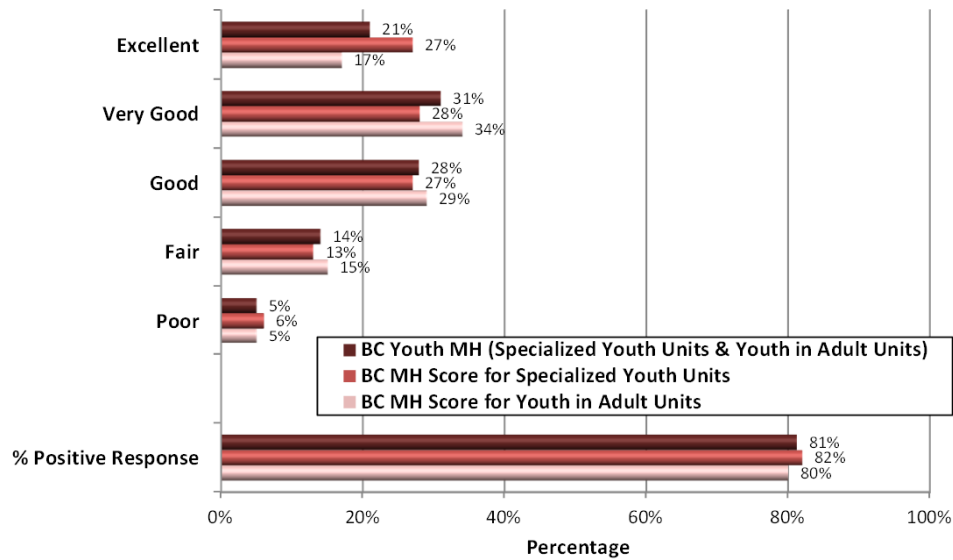




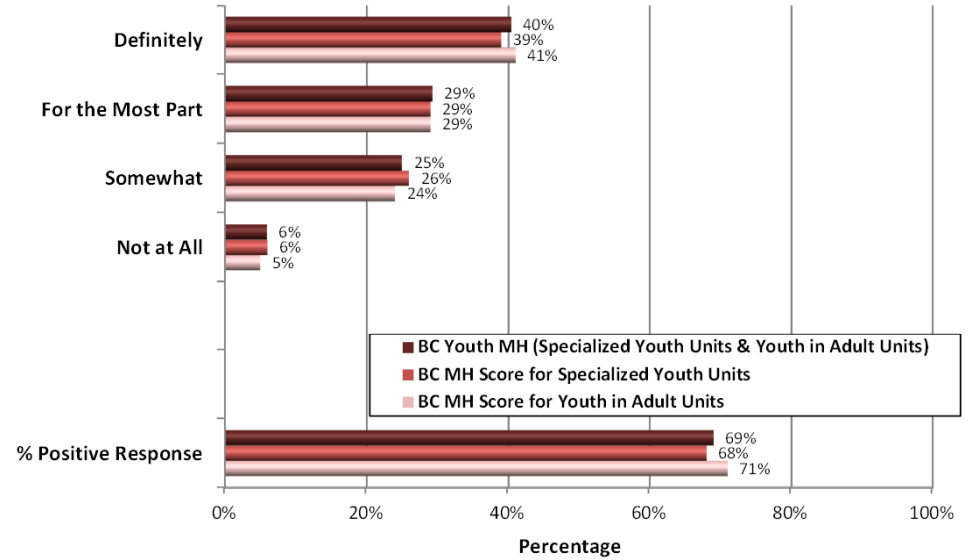
BC Mental Health Youth Population Storyboard

Report Date: October 17, 2011 **Mental Health and Substance Use Patient/Client Experience of Care Survey:**
Oct. 12 - Apr. 11, 2011. n = 314. Response Rate = *. MOE = *

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	72%	Facility was clean	84%	Satisfied with food	34%
Environment	62%	Spiritual needs met	83%	Noticed staff wash/disinfect hands before providing care	42%
Information/Rights	70%	Felt safe in facility	82%	Enough leisure activities in this facility	51%
Stigma	74%	Able to see staff as often as wanted	80%	Confirmed ID before giving medications/treatments/etc.	51%
Outcome/Recovery	61%	Did not suffer injury/harm from medical error/mistake	80%	Told whom to contact if had problem/crisis after discharge	56%
Continuity	60%	Did not wait too long to get to your room	79%	Involved as much as wanted in decisions about treatment	59%
Access to Care	73%	Knew who to talk to if had questions/concerns	78%	Told about services/support in community	60%
Safety	60%	Felt comfortable asking questions about treatment	77%	Involved as much as wanted in planning my discharge	61%
		Treated with dignity/respect in facility	77%	Had enough privacy in facility	61%
		Answers to questions were understandable	75%	Able to see psychiatrist as often as wanted	63%

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?	0.47	23%
Priority #3	Q4. During your stay, were you able to see a psychiatrist as often as you wanted?	0.41	25%
Priority #4	Q34. Were you involved as much as you wanted in planning your discharge?	0.45	26%
Priority #5	Q14. Did you understand your treatment plan?	0.49	31%

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

*Response rate and margin of error were not calculated; provincial distribution of youth (ages 13 to 19) served in participating units was unavailable.