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

<table>
<thead>
<tr>
<th>Quality Level</th>
<th>% Positive Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>31%</td>
</tr>
<tr>
<td>Very Good</td>
<td>33%</td>
</tr>
<tr>
<td>Good</td>
<td>25%</td>
</tr>
<tr>
<td>Fair</td>
<td>8%</td>
</tr>
<tr>
<td>Poor</td>
<td>4%</td>
</tr>
</tbody>
</table>

Overall, were you helped by your facility stay?

<table>
<thead>
<tr>
<th>Helpfulness</th>
<th>% Positive Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Definitely</td>
<td>67%</td>
</tr>
<tr>
<td>For the Most Part</td>
<td>29%</td>
</tr>
<tr>
<td>Somewhat</td>
<td>30%</td>
</tr>
<tr>
<td>Not at All</td>
<td>4%</td>
</tr>
</tbody>
</table>

Summary Results - Dimension Scores (% positive score)

- Relationship/Empowerment: 78%
- Environment: 71%
- Information/Rights: 72%
- Stigma: 80%
- Outcome/Recovery: 67%
- Continuity: 70%
- Access to Care: 80%
- Safety: 68%

Top 10 Performing Items (Highest % positive scores)

- Able to see staff as often as wanted: 88%
- Facility was clean: 87%
- Felt safe in facility: 84%
- Treated with dignity/respect in facility: 84%
- Staff supported improvement/recovery: 83%
- Answers to questions were understandable: 83%
- Spiritual needs met: 82%
- Needs/preferences/values respected in treatment: 82%
- Did not suffer injury/harm from medical error/mistake: 82%
- Felt comfortable asking questions about treatment: 80%

Bottom 10 Performing Items (Lowest % positive scores)

- Rights under MH Act explained in an understandable way: 51%
- Noticed staff wash/disinfect hands before providing care: 54%
- Enough leisure activities in this facility: 54%
- Told about medication side effects in an understandable way: 60%
- Satisfied with food: 60%
- Confirmed ID before giving medications/treatments/etc.: 62%
- Involved as much as wanted in community: 67%
- Involved as much as wanted in planning discharge: 67%
- Had enough privacy in facility: 68%
- Told whom to contact if had problem/crisis after discharge: 68%

Up to 4 Top Priorities

<table>
<thead>
<tr>
<th>Priority</th>
<th>Survey Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>Q33. Were there enough leisure activities for you in this facility?</td>
</tr>
<tr>
<td>#2</td>
<td>Q34. Were you involved as much as you wanted in planning your discharge?</td>
</tr>
<tr>
<td>#3</td>
<td>Q4. Did you understand your treatment plan?</td>
</tr>
<tr>
<td>#4</td>
<td>Q15. Were you involved as much as you wanted in decisions about your treatment?</td>
</tr>
</tbody>
</table>

Importance (Correlation with Overall Satisfaction) 1

- Priority #1: 0.44
- Priority #2: 0.43
- Priority #3: 0.45
- Priority #4: 0.47

Performance (Top-Box Response Only)

- Priority #1: 24%
- Priority #2: 34%
- Priority #3: 35%
- Priority #4: 37%

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