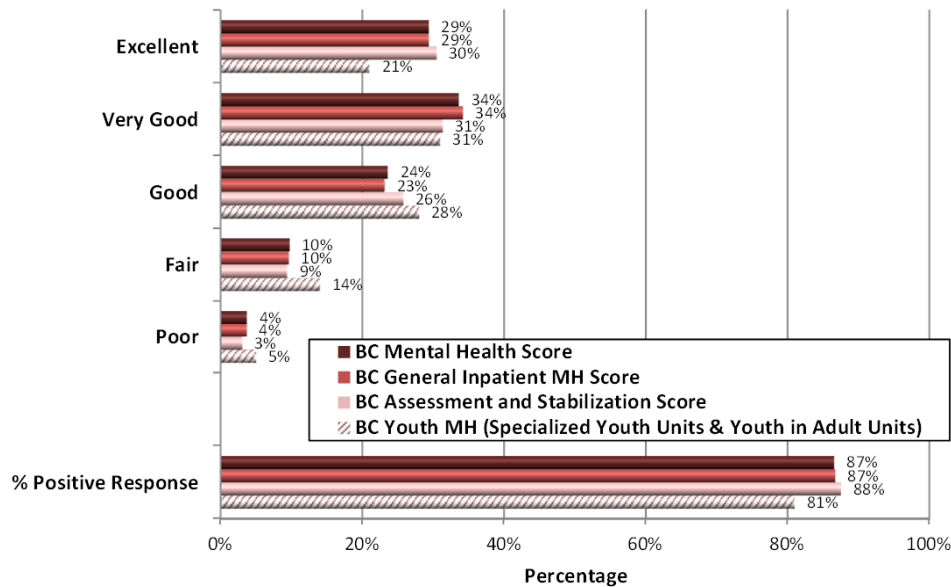




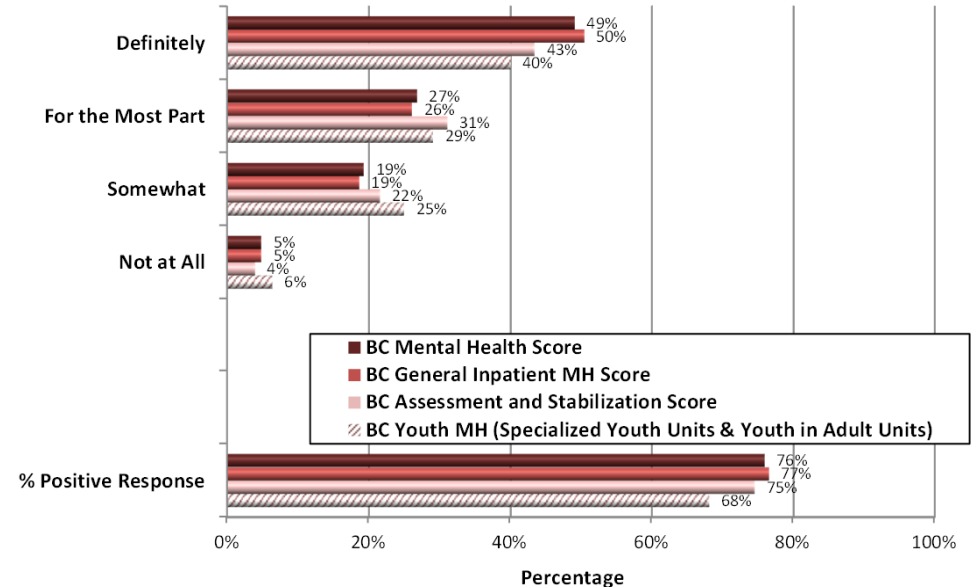
BC Provincial Mental Health Subsector Storyboard

**Report Date: October 17, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:
Oct. 12 - Apr. 11, 2011. n = 3292. Response Rate = 60%. MOE = ±1.7%.**

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	77%	Facility was clean	86%	Noticed staff wash/disinfect hands before providing care	53%
Environment	71%	Able to see staff as often as wanted	86%	Satisfied with food	55%
Information/Rights	73%	Felt safe in facility	85%	Rights under MH Act explained in an understandable way	57%
Stigma	81%	Treated with dignity/respect in facility	84%	Enough leisure activities in this facility	59%
Outcome/Recovery	68%	Staff supported improvement/recovery	82%	Told about medication side effects in an understandable way	59%
Continuity	70%	Answers to questions were understandable	82%	Confirmed ID before giving medications/treatments/etc.	65%
Access to Care	79%	Needs/preferences/values respected in treatment	81%	Told about services/support in community	66%
Safety	69%	Did not suffer injury/harm from medical error/mistake	81%	Involved as much as wanted in planning my discharge	68%
		Knew who to talk to if had questions/concerns	81%	Family/supporters involved in decisions as wanted	69%
		Care took into account needs re language/culture/race	81%	Told whom to contact if had problem/crisis after discharge	69%

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?	0.44	29%
Priority #2	Q34. Were you involved as much as you wanted in planning your discharge?	0.44	36%
Priority #3	Q14. Did you understand your treatment plan?	0.45	37%
Priority #4	Q35. Did the staff tell you about services and support available in the community?	0.44	39%

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