

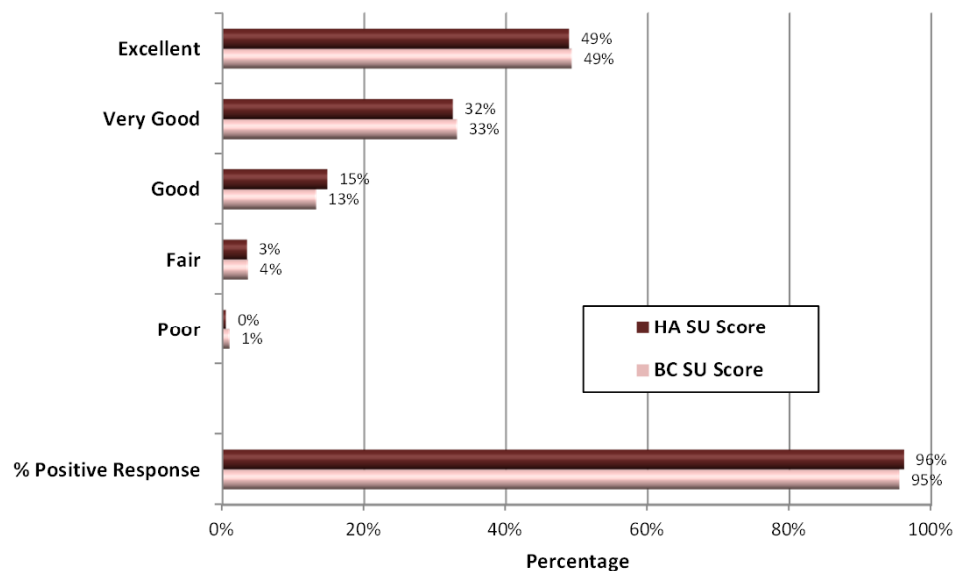


Fraser Health Authority-Substance Use Storyboard

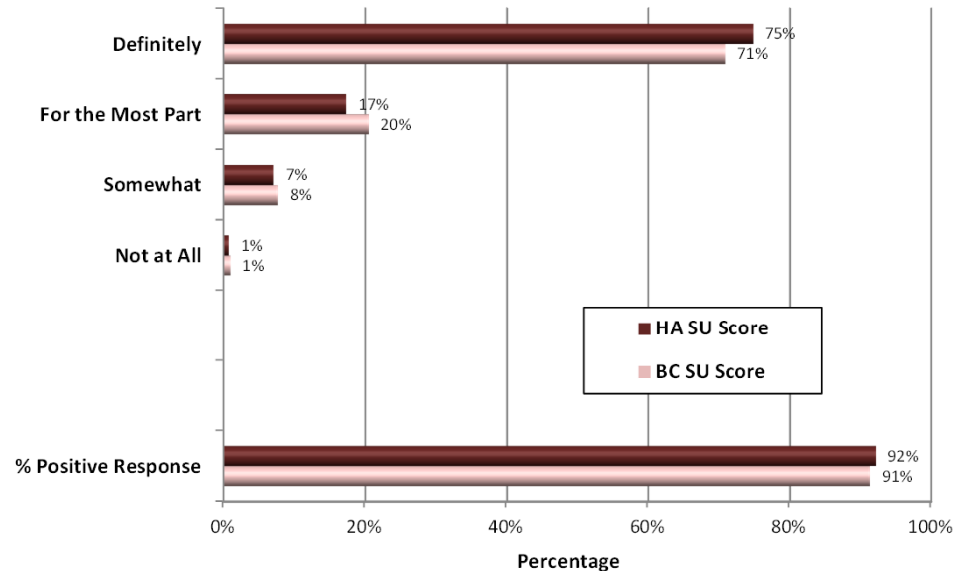
**Report Date: Sept 15, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:
Oct. 12 - Apr. 11, 2011. n = 683. Response Rate = 72%. MOE = ±3.7%.**

Better health. Best in health care.

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	90%	Did not wait too long to get to your room	98%	Noticed staff wash/disinfect hands before providing care	63%
Environment	82%	Spiritual needs met	97%	Enough leisure activities in this facility	65%
Information/Rights	87%	Felt safe in facility	95%	Told about medication side effects in an understandable way	70%
Outcome/Recovery	86%	Knew who to talk to if had questions/concerns	94%	Family/supporters involved in decisions as wanted	70%
Continuity	83%	Treated with dignity/respect in facility	93%	Told whom to contact if had problem/crisis after discharge	73%
Stigma	93%	Needs/preferences/values respected in treatment	93%	Confirmed ID before giving medications/treatments/etc.	74%
Access to Care	93%	Helped feel nothing shameful about MH/SU problems	92%	Satisfied with food	76%
Safety	76%	Admission process organized	92%	Had enough privacy in facility	81%
		Given reassurance about ability to recover	92%	Told about services/support in community	82%
		Staff supported improvement/recovery	92%	Staff explained purpose of medication clearly	84%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) ¹	Performance (Top-Box Response Only)
Priority #1	Q33. Were there enough leisure activities for you in this facility?	0.47	35%
Priority #2	Q32. Were you satisfied with the food?	0.41	43%
Priority #3	Q35. Did the staff tell you about services and support available in the community?	0.44	54%
Priority #4	Q12. When you asked questions, did you get answers that you could understand?	0.46	55%

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