

PHF Patient Survey FY 2019-2020 Results, July 1st 2019 – June 30th 2020

1. Who decided your discharge today?

- a. Doctor 79.7%
- b. Judge/Hearing Officer 20.3%

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. **93.8% ≥3**

78.4% Agree/Strongly Agree; 15.4% Neutral

3. A doctor listened carefully to me. **87.7% ≥3**

82.3% Agree/Strongly Agree; 5.4% Neutral

4. Staff here believe I can grow, change, and recover. **94.2% ≥3**

82.1% Agree/Strongly Agree; 12.1% Neutral

5. The staff and I created my treatment goals together. **95% ≥3**

76.3% Agree/Strongly Agree; 18.7% Neutral

6. Staff encouraged me to take responsibility for how I live my life. **96.4% ≥3**

80.8% Agree/Strongly Agree; 15.6% Neutral

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

70.7% Agree/Strongly Agree; 24.3% 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. **94.2% ≥3**

79.1% Agree/Strongly Agree; 15.1% Neutral

9. My symptoms are not bothering me as much as before. **92.2% ≥3**
70.9% Agree/Strongly Agree; 21.3% Neutral

10. I understand the plan for my care after I am discharged. **95.7% ≥3**
82.7% Agree/Strongly Agree; 13% Neutral

11. Staff helped me obtain information so I could take charge of managing my illness. **92.9% ≥3**

77.9% Agree/Strongly Agree; 15% Neutral

Demographics

12. Age Range (select one)

- a. 18-24 14.4%
- b. 25-59 74.8%
- c. 60+ 10.8%

13. Gender (select all that apply)

- a. Male 51.4%
- b. Female 45.8%
- c. Transgender 2.8%

14. Ethnicity (select one)

- a. Hispanic/Latino 38.8%
- b. Not Hispanic/Latino 61.2%

15. Race

- a. American Indian/Alaskan Native 11.7%
- b. Asian 0%
- c. Black/African-American 3.6%
- d. Native Hawaiian/Pacific Islander 2.9%
- e. White 46.7%
- f. More than one race 8.8%
- g. Decline to state 14.6%
- h. Other (please specify) 11.7%

Discharges = 474; Surveys = 152; Response Rate = 32%