

2009 CONSUMER SATISFACTION TEAM OF MONTGOMERY COUNTY REPORT IN PATIENT HOSPITALS: BROOKE GLEN 31 PARTICIPANTS

GENERAL INFORMATION:

Age

18-25.....	25.81%
26-31.....	16.13%
32-40.....	22.58%
41-50.....	19.35%
50+	16.13%

How long have you been here?

5-10 days.....	83.87%
11-15.....	12.90%
16-20.....	0.00%
Longer than 20 days.....	0.00%

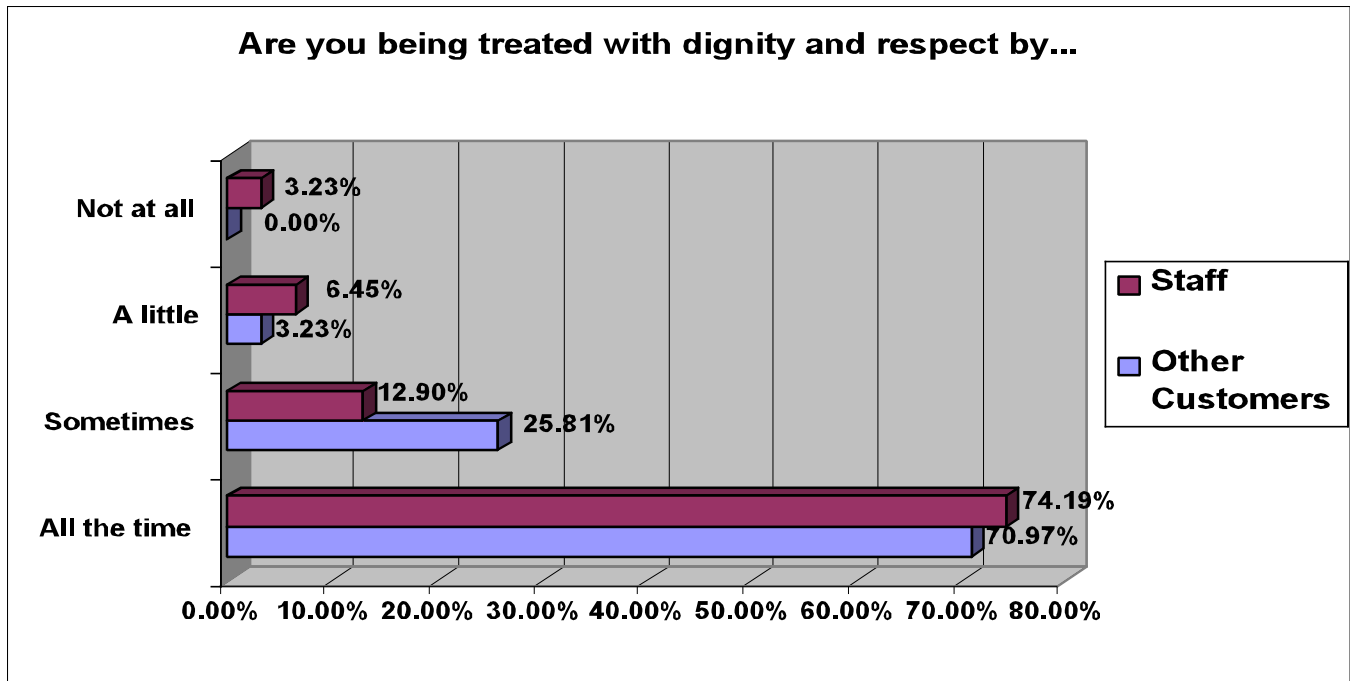
How many times have you been here within the last year?

.....1.....	67.74%
.....2.....	22.58%
.....3.....	0.00%
.....4.....	0.00%
.....5.....	0.00%
More than 5 times.....	3.23%

OVERALL SUMMARY:

- **83.87% of the participants would recommend this hospital to others.**
- **48.39% of the participants have “A lot” of hope that the system of mental health recovery will help them.**
- **48.39% of the customers surveyed are “Very Involved” in making their treatment plan goals and 51.61% in their aftercare appointments and plans; However 38.71% feel their aftercare plan is “Very Good”.**
- **45.16% of the customers surveyed rated their hospital treatment to date as “Excellent”. 45.16% of the customers rated their hospital treatment to date as “Good”.**
- **The top five things that customers rated would help them more during their stay are:**
 - **More access to going outside**
 - **More activities**
 - **More visiting hours**
 - **Less noise**
 - **Access to a telephone in a private area to make and receive calls**
- **The top four things the participants in the survey chose as important when seeking help in a hospital are:**
 - **Having a good doctor**
 - **Having interesting groups**
 - **Having a routine**
 - **Going outside**

HIGHLIGHTED QUESTIONS:



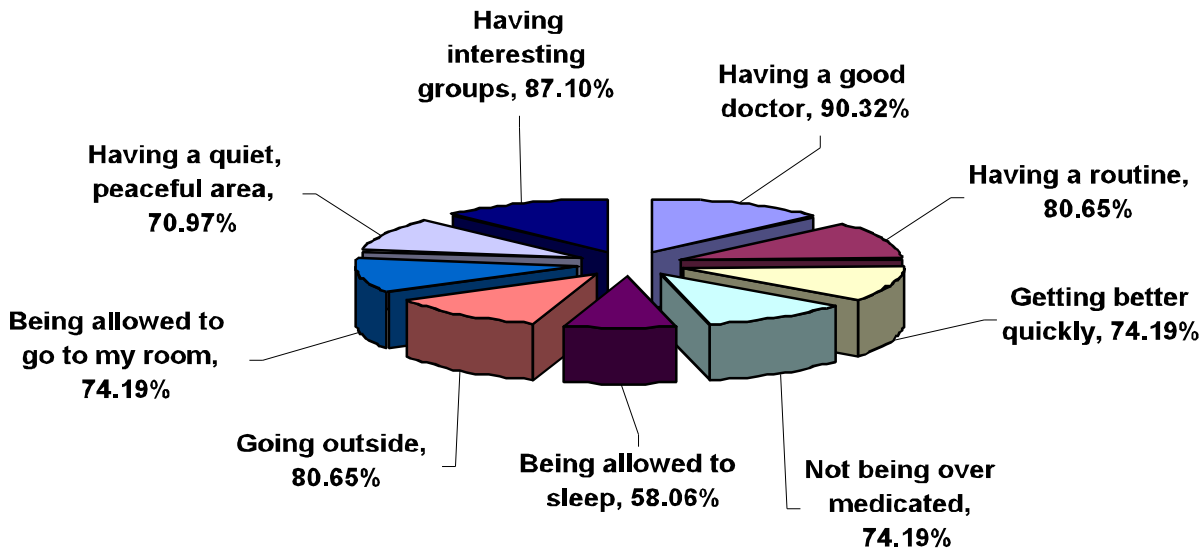
Please rate how helpful the following staff are:

	<i>Very Helpful</i>	<i>Helpful</i>	<i>Somewhat Helpful</i>	<i>Not Helpful</i>	<i>N/A</i>
Intake staff	58.06%	19.35%	6.45%	6.45%	3.23%
Nurses	54.84%	29.03%	12.90%	3.23%	0.00%
Contact Person	51.61%	19.35%	6.45%	6.45%	12.90%
Social workers	51.61%	29.03%	9.68%	6.45%	0.00%
Psych techs	51.61%	35.48%	6.45%	3.23%	3.23%
Psychiatrists	48.39%	29.03%	12.90%	9.68%	0.00%
Ambulance staff	41.94%	29.03%	3.23%	9.68%	16.13%
Activities staff	41.94%	25.81%	12.90%	0.00%	12.90%
Environmental staff (housekeeping, etc)	41.94%	35.48%	9.68%	6.45%	3.23%
Cafeteria staff	41.94%	22.58%	9.68%	6.45%	6.45%
Psychologists	38.71%	22.58%	9.68%	9.68%	19.35%
Outreach staff	35.48%	19.35%	3.23%	6.45%	32.26%
Physicians Assistant	32.26%	35.48%	3.23%	6.45%	25.81%
Ward clerk	29.03%	25.81%	9.68%	0.00%	32.26%
Peer Specialists	25.81%	9.68%	6.45%	3.23%	51.61%
Advocate/Ombudsman	22.58%	19.35%	3.23%	3.23%	48.39%
None	0.00%	0.00%	0.00%	0.00%	0.00%

Comments regarding the staff:

1. The staff is helpful they take time to talk to you and help you through the day.
2. People are very good here and consistent so they get to know you well.
3. I need pain medicine for badly bruised tendons and ligaments every 6 hours, but I only get them every 8 hours. I wish I did have an Advocate.
4. I think they are doing a good job. I wish I had their job. I would like to see the psychiatrist as soon as possible.
5. Good staff but, unclear expectations when first admitted.
6. Intake staff was good, process too long didn't communicate why there was a wait.

What is important when you seek help in a hospital?

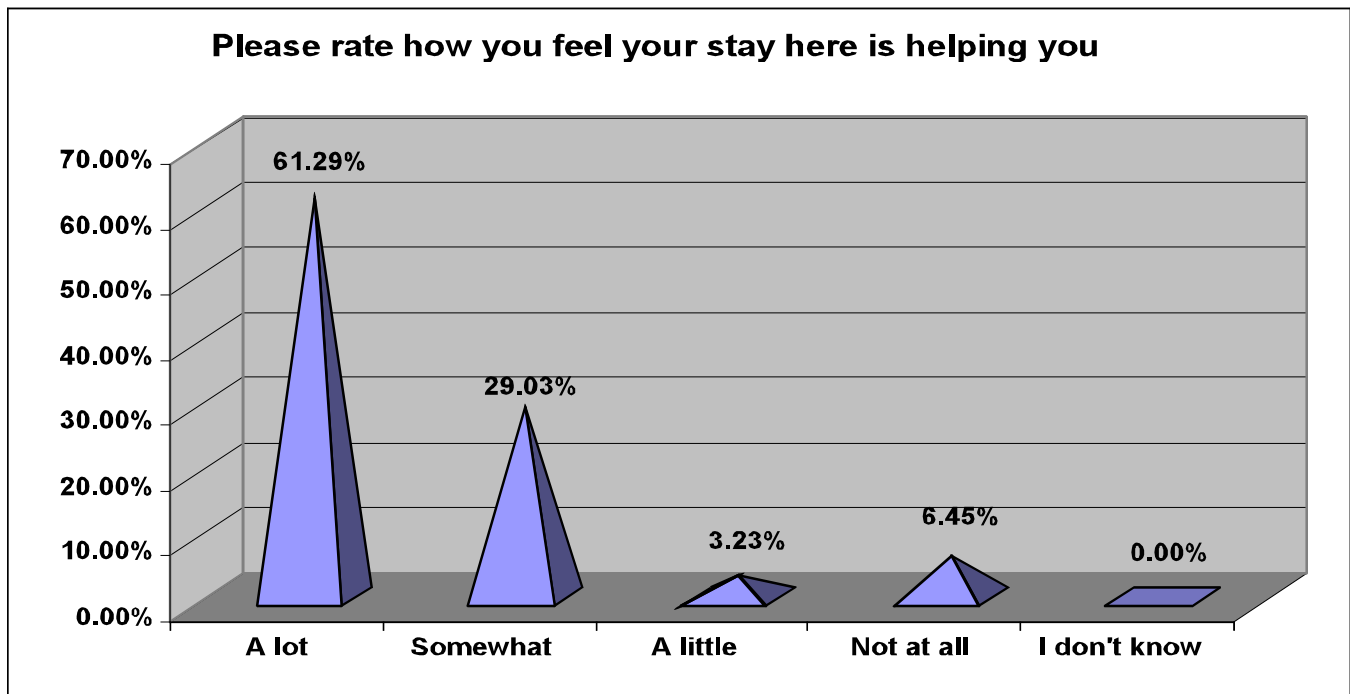


What things would help you more during your stay here? (Check all that apply)

.... <i>More access to going outside</i>	80.65%
..... <i>More activities</i>	64.52%
..... <i>More visiting hours</i>	54.84%
<i>Access to the telephone in a private area to make and receive calls</i>	54.84%
..... <i>Less noise</i>	54.84%
..... <i>More time with staff</i>	51.61%
..... <i>Clothing</i>	51.61%
... <i>Peer support from the outside</i>	48.39%
..... <i>More smoking times</i>	41.94%
<i>More safety from people who are violent</i>	41.94%
<i>Support keeping my household going (feeding pets, paying bills, etc)</i> ...	41.94%
..... <i>Money</i>	41.94%
..... <i>Consistent contact person</i>	38.71%
..... <i>Better food</i>	38.71%
..... <i>More attention to my medical needs</i> ...	38.71%
..... <i>More help with stopping smoking</i>	29.03%
..... <i>More food</i>	25.81%
..... <i>Cleaner shower room</i>	22.58%
..... <i>Cleaner bathroom</i>	16.13%
..... <i>Cleaner room</i>	12.90%
..... <i>None of these</i>	0.00%

Other:

1. Different activities. It would be good if they had some type of clothing donations. Eagleville has one.
2. More time for older patients activities, more compassion.
3. Activities for free time. There's art once a week, and gym once a week.
4. I'd like to really figure out what's going on with my liver and my throat.
5. Better clarification when admitted about treatment plan.
6. More caffeine, more time to eat.
7. Staff should keep track of phone time so everyone can share. More then going out for just smoking.
8. I want to have direct contact with my insurance company.



Is there anything you would like to change about the services you've received while you were here?

1. No.
2. Nurses to respond better if you need a PRN. Give you a shot instead of a pill.
3. No.
4. I wouldn't have came here.
5. I am in pain. I never get it every 6 hrs.
6. It's making things worse. There changing my medications and don't tell me until the nurses give it to me.
7. No.
8. More maturity of staff. More compassion. Young staff are not compassionate, should be more selective in hiring.
9. We should be allowed to go to room during groups. Actually, they run hospital pretty well.
10. No.
11. No.
12. More eating time, more meal time.
13. No.
14. More one on once time with a counselor.
15. Smaller groups. I'm intimidated by large ones.
16. Staff being more responsive to personal needs.
17. Not really.
18. More activities outside and more phone time.
19. No.
20. More attention to my medical, physical needs getting the proper medication dosage and not what they feel is proper, I mean I am on many medications and they will resume when I leave but I must suffer while I'm here in Brooke Glen.
21. No.
22. Add more time to groups. If longer I would get more out of them.

STATE QUESTIONS: (Required and developed by the Office of Mental Health and Substance Abuse Services)

In the last 12 months were you able to get the help that you needed?

Yes (always)	51.61%
Sometimes	38.71%
No (never)	9.68%

What effect has the treatment you received had on the quality of your life?

Much better	48.39%
A little better	45.16%
About the same	3.23%
A little worse	0.00%
Much worse	0.00%

Were you given the chance to make treatment decisions?

Yes (always)	70.97%
Sometimes	22.58%
No (never)	6.45%