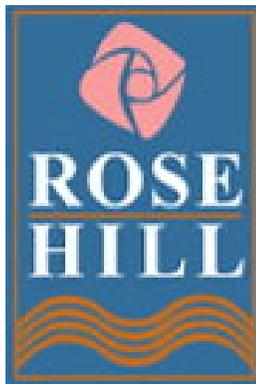

**ROSE HILL
CENTER**

OUTCOMES STUDY



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UNIVERSITY
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Introduction

Rose Hill Center is a residential treatment center in southeast Michigan specializing in the treatment of severe mental disorders. It is located in a rural setting on a 372-acre campus near a small town where it combines ongoing behavioral therapy and rehabilitation with aggressive pharmacotherapy in a 51-person residential setting. Residents are required to live together, eat together, and contribute by caring for their room and performing chores in a low-stress setting. The chores may be outside on the farm or inside, for example, assisting with food preparation. According to the center, its goal is to create and promote a therapeutic community where ongoing pharmacotherapy, behavioral therapy, work, and socialization form a mutually reinforcing treatment within a single community setting. There is structure and purpose, and family participation is encouraged.

After a planned discharge or graduation, residents can transition to the Community Support Program (CSP) run by Rose Hill Center. The CSP consists of a support group and at least monthly home visits in the nearby area by a case manager. Contacts with the psychiatrist and internist are maintained, and the graduate can continue to receive medication and monitoring at Rose Hill Center.

Rose Hill Center has demonstrated a commitment to ongoing quality improvement. In 1996, it contracted with Wayne State University (Dr. Arfken, P.I.) to conduct an outcomes assessment of people who had participated in its program. The outcomes assessment with 77 people resulted in a report to Rose Hill Center and a peer-reviewed article in an international journal, *International Journal of Rehabilitation Research*. In 2001, Rose Hill Center again contracted with Wayne State University (Dr. Arfken, P.I.) to conduct an outcomes assessment of people who had participated in its program. This money was funded by a grant from the DeRoy Testamentary Foundation. This report summarizes the outcomes of the second study covering 100 respondents.

Before presenting the outcomes results, the measures will be reviewed and the process discussed. The measures in the outcome assessment were selected to cover pertinent domains of symptoms, function, and satisfaction with care. They were also selected for flexible administration because it was recognized that some individuals may respond in person, others by mail, and still others by telephone. Finally, the measures selected were influenced by the varying time lapse between the person leaving Rose Hill Center and completing the assessment.

Outcomes Assessment

Symptoms were assessed using two widely used and validated scales. The first scale is the BASIS-32, a 32 question self-report measure of difficulties in the major symptom and functioning domains believed to be related to the need for inpatient psychiatric care. For each of the 32 questions, the respondents assess how much difficulty they encountered in the past week. The possible responses vary from 0 (no difficulty) to 5 (extreme difficulty). The second scale is the CES-D, a 20 question self-report measure of acute depressive symptoms developed for use in national surveys of health. For each of the 20 questions, the respondents assess how frequently they experienced the symptom in the past week. The possible responses vary from 1 (rarely) to 4 (all or most days).

Function was assessed with one widely used and validated scale supplemented by specific questions on current activities. The scale is the SF-36, a 32 question self-report measure of health-related quality of life across eight concepts: physical functioning, role limitations due to physical health, bodily pain, general health, vitality, social functioning, role limitations due to emotional problems, and mental health. The eight subscores each vary from 0% to 100% and are interpreted as percentage of total functioning possible. The added specific questions covered current living situation, societal role (i.e., working, volunteering or studying) and health care utilization. Additional questions were asked on hospital stays, emergency department admission, and physician visits.

Satisfaction with care was assessed with one widely used and validated scale. The CSQ contains 8 self-report questions on client satisfaction with services received. Responses are coded from 1 (poor) to 4 (excellent).

Methods

Trained university-based interviewers and Rose Hill Center staff administered the interview using a standardized form. The study did not commence until the protocol and questions had been reviewed and approved by the human research ethic committee at Wayne State University (Human Investigation Committee). The questions were asked in person, over the phone or by mail. The former resident was the preferred contact, but in some cases (n=17) a family member answered the questions on current activities. The time needed to complete the interview ranged from 10 minutes to over one hour.

The individuals were also asked for permission to review their medical records (in the consent form and on a separate release of information form). Only 17 people refused to allow their records to be abstracted.

Unexpected difficulties were encountered in locating people. Problems included changes or even lack of current address and working telephone number. Attempts to contact people included initial mailing informing people of the study followed by multiple telephone attempts (at least 5 during each time period of week day, week evening, weekend day and weekend evening) and additional mailings to both the former resident and family. The internet was also searched for updated addresses and telephone numbers. Even when a working telephone number was identified for a former resident, contact was difficult. Although telephone calls were initiated from Rose Hill Center, Wayne State University or private homes with the caller identified electronically, 41 former residents with working telephone numbers were never successfully contacted. Once contacted, however, participation rate was good (76% of those contacted). Due to difficulties in contacting people, recruitment efforts emphasized people who had recent admissions (post-1997).

The former residents who could not be contacted differed from the participating former residents who allowed their medical records to be abstracted. The people who could not be contacted or refused were more likely to be a recent admission, to have a shorter length of stay, history of substance abuse or a personality disorder.

Results

Symptoms

For the BASIS-32, 77 respondents reported how much difficulty they had encountered for each of 32 questions in the past week. On average, the respondents had a score of 0.75. This low score is between reporting ‘no difficulty’ or 0 on all of the 32 questions and ‘a little difficulty’ or 1 on all 32 questions. The score is comparable to those obtained by the original developer of the scale using a sample of former inpatients who maintained their living situation in the community (mean of 0.82; Eisen, Dill & Grob, 1994). The individual question eliciting the highest number (n=8 of 77) of “extreme difficulty” responses was confusion, concentration and memory. Following in frequency

of “extreme difficulty” was isolation (n=5 of 77). A complete listing of the responses is found in the appendix.

For the CES-D, 76 respondents reported how often they experience the 20 depressive symptoms in the past week. On average, the respondents reported 1.64 across the items. This low score is between reporting “rarely” on all of the 20 questions and “a little or some (2 days per week)” on all 20 questions. The question that elicited the most responses of “all or most days (5-7 days per week)” was everything was an effort (n=16 of 76). A complete listing of the responses is found in the appendix.

Function

For the SF-36, a few respondents failed to answer individual questions. Thus, the total number of respondents used to calculate subscale scores is between 74 and 76. For the subscale of physical functioning, the mean score was 82.4 and a median of 90.0%. For the subscale of role limitation due to physical health, the mean score was 75.4 and a median of 100%. For the subscale of bodily pain, the mean score was 73.9 and a median of 74.0%. For the subscale of general health, the mean score was 73.7 and a median of 77.0%. For the subscale of vitality, the mean score was 60.4 and a median of 65.0%. For the subscale of social functioning, the mean score was 74.3 and a median 75.0%. For the subscale of role limitations due to emotional problems, the mean score was 66.2 and a median of 66.7%. For the subscale of mental health, the mean score was 73.2 and a median of 76.0%.

A higher number on the subscale represents a better outcome. However, to interpret these results they should be compared to national norms. The authors (1993) report on national norms for the general population and for vulnerable populations, including people with clinical depression.

SF-36 Subscale scores for Rose Hill Center Graduates and the General Population

Subscale	Rose Hill Center	General population
Physical Functioning	82.4	84
Role limitations due to physical health	75.4	81
Bodily pain	73.8	75
General health	73.7	72
Vitality	60.4	61
Social functioning	74.3	83
Role limitations due to emotional problems	66.2	81
Mental Health	73.2	75

The Rose Hill Center respondents compare very closely to the national general population norm except for a lower mean on the subscale of role limitations due to emotional problems. This subscale includes the specific questions on people cutting down on the amount of time on work due to emotional problems, accomplishing less than they want to, or not doing things as carefully as usual. However, when compared to a national sample of people with clinical depression, the Rose Hill Center respondents fared much better. The national norm for people with clinical depression on the subscale of role limitations due to emotional problems is 39.

Currently 60.6% of the Rose Hill Center respondents are living independently in the community and 64.3% are actively involved in working for pay, volunteering, or enrolled in school. Approximately a third (38.4%) of the respondents had been to a hospital for either medical or psychiatric reasons at least once since leaving Rose Hill Center. Fewer people (n=30 or 30.6%) had presented to an emergency department since leaving Rose Hill Center, and of those, half (50.0%) were for medical problems. As would be encouraged for ongoing care, most of the respondents had seen a doctor at least once since leaving Rose Hill Center (88.5%).

Satisfaction with care

For CSQ, 77 respondents completed the scale. The average score was 3.4 and a median of 3.6. On this scale, 4 denotes excellent service or maximum satisfaction and is the highest score allowed. The only question of 8 questions not to have a median score of 4 was "To what extent has Rose Hill met your needs". For this question, over 85% of the respondents said either "almost all of their needs have been met" (or score of 4; 44.2%) or "most of their needs have been met" (or score of 3, 41.6%).

Conclusions

The outcomes measured in this study for the Rose Hill Center graduates continue to show excellent prognosis. The majority of the graduates currently live in the community and contribute to the community through work, volunteering or continuing their education. Confirming these conclusions, their level of functioning and lack of symptoms compare very favorably with the general population and people with mental disorders stabilized in the community. Their use of healthcare facilities reflects the

need and use of ongoing care for mental disorders and co-morbid medical problems. The graduates rated their experience with Rose Hill Center very favorably and recommend it highly.

These findings relate only to Rose Hill Center graduates who could be contacted. Those individuals with a personality disorder or substance abuse history proved to be more difficult to contact. In addition, those with shorter length of stay and more recent admission were more difficult to contact. Future efforts to document the outcomes of Rose Hill Center graduates may have to include participation of managed care organizations covering the individuals. In addition, there should be greater effort in the immediate pre-graduation and post-graduation period to communicate with graduates the need for ongoing outcome assessments.

This report is intended to disseminate the outcomes of an alternative residential care incorporating biobehavioral therapy and rehabilitation in a low-stress setting. From a clinical perspective, they could be viewed as doing well. Similar to the previous outcomes study, the Rose Hill Center graduates perceived their mental health status as affecting their health status although not to the extent it interferes with their social or physical functioning. This lower score may reflect a realistic appraisal and the need for their continued active participation in ongoing care. We believe the outcomes were due to the combination of many factors, including Rose Hill Center's commitment to quality improvement.

References

Eisen, S. V., Dill, D. L. & Grob, M. C. (1994). Reliability and Validity of a Brief Patient-Report Instrument for Psychiatric Outcome Evaluation. *Hospital and Community*, 45, 242-247.

Ware, J. E., Jr., Snow, K. K., Kosinski, M. & Gandek, B. (1993). SF-36 Health Survey. Manual & Interpretation Guide. Boston: The Health Institute, New England Medical Center.

For more information about this study, phone 248-634-5530.

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Appendix

Responses to individual questions on survey and scores on summary scales

Method of interview?

In Person	24	(24.2%)
Phone	35	(35.4%)
Mail	4	(4.0%)
Rose Hill Worker	36	(36.4%)
Missing:	1	

Race/ethnicity?

African American	4	(5.0%)
Caucasian	75	(93.8%)
Hispanic	1	(1.3%)
Missing	20	

Gender?

Male	57	(62.6%)
Female	34	(37.4%)
Missing	9	

Current living situation?

Independent	60	(60.6%)
Supervised	34	(34.3%)
Rose Hill Townhouses	5	(5.1%)
Missing	1	

Living situation immediately after leaving Rose Hill?

Independent	50	(50.5%)
Supervised	36	(36.4%)
Unknown	4	(4.0%)
Rose Hill Townhouses	9	(9.1%)
Missing	1	

Currently working?

Yes	47	(47.5%)
No	52	(52.5%)
Missing	1	

If not currently working, have you worked since leaving Rose Hill?

Yes	24	(48.0%)
No	26	(52.0%)
Missing	3	
Not applicable	47	

Current volunteer work?

Yes	20	(20.2%)
No	79	(79.8%)
Missing	1	

If not currently volunteering, have you volunteered since leaving Rose Hill?

Yes	15	(20.8%)
No	57	(79.2%)
Missing	8	
Not applicable	20	

Currently attend school?

Yes	15	(15.3%)
No	83	(84.7%)
Missing	2	

If not currently attending school, have you attended school since leaving Rose Hill?

Yes	17	(23.0%)
No	57	(77.0%)
Missing	11	
Not applicable	15	

Are you currently working, volunteering or studying?

Yes	63	(64.3%)
No	35	(35.7%)
Missing	2	

Have you been to the hospital since leaving Rose Hill?

Yes	38	(38.4%)
No	61	(61.6%)
Missing	1	

Have you stayed overnight at a hospital?

Yes	34	(89.5%)
No	4	(10.5%)
Missing	1	
Not applicable	61	

Why did you go to the hospital?

Psychiatric	17	(44.7%)
Medical	14	(36.8%)
Both	7	(18.4%)
Missing	1	
Not applicable	61	

Have you been to an ER since leaving Rose Hill?

Yes	30	(30.6%)
No	68	(69.4%)
Missing	2	

Why did you go to the ER?

Psychiatric	12	(40.0%)
Medical	15	(50.0%)
Both	3	(10.0%)
Missing	2	
Not applicable	68	

Have you seen a doctor (including routine visits) since leaving Rose Hill?

Yes	85	(88.5%)
No	11	(11.5%)
Missing	4	

Why did you see the doctor?

Psychiatric	23	(28.8%)
Medical	15	(18.8%)
Both	42	(52.5%)
Missing	9	
Not applicable	11	

BASIS-32 (n=77)

Summary Mean = 0.75
 Median = 0.58
 S.D. = 0.61

Describe your level of difficulty:**Managing day-to-day life**

No difficulty	37	(48.7%)
A little difficulty	20	(26.3%)
Moderate difficulty	12	(15.8%)
Quite a bit of difficulty	5	(6.6%)
Extreme difficulty	2	(2.6%)
Missing	1	

With household responsibilities

No difficulty	42	(54.5%)
A little difficulty	17	(22.1%)
Moderate difficulty	13	(16.9%)
Quite a bit of difficulty	4	(5.2%)
Extreme difficulty	1	(1.3%)

Work

No difficulty	32	(47.1%)
A little difficulty	17	(25.0%)
Moderate difficulty	11	(16.2%)
Quite a bit of difficulty	6	(8.8%)
Extreme difficulty	2	(2.9%)
Missing	9	

School

No difficulty	17	(70.8%)
A little difficulty	2	(8.3%)
Moderate difficulty	2	(8.3%)
Quite a bit of difficulty	2	(8.3%)
Extreme difficulty	1	(4.2%)
Not applicable	51	
Missing	2	

Leisure

No difficulty	44	(57.9%)
A little difficulty	18	(23.7%)
Moderate difficulty	8	(10.5%)
Quite a bit of difficulty	6	(7.9%)
Extreme difficulty	–	
Missing	1	

Major life stress

No difficulty	31	(43.1%)
A little difficulty	14	(19.4%)
Moderate difficulty	16	(22.2%)
Quite a bit of difficulty	7	(9.7%)
Extreme difficulty	4	(5.6%)
Not applicable	5	

Relationships with family

No difficulty	47	(62.7%)
A little difficulty	15	(20.0%)
Moderate difficulty	8	(10.7%)
Quite a bit of difficulty	3	(4.0%)
Extreme difficulty	2	(2.7%)
Missing	2	

Relationships outside of family

No difficulty	50	(64.9%)
A little difficulty	16	(20.8%)
Moderate difficulty	7	(9.1%)
Quite a bit of difficulty	2	(2.6%)
Extreme difficulty	2	(2.6%)

Isolation

No difficulty	31	(40.3%)
A little difficulty	19	(24.7%)
Moderate difficulty	16	(20.8%)
Quite a bit of difficulty	6	(7.8%)
Extreme difficulty	5	(6.5%)

Feeling close to others

No difficulty	32	(42.1%)
A little difficulty	20	(26.3%)
Moderate difficulty	16	(21.1%)
Quite a bit of difficulty	7	(9.2%)
Extreme difficulty	1	(1.3%)
Missing	1	

Realistic about self and others

No difficulty	38	(50.7%)
A little difficulty	18	(24.0%)
Moderate difficulty	14	(18.7%)
Quite a bit of difficulty	3	(4.0%)
Extreme difficulty	2	(2.7%)
Missing	2	

Recognize and express emotion appropriately

No difficulty	37	(48.1%)
A little difficulty	15	(19.5%)
Moderate difficulty	15	(19.5%)
Quite a bit of difficulty	7	(9.1%)
Extreme difficulty	3	(3.9%)

Autonomy

No difficulty	37	(48.1%)
A little difficulty	16	(20.8%)
Moderate difficulty	16	(20.8%)
Quite a bit of difficulty	4	(5.2%)
Extreme difficulty	4	(5.2%)

Goals

No difficulty	35	(46.7%)
A little difficulty	18	(22.7%)
Moderate difficulty	11	(14.7%)
Quite a bit of difficulty	10	(13.3%)
Extreme difficulty	2	(2.7%)
Missing	1	

Lack of Self-Confidence

No difficulty	32	(42.1%)
A little difficulty	18	(23.7%)
Moderate difficulty	17	(22.4%)
Quite a bit of difficulty	8	(10.5%)
Extreme difficulty	1	(1.3%)
Missing	1	

Apathy				Mood swings			
No difficulty	38	(51.4%)		No difficulty	42	(54.5%)	
A little difficulty	19	(25.7%)		A little difficulty	21	(27.3%)	
Moderate difficulty	8	(10.8%)		Moderate difficulty	7	(9.1%)	
Quite a bit of difficulty	9	(12.2%)		Quite a bit of difficulty	5	(6.5%)	
Extreme difficulty	–			Extreme difficulty	2	(2.6%)	
Missing	3						
Depression				Compulsive behavior			
No difficulty	35	(51.4%)		No difficulty	48	(64.0%)	
A little difficulty	16	(21.3%)		A little difficulty	12	(16.0%)	
Moderate difficulty	13	(17.3%)		Moderate difficulty	7	(9.3%)	
Quite a bit of difficulty	9	(12.0%)		Quite a bit of difficulty	4	(5.3%)	
Extreme difficulty	2	(2.7%)		Extreme difficulty	4	(5.3%)	
Missing	2			Missing	2		
Suicidal feelings				Sexual activity or preoccupation			
No difficulty	61	(84.7%)		No difficulty	62	(84.9%)	
A little difficulty	6	(8.3%)		A little difficulty	8	(11.0%)	
Moderate difficulty	4	(5.6%)		Moderate difficulty	2	(2.7%)	
Quite a bit of difficulty	1	(1.4%)		Quite a bit of difficulty	1	(1.4%)	
Extreme difficulty	–			Extreme difficulty	–		
Missing	5			Missing	4		
Physical symptoms				Drinking alcohol			
No difficulty	34	(44.0%)		No difficulty	63	(87.5%)	
A little difficulty	22	(29.3%)		A little difficulty	4	(5.6%)	
Moderate difficulty	8	(10.7%)		Moderate difficulty	1	(1.4%)	
Quite a bit of difficulty	8	(10.7%)		Quite a bit of difficulty	4	(5.6%)	
Extreme difficulty	4	(5.3%)		Extreme difficulty	–		
Missing	1			Missing	5		
Fear, anxiety, panic				Illegal drug use			
No difficulty	38	(49.4%)		No difficulty	68	(94.4%)	
A little difficulty	22	(28.6%)		A little difficulty	3	(4.2%)	
Moderate difficulty	12	(15.6%)		Moderate difficulty	–		
Quite a bit of difficulty	3	(3.9%)		Quite a bit of difficulty	1	(1.4%)	
Extreme difficulty	2	(2.6%)		Extreme difficulty	–		
				Missing	5		
Confusion, concentration, memory				Controlling temper			
No difficulty	26	(33.8%)		No difficulty	59	(79.7%)	
A little difficulty	20	(26.0%)		A little difficulty	9	(12.2%)	
Moderate difficulty	14	(18.2%)		Moderate difficulty	3	(4.1%)	
Quite a bit of difficulty	9	(11.7%)		Quite a bit of difficulty	2	(2.7%)	
Extreme difficulty	8	(10.4%)		Extreme difficulty	1	(1.4%)	
				Missing	3		
Unreal thoughts or beliefs				Impulsive, illegal, reckless behavior			
No difficulty	50	(65.8%)		No difficulty	61	(84.7%)	
A little difficulty	9	(11.8%)		A little difficulty	4	(5.6%)	
Moderate difficulty	9	(11.8%)		Moderate difficulty	5	(6.9%)	
Quite a bit of difficulty	8	(10.5%)		Quite a bit of difficulty	1	(1.4%)	
Extreme difficulty	–			Extreme difficulty	1	(1.4%)	
Missing	1			Missing	5		
Hearing voices, seeing things				Feeling satisfied with life			
No difficulty	55	(73.3%)		No difficulty	36	(47.4%)	
A little difficulty	11	(14.7%)		A little difficulty	21	(27.6%)	
Moderate difficulty	5	(6.7%)		Moderate difficulty	10	(13.2%)	
Quite a bit of difficulty	3	(4.0%)		Quite a bit of difficulty	7	(9.2%)	
Extreme difficulty	1	(1.3%)		Extreme difficulty	2	(2.6%)	
Missing	2			Missing	1		
Manic, bizarre behavior							
No difficulty	61	(80.3%)					
A little difficulty	10	(13.2%)					
Moderate difficulty	2	(2.6%)					
Quite a bit of difficulty	2	(2.6%)					
Extreme difficulty	1	(1.3%)					
Missing	1						

CES-D (n=76)

Summary Mean = 1.64
 Median = 1.55
 S.D. = 0.51

How often do you experience the following?**Bothered by things**

Rarely (1 day/week) 51 (67.1%)
 A little/Some (2 days/week) 15 (19.7%)
 Occasionally/Moderate (3-4 d/wk) 6 (7.9%)
 All or most (5-7 d/wk) 4 (5.3%)

Poor appetite

Rarely (1 day/week) 60 (78.9%)
 A little/Some (2 days/week) 6 (7.9%)
 Occasionally/Moderate (3-4 d/wk) 4 (5.3%)
 All or most (5-7 days/week) 6 (7.9%)

Could not shake off the blues

Rarely (1 day/week) 53 (69.7%)
 A little/Some (2 days/week) 14 (18.4%)
 Occasionally/Moderate (3-4 d/wk) 4 (5.3%)
 All or most (5-7 d/wk) 5 (6.6%)

Feeling as good as other people

Rarely (1 day/week) 14 (18.4%)
 A little/Some (2 days/week) 8 (10.5%)
 Occasionally/Moderate (3-4 d/wk) 7 (9.2%)
 All or most (5-7 days/week) 47 (61.8%)

Focus problems

Rarely (1 day/week) 39 (51.3%)
 A little/Some (2 days/week) 21 (27.6%)
 Occasionally/Moderate (3-4 d/wk) 10 (13.2%)
 All or most (5-7 days/week) 6 (7.9%)

Depressed

Rarely (1 day/week) 39 (51.3%)
 A little/Some (2 days/week) 24 (31.6%)
 Occasionally/Moderate (3-4 d/wk) 8 (10.5%)
 All or most (5-7 days/week) 5 (6.6%)

Everything was an effort

Rarely (1 day/week) 30 (40.0%)
 A little/Some (2 days/week) 20 (26.7%)
 Occasionally/Moderate (3-4 d/wk) 9 (12.0%)
 All or most (5-7 days/week) 16 (21.3%)
 Missing 1

Hopeful about the future

Rarely (1 day/week) 11 (14.5%)
 A little/Some (2 days/week) 11 (14.5%)
 Occasionally/Moderate (3-4 d/wk) 16 (21.1%)
 All or most (5-7 days/week) 38 (50.0%)

Life has been a failure

Rarely (1 day/week) 59 (77.6%)
 A little/Some (2 days/week) 8 (10.5%)
 Occasionally/Moderate (3-4 d/wk) 6 (7.9%)
 All or most (5-7 days/week) 3 (3.9%)

Fearful

Rarely (1 day/week) 50 (65.8%)
 A little/Some (2 days/week) 17 (22.4%)
 Occasionally/Moderate (3-4 d/wk) 6 (7.9%)
 All or most (5-7 days/week) 3 (3.9%)

Sleep was restless

Rarely (1 day/week) 43 (56.6%)
 A little/Some (2 days/week) 21 (27.6%)
 Occasionally/Moderate (3-4 d/wk) 6 (7.9%)
 All or most (5-7 days/week) 6 (7.9%)

Happy

Rarely (1 day/week) 2 (2.6%)
 A little/Some (2 days/week) 14 (18.4%)
 Occasionally/Moderate (3-4 d/wk) 23 (30.3%)
 All or most (5-7 days/week) 37 (48.7%)

Talked less than usual

Rarely (1 day/week) 49 (66.2%)
 A little/Some (2 days/week) 12 (16.2%)
 Occasionally/Moderate (3-4 d/wk) 7 (9.5%)
 All or most (5-7 days/week) 6 (8.1%)
 Missing 2

Lonely

Rarely (1 day/week) 37 (48.7%)
 A little/Some (2 days/week) 24 (31.6%)
 Occasionally/Moderate (3-4 d/wk) 10 (13.2%)
 All or most (5-7 days/week) 5 (6.6%)

People were unfriendly

Rarely (1 day/week) 55 (72.4%)
 A little/Some (2 days/week) 11 (14.5%)
 Occasionally/Moderate (3-4 d/wk) 9 (11.8%)
 All or most (5-7 days/week) 1 (1.3%)

Enjoyed life

Rarely (1 day/week) 8 (10.7%)
 A little/Some (2 days/week) 14 (18.7%)
 Occasionally/Moderate (3-4 d/wk) 10 (13.3%)
 All or most (5-7 days/week) 43 (57.3%)
 Missing 1

Crying Spells

Rarely (1 day/week) 71 (93.4%)
 A little/Some (2 days/week) 3 (3.9%)
 Occasionally/Moderate (3-4 d/wk) 1 (1.3%)
 All or most (5-7 days/week) 1 (1.3%)

Sadness

Rarely (1 day/week) 44 (57.9%)
 A little/Some (2 days/week) 21 (27.6%)
 Occasionally/Moderate (3-4 d/wk) 8 (10.5%)
 All or most (5-7 days/week) 3 (3.9%)

Other people dislike me

Rarely (1 day/week) 44 (57.9%)
 A little/Some (2 days/week) 24 (31.6%)
 Occasionally/Moderate (3-4 d/wk) 5 (6.6%)
 All or most (5-7 days/week) 3 (3.9%)

Could not get going

Rarely (1 day/week) 43 (57.3%)
 A little/Some (2 days/week) 14 (18.7%)
 Occasionally/Moderate (3-4 d/wk) 11 (14.7%)
 All or most (5-7 days/week) 7 (9.3%)
 Missing 1

SF-36 Health Survey (n=77)

General health

Excellent	15	(19.5%)
Very good	28	(36.4%)
Good	25	(32.5%)
Fair	6	(7.8%)
Poor	3	(3.9%)

Health compared to a year ago

Much better	27	(35.1%)
Somewhat better	21	(27.3%)
About the same	25	(32.5%)
Somewhat worse	4	(5.2%)
Much worse	-	

How much does your health limit the following?

Vigorous activities

Limited a lot	22	(28.9%)
Limited a little	26	(34.2%)
Not limited at all	28	(36.8%)
Missing	1	

Bending, kneeling, stooping

Limited a lot	5	(6.6%)
Limited a little	21	(27.6%)
Not limited at all	50	(65.8%)
Missing	1	

Moderate activities

Limited a lot	2	(2.6%)
Limited a little	12	(15.8%)
Not limited at all	62	(81.6%)
Missing	1	

Walking more than a mile

Limited a lot	12	(15.8%)
Limited a little	17	(22.4%)
Not limited at all	47	(61.8%)
Missing	1	

Lifting or carrying groceries

Limited a lot	2	(2.6%)
Limited a little	7	(9.2%)
Not limited at all	67	(88.2%)
Missing	1	

Walking several blocks

Limited a lot	7	(9.2%)
Limited a little	11	(14.5%)
Not limited at all	58	(76.3%)
Missing	1	

Climbing several flights of stairs

Limited a lot	8	(10.5%)
Limited a little	13	(17.1%)
Not limited at all	55	(72.4 %)
Missing	1	

Walking one block

Limited a lot	5	(6.6%)
Limited a little	7	(9.2%)
Not limited at all	64	(84.2%)
Missing	1	

Climbing one flight of stairs

Limited a lot	3	(3.9%)
Limited a little	8	(10.5%)
Not limited at all	65	(85.5%)
Missing	1	

Bathing or dressing self

Limited a lot	4	(5.3%)
Limited a little	6	(7.9%)
Not limited at all	66	(86.8%)
Missing		

In the past 4 weeks, have you had any of the following problems as a result of your physical health?

Cut down time on work

Yes	15	(19.5%)
No	62	(80.5%)

Bodily pain

None	26	(34.2%)
Very Mild	16	(21.1%)
Mild	15	(19.7%)
Moderate	12	(15.8%)
Severe	7	(9.2%)
Very Severe	-	
Missing	1	

Accomplished less than would have liked

Yes	22	(28.9%)
No	54	(71.1%)
Missing	1	

Limited in kinds of work/activities that I could do

Yes	19	(24.7%)
No	58	(75.3%)

Pain interfered with work

Not at all	45	(59.2%)
Slightly	19	(25.0%)
Moderately	6	(7.9%)
Quite a bit	6	(7.9%)
Extremely	-	
Missing	1	

Difficulty performing work or other activities

Yes	19	(24.7%)
No	58	(75.3%)

In the past 4 weeks, have you had any of the following problems as a result of any emotional problems?

Cut down time on work or other acts

Yes	25	(32.5%)
No	52	(67.5%)

Did not do things as carefully as usual

Yes	21	(27.3%)
No	56	(72.7%)

Accomplished less than would have liked

Yes	32	(41.6%)
No	45	(58.4%)

In the past 4 weeks, have your physical or emotional problems interfered with social activities?

Not at all	30	(39.5%)
Slightly	22	(28.5%)
Moderately	15	(19.7%)
Quite a bit	8	(10.5%)
Extremely	1	(1.3%)
Missing	1	

How much of the time the past 4 weeks have you:

Felt full of pep

All of the time	10	(13.3%)
Most of the time	18	(24.0%)
A good bit of the time	14	(18.7%)
Some of the time	15	(20.0%)
A little of the time	11	(14.7%)
None of the time	7	(9.3%)
Missing	2	

Felt downhearted or blue

All of the time	1	(1.3%)
Most of the time	4	(5.3%)
A good bit of the time	6	(7.9%)
Some of the time	14	(18.4%)
A little of the time	26	(34.2%)
None of the time	25	(32.9%)
Missing	1	

Been a nervous person

All of the time	3	(3.9%)
Most of the time	6	(7.9%)
A good bit of the time	5	(6.6%)
Some of the time	16	(21.1%)
A little of the time	19	(25.0%)
None of the time	27	(35.5%)
Missing	1	

Felt worn out

All of the time	3	(3.9%)
Most of the time	10	(13.2%)
A good bit of the time	7	(9.2%)
Some of the time	15	(19.7%)
A little of the time	23	(30.3%)
None of the time	18	(23.7%)
Missing	1	

Felt down in the dumps and nothing could cheer you up

All of the time	2	(2.6%)
Most of the time	3	(3.9%)
A good bit of the time	4	(5.3%)
Some of the time	10	(13.2%)
A little of the time	12	(15.8%)
None of the time	45	(59.2%)
Missing	1	

Been a happy person

All of the time	14	(18.4%)
Most of the time	38	(50.0%)
A good bit of the time	5	(6.6%)
Some of the time	15	(19.7%)
A little of the time	3	(3.9%)
None of the time	1	(1.3%)
Missing	1	

Felt calm and peaceful

All of the time	11	(14.5%)
Most of the time	32	(42.1%)
A good bit of the time	10	(13.2%)
Some of the time	9	(11.8%)
A little of the time	13	(17.1%)
None of the time	1	(1.3%)
Missing	1	

Felt tired

All of the time	4	(5.3%)
Most of the time	3	(3.9%)
A good bit of the time	10	(13.2%)
Some of the time	23	(30.3%)
A little of the time	27	(35.5%)
None of the time	9	(11.8%)
Missing	1	

Had lots of energy

All of the time	10	(13.2%)
Most of the time	26	(34.2%)
A good bit of the time	7	(9.2%)
Some of the time	15	(19.7%)
A little of the time	12	(15.8%)
None of the time	6	(7.9%)
Missing	1	

Experienced physical or emotional problems that interfered with social activities

All of the time	-	
Most of the time	5	(6.5%)
A good bit of the time	-	
Some of the time	22	(28.6%)
A little of the time	19	(24.7%)
None of the time	31	(40.3%)

How true is each statement?

I get sick easier than others I know

Definitely true	3	(3.9%)
Mostly true	9	(11.8%)
Don't know	8	(10.5%)
Mostly false	19	(25.0%)
Definitely false	37	(48.7%)
Missing	1	

I'm as healthy as anyone I know

Definitely true	21	(27.6%)
Mostly true	35	(46.1%)
Don't know	3	(3.9%)
Mostly false	11	(14.5%)
Definitely false	6	(7.9%)
Missing	1	

I expect my health to get worse

Definitely true	1	(1.3%)
Mostly true	7	(9.3%)
Don't know	9	(12.0%)
Mostly false	16	(21.3%)
Definitely false	42	(56.0%)
Missing	2	

My health is excellent

Definitely true	19	(25.0%)
Mostly true	42	(55.3%)
Don't know	7	(9.2%)
Mostly false	5	(6.6%)
Definitely false	3	(3.9%)
Missing	1	

Subscales

Physical Functioning

Mean = 82.43
Median = 90.00
S.D. = 21.58

Bodily Pain

Mean = 73.81
Median = 74.00
S.D. = 23.96

Vitality

Mean = 60.39
Median = 65.00
S.D. = 22.87

Role-Emotional

Mean = 66.23
Median = 66.67
S.D. = 36.87

Role-Physical

Mean = 75.43
Median = 100.00
S.D. = 29.77

General Health

Mean = 73.70
Median = 77.00
S.D. = 20.00

Social Functioning

Mean = 74.34
Median = 75.00
S.D. = 22.26

Mental Health

Mean = 73.16
Median = 76.00
S.D. = 18.30

Client Satisfaction Survey (n=77)

Mean = 3.42
Summary Median = 3.63
S.D. = 0.63

How would you rate the quality of services you received?

Poor	1	(1.3%)
Fair	6	(7.8%)
Good	24	(31.2%)
Excellent	46	(59.7%)

Did you get the kind of services you wanted?

Yes, definitely	40	(51.9%)
Yes, generally	31	(40.3%)
Not really	4	(5.2%)
Definitely not	2	(2.6%)

To what extent has Rose Hill met your needs?

None have been met	3	(3.9%)
Only a few have been met	8	(10.4%)
Most have been met	32	(41.6%)
Almost all have been met	34	(44.2%)

If a friend were in need of similar help, would you recommend Rose Hill to him or her?

Yes, definitely	54	(70.1%)
Yes, generally	19	(24.7%)
Not really	1	(1.3%)
Definitely not	3	(3.9%)

How satisfied are you with the amount of help you have received?

Very satisfied	43	(55.8%)
Mostly satisfied	26	(33.8%)
Indifferent or mildly dissatisfied	5	(6.5%)
Quite dissatisfied	3	(3.9%)

Have the services helped you to deal more effectively with your problems?

They seemed to make things worse	2	(2.6%)
They really didn't help	3	(3.9%)
They helped somewhat	21	(27.3%)
They helped a great deal	51	(66.2%)

In an overall general sense, how satisfied are you with the services you have received?

Quite dissatisfied	4	(5.3%)
Indifferent or mildly dissatisfied	5	(6.6%)
Mostly satisfied	24	(31.6%)
Very satisfied	43	(56.6%)
Missing	1	

If you were to seek help again, would you come back to Rose Hill?

Definitely not	8	(10.7%)
I don't think so	8	(10.7%)
I think so	20	(26.7%)
Definitely	39	(52.0%)
Missing	2	

Rose Hill Center, located in Holly, Michigan, 40 miles north of Detroit, is a residential treatment and rehabilitation facility for adults with serious psychiatric disorders.

Rose Hill's treatment philosophy is based on the following principles:

- Major psychiatric disorders are brain disorders for which medication is essential in the recovery process as well as in maintaining recovery.
- Knowledge of the illness and its management by those who are afflicted is vital in order to maintain clinical stability and avoid hospitalization.
- Meaningful work and self-care responsibilities, along with training in employment, recreational and social skills are necessary for quality, independent living.

Located on 372 acres, Rose Hill offers semi-private or private rooms for 51 individuals in a Residential Program and 25 in a Transitional Townhouse Program. The Joint Commission on Accreditation of Healthcare Organizations has accredited Rose Hill since it opened in 1992.

Rose Hill's professional mental health team and support staff direct a comprehensive daily schedule aimed at helping people achieve and maintain psychiatric stability, meaningful daily activity and independent community living.

Psychoeducational training in social and independent living skills, illness management, and substance abuse prevention are strong aspects of the program.

Another important component of Rose Hill's program is the therapeutic work program requiring all residents to work daily in one of five areas: Farming, Grounds, Housekeeping, Kitchen, or Horticulture. On-campus education classes are offered from September to June, along with a year-round program to assist and support clients as they make the transition to competitive employment.

For more information or an admission consultation, phone Janice Snyder at 248-634-5530 ext 333.

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