

# CAMH Client Experience Survey 2010 Results Summary

## Background

CAMH helped design a pilot survey questionnaire for Accreditation Canada that would assess client experience with mental health and addiction services. The 75-item survey was administered at CAMH over a six-week period in 2010 using client surveyors to ask the questions. Approximately **589 outpatients and 300 CAMH inpatients** responded to the survey. As this was a pilot and the survey instrument is not yet validated, the results should be interpreted with caution. However, CAMH feels it is important to report these results transparently and learn from the feedback.

## Summary of the Results of the Survey

The survey measured **8 dimensions** of client experience at CAMH. The overall rating of each dimension, as well as **sample high and low scoring questions**, are included below. Overall, outpatients were more satisfied than inpatients with how they are doing and with hospital services. (Inpatients are more likely to be acutely ill, and at CAMH some have been hospitalized involuntarily or are under the Ontario Review Board.)

Summary of Dimensions: % Desired Responses		
Dimension	CAMH OP (N=589)	CAMH IP (N=300)
Overall Experience	78.7%	55.7%
Areas of Care	54.5%	39.5%
Activities	n/a	40.4%
Rights	65.2%	48.2%
Participation	79.5%	57.8%
Needs	73.1%	59.4%
Experience on the unit/in the program	92.7%	64.7%
Access	87.8%	n/a

*Note: continued on next page.*

<b>Five Top Areas of Strength: CAMH Inpatients</b>	
Item	% Desired Responses
Do you feel you have been treated unfairly at this hospital? (8 items) (Note: reversed scoring)	80-86%
Do you feel you can refuse to take part in research studies at CAMH?	84.2%
Cleanliness of hospital common areas (hallway, cafeteria, lobby etc.)	78.5%
Cleanliness of unit common areas (lounge, dining room, visiting area etc.)	77.9%
Are you given enough privacy when discussing your issues or treatment with staff?	77.5%

*Boxes shaded green were also in the top 5 strengths for Outpatient*

<b>Five Top Areas for Improvement: CAMH Inpatients</b>	
Item	% Desired Responses
Are there enough activities for you to do at the hospital on evenings and weekends?	31.6%
Does your care address your work situation?	32.0%
Does your care address other services or supports in the community?	35.0%
Are the activities available of interest to you?	37.5%
Does your care address education/training you want to do?	37.8%

*Boxes shaded pink were also in the top 5 areas for improvements for Outpatient*

<b>Five Top Areas of Strength: CAMH Outpatients</b>	
Item	% Desired Responses
Do you feel you have been treated unfairly at this hospital? (8 items) (Note: reversed scoring)	90-95%
Cleanliness of areas where you receive services or meet with staff	94.2%
Are you given enough privacy when discussing your issues or treatment with staff?	92.5%
Do you feel safe on your unit/at this program?	92.0%
Cleanliness of hospital common areas (hallway, lobby, cafeteria, etc.)	92.0%

<b>Five Top Areas for Improvement: CAMH Outpatients</b>	
Item	% Desired Responses
Is a cultural interpreter available?	30.0%
Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital?	35.3%
Does your care address your work situation?	50.2%
Does your care address your financial situation?	53.4%
Does your care address other services or supports in the community?	54.2%

<b>Individual Survey Items: % Desired Responses</b>		
	CAMH OP (N=589)	CAMH IP (N=300)
<b>Access</b>		
After you were referred, did you have to wait a long time for services to start?	87.7%	n/a
Do staff return your phone calls within a reasonable amount of time?	84.4%	n/a
Did any of the following make it difficult for you to access care in this program or service? ♦		
Transportation	84.3%	85.7%
Location	88.0%	90.0%
Hours of service	90.2%	91.3%
Language	98.5%	93.7%
Disability	96.8%	90.0%
Lack of family doctor	96.1%	92.7%
Lack of community psychiatrist	95.4%	90.0%
Loss of support/family	95.6%	87.0%
Waiting list	88.9%	84.7%
I did not have difficulty accessing services	58.4%	69.7%
Are you kept waiting a long time when you have appointments? (Note: reversed scoring)	91.4%	n/a
<b>Arriving at the hospital</b>		
When you arrived on the unit...did a staff member tell you about daily routines? ♦	n/a	69.1%
When you arrived on the unit...did a staff member give you a Client Information Package? ♦	n/a	40.3%
Did staff help you contact your family/support persons? * ♦	n/a	51.2%
<b>Experience of services/on the unit</b>		
<i>How often are the following areas clean?</i>		
Your room	n/a	72.9%
Washroom in your room	n/a	52.3%
Washrooms on the unit	n/a	68.0%
Unit common areas (lounges, dining room, visiting area, etc.)	n/a	77.9%
Areas where you receive services or meet with staff	94.2%	n/a
Hospital common areas (hallway, lobby, cafeteria, etc.)	92.0%	78.5%
Is the area around your room quiet at night?	n/a	76.0%
Do you feel safe on your unit/at this program?	92.0%	76.8%
Are you given enough privacy when discussing your issues or treatment with staff?	92.5%	77.5%
<i>How would you rate the following aspects of the hospital food?</i>		
Portion/Quantity	n/a	47.9%
Variety	n/a	46.6%
Overall quality	n/a	45.0%
If you require a special diet do you receive it?	n/a	57.7%

\* Percentage calculated only from respondents who did not indicate that they either did not want to contact family or that they did it without help.

♦ Item not included in dimension results.

<b>Individual Survey Items: % Desired Responses</b>		
	CAMH OP (N=589)	CAMH IP (N=300)
<b>Participation</b>		
Are you involved as much as you want in decisions about your treatment?	83.1%	59.6%
Do you understand your treatment plan?	86.3%	61.6%
Do staff clearly explain the purpose of medication?	79.0%	62.9%
Do staff clearly explain possible medication side effects?	69.5%	47.0%
<b>Social Aspects of Care</b>		
<i>Does your care address the following areas?</i>		
Education/training you want to do	56.5%	37.8%
Your work situation	50.2%	32.0%
Your housing	54.9%	40.6%
Your financial situation	53.4%	40.9%
Support from family/significant others	57.8%	50.6%
Other services or supports in the community	54.2%	35.0%
Is a cultural interpreter available? ♦	30.0%	40.8%
<b>Needs</b>		
<i>Do you feel that you have been treated unfairly at this hospital for any of the following reasons? ♦ (Note: reversed scoring)</i>		
Your age	90.5%	80.0%
Your sex/gender	94.8%	84.0%
Your race/ethnic background	94.2%	83.0%
Your spiritual/religious beliefs	93.7%	82.8%
Your sexual orientation	94.6%	86.8%
Your language	95.3%	86.2%
Your financial situation	94.1%	82.8%
A disability you have	92.7%	80.2%
<i>Do you feel your needs are considered at this hospital with respect to:</i>		
Your age	73.5%	62.8%
Your sex/gender	73.3%	60.9%
Your race/ethnic background	72.2%	60.6%
Your spiritual/religious beliefs	69.7%	59.2%
Your sexual orientation	71.4%	54.2%
Your language	72.1%	60.6%
Your financial situation	67.5%	51.6%
A disability you have	68.3%	52.4%
Your family and friends	66.8%	54.0%
Do you feel that enough care is taken of any physical health problems you have?	67.3%	58.4%
Do you feel that you are treated with respect by hospital staff?	90.5%	69.3%
Do you feel that staff support your improvement and recovery?	88.5%	68.6%
Do staff tell you about other services and supports in the community?	69.2%	n/a

♦ Item not included in dimension results

<b>Individual Survey Items: % Desired Responses</b>		
	CAMH OP (N=589)	CAMH IP (N=300)
<b>Rights</b>		
Do you feel that you can refuse treatment (for example medications and/or counselling)?	68.5%	45.3%
Have your legal rights as a client been clearly explained to you?	65.8%	39.8%
Do you know who to talk to if you have any questions or concerns about your rights as a client?	61.2%	51.5%
Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital? ♦	35.3%	45.5%
Do you feel you can refuse to take part in research studies at CAMH? ♦	88.4%	84.2%
Do you feel you can refuse to be seen by students at CAMH?	65.4%	56.3%
<b>Activities</b>		
Are there enough activities for you to do at the hospital during the day on weekdays?	n/a	52.2%
Are there enough activities for you to do at the hospital on evenings and weekends?	n/a	31.6%
Are the activities available of interest to you?	n/a	37.5%
<b>Discharge Planning</b>		
Do you have a discharge plan? ♦	n/a	46.1%
Have you been involved as much as you want in planning for your discharge? ♦	n/a	43.3%
<b>Overall Experience</b>		
As a result of your care with this program or service do you feel better prepared to deal with daily problems?	72.5%	46.9%
As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	69.7%	47.6%
Overall, are you being helped by your hospital stay/care with this program or service?	82.1%	60.1%
Overall, how would you rate the services you are receiving?	87.0%	64.9%
If you needed treatment again would you choose to come back to this program or service?	85.1%	59.2%

♦ *Item not included in dimension results*

**Additional Information: Inpatient Respondents**

- 37% female; 2% transsexual, transgender, other
- Age
  - 13% 24 years old or younger
  - 49% 25-44 years
  - 38% 45 and older
- 93% listed English as language most comfortable speaking; 2% listed French
- 57% born in Canada; 38% lived in Canada at least 10 years
- 68% completed high school. 29% completed college or university.
- 24% had been in hospital for less than 1 week, 26% between 1 and 4 weeks; 22% 1 year or more

**Additional Information: Outpatient Respondents**

- 40% female; 1% transsexual, transgender, other
- Age
  - 7% 24 years old or younger
  - 44% 25-44 years
  - 49% 45 and older
- 97% listed English as language most comfortable speaking; 1% listed French
- 68% born in Canada; 29% lived in Canada at least 10 years
- 76% completed high school. 36% completed college or university.
- 25% had been receiving treatment for 3 months or less; 24% for over 5 years

**Learnings and Next Steps**

The 2010 Client Experience Survey pilot has conveyed a great deal of valuable information about clients' experience of care and services at CAMH, thanks to the generous contributions of the 889 CAMH clients who submitted their answers along with personal comments.

This survey information will inform CAMH's efforts moving forward, especially to:

- Raise awareness of clients' rights and how to complain
- Consistently communicate the side-effects of medications
- Enhance the activities available to hospitalized clients
- Appropriately address clients' work/education/ financial situation and community supports; and
- Better communicate discharge planning and the availability of CAMH services like cultural interpretation."

The steps forward on each of these areas of improvement will be monitored as part of CAMH's quality monitoring plan and regular updates will be provided to all stakeholders. Progress will be verified through regular CAMH Client Experience Surveys going forward.