

PHF Satisfaction Survey Q1-Q4 2020-2021

Items 1-9 are rated on a five-point scale.

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

1. I liked the services I received here. **95.8% ≥3**
83.2% Agree/Strongly Agree; 12.6% Neutral
2. The doctor listened carefully to me. **91.6% ≥3**
78.3% Agree/Strongly Agree; 13.3% Neutral
3. Staff here believe I can grow, change, and recover. **97.2% ≥3**
86.6% Agree/Strongly Agree; 10.6% Neutral
4. The staff and I created my treatment goals together. **95.1% ≥3**
75.4% Agree/Strongly Agree; 19.7% Neutral
5. The time I spent in group activities helped me. **96.5% ≥3**
73.8% Agree/Strongly Agree; 22.7% Neutral
6. I am now better able to take care of myself and do things I need to do. **95.1% ≥3**
74.5% Agree/Strongly Agree; 20.6% Neutral
7. My symptoms are not bothering me as much as before. **94.3% ≥3**
78.0% Agree/Strongly Agree; 16.3% Neutral
8. I understand the plan for my care after I am discharged. **97.2% ≥3**
83.0% Agree/Strongly Agree; 14.2% Neutral

9. Staff helped me obtain information so I could take charge of managing my illness. **95% ≥3**
74.3% Agree/Strongly Agree; 20.7% Neutral

Demographics

10. Age Range (select one)

a. 18-24	17.7%
b. 25-59	73.1%
c. 60+	9.2%
11. Gender (select all that apply)

a. Male	56.7%
b. Female	39.7%
c. Other	6.4%
12. Ethnicity (select one)

a. Hispanic/Latino	46.8%
b. Not Hispanic/Latino	53.2%
13. Race

a. American Indian/Alaskan Native	8.1%
b. Asian	3.7%
c. Black/African American	3.7%
d. Native Hawaiian/Pacific Islander	1.5%
e. White	46.3%
f. More than one race	14.0%
g. Decline to state	11.8%
h. Other (please specify)	11.0%

Discharges = 436, Surveys Completed = 143, Response Rate = 33%

*8 paper surveys in Q4 were entered into Survey Monkey

8/20/2021



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14. What did you like about your PHF stay? (Responses from Q4 only)

English Responses:

<i>I was challenging to 'open up- emotionally - however, I'm glad that I did.</i>
<i>difficult</i>
<i>difficult.</i>
<i>people i met and the courteous staff on site.</i>
<i>they help me stay calm</i>
<i>Thank you!!!</i>
<i>The tenderness and genuine care of the staff toward patients. Deana was especially helpful to me, and I enjoyed hanging out with Kristy.</i>
<i>the staff, groups being offered, being able to play basketball and patients we're nice</i>
<i>I liked how the RA's were always ready to talk and assist me with my aftercare planning, so there were no open gaps to slip through. I appreciate Cara very much as my nurse most the time and she listened to me and helped me the most when I felt i was having my worst days.</i>
<i>Staff was respectful and displayed knowledge in working with those in need</i>
<i>the groups are very helpful.</i>
<i>I'm glad I got help and know what to do about my problems and know what to do now.</i>
<i>People were all great</i>
<i>STAFF</i>
<i>Staff was responsive and available</i>
<i>help me on my illness and help me to be a better me</i>
<i>The food that was served while I was here</i>
<i>The staff was very accommodating to my needs and those of other patients. No one wants to be at the hospital but the staff here is amazing.</i>
<i>the staff was very helpful and caring and had a lot of patients with the individuals</i>
<i>The professionalism of many of the recovery assistants and nurses.</i>
<i>the food</i>
<i>its okay</i>
<i>the experience of self-reflection and the kindness of the staff.</i>
<i>it was okay</i>
<i>very kind and considerate</i>

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<i>everyone was helpful and optimistic and encouraging for my short term and long term goals !!!! The food was great my compliments to the chef! Thank you everyone at phf you made my stay an ex:perience i wont forget!</i>
<i>The food was great and the staff as always there to help.</i>
<i>Attentive staff, good meals, personal space, and allowance to not participate if I deem necessary. Good audio sound quality in central speaker system.</i>
<i>i learned that your moods are also have a part in your life if you manage to fix your moods your life will be just find.</i>
<i>Staff were nice.</i>
<i>it was a great release of my anxieties of the world and the staff helped me in so many major & minor ways.</i>
<i>human connections</i>
<i>There was plenty of personalized care and attention to concerns.</i>
<i>the food</i>
<i>everyones friendly</i>
<i>The security</i>
<i>There were several group classes that helped me cope with my illness. Lot's of staff support and understanding</i>
<i>The food was great and the staff listened and there was a small residency.</i>
<i>Nothing, I hate it here.</i>
<i>I made a family of my own.</i>
<i>There are quite a few members of staff who embody empathy in disparate ways. Some lean in attentively and ask for more information, not leaving until you feel understood and heard. Some include you into the inner circle by giving you nicknames you approve of. Some treat you like you're a friend and an equal and level with you even as you're going through sensitive reactive moments. There was a real sense of trying to do their best.</i>

Spanish Response

<i>[Response (name) redacted to protect client confidentiality]</i>

14. What didn't you like about your PHF stay? (Responses from Q4 only)

English Responses:

<i>It was difficult feeling some of the feelings that came up in (not legible) - plus it created more anxiety - yet overall really helped</i>
<i>chaos</i>
<i>most of the staff is caring and have a very difficult job, i feel they do care and want us all to get better.</i>
<i>nothing to change but maybe i just needed to reevaluate my life more.</i>

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<i>they stay on there phone a lot</i>
<i>N/A</i>
<i>There are certain staff members who can come off as uncaring or barsb.</i>
<i>have more snacks availablelike chips, candy etc on certain days</i>
<i>It would have been helpful to address my anxiety with fitted medications, not prns where i hardly get any benefit out of them, It would also be nice if they allowed smoking at the facility to help stress reduction.</i>
<i>I just wanted to be home</i>
<i>It's too noisy. It could be quieter.</i>
<i>cannot think of anything I could add</i>
<i>Structured activities and outside time/exercise</i>
<i>It was difficult to find a quiet space. There was often vomit surrounding the toilets and feces on the shower floor.</i>
<i>no comment</i>
<i>stay was helpful</i>
<i>The medications</i>
<i>My own struggles and impatience. Fully self-imposed.</i>
<i>better food</i>
<i>(Initial paragraph redacted to protect confidentiality)</i>
<i>You can provide fact sheets on the drugs being provided for intended care when the patient asks for them. That is extremely important. I made a big point about how important it was to me for those drugs fact sheets to be provided right away and during my stay. Yet I did not receive them. I do not understand this.</i>
<i>that i stayed longer then i was supposed to</i>
<i>that i got zero sleep</i>
<i>too much chaos, not knowing when and what was going on until last minute creates anxiety. i feel there could be much needed improvements with staff communication and pre-reading individual patients charts and special needs. PHF needs more funding for a more comfortable undated environment.</i>
<i>a man walked into the girls' bathroom</i>
<i>We cant smoke we should be able to smoke for anxiety meditation</i>
<i>I enjoyed most of my stay at PUFF.</i>
<i>As I won my hearing against a 5250, I also lost a day or two. 72 HR INV. turned into an additional day or two which I think should be rectified either fiscally or otherwise.</i>
<i>lear, new oopeimg skills</i>

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<i>ur fine</i>
<i>Explain staff needs particularly at shift changes.</i>
<i>smoke cigar. please. thank you.</i>
<i>more food and better meds?</i>
<i>try harder</i>
<i>All was great here!</i>
<i>There was not enough food at times.</i>
<i>Allow us to use our cell phones at least.</i>
<i>Everyone was helpful.</i>
<i>I experienced a lack of information early on. Knowing what the system was and how it worked from the onset could have helped me to recover and leave or at least be much better to myself and others much earlier. The food certainly lacked in nutritional variance early on and was too carb loaded. That could use attention. All in all, empathy and information was key, and there were many staff here who excelled in that. Using them as guides for improvement would be wise from my perspective. Many people in your care use symbols to orient themselves in the world. You have a high trigger environment in that respect. Though, I can see you're trying to make them positive, they may still be too triggering.</i>

Spanish Response

<i>esta bien todo</i>

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