



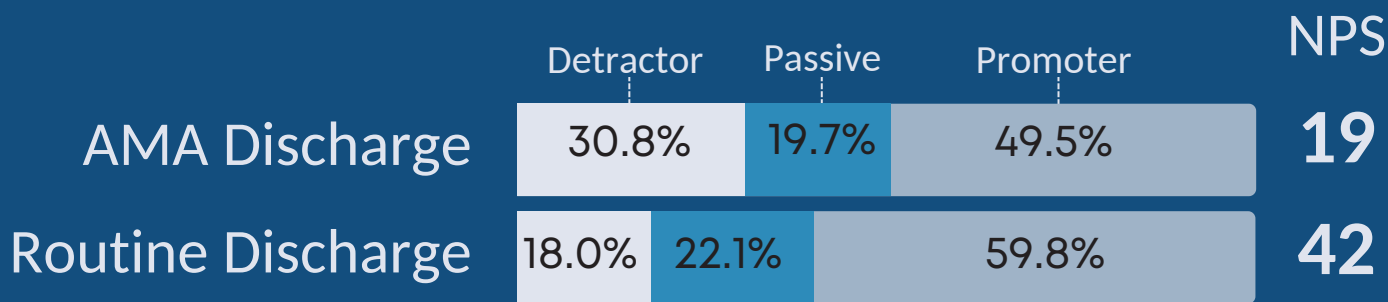
# LEAVING AMA

## The Patient Perspective



**1 IN 2** PATIENTS WHO LEAVE AMA COMPLETE A SATISFACTION SURVEY

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



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