

# Patient satisfaction in a residential treatment centre for addiction: The relationship between mental distress, addiction symptoms, and perceptions of care

Category: Poster Presentation (In-Person)

## Abstract Body

The influence of patient experiences on treatment outcomes in inpatient care for substance use disorders and behavioural addictions remains an under-explored area of research. Yet, understanding this relationship is crucial for optimizing treatment approaches and enhancing patient outcomes. Therefore, the present study aimed to address this gap by investigating the association between patient satisfaction with programming and mental health and addiction symptoms at the completion of treatment. A total of 254 patients admitted to an inpatient treatment program for substance use disorders and behavioural addictions participated in this study. At admission and discharge, participants completed a battery of standardized measures, including assessments for anxiety (Generalized Anxiety Disorder Scale - GAD), depression (Patient Health Questionnaire - PHQ), craving experience (Craving Experience Questionnaire - CEQ), difficulty in emotional regulation (Difficulty in Emotion Regulation scale - DER), and post-traumatic stress disorder (Post-Traumatic Stress Disorder Checklist - PCL). Additionally, at discharge, participants completed the Ontario Perception of Care (OPOC) questionnaire, which assessed their overall perceptions of care and satisfaction with treatment programming. Bivariate correlations revealed no significant relationships between baseline scores and perception of treatment. Interestingly, however, significant negative correlations were observed between perception of care and mental health and addiction symptom severity upon completion of treatment. Specifically, perception of care was negatively correlated with anxiety ( $r = -.19$ ,  $p = .002$ ), depression ( $r = -.22$ ,  $p < .001$ ), emotional regulation ( $r = -.18$ ,  $p = .003$ ), substance craving ( $r = -.131$ ,  $p = .03$ ), post-traumatic stress disorder ( $r = -.19$ ,  $p = .002$ ), and treatment progress ( $r = -.27$ ,  $p < .001$ ). Taken together, these findings suggest that higher symptom severity at the completion of treatment may result in lower overall perceptions of care and satisfaction with treatment. Thus, efforts should be directed toward improving mental health and addiction symptoms to enhance patient experiences and improve treatment outcomes in this setting.

## Key Words (Max 5)

- Alcohol

- Quality improvement
- Substance Use Disorders (general)
- Treatment models/programs

#### Learning Objective #1

Learn about perceptions of care in an inpatient treatment centre for addiction

#### Learning Objective #2

Learn about the relationship between mental distress, addiction symptoms, and perceptions of care

#### Reference #1

Ormbostad, H. A., Otterholt, E., & Stallvik, M. (2021). Investigating Patients' Perceptions of Residential Substance Use Treatment. Is Drop Out a Deliberate or Impulsive Act?. *Journal of Social Work Practice in the Addictions*, 21(3), 255-272.

#### Reference #2

Andersson, H. W., Otterholt, E., & Gråwe, R. W. (2017). Patient satisfaction with treatments and outcomes in residential addiction institutions. *Nordic Studies on Alcohol and Drugs*, 34(5), 375-384.

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