

CAN'T GET NO... SATISFACTION



Without Clinical Outcomes

Patients who experience Statistically Meaningful Improvement on patient self-report clinical outcomes assessments rate their stay as “Excellent” much more frequently than patients who declined in functioning as measured by the same tools. This is true across all levels of care.



58%

**OF PATIENTS WITH
IMPROVEMENT GIVE
AN EXCELLENT RATING**



48%

**OF PATIENTS THAT
DECLINE GIVE AN
EXCELLENT RATING**

**The same trend
exists at every
level of care for
other measures
of patient
satisfaction!**

LIKELIHOOD OF RETURNING

Patients who Improved **72%**

Patients who Declined **64%**

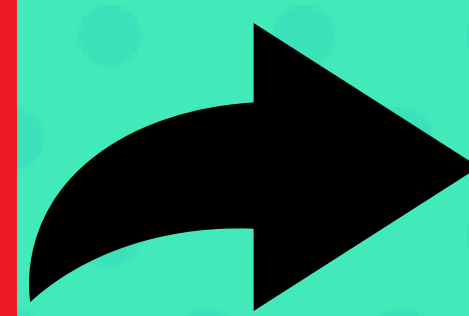
WILLINGNESS TO RECOMMEND THE FACILITY TO OTHERS

Patients who Improved **69%**

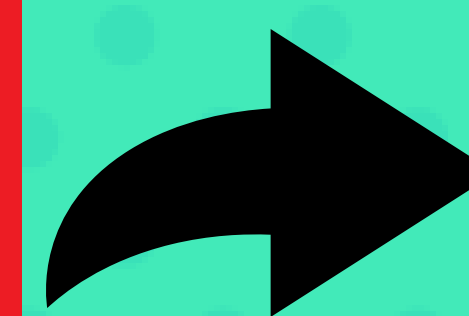
Patients who Declined **59%**

Most patients enter treatment seeking improvement in their symptoms, so it makes sense that improvement on clinical outcomes assessments predicts satisfaction with their treatment.

Outcomes assessments provide valuable information that can be integrated throughout the patient's stay, from treatment planning to discharge planning.



Using outcomes assessments to examine clinical practices can lead to better outcomes.



Improvement on outcomes assessments seems to increase a patient's satisfaction with their stay.