

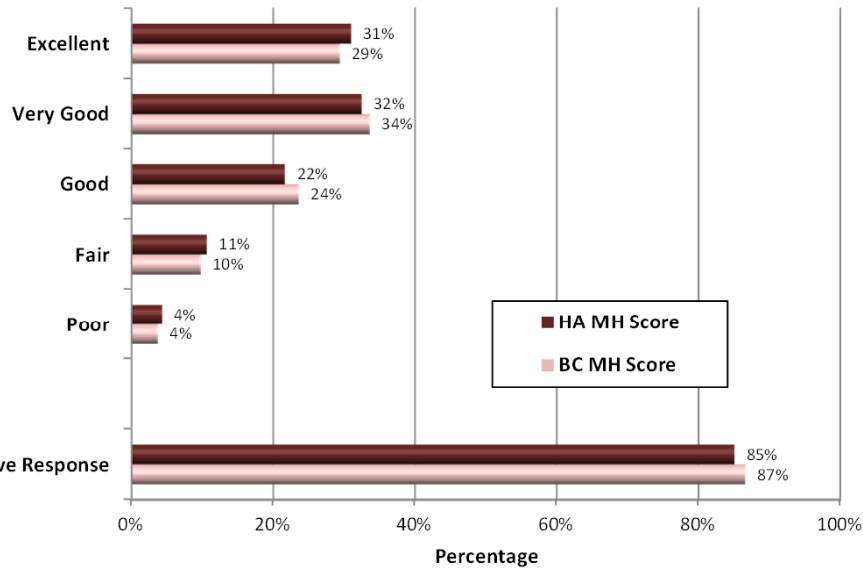


Interior Health

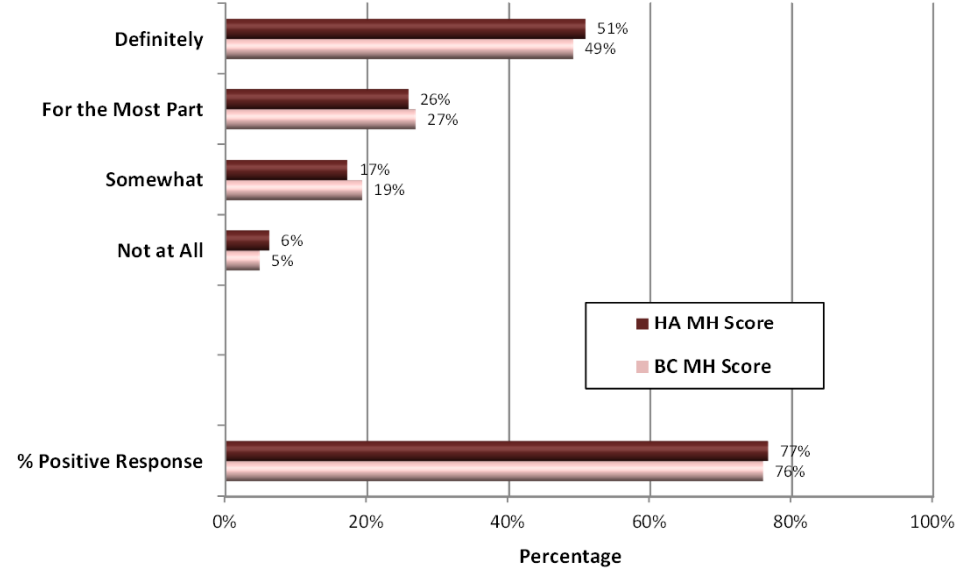
Interior Health Authority-Mental Health Storyboard

Report Date: Sept 15, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:
Oct. 12 - Apr. 11, 2011. n = 560. Response Rate = 63%. MOE = ±4.1%.

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	85%	Noticed staff wash/disinfect hands before providing care	52%
Environment	71%	Felt safe in facility	84%	Satisfied with food	54%
Information/Rights	73%	Knew who to talk to if had questions/concerns	84%	Rights under MH Act explained in an understandable way	57%
Stigma	81%	Care took into account needs re language/culture/race	84%	Told about medication side effects in an understandable way	59%
Outcome/Recovery	69%	Treated with dignity/respect in facility	84%	Enough leisure activities in this facility	60%
Continuity	71%	Able to see staff as often as wanted	83%	Told about services/support in community	64%
Access to Care	79%	Staff supported improvement/recovery	83%	Involved as much as wanted in decisions about treatment	67%
Safety	69%	Needs/preferences/values respected in treatment	81%	Confirmed ID before giving medications/treatments/etc.	67%
		Answers to questions were understandable	80%	Family/supporters involved in decisions as wanted	68%
		Felt comfortable asking questions about treatment	80%	Involved as much as wanted in planning my discharge	70%

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?	0.41	30%
Priority #2	Q29. Did you have enough privacy in the facility?	0.43	37%
Priority #3	Q34. Were you involved as much as you wanted in planning your discharge?	0.45	39%
Priority #4	Q28. Were your rights under the Mental Health Act explained in a way you could understand?	0.43	39%

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