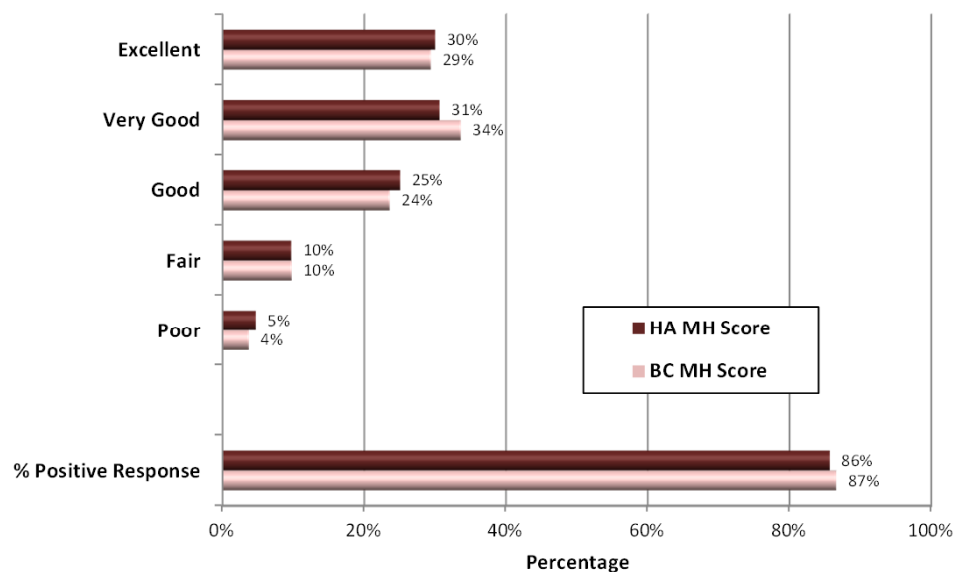


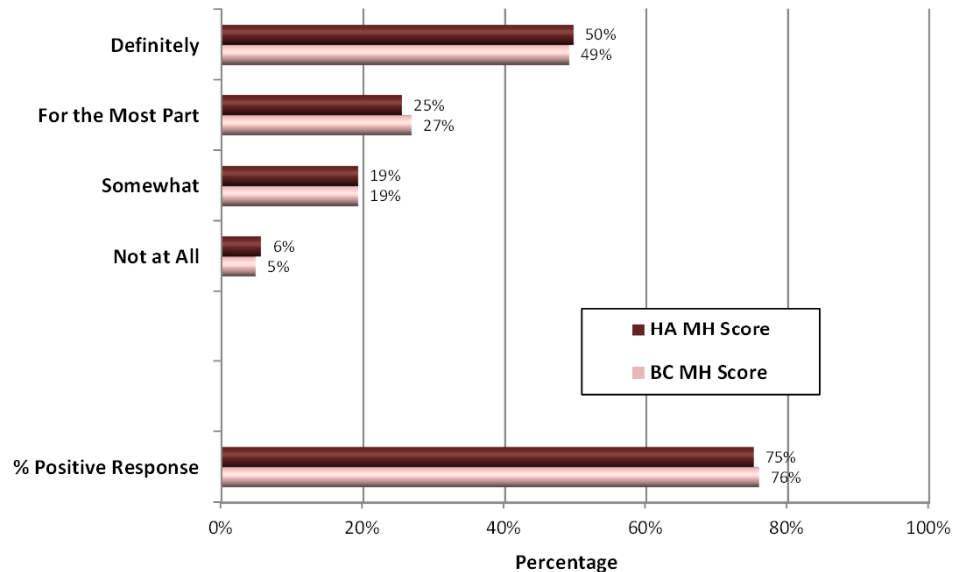
Northern Health Authority-Mental Health Storyboard

**Report Date: Sept 15, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:
Oct. 12 - Apr. 11, 2011. n = 339. Response Rate = 75%. MOE = ±5.3%.**

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	74%	Facility was clean	88%	Satisfied with food	50%
Environment	71%	Did not wait too long to get to your room	86%	Enough leisure activities in this facility	53%
Information/Rights	71%	Able to see staff as often as wanted	86%	Noticed staff wash/disinfect hands before providing care	54%
Stigma	79%	Felt safe in facility	85%	Rights under MH Act explained in an understandable way	56%
Outcome/Recovery	65%	Treated with dignity/respect in facility	84%	Able to see psychiatrist as often as wanted	56%
Continuity	67%	Knew who to talk to if had questions/concerns	80%	Told about medication side effects in an understandable way	61%
Access to Care	76%	Answers to questions were understandable	80%	Confirmed ID before giving medications/treatments/etc.	63%
Safety	66%	Needs/preferences/values respected in treatment	80%	Family/supporters involved in decisions as wanted	64%
		Staff supported improvement/recovery	79%	Understood plan for treatment after discharge	67%
		Felt comfortable asking questions about treatment	78%	Involved as much as wanted in planning my discharge	67%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) ¹	Performance (Top-Box Response Only)
Priority #1	Q4. During your stay, were you able to see a psychiatrist as often as you wanted?	0.42	21%
Priority #2	Q33. Were there enough leisure activities for you in this facility?	0.45	28%
Priority #3	Q28. Were your rights under the Mental Health Act explained in a way you could understand?	0.43	33%
Priority #4	Q14. Did you understand your treatment plan?	0.46	35%

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