



Wisteria Program Satisfaction Scores

Mental Health Care Services for the LGBTQ+ Community

The Wisteria Program is an inpatient psychiatric program for members of the LGBTQ community. Wisteria is a safe and affirming program designed to treat LGBTQ patients struggling with depression, anxiety, suicidal thoughts, and other unhealthy behaviors.

Our trained staff uses evidence-based treatment modalities for adults within this community who are struggling with mental health concerns such as mood disorders, anxiety disorders, depression, and other specific stressors.

2023 Overall Wisteria Program Satisfaction Scores

Patients rate the care they received on a 1 to 5 scale:



Strongly disagree



Strongly agree

**Total Patient
Satisfaction
Average:
4.49**

We value compassion and treating every patient who comes through our door with the dignity and respect they deserve. After one year, we are so very proud of the feedback and outstanding Patient Satisfaction results we have received from our patients!



I felt welcomed to the Facility



The staff treated me with dignity and respect



I felt safe while I was in treatment



I had input into my treatment goals



The Small groups were helpful to me



The environment was clean and neat



My physician was sensitive to my needs



The staff were sensitive to my needs



I had input into my discharge plan



I feel better now than when I was admitted



I would recommend this facility to others



Messages of Hope From Our Patients

Hear what patients who have been discharged have to say about their journey with us.

"To everyone who comes to Malvern B.H., there is one thing you need to know when you step off that elevator, this is a place to me was a second home. I felt comfortable and welcomed, from the staff and my fellow peers. I learned one thing being here – it made me a better man. Be the best person you can be!"
- Anonymous Patient

"Malvern can be the best place to get the help you need if you open up and receive all that it offers. Don't be afraid to talk and open up in groups and also make friends by branching out. It's all going to be extremely overwhelming at first but it gets better, Remember, you were strong enough to bring yourself here to get the help you wanted and/or needed so keep that same energy and you'll be completely fine, I promise. Everyone on the staff is amazing and they'll make your stay worthwhile."
- Anonymous Patient

"Welcome to Malvern! Here you will feel safe, heard, and cared for. This is a great place to heal. The staff is tremendously caring, kind, and great listeners. You will also meet some great people here and make lifelong friends. I am so glad here for my first inpatient. The treatment team was the best team I've ever had. The staff and others truly saved and changed my life."
- Anonymous Patient



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