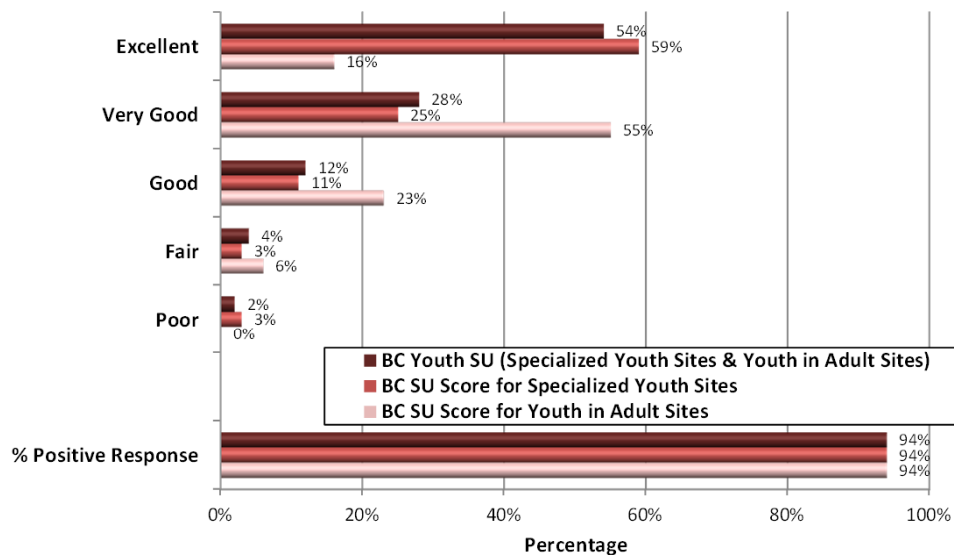




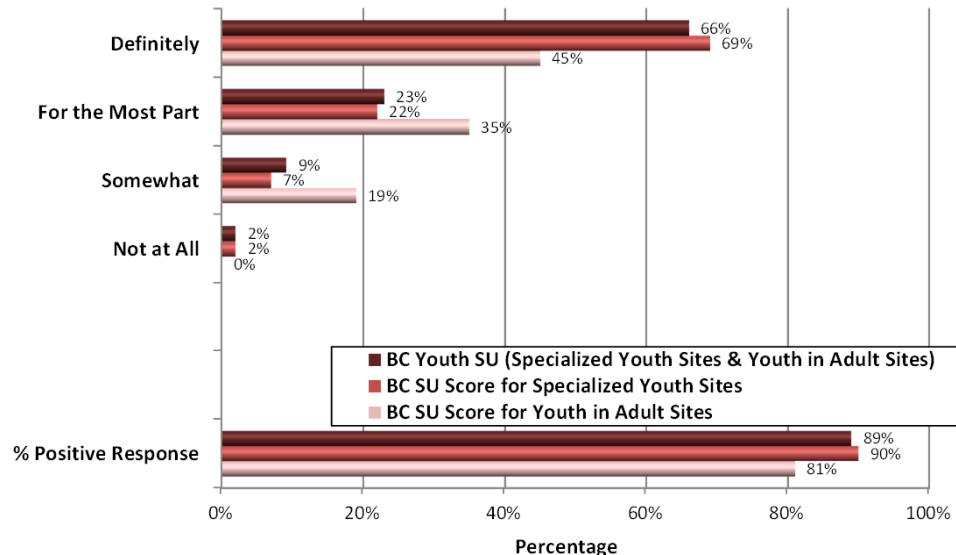
BC Substance Use Youth Population Storyboard

Report Date: October 17, 2011 **Mental Health and Substance Use Patient/Client Experience of Care Survey:**
Oct. 12 - Apr. 11, 2011. n = 316. 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	87%	Facility was clean	95%	Confirmed ID before giving medications/treatments/etc.	56%
Environment	86%	Spiritual needs met	94%	Told whom to contact if had problem/crisis after discharge	66%
Information/Rights	84%	Felt safe in facility	93%	Told about medication side effects in an understandable way	70%
Outcome/Recovery	77%	Did not wait too long to get to your room	93%	Enough leisure activities in this facility	72%
Continuity	79%	Needs/preferences/values respected in treatment	91%	Did not suffer injury/harm from medical error/mistake	75%
Stigma	89%	Treated with dignity/respect in facility	90%	Family/supporters involved in decisions as wanted	76%
Access to Care	89%	Answers to questions were understandable	90%	Care took into account needs re language/culture/race	78%
Safety	70%	Felt comfortable asking questions about treatment	90%	Understood plan for treatment after discharge	79%
		Knew who to talk to if had questions/concerns	90%	Noticed staff wash/disinfect hands before providing care	79%
		Staff supported improvement/recovery	89%	Told about services/support in community	80%

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?	0.45	47%
Priority #2	Q26. Were your family members or support persons involved in decisions about your care as much as you wanted?	0.41	51%
Priority #3	Q37. Do you understand the plan for your treatment after you leave the facility?	0.44	52%
Priority #4	Q14. Did you understand your treatment plan?	0.43	57%

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 sites was unavailable.