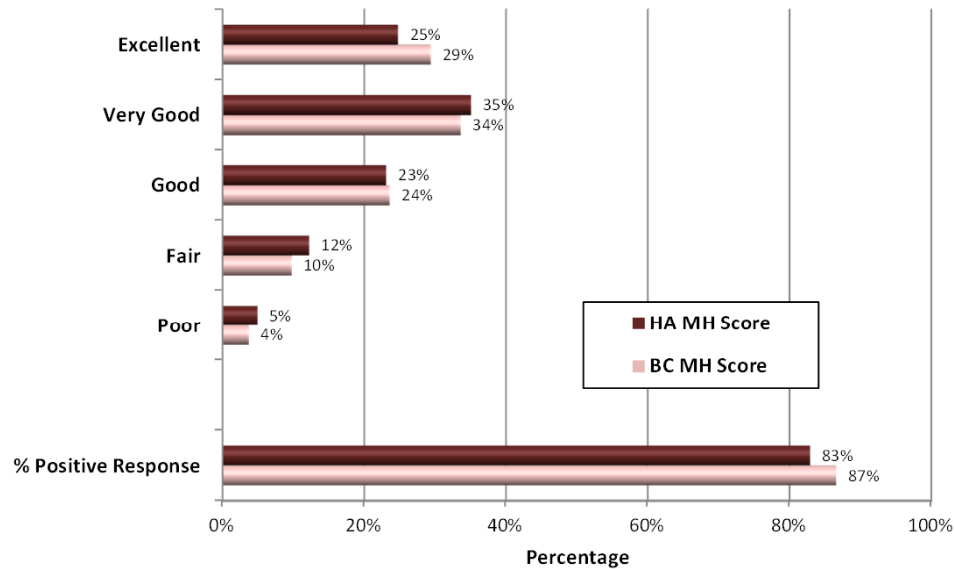
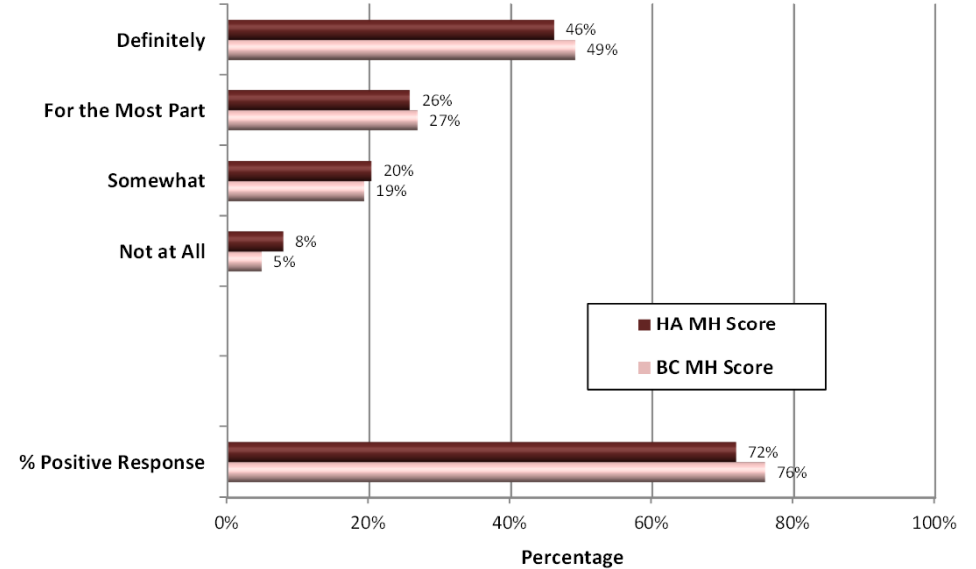


Overall, how would you rate the quality of care and services you received?



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	84%	Noticed staff wash/disinfect hands before providing care	50%
Environment	72%	Felt safe in facility	84%	Told about medication side effects in an understandable way	56%
Information/Rights	71%	Able to see staff as often as wanted	83%	Satisfied with food	58%
Stigma	79%	Treated with dignity/respect in facility	83%	Rights under MH Act explained in an understandable way	60%
Outcome/Recovery	66%	Did not suffer injury/harm from medical error/mistake	82%	Enough leisure activities in this facility	61%
Continuity	69%	Knew who to talk to if had questions/concerns	80%	Told about services/support in community	63%
Access to Care	79%	Staff supported improvement/recovery	80%	Family/supporters involved in decisions as wanted	65%
Safety	70%	Care took into account needs re language/culture/race	80%	Involved as much as wanted in decisions about treatment	68%
		Did not wait too long to get to your room	79%	Confirmed ID before giving medications/treatments/etc.	68%
		Felt comfortable asking questions about treatment	79%	Involved as much as wanted in planning my discharge	69%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) <sup>1</sup>	Performance (Top-Box Response Only)
Priority #1	Q33. Were there enough leisure activities for you in this facility?	0.46	31%
Priority #2	Q9. Were your spiritual needs met?	0.54	33%
Priority #3	Q29. Did you have enough privacy in the facility?	0.48	33%
Priority #4	Q34. Were you involved as much as you wanted in planning your discharge?	0.54	34%

<sup>1</sup>Note: See full report for complete results and explanatory terms.