**Vancouver Island Health Authority-Mental Health Storyboard**


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### Summary Results - Dimension Scores

<table>
<thead>
<tr>
<th>Dimension</th>
<th>% Positive Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationship/Empowerment</td>
<td>74%</td>
</tr>
<tr>
<td>Environment</td>
<td>72%</td>
</tr>
<tr>
<td>Information/Rights</td>
<td>71%</td>
</tr>
<tr>
<td>Stigma</td>
<td>79%</td>
</tr>
<tr>
<td>Outcome/Recovery</td>
<td>66%</td>
</tr>
<tr>
<td>Continuity</td>
<td>69%</td>
</tr>
<tr>
<td>Access to Care</td>
<td>79%</td>
</tr>
<tr>
<td>Safety</td>
<td>70%</td>
</tr>
</tbody>
</table>

### Top 10 Performing Items

1. **Facility was clean** - 84%
2. **Felt safe in facility** - 84%
3. **Able to see staff as often as wanted** - 83%
4. **Told about medication side effects in an understandable way** - 83%
5. **Satisfied with food** - 83%
6. **Treated with dignity/respect in facility** - 83%
7. **Did not suffer injury/harm from medical error/mistake** - 82%
8. **Know who to talk to if had questions/concerns** - 80%
9. **Staff supported improvement/recovery** - 80%
10. **Care took into account needs re language/culture/race** - 80%

### Bottom 10 Performing Items

1. **Not involved as much as wanted in decisions about treatment** - 5%
2. **Believe in rights under MH Act explained in an understandable way** - 5%
3. **Did not wait too long to get to your room** - 5%
4. **Confident ID before giving medications/treatments/etc.** - 4%
5. **Believe in care took into account needs re language/culture/race** - 4%

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**Priority #1**

**Q33. Were there enough leisure activities for you in this facility?**

**Priority #2**

**Q9. Were you spiritual needs met?**

**Priority #3**

**Q29. Did you have enough privacy in the facility?**

**Priority #4**

**Q34. Were you involved as much as you wanted in planning your discharge?**

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