

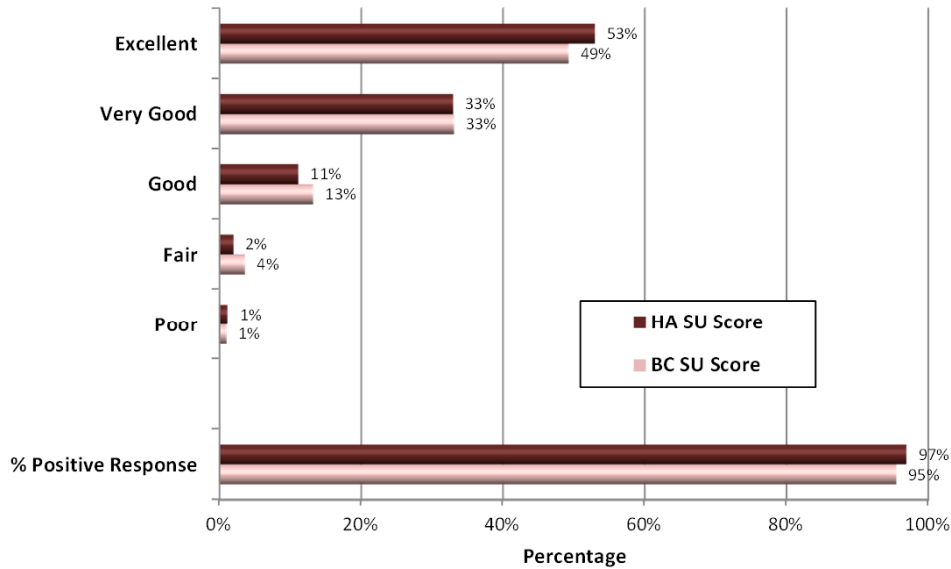


Interior Health

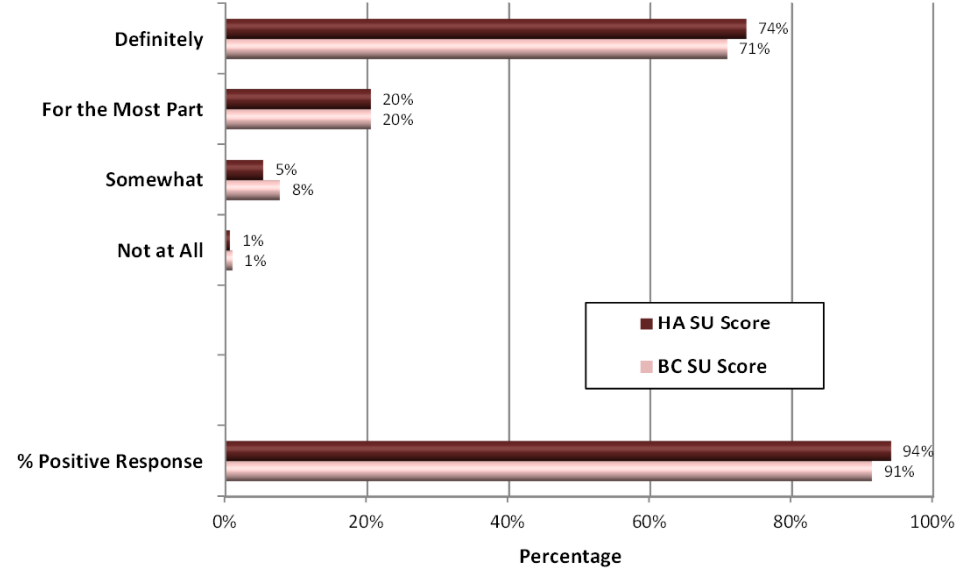
Interior Health Authority-Substance Use Storyboard

**Report Date: Sept 15, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:
Oct. 12 - Apr. 11, 2011. n = 621. Response Rate = 87%. MOE = ±3.9%.**

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	90%	Did not wait too long to get to your room	98%	Told whom to contact if had problem/crisis after discharge	62%
Environment	86%	Felt safe in facility	96%	Enough leisure activities in this facility	64%
Information/Rights	88%	Facility was clean	96%	Noticed staff wash/disinfect hands before providing care	66%
Outcome/Recovery	85%	Staff supported improvement/recovery	95%	Family/supporters involved in decisions as wanted	70%
Continuity	76%	Treated with dignity/respect in facility	95%	Told about services/support in community	74%
Stigma	94%	Felt comfortable asking questions about treatment	93%	Told about medication side effects in an understandable way	78%
Access to Care	93%	Helped feel nothing shameful about MH/SU problems	93%	Confirmed ID before giving medications/treatments/etc.	79%
Safety	79%	Needs/preferences/values respected in treatment	93%	Involved as much as wanted in planning my discharge	82%
		Answers to questions were understandable	92%	Staff explained treatment options	84%
		Knew who to talk to if had questions/concerns	92%	Had enough privacy in facility	85%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) ¹	Performance (Top-Box Response Only)
Priority #1	Q35. Did the staff tell you about services and support available in the community?	0.42	48%
Priority #2	Q13. Did staff explain your treatment options?	0.43	58%
Priority #3	Q23. Did the staff help you deal with your problems?	0.46	58%

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