

## 2014 Client Experience Survey – Summary of Inpatient Results by Program (% of Positive Responses)

The percentages reported are the percent of positive or desired responses. The programs shown in each table are as follows:

- Ambulatory Care and Structured Treatments (ACST)
- Access and Transitions (ACTR)
- Complex Mental Illness (CMI)
  - CMI Forensic (FOR)
  - CMI Non-Forensic (NFOR)
- Underserved Populations (UPP)

### CAMH Inpatient Sample Size Distribution

| Year | CAMH IP Total | ACST | ACTR | CMI |      |         | UPP |
|------|---------------|------|------|-----|------|---------|-----|
|      |               |      |      | FOR | NFOR | Overall |     |
| 2014 | 155           | 57   | 6    | 42  | 44   | 86      | 6   |
| 2013 | 336           | 76   | 17   | 56  | 162  | 218     | 25  |
| 2012 | 269           | 66   | 18   | 64  | 106  | 170     | 15  |

*\* Note: The number of responses in each question is not equal to the total respondents in the program. Not all respondents chose to respond to all of the questions.*

The percent of positive or desired responses for ACTR and UPP programs in 2014 are not shown in the following tables as the sample sizes for these programs were too small.

## A. Arriving at the Hospital

| Question   | Year | CAMH IP Total | ACST         | ACTR  | CMI          |              |              | UPP   |
|--|------|---------------|--------------|-------|--------------|--------------|--------------|-------|
|  |      |               |              |       | FOR          | NFOR         | Overall      |       |
| When you arrived on the unit, or soon afterwards, did a staff member tell you about the daily routine of the unit such as meal times and visiting hours? | 2014 | 64.2%         | <b>69.4%</b> | -     | <b>78.9%</b> | <b>51.3%</b> | <b>64.9%</b> | -     |
|  | 2013 | 62.8%         | 86.4%        | 29.4% | 62.5%        | 58.3%        | 59.3%        | 47.8% |
|  | 2012 | 71.1%         | 81.0%        | 23.1% | 86.0%        | 65.2%        | 73.3%        | 45.5% |
| When you arrived on the unit, did you have to wait a long time to get to your room?  | 2014 | 86.8%         | 93.0%        | -     | <b>85.4%</b> | 83.3%        | 84.3%        | -     |
|  | 2013 | 86.3%         | 94.3%        | 70.6% | 79.6%        | 85.1%        | 83.8%        | 95.6% |
|  | 2012 | 88.1%         | 89.4%        | 72.2% | 87.3%        | 90.1%        | 89.0%        | 91.7% |

## B. Experiences on the Unit

| Question  | Year | CAMH IP Total | ACST  | ACTR  | CMI          |              |              | UPP   |
|---|------|---------------|-------|-------|--------------|--------------|--------------|-------|
|   |      |               |       |       | FOR          | NFOR         | Overall      |       |
| How often are the following areas clean?        |      |               |       |       |              |              |              |       |
| Your room                                       | 2014 | 80.5%         | 91.2% | -     | 67.5%        | <b>76.7%</b> | <b>72.3%</b> | -     |
|   | 2013 | 82.8%         | 86.3% | 94.1% | 70.0%        | 84.5%        | 81.0%        | 79.1% |
|   | 2012 | 74.6%         | 78.5% | 72.2% | 64.1%        | 77.0%        | 72.0%        | 93.3% |
| Your washroom                                   | 2014 | 71.8%         | 86.0% | -     | <b>52.5%</b> | <b>67.4%</b> | 60.2%        | -     |
|   | 2013 | 67.2%         | 81.8% | 70.6% | 60.0%        | 60.3%        | 60.1%        | 82.6% |
|   | 2012 | 73.6%         | 81.3% | 82.4% | 66.7%        | 70.3%        | 68.9%        | 84.6% |
| Common areas (hallways, lobby, cafeteria, etc.) | 2014 | 80.0%         | 86.0% | -     | <b>60.0%</b> | <b>85.7%</b> | 73.2%        | -     |
|   | 2013 | 77.8%         | 86.3% | 88.2% | 68.0%        | 76.3%        | 74.2%        | 75.0% |
|   | 2012 | 85.4%         | 93.9% | 72.2% | 84.1%        | 82.0%        | 82.8%        | 92.3% |

**Red** = Decrease of 5% or greater from previous year.  
**Green** = Increase of 5% or greater from previous year.

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| Question  | Year | CAMH IP Total | ACST  | ACTR  | CMI          |              |              | UPP   |
|---|------|---------------|-------|-------|--------------|--------------|--------------|-------|
|   |      |               |       |       | FOR          | NFOR         | Overall      |       |
| Is the area around your room quiet at night?                                      | 2014 | 77.3%         | 84.2% | -     | 70.7%        | 72.1%        | 71.4%        | -     |
|   | 2013 | 75.3%         | 88.0% | 76.5% | 69.1%        | 75.8%        | 74.0%        | 45.8% |
|   | 2012 | 79.5%         | 84.1% | 64.7% | 76.6%        | 80.4%        | 78.9%        | 84.6% |
| Do you feel safe on your unit/at this program or service?                         | 2014 | 78.0%         | 91.2% | -     | 61.0%        | <b>74.4%</b> | <b>67.9%</b> | -     |
|   | 2013 | 78.5%         | 92.0% | 70.6% | 60.0%        | 80.7%        | 75.3%        | 70.8% |
|   | 2012 | 83.6%         | 92.3% | 88.9% | 87.5%        | 76.5%        | 80.7%        | 66.7% |
| Are you given enough privacy when discussing your issues or treatment with staff? | 2014 | 75.3%         | 87.7% | -     | <b>65.9%</b> | <b>63.4%</b> | <b>64.6%</b> | -     |
|   | 2013 | 77.1%         | 90.3% | 94.1% | 53.7%        | 78.7%        | 72.4%        | 65.2% |
|   | 2012 | 77.6%         | 89.4% | 77.8% | 66.7%        | 75.8%        | 72.2%        | 84.6% |
| How would you rate the following aspects of the hospital food?                    |      |               |       |       |              |              |              |       |
| Overall quality   | 2014 | 46.0%         | 46.4% | -     | <b>31.0%</b> | <b>60.5%</b> | 45.9%        | -     |
|   | 2013 | 48.0%         | 48.0% | 58.8% | 43.7%        | 51.3%        | 49.3%        | 29.1% |
|   | 2012 | 45.2%         | 29.2% | 52.9% | 43.8%        | 54.9%        | 50.6%        | 46.2% |
| If you require a special diet do you receive it?                                  | 2014 | 64.9%         | 68.0% | -     | 53.6%        | <b>70.6%</b> | 60.0%        | -     |
|   | 2013 | 62.1%         | 65.7% | 40.0% | 50.0%        | 65.2%        | 60.3%        | 81.8% |
|   | 2012 | 65.4%         | 61.5% | 75.0% | 67.6%        | 64.6%        | 65.9%        | 66.7% |

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### C. Participation

| Question  | Year | CAMH<br>IP<br>Total | ACST         | ACTR  | CMI          |              |              | UPP   |
|---|------|---------------------|--------------|-------|--------------|--------------|--------------|-------|
|   |      |                     |              |       | FOR          | NFOR         | Overall      |       |
| Are you involved as much as you want in decisions about your treatment? | 2014 | 58.2%               | 82.1%        | -     | 39.0%        | <b>46.3%</b> | <b>42.7%</b> | -     |
|   | 2013 | 59.8%               | 80.7%        | 70.6% | 40.0%        | 56.2%        | 51.9%        | 56.5% |
|   | 2012 | 64.5%               | 77.8%        | 56.2% | 57.1%        | 63.5%        | 61.0%        | 53.8% |
| Do you understand your care plan?                                       | 2014 | 69.9%               | <b>75.0%</b> | -     | 65.9%        | <b>73.2%</b> | <b>69.5%</b> | -     |
|   | 2013 | 66.5%               | 87.7%        | 58.8% | 61.5%        | 61.2%        | 61.2%        | 50.0% |
|   | 2012 | 61.8%               | 76.2%        | 33.3% | 63.5%        | 55.8%        | 58.7%        | 61.5% |
| Do staff clearly explain the purpose of medication?                     | 2014 | 68.3%               | 84.6%        | -     | <b>69.2%</b> | <b>48.8%</b> | 58.8%        | -     |
|   | 2013 | 64.9%               | 88.3%        | 80.0% | 47.1%        | 59.6%        | 56.4%        | 59.0% |
|   | 2012 | 68.3%               | 84.7%        | 80.0% | 62.3%        | 61.1%        | 61.5%        | 66.7% |
| Do staff clearly explain possible medication side effects?              | 2014 | 47.1%               | <b>62.7%</b> | -     | <b>37.8%</b> | 38.1%        | 38.0%        | -     |
|   | 2013 | 44.5%               | 69.0%        | 33.4% | 32.7%        | 41.2%        | 39.0%        | 25.0% |
|   | 2012 | 48.1%               | 55.0%        | 26.7% | 51.6%        | 46.2%        | 48.4%        | 38.5% |

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### D. Needs

| Question  | Year | CAMH<br>IP<br>Total | ACST   | ACTR   | CMI    |       |         | UPP    |
|---|------|---------------------|--------|--------|--------|-------|---------|--------|
|   |      |                     |        |        | FOR    | NFOR  | Overall |        |
| Do you feel you have been treated unfairly at this hospital for any of the following reasons? |      |                     |        |        |        |       |         |        |
| Your age  | 2014 | 93.5%               | 98.2%  | -      | 90.5%  | 90.9% | 90.7%   | -      |
|   | 2013 | 91.7%               | 98.7%  | 100.0% | 80.4%  | 91.4% | 88.5%   | 92.0%  |
|   | 2012 | 92.5%               | 98.5%  | 88.9%  | 92.2%  | 91.5% | 91.8%   | 76.9%  |
| Your sex/gender   | 2014 | 95.5%               | 96.5%  | -      | 100.0% | 88.6% | 94.2%   | -      |
|   | 2013 | 93.5%               | 100.0% | 100.0% | 85.7%  | 92.6% | 90.8%   | 92.0%  |
|   | 2012 | 94.8%               | 100.0% | 94.4%  | 95.3%  | 91.5% | 92.9%   | 92.3%  |
| Your race/ethnic background   | 2014 | 93.5%               | 100.0% | -      | 83.3%  | 93.2% | 88.4%   | -      |
|   | 2013 | 89.9%               | 96.1%  | 100.0% | 78.6%  | 88.3% | 85.7%   | 100.0% |
|   | 2012 | 95.1%               | 100.0% | 100.0% | 90.6%  | 94.3% | 92.9%   | 92.3%  |
| Your spiritual/religious beliefs  | 2014 | 96.1%               | 100.0% | -      | 92.9%  | 93.2% | 93.0%   | -      |
|   | 2013 | 91.1%               | 97.4%  | 94.1%  | 83.9%  | 90.1% | 88.5%   | 92.0%  |
|   | 2012 | 93.6%               | 100.0% | 100.0% | 87.5%  | 93.4% | 91.2%   | 84.6%  |
| Your sexual orientation   | 2014 | 96.1%               | 100.0% | -      | 92.9%  | 93.2% | 93.0%   | -      |
|   | 2013 | 96.4%               | 98.7%  | 94.1%  | 91.1%  | 96.9% | 95.4%   | 100.0% |
|   | 2012 | 94.8%               | 100.0% | 100.0% | 90.6%  | 92.5% | 91.8%   | 100.0% |
| Your language   | 2014 | 97.4%               | 100.0% | -      | 97.6%  | 93.2% | 95.3%   | -      |
|   | 2013 | 93.2%               | 98.7%  | 100.0% | 82.1%  | 92.6% | 89.9%   | 100%   |
|   | 2012 | 95.9%               | 98.5%  | 94.4%  | 96.9%  | 94.3% | 95.3%   | 92.3%  |
| Your financial situation  | 2014 | 91.0%               | 96.5%  | -      | 88.1%  | 84.1% | 86.0%   | -      |
|   | 2013 | 91.1%               | 97.4%  | 94.1%  | 85.7%  | 88.9% | 88.0%   | 96.0%  |
|   | 2012 | 92.1%               | 95.5%  | 100.0% | 90.6%  | 89.6% | 90.0%   | 92.3%  |
| A disability you have   | 2014 | 90.3%               | 96.5%  | -      | 85.7%  | 84.1% | 84.9%   | -      |
|   | 2013 | 90.2%               | 98.7%  | 100.0% | 75.0%  | 88.9% | 85.3%   | 100.0% |
|   | 2012 | 92.1%               | 100.0% | 88.9%  | 84.4%  | 93.4% | 90.0%   | 84.6%  |
| Another reason  | 2014 | 87.1%               | 93.0%  | -      | 81.0%  | 81.8% | 81.4%   | -      |
|   | 2013 | 92.1%               | 100.0% | 88.9%  | 75.0%  | 88.9% | 90.0%   | 84.6%  |
|   | 2012 | 88.8%               | 89.4%  | 94.4%  | 85.9%  | 89.6% | 88.2%   | 84.6%  |

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|---|------|---------------|-------|-------|-------|-------|---------|-------|
|   |      |               |       |       | FOR   | NFOR  | Overall |       |
| I was not treated unfairly  | 2014 | 61.3%         | 82.5% | -     | 42.9% | 43.2% | 57.0%   | -     |
|   | 2013 | 60.7%         | 77.6% | 82.4% | 37.5% | 59.3% | 48.4%   | 47.8% |
|   | 2012 | 59.2%         | 75.8% | 66.7% | 43.8% | 56.6% | 51.8%   | 61.5% |
| Are your individual needs, preferences and values respected in your treatment?  | 2014 | 66.7%         | 91.1% | -     | 48.8% | 50.0% | 49.4%   | -     |
|   | 2013 | 63.7%         | 86.0% | 75.0% | 46.1% | 59.8% | 56.3%   | 52.1% |
|   | 2012 | 65.7%         | 76.2% | 62.5% | 53.1% | 67.7% | 61.9%   | 66.7% |
| Do you feel that you are treated with respect by hospital staff?  | 2014 | 74.7%         | 90.9% | -     | 61.0% | 61.9% | 61.4%   | -     |
|   | 2013 | 71.5%         | 89.0% | 94.1% | 43.1% | 71.2% | 64.2%   | 62.5% |
|   | 2012 | 75.6%         | 90.5% | 81.2% | 68.8% | 70.4% | 69.8%   | 69.2% |
| Do you feel that enough care is taken of any physical health problems you have?   | 2014 | 67.3%         | 74.3% | -     | 60.0% | 58.6% | 59.3%   | -     |
|   | 2013 | 61.1%         | 79.0% | 50.0% | 45.2% | 61.2% | 56.8%   | 61.1% |
|   | 2012 | 71.5%         | 71.7% | 81.8% | 63.5% | 77.6% | 71.4%   | 60.0% |
| Do you feel that staff support your improvement and recovery?   | 2014 | 75.2%         | 89.3% | -     | 55.0% | 73.8% | 64.6%   | -     |
|   | 2013 | 69.1%         | 90.3% | 76.5% | 47.1% | 64.3% | 60.0%   | 78.2% |
|   | 2012 | 75.1%         | 87.5% | 76.5% | 69.4% | 73.1% | 71.6%   | 53.8% |
| Do you feel that you have support to follow the tobacco free policy (e.g. patches, behavioural support, encouragement, etc.)? | 2014 | 69.3%         | 89.3% | -     | 66.7% | 45.5% | 56.5%   | -     |
|   | 2013 | N/A           | N/A   | N/A   | N/A   | N/A   | N/A     | N/A   |
|   | 2012 | N/A           | N/A   | N/A   | N/A   | N/A   | N/A     | N/A   |
| Are staff helping you with your employment and/or education goals?  | 2014 | 52.2%         | 50.0% | -     | 68.8% | 35.7% | 53.3%   | -     |
|   | 2013 | 44.0%         | 36.8% | 25.0% | 46.5% | 44.1% | 44.8%   | 77.8% |
|   | 2012 | N/A           | N/A   | N/A   | N/A   | N/A   | N/A     | N/A   |
| Are you receiving support with income-related issues?   | 2014 | 66.7%         | 52.6% | -     | 84.8% | 57.1% | 72.1%   | -     |
|   | 2013 | 61.8%         | 58.1% | 66.7% | 74.5% | 58.2% | 62.7%   | 55.6% |
|   | 2012 | N/A           | N/A   | N/A   | N/A   | N/A   | N/A     | N/A   |

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| Question  | Year | CAMH IP Total | ACST  | ACTR  | CMI   |       |         | UPP   |
|---|------|---------------|-------|-------|-------|-------|---------|-------|
|   |      |               |       |       | FOR   | NFOR  | Overall |       |
| Are staff helping you with your housing goals?  | 2014 | 60.3%         | 42.9% | -     | 60.7% | 66.7% | 63.5%   | -     |
|   | 2013 | 52.7%         | 43.8% | 22.2% | 46.7% | 61.1% | 56.3%   | 62.5% |
|   | 2012 | N/A           | N/A   | N/A   | N/A   | N/A   | N/A     | N/A   |
| Do you feel as though your strengths are recognized and you are encouraged to be well in your recovery? | 2014 | 85.5%         | 95.9% | -     | 89.5% | 75.0% | 82.4%   | -     |
|   | 2013 | 84.5%         | 95.9% | 64.7% | 78.4% | 82.2% | 81.2%   | 90.0% |
|   | 2012 | N/A           | N/A   | N/A   | N/A   | N/A   | N/A     | N/A   |

### E. Rights

| Question   | Year | CAMH IP Total | ACST  | ACTR  | CMI   |       |         | UPP   |
|--|------|---------------|-------|-------|-------|-------|---------|-------|
|  |      |               |       |       | FOR   | NFOR  | Overall |       |
| Do you feel that you can refuse treatment (for example medications and/or counseling)?                           | 2014 | 57.1%         | 80.6% | -     | 32.4% | 55.0% | 44.6%   | -     |
|  | 2013 | 47.9%         | 75.7% | 30.8% | 35.0% | 39.7% | 38.6%   | 60.0% |
|  | 2012 | 53.1%         | 77.4% | 41.7% | 38.9% | 49.4% | 45.3%   | 44.4% |
| Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital? | 2014 | 56.5%         | 46.4% | -     | 70.7% | 61.0% | 65.9%   | -     |
|  | 2013 | 45.0%         | 41.9% | 29.4% | 62.0% | 43.8% | 48.4%   | 37.5% |
|  | 2012 | 47.7%         | 48.4% | 23.5% | 59.4% | 45.0% | 50.6%   | 38.5% |

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## F. Activities

| Question  | Year | CAMH IP Total | ACST  | ACTR  | CMI   |       |         | UPP   |
|---|------|---------------|-------|-------|-------|-------|---------|-------|
|   |      |               |       |       | FOR   | NFOR  | Overall |       |
| Are there enough activities for you to do at the hospital during the day on weekdays? | 2014 | 57.6%         | 79.6% | -     | 51.2% | 41.5% | 46.3%   | -     |
|   | 2013 | 54.0%         | 74.2% | 35.7% | 52.0% | 48.0% | 49.0%   | 43.4% |
|   | 2012 | 64.6%         | 78.5% | 21.4% | 66.1% | 60.6% | 62.8%   | 63.6% |
| Are there enough activities for you to do at the hospital on evenings and weekends?   | 2014 | 27.9%         | 31.5% | -     | 25.0% | 26.3% | 25.6%   | -     |
|   | 2013 | 34.6%         | 40.7% | 35.7% | 45.8% | 29.0% | 33.1%   | 26.1% |
|   | 2012 | 37.6%         | 34.9% | 21.4% | 38.7% | 43.0% | 41.3%   | 20.0% |
| Are the activities available of interest to you?                                      | 2014 | 49.7%         | 58.2% | -     | 48.8% | 43.6% | 46.3%   | -     |
|   | 2013 | 43.5%         | 47.2% | 14.3% | 42.9% | 47.3% | 46.1%   | 26.1% |
|   | 2012 | 45.7%         | 60.0% | 26.7% | 48.4% | 37.6% | 41.9%   | 41.7% |

## G. Discharge Planning

| Question   | Year | CAMH IP Total | ACST  | ACTR  | CMI   |       |         | UPP   |
|--|------|---------------|-------|-------|-------|-------|---------|-------|
|  |      |               |       |       | FOR   | NFOR  | Overall |       |
| Have staff talked to you about your discharge?                             | 2014 | 61.3%         | 63.5% | -     | 59.0% | 61.5% | 60.3%   | -     |
|  | 2013 | 48.4%         | 45.6% | 56.3% | 34.0% | 53.7% | 48.6%   | 50.0% |
|  | 2012 | 51.7%         | 64.1% | 31.2% | 41.7% | 55.3% | 49.7%   | 36.4% |
| Have you been involved as much as you want in planning for your discharge? | 2014 | 72.5%         | 80.8% | -     | 65.0% | 75.0% | 70.0%   | -     |
|  | 2013 | 63.6%         | 70.8% | 75.0% | 60.0% | 61.9% | 61.5%   | 50.0% |
|  | 2012 | 73.6%         | 75.0% | 80.0% | 66.7% | 78.6% | 74.2%   | 33.3% |

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**Green** = Increase of 5% or greater from previous year.



## H. Overall Experience

| Question  | Year | CAMH<br>IP<br>Total | ACST         | ACTR  | CMI          |              |              | UPP   |
|---|------|---------------------|--------------|-------|--------------|--------------|--------------|-------|
|   |      |                     |              |       | FOR          | NFOR         | Overall      |       |
| As a result of your hospital stay (or care with this program or service) do you feel better prepared to deal with daily problems?             | 2014 | 56.3%               | 60.4%        | -     | 51.2%        | 56.1%        | 53.7%        | -     |
|   | 2013 | 54.7%               | 64.6%        | 47.0% | 51.9%        | 54.7%        | 54.0%        | 33.2% |
|   | 2012 | 52.7%               | 60.0%        | 35.7% | 55.7%        | 49.5%        | 52.0%        | 45.5% |
| As a result of this hospital stay (or your care with this program or service) do you feel more ready to accomplish the things you want to do? | 2014 | 54.3%               | <b>62.3%</b> | -     | 56.4%        | <b>46.3%</b> | 51.3%        | -     |
|   | 2013 | 55.4%               | 68.1%        | 47.0% | 55.8%        | 51.8%        | 52.8%        | 42.8% |
|   | 2012 | 55.6%               | 55.0%        | 73.3% | 54.8%        | 56.0%        | 55.6%        | 36.4% |
| Overall, are you being helped by your hospital stay/care with this program or service?  | 2014 | 61.0%               | <b>77.8%</b> | -     | <b>40.0%</b> | 61.9%        | <b>51.2%</b> | -     |
|   | 2013 | 64.3%               | 84.0%        | 58.8% | 50.0%        | 63.3%        | 59.7%        | 43.4% |
|   | 2012 | 61.7%               | 83.9%        | 68.7% | 47.5%        | 56.4%        | 52.9%        | 50.0% |
| Overall, how would you rate the care (or services) you are receiving?   | 2014 | 68.7%               | 92.6%        | -     | 37.5%        | 61.9%        | <b>50.0%</b> | -     |
|   | 2013 | 65.2%               | 92.0%        | 82.3% | 38.5%        | 62.8%        | 56.5%        | 41.6% |
|   | 2012 | 72.4%               | 87.7%        | 75.0% | 61.9%        | 69.8%        | 66.7%        | 60.0% |
| If you needed treatment again would you choose to come back to this hospital (or program or service)?   | 2014 | 62.3%               | 88.9%        | -     | <b>25.0%</b> | 59.5%        | <b>42.7%</b> | -     |
|   | 2013 | 62.1%               | 86.6%        | 76.4% | 31.40%       | 62.9%        | 54.7%        | 34.7% |
|   | 2012 | 61.5%               | 89.2%        | 50.0% | 43.5%        | 59.1%        | 52.9%        | 36.4% |

**Red** = Decrease of 5% or greater from previous year.

**Green** = Increase of 5% or greater from previous year.

### Top Five Areas of Strength

| Question   | CAMH IP Total | ACST      | ACTR | CMI       |           |          | UPP |
|--|---------------|-----------|------|-----------|-----------|----------|-----|
|  |               |           |      | FOR       | NFOR      | Overall  |     |
| Do you feel you have been treated unfairly at this hospital for any of the following reasons? (mean of 9 items)  | 93.4% (1)     | 97.9% (1) |      | 90.2% (1) | 89.1% (1) | 89.7%(1) |     |
| When you arrived on the unit, did you have to wait a long time to get to your room?  | 86.8%(2)      | 93.0%(3)  |      | 85.4% (3) | 83.3%(2)  | 84.3%(2) |     |
| Do you feel as though your strengths are recognized and you are encouraged to be well in your recovery?  | 85.5%(3)      | 95.9%(2)  |      | 89.5% (2) | 75.0%(4)  | 82.4%(3) |     |
| Cleanliness of room and common areas (mean of 2 items)   | 80.3% (4)     |           |      |           | 81.2% (3) | 72.8%(4) |     |
| Do you feel safe on your unit/at this program or service?  | 78.0% (5)     | 91.2%(5)  |      |           | 74.4%(5)  |          |     |
| When you arrived on the unit, or soon afterwards, did a staff member tell you about the daily routine of the unit such as meal times and visiting hours? |               |           |      | 78.9%(5)  |           |          |     |
| Overall, how would you rate the care (or services) you are receiving?  |               | 92.6%(4)  |      |           |           |          |     |
| Are you receiving support with income-related issues?  |               |           |      | 84.8% (4) |           | 72.1%(5) |     |
| Have you been involved as much as you want in planning for your discharge?   |               |           |      |           | 75.0%(4)  |          |     |

### Top Five Areas for Improvement

| Question   | CAMH IP Total | ACST     | ACTR | CMI      |          |          | UPP |
|--|---------------|----------|------|----------|----------|----------|-----|
|  |               |          |      | FOR      | NFOR     | Overall  |     |
| Are there enough activities for you to do at the hospital on evenings and weekends?                              | 27.9%(1)      | 31.5%(1) |      | 25.0%(1) | 26.3%(1) | 25.6%(1) |     |
| Overall quality of the hospital food   | 46.0%(2)      | 46.4%(2) |      | 31.0%(2) |          | 45.9%(5) |     |
| Do staff clearly explain possible medication side effects?   | 47.1%(3)      |          |      | 37.8%(5) | 38.1%(3) | 38.0%(2) |     |
| Are staff helping you with your housing goals?   |               | 42.9%(3) |      |          |          |          |     |
| Are the activities available of interest to you?   | 49.7%(4)      |          |      |          |          |          |     |
| Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital? |               | 46.4%(2) |      |          |          |          |     |
| If you needed treatment again would you choose to come back to this hospital (or program or service)?            |               |          |      | 25.0%(1) |          | 42.7%(3) |     |
| Do you feel that you can refuse treatment (for example medications and/or counseling)?                           |               |          |      | 32.4%(3) |          | 44.6%(4) |     |
| Overall, how would you rate the care (or services) you are receiving?  |               |          |      | 37.5%(4) |          |          |     |
| Are staff helping you with your employment and/or education goals?   | 52.2%(5)      | 50.0%(4) |      |          | 35.7%(2) |          |     |
| Are there enough activities for you to do at the hospital during the day on weekdays?                            |               |          |      |          | 41.5%(4) |          |     |
| Are you involved as much as you want in decisions about your treatment?  |               |          |      |          |          | 42.7%(3) |     |
| Are you receiving support with income-related issues?  |               | 52.6%(5) |      |          |          |          |     |
| I was not treated unfairly   |               |          |      |          | 43.2%(5) |          |     |

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### Inpatient Client Demographics

|  | CAMH IP<br>Total<br>(2014)<br>(N=155) | ACST<br>(n=57) | ACTR<br>(n=6) | CMI           |                |                   | UPP<br>(n=6)  |
|--|---------------------------------------|----------------|---------------|---------------|----------------|-------------------|---------------|
|  |                                       |                |               | FOR<br>(n=42) | NFOR<br>(n=44) | Overall<br>(n=86) |               |
| <b>Sex/Gender</b>  |                                       |                |               |               |                |                   |               |
| Male   | 63.9%                                 | 51.8%          | 50.0%         | 80.0%         | 74.4%          | 77.2%             | 16.7%         |
| Female   | 33.3%                                 | 46.4%          | 50.0%         | 17.5%         | 20.5%          | 19.0%             | 83.3%         |
| Trans-Female to Male   | 2.7%                                  | 1.8%           | 0.0%          | 2.5%          | 5.1%           | 3.8%              | 0.0%          |
| Trans-Male to Female   |                                       |                |               |               |                |                   |               |
| Two-spirit   |                                       |                |               |               |                |                   |               |
| Intersex   |                                       |                |               |               |                |                   |               |
| Other  |                                       |                |               |               |                |                   |               |
| <b>Total</b>   | <b>100.0%</b>                         | <b>100.0%</b>  | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b>  | <b>100.0%</b>     | <b>100.0%</b> |
| <b>Age</b>   |                                       |                |               |               |                |                   |               |
| 18 to 24 years   | 11.6%                                 | 11.1%          | 50.0%         | 7.5%          | 12.5%          | 10.0%             | 0.0%          |
| 25 to 44 years   | 50.0%                                 | 44.4%          | 50.0%         | 65.0%         | 50.0%          | 57.5%             | 0.0%          |
| 45 to 64 years   | 35.6%                                 | 42.6%          | 0.0%          | 27.5%         | 37.5%          | 32.5%             | 50.0%         |
| 65 years or over   | 2.7%                                  | 1.9%           | 0.0%          | 0.0%          | 0.0%           | 0.0%              | 50.0%         |
| <b>Total</b>   | <b>100.0%</b>                         | <b>100.0%</b>  | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b>  | <b>100.0%</b>     | <b>100.0%</b> |
| <b>How long have you been receiving care with this program or service?</b> |                                       |                |               |               |                |                   |               |
| Less than 1 week   | 18.1%                                 | 28.3%          | 100.0%        | 2.5%          | 13.9%          | 7.9%              | 0.0%          |
| 1 to 4 weeks   | 37.0%                                 | 58.5%          | 0.0%          | 5.0%          | 44.4%          | 23.7%             | 40.0%         |
| 1 to 3 months  | 15.2%                                 | 13.2%          | 0.0%          | 12.5%         | 22.2%          | 17.1%             | 20.0%         |
| 4 to 12 months   | 8.7%                                  | 0.0%           | 0.0%          | 20.0%         | 8.3%           | 14.5%             | 20.0%         |
| 1 to 5 years   | 10.9%                                 | 0.0%           | 0.0%          | 32.5%         | 5.6%           | 19.7%             | 0.0%          |
| Over 5 years   | 10.1%                                 | 0.0%           | 0.0%          | 27.5%         | 5.6%           | 17.1%             | 20.0%         |
| <b>Total</b>   | <b>100.0%</b>                         | <b>100.0%</b>  | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b>  | <b>100.0%</b>     | <b>100.0%</b> |

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2014 Client Experience Survey Summary of Inpatient Results by Program

|   | CAMH IP<br>Total<br>(2014)<br>(N=155) | ACST<br>(n=57) | ACTR<br>(n=6) | CMI           |                |                   | UPP<br>(n=6)  |
|---|---------------------------------------|----------------|---------------|---------------|----------------|-------------------|---------------|
|   |                                       |                |               | FOR<br>(n=42) | NFOR<br>(n=44) | Overall<br>(n=86) |               |
| <b>What language are you most comfortable speaking with your health provider?</b> |                                       |                |               |               |                |                   |               |
| ASL   | 0.7%                                  | 1.9%           | 0.0%          | 0.0%          | 0.0%           | 0.0%              | 0.0%          |
| English   | 98.0%                                 | 96.3%          | 100.0%        | 97.5%         | 100.0%         | 98.8%             | 100.0%        |
| Farsi   | 0.7%                                  | 0.0%           | 0.0%          | 2.5%          | 0.0%           | 1.2%              | 0.0%          |
| Hindi   | 0.7%                                  | 1.9%           | 0.0%          | 0.0%          | 0.0%           | 0.0%              | 0.0%          |
| <b>Total</b>  | <b>100.0%</b>                         | <b>100.0%</b>  | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b>  | <b>100.0%</b>     | <b>100.0%</b> |
| <b>How much schooling have you had?</b>   |                                       |                |               |               |                |                   |               |
| Some primary school   | 4.9%                                  | 0.0%           | 0.0%          | 12.5%         | 2.6%           | 7.7%              | 20.0%         |
| Completed primary school  | 0.7%                                  | 0.0%           | 0.0%          | 2.5%          | 0.0%           | 1.3%              | 0.0%          |
| Some high school  | 23.9%                                 | 17.0%          | 16.7%         | 37.5%         | 23.7%          | 30.8%             | 0.0%          |
| Completed high school   | 10.6%                                 | 9.4%           | 0.0%          | 17.5%         | 5.3%           | 11.5%             | 20.0%         |
| Some college or university  | 22.5%                                 | 18.9%          | 66.7%         | 15.0%         | 31.6%          | 23.1%             | 0.0%          |
| Completed college or university   | 23.2%                                 | 32.1%          | 16.7%         | 10.0%         | 23.7%          | 16.7%             | 40.0%         |
| Some graduate studies   | 4.9%                                  | 9.4%           | 0.0%          | 2.5%          | 2.6%           | 2.6%              | 0.0%          |
| Completed graduate studies  | 9.2%                                  | 13.2%          | 0.0%          | 2.5%          | 10.5%          | 6.4%              | 20.0%         |
| <b>Total</b>  | <b>100.0%</b>                         | <b>100.0%</b>  | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b>  | <b>100.0%</b>     | <b>100.0%</b> |
| <b>Were you born in Canada?</b>   |                                       |                |               |               |                |                   |               |
| Yes   | 57.6%                                 | 71.7%          | 33.3%         | 52.5%         | 56.4%          | 54.4%             | 0.0%          |
| No  | 42.4%                                 | 28.3%          | 66.7%         | 47.5%         | 43.6%          | 45.6%             | 100.0%        |
| <b>Total</b>  | <b>100.0%</b>                         | <b>100.0%</b>  | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b>  | <b>100.0%</b>     | <b>100.0%</b> |
| <b>If no, how many years have you lived in Canada?</b>                            |                                       |                |               |               |                |                   |               |
| Less than 2 years   | 1.7%                                  | 0.0%           | 0.0%          | 5.9%          | 0.0%           | 2.9%              | 0.0%          |
| 2-5 years   | 5.1%                                  | 0.0%           | 25.0%         | 5.9%          | 5.9%           | 5.9%              | 0.0%          |
| 6-9 years   | 3.4%                                  | 0.0%           | 0.0%          | 0.0%          | 11.8%          | 5.9%              | 0.0%          |
| 10 or more years  | 89.8%                                 | 100.0%         | 75.0%         | 88.2%         | 82.4%          | 85.3%             | 100.0%        |
| <b>Total</b>  | <b>100.0%</b>                         | <b>100.0%</b>  | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b>  | <b>100.0%</b>     | <b>100.0%</b> |

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## 2014 Client Experience Survey Summary of Inpatient Results by Program

|   | CAMH IP<br>Total<br>(2014)<br>(N=155) | ACST<br>(n=57) | ACTR<br>(n=6) | CMI           |                |                   | UPP<br>(n=6)  |
|---|---------------------------------------|----------------|---------------|---------------|----------------|-------------------|---------------|
|   |                                       |                |               | FOR<br>(n=42) | NFOR<br>(n=44) | Overall<br>(n=86) |               |
| <b>Racial or Ethnic Group Description</b>                               |                                       |                |               |               |                |                   |               |
| Asian- East (e.g., Chinese, Japanese, Korean)                           | 2.4%                                  | 0.0%           | 20.0%         | 5.3%          | 0.0%           | 2.9%              | 0.0%          |
| Asian- South (e.g., Indian, Pakistani, Sri Lankan)                      | 8.0%                                  | 8.5%           | 40.0%         | 5.3%          | 6.3%           | 5.7%              | 0.0%          |
| Asian- South East (e.g., Malaysian, Filipino, Vietnamese)               | 3.2%                                  | 0.0%           | 0.0%          | 7.9%          | 3.1%           | 5.7%              | 0.0%          |
| Black - African (e.g., Ghanaian, Kenyan, Somali)                        | 4.8%                                  | 2.1%           | 20.0%         | 5.3%          | 6.3%           | 5.7%              | 0.0%          |
| Black - North American (e.g., Canadian, American)                       | 2.4%                                  | 0.0%           | 0.0%          | 5.3%          | 3.1%           | 4.3%              | 0.0%          |
| Black - Caribbean (e.g., Barbadian, Jamaican)                           | 11.2%                                 | 2.1%           | 0.0%          | 28.9%         | 6.3%           | 18.6%             | 0.0%          |
| First Nations- Non-status   | 0.8%                                  | 0.0%           | 0.0%          | 0.0%          | 3.1%           | 1.4%              | 0.0%          |
| First Nations- Status   | 5.6%                                  | 10.6%          | 0.0%          | 2.6%          | 3.1%           | 2.9%              | 0.0%          |
| Inuit   | 0.8%                                  | 0.0%           | 0.0%          | 2.6%          | 0.0%           | 1.4%              | 0.0%          |
| Métis   | 0.8%                                  | 2.1%           | 0.0%          | 0.0%          | 0.0%           | 0.0%              | 0.0%          |
| Middle Eastern (e.g., Iranian, Lebanese)                                | 4.8%                                  | 2.1%           | 0.0%          | 7.9%          | 6.3%           | 7.1%              | 0.0%          |
| White - European (e.g., English, Italian, Portuguese, Russian)          | 24.8%                                 | 23.4%          | 0.0%          | 13.2%         | 37.5%          | 24.3%             | 100.0%        |
| White - North American (e.g., Canadian, American)                       | 29.6%                                 | 48.9%          | 20.0%         | 15.8%         | 21.9%          | 18.6%             | 0.0%          |
| Mixed heritage (e.g., Black-African, White-North American)              | 0.8%                                  | 0.0%           | 0.0%          | 0.0%          | 3.1%           | 1.4%              | 0.0%          |
| <b>Total</b>  | <b>100.0%</b>                         | <b>100.0%</b>  | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b>  | <b>100.0%</b>     | <b>100.0%</b> |
| <b>What supports do you have in the community? (multiple responses)</b> |                                       |                |               |               |                |                   |               |
| Parents/children/siblings   | 61.9%                                 | 54.4%          | 66.7%         | 66.7%         | 63.6%          | 65.1%             | 83.3%         |
| Spouse/romantic partner   | 25.8%                                 | 22.8%          | 66.7%         | 23.8%         | 25.0%          | 24.4%             | 33.3%         |
| Friends   | 49.7%                                 | 50.9%          | 50.0%         | 45.2%         | 47.7%          | 46.5%             | 83.3%         |
| Social workers/other social service worker                              | 49.7%                                 | 49.1%          | 50.0%         | 50.0%         | 54.5%          | 52.3%             | 16.7%         |
| None  | 2.6%                                  | 1.8%           | 0.0%          | 2.4%          | 4.5%           | 3.5%              | 0.0%          |
| I don't know  | 1.9%                                  | 5.3%           | 0.0%          | 0.0%          | 0.0%           | 0.0%              | 0.0%          |
| Others  | 15.5%                                 | 14.0%          | 0.0%          | 14.3%         | 15.9%          | 15.1%             | 50.0%         |

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