

How Our Patients Rate Us

Since our inception, we've been committed to providing the highest standard of care for every patient who enters our programs. There are multiple levels of training and supervision for all our employees and multiple levels of quality control over each service offered. The ultimate test, however, in any healthcare program is the level of satisfaction for the patients who received that care. For over 21 years we have asked every patient who receives our care to rate their care and let us know how they are doing after they complete the program. Patients are honest and forthcoming and we take every critique and every thank you to heart.

In 2010, 1371 patients completed the program appraisal at the end of their treatments. For the 21st consecutive year, less than 1% of responders reported that the quality of service they received was poor or that they were dissatisfied with the care they received. All other patients, including 278 adolescents, rated their care as good, very good, or excellent. When asked to rate the importance of various elements of their care, 98% of responders rated their group sessions as important or essential in the treatment they received. On average, 96% of the patients rated the educational materials they received as important or essential with 95% citing individual sessions as important or essential. All staff, including receptionists, housekeepers and cooks were rated highly (93% across all programs) for the courtesy and respect shown to patients. Over 90% of responding patients declared that they would likely refer others to our programs.

Of the patients responding to our invitation to tell us how they're doing 90 days after treatment, 86% of those in inpatient programs declared that they were completely abstinent from alcohol and other psychoactive drugs in that period. The same percentage of outpatients reported the same period of abstinence. Just as importantly, the rates of problems that accompany active addiction dropped dramatically. Symptoms of depression, anxiety and disturbed sleep dropped from as much as 70% upon entrance to treatment to 20% for patients reporting after discharge.

We continue to try to find ways to prepare each patient for a life free of alcohol and drugs. We understand that relapse is possible in the disease of addiction as it is in every other major chronic disease and we work constantly to give our patients the best relapse prevention tools available.

If you are an alumnus of a Lakeside-Milam program, we would love to hear from you. Drop us a line at 425-823-3116 and tell us how you are doing.