

2009 CONSUMER SATISFACTION TEAM OF MONTGOMERY COUNTY REPORT IN PATIENT HOSPITALS: HORSHAM CLINIC 26 PARTICIPANTS

GENERAL INFORMATION:

Age

18-25	26.92%
26-31	30.77%
32-40	11.54%
41-50	15.38%
50+	11.54%

How long have you been here?

5-10 days	73.08%
11-15	11.54%
16-20	0.00%
Longer than 20 days	0.00%

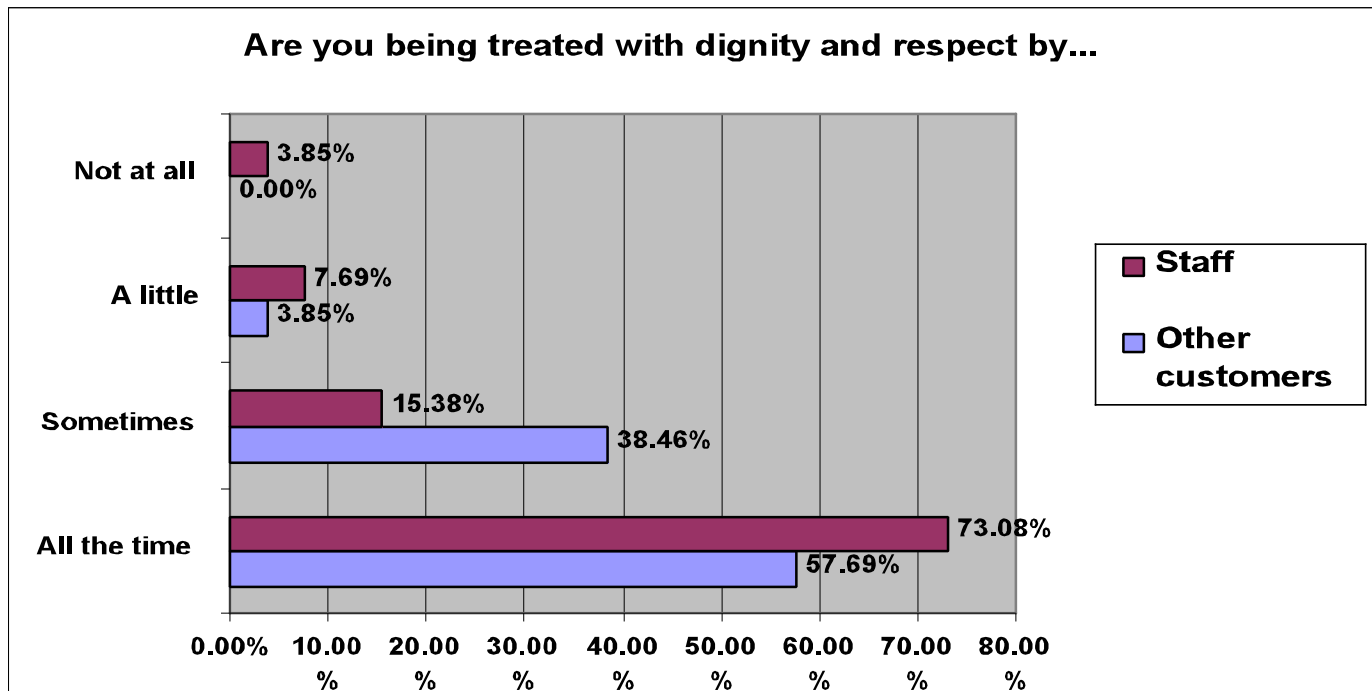
How many times have you been here within the last year?

.....1.....	65.38%
.....2.....	15.38%
.....3.....	7.69%
.....4.....	3.85%
.....5.....	3.85%
More than 5 times.....	0.00%

OVERALL SUMMARY:

- **69.23% of the participants would recommend this hospital to others.**
- **53.85% of the participants have “A lot” of hope that the system of mental health recovery will help them.**
- **50.00% of the customers surveyed are “Very Involved” in making their treatment plan goals and their aftercare appointments and plans; However 34.62% feel their aftercare plan is “Very Good”.**
- **50.00% of the customers rated only nurses and social workers as “Very Helpful” in question 18. There are, however, six staff categories that the participants answered “Non Applicable”: Peer Specialists (73.08%), Advocate/Ombudsman (69.23%), Outreach staff (61.54%), Ward Clerk (57.69%), and Psychologists (53.85%).**
- **The top four things that customers rated would help them more during their stay are:**
 - **More access to going outside**
 - **Access to the telephone in a private area to make and receive calls**
 - **More activities**
 - **Peer support from the outside**
- **69.23% of the survey participants said that “Yes” they know of activities while hospitalized here that are available to support their recovery.**
- **73.08% know how to make a complaint if necessary and 26.92% do not.**

HIGHLIGHTED QUESTIONS:



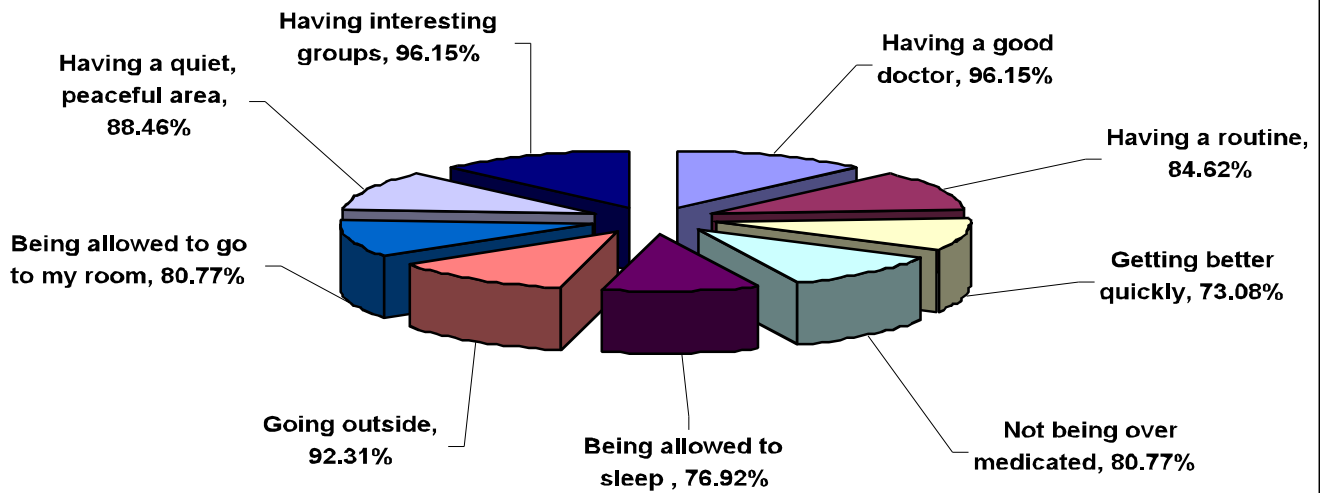
Please rate how helpful the following staff are:

	<i>Very Helpful</i>	<i>Helpful</i>	<i>Somewhat Helpful</i>	<i>Not Helpful</i>	<i>N/A</i>
Nurses	50.00%	19.23%	15.38%	11.54%	3.85%
Social workers	50.00%	19.23%	11.54%	7.69%	11.54%
Intake staff	46.15%	23.08%	7.69%	7.69%	11.54%
Cafeteria staff	46.15%	15.38%	11.54%	3.85%	23.08%
Contact Person	38.46%	19.23%	0.00%	3.85%	38.46%
Psych techs	38.46%	23.08%	19.23%	15.38%	0.00%
Psychiatrists	38.46%	11.54%	26.92%	22.72%	0.00%
Activities staff	30.77%	15.38%	15.38%	15.38%	23.08%
Ambulance staff	30.77%	15.38%	0.00%	7.69%	46.15%
Physicians Assistant	26.92%	23.08%	15.38%	15.38%	19.23%
Environmental staff (housekeeping, etc)	26.92%	23.08%	26.92%	3.85%	15.38%
Peer Specialists	23.08%	0.00%	0.00%	0.00%	73.08%
Outreach staff	15.38%	11.54%	7.69%	0.00%	61.54%
Psychologists	15.38%	15.38%	11.54%	3.85%	53.85%
Ward clerk	11.54%	11.54%	11.54%	7.69%	57.69%
Advocate/Ombudsman	11.54%	15.38%	0.00%	0.00%	69.23%
None	0.00%	0.00%	0.00%	0.00%	3.85%

Comments regarding the staff:

1. They are very good at their job. They encourage you. They ask you every day about you.
2. Only get to see psychiatrist for 1 to 2 minutes.
3. Understaffed. Not enough black women here for me to talk too.
4. The whole technician staff, I love their really good people and they're here to help us.
5. Everyone has been very respectful and helpful.
6. All really nice a few bad apples. Never saw them give anyone a hard time.
7. They don't listen.

What is important when you seek help in a hospital?

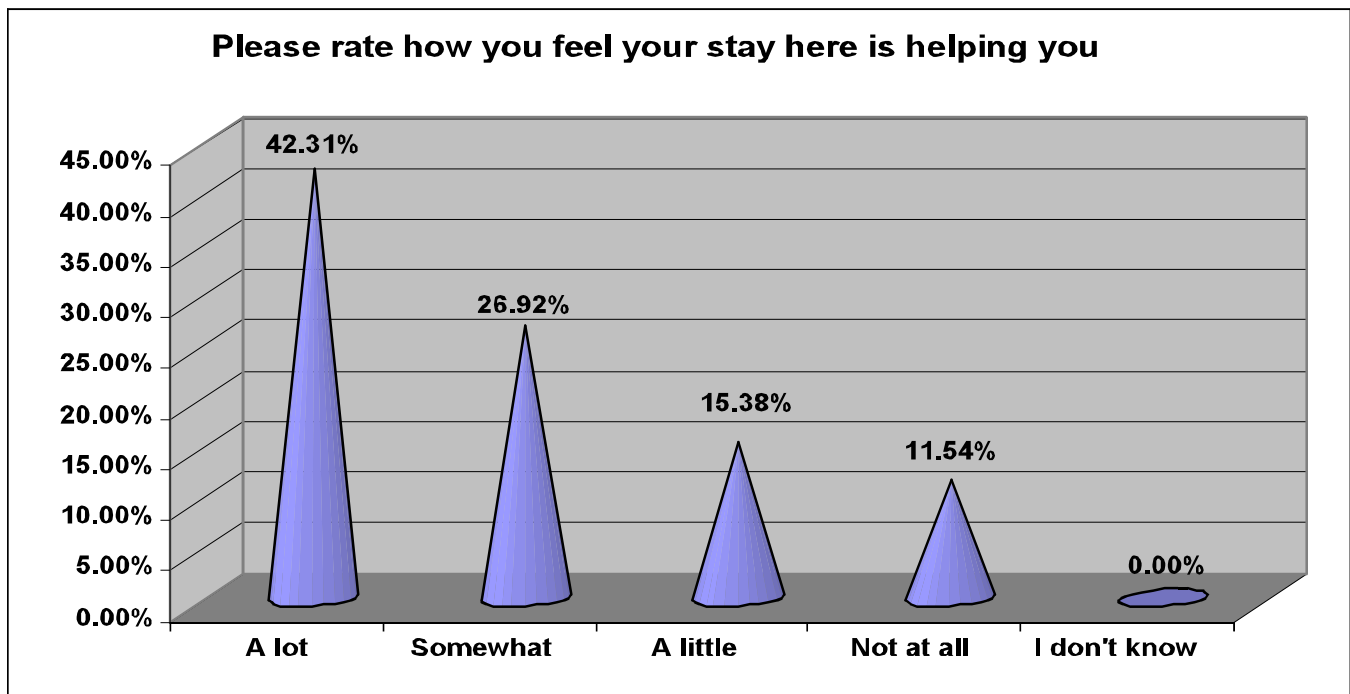


What things would help you more during your stay here? (Check all that apply)

... <i>More activities</i>	73.08%
.... <i>More access to going outside</i>	76.92%
<i>Access to the telephone in a private area to make and receive calls</i>	73.08%
... <i>Peer support from the outside</i>	69.23%
..... <i>More visiting hours</i>	65.38%
..... <i>Less noise</i>	61.54%
..... <i>Money</i>	61.54%
<i>More attention to my medical needs</i> ...	61.54%
..... <i>Clothing</i>	57.69%
..... <i>More time with staff</i>	57.69%
..... <i>Consistent contact person</i>	57.69%
..... <i>Better food</i>	53.85%
<i>Support keeping my household going (feeding pets, paying bills, etc)</i> ...	50.00%
<i>More help with stopping smoking</i>	42.31%
<i>More safety from people who are violent</i>	38.46%
..... <i>Cleaner bathroom</i>	34.62%
..... <i>More food</i>	34.62%
..... <i>More smoking times</i>	26.92%
..... <i>Cleaner room</i>	26.92%
..... <i>Cleaner shower room</i>	23.08%
..... <i>None of these</i>	0.00%

Other:

1. Activities: Video games. Watch movies with us (staff). Have better board games.
2. Go out shopping or a haircut.
3. I don't think they should turn the phones off from 12p.m. to 5 p.m. everyday except weekends.
4. There should be a free telephone. Don't know what consistent contact person is. It's not fair consumer who have kids under 14 years old can't visit with parent and live 5 hours away.
5. My clothes, need clothes.
6. Better aftercare and treatment.
7. The food on ward needs improvement.
8. Coke as snack machine would be nice. More one on one with counselor.



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

1. They changed medications.
2. I'd like to have a higher dose of detox medications.
3. More activities, more Xbox 360, play station.
4. Would like family therapy, for my family to be involved.
5. More activities, more time with my Doctor.
6. Yeah, I wish I could. And get surgery for my mother.
7. Not that I can think of.
8. No except for my other complaints. I do think they should have soda machines and snack machines on the units.
9. The cockiness of some of the staff and some of the patients.
10. We should be able to clip our own hair and nails, and shave when we want.
11. The night staff and getting away from all these drug addicts.
12. Not so far.
13. Yeah, just Doctors telling you to take medications that don't work.
14. No.
15. I wish they would have helped me.
16. No, they pretty much did what I expected them to do.
17. No.
18. No.
19. Having better Doctors talk to you and they are walking away. Better communication with the staff and the Doctors.
20. No.
21. No.
22. No.

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?

<i>Yes (always)</i>	42.31%
<i>Sometimes</i>	38.46%
<i>No (never)</i>	19.23%

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

<i>Much better</i>	26.92%
<i>A little better</i>	46.15%
<i>About the same</i>	11.54%
<i>A little worse</i>	11.54%
<i>Much worse</i>	3.85%

Were you given the chance to make treatment decisions?

<i>Yes (always)</i>	57.69%
<i>Sometimes</i>	11.54%
<i>No (never)</i>	26.92%