

## 2021 Perception of Care

Alsana’s care teams administer Perception of Care Surveys when a client transitions to a new level of care and when they leave treatment. Our team uses survey responses to help identify areas for growth and improvement. These surveys are invitations for clients to reflect and share honestly about their care experiences. We’re honored to share 2021 Perception of Care results with you.

**92%** of Perception of Care Survey<sup>1</sup> responses received in 2021 said they **“would recommend Alsana to others.”**

*Learn more at [alsana.com/2021-treatment-outcomes](https://alsana.com/2021-treatment-outcomes)*

<sup>1</sup> N=1371; because Alsana clients are surveyed about PoC when stepping down their level of care and when discharging from programs, the percentages above do not describe a percentage of survey respondents, but the overall results in terms of survey responses received.

### 2021 Perception of Care Survey<sup>2</sup> Results

#### LGBTQ+ Client Population

**96%**

*“I would describe Alsana as an accepting and affirming environment.”*

**95%**

*“I was able to show up authentically and be respected.”*

**94%**

*“My gender identity was respected and affirmed at Alsana.”*

**99%**

*“My sexual identity was respected and affirmed at Alsana.”*

**91%**

*“I would recommend this facility to other individuals seeking treatment for an eating disorder.”*

### 2021 Perception of Care Survey<sup>3</sup> Results

#### Virtual Program Participants

**89%**

*“I felt engaged in treatment delivered virtually.”*

**93%**

*“Virtual services fit my schedule and needs better.”*

**93%**

*“Virtual services were able to deliver comprehensive and adaptive care.”*

**94%**

*“I felt supported by my virtual team.”*

**94%**

*“Although services were provided virtually, I still felt I was able to communicate with the treatment team.”*

**99%**

*“Virtual services offered a unique experience by allowing me to be at home and continue to work on my eating disorder in that environment.”*

**92%**

*“I would recommend Alsana’s virtual programs to others seeking treatment for eating disorders.”*

<sup>2</sup> N=663; because Alsana clients are surveyed about PoC when stepping down their level of care and when discharging from programs, the percentages above do not describe a percentage of survey respondents, but the overall results in terms of survey responses received.

<sup>3</sup> N=170; because Alsana clients are surveyed about PoC when stepping down their level of care and when discharging from programs, the percentages above do not describe a percentage of survey respondents, but the overall results in terms of survey responses received.

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## Client Testimonial

*“They made me feel like I was worthy of support.”*

SUBMITTED BY Alsana Westlake Alumna  
Tabitha, 31 (she/her)

My name is Tabitha. I love my job working in a level 1 trauma hospital and hope to pursue nursing school in the fall. I also love my family (and have the best nieces in the world!). I am outgoing, sometimes loud, but definitely fun. Having struggled with chronic illness in my 20s before eventually getting help, I'm very passionate about helping and advocating for others. Overall, my life is a beautiful ride. It hasn't always been this way; it took a lot of work, and I couldn't have done it without Alsana.

I had just turned 29 when I entered Alsana Westlake's eating disorder treatment program.

I was afraid to try again, but in the short time between leaving the first program and ultimately deciding to call Alsana, my body and certain events showed me I needed to return to treatment - and quickly. I had lost my job and my apartment. I was losing friends. I felt tired and weak and found myself snapping at everyone.

The biggest red flag was when I yelled at my five-year-old niece. I never yell at my nieces. I will never forget her little eyes filling up with tears. I had become someone I did not recognize. I felt like I was losing everything, including myself. I couldn't accept my body, and I couldn't handle how I felt about that.

I was 29 years old when I entered treatment, Alsana Westlake was extremely different from anywhere else I had been. I was treated like a human being - not a patient. They saw me as a whole person who was trying - just like everyone else - to get through life.



It took me about two weeks to adjust. It was hard to trust the fact that I was safe and accept that struggling is a natural part of the process.

Somewhere along the line, though, it clicked: the staff were really on my side. They sat with me when I would cry, and when I was angry. They never gave up on me. They made me feel like I was worthy of help. On hard days (and there were quite a few) I knew I had support.

There were times I wanted so badly to quit but I will never forget the people who helped me help myself, the staff that walked alongside me when things were hard.

Now, I see myself as someone strong and beautiful. Someone positive and worthy. Someone with goals and dreams. I was in a dark place before finding the Alsana community but the support I found there saved my life.

To anyone out there struggling with an eating disorder I would say you are worth recovery. Stop comparing yourself to the internet versions of "eating disorders" and questioning if you are "sick enough." You deserve joy, freedom, hope, and happiness. You deserve a life that's not ruled by fear or anxiety. It's ok to be scared; you just have to trust that recovery is possible and that you're worthy of all the help you need to achieve lasting recovery.

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**Alsana is In-Network With All Major Insurance Providers**  
and our Admissions Team works with clients on a case-by-case basis  
to ensure access to eating disorder care.

*Visit [alsana.com/insurance](https://alsana.com/insurance) or Live Chat with Admissions to check eligibility.*