



Brattleboro Retreat

Perceptions of Care

**See information about our
patients' perceptions of care.**

1.800.RETREAT
www.brattlebororetreat.org

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- This patient satisfaction tool was designed by McLean Hospital, a mental health and substance abuse hospital affiliated with Harvard Medical School. It is an 18 question survey that asks patients over the age of 14 to rate their satisfaction with their care in a variety of areas. Patients receive the survey at discharge.
- There are no national results for the measures reported here. Results are reported as the percentage of patients that responded positively to the following questions.



Perceptions of Care Measures

Measure	What the measure means	Brattleboro Retreat Results
<p>Would you recommend the Retreat? (Percentage of patients who answered “yes”)</p>	<p>This rating reflects whether or not patients would recommend the hospital to someone else.</p>	91%
<p>Overall Hospital Rating (Percentage of patients who answered 8 or above on a 1-10 scale)</p>	<p>This rating reflects the perception of care received while in the hospital. It is intended to give a snapshot of how satisfied patients were with their inpatient care.</p>	81%
<p>How much were you helped by the care received? (Percentage of patients who answered “quite a bit” or “a great deal”)</p>	<p>This rating reflects to what degree patients believe that they have been helped by the care they received.</p>	79%
<p>Did staff tell you about the benefits and risks of the medications you are taking? (Percentage of patients who answered “yes”)</p>	<p>This rating reflects the degree to which patients feel that they have been given information about the medication that they are on.</p>	87%
<p>Did staff give you information about your rights as a patient? (Percentage of patients who answered “yes”)</p>	<p>All patients have rights which are reviewed at admission. This rating reflects patients’ belief that their rights were made clear to them.</p>	93%
<p>Were you involved as much as you wanted in decisions about your treatment? (Percentage of patients who answered “usually” or “always”)</p>	<p>This rating reflects the degree to which patients were involved in their care.</p>	77%
<p>Does your treatment plan include your discharge plans? (Percentage of patients who answered “usually” or “always”)</p>	<p>This rating reflects the degree to which patients felt that staff reviewed their after-care plans with them prior to leaving the hospital.</p>	87%

