

# **BROOKHAVEN HOSPITAL'S**

## **2009 Outcome Validation Study Highlights**



## Highlights from Brookhaven Hospital's Outcome Validation Study 2009



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 2009 Outcome Validation Study and provide 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.

For any additional information, please contact Brookhaven Hospital at:

**888-298-HOPE**

*We can help!*

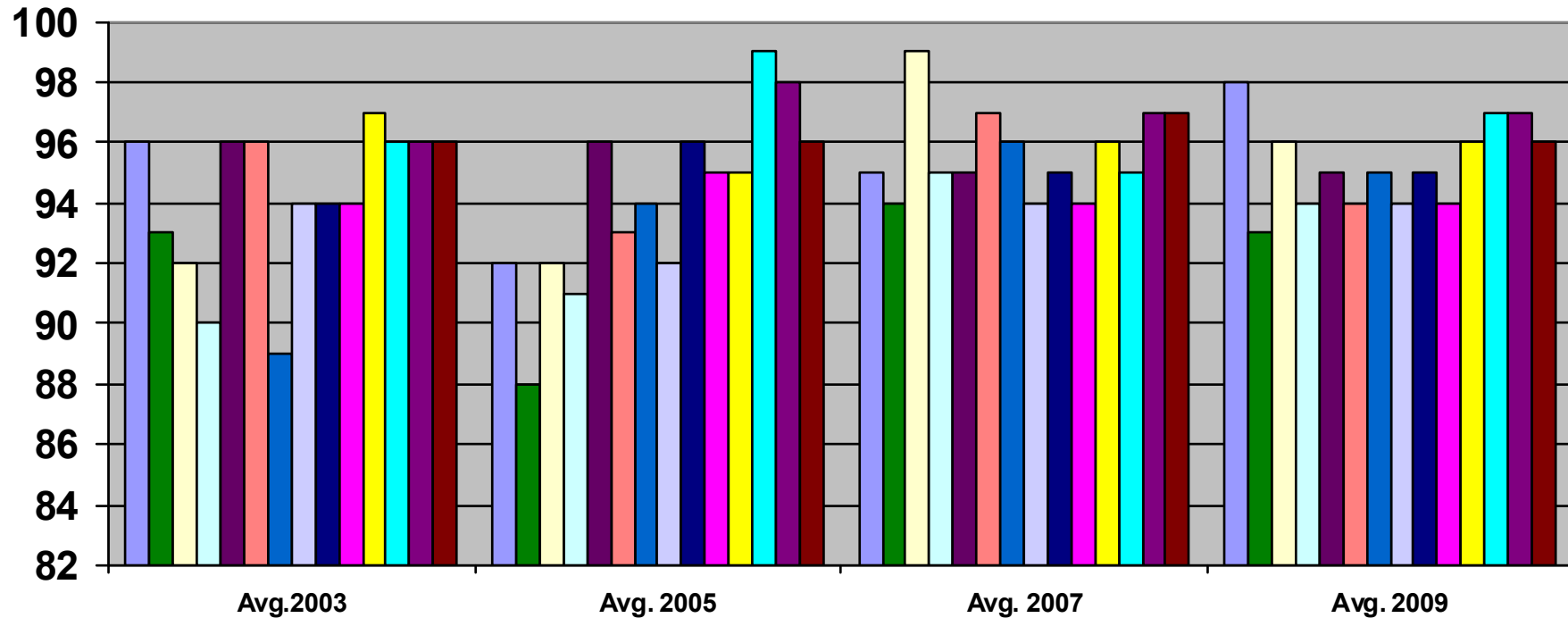
## Brookhaven Hospital Customer Satisfaction Cumulative Results 2002-2009

### Percent of Patients Reporting Their Experience as “Positive” and “Very Positive”

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 four years, Brookhaven Hospital has consistently demonstrated a strong ability to meet and exceed the expectations of our clients.*

Color	Satisfaction Categories	Avg. 2002	Avg. 2003	Avg. 2004	Avg. 2005	Avg. 2006	Avg. 2007	Avg. 2008	Avg. 2009
	The admission process went smoothly	89	96	96	92	95	95	97	98
	My medications were explained to me by my Doctor	94	93	93	88	93	94	94	93
	I met with a Therapist within 72 Hours of admission	87	92	92	92	95	99	94	96
	I completed the <i>Patient’s Perception of Treatment Needs</i> with my therapist and identified the problems I wanted to work on in therapy	90	90	93	91	94	95	90	94
	I agreed with my treatment plan	96	96	94	96	96	95	93	95
	I had input into my treatment plan	96	96	94	93	95	97	93	94
	I attended treatment team meeting	89	89	95	94	96	96	95	95
	I am satisfied with my discharge plan	94	94	92	92	97	94	93	94
	I participated in developing my discharge plan	93	94	92	96	95	95	92	95
	The staff reviewed with me, my plans for continued care after I leave the program	93	94	93	95	96	94	94	94
	My treatment at Brookhaven will help me deal with my problems in the future	96	97	94	95	96	96	95	96
	The staff responded to me as a person and were helpful	97	96	94	99	95	95	94	97
	The services I received at Brookhaven were beneficial to my recovery	97	96	95	98	96	97	95	97
	I would recommend Brookhaven Programs to others	97	96	95	96	95	97	93	96

## Figure 1: Customer Satisfaction Results



*Fig. 1: Customer Satisfaction Results*

This chart is a measurement of the table values indicated in the preceding page. The color legend corresponds with the row information on the table. It indicates an increasingly upward trend of patient satisfaction with their treatment at Brookhaven Hospital.

The 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.

# Brief Symptom Inventory (BSI) Results

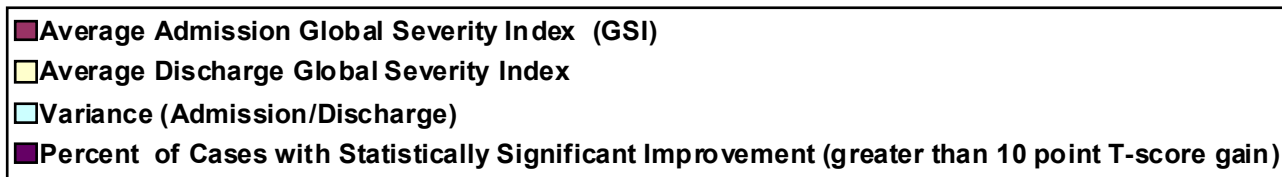
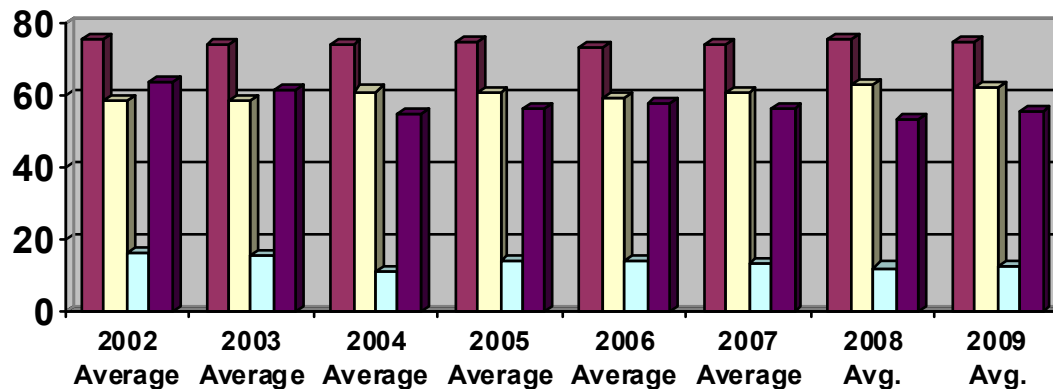
## Summary

The Brief Symptom Inventory (BSI) allows Brookhaven Hospital 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.*

**Figure 2**

	2002 Average	2003 Average	2004 Average	2005 Average	2006 Average	2007 Average	2008 Average	2009 Average
Average at Admission Global Severity Index (GSI)	75.39	74.49	74.27	74.77	73.66	74.23	75.41	74.62
Average Discharge GSI	58.81	58.64	61.25	60.54	59.52	60.70	63.06	62.14
Improvement from Admission to Discharge	16.40	15.86	11.14	14.22	14.14	13.53	12.34	12.49
% of Cases with Statistically Significant Improvement (greater than 10 point T- score gain)	64.1%	61.88%	54.76%	56.07%	57.79%	56.50%	53.60%	55.38%

*Note: A T-Score 62.00 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

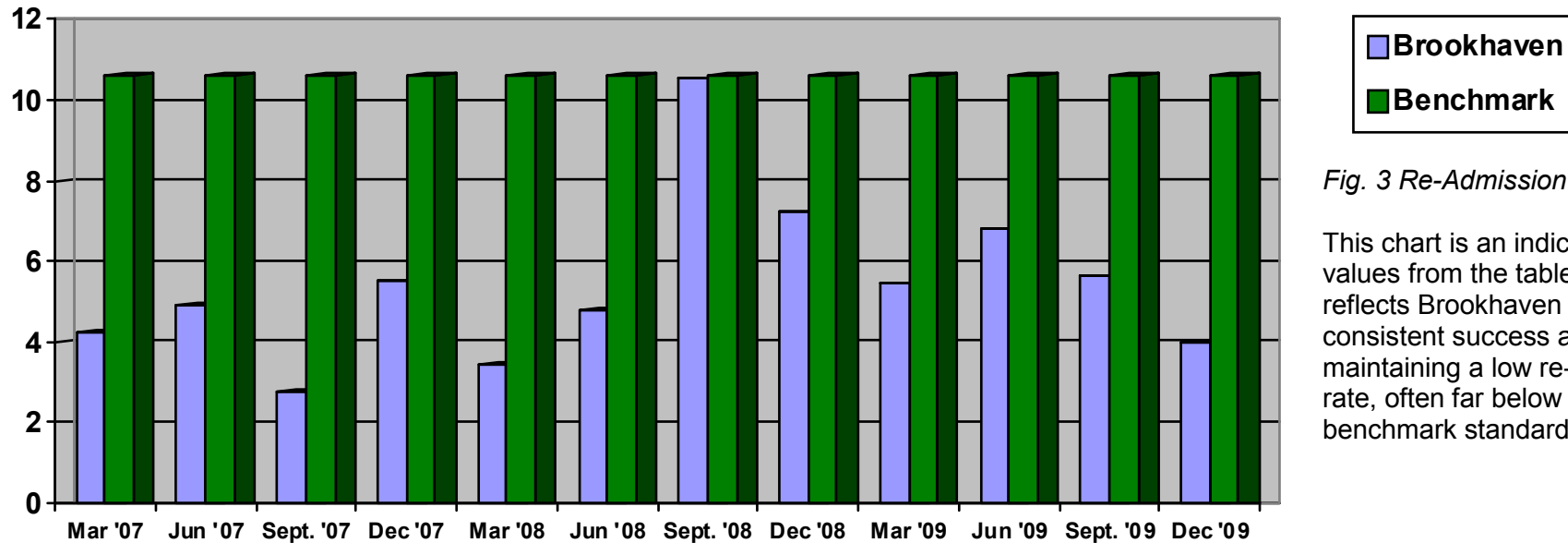
**Summary:**

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. 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, the table below indicates that Brookhaven patients achieve results that enable them to return to their lives.

*Note: The benchmark rate of re-admission rates per 1000 patient days is 10.63*

	March 2007	June 2007	Sept 2007	Dec 2007	March 2008	June 2008	Sept 2008	Dec 2008	March 2009	June 2009	Sept. 2009	Dec 2009
<b>Re-Admission Rate Per 1000 Patient Days</b>	4.25	4.94	2.79	5.51	3.46	4.81	10.53	7.24	5.45	6.79	5.65	3.98

**Figure 3**



*Fig. 3 Re-Admission Rates*

This chart is an indication of the values from the table above. It reflects Brookhaven Hospital's consistent success at maintaining a low re-admission rate, often far below the benchmark standard.

**Conclusion:** The results of the 2009 Outcome Validation Study continues to demonstrate that Brookhaven Hospital's programs produce positive and lasting clinical care outcomes and that patients perceive the programs to be helpful and beneficial to their recovery.