

FIRST IMPRESSIONS MATTER

ARE THEY THE KEY TO BOOSTING STEP-DOWN PARTICIPATION?



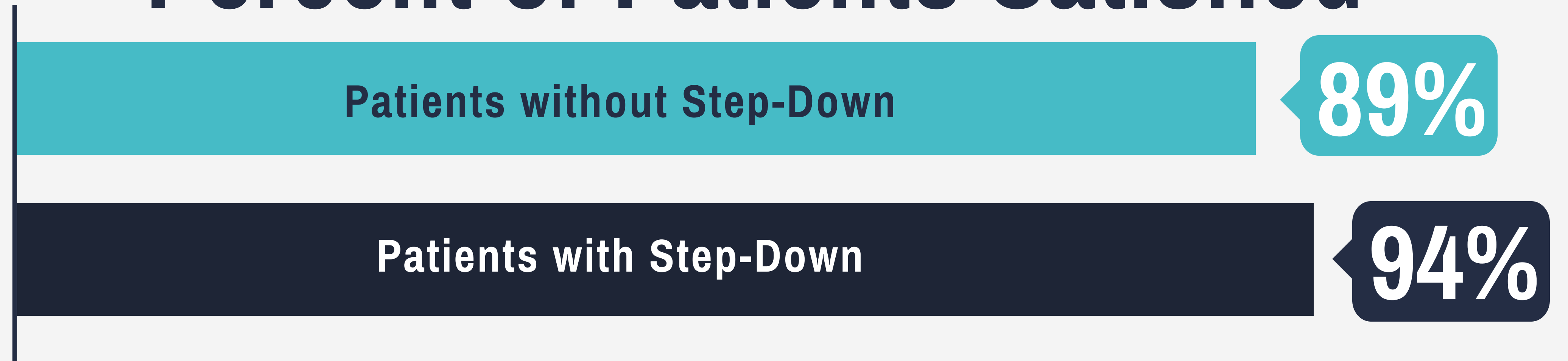
An overwhelming majority of inpatients are satisfied with their overall care.



Inpatient satisfaction is associated with participation in outpatient treatment, and outpatient treatment is important for maintaining gains made in the inpatient setting.

BUT more inpatients who step-down are satisfied with their overall inpatient care.

Percent of Patients Satisfied



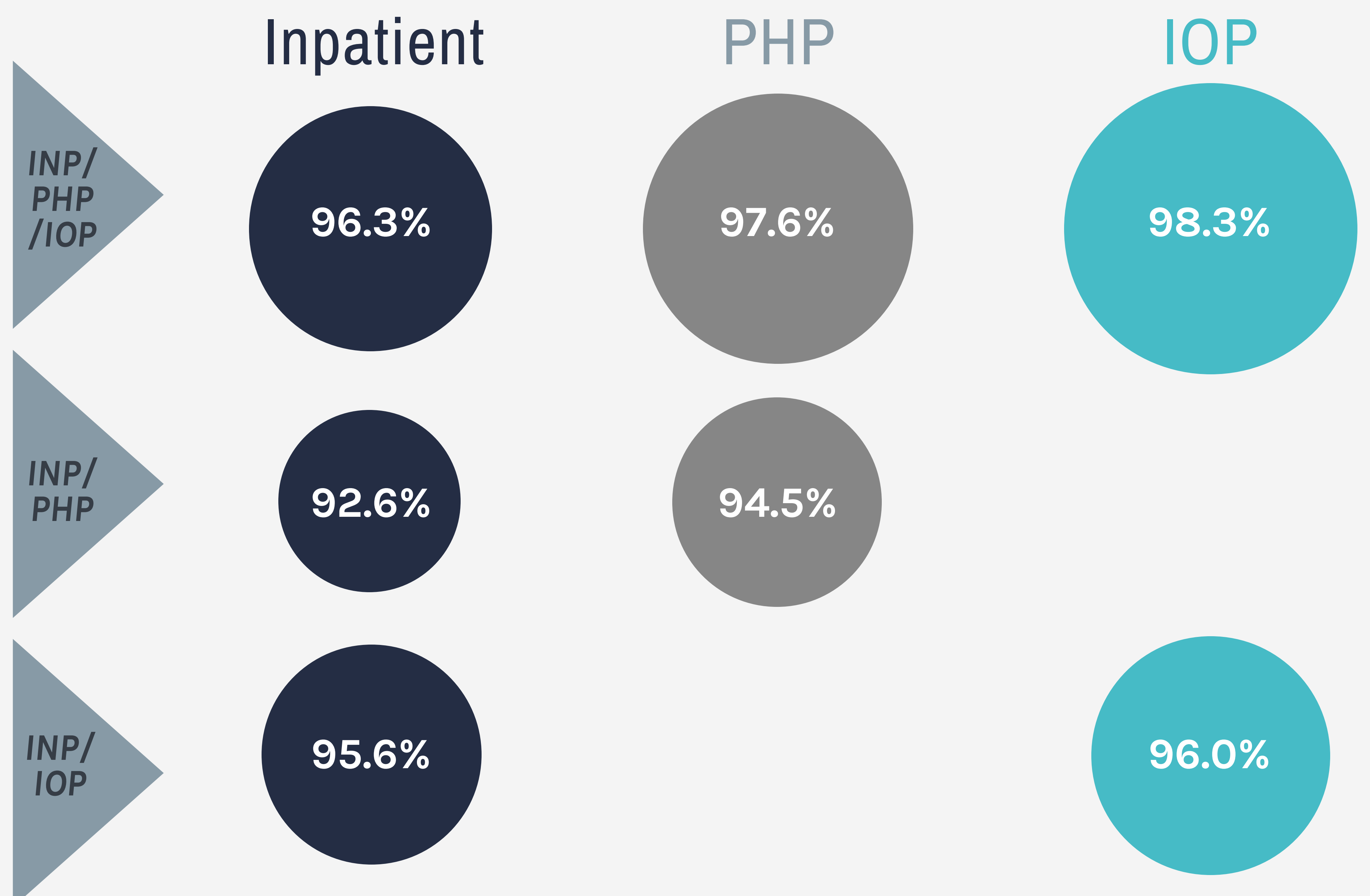
TRACK

Inpatient/PHP/IOP
Patients move through all levels of care

Inpatient/PHP
Patients move through Inpatient and Partial Hospitalization only

Inpatient/IOP
Patients move through Inpatient and Intensive Outpatient only

For patients who do step-down, at each subsequent step more of them are satisfied.



When focusing on ways to increase step-down participation, don't forget to consider what patients are telling you about their satisfaction with your inpatient program.