



Out with the old, in with the new?



New construction facilities certainly have a wow factor, but does that translate into a leg up in patient satisfaction?

As it turns out, the typical adult inpatient program at a new construction facility has below average satisfaction scores during their first year of operation.



New Construction Facilities

4.03



Average Satisfaction
4.03
=
40th Percentile

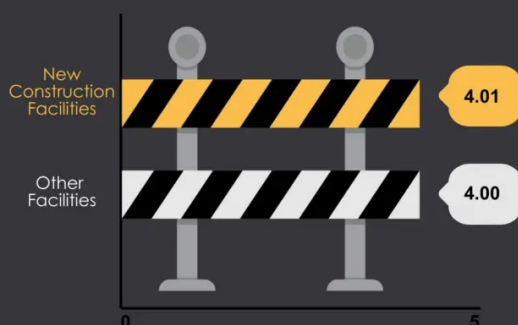
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Other Facilities



What's driving the difference?

Surprisingly, amenities satisfaction scores for new construction facilities are no different than other facilities!



On the other hand, new construction facilities' program experience scores are considerably lower than other facilities.



80% of new construction adult inpatient programs were in the bottom half of all programs for program experience!

Nice Place, Work on the Experience

That's the message patients are sending to new construction programs. And for established programs, a continued focus on program experience will help to ensure your patients continue to be satisfied and set you apart from that new construction down the road.

Components of Program Experience



Intake Process



Assessment



Patient Involvement



Staff



Treatment



Discharge Process