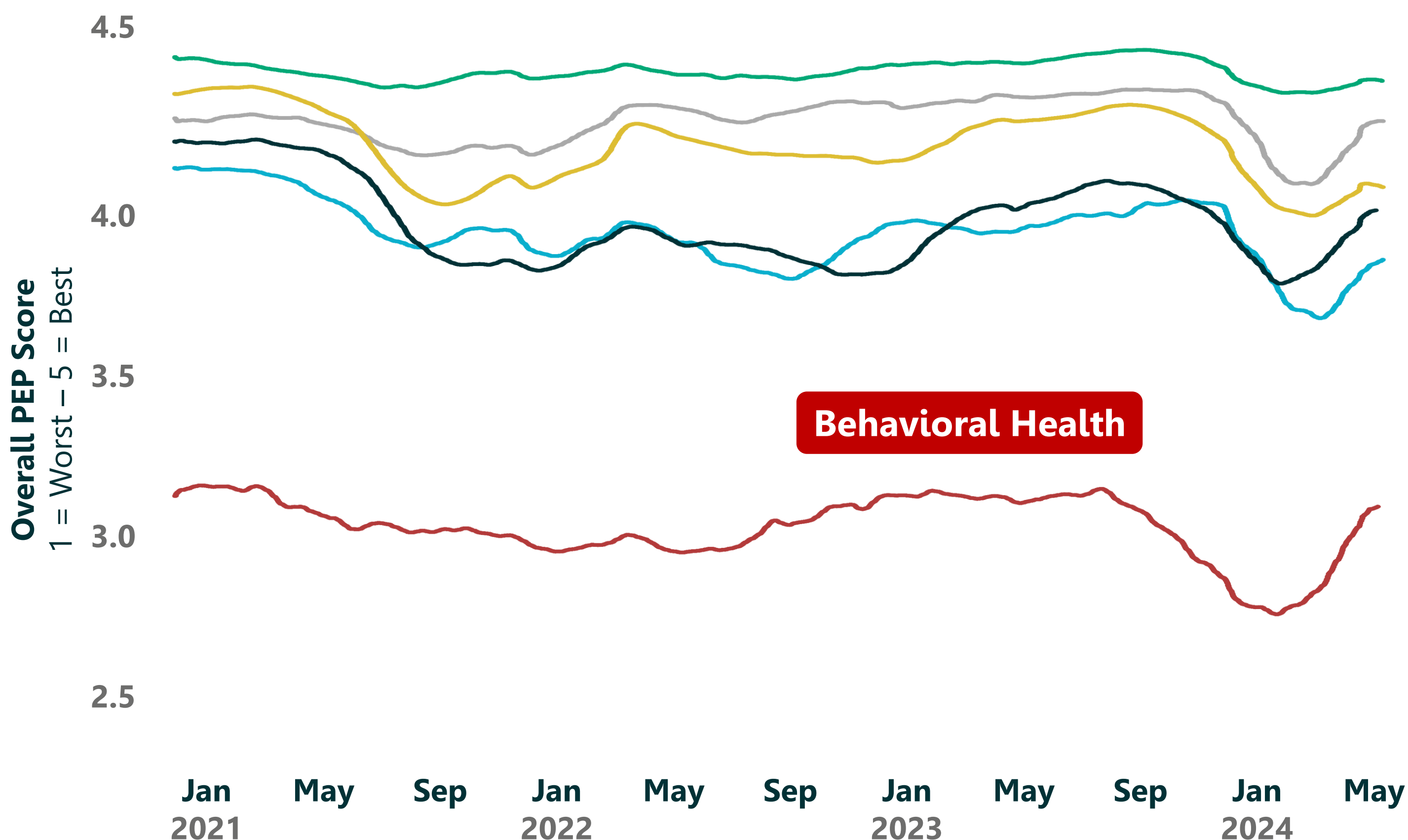


# Across the US, Behavioral Health experience is significantly worse than any other service line.

## Service Line Comparison

- Behavioral Health
- General Medicine
- Pediatrics
- Surgery
- OB/GYN
- Urgent Care



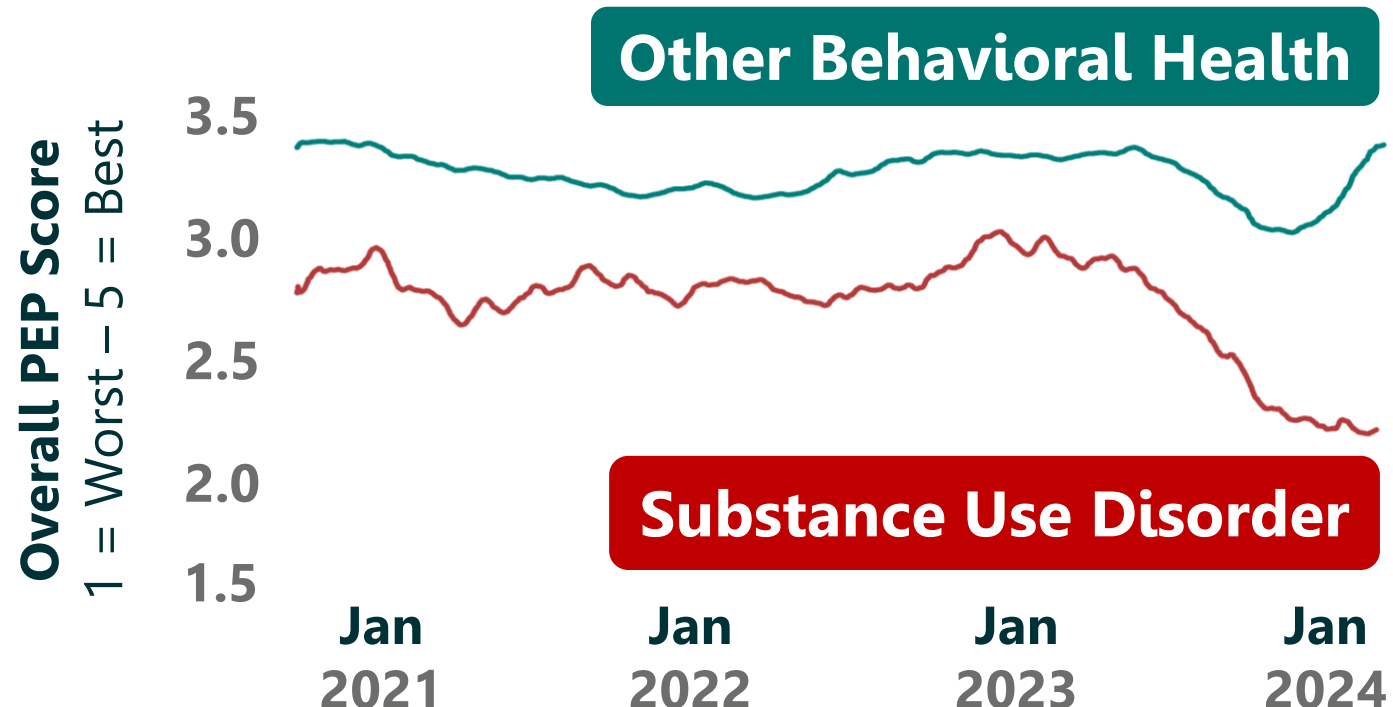
**Behavioral Health**



# Variation in experience is driven by declines in **Fast Access** and **Continuity of Care**.

## Service Line Comparison

Service Line	Overall	Effective Treatment	Emotional Support	Attn. to Phys. & Env. Needs	Communication & Involvement	Fast Access	Continuity of Care
<b>Behavioral Health</b>	3.4	3.3	3.5	2.9	2.8	2.4	2.1
General Medicine	4.4	4.2	4.2	3.7	3.6	3.4	2.5
OB/GYN	4.6	4.4	4.3	3.8	3.9	3.6	2.8
Pediatrics	4.1	4.1	4.0	3.6	3.3	3.0	2.3
Surgery	4.5	4.4	4.3	4.0	3.9	3.6	3.6
Urgent Care	4.3	4.1	4.2	3.8	3.2	3.7	2.5



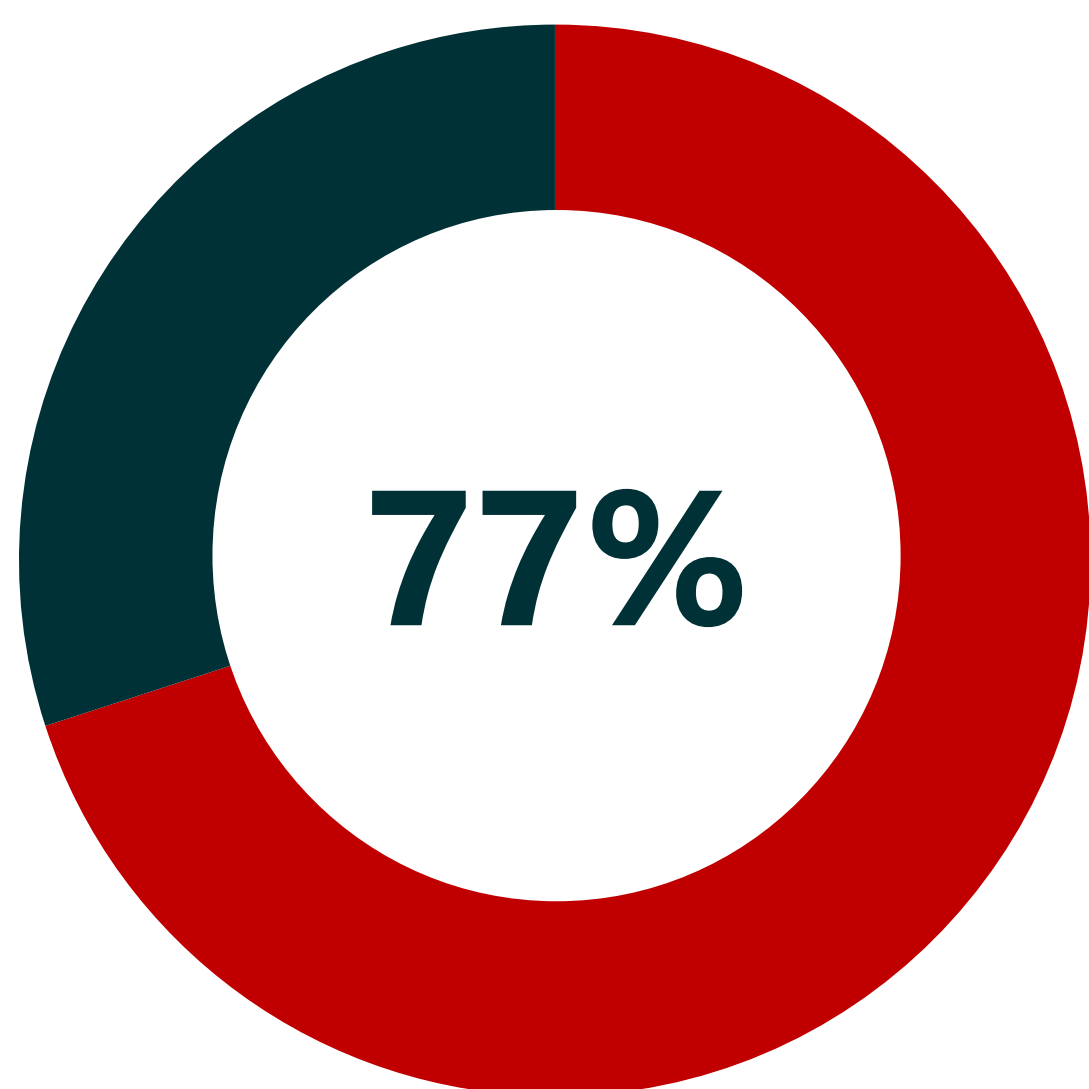
Within Behavioral Health, Substance Use Disorder programs are most poorly rated



# Specifically, patients want better **Information Sharing**, and improvements in **Booking & Scheduling**.

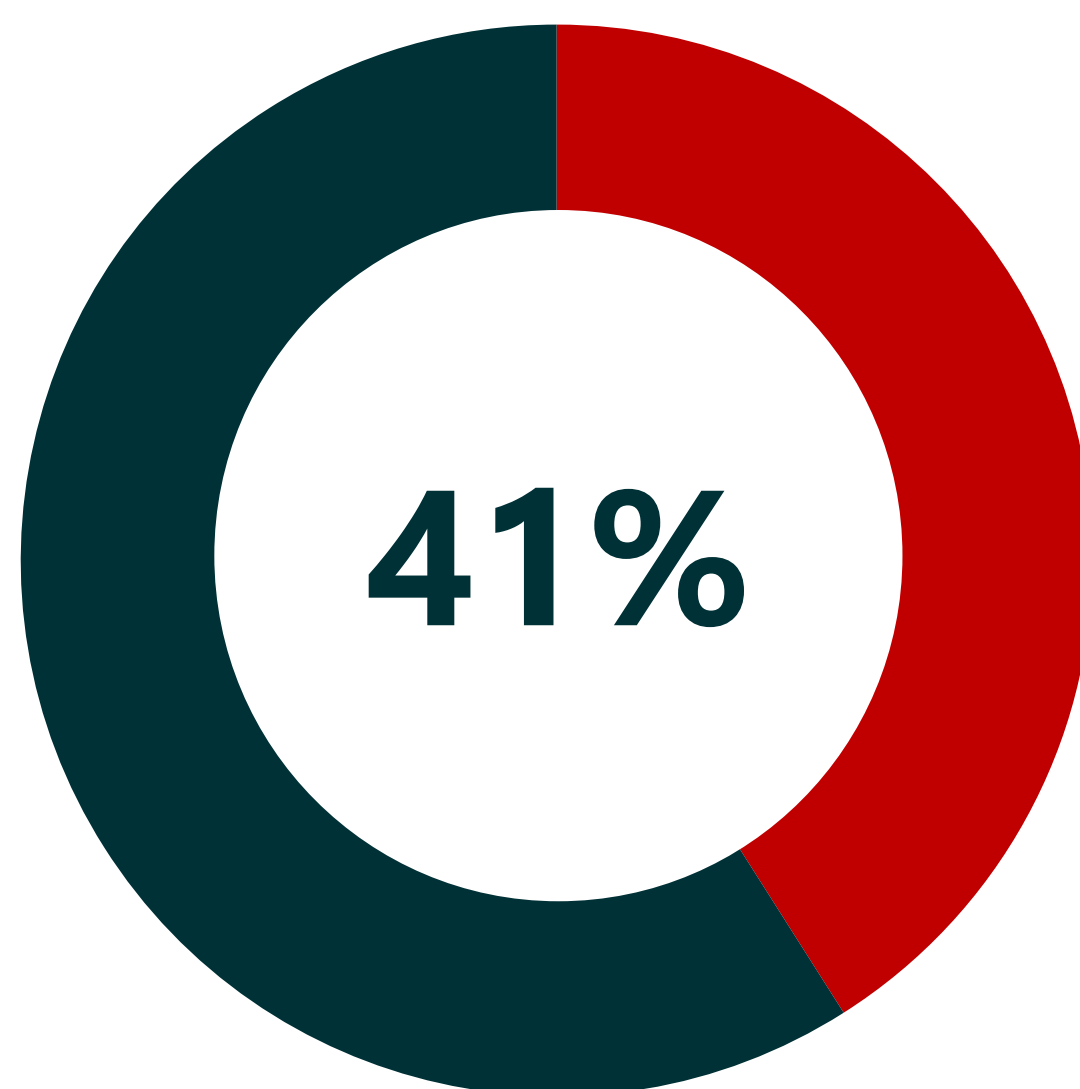
## Behavioral Health

### Continuity of Care



of negative comments are about **Information Sharing**

### Fast Access



of negative comments are about **Booking & Scheduling**



# Recently, generalist providers have overtaken specialist providers.

Real-time feedback reveals that patients appreciate generalist providers' ability to deliver on **Continuity of Care** and **Attention to Physical & Environmental Needs**.

## Behavioral Health

