

**2009 CONSUMER SATISFACTION TEAM OF MONTGOMERY  
COUNTY REPORT  
IN PATIENT HOSPITALS:  
MONTGOMERY COUNTY EMERGENCY SERVICES (MCES)  
85 PARTICIPANTS**

**GENERAL INFORMATION:**

**Age**

<i>18-25</i> .....	<b>18.82%</b>
<i>26-31</i> .....	<b>18.82%</b>
<i>32-40</i> .....	<b>12.94%</b>
<i>41-50</i> .....	<b>28.24%</b>
<i>50+</i> .....	<b>21.18%</b>

**How long have you been here?**

<i>5-10 days</i> .....	<b>67.06%</b>
<i>11-15</i> .....	<b>11.76%</b>
<i>16-20</i> .....	<b>5.88%</b>
<i>Longer than 20 days</i> .....	<b>9.41%</b>

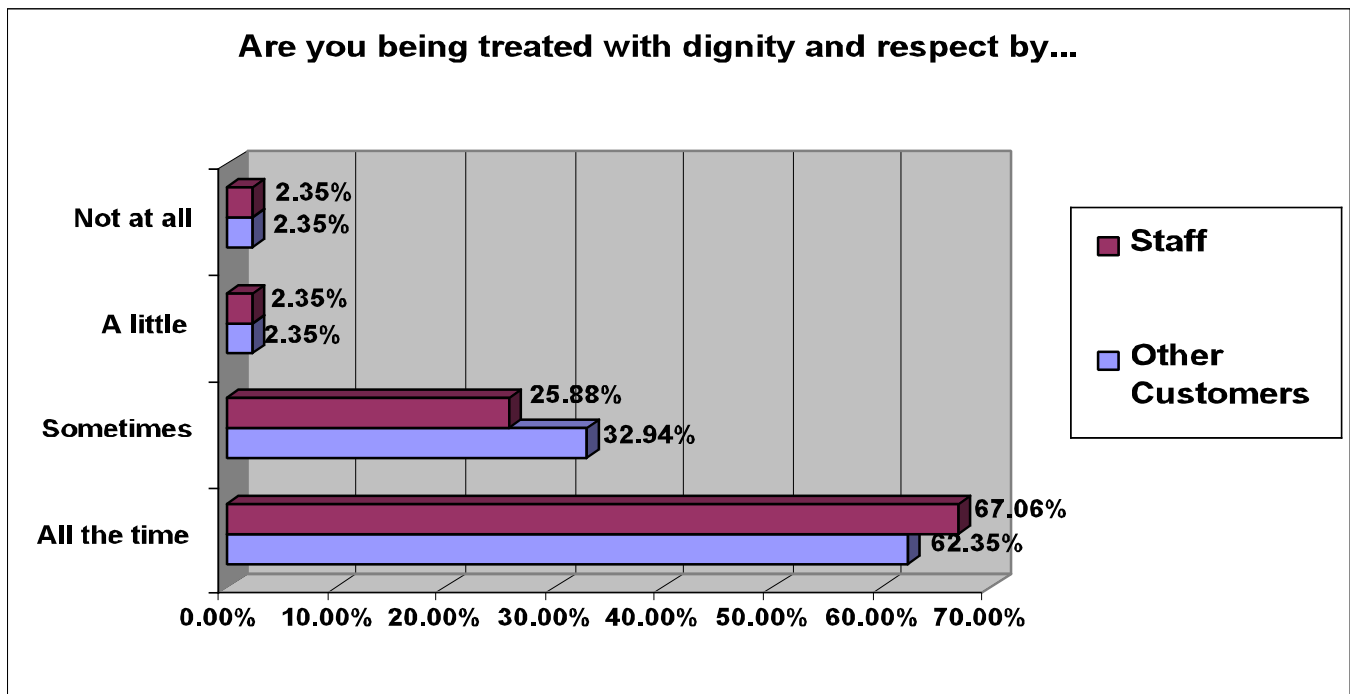
**How many times have you been here within the last year?**

..... <i>1</i> .....	<b>40.00%</b>
..... <i>2</i> .....	<b>24.71%</b>
..... <i>3</i> .....	<b>18.82%</b>
..... <i>4</i> .....	<b>1.18%</b>
..... <i>5</i> .....	<b>4.71%</b>
<i>More than 5 times</i> .....	<b>5.88%</b>

## **OVERALL SUMMARY:**

- **71.76% of the participants would recommend this hospital to others.**
- **60.00% of the participants have “A lot” of hope that the system of mental health recovery will help them.**
- **54.12% of the customers surveyed are “Very Involved” in making their treatment plan goals and 65.88% in their aftercare appointments and plans; However 48.24% feel their aftercare plan is “Very Good”.**
- **37.65% of the customers surveyed rated their hospital treatment to date as “Excellent”. 42.35% of the customers rated their hospital treatment to date as “Good”.**
- **The top four things that customers rated would help them more during their stay are:**
  - **More activities**
  - **More access to going outside**
  - **More smoking times**
  - **More time with staff**
- **76.47% of the participants know of activities that are available to support their recovery while in MCES. 14.12% know of “Some” and 9.41% don’t know of any or are not sure of what is available.**

## HIGHLIGHTED QUESTIONS:



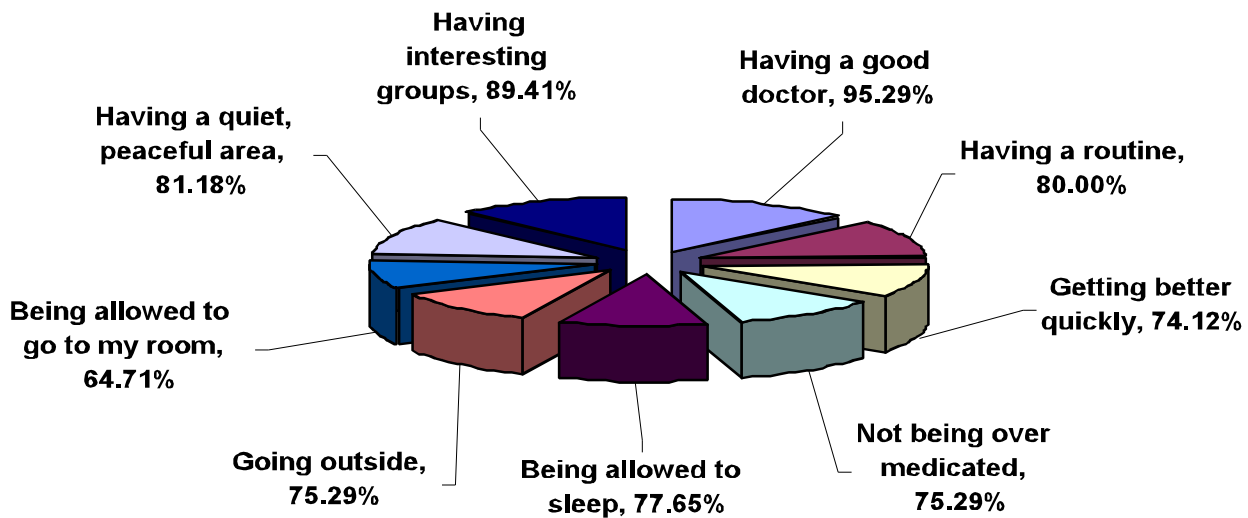
Please rate how helpful the following staff are:

	<i>Very Helpful</i>	<i>Helpful</i>	<i>Somewhat Helpful</i>	<i>Not Helpful</i>	<i>N/A</i>
Contact Person	55.29%	28.24%	10.59%	4.71%	0.00%
Activities staff	55.29%	30.59%	10.59%	1.18%	0.00%
Nurses	52.94%	28.24%	15.29%	3.53%	0.00%
Environmental staff (housekeeping, etc)	51.76%	21.18%	8.24%	4.71%	12.94%
Cafeteria staff	44.71%	30.59%	12.94%	9.41%	1.18%
Psych techs	44.71%	36.47%	11.76%	2.35%	3.53%
Social workers	44.71%	24.71%	17.65%	9.41%	1.18%
Psychiatrists	43.53%	23.53%	15.29%	10.59%	3.53%
Intake staff	42.35%	30.59%	11.76%	9.41%	3.53%
Psychologists	42.35%	17.65%	15.29%	7.06%	17.65%
Physicians Assistant	40.00%	24.71%	14.12%	9.41%	11.76%
Outreach staff	34.12%	16.47%	12.94%	4.71%	30.59%
Ward clerk	32.94%	27.06%	12.94%	9.41%	16.47%
Ambulance staff	28.24%	16.47%	7.06%	3.53%	43.53%
Peer Specialists	27.06%	20.00%	4.71%	5.88%	38.82%
Advocate/Ombudsman	24.71%	22.35%	9.41%	5.88%	36.47%
None	1.18%	0.00%	0.00%	0.00%	5.88%

### Comments regarding the staff:

1. Very professional and helpful.
2. They do a good job.
3. The psych techs are extremely helpful. The rest somewhat helpful. One Social Worker is extremely helpful his name is (NAME). The rest not helpful. Morning extremely helpful, night not at all helpful the contact people.
4. They all were very nice to me and I felt comfortable around them. I could ask them for help and when I did they gave it to me.
5. Some psych staff at night were very rude and unhelpful
6. Contact staff is very helpful. The nurses are helpful too.

## What is important when you seek help in a hospital?

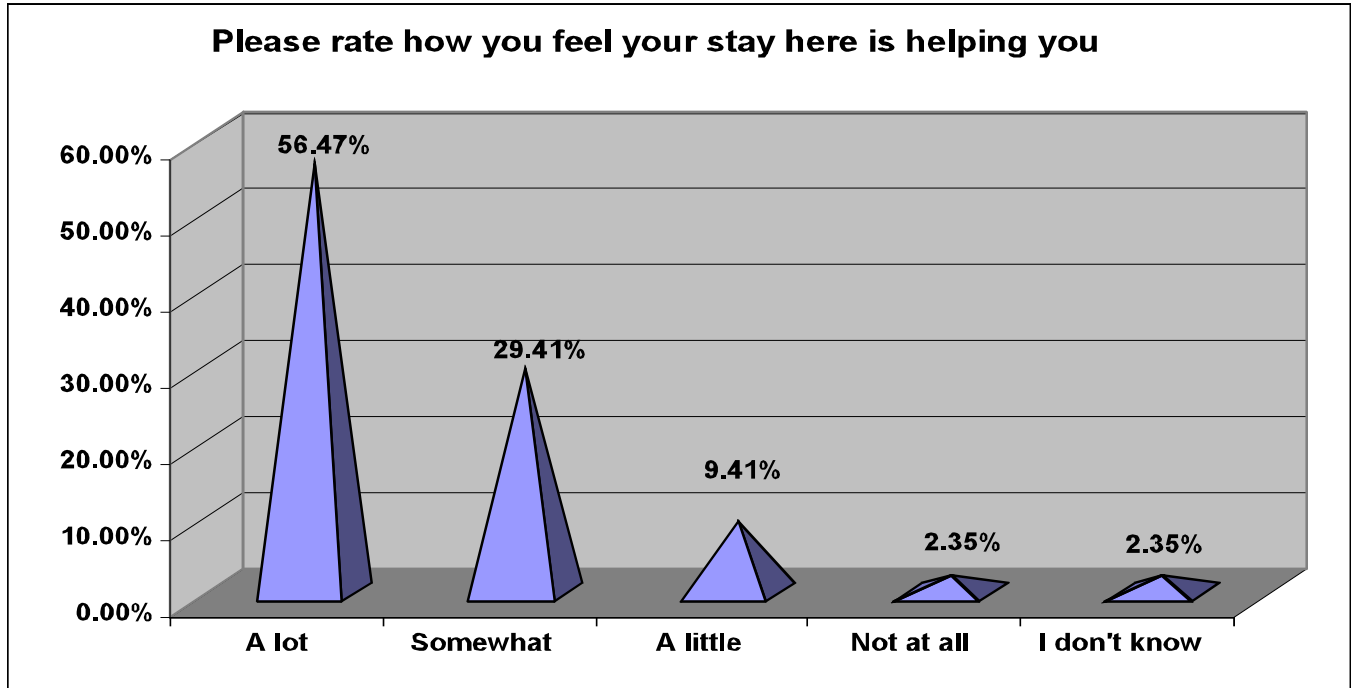


## What things would help you more during your stay here? (Check all that apply)

More activities	61.18%
More access to going outside	60.00%
More smoking times	58.82%
More time with staff	58.82%
Clothing	56.47%
Better food	56.47%
Peer support from the outside	55.29%
Less noise	51.76%
Money	51.76%
Cleaner bathroom	51.76%
More visiting hours	51.76%
More safety from people who are violent	51.76%
More attention to my medical needs	51.76%
Access to the telephone in a private area to make and receive calls	49.41%
Consistent contact person	49.41%
Cleaner shower room	47.06%
More food	47.06%
Support keeping my household going (feeding pets, paying bills, etc)	44.71%
More help with stopping smoking	28.24%
Cleaner room	25.88%
None of these	0.00%

**Other:**

7. More Counseling.
8. Walk around grounds.
9. More persons that speak Spanish to communicate with people who speak English.
10. Phone system is horrible. A receptionist to handle the telephone.
11. A buddy system. Someone to show you around.
12. Going outside more. Doing more outside activities. More smoke time and sand buckets for butts.
13. More Drug & Alcohol groups.
14. More decorations.
15. I am trying to get my life in order our here an preparatory in case I ever go back to 50. I am motivated to seek therapy, but sometimes it is very hard. Groups helped.
16. More activities on the weekends.
17. More one on one's.



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

1. Everything is good with staff and meals.
2. More smoking times. More time with the Doctor, more outside time.
3. No.
4. I'll say one thing nighttime contact persons being more attentive, more involved. Better food and food services.
5. I don't know about me telling them about what kind of medicine I say would help me.
6. More medical attention.
7. Being more involved with the patients when they yell they want to be heard and not excluded.
8. Maybe they could be a little quicker with my medication - but they needed to check lithium level.
9. I can't think of anything else. Cafeteria lines a little confusing.
10. Better detox medications.
11. I cannot think of any.
12. Trust that the intake process would go quicker. Just that there would be more smoking times.
13. I don't know.
14. More activities to take my mind off of things.
15. Actually yes I would like more attention need to be paid to mental health issues, and more communication between Doctors and consumers.
16. Just that the psychiatrist would have listen to me more, and not judge me.
17. I don't know is there a wrap group here? It's a little bit hectic, but I understand that they're caring for a lot of people so no.
18. More experienced workers. Give jobs to older folks.

- 19. They need to have a weight lifting room.
- 20. No.
- 21. Food help with discharge.
- 22. Do something about myself.
- 23. More time with doctors and doctors letting you know what's going on with blood tests. More time with contact person.
- 24. More time to talk one on one. I am getting too many contact people.
- 25. Better food, more Drug & Alcohol meetings.
- 26. Talk to staff about ideas. Talk to staff.
- 27. Men don't have a quiet area. Fact that when I first came in I received a shot in lobby,

- because I was singing. They should have fed me.
- 28. They treat me with respect
- 29. No.
- 30. Yeah, I would change the way I approach people and interact with them.
- 31. No
- 32. Less noise and violence.
- 33. More groups on the weekends.
- 34. The food
- 35. I can't think of anything!

**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>	<b>55.29%</b>
<i>Sometimes</i>	30.59%
<i>No (never)</i>	12.94%

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

<i>Much better</i>	44.71%
<i>A little better</i>	36.47%
<i>About the same</i>	9.41%
<i>A little worse</i>	3.53%
<i>Much worse</i>	5.88%

**Were you given the chance to make treatment decisions?**

<i>Yes (always)</i>	<b>62.35%</b>
<i>Sometimes</i>	27.06%
<i>No (never)</i>	9.41%