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

<table>
<thead>
<tr>
<th>Quality Level</th>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>31%</td>
<td>29%</td>
<td>24%</td>
<td>13%</td>
<td>10%</td>
</tr>
<tr>
<td>HA MH Score</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BC MH Score</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Overall, were you helped by your facility stay?

<table>
<thead>
<tr>
<th>Helpfulness Level</th>
<th>Definitely</th>
<th>For the Most Part</th>
<th>Somewhat</th>
<th>Not at All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>51%</td>
<td>49%</td>
<td>26%</td>
<td>27%</td>
</tr>
<tr>
<td>HA MH Score</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BC MH Score</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

- Relationship/Empowerment: 77%
- Environment: 71%
- Information/Rights: 73%
- Outcome/Recovery: 69%
- Continuity: 71%
- Access to Care: 79%
- Safety: 69%
- Environment: 85%
- Information/Rights: 77%
- Outcome/Recovery: 76%

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

1. Facility was clean 85%
2. Noticed staff wash/disinfect hands before providing care 84%
3. Rights under MH Act explained in an understandable way 84%
4. Told about medication side effects in an understandable way 83%
5. Staff supported improvement/recovery 83%
6. Confirmed ID before giving medications/treatments/etc. 83%
7. Family/sponsors involved in decisions as wanted 83%
8. Involved as much as wanted in planning my discharge 80%
9. Needed/preferred/values respected in treatment 81%
10. Answers to questions were understandable 81%

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

- Notice staff wash/disinfect hands before providing care 52%
- Satisfied with food 54%
- Rights under MH Act explained in an understandable way 57%
- Told about medication side effects in an understandable way 59%
- Staffed supported improvement/recovery 64%
- Involved as much as wanted in decisions about treatment 67%
- Confirmed ID before giving medications/treatments/etc. 67%
- Family/sponsors involved in decisions as wanted 68%
- Involved as much as wanted in planning my discharge 70%
- Needed/preferred/values respected in treatment 76%

**Survey Question**

- Priority #1: Q33. Were there enough leisure activities for you in this facility?
- Priority #2: Q29. Did you have enough privacy in the facility?
- Priority #3: Q34. Were you involved as much as you wanted in planning your discharge?
- Priority #4: Q28. Were your rights under the Mental Health Act explained in a way you could understand?

**Notes:**

- See full report for complete results and explanatory terms.