



Brattleboro Retreat

2017

Inpatient Consumer Survey

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

About the Survey

- The Inpatient Consumer Survey was designed by the National Association of State Mental Health Program Directors Research Institute (NRI) to measure patients' perception of care received in inpatient psychiatric settings.
- The survey contains 28 items related to patients' overall satisfaction of care. Adolescent and adult patients use a scale from strongly disagree to strongly agree to rate their satisfaction in a variety of areas: dignity, rights, empowerment, environment, participation, and outcome.
- Patients complete the survey at discharge.



Results

Rating Scale

1	2	3	4	5
Strongly Disagree	Disagree	I am Neutral	Agree	Strongly Agree

Measure

Average Rating

Patient Perception of Outcomes

I deal more effectively with daily problems. My symptoms are not bothering me as much. I do better in social situations. I deal more effectively with daily problems.

3.78

Patient Perception of Dignity

I was treated with dignity and respect. Staff here believe that I can grow, change, and recover. I felt comfortable asking questions about my treatment and medications. I was encouraged to use self-help/support groups.

4.30

Patient Perception of Rights

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.

3.90

Patient Perception of Participation

I participated in planning my discharge. Both I and my doctor or therapist from the community were actively involved in my hospital treatment plan. I had the opportunity to talk with my doctor or therapist from the community prior to discharge.

3.98

Patient Perception of Environment

The surroundings and atmosphere at the hospital helped me get better. I felt I had enough privacy in the hospital. I felt safe while in the hospital. The hospital environment was clean and comfortable.

3.86

Patient Perception of Empowerment

I had a choice of treatment options. My contact with my doctor was helpful. My contact with nurses and therapist was helpful.

4.01

