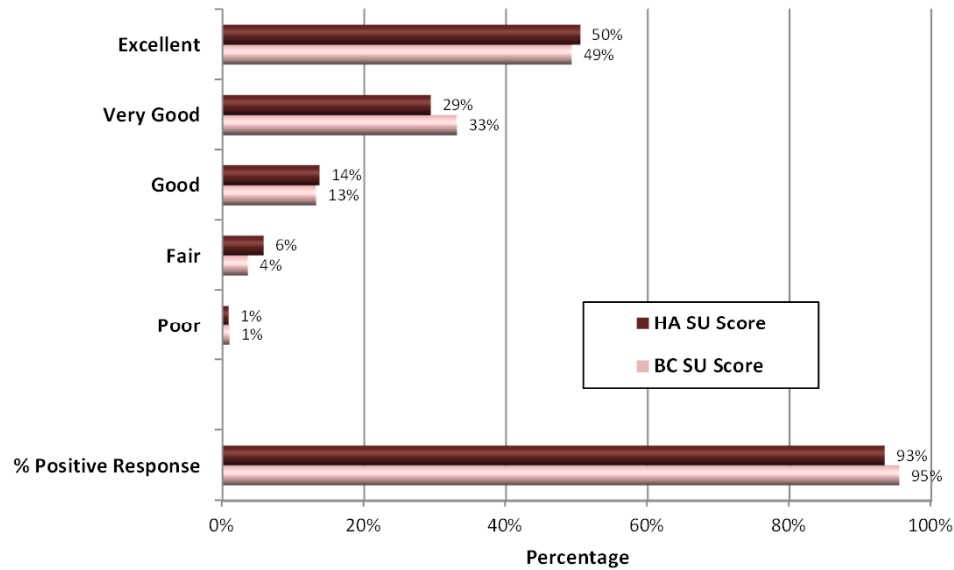


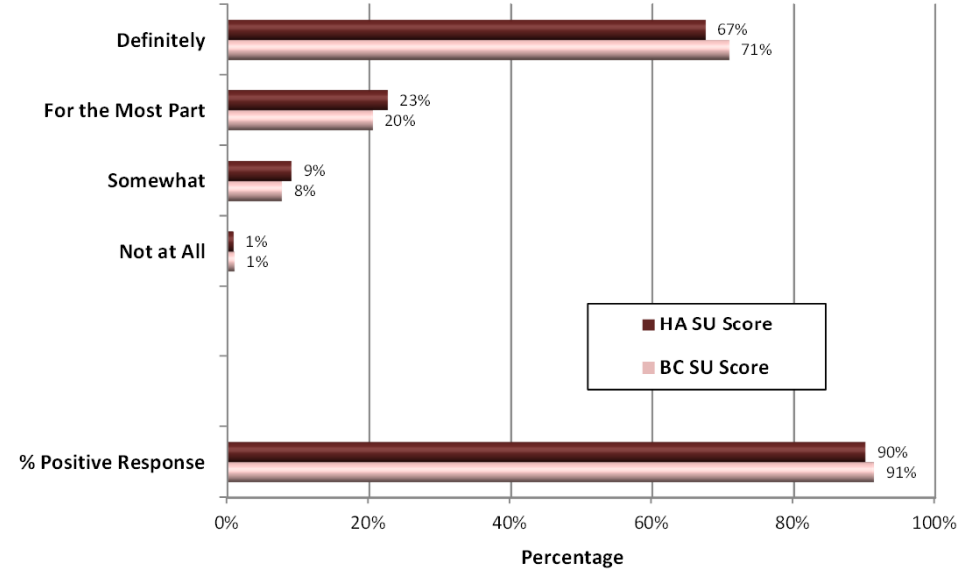
Northern Health Authority-Substance Use Storyboard

**Report Date: Sept 15, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:
Oct. 12 - Apr. 11, 2011. n = 250. Response Rate = 67%. MOE = ±6.2%.**

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	86%	Facility was clean	97%	Able to see psychiatrist as often as wanted	46%
Environment	83%	Felt safe in facility	96%	Enough leisure activities in this facility	62%
Information/Rights	85%	Did not wait too long to get to your room	94%	Family/supporters involved in decisions as wanted	69%
Outcome/Recovery	75%	Needs/preferences/values respected in treatment	93%	Confirmed ID before giving medications/treatments/etc.	72%
Continuity	83%	Staff supported improvement/recovery	92%	Told about medication side effects in an understandable way	72%
Stigma	89%	Able to see staff as often as wanted	92%	Told whom to contact if had problem/crisis after discharge	74%
Access to Care	84%	Answers to questions were understandable	91%	Care took into account needs re language/culture/race	76%
Safety	78%	Involved as much as wanted in decisions about treatment	90%	Satisfied with food	77%
		Knew who to talk to if had questions/concerns	90%	Noticed staff wash/disinfect hands before providing care	78%
		Treated with dignity/respect in facility	89%	Admission process organized	84%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) ¹	Performance (Top-Box Response Only)
Priority #1	Q17. Were you told about possible medication side effects in a way that you could understand?	0.41	49%
Priority #2	Q23. Did the staff help you deal with your problems?	0.43	57%
Priority #3	Q11. Did you feel comfortable asking questions about your treatment, for example, medications and counselling?	0.44	65%

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