



## 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:

	2020	2019
I felt safe and secure	4.60	4.58
I was treated with dignity and respect	4.64	4.61
I improved from admit to discharge	4.70	4.71
I was satisfied with my physician	4.69	4.66
Overall treatment satisfaction	4.68	4.64
<b>Overall Totals</b>	<b>4.61</b>	<b>4.61</b>

## 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)
- National Overdose Awareness Day/
- 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 Health and Human Services, Division of Child and Family Services, Department of Education

## Trained Professionals on Staff

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

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](http://www.rivendellofarkansas.com)

## Treatment Results...

### ADULT PROGRAM CLINICAL OUTCOMES

CHANGE IN  
PATIENT-REPORTED  
DIFFICULTY AND  
FUNCTIONING:

# 96%

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 96% 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	3.7 / 2.2
Daily Living Skills	3.5 / 2.2
Depression/Anxiety	3.3 / 2.4
Impulsive/Addictive Behavior	2.4 / 1.4
Psychosis	1.6 / 1.3

## SERVICES PROVIDED

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

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

Inpatient Acute Psychiatric Care, Detox & Rehab  
Adults Age 18 and above

Adult Outpatient Treatment  
Partial Hospitalization Day Treatment  
Intensive Outpatient, Onsite and Virtual

Call us day or night for more information.  
We are here for you...

# 1-800-264-5640

100 Rivendell Drive | Benton, AR 72015  
[www.RivendellofArkansas.com](http://www.RivendellofArkansas.com)

