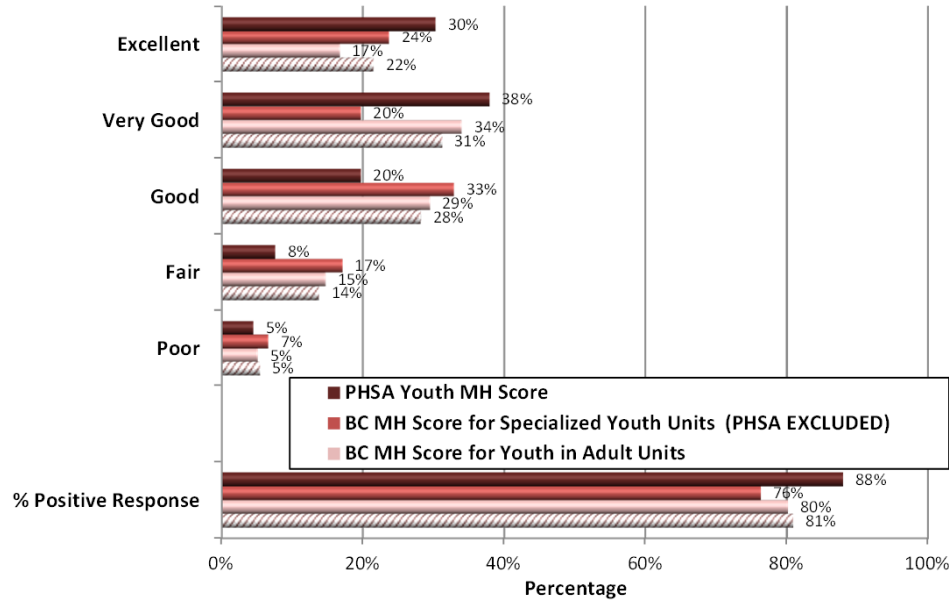


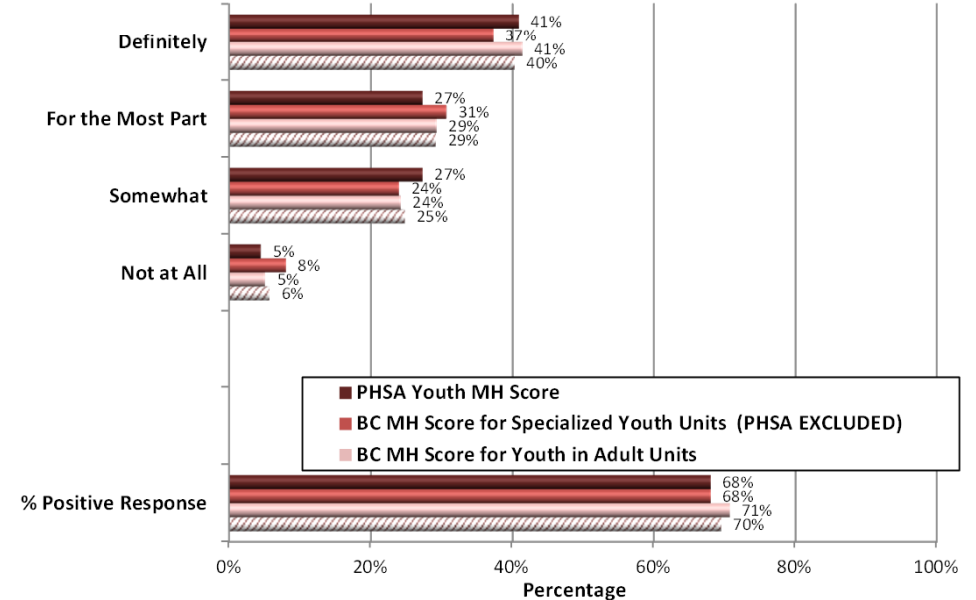
Provincial Health Services Authority Mental Health (Youth Storyboard)

Report Date: October 17, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:
Oct. 12 - Apr. 11, 2011. n = 71. Response Rate = 40%. MOE = 11.6%.

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	75%	Spiritual needs met	94%	Noticed staff wash/disinfect hands before providing care	43%
Environment	66%	Felt safe in facility	90%	Satisfied with food	46%
Information/Rights	75%	Treated with dignity/respect in facility	88%	Enough leisure activities in this facility	53%
Stigma	86%	Facility was clean	85%	Told whom to contact if had problem/crisis after discharge	55%
Outcome/Recovery	63%	Helped feel nothing shameful about MH/SU problems	84%	Confirmed ID before giving medications/treatments/etc.	55%
Continuity	63%	Needs/preferences/values respected in treatment	83%	Had enough privacy in facility	56%
Access to Care	78%	Answers to questions were understandable	83%	Involved as much as wanted in planning my discharge	61%
Safety	59%	Able to see staff as often as wanted	81%	Involved as much as wanted in decisions about treatment	62%
		Staff supported improvement/recovery	80%	Told about services/support in community	65%
		Staff explained purpose of medication clearly	79%	Staff helped me deal with problems	67%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) ¹	Performance (Top-Box Response Only)
Priority #1	Q34. Were you involved as much as you wanted in planning your discharge?	0.61	30%
Priority #2	Q12. When you asked questions, did you get answers that you could understand?	0.44	37%
Priority #3	Q10. Did you know who to talk to if you had any questions or concerns?	0.49	39%
Priority #4	Q15. Were you involved as much as you wanted in decisions about your treatment?	0.47	40%

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