The doctor listened carefully to me. **98.3% ≥3**

85% Agree/Strongly Agree; 11.7% Neutral; 3.3% Disagree/Strongly Disagree

4. Staff here believe I can grow, change, and recover. **100% ≥3**

85% Agree/Strongly Agree; 13.3% Neutral; 1.7% Disagree/Strongly Disagree

5. The staff and I created my treatment goals together. **93.4% ≥3**

76.7% Agree/Strongly Agree; 16.7% Neutral; 6.6% Disagree/Strongly Disagree

6. Staff encouraged me to take responsibility for how I live my life. **96.7% ≥3**

76.7% Agree/Strongly Agree; 20% Neutral; 3.3% Disagree/Strongly Disagree

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

(*1 missing response)

76.3% Agree/Strongly Agree; 23.7% 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. **96.7% ≥3**

71.7% Agree/Strongly Agree; 25% Neutral; 3.3% Disagree/Strongly Disagree

9. My symptoms are not bothering me as much as before. **98.3% ≥3**

83.3% Agree/Strongly Agree; 15% Neutral; 1.7% Disagree/Strongly Disagree

10. I understand the plan for my care after I am discharged. **98.3% ≥3**

83.3% Agree/Strongly Agree; 15% Neutral; 1.7% Disagree/Strongly Disagree

11. Staff helped me obtain information so I could take charge of managing my illness. **95% ≥3**

76.7% Agree/Strongly Agree; 18.3% Neutral; 5% Disagree/Strongly Disagree

Demographics

12. Age Range (select one)

- a. 18-24 20%
- b. 25-59 73.3%
- c. 60+ 6.7%

13. Gender (select all that apply)

- a. Male 58.4%
- b. Female 38.3%
- c. Transgender 3.3%

14. Ethnicity (select one) (*1 missing response)

- a. Hispanic/Latino 45.8%
- b. Not Hispanic/Latino 54.2%

15. Race (*2 missing responses)

- a. American Indian/Alaskan Native 13.8%
- b. Asian 5.2%
- c. Black/African American 5.2%
- d. Native Hawaiian/Pacific Islander 0%
- e. White 37.9%
- f. More than one race 13.8%
- g. Decline to state 17.2%
- h. Other (please specify) 6.9%

Discharges = 199, Surveys Offered = 111, Offered Rate = 55.8% Surveys Completed = 60, Response Rate = 30.1%