



Referral Source Satisfaction Survey *Springwoods Behavioral Health*

Please circle one response for each question and return to Springwoods (via fax) to Lori Keathley at (479) 973-6050. Thank you in advance for your participation.

	Strongly Disagree	2	3	Strongly Agree
Access to Services				
1. The referral process to Springwoods is easy.	1	2	3	4
2. Assessment times are available and easy to access.	1	2	3	4
3. My referrals are treated at the most appropriate level of care.	1	2	3	4
4. Springwoods staff is helpful and professional.	1	2	3	4

Communication				
1. Springwoods communicates with me during the admission process.	1	2	3	4
2. Springwoods communicates with me during the treatment process.	1	2	3	4
3. When requested, I feel involved and informed in the treatment process.	1	2	3	4

Quality				
1. The patients I refer show improvement after treatment.	1	2	3	4
2. The patients I refer obtain the desired outcome as a result of treatment.	1	2	3	4
3. I would choose Springwoods for my family or myself.	1	2	3	4

Discharge Process				
1. My patients are referred back to me for follow up when expected.	1	2	3	4
2. I am notified when my patients are discharging.	1	2	3	4
3. I receive a copy of the Continuing Care/Discharge plan when requested.	1	2	3	4

Overall Perception				
1. I am satisfied with the services my patients receive at Springwoods.	1	2	3	4
2. I believe my patients receive the best value for the cost of their care.	1	2	3	4
3. I refer _____% of my mental health patients to Springwoods	<25%	25-50%	50-75%	>75%

Hospital Comparison				
1. How does the quality of treatment at Springwoods compare to other psychiatric hospital providers you use?		Poor	Fair	Good
2. How does accessibility to services at Springwoods compare to other psychiatric hospital providers you use?		Poor	Fair	Good
3. How does communication with Springwoods compare to other psychiatric hospital providers you use?		Poor	Fair	Good

Suggestions/Comments:

Name/Phone/Email (Optional):

Category (select best choice):

Service Line (select best choice):

- Hospital
- Social Service Agency
- Judicial

- Nursing Home
- School
- Mental Health Professional

- Acute - Adult
- Acute - Adolescent

- Acute - Senior Adult
- Outpatient Services