Austen Riggs Center Patient Demographics

Patient Age at Admission: January 2016-April 2020

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Number of Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 20</td>
<td></td>
</tr>
<tr>
<td>21 to 24</td>
<td></td>
</tr>
<tr>
<td>25 to 30</td>
<td></td>
</tr>
<tr>
<td>31 to 40</td>
<td></td>
</tr>
<tr>
<td>41 to 50</td>
<td></td>
</tr>
<tr>
<td>51+</td>
<td></td>
</tr>
</tbody>
</table>

Median length of stay for patients at the Austen Riggs Center: 5½ months

Admissions Data, January 2016-April 2020; N=265
Region of Residence at Admission*

Top Referring States:
New York • Massachusetts • California • Connecticut •
New Jersey • Florida • Pennsylvania • Texas • Virginia

Admissions Data, January 2016-April 2020; N=265 *3% unreported
Austen Riggs Center Patients - Diagnoses at Admission

Diagnostically complex patients with an average of six diagnoses

- **Mood Disorders** (88%)
- **Personality Disorders** (83%)
- **Substance Use Disorders** (45%)
- **Eating Disorders** (9%)

In addition:

- **60%** of patients have suffered from **early abuse, neglect, deprivation or loss**
- **49%** of patients have made **one or more potentially lethal suicide attempt**
- **60%** of patients have had **three or more hospitalizations**
The BSI is a self report symptom inventory designed to provide multidimensional symptom measurement and is administered at: (1) Clinical Entry (Admission) and (2) Discharge.

On average, patients reported statistically significant improvement in Depression, Anxiety, Obsessive-Compulsive feelings and overall severity of symptoms.
Of the 66% of discharged patients who had been to another psychiatric hospital or residential treatment center, **88%** defined Riggs treatment as “Better.”
74% of discharged patients were rated as “Improved” by their Interdisciplinary Treatment Team.
Satisfaction* with Riggs Treatment Elements as Reported by Discharged Patients

*Rated “Somewhat Satisfied” or “Very Satisfied”
Patient satisfaction surveys, January 2017-February 2020; N=84
Patient satisfaction surveys, January 2017 - February 2020; N=84

- Developed a Clearer Understanding of Strengths, 78%
- Developed a Clearer Understanding About Difficulties, 96%
- Family Members Were Adequately Engaged in Treatment, 82%
- Fully Participated in Developing Interdisciplinary Treatment Plan, 82%
- Authorized by Staff to Actively Participate in Treatment, 91%
- Treated with Respect by Staff, 94%
- Taken Seriously by Staff Regarding Concerns About Care, 83%
- Developed the Ability to Talk Openly and Honestly, 88%
- Family Members Were Adequately Engaged in Treatment, 82%
- Developed a Clearer Understanding of Strengths, 78%

*Rated “Somewhat Satisfied” or “Very Satisfied”

Patient satisfaction surveys, January 2017-February 2020; N=84
Satisfaction* with Riggs Facilities as Reported by Discharged Patients

- **Common Spaces, 96%**
- **Housekeeping, 96%**
- **Individual Rooms, 91%**
- **Outdoor Living Spaces, 88%**
- **Internet Access, 87%**
- **Social Offerings, 86%**
- **Exercise Facilities, 76%**
- **Food Services, 68%**

*Rated “Somewhat Satisfied” or “Very Satisfied”

Patient satisfaction surveys, January 2017-February 2020; N=84
Half of our patients live independently after treatment.
Families are most often “Very Much” Satisfied with the quality of treatment at Riggs.

In addition, families most often choose “Very Much” (5, on a scale of 5) when asked:

- Would you recommend our program to others?
- Did your family member get the kind of treatment you wanted for him or her?
- Have the services your family member received helped him or her to deal more effectively with his or her problems?
- To what extent were family meetings useful for addressing family problems?