



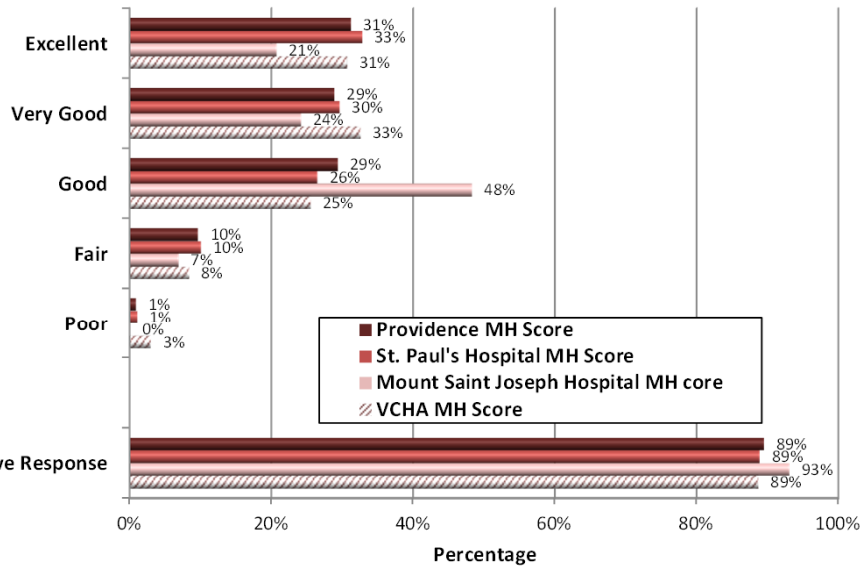
How you want to be treated.

Providence Health Care Program Storyboard

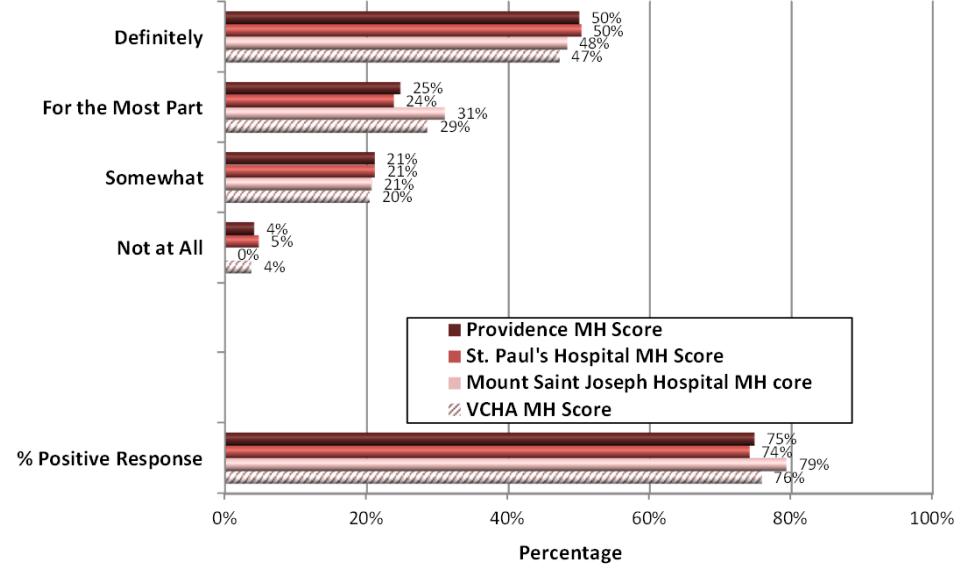
Report Date: October 17, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:

Oct. 12 - Apr. 11, 2011. n = 230. Response Rate = 54%. MOE = ±6.5%.

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	77%	Felt safe in facility	88%	Noticed staff wash/disinfect hands before providing care	55%
Environment	71%	Able to see staff as often as wanted	87%	Rights under MH Act explained in an understandable way	56%
Information/Rights	74%	Facility was clean	87%	Satisfied with food	57%
Stigma	79%	Staff supported improvement/recovery	85%	Confirmed ID before giving medications/treatments/etc.	60%
Outcome/Recovery	65%	Did not wait too long to get to your room	85%	Enough leisure activities in this facility	62%
Continuity	68%	Did not suffer injury/harm from medical error/mistake	84%	Told about services/support in community	62%
Access to Care	83%	Treated with dignity/respect in facility	83%	Had enough privacy in facility	63%
Safety	68%	Answers to questions were understandable	82%	Family/supporters involved in decisions as wanted	66%
		Admission process organized	81%	Involved as much as wanted in planning my discharge	66%
		Spiritual needs met	80%	Told about medication side effects in an understandable way	67%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) ¹	Performance (Top-Box Response Only)
Priority #1	Q34. Were you involved as much as you wanted in planning your discharge?	0.42	29%
Priority #2	Q35. Did the staff tell you about services and support available in the community?	0.41	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?	0.48	38%

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