BC Substance Use Youth Population Storyboard


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

- Excellent: 50% (BC Youth SU), 49% (BC SU Score for Specialized Youth Sites), 52% (BC SU Score for Youth in Adult Sites)
- Very Good: 28% (BC Youth SU), 26% (BC SU Score for Specialized Youth Sites), 27% (BC SU Score for Youth in Adult Sites)
- Good: 11% (BC Youth SU), 11% (BC SU Score for Specialized Youth Sites), 11% (BC SU Score for Youth in Adult Sites)
- Fair: 9% (BC Youth SU), 9% (BC SU Score for Specialized Youth Sites), 9% (BC SU Score for Youth in Adult Sites)
- Poor: 3% (BC Youth SU), 3% (BC SU Score for Specialized Youth Sites), 3% (BC SU Score for Youth in Adult Sites)

Overall, were you helped by your facility stay?

- Definitely: 50% (BC Youth SU), 49% (BC SU Score for Specialized Youth Sites), 52% (BC SU Score for Youth in Adult Sites)
- For the Most Part: 23% (BC Youth SU), 21% (BC SU Score for Specialized Youth Sites), 22% (BC SU Score for Youth in Adult Sites)
- Somewhat: 9% (BC Youth SU), 9% (BC SU Score for Specialized Youth Sites), 9% (BC SU Score for Youth in Adult Sites)
- Not at All: 2% (BC Youth SU), 2% (BC SU Score for Specialized Youth Sites), 2% (BC SU Score for Youth in Adult Sites)

Summary Results - Dimension Scores (% positive score)

- Relationship/Empowerment: 87%
- Environment: 86%
- Information/Rights: 84%
- Outcome/Recovery: 77%
- Continuity: 79%
- Stigma: 89%
- Access to Care: 89%
- Safety: 70%

Top 10 Performing Items (Highest % positive scores)

1. Facility was clean: 95%
2. Spiritual needs met: 94%
3. Felt safe in facility: 94%
4. Did not wait too long to get to your room: 94%
5. Needs/preferences/values respected in treatment: 91%
6. Treated with dignity/respect in facility: 90%
7. Answers to questions were understandable: 90%
8. Felt comfortable asking questions about treatment: 90%
9. Knew who to talk to if had questions/concerns: 90%
10. Staff supported improvement/recovery: 89%

Bottom 10 Performing Items (Lowest % positive scores)

1. Confirmed ID before giving medications/treatments/etc.: 56%
2. Told whom to contact if had problem/crisis after discharge: 66%
3. Enough leisure activities in this facility: 70%
4. Did not suffer injury/harm from medical error/mistake: 75%
5. Family/supporters involved in decisions as wanted: 76%
6. Care took into account needs re language/culture/race: 78%
7. Understood plan for treatment after discharge: 79%
8. Noticed staff wash/disinfect hands before providing care: 79%
9. Told about services/support in community: 80%
10. Did not understand your treatment plan: 80%

Up to 4 Top Priorities

1. Priority #1: Q33. Were there enough leisure activities for you in this facility?
2. Priority #2: Q26. Were your family members or support persons involved in decisions about your care as much as you wanted?
3. Priority #3: Q37. Do you understand the plan for your treatment after you leave the facility?
4. Priority #4: Q14. Did you understand your treatment plan?

Importance (Correlation with Overall Satisfaction) Performance (Top-Box Response Only)

1. Priority #1: 0.45 47%
2. Priority #2: 0.41 51%
3. Priority #3: 0.44 52%
4. Priority #4: 0.43 57%

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

*Response rate and margin of error were not calculated; provincial distribution of youth (ages 13 to 19) served in participating sites was unavailable.