

BROOKHAVEN HOSPITAL'S

2014 Outcome

Validation Study Highlights

Highlights from Brookhaven Hospital's Outcome Validation Study 2014

Since 1997 Brookhaven Hospital has conducted an Outcome Validation Study that evaluates the performance and quality of its clinical treatment programs and measures the level of customer satisfaction. The following pages contain highlights from the 2014 Outcome Validation Study; it provides an overview of Brookhaven Hospital's performance as a healthcare provider.

As the data indicates, Brookhaven Hospital has maintained a solid record of quality care and continues to provide a beneficial experience to its patients. We hold the results of this study as a valuable indicator of our past successes and as a tool that allows us to target areas for future improvement.

Brookhaven Hospital is dedicated to providing effective treatment for mental health conditions. Our Outcome Validation Study is just one example of our commitment to our clients and their families.



Brookhaven Hospital's 2014 Customer Satisfaction Results

Percent of Patients Reporting Their Experience as "Positive" and "Very Positive"

Staff reviewed with me my continued care after I leave the program

94% average

The staff responded to me as a person and were helpful

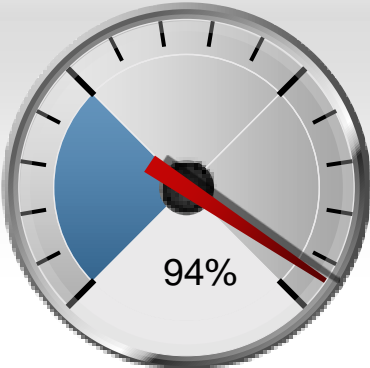
97% average

The services that I received at Brookhaven were beneficial to my recovery.

97% average

I agreed with my treatment plan

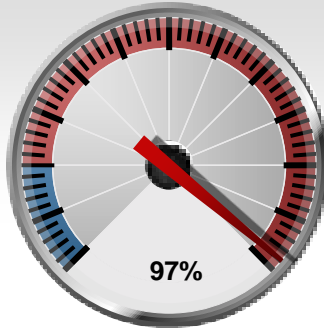
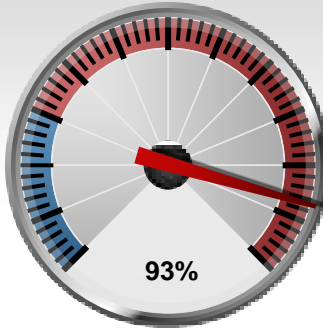
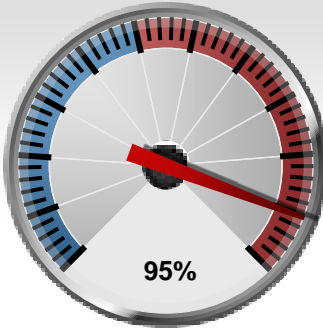
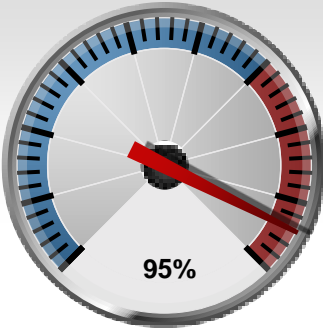
93% average



➤ percentages are based on an average for behavioral health, rader and substance abuse programs

Brookhaven Hospital's 2014 Customer Satisfaction Results

The admission process went smoothly	I was oriented to the hospital staff and program	I attended my treatment team meeting with the doctor and therapist	I participated in developing my discharge plan	My treatment at Brookhaven will help me to deal with future problems
96% average	95% average	95% average	93% average	97% average



Brookhaven Hospital's 2014 Customer Satisfaction Results

Our Customer Satisfaction Survey is a two-phase system based on the compressed Likkert scale and designed to capture accurate perceptions of the services that patients were receiving at key points in their treatment experience.

I completed the Patient's Perception of Treatment Needs with my Therapist and identified problems I want to work on in Therapy

92% average



I am satisfied with my discharge plan

93% average



I met with my Psychiatrist/MD within 24 hours of admission

94% average



During my stay, I participated in a boundaries group related to my rights

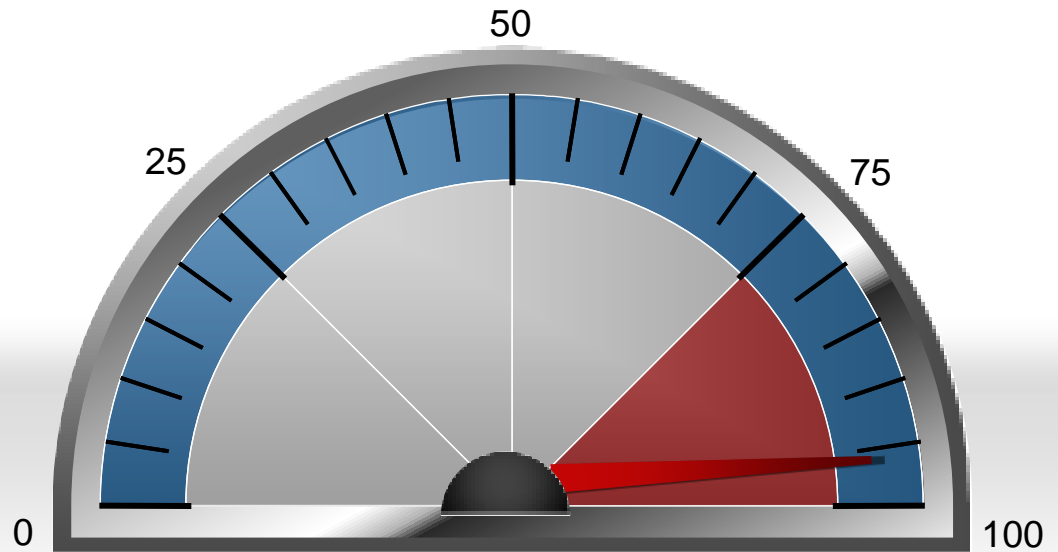
92% average



➤ The results indicate a reliable pattern of patient satisfaction with treatment received at Brookhaven Hospital.

Brookhaven Hospital's 2014 Customer Satisfaction Results

Brookhaven's Customer Satisfaction Survey is conducted at different intervals during a patient's stay. The survey rates an individual's satisfaction with various service and program categories. Over the past fourteen years, Brookhaven Hospital has consistently demonstrated a strong ability to meet and exceed the expectations of our clients.

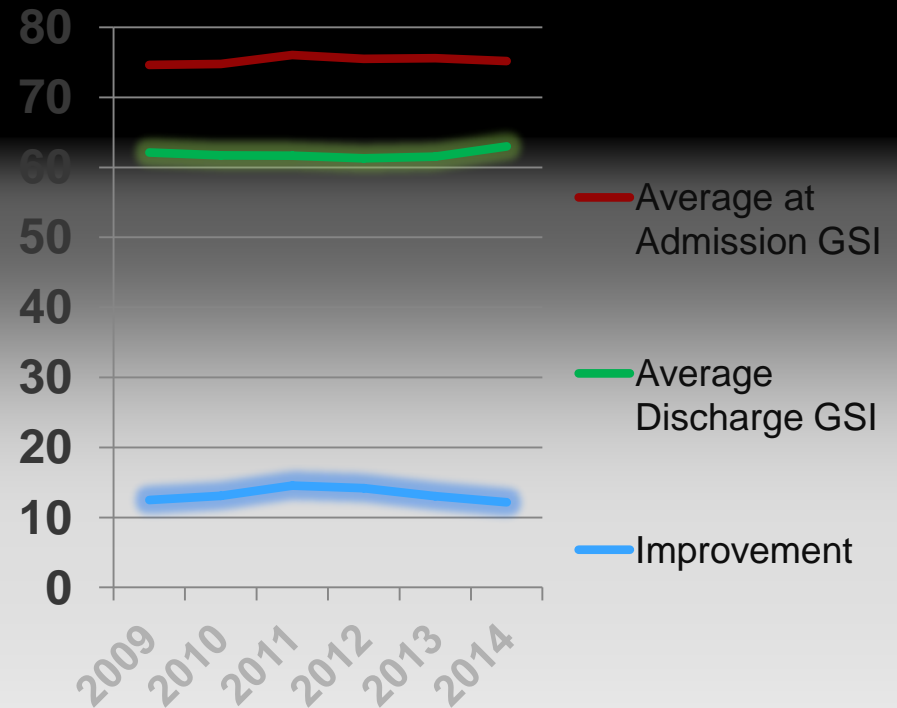


From January 1, 2014 to December 31, 2014, 96% of our patients said that they would recommend Brookhaven's programs to others in need of treatment.

Brief Symptom Inventory (BSI) Results

The Brief Symptom Inventory (BSI) is used by Brookhaven to measure its effectiveness in treating psychological conditions. The lower the BSI score, the less distress an individual feels. Statistics reveal that a consistent majority of patients at Brookhaven Hospital experience clinically significant improvement during their stay.

Year	2009	2010	2011
Average at Admission GSI	74.62	74.77	76.05
Average Discharge GSI	62.14	61.70	61.68
Improvement from Admission to Discharge	12.49	13.08	14.55
Year	2012	2013	2014
Average at Admission GSI	75.48	74.58	75.16
Average Discharge GSI	61.29	61.54	63.00
Improvement from Admission to Discharge	14.19	13.04	12.16



Note: A T-Score of 62.00 or above on three of the nine subscales of the BSI, constitutes "caseness," which refers to a score consistent with the criteria for inpatient hospitalization.

Patient Re-Admission Within 30 Days of Discharge

Per 1000 Patient Days

Lasting Results

By assessing and studying the rate of re-admission, we are able to measure the durability of our programs and services. While there are some seasonal fluctuations, Brookhaven patients achieve results that enable them to return to their lives.

Consistent Quality Care

Brookhaven Hospital provides a safe, inviting atmosphere that promotes emotional well-being by offering a consistent level of quality care. The result is a lasting experience that empowers our patients to live productive lives.

Exceeding Expectations

Data from the 2014 Outcome Study reflects Brookhaven Hospital's consistent success at maintaining a low re-admission rate, well within benchmark parameters. The rate of re-admission per 1000 patient days that we compare ourselves to is 10.63. Our re-admission rate in 2014 was 8.09 per 1000 patient days.

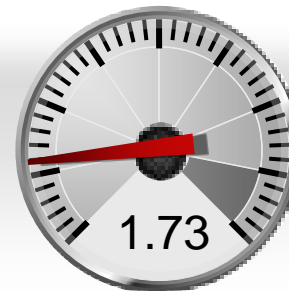
Patient Re-Admission Within 30 Days of Discharge



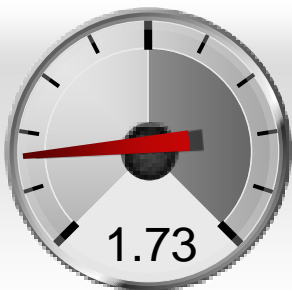
March 2012



June 2012



Sept. 2012



Dec 2012



March 2013



June 2013



Sept. 2013

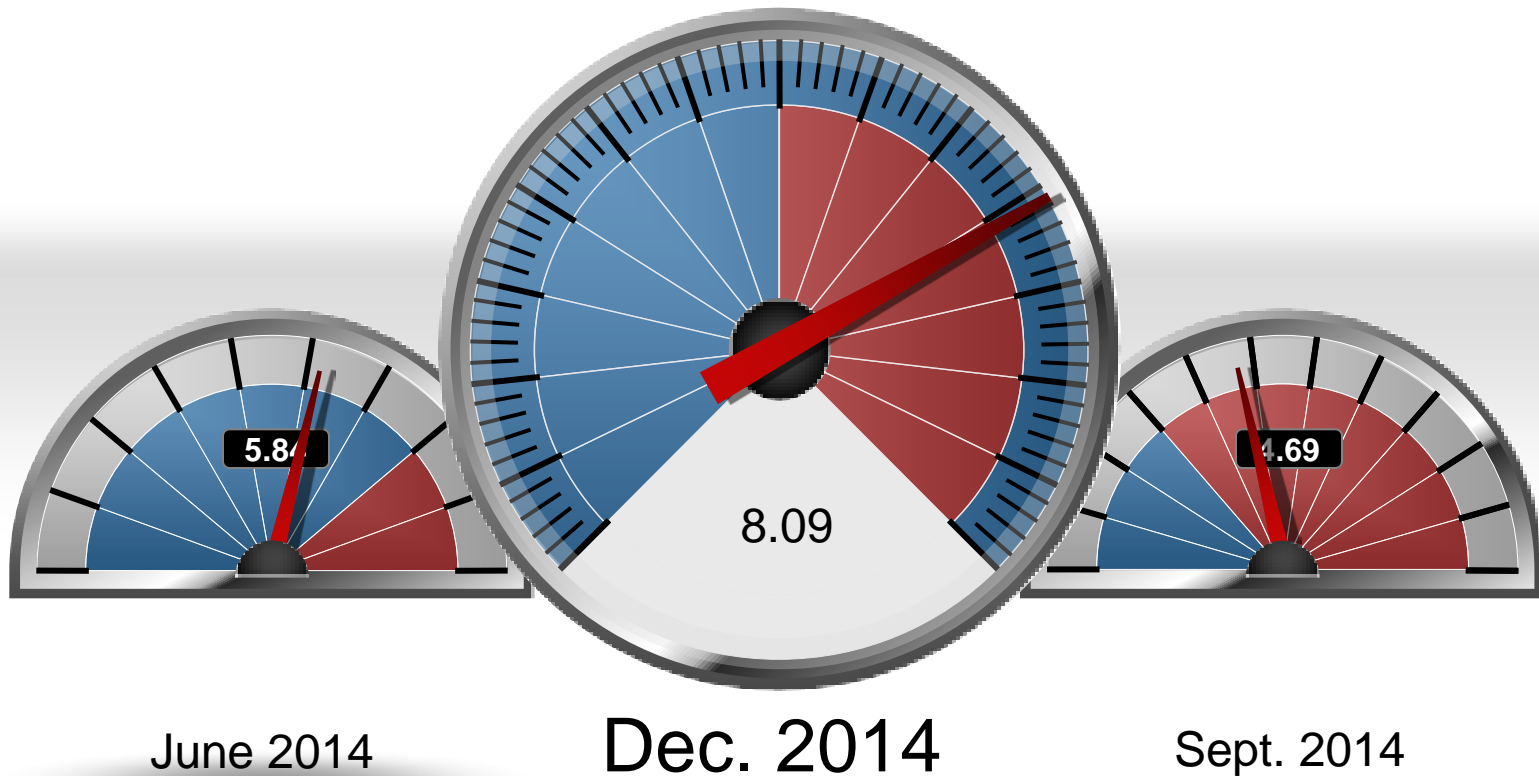


Dec 2013



March 2014

Patient Re-Admission Within 30 Days of Discharge



2014 Outcome Validation Highlights

www.BrookhavenHospital.com



Conclusion

The results of the 2014 Outcome Validation Study demonstrate that Brookhaven Hospital's programs continue to produce positive and lasting clinical care outcomes and patients perceive the programs to be helpful and beneficial to their recovery.

We Can Help!

For any additional information, please contact Brookhaven Hospital at:

1.888.298.HOPE(4673)

Or email us at:

wecanhelp@brookhavenhospital.com

