

PHF Patient Survey Results, Q1-Q4 (July 1st 2018 – June 30th 2019)

Late into the FY, a question was added to allow patients to opt out of the survey. Of the 29 patients offered this option, only 6 (21%) opted out.

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. **92% ≥3**
72% Agree/Strongly Agree; 20% Neutral
3. I felt like my doctor listened to me. **91% ≥3**
75% Agree/Strongly Agree; 16% Neutral
4. Staff here believe I can grow, change, and recover. **97% ≥3**
84% Agree/Strongly Agree; 13% Neutral
5. The staff and I created my treatment goals together. **92% ≥3**
74% Agree/Strongly Agree; 18% Neutral
6. Staff encouraged me to take responsibility for how I live my life. **90% ≥3**
77% Agree/Strongly Agree; 13% Neutral
7. The time I spent in group activities helped me. **94% ≥3**
76% Agree/Strongly Agree; 18% 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. **95% ≥3**
79% Agree/Strongly Agree; 16% Neutral

9. My symptoms are not bothering me as much as before. **91% ≥3**
74% Agree/Strongly Agree; 17% Neutral

10. I understand the plan for my care after I am discharged. **97% ≥3**
88% Agree/Strongly Agree; 9% Neutral

11. Staff helped me obtain information so I could take charge of managing my illness. **90% ≥3**
76% Agree/Strongly Agree; 14% Neutral

Demographics

12. Age Range (select one)

a. 18-24	20.9%
b. 25-59	68.9%
c. 60+	10.2%
13. Gender (select all that apply)

a. Male	59.6%
b. Female	39.3%
c. Transgender	1.7%
14. Ethnicity (select one)

a. Hispanic/Latino	38.5%
b. Not Hispanic/Latino	61.5%
15. Race

a. American Indian/Alaskan Native	7.7%
b. Asian	4.2%
c. Black/African-American	10.1%
d. Native Hawaiian/Pacific Islander	2.4%
e. White	42.9%
f. More than one race	10.7%
g. Decline to state	10.1%
h. Other (please specify)	11.9%

e.g., Chinese, Chumash, Hispanic, Mexican, Peruvian, Russian