

# 2021 OPOC survey

## Who filled out the 2021 OPOC Survey?

776 patients and family members completed the survey, including 85 outpatients in the Complex Care and Recovery Program.

Acute Care inpatients: 62

Acute Care outpatients: 233

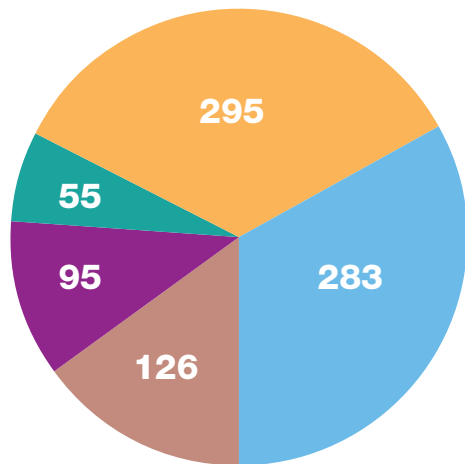
Complex Care and Recovery inpatients: 198

### Complex Care and Recovery outpatients: 85

Child, Youth and Emerging Adult Program Patients: 55

Forensic Program: 95

Families: 126



- Acute Care Program
- Complex Care and Recovery Program
- Child, Youth and Emerging Adults Program
- Forensic Program
- Families



## mental health is health

For more information about OPOC, please contact Patient and Family Experience:  
Tel: 416 535-8501 ext. 33203

For Information about accessing services at CAMH, contact Access CAMH:  
Tel.: 416 535-8501 ext. 2

For information on mental health, including addiction, or other resources please visit our website:  
[www.camh.ca](http://www.camh.ca)

Family members are welcome to contact the Family Resource Centre for information and help getting connected:  
1025 Queen Street West, McCain Complex Care and Recovery Building, Ground Floor.  
Tel.: 416 535-8501 ext. 33202  
E-mail: [family.engagement@camh.ca](mailto:family.engagement@camh.ca)

If you have questions, concerns or compliments about services at CAMH, please contact the Client Relations Office:  
Tel.: 416 535-8501 ext. 32027  
E-mail: [client.relations@camh.ca](mailto:client.relations@camh.ca)

To make a donation, please contact the CAMH Foundation:  
Tel.: 416 979-6909  
E-mail: [foundation@camh.ca](mailto:foundation@camh.ca)



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# camh

## We heard you!

### Ontario Perception of Care 2021 survey results at CAMH Complex Care and Recovery: Outpatients



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# What is the Ontario Perception of Care Survey (OPOC)?

Each year, patients and families tell us about their care at CAMH through the OPOC survey. This feedback helps us understand what we are doing well and where we need to improve.

For example, you told us that the buildings were old and did not offer enough privacy. We heard you. Patients and family members were active partners in designing the new buildings at CAMH. Patients and family members visiting or receiving services in the new buildings told us the new spaces are very welcoming. They especially appreciate having private rooms, doors that lock, and bathrooms attached to patient rooms.

*“It’s a very good environment to focus on yourself & actually apply yourself.”*

*“The space is very inclusive to people with disabilities.”*



# Your feedback about your care at CAMH tells us...

## WHAT’S GOING WELL:

- Staff treat you with respect and believe you can change and grow.
- Staff are welcoming, knowledgeable, and supportive.
- Staff respond to your concerns and are sensitive to your cultural needs.
- The new buildings are welcoming, comfortable, and accessible.
- You are provided private space when you need it.

## WHERE WE CAN DO BETTER...

- You want more information around treatment, access to services, and alternative programs (e.g. exercise, meditation, culturally appropriate programs).
- You would like to feel more comfortable asking questions about your treatment and medication.
- You want more support developing a discharge plan.
- You want more accessible service locations and shorter wait times.
- You need faster responses to crisis and urgent needs.



# Share your ideas!

How we can improve?

What should we continue doing?

What should we stop doing?

Please give this section to your unit clerk.

You can also submit feedback online:

- Email [family.engagement@camh.ca](mailto:family.engagement@camh.ca)
- Submit feedback at: [https://is.gd/survey\\_OPOC2021](https://is.gd/survey_OPOC2021)
- Scan the QR Code below using your cellphone camera

