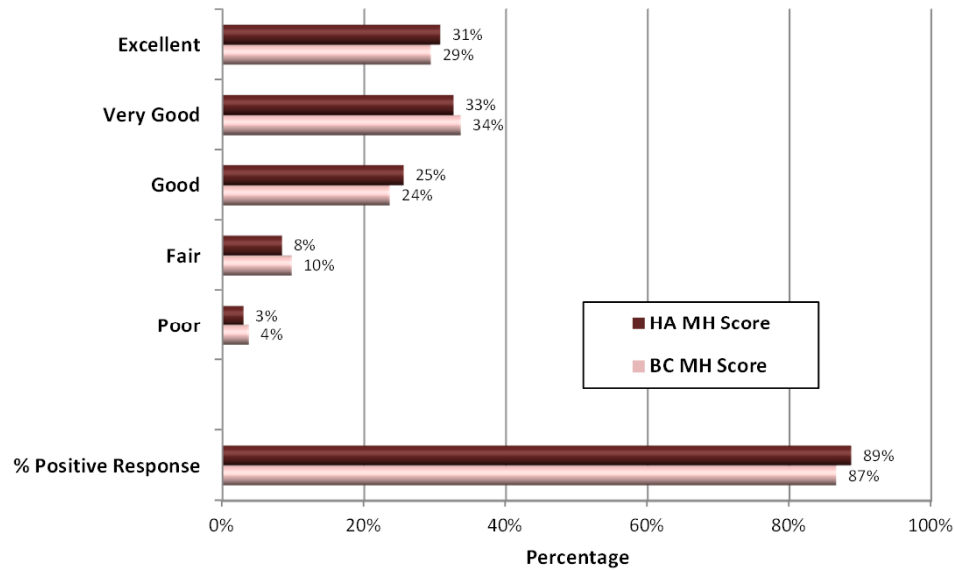


Vancouver Coastal Health Authority & Providence Health Care - Mental Health Storyboard

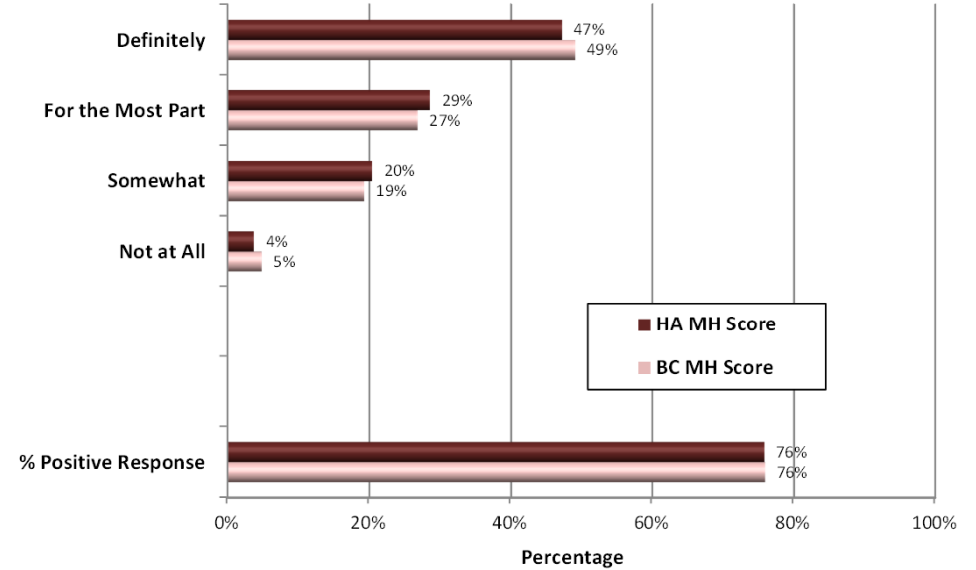
Report Date: October 17, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:

Oct. 12 - Apr. 11, 2011. n = 956. Response Rate = 60%. MOE = ±3.2%.

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	78%	Able to see staff as often as wanted	88%	Rights under MH Act explained in an understandable way	51%
Environment	71%	Facility was clean	87%	Noticed staff wash/disinfect hands before providing care	54%
Information/Rights	72%	Felt safe in facility	84%	Enough leisure activities in this facility	54%
Stigma	80%	Treated with dignity/respect in facility	84%	Told about medication side effects in an understandable way	60%
Outcome/Recovery	67%	Staff supported improvement/recovery	83%	Satisfied with food	60%
Continuity	70%	Answers to questions were understandable	83%	Confirmed ID before giving medications/treatments/etc.	62%
Access to Care	80%	Spiritual needs met	82%	Told about services/support in community	67%
Safety	68%	Needs/preferences/values respected in treatment	82%	Involved as much as wanted in planning my discharge	67%
		Did not suffer injury/harm from medical error/mistake	82%	Had enough privacy in facility	68%
		Felt comfortable asking questions about treatment	80%	Told whom to contact if had problem/crisis after discharge	68%

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?	0.44	24%
Priority #2	Q34. Were you involved as much as you wanted in planning your discharge?	0.43	34%
Priority #3	Q14. Did you understand your treatment plan?	0.45	35%
Priority #4	Q15. Were you involved as much as you wanted in decisions about your treatment?	0.47	37%

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