

PHF Patient Survey Results, Q1 & Q2 (July 1st – December 31th) 2018

1. Who decided your discharge today?

- a. Doctor 82%
- b. Judge/Hearing Officer 18%

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. 91% ≥3

65% Agree/Strongly Agree; 26% Neutral

3. I felt like my doctor listened to me. 85% ≥3

63% Agree/Strongly Agree; 22% Neutral

4. Staff here believe I can grow, change, and recover. 93.5% ≥3

77% Agree/Strongly Agree; 16.5% Neutral

5. The staff and I created my treatment goals together. 89% ≥3

69% Agree/Strongly Agree; 20% Neutral

6. Staff encouraged me to take responsibility for how I live my life. 85% ≥3

71% Agree/Strongly Agree; 14% Neutral

7. The time I spent in group activities helped me. 93% ≥3

77.5% Agree/Strongly Agree; 15.5% 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

83% Agree/Strongly Agree; 13% Neutral

9. My symptoms are not bothering me as much as before. 86% ≥3

76% Agree/Strongly Agree; 10% Neutral

10. I understand the plan for my care after I am discharged. 96% ≥3
86% Agree/Strongly Agree; 10% Neutral

11. Staff helped me obtain information so I could take charge of managing my illness. 89% ≥3

76% Agree/Strongly Agree; 13% Neutral

Demographics

12. Age Range (select one)

- a. 18-24 23.5%
- b. 25-59 65.9%
- c. 60+ 10.6%

13. Gender (select all that apply)

- a. Male 50%
- b. Female 47.7%
- c. Transgender 2.3%

14. Ethnicity (select one)

- a. Hispanic/Latino 45.1%
- b. Not Hispanic/Latino 54.9%

15. Race

- a. American Indian/Alaskan Native 6.2%
- b. Asian 2.5%
- c. Black/African-American 10%
- d. Native Hawaiian/Pacific Islander 5%
- e. White 40%
- f. More than one race 8.75%
- g. Decline to state 15%
- h. Other (please specify) 12.5%