

LEAVING AMA
The Patient Perspective

PATIENTS WHO LEAVE
AMA COMPLETE A
SATISFACTION SURVEY



AMA patients have a much lower Net Promoter Score than routine discharge patients.

AMA Discharge

Routine Discharge

 Detractor
 Passive
 Promoter
 NPS

 30.8%
 19.7%
 49.5%
 19

 18.0%
 22.1%
 59.8%
 42

Across the board, AMA patients rate satisfaction items lower. However there are a few key items with particular influence on their response to the Net Promoter Score item.





When AMA patients shared feedback, they were largely dissatisfied with feeling safe, their physician, and progress toward goals



Solicit feedback during treatment to foster service recovery and prevent AMA discharges



Provide AMA patients with aftercare resources, encouraging them to continue recovery after discharge



ANALYSIS BY SARAH BROWN

For an opportunity to see your topic discussed here, email your questions to Jessica.Ingram@horizonhealth.com