

# **EXHIBIT 24**

Program Staff -  
Please indicate unit/program:

# PATIENT SATISFACTION SURVEY

☐ EC-Adolescent   ☐ EC-Adult   ☐ EC-Co-Occurring   ☐ EC-Day Hospital   ☐ EC-Fenton

#664-2350-R0812-BLUE

QES staff use only ☐

Today's Date:

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Questions? CALL 410-938-4287

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Please help us evaluate our program by indicating your satisfaction with the services you have been receiving at SHEPPARD PRATT.

Please fill in the oval ☐ that best matches your experience. Thank you for your assistance.

1. The coping skills I learned here will help me manage my behavior when I leave.

☐ No, definitely not   ☐ No, I don't think so   ☐ Yes, I think so   ☐ Yes, definitely

2. The halls and rooms were kept clean.

☐ I agree   ☐ I somewhat agree   ☐ I somewhat disagree   ☐ I disagree

3. Medications and side effects were clearly explained to me.

☐ No Medications

☐ No, definitely not   ☐ No, I don't think so   ☐ Yes, I think so   ☐ Yes, definitely

4. In general, staff responded to me in a helpful manner.

☐ I agree   ☐ I somewhat agree   ☐ I somewhat disagree   ☐ I disagree

5. My aftercare plans were discussed.

☐ No, definitely not   ☐ No, I don't think so   ☐ Yes, I think so   ☐ Yes, definitely

6. Medication(s) and/or alternatives were provided to manage my physical pain.

☐ Does not apply   ☐ I disagree   ☐ I somewhat disagree   ☐ I somewhat agree   ☐ I agree

7. The unit / environment was safe.

☐ Yes, I agree   ☐ Yes, I somewhat agree   ☐ No, I somewhat disagree   ☐ No, I disagree

8. Please give us an overall grade for our services. (Please fill in one oval.)

☐ A   ☐ B   ☐ C   ☐ D   ☐ F

9. Comments:


Program Staff -  
Please indicate unit:

## SHEPPARD PRATT HEALTH SYSTEM FAMILY SATISFACTION SURVEY

- ☐ Adult Crisis Stabilization    ☐ Adult Day Hospital    ☐ Adult Neuropsych    ☐ Adult Short-Term & Addictions  
☐ Adult Specialty    ☐ Psychotic Disorders    ☐ Sullivan Day Hospital    ☐ Trauma Disorders    ☐ Young Adult

SPHS #664-2348-R0411-YELLOW

Today's Date:

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Questions? CALL 410-938-4287

For QES Dept. staff use only:

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Please help us evaluate our program by indicating your satisfaction with the services you have been receiving at SHEPPARD PRATT.

Please fill in the oval ☐ that best matches your experience. Thank you for your assistance.

1. The treatment program addressed my family member's needs.

- ☐ No, definitely not    ☐ No, I don't think so    ☐ Yes, I think so    ☐ Yes, definitely

2. The halls and rooms were kept clean.

- ☐ I agree    ☐ I somewhat agree    ☐ I somewhat disagree    ☐ I disagree

3. Medications and side effects were clearly explained to me.    ☐ No Medications

- ☐ No, definitely not    ☐ No, I don't think so    ☐ Yes, I think so    ☐ Yes, definitely

4. In general, staff responded to me in a helpful manner.

- ☐ I agree    ☐ I somewhat agree    ☐ I somewhat disagree    ☐ I disagree

5. My family member's aftercare plans were discussed.

- ☐ No, definitely not    ☐ No, I don't think so    ☐ Yes, I think so    ☐ Yes, definitely

6. If your family member had physical pain, were medication(s) and/or alternatives provided to help manage the pain?

- ☐ Does not apply    ☐ I disagree    ☐ I somewhat disagree    ☐ I somewhat agree    ☐ I agree

7. The unit / environment was safe.

- ☐ Yes, I agree    ☐ Yes, I somewhat agree    ☐ No, I somewhat disagree    ☐ No, I disagree

8. Please give us an overall grade for our services. (Please fill in one oval.)

- ☐ A    ☐ B    ☐ C    ☐ D    ☐ F

9. Comments:



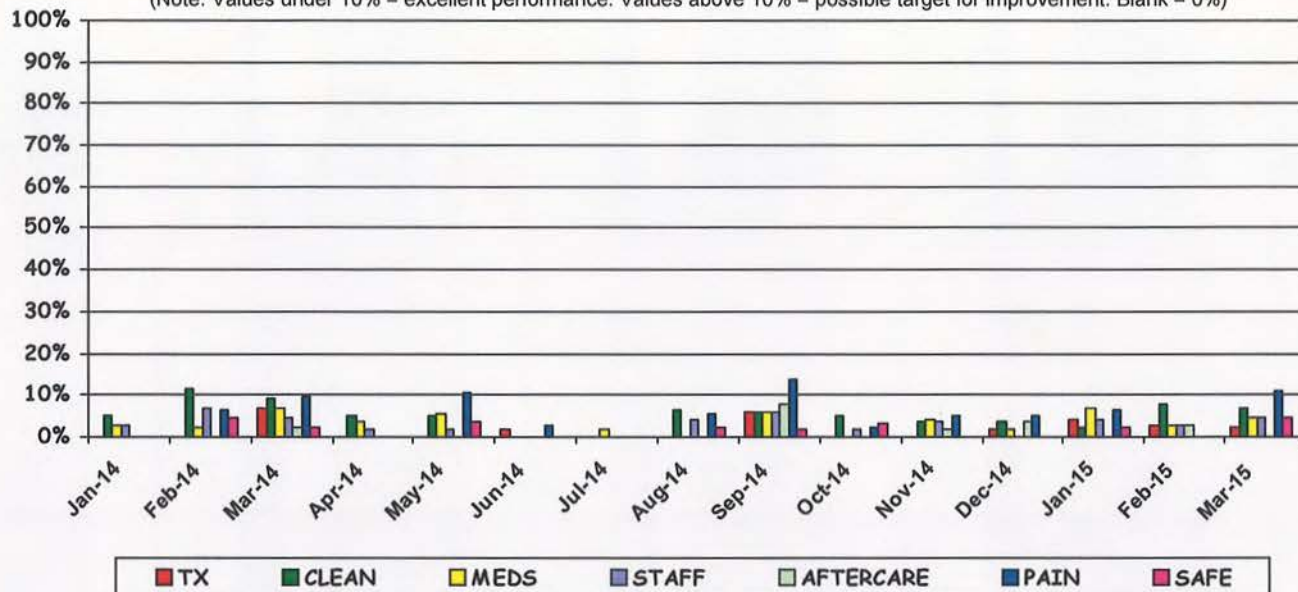

## Satisfaction Survey - Client / Patient

### Ellicott City - Adult Unit

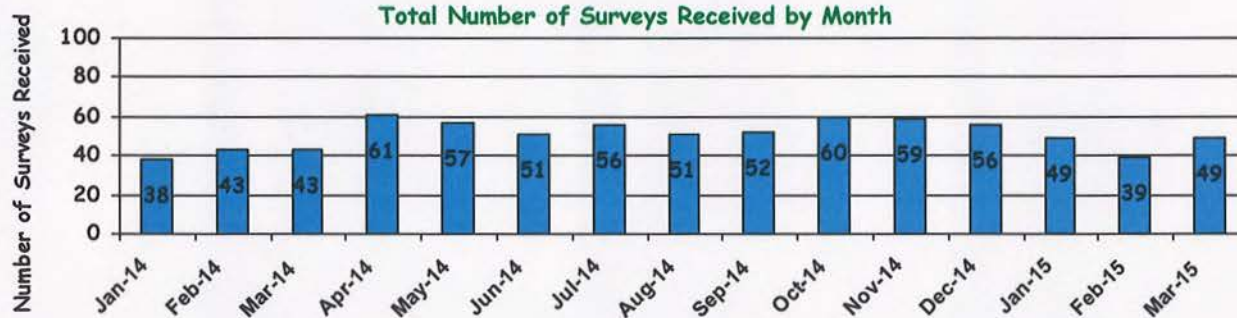
Jan-2014 - Mar-2015

#### Percent of Respondents Who Chose the Most Dissatisfied Answer

(Note: Values under 10% = excellent performance. Values above 10% = possible target for improvement. Blank = 0%)



#### Total Number of Surveys Received by Month



Jan-2014 - Mar-2015

Survey Items - Items are rated from 1 (low) to 4 (high).		Average	# Answered
<span style="color: red;">■</span>	The coping skills I learned here will help me manage my behavior when I leave.	3.43	735
<span style="color: green;">■</span>	The halls and rooms were kept clean.	3.42	746
<span style="color: yellow;">■</span>	Medications and side effects were clearly explained to me.	3.39	710
	- Number of respondents who indicated "No medications."		30
<span style="color: blue;">■</span>	In general, staff responded to me in a helpful manner.	3.73	742
<span style="color: lightgreen;">■</span>	My aftercare plans were discussed.	3.60	737
<span style="color: darkblue;">■</span>	Medication(s) and/or alternatives were provided to manage my physical pain.	3.60	537
	- Number of respondents who indicated "No physical pain."		200
<span style="color: pink;">■</span>	The unit / environment was safe.	3.71	740
	Please give us an overall grade for our services (GPA). [Item is rated from 0 ('F': low) to 4 ('A': high).]	3.46	740

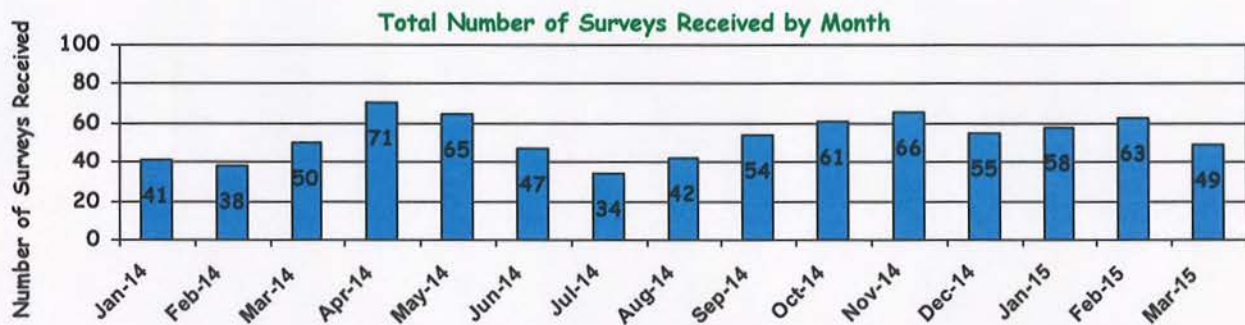
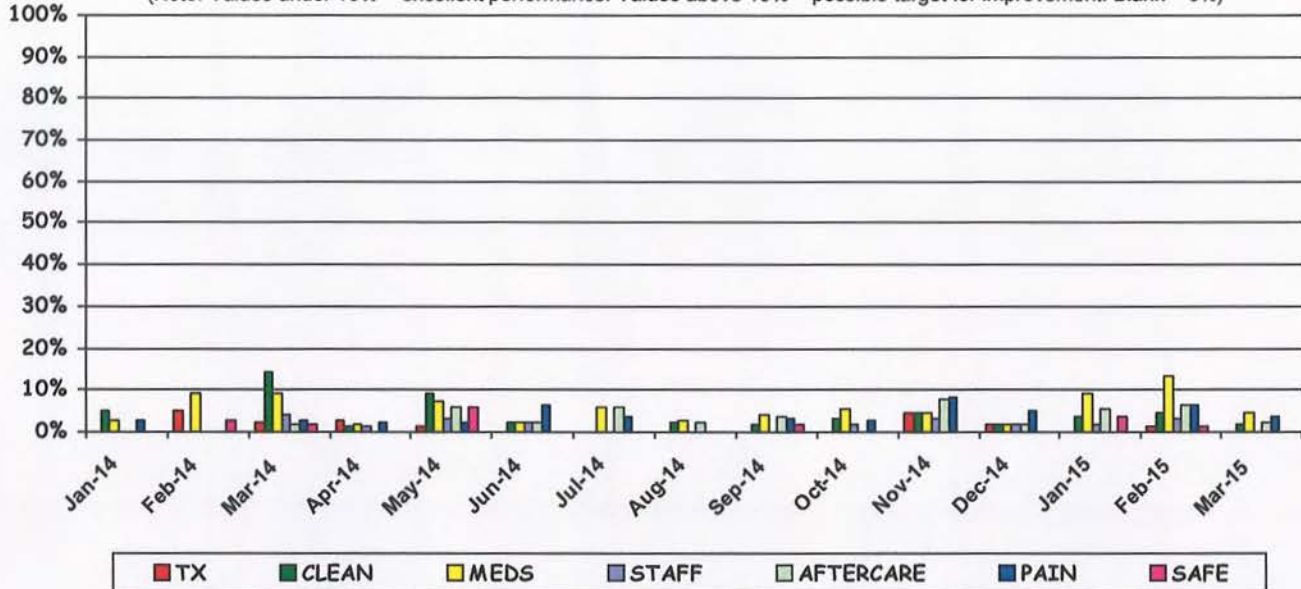
## Satisfaction Survey - Client / Patient Ellicott City - Adolescent Unit

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Jan-2014 - Mar-2015

### Percent of Respondents Who Chose the Most Dissatisfied Answer

(Note: Values under 10% = excellent performance. Values above 10% = possible target for improvement. Blank = 0%)



Jan-2014 - Mar-2015

Survey Items - Items are rated from 1 (low) to 4 (high).		Average	# Answered
<span style="color: red;">■</span>	The coping skills I learned here will help me manage my behavior when I leave.	3.41	778
<span style="color: green;">■</span>	The halls and rooms were kept clean.	3.42	785
<span style="color: yellow;">■</span>	Medications and side effects were clearly explained to me.	3.19	713
	- Number of respondents who indicated "No medications."		66
<span style="color: blue;">■</span>	In general, staff responded to me in a helpful manner.	3.68	781
<span style="color: lightgreen;">■</span>	My aftercare plans were discussed.	3.30	780
<span style="color: darkblue;">■</span>	Medication(s) and/or alternatives were provided to manage my physical pain.	3.55	520
	- Number of respondents who indicated "No physical pain."		257
<span style="color: pink;">■</span>	The unit / environment was safe.	3.59	782
	Please give us an overall grade for our services (GPA). [Item is rated from 0 ('F'; low) to 4 ('A'; high).]	3.35	781



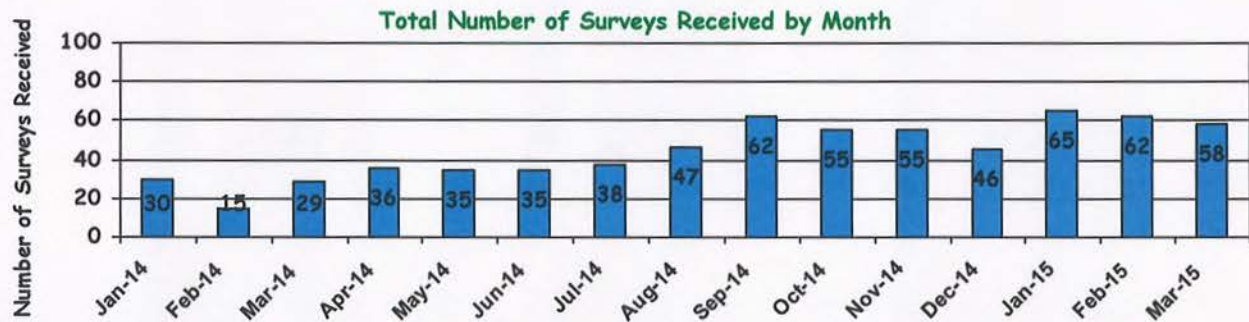
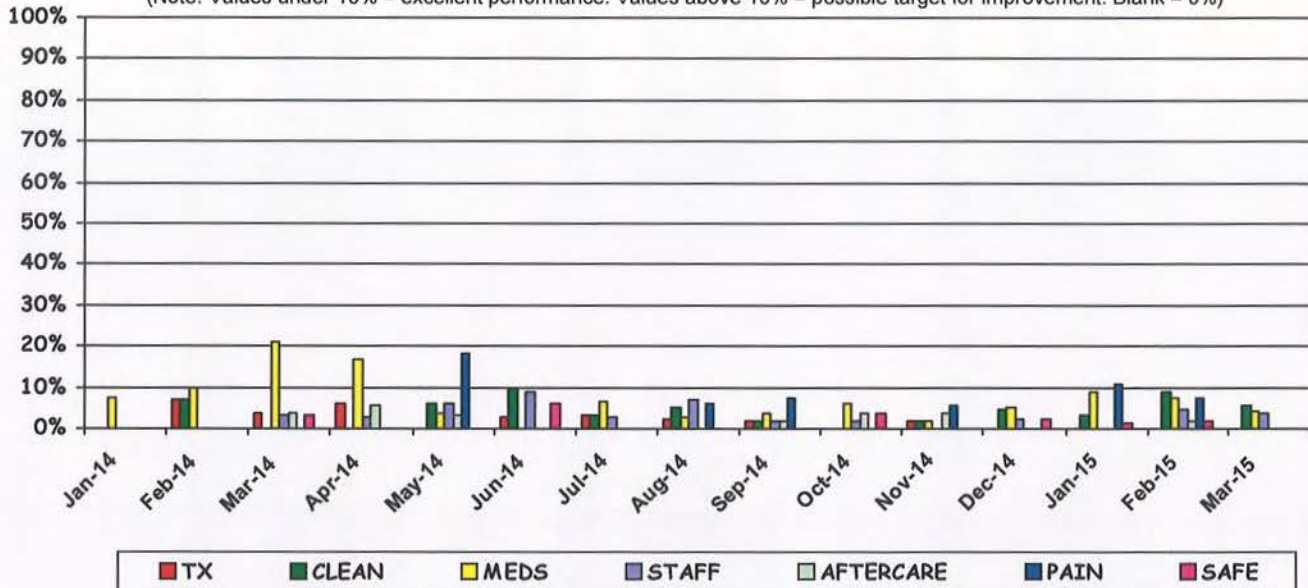
## Satisfaction Survey - Parent / Family Member Ellicott City - Adolescent Unit

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Jan-2014 - Mar-2015

### Percent of Respondents Who Chose the Most Dissatisfied Answer

(Note: Values under 10% = excellent performance. Values above 10% = possible target for improvement. Blank = 0%)



Jan-2014 - Mar-2015

Survey Items - Items are rated from 1 (low) to 4 (high).		Average	# Answered
<span style="color: red;">■</span>	The treatment program addressed my family member's needs.	3.19	623
<span style="color: green;">■</span>	The halls and rooms were kept clean.	3.70	606
<span style="color: yellow;">■</span>	Medications and side effects were clearly explained to me.	3.13	556
	- Number of respondents who indicated "No medications."		68
<span style="color: blue;">■</span>	In general, staff responded to me in a helpful manner.	3.67	643
<span style="color: lightgreen;">■</span>	My family member's aftercare plans were discussed.	3.54	605
<span style="color: darkblue;">■</span>	Medication(s) and/or alternatives were provided to manage my family member's physical pain.	3.55	183
	- Number of respondents who indicated "No physical pain."		444
<span style="color: pink;">■</span>	The unit / environment was safe.	3.79	617
	Please give us an overall grade for our services (GPA). [Item is rated from 0 ('F'; low) to 4 ('A'; high).]	3.41	619

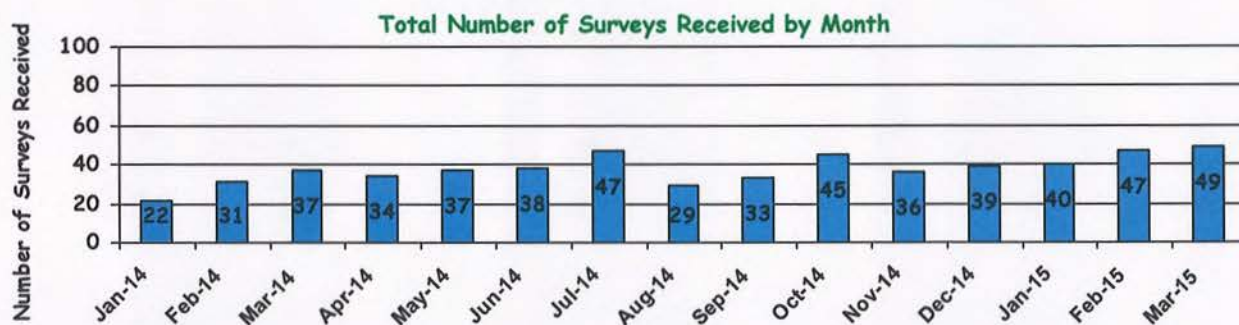
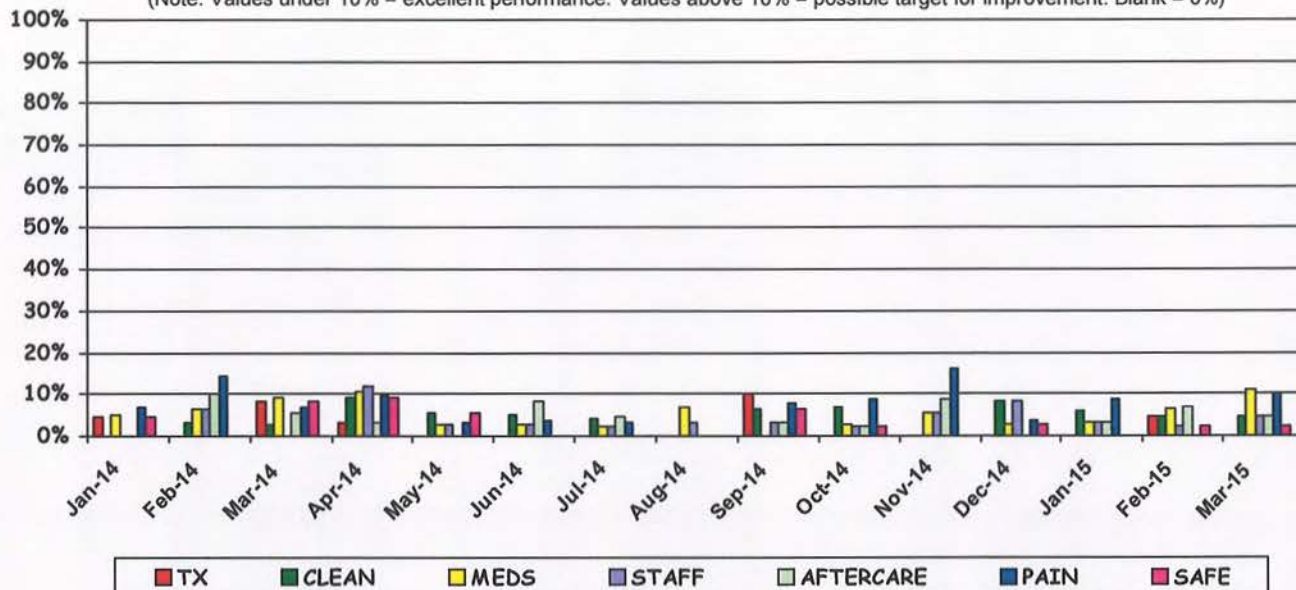
## Satisfaction Survey - Client / Patient

### Ellicott City - Fenton Unit

Jan-2014 - Mar-2015

#### Percent of Respondents Who Chose the Most Dissatisfied Answer

(Note: Values under 10% = excellent performance. Values above 10% = possible target for improvement. Blank = 0%)



Jan-2014 - Mar-2015

Survey Items - Items are rated from 1 (low) to 4 (high).		Average	# Answered
<span style="color: red;">■</span>	The coping skills I learned here will help me manage my behavior when I leave.	3.38	533
<span style="color: green;">■</span>	The halls and rooms were kept clean.	3.53	542
<span style="color: yellow;">■</span>	Medications and side effects were clearly explained to me.	3.28	516
	- Number of respondents who indicated "No medications."		20
<span style="color: purple;">■</span>	In general, staff responded to me in a helpful manner.	3.59	538
<span style="color: lightgreen;">■</span>	My aftercare plans were discussed.	3.41	525
<span style="color: blue;">■</span>	Medication(s) and/or alternatives were provided to manage my physical pain.	3.49	386
	- Number of respondents who indicated "No physical pain."		145
<span style="color: pink;">■</span>	The unit / environment was safe.	3.65	535
	Please give us an overall grade for our services (GPA). [Item is rated from 0 ('F'; low) to 4 ('A'; high).]	3.34	529



# Satisfaction Survey - Client / Patient

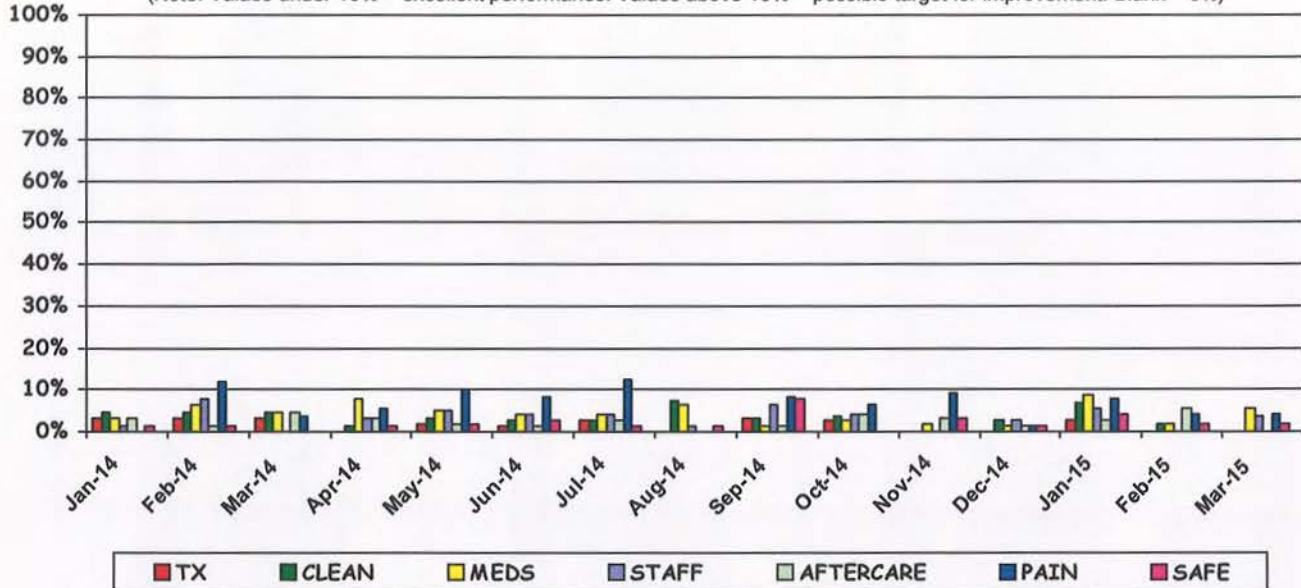
## Ellicott City - Co-Occurring Disorders Unit

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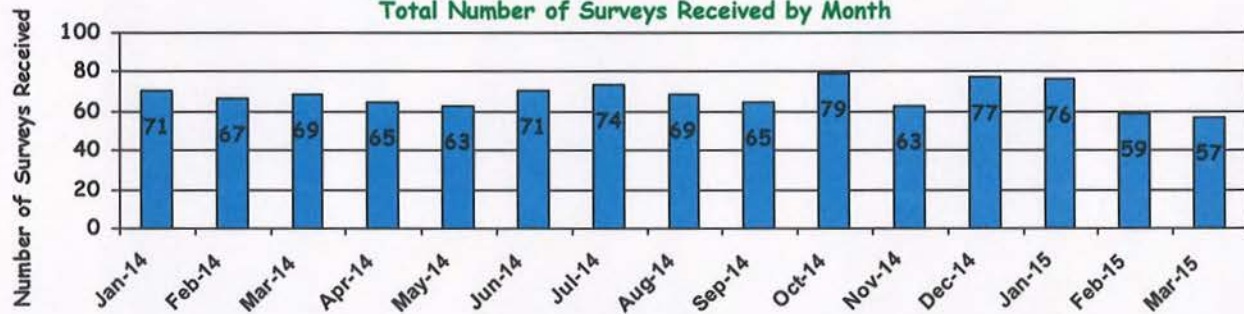
Jan-2014 - Mar-2015

### Percent of Respondents Who Chose the Most Dissatisfied Answer

(Note: Values under 10% = excellent performance. Values above 10% = possible target for improvement. Blank = 0%)



### Total Number of Surveys Received by Month



Jan-2014 - Mar-2015

Survey Items - Items are rated from 1 (low) to 4 (high).		Average	# Answered
<span style="color: red;">■</span>	The coping skills I learned here will help me manage my behavior when I leave.	3.34	987
<span style="color: green;">■</span>	The halls and rooms were kept clean.	3.56	988
<span style="color: yellow;">■</span>	Medications and side effects were clearly explained to me.	3.33	973
	- Number of respondents who indicated "No medications."		8
<span style="color: blue;">■</span>	In general, staff responded to me in a helpful manner.	3.57	987
<span style="color: lightgreen;">■</span>	My aftercare plans were discussed.	3.50	979
<span style="color: darkblue;">■</span>	Medication(s) and/or alternatives were provided to manage my physical pain.	3.45	825
	- Number of respondents who indicated "No physical pain."		158
<span style="color: pink;">■</span>	The unit / environment was safe.	3.70	994
	Please give us an overall grade for our services (GPA). [Item is rated from 0 ('F'; low) to 4 ('A'; high).]	3.37	983



## Satisfaction Survey - Client / Patient

### Ellicott City - Co-Occurring Disorders Unit

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#### Comments Received within the Reporting Period

*This Comments Report includes the names of staff members cited on the satisfaction surveys if the comments about the staff are of a positive or complimentary nature. Otherwise, Staff / Therapist / Doctor names are replaced in the text with an [S]. Patient / Client and Parent / Family Member names are always replaced in the text with a [P].*

*All comments are presented verbatim, unless otherwise specified. Editor's notes are contained in square brackets [ ].*

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#### Comments were collected in response to the survey's site-specific questions and to a final, general comment item.

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(Patient refused survey.)

I love the staff here.

The Staff were both professional and courteous. Each member seemed to take pride in their job and have genuine care for each and every patient. Smiles were plentiful.

I was very resistant at first but thanks to God and the staff I was able to work things out.

Top Notch - Staff excellent.

My stay was very helpful. My aftercare was explained and I was given skills and tools to get me through intense cravings. -- Thank you.

(Patient refused survey.)

I would like to specifically thank Sal, Tara, & Manon for their perpetual positivity and kindness. Suzanne was also extremely helpful and caring when I needed attention & someone to talk with. The Staff, overall, has been helpful and I appreciate their efforts.

Staff member [S#1] caused myself and other patients unwanted behavior / stress by being argumentative, provoking patients with negative comments.

Great Staff.

[S#1] would openly talk negative about me with staff where I could hear in the dayroom. I asked [S#2] two questions about discharge and would obviously ignore me [sic]. Every morning [S#3] worked, there was tension in the air. [S#3] is very aggressive. I asked [S#4], RN, to take a look at my busted eye and she said only a Dr. could. She would do her job [sic] and was extremely disrespectful. The names I listed shouldn't work here!!! -- [Comments about your Psychiatrist?:] No. Good job. -- [S#1], [S#2], [S#3], and [S#4] were extremely disrespectful! I'm going to call the administrator about my negative experience here!!!

I feel violated. I was the only one who was strip-searched! But they do feed you good.

Some of the staff was disrespectful and would pick arguments with me and other clients. -- The people that work here that would start problems with me and other patients it made a negative experience here [sic]: [S#1], [S#2], [S#3], [S#4], [S#5].

Thank You!

Dirty, disorganized, inconsistent practices between staff shifts.

I would recommend this facility to anyone that needs treatment. Very top-notch!

## Satisfaction Survey - Client / Patient

### Ellicott City - Co-Occurring Disorders Unit

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[Overall Grade for Services:] 'A+'. -- [Comments about your Psychiatrist?:] You all were very helpful; you really did save my life, and I thank all staff members and may God bless you all.

When I arrived Friday, I spent the weekend watching sports. Appose to helpful anything [sic]. After my stay my view...  
[Editor's note: The remainder of this sentence was scratched out and no longer legible]. -- [Comments about your Psychiatrist?:] Disappointed, wouldn't suggest to anyone. Willingly or not. Would never pay for this facility.

Great people and very caring.

[Overall Grade for Services:] 'B' - The reason for a 'B' and not an 'A' is because of the inconsistency between Day & Night shift and we would be the ones in trouble until that was fixed. I wouldn't recommend anyone to come. Sorry.

[Overall Grade for Services:] 'B-'.

Providing a public list of who is seeing the Doctor that day would help. Showing their place in the lineup and a rough time of when they will be seen by the doc.

Even with this short stay I have learned a lot!! The staff was very nice, supportive, and helpful. I appreciate the help that was given to me in my time of need.

Some Staff think that they are better than others.

Staff member [S#1] was very disrespectful and unprofessional.

Consistency could be improved! Empathy / Sympathy toward emotions could be handled better by certain staff (a.k.a., [S#1]).

[My aftercare plans were discussed:] 'Yes, I think so' - At the very last minute.

Staff: Marion, Mr. Lepolian, Ashley, Lashawn, Mr. Gerry, Reggie, Mr. George, and etc... were very efficient with getting me through adaptation to the unit, they were motivating and it allowed me to feel comfortable going to groups and I'm feeling encouraged about my a/c treatment.

Some staff members are here for a check, that's all, are not loving and caring like it used to be. No one really cares like they used to, it's sad but true. God bless.

I just want to thank the Doctor for his help.

Thank you for your kind attention.

I was sad to be leaving not because of just my peers but because of the staff Rhonda, Lepolian, Sal, Sam, Cara, Ashley, Reggie, Marion (RN) and all the others I missed! VERY GOOD STAFF!!!!

Night Staff needs Supervisor.

[The halls and rooms were kept clean:] 'I disagree' - Filthy. -- [Staff responded to me in a helpful manner:] 'I agree' - Exxcent [sic]. -- [My aftercare plans were discussed:] 'Yes, definitely' - With Dr. Pecevich. -- [Other Comments:] Only Dr. Pecevich and the majority of the staff were outstanding and KATTI THE MED LADY a real joy!!!!

The staff has the patients' concerns utmost in mind... And [illegible] so, their overall mental & physical health and well being. -- Thank You!!

Very caring people (Staff).

(Patient refused survey.)

The rooms & floors in my room needed cleaning. I did clean bathroom myself. Everything else was great!!

Thank you for saving my life.



## Satisfaction Survey - Client / Patient

### Ellicott City - Co-Occurring Disorders Unit

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[Medication(s) and/or alternatives were provided to manage my physical pain:] 'I disagree' - Dr. refused to provide meds. -- [Other Comments:] I totally disagree with the doctor's insistence not to provide me with my pain medication for after I am released when he knows I need it and my condition is well documented.

Some of the staff was very helpful, and then some of the staff was not very compassionate about helping and [were] very mean and looked down on us and they were [S#1] & [S#2] & [S#3].

[Overall Grade for Services:] 'B+'.

Albert was very nice to me; he does a good job working with ppl. He's a really nice guy.

The mental health workers and secretary and the nurses and rest of the staff, Mr. Lepolian, Mr. Jerry, Mr. Reggie, and Mr. Sam and Ms. Chrissy and Ms. Latribia, Mr. Albert very, very professional and very fine group of people.

I can't thank you all enough for the excellent care I was given.

[The coping skills I learned here will help me manage my behavior when I leave:] 'Yes, definitely' - Art room - Tara. -- [My aftercare plans were discussed:] 'Yes, definitely' - Fully [illegible]. -- [The unit / environment was safe:] 'Yes, I agree' - Protected to the most. -- [Other Comments:] Learning addiction and behavior management (yoga), (art), fun and games, meeting NA AA.

Every female nurse was helpful with my female "issues."

[My aftercare plans were discussed:] 'No, I don't think so' <-> 'Yes, I think so' - After some prodding. -- [Other Comments:] Manon, Albert, Reggie, Kate, etc. were all EXCELLENT. Helped me as best they could.

Nurse Marion was very professional and she kept me safe from causing myself deeper trouble. She's very inspiring and motivational. I enjoyed my stay here with her.

[Overall Grade for Services:] 'A-'.

I want to thank everyone for their time in helping me get on the right track or road. Thanks.

I need to speak to Doctor about giving the right medication.

Great staff, caring & empathetic.

(Patient refused survey.)

Albert is great, Chrissy is too, and Reggie too, and that help[ed] me so much.

The staff was very helpful. I would recommend this to anyone in need of direction.

Allow cigs!

(Patient refused survey.)

The night staff were very helpful and nice.

The staff gave me some great advice. Great experience besides the rowdy patients.

Great Staff. Thank you for all your help & support.

[The halls and rooms were kept clean:] Halls - yes; rooms - NO. -- [Staff responded to me in a helpful manner:] Fantastic STAFF!! -- [Other Comments:] The Staff are some of the best medical counselors I've ever been in contact with. Thank you all for helping me continue on this new journey.

Was good place to keep safe and help launch me into treatment. Don't understand why need Dr. order for everything for safety but shoe strings, belts, alcohol-based hand sanitizer [sic].

## Satisfaction Survey - Client / Patient

### Ellicott City - Co-Occurring Disorders Unit

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Staff was great!

[Overall Grade for Services:] 'A' - Recovery; Service - 'B'. -- [Other Comments:] I learned some great Recovery.

More group therapy.

You've all been great and I'll miss you all!! ☺

♥ you all xoxoxo. Jerry, you're the best counselor ever!

[Overall Grade for Services:] 'A+'.

(Patient refused survey.)

The Staff at Sheppard Pratt provided a warm, friendly, family-oriented environment & offered empathy & support that really touched me & helped so me get grounded & get excited about Recovery. Kudos, job well done to the entire staff, team.

Without the staff I would not have made it. The staff really cares about me and my well being.

I feel blessed to have met and spent time with everyone here and I learned a lot about myself. THX 2 all of u. ☺

Great overall job.

Manon? (Meadow...Stay Golden). You were also a great help, and very cute. Dr. P. [Dr. Pecevich], best doctor in the world, and thanks for your help, man! The next time you guys see me I'll be working here. ☺

[Overall Grade for Services:] 'B+'.

Some staff are rude and talk to patients in a demeaning way.

The staff was great and I learned a lot about my disease.

Majority of staff were very respectful and helpful.

Everyone was great & very helpful. Thank you to all the staff that worked with me.

The Staff was great & very helpful. The[y] work[ed] their ass off.

I was very pleased with the way I was treated and taken care of.

Great place, wonderful treatment.

I think there should be more of a schedule on Saturday and Sunday.

I think there should be a group that instead of being preached to all day, take out 45 min. of the day for us all to come together and get what we've bottled up OUT. Isn't that part of surrendering?

I think this unit is more geared toward helping addicts reach a rehab center. I don't think there was little to no help for purely psychological issues [sic].

Not enough time for meals.

People should donate more reading materials. Bedtime should be later than 10:30.

Staff, for the most part, made things much easier while being here. It is [a] very different group of patients, more very childlike with a lot of drug seeking habits, behaviors.

[Overall Grade for Services:] 'B-'. -- [Other Comments:] I was rarely approached by my "contact person" (only a couple workers approached me) or any member of staff about how I was doing. The only therapy I felt like I received was by other patients and not in a group. The weekends are boring with nothing to do.



## Satisfaction Survey - Client / Patient

### Ellicott City - Co-Occurring Disorders Unit

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It was a friendly experience. Thanks.

I really enjoyed my stay and found that having the other patients here helped me as we discussed our lives & problems.

[The halls and rooms were kept clean] 'I agree' -> Halls [and] 'I somewhat disagree' -> Rooms / Bathroom. -- [Other Comments:] Great Staff - a little chaotic at times - patients. Kudos to Sal.

Service was very great and great staff.

Some Nurses: Kate, Suzzane, Kristina, MHW Sam, Sal, Latibro, Ashley, Donna - all great!!!! Some nurses: [S#9], [S#10], [S#11] didn't even ask anxiety / pain levels; if they didn't ask levels prior & post & documented it that's falsification. Wouldn't tell me meds being given. That's falsification - i.e., justification for being fired! No one really asked me but George what brought me here. George is a gem, a very good counselor! Lepolian is a doer not a "passer-on" & helped me also. Ms. Renee was nice & helpful.

Excellent nursing staff!

It was a good place. Thank you. ☺

The majority of the staff was INCREDIBLE!!! Definitely helped me begin my recovery process.

Overall it was a great experience.

Sal was an extremely pleasant face on the unit. +1 for him.

Love all you guys. Did a great job.

The medication nurse Minor really went out of her way to comfort me. Really went of her way medical-[illegible] a whole was very helpful [sic].

Less dumb rules.

For the most part, the staff was very helpful, and when I had a ? they promptly answered it.

[Staff responded to me in a helpful manner:] 'I agree' - Yes & thank you soooo much. ☺ -- [Other Comments:] Thank you. - Love, [P].

Sal was awesome, upbeat, & friendly.

There were a couple of times when staff lost control of unruly patients.

Staff did a great job. Thank you for your assistance.

Super-nice people here who kept me from falling again. Kate & Rhonda were blessings to me. Marian is stern but fair & I owe her a thank you also. Lots of good, caring people here helped me.

[Overall Grade for Services:] 'A+'.

## Satisfaction Survey - Client / Patient

### Ellicott City - Co-Occurring Disorders Unit

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#### Comment Breakdown by Categories and Topics (Jan-2015 - Mar-2015)

Number of Surveys Received = 192

Number of Surveys with Comments = 110

[Note: Surveys that were refused or not completed are included in these totals.]

Note: Each comment may be coded in multiple categories and by multiple topics; therefore, the total number of codes in the Comment Breakdown Tables may exceed the actual number of comments written on the surveys.

Compliment / Praise	
<b>Environmental Issues</b>	<b>Number of Comments</b>
Accommodations / Appearance	2
Food Services	1
Housekeeping / Laundry	2
<b>General Issues</b>	<b>Number of Comments</b>
Other	22
<b>Safety Issues</b>	<b>Number of Comments</b>
Other	2
Physical (includes Personal Safety)	1
<b>Service Access Issues</b>	<b>Number of Comments</b>
Weekend / Evening Services	1
<b>Treatment Issues</b>	<b>Number of Comments</b>
Admission / Discharge / Transfer	2
Communication	3
Courtesy / Staff Attitudes	22
Groups / Activities	1
Medication	1
One-to-One Talks	2
Other	11
Staff Issues / Staff Availability	63
Type of Treatment	6



## Satisfaction Survey - Client / Patient

### Ellicott City - Co-Occurring Disorders Unit

Suggestion / Observation	
<b>Environmental Issues</b>	<b>Number of Comments</b>
Accommodations / Appearance	6
Food Services	1
Housekeeping / Laundry	5
<b>General Issues</b>	<b>Number of Comments</b>
Other	1
<b>Legal Issues</b>	<b>Number of Comments</b>
Abuse	1
Complaint Process / Patient Rights / Privacy	2
Confidentiality - Patient Care	1
Discrimination / Harassment	2
Smoking	1
<b>Safety Issues</b>	<b>Number of Comments</b>
Environmental (includes Hospital Security)	1
Physical (includes Personal Safety)	3
<b>Service Access Issues</b>	<b>Number of Comments</b>
Inadequate Communication with Physician / Therapist	3
Scheduling / Appointments	2
Weekend / Evening Services	6
<b>Treatment Issues</b>	<b>Number of Comments</b>
Admission / Discharge / Transfer	2
Communication	7
Courtesy / Staff Attitudes	10
Groups / Activities	5
Length of Stay	1
Medical	1
Medication	4
One-to-One Talks	1
Other	2
Pain / Pain Management	3
Policy / Procedures	15
Staff Issues / Staff Availability	19
Type of Treatment	2
<b>Survey Was Refused / Not Completed</b>	
<b>Issues</b>	<b>Number of Comments</b>
[none]	6

## Satisfaction Survey - Client / Patient

### Ellicott City - Fenton Unit

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71

#### Comments Received within the Reporting Period

*This Comments Report includes the names of staff members cited on the satisfaction surveys if the comments about the staff are of a positive or complimentary nature. Otherwise, Staff/ Therapist/ Doctor names are replaced in the text with an [S]. Patient/ Client and Parent/ Family Member names are always replaced in the text with a [P].*

*All comments are presented verbatim, unless otherwise specified. Editor's notes are contained in square brackets [ ].*

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#### **Comments were collected in response to the survey's site-specific questions and to a final, general comment item.**

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Staff was very nice, but problem was that they were not at all able to help w/ my psych / emotional needs beyond just offering PRNs. I was told to talk to staff if I felt I wanted to self-harm, but whenever I did that, staff offered 3 solutions: coloring, reading, &/or PRN, & would not talk w/ me about what was going on or how I was feeling. This was very frustrating for me because I can't just take a PRN every time I want to self harm for the rest of my life, but the staff seemed to constantly push that as a solution. Also, the last 3 days on the unit were totally crazy b/c of patients flipping out & screaming, throwing things, banging, etc. -- [Other Comments:] Serenity Room is amazing! Made this hosp. stay very productive!

(Patient declined to fill out survey.)

['Jose'/'Jese'?] was a great MHW.

(Patient refused survey.)

(Patient refused survey.)

(Patient refused survey.)

I had a comfortable stay. I really appreciate the efforts of Sheppard Pratt in providing me a [illegible] way to learn to cope [illegible] & combat negativity in my daily life.

The staff was excellent. Thanks to all the nurses & MHW.

Our bathroom smelled like mildew and the shower curtain was on the ground for at least a day. Observation levels were never explained to me. I feel the social worker barely helped with my DC plan.

Everyone was polite and very helpful.

Not speaking about all staff, not does all individuals have a playful personality [sic].

(Patient refused survey.)

All staff very friendly and helpful. Thanks so much!

(Patient refused survey.)

The staff, with a couple of exceptions, was wonderful.

(Patient refused survey.)

The staff was very helpful and friendly.

Love y'all!



## Satisfaction Survey - Client / Patient

### Ellicott City - Fenton Unit

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72

Would have liked to go outside for fresh air at least once. No ET activities on Thur. / Fri. due to activity person being absent. All staff helpful, supportive, patient, & friendly.

Staff needs to do what they say and that is to come to talk [to] you when you ask.

Everyone was attentive and very helpful. I was provided with excellent help. The groups helped me out so much.

After care services are what I'm mostly seeking.

We had too much free time.

[Overall Grade for Services:] 'A+'.

I was never informed by [other hospital] that I would not be able to leave by my own volition or I never would [have] agreed to come here. I was so drugged at [other hospital] that I couldn't possibly have understood this fully. My fiancé didn't understand this required stay & not being able to leave if I was uncomfortable either.

I overheard two MHW "mocking" a patient's behaviors in a joking manner. Unprofessional, and sort of brought the morale down.

[Overall Grade for Services:] 'A+'. -- [Other Comments:] The staff are great.

Some staff were rude and just seemed like they couldn't care, [all] they were [here for] was for the money. -- Need nicer staff.

I was fine except for when a patient was violent.

[S#1] can be insensitive to patients with disabilities. Nurse [S#2] spoke to me in an inappropriate tone when asked to accommodate me. -> I tried not to get attention on me but that is why we have ADA American Disability Act.

[The halls and rooms were kept clean:] 'I agree' - Just on the weekdays. -- [My aftercare plans were discussed:] 'No, definitely not' - Not yet 11:20. -- [Other Comments:] Hard to sleep at night due to staff singing, laughing, yelling, and talking loudly.

Thank you for taking care of me.

[Staff responded to me in a helpful manner:] 'I agree' - [S#1] needs to be talked to because she had an attitude. -- [Other Comments:] Please talk to [S#1] because she made me feel uncomfortable to ask her for my meds and anything. Don't fire her or suspend her please just talk to her. Everyone else [was] so great to me.

Angela was very helpful and personable. I really felt that she cared and took interest. ☺

The Staff were all very nice.

(Patient refused survey.)

Don't judge a book by its cover...

Put on special diet that sucked!!

The staff are angels without wings.

Staff was very supportive.

Thank you for giving me my life back! - Also applies to the weekend staff.

This facility is one of the best MH facilities that I have seen.

Muchisimas gracias! Thank you very much!

The nurses are all very nice & supportive.

## Satisfaction Survey - Client / Patient

### Ellicott City - Fenton Unit

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73

My clothing was lost. Communication between staff could be better.

Very helpful and kind staff.

(Patient refused survey.)

Sign language interpreter was excellent. Very helpful with my deafness and very attentive. - Thank you.

All staff were polite and respectful.

(Patient refused survey.)

Thank You All!!

It was very helpful coming here.

[Overall Grade for Services:] 'C' <-in between-> 'D'.

I received the help I needed and I am looking forward to moving on with my life. One step at a time. Thank you.

All staff were very helpful and courteous.

I don't like how [P] was treated when she brought up that she wanted to leave. Every patient should hold the power to deny treatment.

(Patient refused survey.)

The staff made my stay therapeutic.

(Patient refused survey.)

Changed my life.

My stay was very pleasant and helpful. I would recommend Sheppard Pratt to a friend if they were suffering.

Use more motivation and less holding up a broken mirror to people's faces.

The staff was very helpful to me and I thank you for helping me.

I will keep every bit of advice I've received here from the staff, who were nothing short of excellent.

[Overall Grade for Services:] 'A+'. -- [Other Comments:] Thank you for all your help. It was nice meeting the staff.

I was very satisfied with my treatment.

On Sundays, it would be nice to have some sort of church / religion service offered to patients. Thank you everyone!

Dr. just put me on medication not really seeing if it's helping or not.

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## Satisfaction Survey - Client / Patient

### Ellicott City - Fenton Unit

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#### Comment Breakdown by Categories and Topics (Jan-2015 - Mar-2015)

Number of Surveys Received = 136

Number of Surveys with Comments = 68

[Note: Surveys that were refused or not completed are included in these totals.]

Note: Each comment may be coded in multiple categories and by multiple topics; therefore, the total number of codes in the Comment Breakdown Tables may exceed the actual number of comments written on the surveys.

Compliment / Praise	
<b>Environmental Issues</b>	<b>Number of Comments</b>
Accommodations / Appearance	1
<b>General Issues</b>	<b>Number of Comments</b>
Other	11
<b>Legal Issues</b>	<b>Number of Comments</b>
Americans with Disabilities Act (A.D.A.) / Handicap Issues	1
<b>Service Access Issues</b>	<b>Number of Comments</b>
Communication	1
Weekend / Evening Services	1
<b>Treatment Issues</b>	<b>Number of Comments</b>
Communication	1
Courtesy / Staff Attitudes	15
Groups / Activities	1
One-to-One Talks	1
Other	5
Staff Issues / Staff Availability	25
Type of Treatment	1

**Satisfaction Survey - Client / Patient**  
**Ellicott City - Fenton Unit**

75

<b>Suggestion / Observation</b>	
<b>Environmental Issues</b>	<b>Number of Comments</b>
Accommodations / Appearance	2
Food Services	1
Housekeeping / Laundry	2
Maintenance / Grounds	1
Patient Property / Money	1
<b>General Issues</b>	<b>Number of Comments</b>
Other	2
<b>Legal Issues</b>	<b>Number of Comments</b>
Americans with Disabilities Act (A.D.A.) / Handicap Issues	1
Complaint Process / Patient Rights / Privacy	3
Three-Day Notice / Voluntary Agreement	2
<b>Safety Issues</b>	<b>Number of Comments</b>
Physical (includes Personal Safety)	2
<b>Service Access Issues</b>	<b>Number of Comments</b>
Communication	1
Inadequate Communication with Physician / Therapist	3
Other	2
Weekend / Evening Services	3
<b>Treatment Issues</b>	<b>Number of Comments</b>
Admission / Discharge / Transfer	4
Communication	5
Courtesy / Staff Attitudes	6
Escort Level / Behavior Program	1
Groups / Activities	2
Medical	1
Medication	2
One-to-One Talks	2
Other	1
Policy / Procedures	7
Staff Issues / Staff Availability	9
Type of Treatment	3
<b>Survey Was Refused / Not Completed</b>	
<b>Issues</b>	<b>Number of Comments</b>
[none]	12



## Satisfaction Survey - Client / Patient

### Ellicott City - Adolescent Unit

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49

#### Comments Received within the Reporting Period

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*All comments are presented verbatim, unless otherwise specified. Editor's notes are contained in square brackets [ ].*

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#### **Comments were collected in response to the survey's site-specific questions and to a final, general comment item.**

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It is not a bad facility & staff is respectful.

Thanks, everyone.

Fuck y'all.

I liked how the staff were kind and helpful.

Nope. I had a good stay. ☺ Thank you.

Fuck you guys.

Mr. West - I beat you in basketball I'mma [sic] miss you. Thanks to all.

Staff was pleasant, helpful, and fun.

Poop. -- Mr. Wes is awesome.

I didn't really have any issues here. My experience was an eye-opening one.

Great Staff.

(Patient refused to fill out survey.)

[Overall Grade for Services:] 'B+'. -- [Other Comments:] Thank you for everything.

More pillows.

Sheppard Pratt really helped me out. I was able to communicate w/ my family and actually get somewhere positive. It also gave me a lot of ways to deal w/ my stress and anger.

I mean y'all helped me a lot staff I'm going to miss Mr. Sam.

[Comments about your Psychiatrist?:] She just asked me questions, but never really told me about my "treatment plan." She, in particular, did not help me very much, but the other staff did so it was totally okay.

I really got good help here & I learned new coping skills that can help me move on w/ the future.

THANK YOU! FOR EVERYTHING!

Most of the staff is really nice. Hire an actual therapist.

(Patient refused survey.)

## Satisfaction Survey - Client / Patient

### Ellicott City - Adolescent Unit

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50

Ms. Kari, Mr. Sal, and Ms. Abby are awesome.

[Medications and side effects were clearly explained to me:] 'No, I don't think so' - Side effects. -- Miss Bailie, Miss Lakeshia, Miss Taylor, Miss Lindsey, and Mr. Tunde were a great help in recovering here.

Thank you!!

My best staff members was Ms. Lakeshia, Ms. Bailie, Mr. Tunde, Mr. Wes, Ms. Taylor.

Staff was great.

Everyone was caring & kind to me. If any of my friends suffer from deep depression, I would recommend them to Sheppard Pratt.

A team rocks! Lakeisha, Wes, Bailie, Sam, Lindsey.

When staff comes in at night they need to close the door.

Ms. Bailie you're awesome.

A little less fighting would be nice.

Thanks for the advice Ms. Bailie, Mr. Wes, Ms. Denise, Ms. Nitta, Mr. Tunde, Ms. Lindsey.

This placement was helpful to me and I learned new ways to manage my anger.

The staff was wonderful.

The drinks at meals are unsatisfactory, need old juice machine back.

I'll miss staff; they are all amazing, give them raises!

Ms. [S#1] said, "You say you have no energy, but you have enough energy to slice your arms?"

I love Ms. Lakeisha; she is my BOO!

Roommate problem was solved well. -- [Comments about your Psychiatrist?:] Very nice, unlike Mrs. [S#1].

I understand Me Time is to reflect on what we have done throughout the day, but I disagree with the fact that it is throughout the whole day.

[Overall Grade for Services:] 'C+'. -- [Other Comments:] If there is drama it should be resolved not ignored or "zoned." -- I think more free time & maybe more "TV" time. Also to keep our san[ity] we should go out once a week.

Staff was very helpful and overall my treatment was very helpful for me.

I feel as if getting therapy immediately after being in the hospital (E.R.) would've helped me more than being here.

Thank you!♥☺

Psychiatrist was very hard to understand.

Staff was friendly.

Better beds.

This was a safe environment for me... I didn't get to complete my stay because my parents wouldn't let me. I am gonna miss it here.



## Satisfaction Survey - Client / Patient

### Ellicott City - Adolescent Unit

---

51

Mrs. [S#1] was rude to me, and very insensitive.

Side effects weren't explained to me. My bathroom was dirty when I got here.

Get some new beds, please!!!

You guys have a great program here. Keep it up.

Won't mention names but some staff (most were very nice and considerate) was a little rude. Sink breaking. Lots of fights. Badminton rackets need new ones. Everyone hates it here. Food just why!?

I would like to stay but I have school work I need to get caught up on and my family I need to regain to [sic].

Thank you very much for all your guidance, teaching & support.

Ms. Lakeishia is my favorite.

The groups were dumb and did not help me. I suffer from depression and playing games like Jenga and Fun Facts about instruments do not help.

Thanks for all the help. This was a great place!! ☺

There should be a group where patients are allowed to vent and just express feelings at least once or twice a day.

[The halls and rooms were kept clean:] Rooms -> 'I somewhat disagree'.

Ms. Lakeisha was GREAT!!! ♥♥♥

Food flavoring. -- Don't use lights to wake people up in the morning.

Ms. Lakeisha, Ms. Pat, Mr. Sam & Ms. Laura treated me w/ respect.

[The halls and rooms were kept clean:] 'I disagree' - Hell NO! Floors dirty. Feet look black when barefoot. -- [Other Comments:] Mop bedroom floors ASAP!!! -- Ms. Keisha very professional, everybody loves her.

Great. Thanks for having me here.

There was much harassment (verbal) about my sexuality and patients & staff told me I was unnatural for not being straight & the LGBTQA community was inappropriate, gross, no one wants to know or care. We need an Ally Support group here.

Mrs. Bailie was amazingly nice to talk to. She listened. Mrs. Taylor is awesome and was super to help me; she always been there, no matter what. She did her job right. Mrs. Denis is awesome, too.

It helped me. I love the staff. They helped me.

I liked the way the staff treated me.

Helpful Staff: Ms. Lakeisha, Ms. Taylor, Ms. Lisa, Mr. Mike, Ms. Pat, and Mr. Jesse. Disrespectful Staff: Mr. [S#7], Ms. [S#8], and Mr. [S#9].

Mr. Shawn & Ms. Lindsay deserve a raise.

The staff was super friendly and helpful and I felt comfortable at Sheppard Pratt.

Thank you guys for everything!

Thank you so much for helping me become the happy, confident me again. ☺

Mrs. Lakeisha is awesome.

## Satisfaction Survey - Client / Patient

### Ellicott City - Adolescent Unit

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52

Mr. Wes is bomb! [sic]

Sheppard Pratt helped me a lot w/ coping skills and being a better person.

The people that helped me here most were Ms. Lakeisha, Mr. Wes, Mr. Sam, Ms. Nita, Mr. Ike, and Mr. Tunde.

Ms. Lakeisha was the most helpful staff at SP. So was Mr. Wes.

Floors are pretty dirty.

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## Satisfaction Survey - Client / Patient

### Ellicott City - Adolescent Unit

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53

#### Comment Breakdown by Categories and Topics (Jan-2015 - Mar-2015)

Number of Surveys Received = 170

Number of Surveys with Comments = 80

[Note: Surveys that were refused or not completed are included in these totals.]

Note: Each comment may be coded in multiple categories and by multiple topics; therefore, the total number of codes in the Comment Breakdown Tables may exceed the actual number of comments written on the surveys.

Compliment / Praise	
<b>Environmental Issues</b>	<b>Number of Comments</b>
Room and/or Roommate Assignments	1
<b>General Issues</b>	<b>Number of Comments</b>
Other	15
<b>Safety Issues</b>	<b>Number of Comments</b>
Other	1
<b>Treatment Issues</b>	<b>Number of Comments</b>
Courtesy / Staff Attitudes	13
One-to-One Talks	2
Other	4
Policy / Procedures	1
Staff Issues / Staff Availability	37
Type of Treatment	4

## Satisfaction Survey - Client / Patient

### Ellicott City - Adolescent Unit

54

Suggestion / Observation		
	<b>Environmental Issues</b>	<b>Number of Comments</b>
	Accommodations / Appearance	8
	Food Services	3
	Housekeeping / Laundry	4
	Maintenance / Grounds	1
	<b>General Issues</b>	<b>Number of Comments</b>
	Other	6
	<b>Legal Issues</b>	<b>Number of Comments</b>
	Discrimination / Harassment	1
	<b>Safety Issues</b>	<b>Number of Comments</b>
	Physical (includes Personal Safety)	2
	<b>Service Access Issues</b>	<b>Number of Comments</b>
	Inadequate Communication with Physician / Therapist	5
	<b>Treatment Issues</b>	<b>Number of Comments</b>
	Communication	4
	Courtesy / Staff Attitudes	6
	Groups / Activities	3
	Length of Stay	1
	Medication	2
	Policy / Procedures	5
	Staff Issues / Staff Availability	6
	Type of Treatment	2
Survey Was Refused / Not Completed		
	<b>Issues</b>	<b>Number of Comments</b>
	[none]	2



## Satisfaction Survey - Parent / Family Member

### Ellicott City - Adolescent Unit

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117

#### Comments Received within the Reporting Period

*This Comments Report includes the names of staff members cited on the satisfaction surveys if the comments about the staff are of a positive or complimentary nature. Otherwise, Staff / Therapist / Doctor names are replaced in the text with an [S]. Patient / Client and Parent / Family Member names are always replaced in the text with a [P].*

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#### **Comments were collected in response to the survey's site-specific questions and to a final, general comment item.**

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Needs to be more talking between Drs. and Nurses and parents.

[Medications and side effects were clearly explained to me:] 'Yes, definitely' - By Lisa. -- [Staff responded to me in a helpful manner:] 'I somewhat agree' - Certain ones. Everyone but [S#2]. -- [My family member's aftercare plans were discussed:] 'Yes, definitely' - By Lisa. -- [If your family member had physical pain, were medication(s) and/or alternatives provided to help manage the pain:] 'I agree' - By Lisa. -- [Other Comments:] Lisa was an exceptional staff member; she explained everything and made discharge pleasant. She came thru when others ([S#2]) stood by. If my son ever comes around, he owes a lot to Lisa. -- [Comments about Case Worker:] [S#2] was not helpful in ANY WAY. She didn't explain ANYTHING or help in any way. There was NO COMMUNICATION until it was time for discharge. My son made statements that were harmful to himself and she ignored them. Thank you for Lisa; she stepped up and took control for us. I can't say enough good things about her.

Dr. [S#1] is terrible.

My daughter didn't receive her meds that she needed. I'm very disappointed.

Staff was kind, helpful, and non-judgmental. Very nice facility.

The experience seems to have been successful. From entry to departure, the staff have been receptive and positive.

A much more healing experience than the Towson unit.

[The halls and rooms were kept clean:] I was not shown his room. -- [Other Comments:] The main thing that concerned me was that he started a new medicine and I was not informed.

(Parent/Family Member refused survey.)

Not our first experience with Ellicott City - the crown jewel in the Sheppard Pratt Crown. Never, ever had a problem.

The communication was poor between hosp. & family with very little emphasis on what as a family could be provided for aftercare. Environment felt neglected.

Thank you for helping my daughter!

Amazing Staff & Nurses.

The reception staff, security, and all personnel were extremely friendly and professional. I appreciate the courtesy in such a difficult situation.

(Mom refused survey.)

I think the facility could provide more information to Emergency Rooms to parents to prepare them for the separation and loss of access that occurs at admission. Increased informed consent.

## Satisfaction Survey - Parent / Family Member

### Ellicott City - Adolescent Unit

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118

The nurses that dealt with me & [P] were very helpful.

Students / kids here are too judgmental and 2 of the Staff here are ignorant.

Social Worker (Barb) & discharge worker (Megan) were GREAT! Strong communication and warmth. Intake time was awful - like pulling teeth to get any information. Received substantial MIS-information; staff on-site were utterly without empathy and did not try to problem solve. SECURITY was also warm & pleasant.

[Do you have any additional comments about the psychiatrist?:] She didn't seem to get any services except 5-minute "staff talks." She enjoyed the movies. She said.

If there is any way to put clocks in rooms that would be good / useful for patients.

Patient must want help to get better. I think all she did was sleep here. About what I expected. Stabilize 'til ins. refuses to pay. -- The Social Worker we met on 01/xx/15 was very good. Was impressed with her.

The young lady that explained discharge plans for my son was very helpful and professional. Please let her know! ☺

Thank you for taking care of my children and everyone's children and youths. God bless you.

(Parent/Family Member refused survey.)

Very impressed with Jane, the social worker, who held our family meeting. She was excellent, and very straightforward.

I feel the child was cared for to the extent that she was stable and would not be released if she was still agitated. - DSS

The evening receptionist was exceptionally great during visiting hours. She was efficient & able to get the visitors to the dining hall on time. On Saturday there was a fill-in receptionist which caused a 15 min. delay in releasing the patients. 15 min. loss of an hour is a long time.

Would [have] liked to [have] had more involvement in child's interaction. But our distance was also a contributor.

We are very pleased w/ [P]'s progress while she was here. Thank you!

Social Worker really reluctant to discuss process for residential; unable to discuss racist aspects of child's behavior; rude & disrespectful at times.

More communication from the Psychiatrist is needed. We hardly spoke with the doctor and feel this would have been helpful to get more direct feedback about patient's progress.

Would have been helpful if the prescribing doctor had explained her medical recommendations more thoroughly. -- Thanks.

Thank you all so very much for the compassionate care you gave to my daughter. I applaud you all for all the support you provide the families.

Staff was polite. I wish I received more updates on my child and that her meds were discussed with me more in depth.

Thank you for everything! ☺

During visit hours adolescents were mixed with adults. They should keep separate visiting hours for children / adult.

Thank you!

Thank you.

Overall, his stay has been very positive. West [sic], Barbara, and Dr. Suman were noted as particularly helpful.

According to the social worker (Ms. [S#1]), my child was not ready to be dismissed because she did not display any strategies to use once she left. However, I received a call the very next day to say my child was ready to be dismissed.



## Satisfaction Survey - Parent / Family Member

### Ellicott City - Adolescent Unit

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119

[My family member's aftercare plans were discussed:] 'Yes, I think so' - Partially. -- [The unit / environment was safe:] Do not know, was not on unit. -- [Other Comments:] Not clear plans for discharge FU only said will call psych. for mimed. appt. At discharge appt. unknown. No real discussion on meds except to continue them. -- [On Physician survey:] Barbara Bradley, our social worker, was more helpful and communicative. We really appreciated her work with us!

[The halls and rooms were kept clean:] Unknown. -- [The unit / environment was safe:] Unknown. -- [Other Comments:] The case worker was more helpful than the psychiatrist. It seemed as though the psychiatrist wasn't very knowledgeable.

Need to fill this out after meeting.

I'm going to miss Ms. Denise, Mr. West, and Mr. Sam. -- Yours truly, [P].

Communication could have been a little better. Overall, she was in a safe place & received good treatment.

Staff was wonderful, especially Wes, Denise, Lisa, Lakeisha, Sam, Tracey Harris, & weekend social worker.

Would like to understand the process of therapeutic support that an adolescent receives here a bit better.

[Medications and side effects were clearly explained to me:] 'Yes, definitely' - Stayed the ['same?']. -- [The unit / environment was safe:] Did not visit unit. -- [Other Comments:] Unsure.

The only complaint I have is that no one called me to let me know of her plan of treatment for 3 days. Her complaint was untasty food. Her father's complaint was the far walk to the main building from the parking lot.

The parts of the hospital that I saw were kept very clean. The environment appeared safe from what I could see. All staff were very supportive and encouraging. They were all great listeners and offered helpful advice.

Staff and Social Worker were great. Never talked to doctor.

Apparently, my family member witnessed more than one person cutting themselves. Not sure if that is true; or could be avoided.

[The halls and rooms were kept clean:] Only saw unit 1x upon admission (cold temp.) -- [My family member's aftercare plans were discussed:] Not yet by D/C planner. -- [Other Comments:] This was more respite care as I do not think it was therapeutic for her - we will see.

There was a comment made that I feel was inappropriate to our daughter regarding her having a roommate. The comment was that they would allow a roommate but if they did we could sue them. We did not approve at the time.

Stop being agitative, feed us real food. Stop giving people 'booty juice.'

Ms. Lakeisha and Ms. Pat were the best staff.

Ms. Lakeisha is the best.

[The treatment program addressed my family member's needs:] 'Yes, I think so' - Kept him safe & from harming himself. -- [Medications and side effects were clearly explained to me:] Patient was already on meds. -- [Staff responded to me in a helpful manner:] 'I agree' -> Traci Harris was awesome & tried to help! -and- 'I disagree' -> Psychiatrist not helpful at all. -- [My family member's aftercare plans were discussed:] 'Yes, I think so' - Plan was already for RTC placement. -- [Overall Grade for Services:] 'D' - Give Traci an 'A'.

The treatment team offered plenty of aftercare plans to assist w/ my child's re-entry into the community.

I hope that [P] would not try this again and I think you all were very helpful to [P].

Everybody was great.

It took a while for my child to be seen by a doctor.

## Satisfaction Survey - Parent / Family Member

### Ellicott City - Adolescent Unit

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120

[The treatment program addressed my family member's needs:] 'No, I don't think so' - Only vaguely. -- 'My family member's aftercare plans were discussed:] 'Yes, I think so' - Not in detail.

[Staff responded to me in a helpful manner:] Staff, not the nurse.

Physical environment drab & dreary. Other than that, good service.

(Parent/Family Member refused survey.)

[The treatment program addressed my family member's needs:] 'Yes, I think so' - Although addressed, may not be successful. He thinks the actual bracelets that he made is a coping skill, so he should hold on to & keep them continually.

[The treatment program addressed my family member's needs:] 'Yes, I think so' - ? Don't know yet. -- [Other Comments:] Problems with addressing gender identity - patient said the staff told her it was inappropriate. There needs to be a group for this, as it is one of the major issues dealing w/. [sic]

[P] is not ready to go home.

Thank you for your help.

I think visiting hours during the week should have more flexibility as some parents / visitors are traveling over an hour to see the patient.

[Medications and side effects were clearly explained to me:] 'No, definitely not' - Side effects -> No. -- [Other Comments:] Sunday, March xx, after I dropped my daughter off from TLOA I tried to call and no one answered even the reception desk for 2½ hours. I called every ½ hour. Had important info about my daughter. Felt communication was poor. -- Grounds were dirty. Same trash on sidewalks every day. Including medical gloves! Despite promises at admissions, my daughter was able to bring out at least a dozen numbers / personal info from other patients during TLOA & discharge. This created a major conflict before we even got home. Her info was taken, because she had social media contact from others before she even left.

I feel this has awoken my family & allowed us to begin my child's healing process & also has urged me to be more alert to her needs.

I always smell a good food aroma. It appears that the children eat a good selection of food. My child received excellent service when she was here. The staff were very polite and very engaging.

[The unit/environment was safe:] Don't know.

We had to call for meds for patient's stomach ache after he spoke to staff. Had to call for follow-up next day.

Staff was very pleasant to the family, and therapy went very well.

My daughter seemed responsive to the treatment she received. She seemed more at ease, less distressed and generally was very positive towards meeting her problems with more thoughtful solutions rather than focusing on the problems themselves and despairing.

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## Satisfaction Survey - Parent / Family Member

### Ellicott City - Adolescent Unit

121

#### Comment Breakdown by Categories and Topics (Jan-2015 - Mar-2015)

Number of Surveys Received = 186

Number of Surveys with Comments = 79

[Note: Surveys that were refused or not completed are included in these totals.]

Note: Each comment may be coded in multiple categories and by multiple topics; therefore, the total number of codes in the Comment Breakdown Tables may exceed the actual number of comments written on the surveys.

Compliment / Praise	
<b>Environmental Issues</b>	<b>Number of Comments</b>
Accommodations / Appearance	2
Food Services	1
Housekeeping / Laundry	1
<b>General Issues</b>	<b>Number of Comments</b>
Other	11
<b>Legal Issues</b>	<b>Number of Comments</b>
Visitation	1
<b>Safety Issues</b>	<b>Number of Comments</b>
Environmental (includes Hospital Security)	1
Other	2
Physical (includes Personal Safety)	2
<b>Service Access Issues</b>	<b>Number of Comments</b>
Weekend / Evening Services	2
<b>Treatment Issues</b>	<b>Number of Comments</b>
Admission / Discharge / Transfer	3
Communication	5
Courtesy / Staff Attitudes	11
Groups / Activities	1
Medication	1
One-to-One Talks	1
Other	10
Pain / Pain Management	1
Policy / Procedures	1
Staff Issues / Staff Availability	26
Type of Treatment	2

## Satisfaction Survey - Parent / Family Member

### Ellicott City - Adolescent Unit

122

Suggestion / Observation	
<b>Environmental Issues</b>	<b>Number of Comments</b>
Accommodations / Appearance	6
Food Services	2
Housekeeping / Laundry	3
Maintenance / Grounds	1
Other	2
Room and/or Roommate Assignments	1
<b>General Issues</b>	<b>Number of Comments</b>
Other	1
<b>Legal Issues</b>	<b>Number of Comments</b>
Complaint Process / Patient Rights / Privacy	1
Other	1
Visitation	3
<b>Safety Issues</b>	<b>Number of Comments</b>
Other	5
Physical (includes Personal Safety)	3
<b>Service Access Issues</b>	<b>Number of Comments</b>
Access to Other Facilities	1
Communication	5
Inadequate Communication with Physician / Therapist	17
Other	1
Telephones	1
Transportation	2
Weekend / Evening Services	1
<b>Treatment Issues</b>	<b>Number of Comments</b>
Admission / Discharge / Transfer	12
Communication	22
Courtesy / Staff Attitudes	6
Groups / Activities	1
Length of Stay	2
Medical	1
Medication	10
One-to-One Talks	1
Other	6
Policy / Procedures	16
Staff Issues / Staff Availability	26
Type of Treatment	4



**Satisfaction Survey - Parent / Family Member**  
**Ellicott City - Adolescent Unit**

123

Survey Was Refused / Not Completed	
Issues	Number of Comments
[none]	4

## Satisfaction Survey - Client / Patient

### Ellicott City - Adult Unit

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55

#### Comments Received within the Reporting Period

*This Comments Report includes the names of staff members cited on the satisfaction surveys if the comments about the staff are of a positive or complimentary nature. Otherwise, Staff / Therapist / Doctor names are replaced in the text with an [S]. Patient / Client and Parent / Family Member names are always replaced in the text with a [P].*

*All comments are presented verbatim, unless otherwise specified. Editor's notes are contained in square brackets [ ].*

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#### **Comments were collected in response to the survey's site-specific questions and to a final, general comment item.**

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Staff was friendly and helpful. They were professional as well and I learned a lot.

Housekeeping should have been more efficient.

Thank you for all your help. Thank you to all the staff. Thank you to the S.W.

Staff is fantastic.

I enjoyed the groups, [they] are educational. It helps me discover more about my illness, giving me the confidence to confront it.

Charles' sessions were always fun and relaxing as well as educational. -- Need protocol for patients [who] struggle with dryness. Took way too long to get my saline nasal spray.

Thank you, great stay.

I think all the staff was very nice & professional.

Need one-on-one group, don't want others to know I was sexually & mentally abused. My family would kill me if they knew I was in here or seeing my sco. Dr. they would disown me.

My experience was that everyone (all staff) were welcoming and kind. They all were also very professional and REALISTIC in discussions and groups.

The food often had hair in it. It was noisy and hard to sleep. Very few group programs were on topic.

(Patient refused survey.)

Staff very friendly, accessible, helpful - even when things were hectic.

Everyone was so helpful & cared.

Found hair in my salad Wed. dinner. -- Received my new patient folder Wed. 1/xx with Admission 1/xx. Should be given to the patient w/-in 24-48 hrs of admission, if possible.

The staff are kind and very helpful - even as I [illegible...illegible]. ☺

Good overall staff.

Outdated facility but otherwise good.

The staff of Unit 63 were very professional and polite, especially Fred, Mark, Abby, Liz, & Charles. Charles taught very informative group on coping skills and is very upbeat all the time. Paula & Jamie were wonderful as well.

## Satisfaction Survey - Client / Patient

### Ellicott City - Adult Unit

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#### POSITIVE!

The bathrooms need to be cleaned more often, or more thoroughly. For the most part, staff were respectful. Abby was awesome... really helpful and always there for me.

Thank You All! -- Have received 8 hospitalizations in 25 years. This hospitalization was, by far, the best. Staff were knowledgeable, informative, friendly, & understanding. Special kudos go to the Recreational Therapist, Charles, for his insightful groups & genuine informative groups.

Good staff, they [are] really helpful. If I would go to another hospital, I don't [know] what would [have] happened. I was very aggressive, but they gave me time and my meds.

I've had so many positive experiences here that I asked to come back this time. Staff are always helpful and respectful.

First I saw Sheppard Pratt as a place for hard work, than similar to going to camp - in the end both!♥

The staff was very nice and helpful. They made my stay here very comfortable.

I had a productive time here.

The service was very good.

I think every shift you should have a little conversation with staff and that only happened 2x for me.

Mrs. Linda was the coolest therapist.

I couldn't have found myself at a better facility between the counselors, nurses, and Doctor!♥ Awesome staff!♥ I loved my Social Worker, too!♥

Thank you. What I learned will help me be a better Man, Husband, Father, & Friend. Tx.

[Medications and side effects were clearly explained to me:] 'Yes, definitely' - After a while. -- [Staff responded to me in a helpful manner:] 'I agree' - Depending. -- [Other Comments:] Overall, people here tried, were ['cautious?'], real and understanding. I appreciated that and feel much better leaving. THANK YOU!

[Overall Grade for Services:] 'A+', -- [Other Comments:] Everyone was very helpful and kind. Dr. G. [Gurprasad] was wonderful. I was so impressed with how conscientious the staff was with everything!

I truly enjoyed my stay.

B+s - Most helpful staff: Ms. Janice, Mr. Suite, Ms. Hester, M3r. Mark Dubey, Ms. Holland.

Had great fun! Learned many things. ☺

Nursing staff was excellent; all staff members treated me as a whole individual, not just another person with a mental disability, but rather the whole person 100%.

Abby was especially helpful as well as Miss Joyce and Angela. Miss Irene took a special interest in me.

Redskins suck [S#1].

All Staff was 100% helpful. -- Miss Abbey went with me on an emergency visit to [x] hosp. She never left my side all nite long. She is amazing. Miss Abbey [illegible] \*.

I really wish the Staff was more involved with patients' concerns and issues. But overall, I feel like the stay was fine.

I loved Abby. She treated us like people. There was a tall black man that worked evenings Mon-Fri. that was able to talk and I was able to open up. Mr. Mark was great.

The living area - sitting area needs to be swept & mopped.



## Satisfaction Survey - Client / Patient

### Ellicott City - Adult Unit

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57

Staff was very friendly and accommodating. Rowland (maintenance) was very attentive and fixed any problem that needed to be attended to.

Some of the patients on the unit were scary and made many people feel uncomfortable or safe [sic]. Regardless of the talks the staff had with this disruptive patient, they still pretained [sic] into talking bad and loud about everything even other patients and we were very agitated and concerned.

(Patient refused survey.)

(Patient refused survey.)

Too small, no projects to keep us. Is not like it used to be. -- Abby, Robin, Shareese, Mrs. Paula, Carrie, Bailie, Tamica, Levonia, ["Talilla?"], and Jennifer AND OVERNIGHT A-[illegible]-IAN NURSES are awesome. Assortive [sic] employees their care for me went well beyond needed! Yes, the others could learn to represent Dr. G. [Dr. Gurprasad] better. Thank you. I love Dr. G. Good luck all!

Security put me in a headlock 'til I couldn't breathe.

Nice hospital, medication was given to me while I was sick, doctor very nice, activities & groups were good.

[Overall Grade for Services:] 'A+'. -- [Other Comments:] Abby, Fred, Carrie, Charles, Jennifer, Chereise, Liz C., Jyoti, Eric, Joyce, Marquess, Shelby, Eric, Doobie, Angela, Teresa, Karen were the nurses staff who went above and beyond to make sure the unit functioned as it should and made me feel very good and able to be well.

I absolutely loved the morning shift from 3/10/15 - Ms. Tamicka, Ms. Abby, and a couple other staff were amazing; positive energy from staff comes along way [sic].

Good.

Charles (Rec. Therapist) was encouraging. Calming and a vital part of my treatment. Liz C., Betsy & Talila (nurses) connected with me in a very respectful way and helped keep me safe from myself. Abigail (MHW) listened when I needed it, encouraged a variety of coping skills and helped inspire my belief in my ability to heal & thrive with a mental illness.

The staff was great. There were some outstanding staff, for example Fred who helped keep my spirits up. Charles with good coping skills. Abby always made me laugh. The medication staff were always caring about the way you feel.

Initially admitted to Co-Occurring Unit in error. Day charge nurse was somewhat rude and unhelpful on that unit. Moved to Adult Unit significantly improved stay. However, a couple of the night staff (Mental Health Workers) (not Albert) on 3/14 (early a.m. hours) were quite unprofessional. Very involved in personal conversations, Pt. care / interaction was treated as interruption. Clear HIPAA violations.

(Patient refused survey.)

Truly appreciate the staff, time, and effort of all here!

Wonderful!

Would like more groups, more things for rec. Staff was good.

All staff members need to take pride in the unit and clean up as needed vs. "I'll call maintenance." Cellphone use by staff members should not be ['viewable?'] by patients. ['Deescalating?'] skills need to be reviewed esp. by young(er) staff members.

Always room to improve but OK for the most part. Stay was more manageable this time.

(Patient refused survey.)

(Patient refused survey.)

Love the staff.

## **Satisfaction Survey - Client / Patient**

### **Ellicott City - Adult Unit**

58

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[Overall Grade for Services:] 'B' - Almost put down a 'C' for satisfaction because of being hit and intimidated by another patient.

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## Satisfaction Survey - Client / Patient

### Ellicott City - Adult Unit

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59

#### Comment Breakdown by Categories and Topics (Jan-2015 - Mar-2015)

Number of Surveys Received = 137

Number of Surveys with Comments = 67

[Note: Surveys that were refused or not completed are included in these totals.]

Note: Each comment may be coded in multiple categories and by multiple topics; therefore, the total number of codes in the Comment Breakdown Tables may exceed the actual number of comments written on the surveys.

Compliment / Praise	
<b>Environmental Issues</b>	<b>Number of Comments</b>
Accommodations / Appearance	1
Maintenance / Grounds	1
<b>General Issues</b>	<b>Number of Comments</b>
Other	21
<b>Safety Issues</b>	<b>Number of Comments</b>
Physical (includes Personal Safety)	1
<b>Service Access Issues</b>	<b>Number of Comments</b>
Weekend / Evening Services	2
<b>Treatment Issues</b>	<b>Number of Comments</b>
Courtesy / Staff Attitudes	23
Groups / Activities	6
Medication	2
One-to-One Talks	2
Other	6
Staff Issues / Staff Availability	46
Type of Treatment	5

## Satisfaction Survey - Client / Patient

### Ellicott City - Adult Unit

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Suggestion / Observation	
<b>Environmental Issues</b>	<b>Number of Comments</b>
Accommodations / Appearance	6
Food Services	2
Housekeeping / Laundry	4
<b>General Issues</b>	<b>Number of Comments</b>
Nonsense	1
<b>Legal Issues</b>	<b>Number of Comments</b>
Complaint Process / Patient Rights / Privacy	1
Confidentiality - Patient Care	1
Quiet Room (Q.R.) / Seclusion / Restraint	1
<b>Safety Issues</b>	<b>Number of Comments</b>
Other	1
Physical (includes Personal Safety)	5
<b>Service Access Issues</b>	<b>Number of Comments</b>
Inadequate Communication with Physician / Therapist	1
Weekend / Evening Services	2
<b>Treatment Issues</b>	<b>Number of Comments</b>
Admission / Discharge / Transfer	1
Communication	2
Courtesy / Staff Attitudes	4
Groups / Activities	3
Medical	1
Medication	2
One-to-One Talks	1
Other	1
Policy / Procedures	7
Staff Issues / Staff Availability	10
Type of Treatment	2
Survey Was Refused / Not Completed	
<b>Issues</b>	<b>Number of Comments</b>
[none]	6