



Brattleboro Retreat

**Inpatient Consumer Survey
Results 2021**

ICS Survey

- The inpatient Consumer Survey (ICS) was designed by the National Association of Mental Health Program Directors Research Institute (NRI) to measure patients' perception of care received in inpatient psychiatric settings.
- The ICS has 28 items (questions) which are rated on a five point scale from strongly disagree (1) to strongly agree (5). The items are then sorted into six domains (dignity, rights, empowerment, environment, participation, and outcome) which have been shown to be related to overall satisfaction with care. If a domain has a rating greater than 3.5, the patient is considered to have “responded positively.”
- Average domain scores were calculated using data from surveys collected from adolescents and adults who discharged between January 1, 2021 and December 31, 2021.



ICS Results 2021

Domain	Items	Domain Average Rating
Patients Perception of Outcomes	<ul style="list-style-type: none"> • I am better able to deal with a crisis. • My symptoms are not bothering me as much. • I do better in social situations. • I deal more effectively with problems. 	3.89
Patients Perception of Dignity	<ul style="list-style-type: none"> • I was treated with dignity and respect. • Staff here believed I could grow, change and recover. • I felt comfortable asking questions about my treatment and medications. • I was encouraged to use self-help support groups. 	4.23
Patient Perception of Rights	<ul style="list-style-type: none"> • I felt free to complain without fear of retaliation. • I felt safe to refuse medication or treatment during my hospital stay. • My complaints and grievances were addressed. 	3.81
Patients Perception of Participation	<ul style="list-style-type: none"> • I participated in my discharge planning. • Both I and my doctor or therapist from the community were actively involved in my hospital treatment plan. • I had an opportunity to talk with my doctor or therapist from the community prior to discharge. 	3.95
Patients Perception of Environment	<ul style="list-style-type: none"> • The surroundings and atmosphere at the hospital helped me get better. • I felt I had enough privacy in the hospital. • I felt safe while I was in the hospital. • The hospital environment was clean and comfortable. 	3.86
Patient Perception of Empowerment	<ul style="list-style-type: none"> • I had a choice of treatment options. • My contact with the doctor was helpful. • My contact with nurses and therapist were helpful. 	3.97

