



PHF Satisfaction Survey Q1 2021-2022

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. **85% ≥ 3**
64% Agree/Strongly Agree; 21% Neutral
2. The doctor listened carefully to me. **% 87 ≥ 3**
70% Agree/Strongly Agree; 17% Neutral
3. Staff here believe I can grow, change, and recover. **93% ≥ 3**
79% Agree/Strongly Agree; 14% Neutral
4. The staff and I created my treatment goals together. **86% ≥ 3**
68% Agree/Strongly Agree; 18% Neutral
5. The time I spent in group activities helped me. **86% ≥ 3**
72% Agree/Strongly Agree; 14% Neutral
6. I am now better able to take care of myself and do things I need to do.
96% ≥ 3 75% Agree/Strongly Agree; 21% Neutral
7. My symptoms are not bothering me as much as before. **90% ≥ 3**
79% Agree/Strongly Agree; 11% Neutral
8. I understand the plan for my care after I am discharged. **97% ≥ 3**
87% Agree/Strongly Agree; 10% Neutral
9. Staff helped me obtain information so I could take charge of managing my illness. **96% ≥ 3** 75% Agree/Strongly Agree; 21% Neutral

Demographics

10. Age Range (select one)
 - a. 18-24 21%
 - b. 25-59 75%
 - c. 60+ 4%
11. Gender (select all that apply)
 - a. Male 54%
 - b. Female 43%
 - c. Other 4%
12. Ethnicity (select one)
 - a. Hispanic/Latino 38%
 - b. Not Hispanic/Latino 62%
13. Race
 - a. American Indian/Alaskan Native 0%
 - b. Asian 0%
 - c. Black/African American 9%
 - d. Native Hawaiian/Pacific Islander 4%
 - e. White 44%
 - f. More than one race 26%
 - g. Decline to state 13%
 - h. Other 4%

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14. What did you like about your PHF stay? (Responses from Q1 only)

Outside time, playing basketball, art therapy, music therapy, WRAP session
the people, the groups

I can't think of anything positive to say about my stay. I hope you give me lots of room to tell you what it was like,
it was very welcoming and I got well.

Groups and food

Interacting with other patients, as well as interacting with staff at PHF.

calm confident

Groups and Workers :) Thank you!

I felt like people were listening to me for the first time in my life.

good support

Thank you for everything. you guys help me get my love back. I'm ready to give that love to my baby.

staff! so great and kind!

The staff was very nice

Having a bathroom

seconds.

It was calming and the staff was really kind and naturing

waiting for that day when I would leave here with

my stay helped me to further realize my need to live a better sober lifestyle. I also plan to get back to an actual exercise program.

Staff here are super friendly and helpful. The food and snacks are healthy and good.

the food was good

The food, waiting my time, sleep.

the help

Getting well again

everything

I liked that I created a new version of myself!

very caring staff and doctor

The staff was very comforting especially Candice

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15. What didn't you like about your PHF stay? (Responses from Q1 only)

[Response redacted in part to protect client confidentiality]

I WAS SOOO BORED ! Especially on the weekend. There were all these groups listed on the schedule that didn't happen. NO one would allow me to go outside and shoot basketball. Some of the rules are too rigid and are not logical (I'm not allowed to write with a marker? I can't color at night? I can't sit on the porch at night?) I was so bored most of my time here. The facility did little to address my insomnia, which is my chief complaint. Also, the FORCED medications were awful. As a rape survivor, having men hold me down and inject me in the butt two nights in a row is really traumatizing.

THE FORCED MEDICATION!! I was attacked and held to the bed while they injected my butt 3 times. They ripped the sleeve off my Patagonia jacket. That was traumatizing for me. And it happened two nights in a row. I am a rape survivor and that was very triggering for me. Part of the reason I came here was because I was having flashbacks from the last time I was hospitalized at [REDACTED], where I was abused (in my mind) and neglected). I would have gladly taken my medication if someone explained what it was, and why I needed it, and why it is different from the meds I normally take at home. NO ONE has the right to put something in my body, if I don't understand or don't have the mental capacity to make a decision about it. At [REDACTED] Hospital they drugged me through injection, which made me unconscious, then drove me to [REDACTED] where I woke up disoriented, confused and without my glasses. It was traumatizing and the first few nights here, it reminded me of my experience there in [REDACTED], and was not helpful AT ALL. It made my insomnia worse. The night I arrived I was given NO medication. no head meds and none for other illnesses I have. When I asked about it I was told your doctor had to prescribe my meds????? The next morning I asked for my meds and was given no meds again. The same excuse was given - your doctor had to prescribe them. What does your doctor know that my gastroenterologist or psychiatrist (sp?) or internist doesn't know about my medical problems and what medicine I need? What gives him the right to change the way those doctors prescribed meds for me? Why would you withhold meds for 24 hours from someone who was in your facility because the doctor had been messing with her meds? Then when I finally get some meds that night I am denied a med for [REDACTED] which was the 3rd dose I was denied. My stomach hurt so bad I ended up causing a scene in the hallway. I kept being told your doctor ordered it for the AM. After much back and forth eventually said this was a lawsuit waiting to happen and all of a sudden someone contacted the dr and got it approved. What the heck????? Who gives you the right to deny patients medications doctors have prescribed for them that are in no way connected to their mental health? as for mental health meds, I was in here 3 days before the head meds I was taking were addressed yet the particular set of head meds I was on was what got me here in the first place. So you did ABSOLUTELY NOTHING to help me for the first 48hrs I was here. Then there was the fact that although I told you when I was admitted I was on 3 diets, one for [REDACTED] one for [REDACTED] and one for [REDACTED] I did not see a dietitian. I was continually given food I could not eat. When I asked for something else the first two times my request was not met kindly. The 3 times I was served eggs which I can eat they were stone COLD. when I asked if they could be warmed up the first 2x I was told NO. You serve stone cold eggs, you have a microwave but you won't warm up the eggs? 4 of the meals I ate here I had to eat crackers. The psychiatrist that was here on the weekend ended up saying something about this and after that I was given some meals I could eat. The mattress on the slab that I slept on was 2 inches thick. My back, hips, legs and arms hurt so bad I could not sleep. I asked about it and was told that was county issue. After 2 nights I was so sore it hurt to walk, sit or stand. I mentioned it to a different nurse and the psychiatrist on Sunday and I got a thicker mattress. However my back and legs still hurt whether sitting, lying or standing. Is that humane treatment of the people who are patients here? I think not. You have some very nice staff who actually care about the people in here and then you have those that you've got to wonder what the heck are they doing working with people with mental health issues. Several little things like this happened --- I asked for a Clorox wipe because there was something disgusting on the bathroom door and I was told NO then asked why and then told it would be taken care of. Well the blood on the door was not cleaned up by anyone on your staff. Like I said several little things like that happened.

nothing, I'm all better. Thank You

Discharges = 132, Surveys Completed = 29, Response Rate = 22%

10/22/2021

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It was very boring

I think that PHF could be much more accessible to it's Non-English speaking residents. Hire more Spanish speaking employees or put language learning programs in place for employees, if that isn't already somethings that exists.

less unconfidence

Spinach

comfier bed in the solo rooms- that's about it

not enough food

The PHF stay was really good and it help me a lot

I think everything was handled and I am happy :)

not able to smoke

People can just wander into your room

food was poor and I cant smoke

I would like a pillow next time from [REDACTED]

nothing to report

Probably more games and easy access to books

lack of classes and people even wanting to particpate no one learned anything barely any efffort trying to teach on there end saw one tiny class in 5 days instructor failling asleep

There are systematic protocol problems that may or may not pertain to our individual stay here that I may not go into due to lack of time in the 5 minutes expected for this too take.

All good

I didn't like not having the right to leave when I felt I was better! PHF can change some laws!!

water should be more accesable with larger cups, beds are hard and pillows too

Would like access to music