

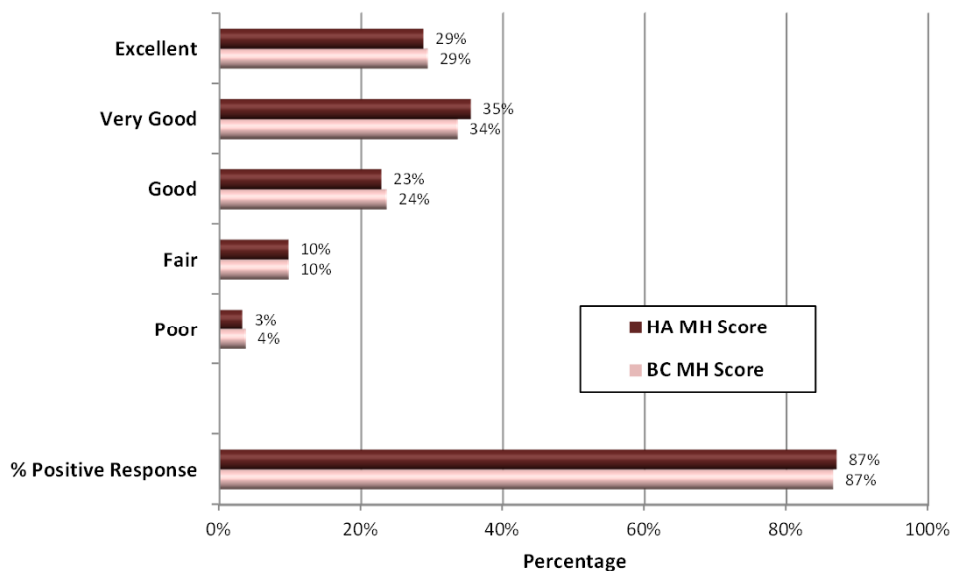


# Fraser Health Authority-Mental Health Storyboard

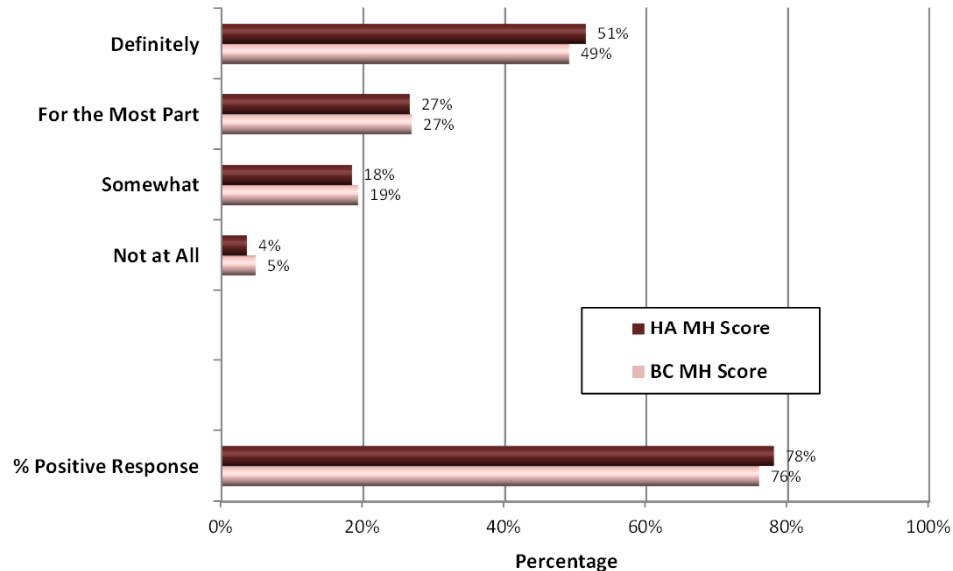
**Report Date: Sept 15, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:  
Oct. 12 - Apr. 11, 2011. n = 971. Response Rate = 58%. MOE = ±3.1%.**

Better health. Best in health care.

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	79%	Able to see staff as often as wanted	86%	Satisfied with food	52%
Environment	72%	Felt safe in facility	86%	Noticed staff wash/disinfect hands before providing care	54%
Information/Rights	74%	Facility was clean	85%	Told about medication side effects in an understandable way	59%
Stigma	82%	Answers to questions were understandable	84%	Rights under MH Act explained in an understandable way	62%
Outcome/Recovery	70%	Treated with dignity/respect in facility	84%	Enough leisure activities in this facility	63%
Continuity	70%	Care took into account needs re language/culture/race	84%	Confirmed ID before giving medications/treatments/etc.	65%
Access to Care	78%	Did not suffer injury/harm from medical error/mistake	84%	Told about services/support in community	67%
Safety	70%	Needs/preferences/values respected in treatment	83%	Involved as much as wanted in planning my discharge	68%
		Felt comfortable asking questions about treatment	83%	Told whom to contact if had problem/crisis after discharge	69%
		Staff supported improvement/recovery	83%	Family/supporters involved in decisions as wanted	71%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) <sup>1</sup>	Performance (Top-Box Response Only)
Priority #1	Q33. Were there enough leisure activities for you in this facility?	0.46	33%
Priority #2	Q34. Were you involved as much as you wanted in planning your discharge?	0.42	37%
Priority #3	Q14. Did you understand your treatment plan?	0.43	38%
Priority #4	Q29. Did you have enough privacy in the facility?	0.40	38%

<sup>1</sup>Note: See full report for complete results and explanatory terms.