

PHF Patient Survey FY 2019-2020 Results, July 1st 2019 – March 31st 2020

1. Who decided your discharge today?

- a. Doctor 76%
- b. Judge/Hearing Officer 24%

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. **93% ≥3**

80% Agree/Strongly Agree; 13% Neutral

3. A doctor listened carefully to me. **92% ≥3**

85% Agree/Strongly Agree; 7% Neutral

4. Staff here believe I can grow, change, and recover. **95% ≥3**

85% Agree/Strongly Agree; 10% Neutral

5. The staff and I created my treatment goals together. **96% ≥3**

80% Agree/Strongly Agree; 16% Neutral

6. Staff encouraged me to take responsibility for how I live my life. **96% ≥3**

82% Agree/Strongly Agree; 14% Neutral

7. The time I spent in group activities helped me. **95% ≥3**

68% Agree/Strongly Agree; 27% 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. **94% ≥3**

83% Agree/Strongly Agree; 11% Neutral

9. My symptoms are not bothering me as much as before. **92% ≥3**

73% Agree/Strongly Agree; 19% 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. **92% ≥3**

80% Agree/Strongly Agree; 12% Neutral

Demographics

12. Age Range (select one)

- a. 18-24 13%
- b. 25-59 75%
- c. 60+ 12%

13. Gender (select all that apply)

- a. Male 53%
- b. Female 45%
- c. Transgender 2%

14. Ethnicity (select one)

- a. Hispanic/Latino 37%
- b. Not Hispanic/Latino 63%

15. Race

- a. American Indian/Alaskan Native 13%
- b. Asian 0%
- c. Black/African-American 4%
- d. Native Hawaiian/Pacific Islander 4%
- e. White 46%
- f. More than one race 7%
- g. Decline to state 14%
- h. Other (please specify) 12%