

We are proud of our  
**2020 PATIENT SATISFACTION OUTCOMES MEASURES**



Patient satisfaction is critical to patient-centered care and an important indicator of provider success.

**On a scale of 1 to 5, our patients rated their average satisfaction:**

**4.7 out of 5**



For our Residential Treatment Program

**4.9 out of 5**



For our Partial Hospitalization Program

**4.6 out of 5**



For our Acute Program

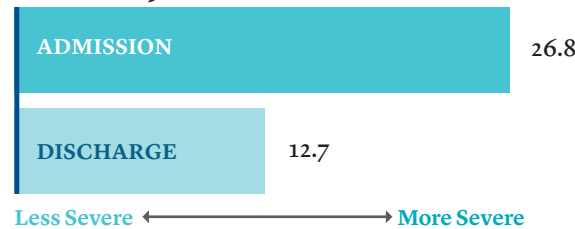
Patient Satisfaction is rated on a scale of 0 to 5 across 16 scales encompassing all aspects of a patient's care.

**PATIENT OUTCOMES — CHANGE IN BEHAVIORAL PROBLEMS**

We measure the severity of our patients' symptoms from admission to discharge.

**Patients in our Residential Treatment program reported:**

**BPRS-C-9**



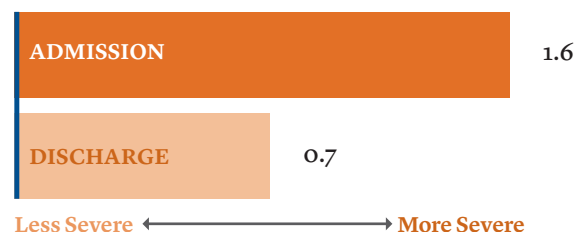
**CABA-Y**



**78% strongly agreed they feel better now than when admitted**

**Patients in our Partial Hospitalization Program reported:**

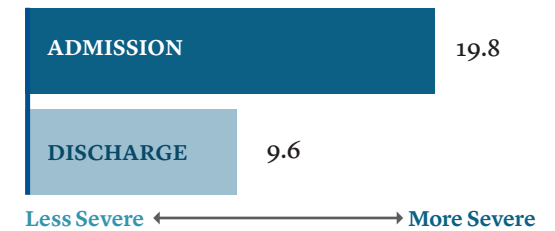
**CABA-Y**



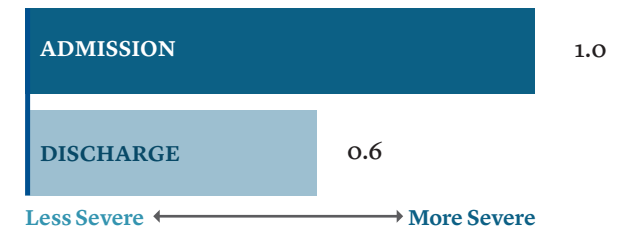
**82% strongly agreed they feel better now than when admitted**

**Patients in our Acute Program reported:**

**BPRS-C-9**



**CABA-Y**



**75% strongly agreed they feel better now than when admitted**

BPRS-C-9 Admission and Discharge Scores (Scale of 0 to 54): higher scores indicate greater severity. BPRS-C-9 Change Scores (Scale of -54 to 54): positive scores indicate improvement.

CABA-Y Admission and Discharge Scores (Scale of 0 to 3): higher scores indicate greater severity. CABA-Y Change Scores (Scale of -3 to 3): positive scores indicate improvement.

Survey data was collected from January 2020 - December 2020. The survey was conducted through the CQI+ Outcomes Measurement System, which benchmarks patient satisfaction data for over 350 psychiatric hospitals.

**Find out how we can make a difference in your child's life. Call us today at 703-777-0800 or visit [northspringleesburg.com](http://northspringleesburg.com).**