

## About the Patient Satisfaction Survey

Patient satisfaction surveys are subjective quality indicators, which reflect the quality of services and treatment as perceived by patients. Patient satisfaction is widely recognized as a central indicator of service quality and care. It is often used for benchmarking purposes at hospital, state, and national levels (Cort, et al 2015).<sup>1</sup>

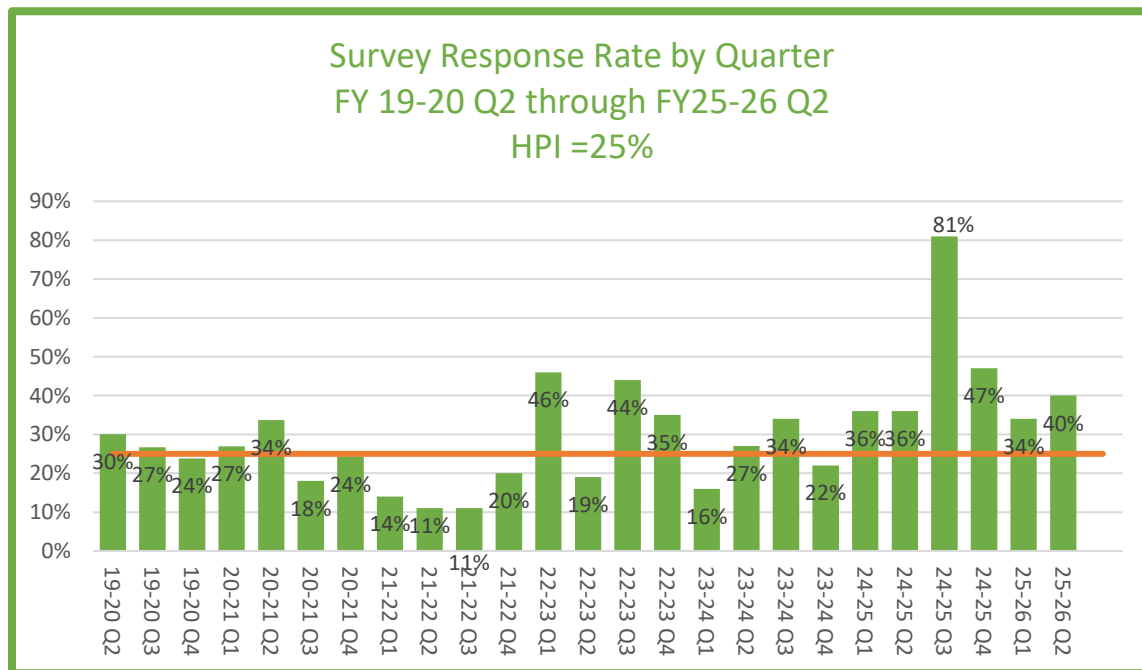
This report is an evaluation of the Sempervirens (SV) patient satisfaction survey that is offered to patients while at SV. The information is evaluated quarterly and reported at the Sempervirens Continuous Quality Improvement Committee (SV CQI) meeting after each quarter is completed. Outcomes are used to inform QI activities.

### CQI Indicator: Response Rate

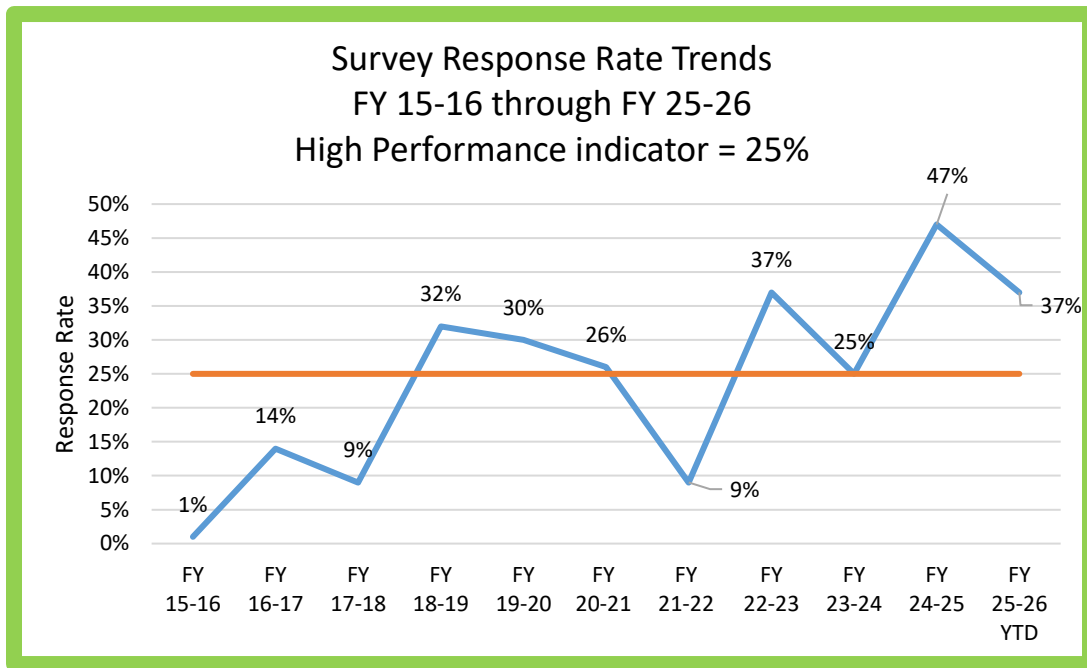
Quarterly survey response rates are calculated by comparing surveys returned to total SV admissions. The High Performing Indicator (HPI) for response rate has been defined as 25% and above.

The SV patient satisfaction survey was implemented in January 2011. The High Performing Indicator was first reached in FY 2018-2019 Q1. For fiscal year 2025-2026 Q2 the response rate average was 40% from 37% in Q1. However, the response rate remained above the HPI of 25%. Total responses received were 24 for Q2 which is slightly lower than 27 in Q1. Comments were largely positive this quarter with 85% selecting positive scores. There is marked improvement across most areas for the quarter but there are still several areas where questions response rates are above or below the target goals. However, continued positive comments and feedback show the powerful impact the doctors, staff and treatment are having on community members. Beginning Q3 FY25-26 this report will be transitioned to a Humboldt variant of the CMS PIX Survey which went live January 1, 2026.

**24**  
surveys  
returned in  
FY 25-26 Q2



<sup>1</sup> Cort, Doug, et al. "What's Driving Patient Satisfaction in Inpatient Hospitals?" Psychiatry Advisor, 16 Mar. 2015, [www.psychiatryadvisor.com/practice-management/whats-driving-patient-satisfaction-in-inpatient-hospitals/article/403746/](http://www.psychiatryadvisor.com/practice-management/whats-driving-patient-satisfaction-in-inpatient-hospitals/article/403746/).



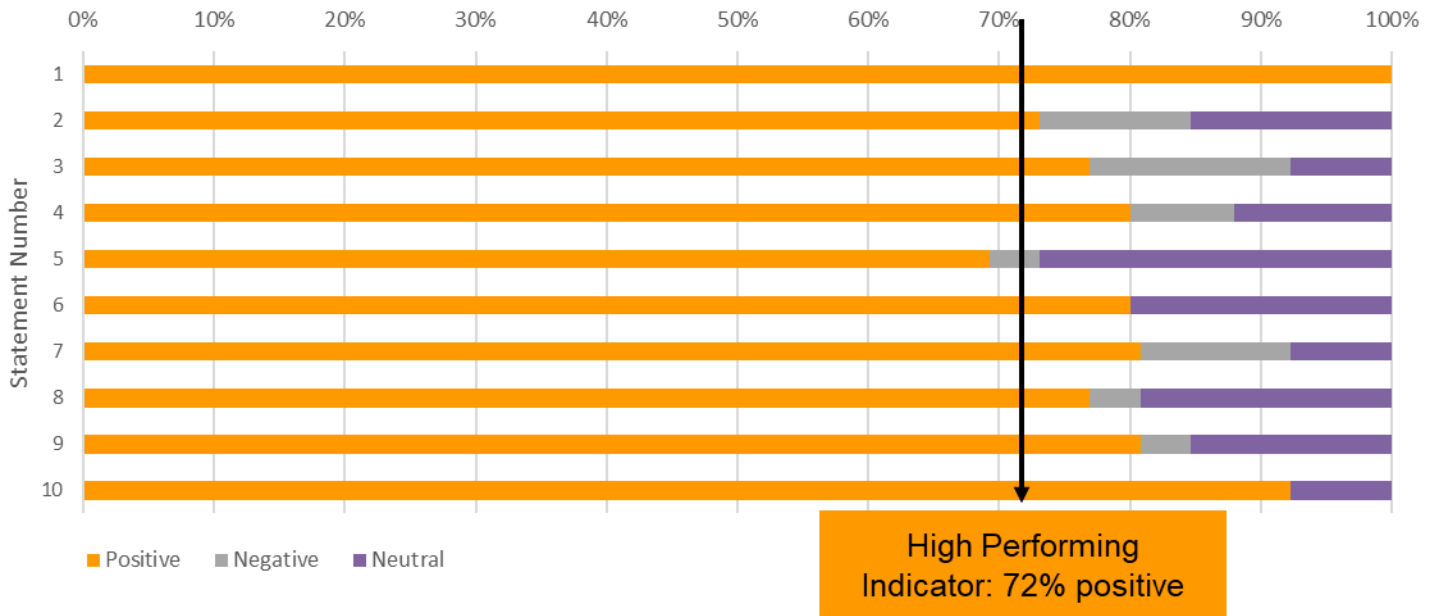
### Average Statement Ratings FY 2024-2025

The survey is comprised of 10 statements rated on a Likert Scale with the response options Strongly Agree, Moderately Agree, Neither Agree nor Disagree, Moderately Disagree, and Strongly Disagree. Average ratings are based on the number of responses to each statement and grouped as follows:

<u>Ratings</u>	<u>Group</u>	<u>Benchmark</u>
Strongly Agree + Moderately Agree	<b>Positive</b>	High Performing Indicator: 72%
Moderately Disagree + Strongly Disagree	<b>Negative</b>	
Neither Agree nor Disagree	<b>Neutral</b>	May indicate need for improvement if above 15%

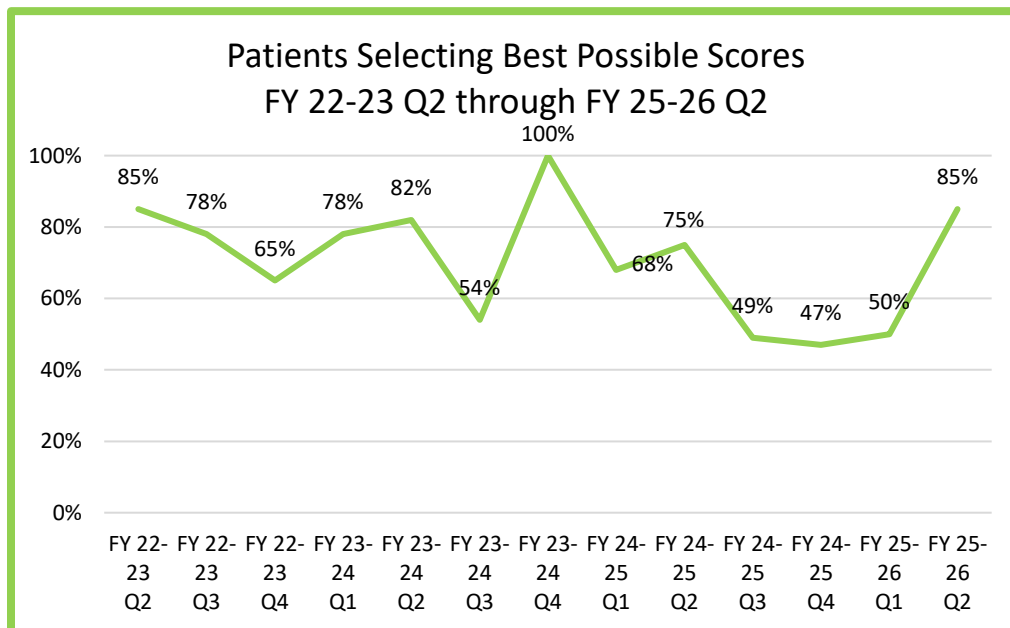
No.	Statement	Positive	Negative	Neutral
1	The staff treated me with dignity and respect.	100%	0%	0%
2	My doctors explained to me my diagnosis and treatment.	73%	12%	15%
3	My nurses appeared to be knowledgeable about my diagnosis and treatment.	77%	15%	8%
4	My social worker discussed with me how to meet my treatment goals and how to interact with my family/support system to promote recovery.	80%	8%	12%
5	Attending therapeutic art groups provided opportunities to express myself and gain a sense of hope and healing.	69%	4%	27%
6	The interactive skill building groups (community, creative task, movement, social interaction skills) helped me decrease stress and improve my ability to cope with my concerns.	80%	0%	20%
7	I am clear about my plan for follow-up treatment after I leave the hospital and know where to call if I have a question.	81%	12%	8%
8	The hospital was clean and comfortable.	77%	4%	19%
9	I feel that I achieved my goals for being in the hospital.	81%	4%	15%
10	SV staff conveyed the concept of hope and recovery to me.	92%	0%	8%

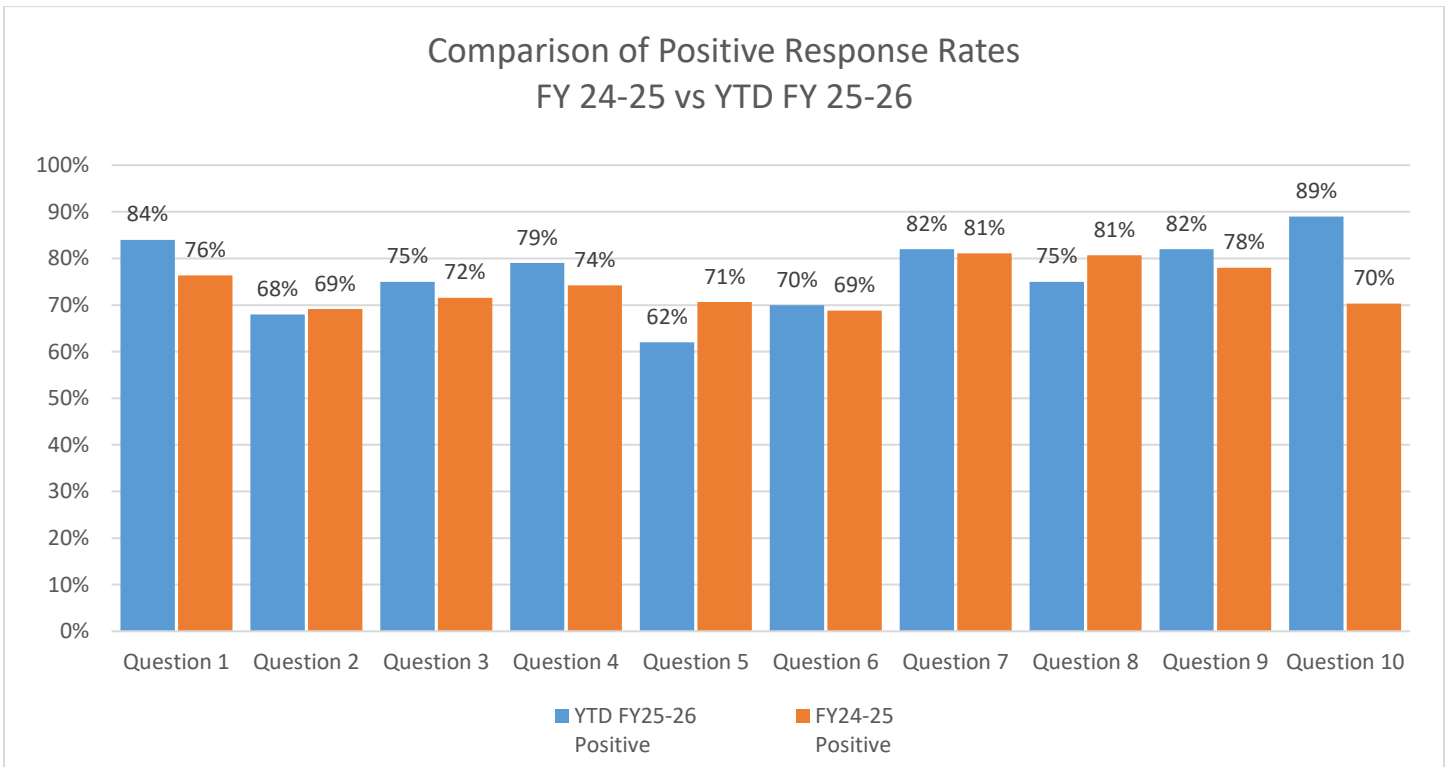
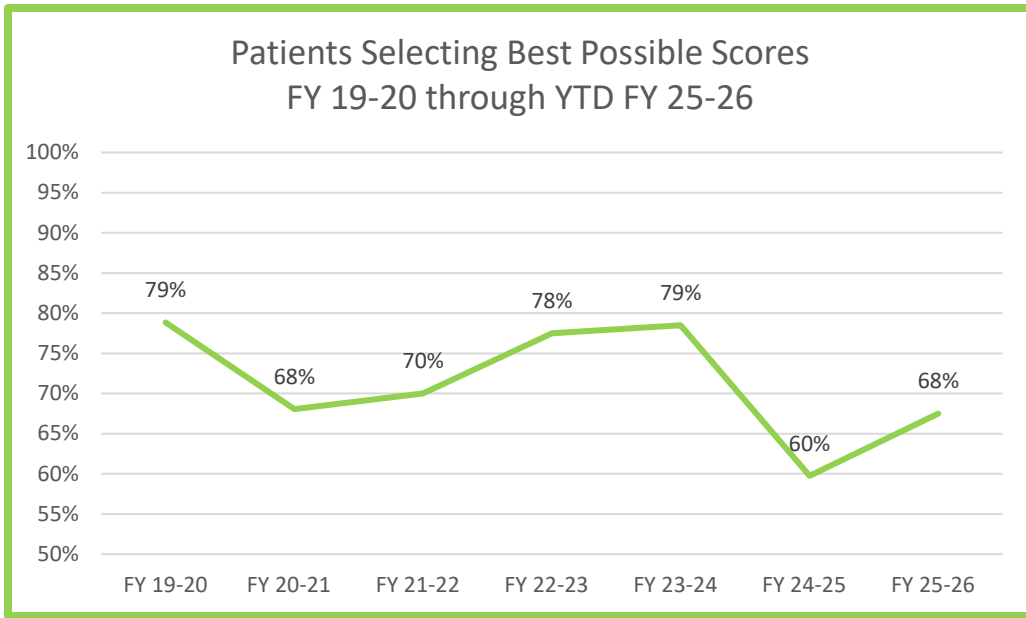
## Average Likert Scale Ratings FY 2025-2026 HPL=72%



### CQI Indicator: Patients Selecting Best Possible Scores

Best possible scores are items rated as Strongly Agree or Moderately Agree. Percentages are calculated based on number of responses to each statement, which may differ from total surveys returned due to statements left blank.





### Summary of Response Rates and Average Ratings in FY 2025-2026 Q2

- ▶ 24 Surveys and comments received in the Q2
- ▶ 9 of 10 metrics remained above the 72% HPL
- ▶ Response Rate increased slightly for the quarter to 40% in Q2 but still lower than FY24-25 47% average.
- ▶ 7 of 10 Questions Positive Responses improve or increased from Q1 values.
- ▶ Question 1 Positive Responses increased from 70% on Q1 to 100% in Q2
- ▶ Question 2 Positive Responses increased from 61% on Q1 to 73% in Q2
- ▶ Question 6 Positive Responses increased from 56% on Q1 to 80% in Q2
- ▶ Questions 2, 3 & 7 Negative Responses increased over 10%

- ▶ 8 or 10 Questions Negative Responses improved from Q1 values.
- ▶ Question 2 Negative Responses remain above the performance goal at 12% in Q2 but show great improvement from 22% in Q1
- ▶ Question 3 Negative Responses remain above the performance goal at 15% in Q2
- ▶ Question 7 Negative Responses remain above the performance goal at 12% in Q2 but show improvement from 16% in Q1
- ▶ Questions 2, 5, 6, 8, & 9 Neutral Responses increased or remained over 15%

## Client Comments

The survey offers opportunities to write comments in response to the four following questions. Selected comments have been corrected for spelling and occasionally edited for brevity.

### 1. Name one group which was most helpful to you.

- |   |  |
|---|--|
| <input type="checkbox"/> Mediation Group (2)    | <input type="checkbox"/> Music/Singing (2)   |
| <input type="checkbox"/> Nursing Group (2)      | <input type="checkbox"/> Art/Drawing (5)     |
| <input type="checkbox"/> Coffee/Tea Art Group   | <input type="checkbox"/> Yoga (2)            |
| <input type="checkbox"/> Late Night Snack Group | <input type="checkbox"/> Talking Stick Group |
| <input type="checkbox"/> All Groups (2)         |  |

### 2. What helped you the most?

#### Staff/Treatment

- |   |   |
|---|---|
| <input type="checkbox"/> Talking with Staff           | <input type="checkbox"/> Nurses believing in me           |
| <input type="checkbox"/> Being around people who care | <input type="checkbox"/> Wonderful Staff (2) Environment/ |
| <input type="checkbox"/> Safe and comforting staff    |   |

#### Operations

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Medication Group                                   | <input type="checkbox"/> Feeling safe |
| <input type="checkbox"/> Talking to SW about resources and plan             | <input type="checkbox"/> Showering    |
| <input type="checkbox"/> Medicine, being around others with similar issues, |                                       |

#### Activities

- |  |                                     |
|--|-------------------------------------|
| <input type="checkbox"/> Self-Reflection   | <input type="checkbox"/> Videogame, |
| <input type="checkbox"/> Talking to Others | <input type="checkbox"/> Music (2)  |
| <input type="checkbox"/> Verbalizing       | <input type="checkbox"/> Meditation |
| <input type="checkbox"/> Art Group (2)     | <input type="checkbox"/> Walking    |
| <input type="checkbox"/> Karaoke,          |                                     |

### 3. What could we do better?

#### Staff/Treatment

- Don't throw out false accusations against patients
- More social workers.
- Provide more holistic and natural treatments

#### Environment/Operations

- Take things slow hopefully move on together
- Coordinate re updates in treatment
- Improve Facility conditions

#### Activities

- Talk more about outpatient coping strategies

#### Nutrition

- We could provide a sink with water.
- Provide more than two cups of coffee

#### **4. Please feel free to write additional comments about any aspect of your stay.**

#### Positive Comments

- Thank you (2)
- The scone this a.m. beat Ramones! Light, chewy delish blue berries. Heart to the cook.
- I'm proud of Humboldt's offerings re MH crisis but sad about our apparent lack of funding to fully support these efforts
- The candy and art were pleasant.
- I Like walking the Hall and art
- Dr. Lee understood and was very respectful about my choices of treatments.

#### Room for Improvement

- The doctor was terrible.
- Provide cookies

#### **Shout Outs to Staff**

- ▶ Beth and Ferrels art/music group

#### **Comments**

- ▶ Shaun helped me most!
- ▶ Great Job!
- ▶ Its all Good

- ▶ The scone this a.m. beat Ramones! Light, chewy delish blue berries. Heart to the cook.
- ▶ These staff are immaculately PERFECT!
- ▶ Let's hear it for hard-working staff, MH Workers, custodians AND us patients. "short-staffed" means we are all impacted. I see most all rising to the occasion with extra shifts, major crisis management skills, etc. Written with stubby pencil 5:30 am P.S. Another awesome breakfast
- ▶ Hi, can we have something to eat when a visitor comes and given to us after visit. That will make me and us really happy. Peace
- ▶ We are aware of having staff and let's not forget Hippocratic oath to always provide human care. at times a listening ear, a hug and telling someone that they are loved and should feel love!!