



### **MEDIA STATEMENT – October 9, 2020**

As previously stated, Provo Canyon School was sold by its previous ownership in August 2000. We therefore cannot comment on the operations or patient experience prior to that time.

What we can say is that the school provides a structured environment teaching life-skills, providing behavioral health therapy, and continuing education for youth who come to us with pre-existing and complex emotional, behavioral and psychiatric needs. These youth have not been successful in typical home and school environments, and in many cases have a history of engaging in dangerous behaviors such as self-harming and/or attempting suicide, physical violence and/or aggression toward others, and use of illicit substances.

While we acknowledge there are individuals over the many years who believe they were not helped by the program, we are heartened by the many stories former residents share about how their stay was a pivot point in improving – and in many cases, saving – their lives.

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### **MEDIA STATEMENT – Sept 17, 2020**

Provo Canyon School today is an intensive, psychiatric residential treatment center for youth between the ages of 8 and 18 that have special, and often complex, mental health and emotional needs. We offer innovative, evidence-based therapeutic interventions, academic instruction and life-skills training tailored to the needs of each of our students. Leadership and staff are highly committed to providing effective treatment, compassionate care and a nurturing environment for the students and families we serve. Provo Canyon School is licensed by the State of Utah, Department of Human Services; it is accredited by The Joint Commission (national accreditation of hospitals) and Cognia/AdvancED for academic services. For more information, please visit: <https://provocanyon.com>.

Over the last two decades, mental health treatment has evolved from a behaviors-based foundation to a personalized, trauma-informed approach. We work with extremely complex individuals who often present a danger to themselves and others. Provo Canyon School is committed to the safety of our patients and staff. Provo Canyon School DOES NOT use “solitary confinement” as a form of intervention. Licensed physicians prescribe medication as necessary to assist the patient in addressing their mental health related diagnosis. Provo Canyon School physicians DO NOT prescribe or use any drug or medication as a means of discipline.

Provo Canyon School provides every patient with a survey upon discharge that rates their overall experience and provides the facility with feedback. Out of 841 discharged patients from

Provo Canyon School between 2018-2020, we scored 4.87 out of 5 overall on the patient satisfaction rating scale.

In 2018, Patient Satisfaction Survey Results reported:

- 99.7% of patients report that they feel better at discharge than when admitted.
- 99.1% of patients report that they were satisfied with their treatment.
- 97.8% of patients report that they would recommend the facility to someone needing treatment.

In 2019 Patient Satisfaction Survey Results:

- 99.2% of patients report that they feel better at discharge than when admitted.
- 99% of patients report that they were satisfied with their treatment.
- 98.2% of patients report that they would recommend the facility to someone needing treatment.

According to the 2020 YTD Patient Satisfaction Survey Results:

- 100% of patients report that they feel better at discharge than when admitted.
- 100% of patients report that they were satisfied with their treatment.

Provo Canyon School is highly regulated by multiple agencies and organizations, including the Utah Department of Human Services, Office of Licensing and various state, federal and national credentialing organizations and agencies. On average, our facility will receive 20-30 independent on-site, audits annually by highly qualified, professional auditors. We are required by law and contract to report any significant, negative finding to all of our regulatory agencies to which we are responsible, as well as required by contract to report to all funding agencies.

We do not condone or promote any form of abuse. Any and all alleged/suspected abuse is reported immediately to our state regulatory authorities, law enforcement and Child Protective Services, as required. We are committed to providing high-quality care to youth with special, and often complex, emotional, behavioral and psychiatric needs.

We are concerned that the current media coverage may increase the stigma around seeking help for behavioral health concerns. This would be a disservice if it leads people away from seeking necessary care and increases the stigma around mental health that providers, organizations, advocates and members of the public have worked so hard – and made much progress over the years – to break.

Thousands of youth with behavioral health issues have been helped over the years at Provo Canyon School. Although the vast majority of patients report benefiting from the care they received at Provo Canyon School, occasionally some patients do not believe their treatment

was successful. We cannot comment on individual patient treatment, care or allegations due to privacy laws – but will reiterate that we are committed to providing high-quality care in a compassionate, safe environment. Ultimately, the value our clinicians and staff provide is evidenced by their ability to improve and save lives.