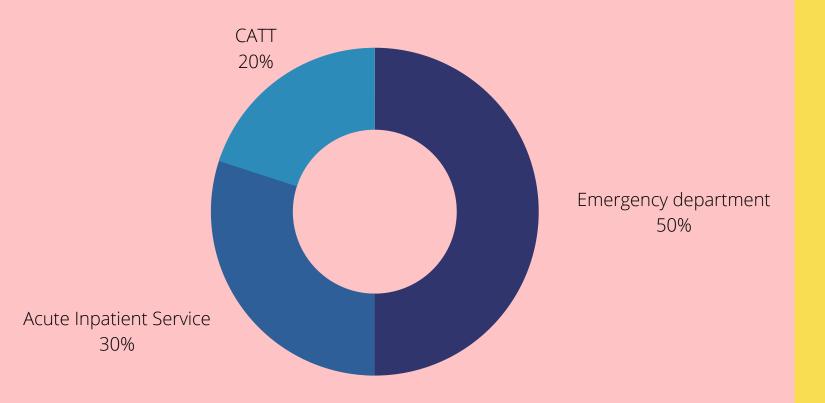
# **CONSUMER SURVEY** REFERRAL TO HOPE



# WHAT ST VINCENT'S SERVICE WERE YOU IN WHEN OFFERED THE HOPE PROGRAM?



#### HOW DID YOU FEEL WHEN BEING REFERRED TO HOPE?

 Exhausted Heavy

 Exhausted Heavy

 Finance

 Anxious

 Frustrated

 Disconnected

 Vulnerable

 Safe

 Determined

 Lighter

 Judged

 Guided

 Satisfied

 Respected Relieved

 Included involved

 Pressured to comply

## WHAT DO YOU BELIEVE IS CAUSING THE STRONGER EMOTIONS?

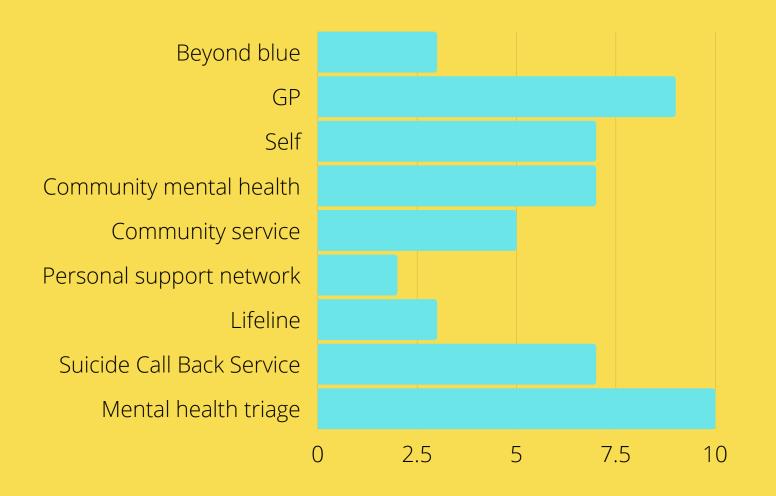
After spending several hours in ED with little compassion or guidance from staff, I just wanted to go home. I agreed

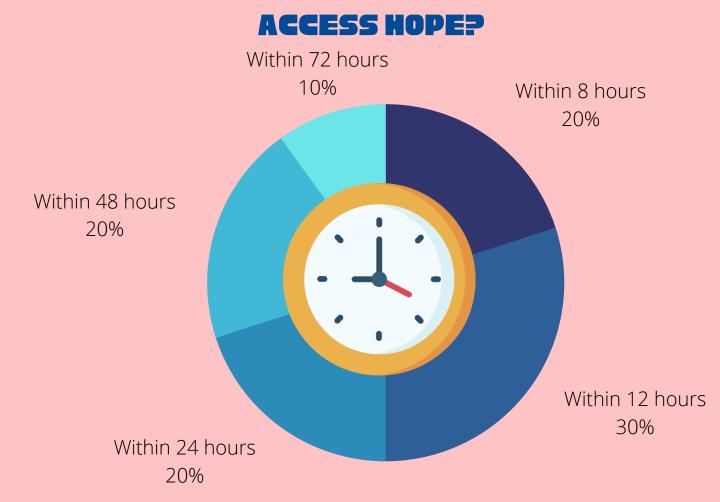
## IDEAS TO IMPROVE THE HOPE REFERRAL PROCESS

Dedicated phone no List of other suicide prevention services



#### **OTHER REFERRAL OPTIONS TO HOPE?**





#### WHAT IS A REASONABLE WAITING TIME TO