

# Drivers of Satisfaction in Adolescent Treatment

## Overview

Embark Behavioral Health (“Embark”) is a nationwide network of outpatient centers and residential programs offering mental health treatment for preteens, teens, young adults, and adults. This brief presents factors associated with increased satisfaction at discharge for clients who received outpatient treatment (partial hospitalization and intensive outpatient), short term residential treatment, and specialty program treatment at Embark locations nationwide.

## Methodology

### **Client demographics.**

Clients in this study ranged in age from 12 to 17 (upon admission to an Embark program).

### **Data.**

Covers period from 1/1/2024 – 12/31/2024 and represents 1,160 clients nationwide. Results shown for outpatient centers include Embark’s and intensive outpatient programs (IOP), virtual intensive outpatient programs (VIOP), and partial hospitalization programs (PHP). Short-term residential and specialty programs are represented as well.

### **Measures.**

The study examined client satisfaction using the Embark Behavioral Health Discharge Satisfaction Questionnaire- Client (EBH-CQ-D-22). The EBH-CQ-D-22 is a proprietary discharge assessment that evaluates clients’ satisfaction with therapeutic progress, likelihood of recommending Embark, and contributing factors to the ratings. Optional qualitative comments were introduced in 2024. This analysis focuses on two key questions:

- **Question Two:** *How satisfied are you with the success or progress towards your treatment goals and needs?* Answer options use a numeric rating scale from 0 to 10.
- **Question Three:** *Please choose the primary reasons behind the ratings you provided.* Answer options (i.e., drivers) include individual therapy, family therapy, group therapy, experiential therapy, treatment environment/milieu, staff, peers, psychiatric care & medication management, care coordination, and other.

### **Analysis.**

This analysis used descriptive statistics and multiple linear regression to identify factors associated with increased satisfaction at discharge. For descriptive statistics, high satisfaction was determined as a score of 8 or higher on question two. For multiple linear regression, coefficients associated with each factor in question three were estimated to determine the strength and direction of their relationship with satisfaction.

## Key Drivers of Satisfaction

- *Aggregate:* Individual therapy, family therapy, experiential therapy, staff, and psychiatric care & medication management.
- *Outpatient:* Staff, individual therapy, and family therapy.
- *Short-term residential:* Individual therapy, staff, and psychiatric care & management.
- *Specialty program:* Individual and family therapy.

## Results

### Aggregate.

Across all Embark programs included in this study, the mean satisfaction score was 8 (*SD* = 2.5, *n* = 1160). Key drivers of satisfaction included individual therapy ( $\beta = 1.36, p < .001$ ), staff ( $\beta = .85, p < .001$ ), and family therapy ( $\beta = .46, p = .004$ ). These categories were the most frequently selected among highly satisfied clients (Figure 1). Experiential therapy ( $\beta = .41, p = .012$ ) and psychiatric care & medication management ( $\beta = .39, p = .016$ ) were also significant positive influences on satisfaction.

- 87% selected individual therapy
- 81% selected staff
- 71% selected family therapy

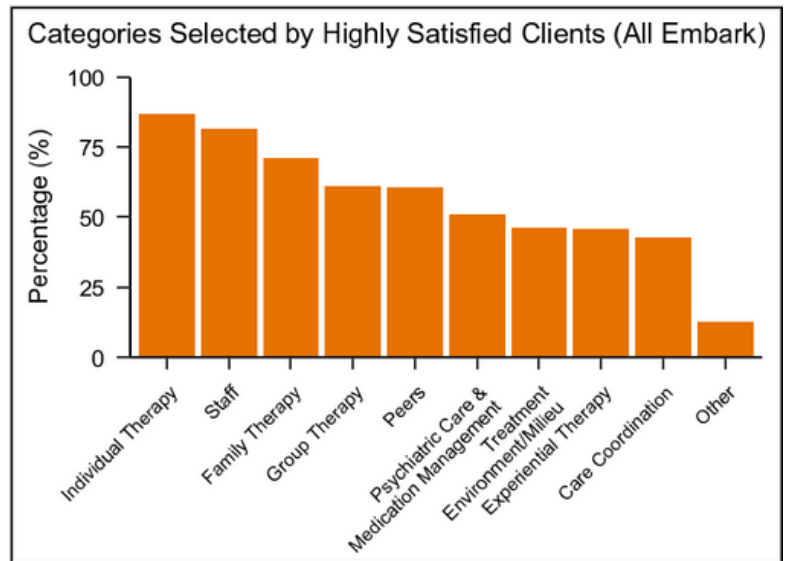


Figure 1: Categories selected by Highly Satisfied Clients (All Embark). Sample size is 816.

### Clinic.

Across Embark clinics, the mean satisfaction score was 8.2 (*SD* = 2.3, *n* = 477). Key drivers of satisfaction at outpatient clinics included staff ( $\beta = 1.06, p < .001$ ), individual therapy ( $\beta = .76, p = .004$ ), and family therapy ( $\beta = .42, p = .049$ ). These factors had a statistically significant impact on satisfaction with treatment progress. Individual therapy, group therapy, and staff were the most frequently selected among highly satisfied clients (Figure 2).

- 84% selected individual therapy
- 80% selected group therapy
- 76% selected staff

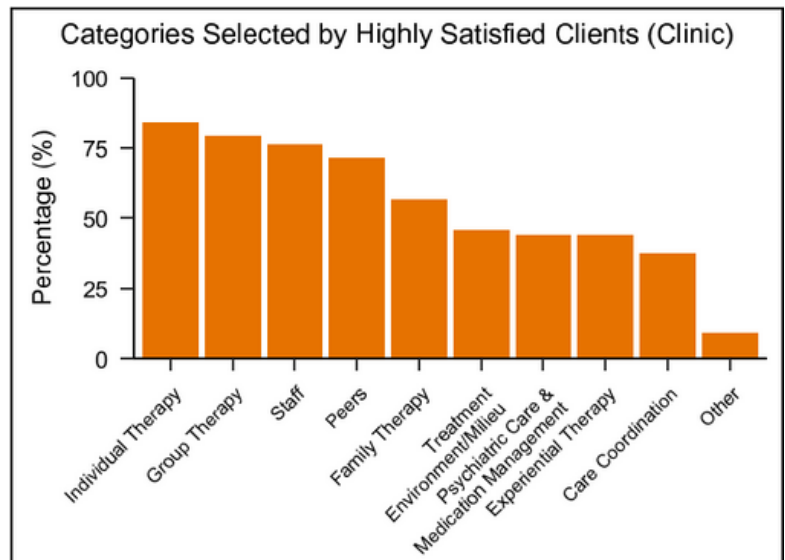


Figure 2: Category selection of satisfied outpatient clinic clients. Sample size is 337.

**Short Term Residential.**

Across Embark short-term residential programs, the mean satisfaction score was 8.3 (*SD* = 2.3, *n* = 434). Key drivers of satisfaction at short term residential centers included individual therapy ( $\beta = 1.54, p < .001$ ), staff ( $\beta = .97, p = .001$ ), and psychiatric care & management ( $\beta = 1.06, p < .001$ ). These factors had a statistically significant impact on satisfaction with treatment progress. Individual therapy, staff, and family therapy were the most frequently selected among highly satisfied clients (Figure 3).

- 91% selected individual therapy
- 89% selected staff
- 81% selected family therapy

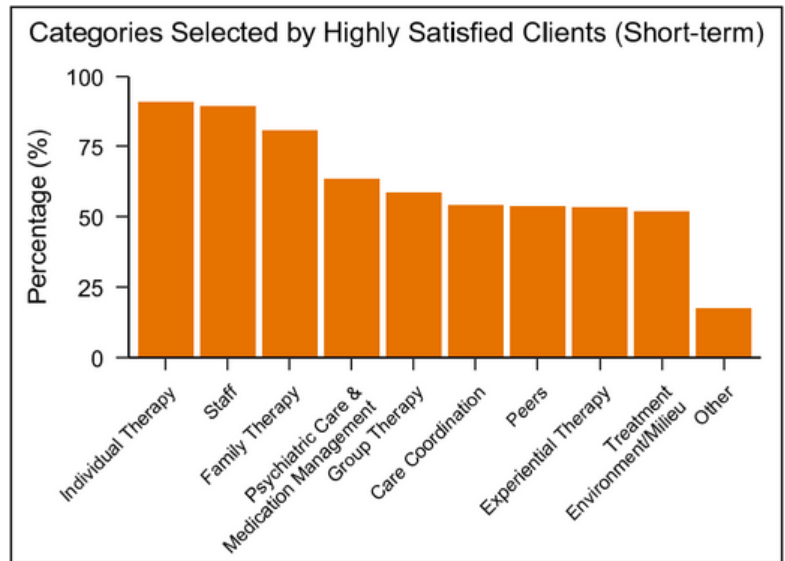


Figure 3: Category selection of satisfied short term residential clients. Sample size is 333.

**Specialty.**

Across Embark specialty programs, the mean satisfaction score was 7.2 (*SD* = 2.9, *n* = 249). Key drivers of satisfaction at specialty programs included individual therapy ( $\beta = 1.31, p = .005$ ) and family therapy ( $\beta = 1.43, p = .001$ ). These factors had a statistically significant impact on satisfaction with treatment progress. These categories, in addition to staff, were the most frequently selected among highly satisfied clients (Figure 4).

- 85% selected individual therapy
- 82% selected family therapy
- 75% selected staff

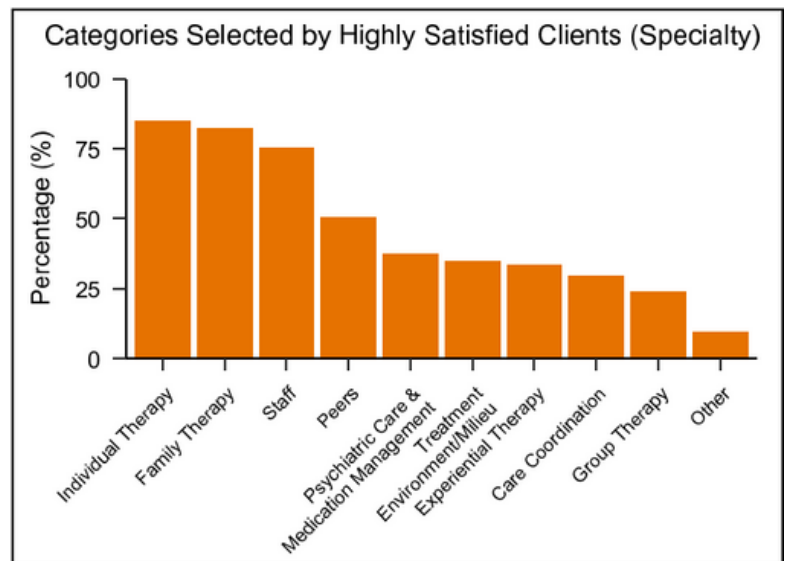


Figure 4: Category selection of satisfied specialty clients. Sample size is 146.

## Conclusion

This analysis identified individual therapy, family therapy, and staff as key factors contributing to higher satisfaction across all treatment settings at Embark. Highly satisfied clients consistently rated these factors as the most influential in their satisfaction at discharge, highlighting their critical role in therapeutic progress. Particularly, individual therapy and staff support were frequently seen as significant factors in increasing satisfaction, reinforcing the importance of these elements in fostering positive treatment experiences. These findings underscore the need for maintaining a strong therapeutic alliance and a supportive treatment environment, ensuring that clients across outpatient, residential, and specialty programs experience quality care.

## Key Terms

- *Mean*: Found by adding the numbers and dividing the sum by the number of numbers in the list. This is what is most often meant by an average.
- *Multiple linear regression*: Statistical method used to model the strength of the relationship between the dependent variable and independent variables.
- *Sample size*: the number of observations or individuals included in a study or an analysis.
- *Standard deviation*: A measure of the spread or variability of a set of scores around the average (mean). It shows how much individual scores differ from the average, helping to understand the consistency of data within a group.
- *Statistical significance*: Statistical significance indicates whether a change in scores is unlikely due to chance, while clinical significance assesses whether the change is meaningful in a client's real-world functioning.

### Contact Information



(602) 926-0560



[qualityoutcomes@embarkbh.com](mailto:qualityoutcomes@embarkbh.com)



<https://www.embarkbh.com>

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