



## First Quarter 2018 Patient Satisfaction Scores

*(Scoring Based on a 1-5 scale. 930 Surveys Completed)*

STATEMENT	JAN	FEB	MAR	Q1 AVG.
1. I was encouraged to help myself and ask others to help me.	4.66	4.58	4.55	4.60
2. I was informed of my rights.	4.48	4.43	4.41	4.44
3. I felt safe while I was there.	4.69	4.65	4.59	4.64
4. The environment was clean and comfortable.	4.57	4.43	4.33	4.44
5. Staff were sensitive to language, cultural and spiritual needs.	4.64	4.54	4.44	4.54
6. I was satisfied with the food.	4.46	4.36	4.25	4.35
7. The therapy groups were helpful to me.	4.42	4.32	4.35	4.36
8. I had input into my treatment plan goals.	4.54	4.49	4.43	4.49



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STATEMENT	JAN	FEB	MAR	Q1 AVG.
9. I was satisfied with the unit/program staff.	4.59	4.54	4.52	4.55
10. I was satisfied with my physician.	4.71	4.53	4.53	4.58
11. I was treated with dignity and respect.	4.67	4.58	4.52	4.59
12. I feel better now than when I was admitted.	4.76	4.66	4.64	4.68
13. I understand what my meds do and why/how I should take them.	4.76	4.61	4.66	4.67
14. I understand the importance of following my D/C plan.	4.81	4.74	4.71	4.75
15. Overall I was very satisfied with my treatment.	4.67	4.55	4.52	4.58
16. I would recommend this facility to someone needing treatment.	4.64	4.53	4.54	4.57