

**camh** Centre for Addiction  
and Mental Health

2019 Ontario Perception of  
CARE (OPOC): Registered  
Client and Registered Family

Top Bottom Item Analysis &  
Correlational Analysis

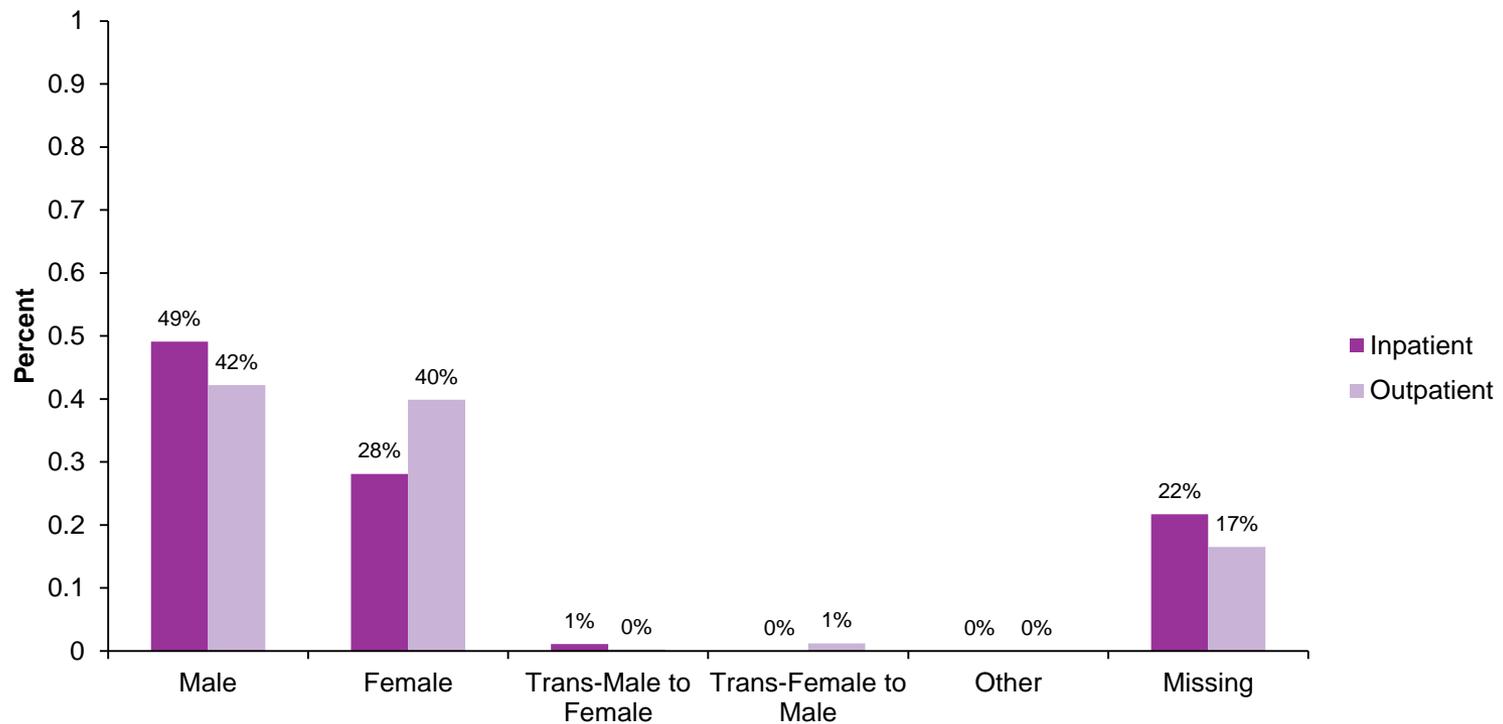
January 2020

# OPOC Respondent Numbers (Registered Client and Registered Family)

	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	Registered Clients with mental health, substance abuse, addiction, and/or gambling-related problems	Total number of respondents
Inpatient	1	280	281
Outpatient	42	866	908
Overall (All programs)	43	1146	1189

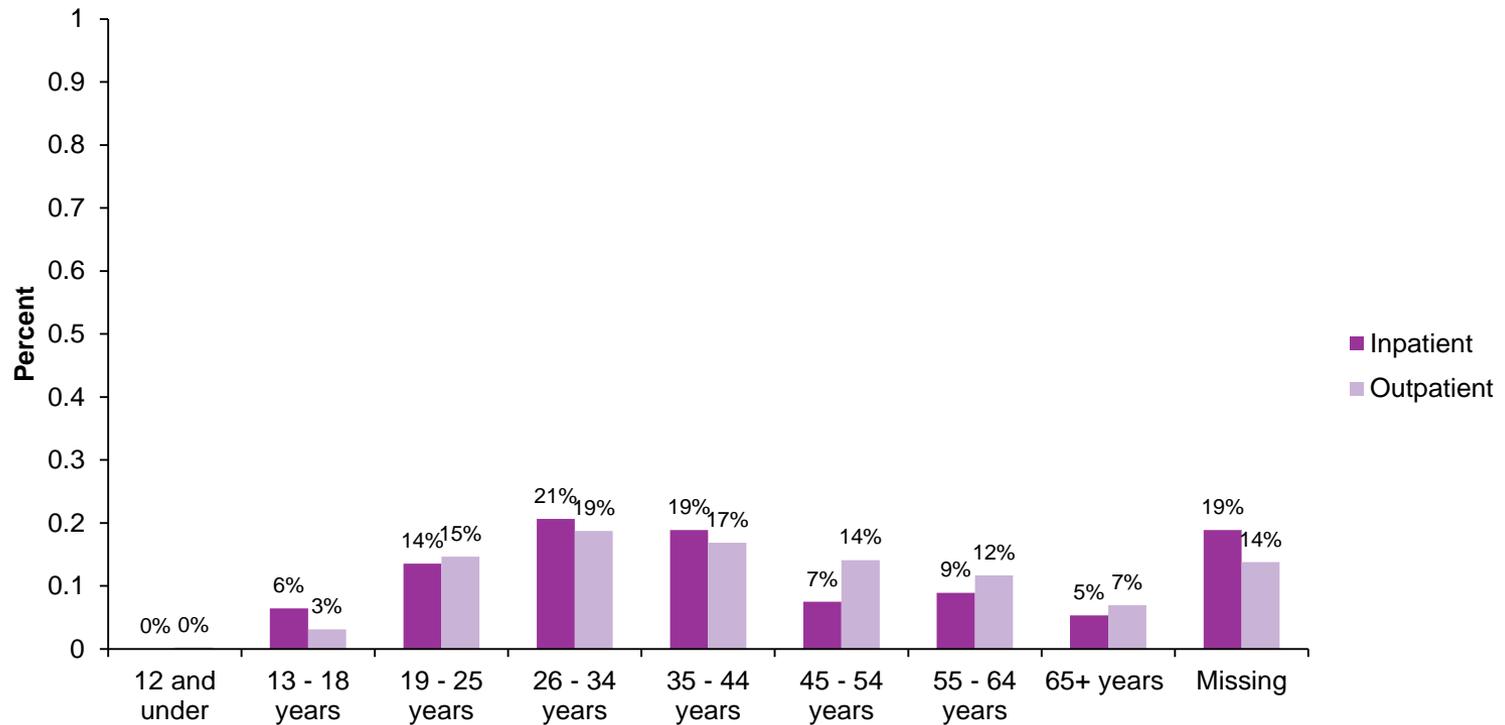
# Demographics

## Gender



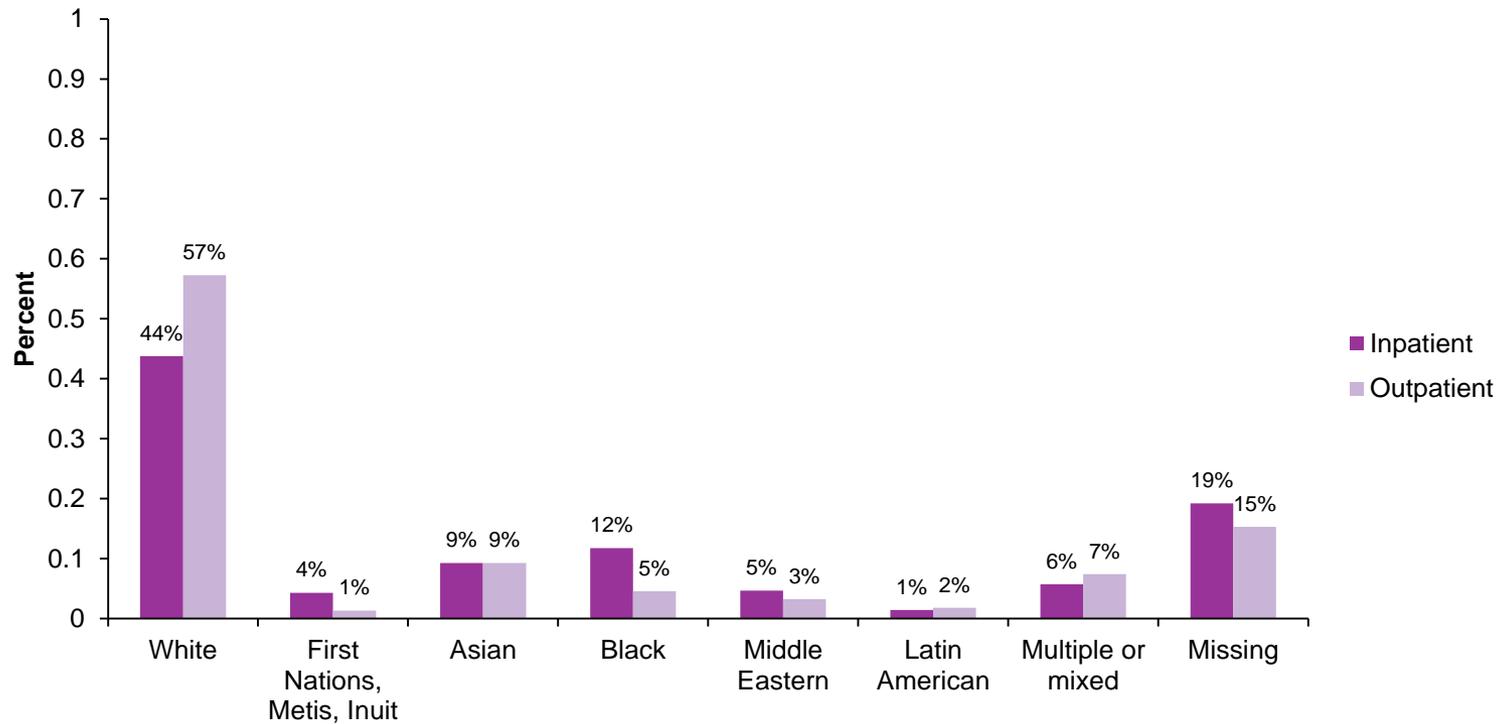
# Demographics

## Age Group



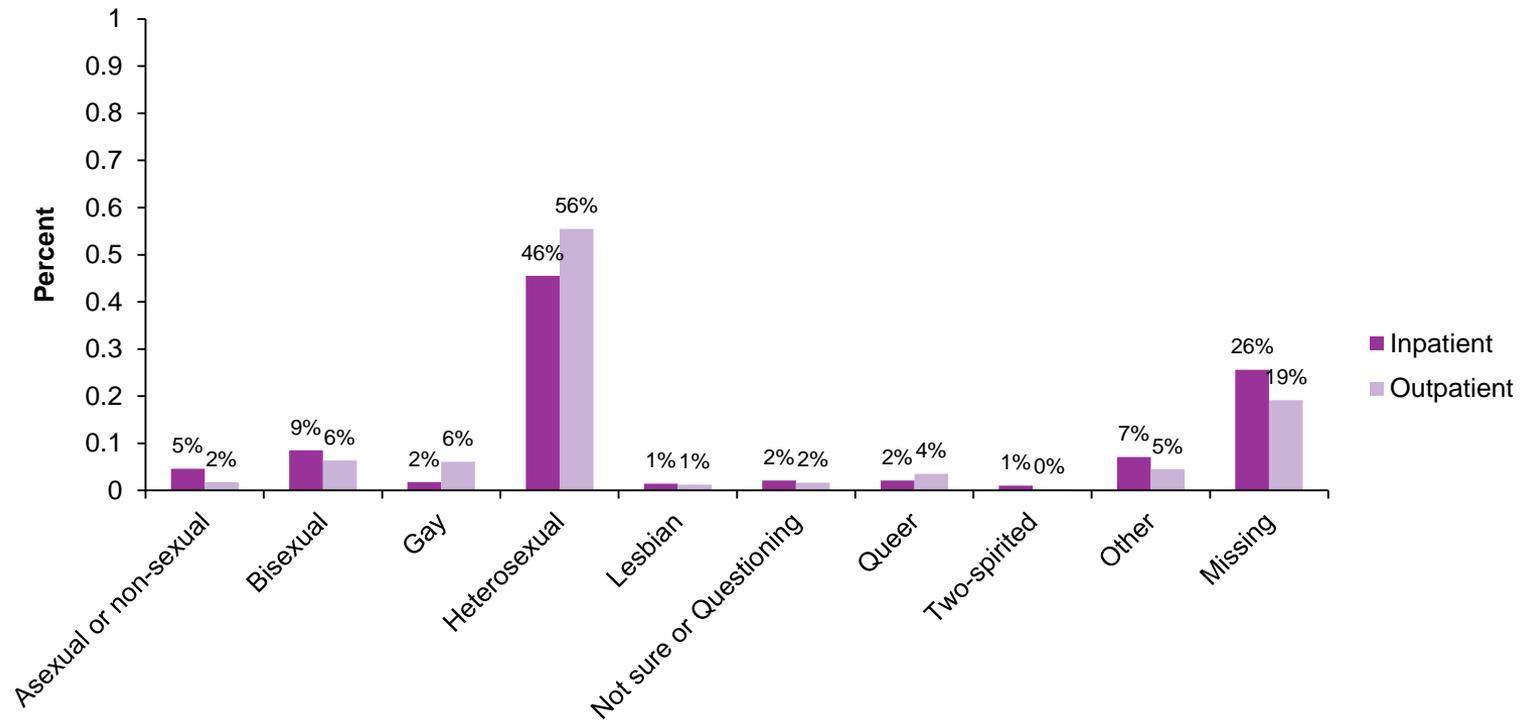
# Demographics

## Population Group



# Demographics

## Sexual Orientation



# 2019 Top 10 Registered Client and Registered Family Inpatient Items - highest to lowest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
26. The program accommodated my needs related to mobility, hearing, vision, and learning, etc. <b>(Environment)</b>	85.5%	147	n = 172	38.8%	109
20. Staff believed I could change and grow. <b>(Therapists/Support Workers/Staff)</b>	85.1%	177	n = 208	26.0%	73
17. I found staff knowledgeable and competent/qualified. <b>(Therapists/Support Workers/Staff)</b>	83.5%	182	n = 218	22.4%	63
24. I was given private space when discussing personal issues with staff. <b>(Environment)</b>	82.4%	169	n = 205	27.0%	76
18. I was treated with respect by program staff. <b>(Therapists/Support Workers/Staff)</b>	81.5%	181	n = 222	21.0%	59
14. I was assured my personal information was kept confidential. <b>(Participation/Rights)</b>	79.3%	169	n = 213	24.2%	68
28. I have a plan that will meet my needs after I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b>	79.1%	125	n = 158	43.8%	123
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and my room if applicable). <b>(Environment)</b>	78.6%	169	n = 215	23.5%	66
19. Staff were sensitive to my cultural needs (e.g., religion, language, ethnic background, race). <b>(Therapists/Support Workers/Staff)</b>	78.2%	151	n = 193	31.3%	88
05. I felt welcome from the start <b>(Access/Entry to Services)</b>	78.2%	183	n = 234	16.7%	47

# 2019 Bottom 10 Registered Client and Registered Family Inpatient Items - lowest to highest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
33. There were enough activities of interest to me during free time. <b>(Residential or Inpatient)</b>	58.1%	118	n = 203	27.8%	78
37. The quality of the food was acceptable. <b>(Residential or Inpatient)</b>	62.7%	131	n = 209	25.6%	72
01. The wait time for services was reasonable for me <b>(Access/Entry to Services)</b>	63.6%	140	n = 220	21.7%	61
16. If I had a serious concern, I would know how to make a formal complaint to this organization. <b>(Participation/Rights)</b>	64.5%	138	n = 214	23.8%	67
12. I was involved as much as I wanted to be in decisions about my treatment services and supports. <b>(Participation/Rights)</b>	65.3%	143	n = 219	22.1%	62
08. Staff and I agreed on my treatment services and support plan <b>(Services Provided)</b>	66.4%	142	n = 214	23.8%	67
06. I received enough information about the programs and services available to me <b>(Access/Entry to Services)</b>	67.1%	147	n = 219	22.1%	62
11. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). <b>(Services Provided)</b>	67.1%	143	n = 213	24.2%	68
02. When I first started looking for help, services were available at times that were good for me <b>(Access/Entry to Services)</b>	67.8%	143	n = 211	24.9%	70
07. I had a good understanding of my treatment services and support plan <b>(Services Provided)</b>	67.8%	154	n = 227	19.2%	54

# 2019 Top 10 Registered Client and Registered Family Outpatient Items - highest to lowest

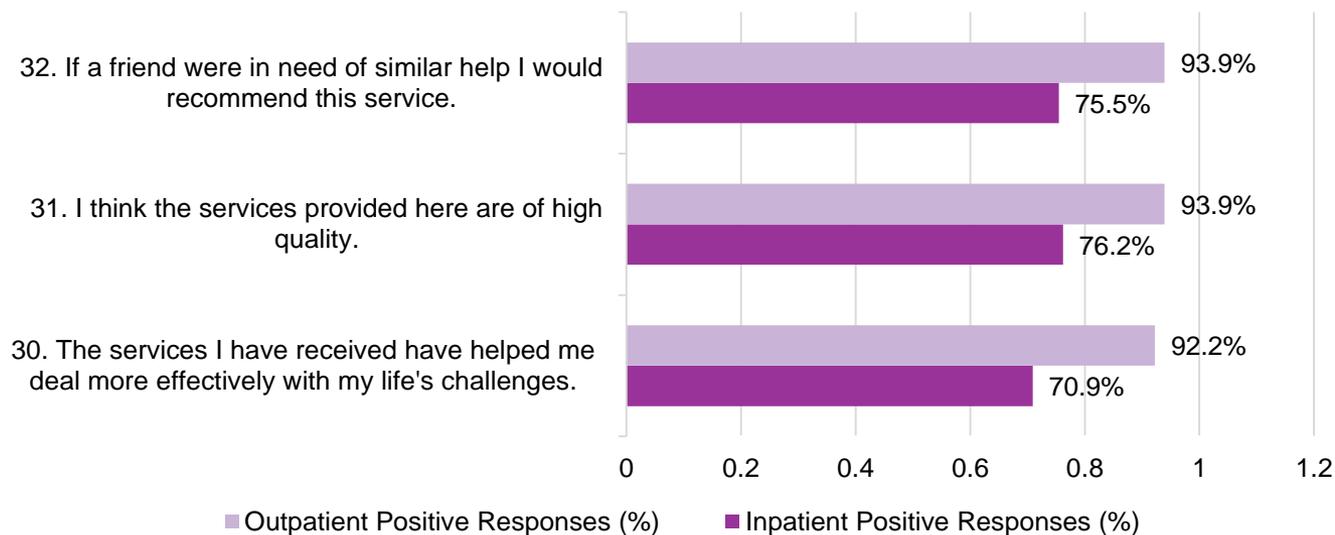
Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
24. I was given private space when discussing personal issues with staff. <b>(Environment)</b>	97.0%	721	n = 743	18.2%	165
18. I was treated with respect by program staff. <b>(Therapists/Support Workers/Staff)</b>	96.1%	798	n = 830	8.6%	78
20. Staff believed I could change and grow. <b>(Therapists/Support Workers/Staff)</b>	96.1%	732	n = 762	16.1%	146
17. I found staff knowledgeable and competent/qualified. <b>(Therapists/Support Workers/Staff)</b>	95.9%	797	n = 831	8.5%	77
19. Staff were sensitive to my cultural needs (e.g., religion, language, ethnic background, race). <b>(Therapists/Support Workers/Staff)</b>	95.9%	582	n = 607	33.1%	301
14. I was assured my personal information was kept confidential. <b>(Participation/Rights)</b>	94.8%	771	n = 813	10.5%	95
15. I felt comfortable asking questions about my treatment services and support, including medication. <b>(Participation/Rights)</b>	94.6%	765	n = 809	10.9%	99
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and my room if applicable). <b>(Environment)</b>	94.5%	754	n = 798	12.1%	110
26. The program accommodated my needs related to mobility, hearing, vision, and learning, etc. <b>(Environment)</b>	94.4%	452	n = 479	47.2%	429
05. I felt welcome from the start <b>(Access/Entry to Services)</b>	93.3%	802	n = 860	5.3%	48

# 2019 Bottom 10 Registered Client and Registered Family Outpatient Items - lowest to highest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
16. If I had a serious concern, I would know how to make a formal complaint to this organization. <b>(Participation/Rights)</b>	60.8%	461	n = 758	16.5%	150
28. I have a plan that will meet my needs after I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b>	70.1%	357	n = 509	43.9%	399
01. The wait time for services was reasonable for me <b>(Access/Entry to Services)</b>	72.1%	621	n = 861	5.2%	47
03. The location of services was convenient for me <b>(Access/Entry to Services)</b>	72.9%	633	n = 868	4.4%	40
27. Staff helped me develop a plan for when I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b>	75.1%	383	n = 510	43.8%	398
29. Staff helped me identify where to get support after I finish the program/treatment. <b>(Discharge or Finishing the Program/Treatment)</b>	76.0%	387	n = 509	43.9%	399
02. When I first started looking for help, services were available at times that were good for me <b>(Access/Entry to Services)</b>	78.9%	666	n = 844	7.0%	64
04. I was seen on time when I had appointments <b>(Access/Entry to Services)</b>	80.7%	654	n = 810	10.8%	98
11. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). <b>(Services Provided)</b>	80.9%	567	n = 701	22.8%	207
09. Responses to my crises or urgent needs were provided when needed <b>(Services Provided)</b>	84.5%	583	n = 690	24.0%	218

# Registered Client and Registered Family Overall Experience Chart - Agree & Strongly Agree

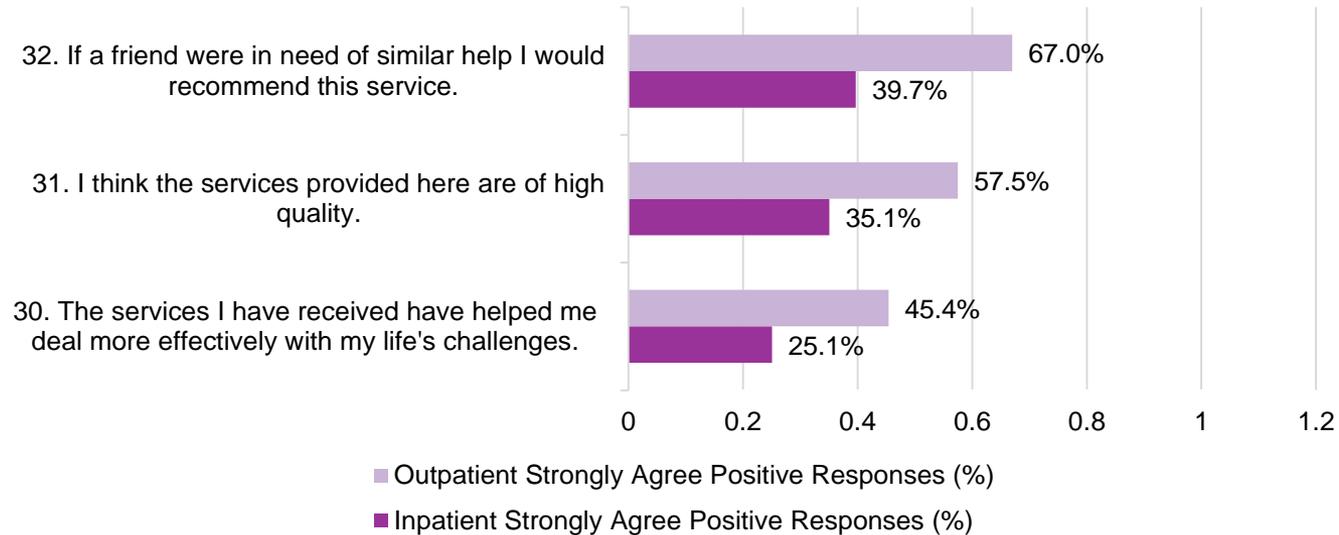
## Registered Client and Registered Family Overall Experience - OPOC 2019



Overall, Outpatient positive responses were higher than Inpatient positive responses for all questions asked in OPOC's overall experience domain. The highest positive response for Outpatient was Q31 (93.9%) and for Inpatient was Q31 (76.2%). The lowest positive response for Outpatient was Q30 (92.2%) and for Inpatient was Q30 (70.9%).

# Registered Client and Registered Family Overall Experience Chart - Strongly Agree

## Registered Client and Registered Family Overall Experience - OPOC 2019 Strongly Agree Responses



Overall, Outpatient strongly agree responses were higher than Inpatient responses for all questions asked in OPOC's overall experience domain. The highest strongly agree response for Outpatient was Q32 (67.0%) and for Inpatient was Q32 (39.7%). The lowest strongly agree response for Outpatient was Q30 (45.4%) and for Inpatient was Q30 (25.1%).

# 2019 Final Conclusions (Registered Client and Registered Family Inpatient)

## 2019 Highest Quality Improvement Area Focus (Registered Client and Registered Family Inpatient)

**Item 08.** Staff and I agreed on my treatment services and support plan (Services Provided)

**Item 07.** I had a good understanding of my treatment services and support plan (Services Provided)

**Item 12.** I was involved as much as I wanted to be in decisions about my treatment services and supports. (Participation/Rights)

## Previous Registered Client and Registered Family Inpatient Highest Quality Improvement Area Focus

2018

**Item 27.** Staff helped me develop a plan for when I finish the program/treatment. (Discharge or Finishing the Program/Treatment)

**Item 29.** Staff helped me identify where to get support after I finish the program/treatment. (Discharge or Finishing the Program/Treatment)

# 2019 Final Conclusions (Registered Client and Registered Family Outpatient)

## 2019 Highest Quality Improvement Area Focus (Registered Client and Registered Family Outpatient)

**Item 28.** I have a plan that will meet my needs after I finish the program/treatment.  
(Discharge or Finishing the Program/Treatment)

**Item 09.** Responses to my crises or urgent needs were provided when needed (Services Provided)

## Previous Registered Client and Registered Family Outpatient Highest Quality Improvement Area Focus

2018

**Item 10.** I received clear information about my medication (i.e., side effects, purpose, etc.)  
(Services Provided)

**Item 28.** I have a plan that will meet my needs after I finish the program/treatment.  
(Discharge or Finishing the Program/Treatment)

**Item 29.** Staff helped me identify where to get support after I finish the program/treatment.  
(Discharge or Finishing the Program/Treatment)