



Patient Satisfaction...

Rivendell Behavioral Health Services of Arkansas takes patient satisfaction very seriously. That is why every patient discharged from our facility is given the opportunity to provide us feedback on their stay and the care they received. We take great pride in our consistently great scores and our track record of integrating patient suggestions into our treatment and throughout our facility.

Parents, guardians, and patients rated services on a 1-5 scale (5 = extremely satisfied and 1 = extremely dissatisfied). Some of the questions include:

	2017	2016
I felt safe and secure	4.57	4.5
I was treated with dignity and respect	4.59	4.53
I improved from admit to discharge	4.67	4.62
I was satisfied with my physician	4.64	4.56
Overall treatment satisfaction	4.61	4.57
I would recommend this facility	4.56	4.49
Overall Totals	4.57	4.52

Community Engagement

Rivendell takes an active role in meeting the needs of our community. Below are just a few of the ways we get involved and some of the organizations we support.

- National Alliance on Mental Illness (NAMI)
- Strike out Stigma Mental Health Awareness Walk
- American Foundation for Suicide Prevention
- Out of the Darkness Walk to Prevent Suicide
- Suicide Prevention Trainings through Action Alliance
- Mental Health Coalition of Arkansas
- Arkansas Juvenile Officer Association
- Arkansas Counseling Association Conference
- Arkansas Hospital Association
- National Association of Social Workers
- Licensed by the Arkansas Department of Human Services, AR Department of Health, Division of Youth Services

Trained Professionals on Staff

- Psychologists, Social Workers, Counselors/Therapists
- Nurses (RN/LPN)
- Recreational Therapists
- Psychiatrists, General Medicine Physicians
- Dietician/Nutritionists
- Special Ed Certified Teachers & Aids
- Mental Health Associates

Physicians are on the medical staff of Rivendell, but, with limited exceptions, are independent practitioners who are not employees or agents of Rivendell. The facility shall not be liable for actions or treatments provided by physicians.

For language assistance, disability accommodations and the non-discrimination notice, visit our website. www.rivendellofarkansas.com

Treatment Results...

ADULT PROGRAM CLINICAL OUTCOMES

CHANGE IN
PATIENT-REPORTED
DIFFICULTY AND
FUNCTIONING:

98%

Over the past 2 years, patient change scores (the improvement shown from admission to discharge in adult patients) on the BASIS-32 at Rivendell Behavioral Health are higher than 98% of facilities submitting scores.

On the individual scales in the BASIS-32 Rivendell patients showed greater degrees of positive change than participants in a national study in the following areas:

	RBHS/National
Relationship to Self and Others	2.3 / 1.2
Daily Living Skills	2.2 / 1.2
Depression/Anxiety	2.3 / 1.5
Impulsive/Addictive Behavior	1.2 / 0.8
Psychosis	0.9 / 0.7

SERVICES PROVIDED

Free Assessment 24/7
Statewide Mobile Assessment 8am-5pm

Inpatient Acute Psychiatric Care for
Children & Adolescents Ages 4 to 17

Inpatient Acute Psychiatric Care & Detox
Adults Ages 18 and above- 3 units

Adult Outpatient Treatment
Partial Hospitalization
Intensive Outpatient Program

Call us day or night to connect with a counselor for more information or to schedule a confidential assessment at no charge. We are here for you...

1-800-264-5640

www.Rivendellofarkansas.com
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