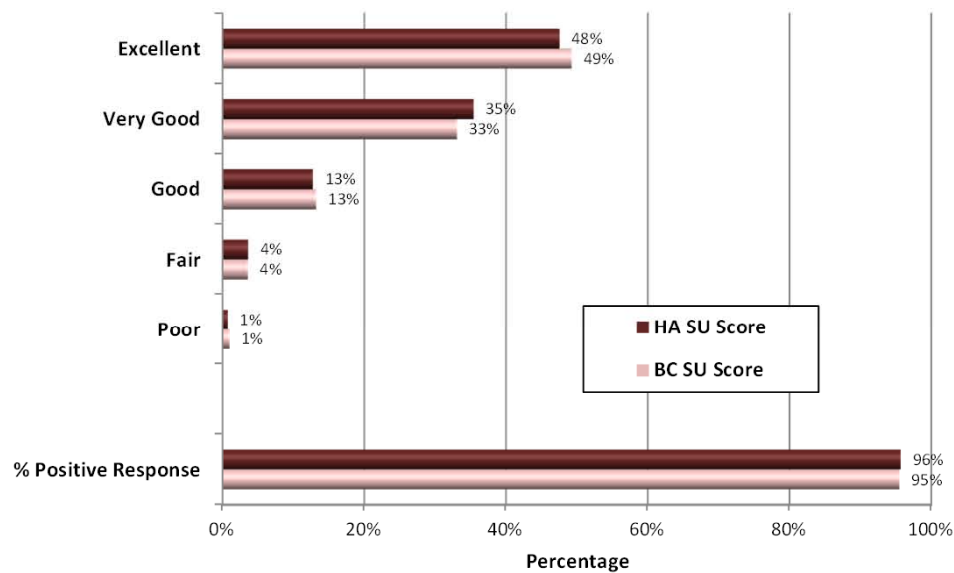


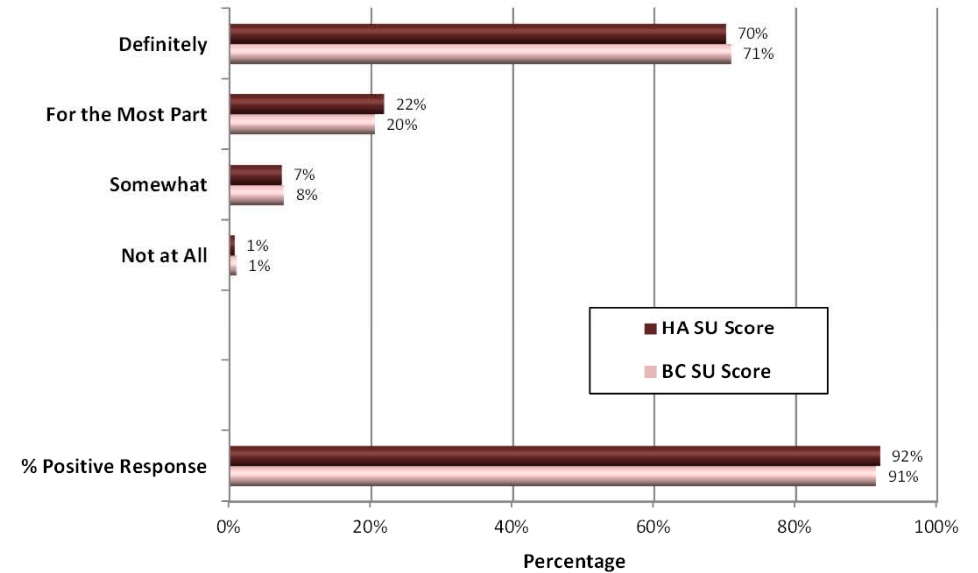
# Vancouver Island Health Authority-Substance Use Storyboard

Report Date: Sept 15, 2011 Mental Health and Substance Use Patient/Client Experience of Care Survey:  
Oct. 12 - Apr. 11, 2011. n = 709. Response Rate = 72%. MOE = ±3.7%.

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	89%	Did not wait too long to get to your room	96%	Enough leisure activities in this facility	55%
Environment	81%	Felt safe in facility	96%	Able to see psychiatrist as often as wanted	55%
Information/Rights	87%	Treated with dignity/respect in facility	94%	Noticed staff wash/disinfect hands before providing care	67%
Outcome/Recovery	80%	Staff supported improvement/recovery	92%	Told whom to contact if had problem/crisis after discharge	72%
Continuity	80%	Helped feel nothing shameful about MH/SU problems	92%	Family/supporters involved in decisions as wanted	73%
Stigma	93%	Needs/preferences/values respected in treatment	92%	Told about medication side effects in an understandable way	76%
Access to Care	87%	Answers to questions were understandable	92%	Confirmed ID before giving medications/treatments/etc.	77%
Safety	79%	Facility was clean	92%	Satisfied with food	79%
		Able to see staff as often as wanted	91%	Told about services/support in community	82%
		Admission process organized	91%	Had enough privacy in facility	83%

Up to 4 Top Priorities	Survey Question	Importance (Correlation with Overall Satisfaction) <sup>1</sup>	Performance (Top-Box Response Only)
Priority #1	Q32. Were you satisfied with the food?	0.42	49%
Priority #2	Q9. Were your spiritual needs met?	0.42	57%
Priority #3	Q35. Did the staff tell you about services and support available in the community?	0.42	57%
Priority #4	Q14. Did you understand your treatment plan?	0.43	58%

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