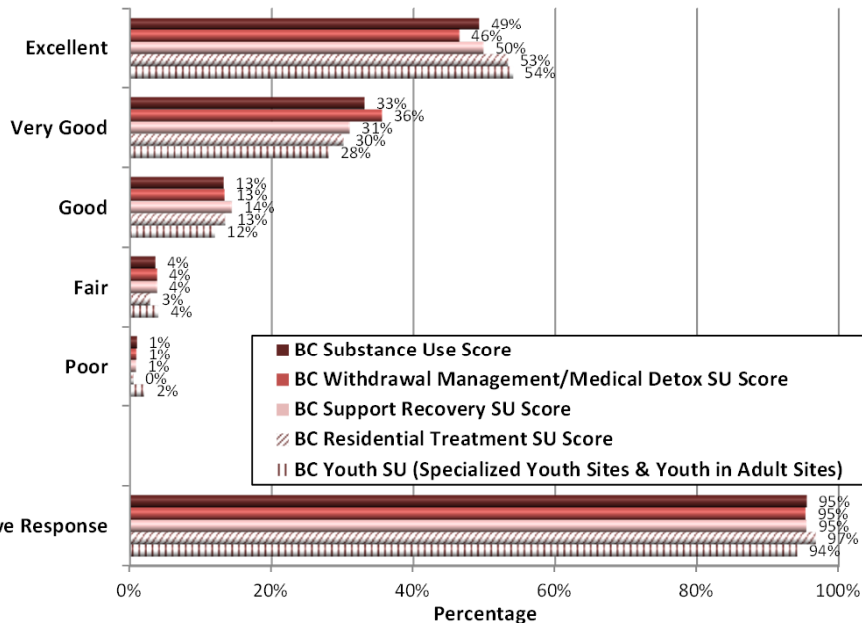




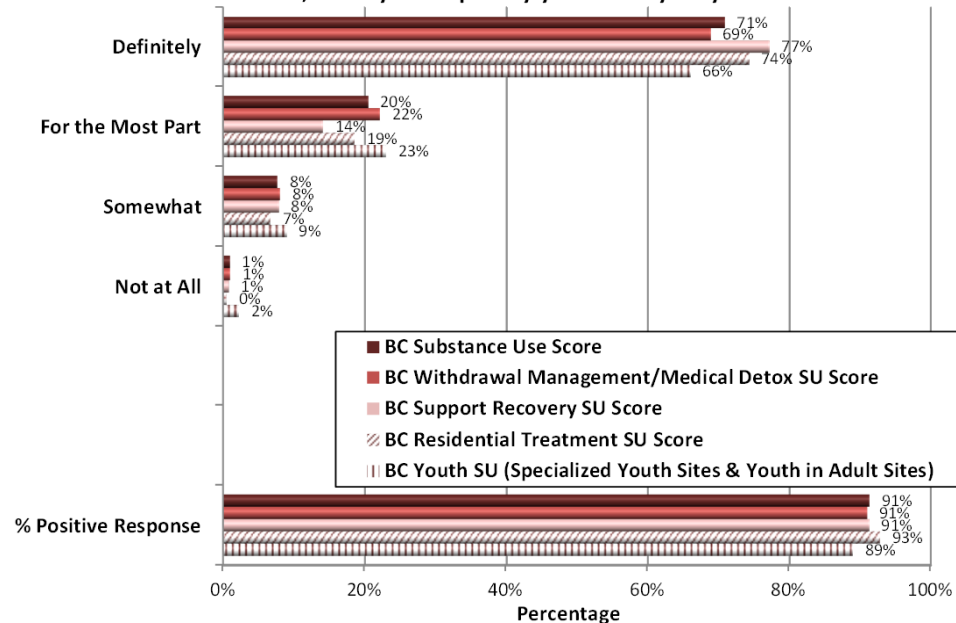
BC Provincial Substance Use Subsector Storyboard

Report Date: October 17, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:
 Oct. 12 - Apr. 11, 2011. n = 3323. Response Rate = 70%. MOE = ±1.7%.

Overall, how would you rate the quality of care and services you received?



Overall, were you helped by your facility stay?



Summary Results - Dimension Scores (% positive score)		Top 10 Performing Items (Highest % positive scores)		Bottom 10 Performing Items (Lowest % positive scores)	
Relationship/Empowerment	89%	Did not wait too long to get to your room	97%	Enough leisure activities in this facility	61%
Environment	83%	Felt safe in facility	95%	Noticed staff wash/disinfect hands before providing care	67%
Information/Rights	86%	Facility was clean	94%	Told whom to contact if had problem/crisis after discharge	68%
Outcome/Recovery	81%	Treated with dignity/respect in facility	93%	Family/supporters involved in decisions as wanted	71%
Continuity	79%	Needs/preferences/values respected in treatment	92%	Told about medication side effects in an understandable way	73%
Stigma	92%	Spiritual needs met	92%	Confirmed ID before giving medications/treatments/etc.	75%
Access to Care	93%	Staff supported improvement/recovery	92%	Told about services/support in community	80%
Safety	77%	Helped feel nothing shameful about MH/SU problems	91%	Had enough privacy in facility	81%
		Answers to questions were understandable	91%	Satisfied with food	83%
		Knew who to talk to if had questions/concerns	91%	Involved as much as wanted in planning my discharge	84%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) ¹	Performance (Top-Box Response Only)
Priority #1	Q35. Did the staff tell you about services and support available in the community?	0.43	55%
Priority #2	Q34. Were you involved as much as you wanted in planning your discharge?	0.40	57%
Priority #3	Q23. Did the staff help you deal with your problems?	0.50	59%
Priority #4	Q12. When you asked questions, did you get answers that you could understand?	0.42	60%

¹Note: See full report for complete results and explanatory terms.