Fraser Health Authority-Mental Health Storyboard

Report Date: Sept 15, 2011. Mental Health and Substance Use Patient/Client Experience of Care Survey:
Oct. 12 - Apr. 11, 2011. n = 971. Response Rate = 58%. MOE = ±3.1%.

### Summary Results - Dimension Scores (% positive score)

1. **Relationship/Empowerment**
   - 79%
2. **Environment**
   - 72%
3. **Information/Rights**
   - 74%
4. **Stigma**
   - 82%
5. **Outcome/Recovery**
   - 70%
6. **Continuity**
   - 70%
7. **Safety**
   - 70%
8. **Access to Care**
   - 78%
9. **Performance**
   - 68%
10. **Continuity of Care**
    - 68%

### Top 10 Performing Items (Highest % positive scores)

1. Able to see staff as often as wanted (86%)
2. Satisfied with food (86%)
3. Noticed staff wash/disinfect hands before providing care (85%)
4. Facility was clean (84%)
5. Told about medication side effects in an understandable way (84%)
6. Answers to questions were understandable (84%)
7. Told about services/support in community (84%)
8. Did not suffer injury/harm from medical error/mistake (83%)
9. Involved as much as wanted in planning my discharge (83%)
10. Felt comfortable asking questions about treatment (83%)

### Bottom 10 Performing Items (Lowest % positive scores)

1. Confidentiality of treatment (52%)
2. Rights under MH Act explained in an understandable way (59%)
3. Enough leisure activities (62%)
4. Told about services/support in community (68%)
5. Told whom to contact if had problem/crisis after discharge (69%)
6. Told to plan my discharge (71%)
7. Family/supporters involved in decisions as wanted (71%)
8. Felt comfortable asking questions about treatment (71%)
9. Felt involved as much as wanted in planning my discharge (71%)
10. Confidentiality of treatment (71%)

### Priority Questions and Importance

<table>
<thead>
<tr>
<th>Priority #1</th>
<th>Survey Question</th>
<th>Importance with Overall Satisfaction</th>
<th>Performance (Top-Box Response Only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q33</td>
<td>Were there enough leisure activities for you in this facility?</td>
<td>0.46</td>
<td>33%</td>
</tr>
<tr>
<td>Q34</td>
<td>Were you involved as much as you wanted in planning your discharge?</td>
<td>0.42</td>
<td>37%</td>
</tr>
<tr>
<td>Q14</td>
<td>Did you understand your treatment plan?</td>
<td>0.43</td>
<td>38%</td>
</tr>
<tr>
<td>Q29</td>
<td>Did you have enough privacy in the facility?</td>
<td>0.40</td>
<td>38%</td>
</tr>
</tbody>
</table>

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