

2009 CONSUMER SATISFACTION TEAM OF MONTGOMERY COUNTY AGGREGATE REPORT IN PATIENT HOSPITALS

****with 2008 statistical comparisons where applicable**

114 PARTICIPANTS

Brooke Glen..... Sample size: 16 people
Horsham Clinic..... Sample size: 22 people
MCES..... Sample size: 76 people

GENERAL INFORMATION:

Age

18-25	20.18%
26-31	21.05%
32-40	13.16%
41-50	24.56%
50+	20.18%

2009:

How long have you been here?

5-10 days	69.30%
11-15	11.40%
16-20	4.39%
Longer than 20 days	6.14%
.....	

2008:

How long have you been here?

5-10 days	78.95%
11-15	11.40%
16-20	1.75%
Longer than 20 days	6.14%
.....	

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

1.....	46.49%
2.....	24.56%
3.....	14.91%
4	1.75%
5.....	1.75%
More than 5 times.....	4.39%

OVERALL SUMMARY:

- **72.81% of the participants would recommend the hospital to others.**
 - **86.84% would recommend the hospital to others in 2008**

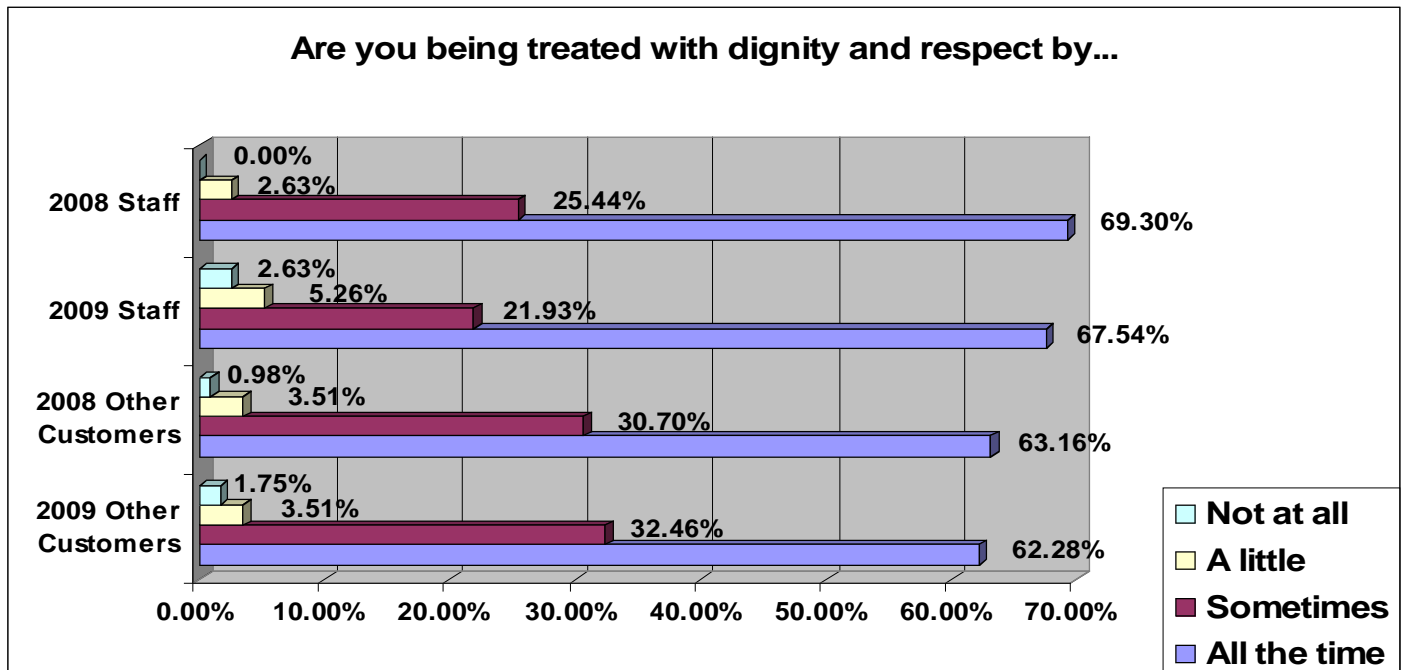
- **55.26% of the participants have “A lot” of hope that the system of mental health recovery will help them.**
 - **85.96% said they had “A lot” of hope that the system of mental health recovery would help them in 2008**

- **50.88% of the customers surveyed are “Very Involved” in making their treatment plan goals and 59.65% in their aftercare appointments and plans; However 43.86% feel their aftercare plan is “Very Good”.**
 - **64.04% were “Very Involved” in making treatment plan goals in 2008**
 - **59.65% were “Very Involved” in making their aftercare appointments and plans in 2008**

- **32.46% of the customers surveyed rated their hospital treatment to date as “Excellent”. 47.37% of the customers rated their hospital treatment to date as “Good”.**
 - **42.98% rated their hospital treatment as “Excellent” in 2008**
 - **37.72% rated their hospital treatment as “Good” in 2008**

- **The top three things that customers rated would help them more during their stay are:**
 - **More access to going outside**
 - **More activities**
 - **Peer Support from the outside**
 - **More activities (2008)**
 - **More smoking times (2008)**
 - **Better food (2008)**

HIGHLIGHTED QUESTIONS:



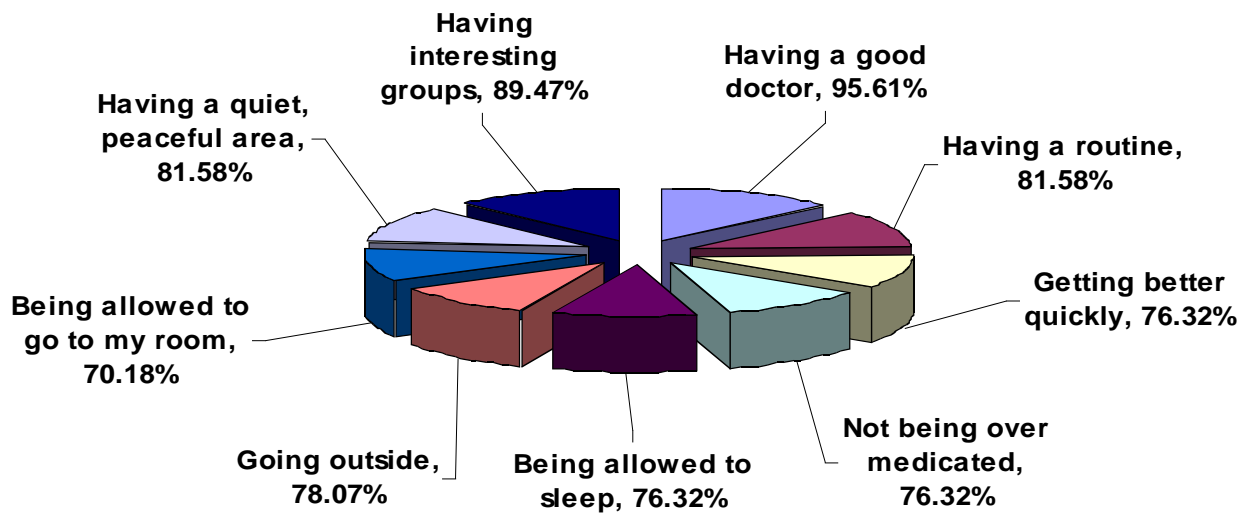
Please rate how helpful the following staff are:

	<i>Very Helpful</i>	<i>Helpful</i>	<i>Somewhat Helpful</i>	<i>Not Helpful</i>	<i>N/A</i>
Contact Person.....	53.51%	22.81%	7.89%	9.65%	2.63%
Nurses.....	50.88%	28.07%	15.79%	4.39%	0.98%
Activities staff.....	49.12%	24.56%	14.04%	3.51%	7.02%
Intake staff.....	48.25%	24.56%	9.65%	7.89%	6.14%
Environmental staff (housekeeping, etc).....	45.61%	21.93%	13.16%	5.26%	12.28%
Cafeteria staff.....	45.61%	23.68%	13.16%	7.02%	7.89%
Social workers.....	44.74%	23.68%	17.54%	9.65%	2.63%
Psych techs.....	42.11%	35.96%	14.91%	5.26%	0.98%
Psychiatrists.....	41.23%	21.05%	18.42%	14.04%	2.63%
Psychologists.....	34.21%	18.42%	14.91%	7.89%	24.56%
Physicians Assistant...	34.21%	26.32%	13.16%	11.40%	14.91%
Ambulance staff.....	29.82%	17.54%	6.14%	5.26%	40.35%
Outreach staff.....	29.82%	16.67%	10.53%	4.39%	36.84%
Ward clerk.....	28.07%	21.05%	11.40%	8.77%	29.82%
Peer Specialists.....	25.44%	14.04%	4.39%	4.39%	47.37%
Advocate/Ombudsman	20.18%	21.05%	7.02%	3.51%	45.61%
None.....	0.98%	0.00%	0.00%	0.00%	4.89%

Comments regarding the staff:

1. Very professional and helpful.
2. They do a good job.
3. Contact staff is very helpful. The nurses are helpful too.
4. Understaffed. Not enough black women here for me to talk too.
5. The whole technician staff, I love their really good people and they're here to help us.
6. Everyone has been very respectful and helpful.
7. The staff is helpful they take time to talk to you and help you through the day.
8. People are very good here and consistent so they get to know you well.
9. 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.

What is important when you seek help in a hospital?



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. I'll say one thing nighttime contact persons being more attentive, more involved. Better food and food services.
4. More medical attention.
5. Being more involved with the patients when they yell they want to be heard and not excluded.
6. It's the same thing, but different. Maybe they could be a little quicker with my medication - but they needed to check lithium level.
7. I can't think of anything else. Cafeteria lines a little confusing.
8. Better detox medications.
9. Just better food and more smoking times.
10. Trust that the intake process would go quicker. Just that there would be more smoking times.
11. Yeah, I wish I could. And get surgery for my mother.
12. Not that I can think of.
13. No except for my other complaints. I do think they should have soda machines and snack machines on the units.
14. The cockiness of some of the staff and some of the patients.
15. We should be able to clip our own hair and nails, and shave when we want.
16. The night staff and getting away from all these drug addicts.
17. Not so far.
18. Yeah, just Doctors telling you to take medications that don't work.
19. No.
20. I wish they would have helped me.
21. No, they pretty much did what I expected them to do.
22. No.
23. Nurses to respond better if you need a PRN. Give you a shot instead of a pill.
24. No.
25. I wouldn't have came here.
26. I am in pain. I never get it every 6 hrs.
27. It's making things worse. There changing my medications and don't tell me until the nurses give it to me.
28. No.
29. More maturity of staff. More compassion. Young staff are not compassionate, should be more selective in hiring.
30. We should be allowed to go to room during groups. Actually, they run hospital pretty well.

2009:

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

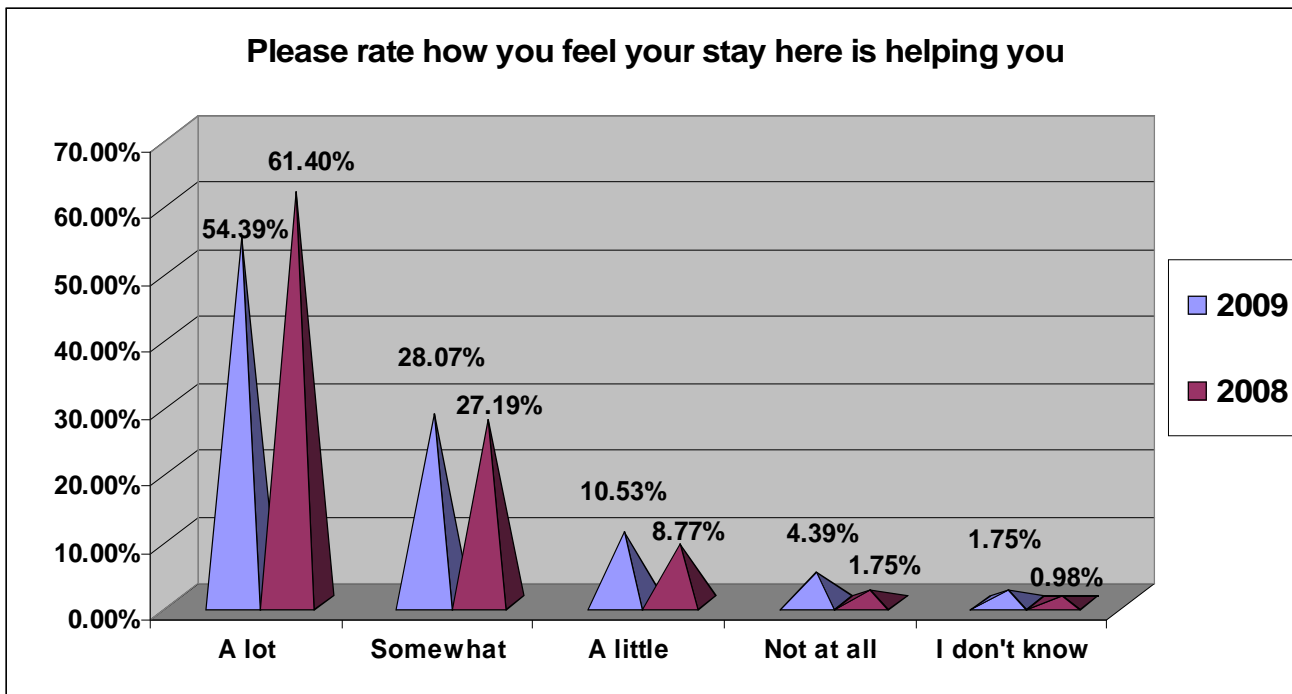
<i>More access to going outside.....</i>	64.91%
<i>More activities.....</i>	61.40%
<i>Peer support from the outside.....</i>	57.89%
<i>More time with staff.....</i>	56.14%
<i>Money.....</i>	56.14%
<i>Clothing.....</i>	56.14%
<i>Access to the telephone in a private area to make and receive calls.....</i>	54.39%
<i>Less noise.....</i>	53.51%
<i>More visiting hours.....</i>	52.63%
<i>Better food.....</i>	51.75%
<i>More attention to my medical needs.....</i>	50.00%
<i>Consistent contact person.....</i>	48.25%
<i>More smoking times.....</i>	47.37%
<i>More safety from people who are violent</i>	45.61%
<i>Cleaner bathroom.....</i>	43.86%
<i>Support keeping my household going (feeding pets, paying bills, etc)</i>	43.86%
<i>...</i>	
<i>More food.....</i>	39.47%
<i>Cleaner shower room.....</i>	39.47%
<i>More help with stopping smoking.....</i>	29.82%
<i>Cleaner room.....</i>	21.93%
<i>None of these.....</i>	0.00%

2008:

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

<i>More activities.....</i>	50.00%
<i>More smoking times.....</i>	42.98%
<i>Better food.....</i>	38.60%
<i>More access to going outside.....</i>	37.72%
<i>Access to the telephone in a private area to make and receive calls.....</i>	35.09%
<i>Cleaner bathroom.....</i>	31.58%
<i>Peer support from the outside.....</i>	31.58%
<i>Less noise.....</i>	30.70%
<i>More attention to my medical needs.....</i>	30.70%
<i>Consistent contact person.....</i>	28.07%
<i>Clothing.....</i>	28.07%
<i>Cleaner shower room.....</i>	27.19%
<i>Money.....</i>	23.68%
<i>Support keeping my household going (feeding pets, paying bills, etc)</i>	21.93%
<i>...</i>	
<i>More safety from people who are violent</i>	21.05%
<i>More food.....</i>	19.30%
<i>More help with stopping smoking.....</i>	16.67%
<i>Cleaner room.....</i>	14.91%
<i>None of these.....</i>	7.02%

**2008 does not include the categories: “More time with staff” and “More visiting hours”



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)	53.51%	/ 2008: 54.39%
Sometimes	32.46%	/ 2008: 37.72%
No (never)	13.16%	/ 2008: 3.51%

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

Much better	40.35%	/ 2008: 49.12%
A little better	42.11%	/ 2008: 35.96%
About the same	10.53%	/ 2008: 10.53%
A little worse	3.51%	/ 2008: -----
Much worse	3.51%	/ 2008: 3.51%

Were you given the chance to make treatment decisions?

Yes (always)	61.40%	/ 2008: 49.12%
Sometimes	25.44%	/ 2008: 39.47%
No (never)	11.40%	/ 2008: 8.77%