

Quality care results from

Unity Chemical Dependency: Outpatient Treatment

PERFORMANCE MEASURE	2009	2010	2011	
VOLUMES				
<ul style="list-style-type: none"> # of outpatient Chemical Dependency visits 	115,579	129,345	133,175	
CLIENT SATISFACTION				GOAL
<ul style="list-style-type: none"> % of Unity Chemical Dependency clients who said they are satisfied with the care they received.^{1 2} 	85%	85%	96%	100%
<ul style="list-style-type: none"> % of Unity Chemical Dependency clients who said they were helped by the care they received.^{1 2} 	85%	86%	96%	100%

PERFORMANCE MEASUREMENT	2009	2010	2011	GOAL
<ul style="list-style-type: none"> % of clients who discontinued use of mood-altering chemicals in the 30 days prior to treatment completion. 	NA	94%	99.6%	100%

1. Patient perception of treatment process from CSQ-8 (National Patient Satisfaction Survey Instrument).

2. New data collection employed in 2011, compiled client satisfaction scores upon completion of treatment. Prior to 2011, client satisfaction scores were compiled while clients were still in treatment.