

# THE GOOD, THE BAD, & THE UGLY

## of Patient Expectations & Outcomes

### The Good

Most inpatients of all ages expect to be helped by treatment, and most patients feel their expectations were met!



expected to be helped at least "a little"

felt their stay helped "a great deal"

Even better, adults and older adults who said they were helped "a great deal" by treatment had the **lowest discharge severity** on clinician and patient self-report outcomes assessments. Children and adolescents showed the same pattern on patient self-report assessments but not on clinician assessments.

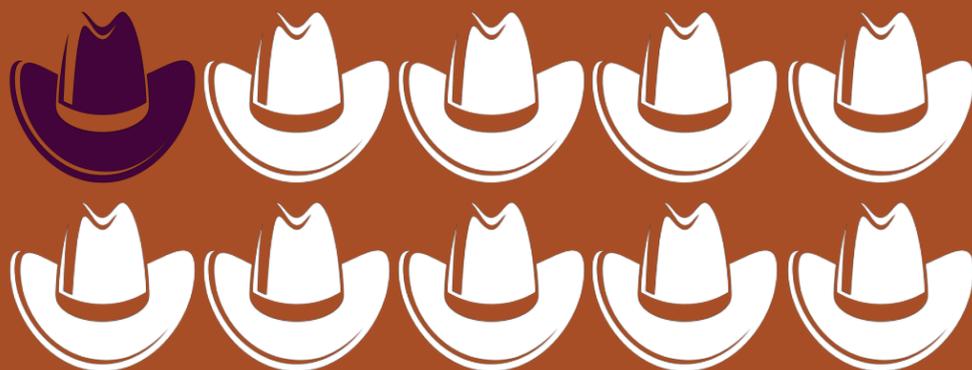
**★ REWARD ★**  
For Low Discharge Severity

Patient Self-Report*			Clinician Rated <sup>+</sup>		
Child/Adolescent	Adult	Geriatric	Child/Adolescent	Adult	Geriatric
<b>.32</b>	<b>.62</b>	<b>3.18</b>	<b>1.51</b>	<b>4.07</b>	<b>2.14</b>
VS <b>.57</b>	VS <b>.95</b>	VS <b>4.99</b>	VS <b>1.50</b>	VS <b>5.17</b>	VS <b>2.69</b>
CABA-Y (Range: 0-3)	BASIS-32 (Range: 0-4)	GDSP (Range: 0-15)	BPRS-C (Range: 0-126)	BPRS (Range: 0-108)	PDRS (Range: 0-32)

Higher scores indicate greater severity

### The Bad

About **1 in 10** patients felt they received less help than they had expected.



### The Ugly

Patients who received less help than they had anticipated had the **highest discharge severity** on clinician and patient self-report outcomes assessments.

**★ WANTED ★**  
For High Discharge Severity

Patient Self-Report*			Clinician Rated <sup>+</sup>		
Child/Adolescent	Adult	Geriatric	Child/Adolescent	Adult	Geriatric
<b>.62</b>	<b>1.01</b>	<b>5.58</b>	<b>1.86</b>	<b>5.46</b>	<b>2.78</b>
VS <b>.37</b>	VS <b>.67</b>	VS <b>3.61</b>	VS <b>1.50</b>	VS <b>4.24</b>	VS <b>2.29</b>
CABA-Y (Range: 0-3)	BASIS-32 (Range: 0-4)	GDSP (Range: 0-15)	BPRS-C (Range: 0-126)	BPRS (Range: 0-108)	PDRS (Range: 0-32)

Higher scores indicate greater severity



Patients have a good sense of their own improvement, and clinician and patient self-report scores on outcomes assessments agree with patient perception. Foster realistic expectations by orienting patients to the inpatient experience and what treatments are available, and listen when a patient communicates they aren't getting what they need. Remember, a patient's outcomes assessment may help guide a treatment approach that gets the patient where they want to be!

\*Patient Self-Report Assessments Used:  
Child & Adolescent Behavior Assessment-Youth (CABA-Y)  
Behavior and Symptom Identification Scale (BASIS-32)  
Geriatric Depression Scale (GDSP)

+Clinician Rated Assessments Used:  
Brief Psychiatric Rating Scale for Children (BPRS-C)  
Brief Psychiatric Rating Scale (BPRS)  
Psychogeriatric Dependency Rating Scale (PDRS)