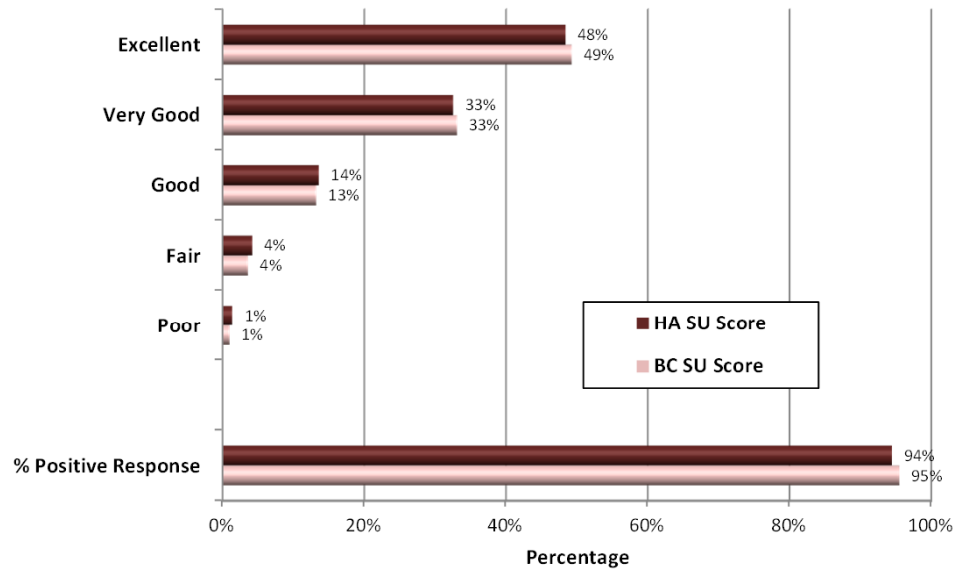


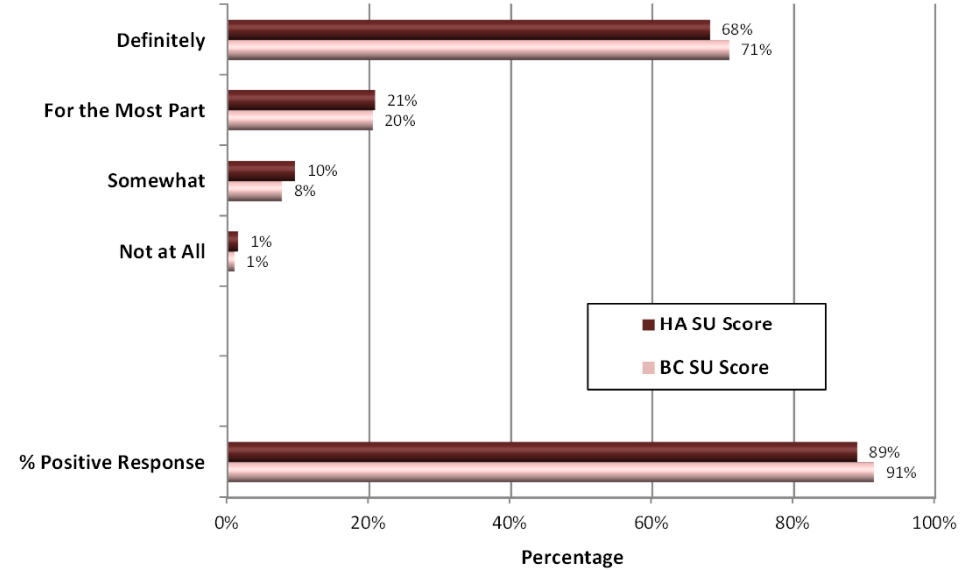
Vancouver Coastal Health Authority-Substance Use Storyboard

**Report Date: Sept 15, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:
Oct. 12 - Apr. 11, 2011. n = 1038. Response Rate = 61%. MOE = ±3.0%.**

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	87%	Did not wait too long to get to your room	97%	Enough leisure activities in this facility	62%
Environment	83%	Facility was clean	96%	Told whom to contact if had problem/crisis after discharge	63%
Information/Rights	85%	Felt safe in facility	94%	Noticed staff wash/disinfect hands before providing care	67%
Outcome/Recovery	77%	Spiritual needs met	93%	Told about medication side effects in an understandable way	69%
Continuity	78%	Needs/preferences/values respected in treatment	92%	Confirmed ID before giving medications/treatments/etc.	72%
Stigma	91%	Treated with dignity/respect in facility	92%	Family/supporters involved in decisions as wanted	73%
Access to Care	93%	Able to see staff as often as wanted	91%	Had enough privacy in facility	76%
Safety	75%	Answers to questions were understandable	90%	Told about services/support in community	80%
		Admission process organized	90%	Staff explained purpose of medication clearly	83%
		Felt comfortable asking questions about treatment	90%	Did not suffer injury/harm from medical error/mistake	83%

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?	0.42	34%
Priority #2	Q29. Did you have enough privacy in the facility?	0.44	45%
Priority #3	Q35. Did the staff tell you about services and support available in the community?	0.46	55%
Priority #4	Q23. Did the staff help you deal with your problems?	0.53	55%

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