

Report on Findings

Organization: Centre for Addiction and Mental Health														
Program: All Programs														
		Registered Clients with mental health, substance abuse, addiction, and/or gambling-related problems								Registered Client who is a family member/significant other/supporter of a person with a mental health, substance abuse, addiction, and/or gambling-related problems				Total number of respondents
Number of respondents		776								14				791
Items	Average Score	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable		Number of Total Responses	Response Rate	
		n	%	n	%	n	%	n	%	n	%	N	%	
Access/Entry to Services														
1. The wait time for services was reasonable for me.	2.95	203	25.7%	390	49.3%	118	14.9%	62	7.8%	14	1.8%	787	99.5%	
2. When I first started looking for help, services were available at times that were good for me.	2.99	218	27.6%	375	47.4%	120	15.2%	53	6.7%	21	2.7%	787	99.5%	
3. The location of services was convenient for me.	3.00	223	28.2%	380	48.0%	122	15.4%	50	6.3%	10	1.3%	785	99.2%	
4. I was seen on time when I had appointments.	3.13	263	33.2%	374	47.3%	90	11.4%	37	4.7%	21	2.7%	785	99.2%	
5. I felt welcome from the start.	3.33	374	47.3%	314	39.7%	53	6.7%	33	4.2%	8	1.0%	783	99.0%	
6. I received enough information about the programs and services available to me.	3.13	268	33.9%	380	48.0%	88	11.1%	38	4.8%	12	1.5%	786	99.4%	
Services Provided														
7. I had a good understanding of my treatment services and support plan.	3.11	222	28.1%	432	54.6%	87	11.0%	27	3.4%	17	2.1%	785	99.2%	
8. Staff and I agreed on my treatment and support plan.	3.18	238	30.1%	424	53.6%	68	8.6%	18	2.3%	33	4.2%	781	98.7%	
9. Responses to my crises or urgent needs were provided when needed.	3.15	229	29.0%	325	41.1%	79	10.0%	25	3.2%	119	15.0%	777	98.2%	
10. I received clear information about my medication (i.e., side effects, purpose, etc.)	3.08	213	26.9%	273	34.5%	104	13.1%	31	3.9%	157	19.8%	778	98.4%	
11. I was referred or had access to other services when needed (including alternative approaches).	3.02	194	24.5%	316	39.9%	114	14.4%	33	4.2%	123	15.5%	780	98.6%	
Participation/Rights														
12. I was involved as much as I wanted to be in decisions about my treatment and support.	3.14	231	29.2%	415	52.5%	79	10.0%	24	3.0%	30	3.8%	779	98.5%	
13. I understood I could discuss options to participate in certain activities.	3.12	197	24.9%	447	56.5%	62	7.8%	23	2.9%	46	5.8%	775	98.0%	
14. I was assured my personal information was kept confidential.	3.38	366	46.3%	328	41.5%	44	5.6%	19	2.4%	14	1.8%	771	97.5%	
15. I felt comfortable asking questions about my treatment services and support, including medication.	3.29	322	40.7%	344	43.5%	65	8.2%	20	2.5%	24	3.0%	775	98.0%	
16. If I had a serious concern, I would know how to make a formal complaint to this organization.	2.79	174	22.0%	297	37.5%	210	26.5%	58	7.3%	37	4.7%	776	98.1%	

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		n	%	n	%	n	%	n	%	n	%	n	%	n	%
		Therapists/Support Workers/Staff													
17. I found staff knowledgeable and competent.	3.39	368	46.5%	337	42.6%	35	4.4%	19	2.4%	16	2.0%	775	98.0%		
18. I was treated with respect by program staff.	3.34	399	50.4%	306	39.1%	31	3.9%	22	2.8%	12	1.5%	773	97.7%		
19. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race).	3.32	269	34.0%	288	36.4%	32	4.0%	21	2.7%	163	20.6%	773	97.7%		
20. Staff believed I could change and grow.	3.45	376	47.5%	321	40.6%	20	2.5%	13	1.6%	40	5.1%	770	97.3%		
21. Staff understood and responded to my needs and concerns.	3.33	337	42.6%	358	45.3%	46	5.8%	20	2.5%	14	1.8%	771	97.5%		
Environment															
22. Overall, I found the facility welcoming, non-discriminating and comfortable (e.g., entrance, waiting room, décor, posters, my room if applicable).	3.29	311	39.3%	379	47.9%	62	7.8%	14	1.8%	16	2.0%	782	98.9%		
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and your room if applicable).	3.34	350	44.2%	353	44.6%	50	6.3%	18	2.3%	9	1.1%	780	98.6%		
24. I was given private space when discussing personal issues with staff.	3.45	378	47.8%	310	39.2%	29	3.7%	12	1.5%	46	5.8%	775	98.0%		
25. I felt safe in the facility at all times.	3.31	352	44.5%	328	41.5%	74	9.4%	19	2.4%	5	0.6%	778	98.4%		
26. The program accommodated my needs related to mobility, hearing, vision and learning, etc.	3.33	239	30.2%	292	36.9%	28	3.5%	12	1.5%	205	25.9%	776	98.1%		
Discharge or Finishing the Program/Treatment															
27. Staff helped me develop a plan for when I finish the program/treatment	3.03	146	18.5%	260	32.9%	84	10.6%	24	3.0%	252	31.9%	766	96.8%		
28. I have a plan that will meet my needs after I finish the program/treatment.	2.98	148	18.7%	245	31.0%	104	13.1%	28	3.5%	236	29.8%	761	96.2%		
29. Staff helped me identify where to get support after I finished the program/treatment.	2.98	142	18.0%	246	31.1%	106	13.4%	24	3.0%	242	30.6%	760	96.1%		
Overall Experience															
30. The services I have received have helped me deal more effectively with my life's challenges.	3.22	251	31.7%	384	48.5%	66	8.3%	14	1.8%	53	6.7%	768	97.1%		
31. I think the services provided here are of high quality.	3.37	339	42.9%	340	43.0%	46	5.8%	11	1.4%	34	4.3%	770	97.3%		
32. If a friend were in need of similar help I would recommend this service.	3.43	387	48.9%	299	37.8%	37	4.7%	15	1.9%	30	3.8%	768	97.1%		
ONLY completed if client was receiving services in a residential or inpatient program (respond rate calculated for this subgroup of clients)															
Items	Average Score	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable		Number of Responses		Response Rate	
		n	%	n	%	n	%	n	%	n	%	n	%	n	%
33. There were enough activities of interest to me during free time.	2.63	25	13.1%	81	42.4%	58	30.4%	17	8.9%	10	5.2%	191	94.1%		
34. Rules or guidelines concerning my contact with my family and friends were appropriate to my needs.	2.98	39	20.4%	97	50.8%	27	14.1%	8	4.2%	20	10.5%	191	94.1%		
35. The layout of the facility was suitable for visits with my family and friends (e.g., privacy, comfort level).	2.92	34	17.7%	92	47.9%	30	15.6%	9	4.7%	27	14.1%	192	94.6%		
36. The area in and around my room was comfortable for sleeping (e.g., noise level, lighting).	2.84	41	21.6%	92	48.4%	37	19.5%	17	8.9%	3	1.6%	190	93.6%		
37. The quality of the food was acceptable.	2.66	33	17.2%	88	45.8%	36	18.8%	30	15.6%	5	2.6%	192	94.6%		
38. My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher).	2.86	40	20.8%	62	32.3%	28	14.6%	16	8.3%	46	24.0%	192	94.6%		

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CAMH QIP											
Item	Average Score	Poor 1		Fair 2		Good 3		Very Good 4		Number of Responses	Response Rate
		n	%	n	%	n	%	n	%	n	%
Overall, how would you rate the services/care you are receiving?	3.28	24	3.0%	88	11.1%	244	30.8%	329	41.6%	685	86.6%

OPOC Subscales		
Scales	Average Score	Percentage of Participants that had a positive perception (average score of 3 or greater)
Overall Perception of Care	3.29	78.27%
Experience accessing services	3.10	68.76%
Experience within services	3.34	81.10%

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Section C:

1. Gender	n	%
Male	388	51.9%
Female	335	44.8%
Trans-Male to Female and Female to Male	16	2.2%
Other	8	1.1%
Total	747	100%
Response Rate		95%

2. Age	n	%
18 and under	25	3.4%
19-25 years	84	11.4%
26-34 years	179	24.2%
35-44 years	156	21.1%
45-54 years	125	16.9%
55-64 years	121	16.4%
65 + years	50	6.8%
Total	740	100%
Response Rate		94%

3. Population Group	n	%
White	477	66.2%
First Nations	19	2.6%
Asian	68	9.4%
Black	55	7.6%
Middle Eastern	19	2.6%
Latin American	21	2.9%
Multiple/Mixed	62	8.6%
Total	721	100%
Response Rate		92%

4. Sexual Orientation	n	%
Asexual/Non Sexual	35	5.0%
Bisexual	51	7.3%
Gay	39	5.5%
Heterosexual/Straight	507	72.1%
Lesbian	7	1.0%
Not sure/Questioning	15	2.1%
Queer	14	2.0%
Two-Spirited	*	*
Other	32	4.6%
Total	700	100%
Response Rate		89%

* = If n was smaller than 10 no information was provided to ensure client anonymity was not compromised

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6. Formal Conditions of Treatment	n	%
Medical certificate	15	8.2%
Community Treatment Order	19	10.4%
Legal requirement	51	27.9%
Condition/pressure of employment, school, family	38	20.3%
Other	41	23.4%
Don't know	19	10.4%
Total	183	100%

7. Timing of questionnaire completion in	n	%
Just getting started	136	19.0%
Treatment services/support is in progress	364	50.8%
Completed or almost completed	112	15.6%
Completed but still receiving some services	77	10.8%
Left Early	7	1.0%
Other	20	2.8%
Total	716	100%
Response Rate		91%

* = If n was smaller than 10 no information was provided to ensure client anonymity was not compromised