

**HAMPTON BEHAVIORAL HEALTH CENTER**  
**INPATIENT SATISFACTION SURVEY RESULTS**  
**THIRD QUARTER 2011**  
*(July, August & September)*

<i>Survey Questions (rated on a scale of 1-5, with 5 = strongly agree)</i>	<i>Hampton Score</i>	<i>CQI+ Benchmark</i>
I was encouraged to help myself and ask others to help me.	4.59	4.51
I was informed of my rights.	4.26	4.36
I felt safe while I was there.	4.57	4.45
The environment was clean and comfortable.	4.29	4.29
Staff were sensitive to my language, cultural, and spiritual needs.	4.44	4.40
I was satisfied with the food.	3.97	4.02
The therapy groups were helpful to me.	4.39	4.36
I knew my treatment plan goals.	4.53	4.38
I was satisfied with the unit/program staff.	4.46	4.43
I was satisfied with my physician.	4.51	4.47
I was treated with dignity and respect.	4.45	4.46
I feel better now than when I was admitted.	4.75	4.59
I understand what my medications do and why/how I should take them.	4.71	4.57
I understand the importance of following my discharge plan.	4.80	4.64
Overall I was very satisfied with my treatment.	4.60	4.47
I would recommend this facility to someone needing treatment.	4.52	4.42
<b><i>Overall Satisfaction Score (average of all questions)</i></b>	<b>4.49</b>	<b>4.43</b>

*This survey was conducted by the CQI+ Outcomes Measurement System which benchmarks Hampton's patient satisfaction data to over 200 psychiatric hospitals.*

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<i>Survey Questions (rated on a scale of 1-5, with 5 = strongly agree)</i>	<i>Hampton Score</i>	<i>CQI+ Benchmark</i>
I was encouraged to help myself and ask others to help me.	4.65	4.63
I was informed of my rights.	4.70	4.57
I felt safe while I was there.	4.78	4.69
The environment was clean and comfortable.	4.71	4.57
Staff were sensitive to my language, cultural, and spiritual needs.	4.72	4.65
My therapist responded to and addressed my needs.	4.64	4.67
The therapy groups were helpful to me.	4.67	4.60
I knew my treatment plan goals.	4.56	4.53
I was treated with dignity and respect.	4.71	4.72
I feel better now than when I was admitted.	4.71	4.59
The information and education provided by the program addressed my needs.	4.57	4.54
I understand the importance of following my discharge plan.	4.74	4.68
Overall I was very satisfied with my treatment.	4.67	4.62
I would recommend this facility to someone needing treatment.	4.73	4.67
<b><i>Overall Satisfaction Score (average of all questions)</i></b>	<b>4.68</b>	<b>4.62</b>

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