

The 2014 CAMH Client Experience Survey Report



Prepared by:
Quality, Patient Safety & Risk Department
Decision Support
February 2015

Background

Understanding the perspectives and experiences of our clients is crucial to the *quality improvement process* at CAMH; and the administration of the annual Client Experience Survey (CES) is one of the primary and arguably most ambitious means by which we gather these insights and information. And in an effort to gather that which is the most authentic, the survey is confidential, anonymous and administered by former CAMH clients to their peers -- thus also providing an important opportunity through the *Employment Works!* Program for nine individuals with lived experience of mental health and addictions challenges.

The survey allows clients to share perspectives and experiences through more traditional means such as Likert Scales (e.g. *never, sometimes, usually and always* or *poor, fair, good and very good*), as well as through more open-ended questions and provides ample opportunities for comments throughout. Therefore, while the majority of the data is grouped and presented as percentages of *positive responses* (or what we consider our desired outcomes), client commentary and suggestions outside and in addition to these scales also provide us important guidance.

What follows is an effort to summarize the findings of the 2014 Client Experience Survey, and to compare these results to those of our three previous survey administrations. We have done our best to identify the top five areas of strength at CAMH, as well as those areas in which we must improve. We have made some gains, and outpatient responses to key questions have remained favorable; however, inpatient ratings in some comparably key areas have declined and have moved closer to those of 2010.

2014 Highlights

- 769 surveys were completed -- **155 inpatients** and **614 outpatients**. This represents a proportionate decrease of 31% from 2013; however, the 2014 survey period ran for only three weeks as opposed to five in 2013. If we compare the average weekly numbers of surveys returned for both years, the weekly rate for 2014 is, in fact, more than 10% higher.
- Responses to the question, “Overall, how would you rate the care and services you are receiving?” reveal that outpatients continue to be more satisfied than inpatients with hospital services.
 - Outpatient satisfaction with services in 2014 was **(92.3% positive responses)** which has increased, albeit slowly, since 2010 (87.0%).
 - While inpatient satisfaction with services was **(68.7 %)** -- an increase of 3.5 % from 2013 -- it is lower compared to the 2012 result of 72.4 %, and reflects a comparably slow decrease.
- Although the inpatient rating of overall satisfaction has declined since 2012, responses on the other two questions of overall experience (“As a result of your hospital stay, do you feel better prepared to deal with daily problems?” and “If you needed treatment again, would you choose to come back to this hospital?”) have also slowly improved. In particular, client ratings of feeling better prepared to deal with daily problems as a result of their hospital stay continue to increase, again slowly, since 2012.
- Both in- and outpatient clients feel they are treated fairly (e.g. client are asked if they feel they are treated unfairly because of their age, sex/gender, race/ethnic background, spiritual/religious beliefs,

sexual orientation, language, financial situation, disability, or another reason) -- 93.4% for inpatients and 98.5% for outpatients respectively (based on the mean of these 9 items).

- Both in- and outpatient clients report feeling that their strengths are recognized and they are encouraged to be well in their recovery (85.3% for inpatients and 97.7% for outpatients).
- The rating for the question, “Apart from talking to your nurse, doctor, or treatment team do you know how to make a formal complaint at this hospital?” has increased 11.5% (to 56.5%) for inpatients since 2013; although this continues to remain the top area identified for improvement for outpatients (at only 29.3%).
- Both in- and outpatients report low ratings on questions relating to staff support with their social determinants of health. Inpatient responses to the question, “Are staff helping you with your employment and/or education goals?” was 52.2% and outpatient responses to the questions “Are you receiving support with income-related issues” and “Are staff helping you with your housing goals?” were rated 58.2% and 59.3%, respectively.

This overview of the 2014 results suggests that, in most cases, there has been little change since 2010. We see slight improvements in some areas, and comparable declines in others. Given the importance of the client experience as an indicator of quality, the results also suggest that we have much work to do in more effectively understanding the drivers of overall satisfaction that may be captured here; but may not so fully or clearly articulated in the results or in the ways we ask questions of our clients. Our continued work must therefore necessarily include greater attention to refining the data collection process and thus the survey instrument itself.

The survey tool was developed specifically for our populations, in collaboration with Accreditation Canada, and has been administered annually since 2010. Our peer hospitals -- Waypoint Centre for Mental Health Care, Ontario Shores Centre for Mental Health Sciences, and The Royal Ottawa Mental Health Centre adopted the survey in 2012. And while the survey has undergone extensive review, it has not been validated. Many of the questions have difficult or awkward wording and, in some instances, where a number of items focus on a particular area (e.g., overall experience), the item results often appear contradictory. We continue to work with Accreditation Canada and our partners to validate the survey.

Client Experience Survey Results

A. Access (Outpatients Only)

Question	<u>CAMH OP 2014 (n=614)</u> % Positive Responses	<u>CAMH OP 2013 (n=776)</u> % Positive Responses	<u>CAMH OP 2012 (n=624)</u> % Positive Responses	<u>CAMH OP 2010 (n=589)</u> % Positive Responses
After you were referred, did you have to wait a long time for services to start?	80.5%	83.9%	80.5%	87.7%
Does staff return your phone calls within a reasonable amount of time?	80.3%	82.9%	83.8%	84.4%
Are you kept waiting a long time when you have appointments?	91.2%	90.9%	93.9%	91.4%

While small declines may not be statistically significant, it is important that we monitor, understand, and address such trends; and, in particular, focus on the direction of such trends.

B. Arriving at the Hospital (Inpatients Only)

Question	<u>CAMH IP 2014 (n=155)</u> % Positive Responses	<u>CAMH IP 2013 (n=336)</u> % Positive Responses	<u>CAMH IP 2012 (n=269)</u> % Positive Responses	<u>CAMH IP 2010 (n=300)</u> % Positive Responses
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?	62.4%	62.8%	71.1%	69.1%
When you arrived on the unit, did you have to wait a long time to get to your room?	86.8%	86.3%	88.1%	N/A

C. Experiences of Services (OP)/Experiences on the Unit (IP)

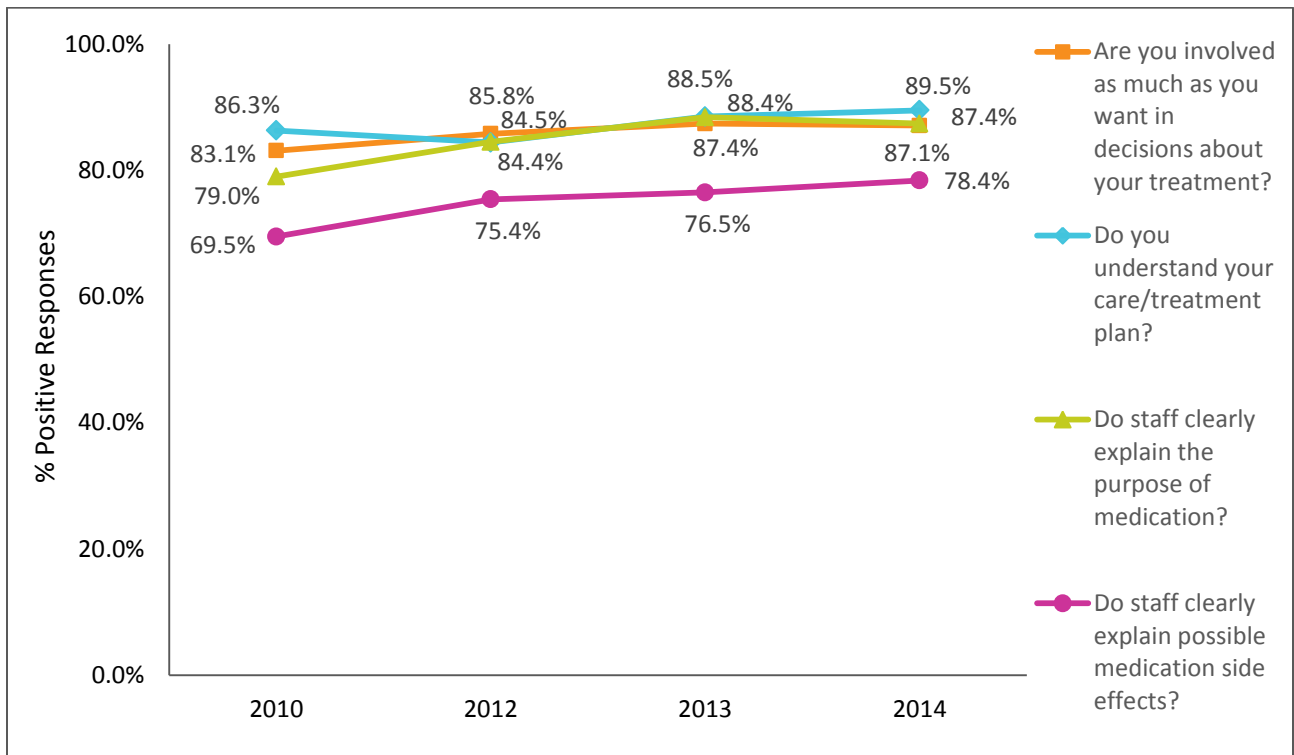
Question	<u>CAMH IP</u> <u>2014</u> <u>(n=155)</u> % <u>Positive</u> <u>Responses</u>	<u>CAMH IP</u> <u>2013</u> <u>(n=336)</u> % <u>Positive</u> <u>Responses</u>	<u>CAMH IP</u> <u>2012</u> <u>(n=269)</u> % <u>Positive</u> <u>Responses</u>	<u>CAMH IP</u> <u>2010</u> <u>(n=300)</u> % <u>Positive</u> <u>Responses</u>	<u>CAMH</u> <u>OP 2014</u> <u>(n=614)</u> % <u>Positive</u> <u>Responses</u>	<u>CAMH</u> <u>OP 2013</u> <u>(n=776)</u> % <u>Positive</u> <u>Responses</u>	<u>CAMH</u> <u>OP 2012</u> <u>(n=624)</u> % <u>Positive</u> <u>Responses</u>	<u>CAMH</u> <u>OP 2010</u> <u>(n=589)</u> % <u>Positive</u> <u>Responses</u>
<i>How often are the following areas clean?</i>								
▪ Your room	80.5%	82.8%	74.6%	72.9%	N/A	N/A	N/A	N/A
▪ Your washroom	71.8%	67.2%	73.6%	52.3%	N/A	N/A	N/A	N/A
▪ Common areas (hallways, lobby, cafeteria, etc.)	80.0%	77.8%	85.4%	77.9%	96.4%	92.6%	93.4%	92.0%
▪ Areas where you receive services or meet with staff	N/A	N/A	N/A	N/A	98.2%	94.9%	94.2%	94.2%
Is the area around your room quiet at night?	77.3%	75.3%	79.5%	76.0%	N/A	N/A	N/A	N/A
Do you feel safe on your unit/at this program or service?	78.0%	78.5%	83.6%	76.8%	96.4%	95.0%	94.0%	92.0%
Are you given enough privacy when discussing your issues or treatment with staff?	75.3%	77.1%	77.6%	77.5%	95.3%	95.5%	93.3%	92.5%
<i>How would you rate the following aspects of the hospital food?</i>								
▪ Overall quality	46.0%	48.0%	45.2%	45.0%	N/A	N/A	N/A	N/A
▪ If you require a special diet do you receive it?	64.9%	62.1%	65.4%	57.7%	N/A	N/A	N/A	N/A

The table above shows responses to questions that look at the client experience primarily in terms of the physical environment. While many of the 2014 results are fairly consistent with results of the previous three administrations, the notable gains that had been made in relation to the cleanliness of inpatient rooms have begun to slip. Outpatient clients' ratings of their feelings of personal safety continue to show a slow but steady increase; however, inpatient ratings do not reflect the same.

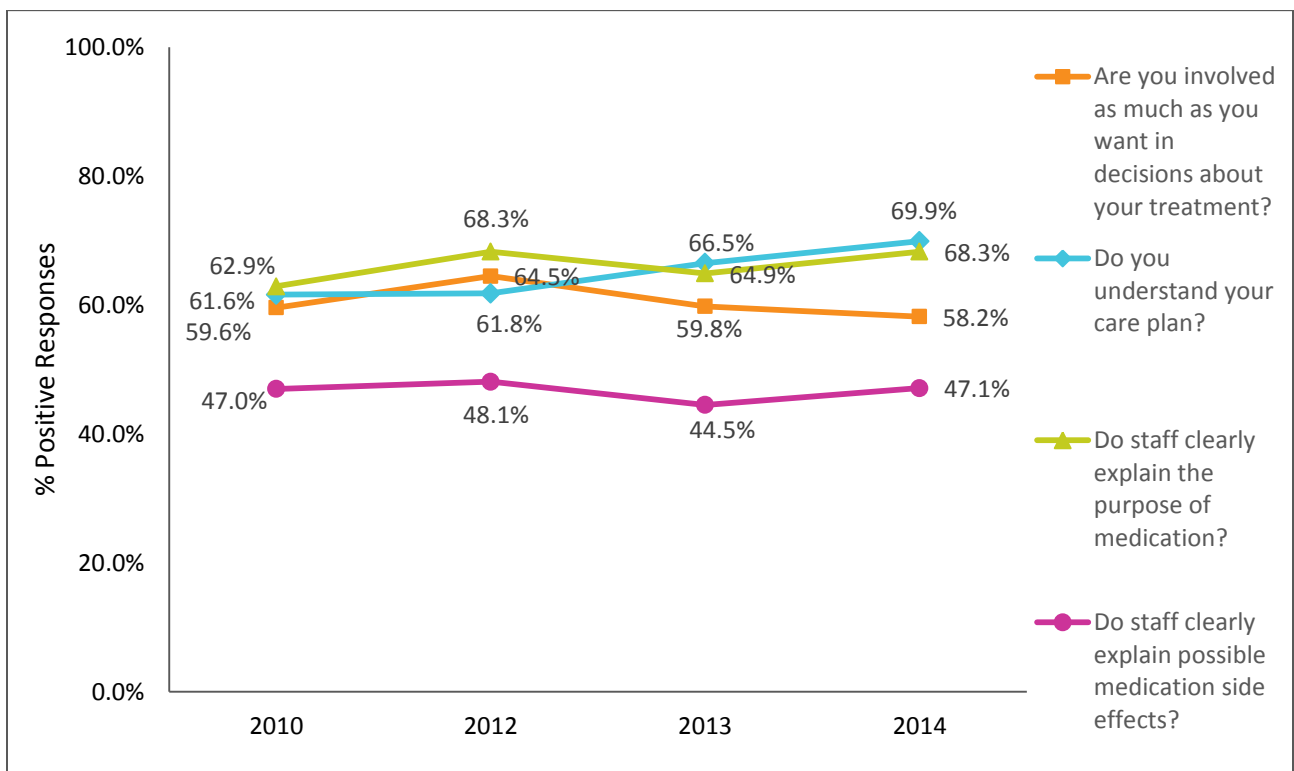
D. Participation

Questions related to participation shown in Graphs 2 and 3 that follow explore client engagement in care planning and client education. There have been some small gains made in all areas of participation for outpatients, and the 2014 responses represent some of the highest percentage of positive responses to date. For inpatients, we see slight increases in ratings for clients' reported understanding of care plans as well as explanations given regarding the purpose and side effects of medications; but a comparable decrease for involvement in treatment plans.

Graph 2: Participation in Care - Outpatients



Graph 3: Participation in Care - Inpatients



E. Needs and Rights

Question	CAMH IP 2014 (n=155) % Positive Responses	CAMH IP 2013 (n=336) % Positive Responses	CAMH IP 2012 (n=269) % Positive Responses	CAMH IP 2010 (n=300) % Positive Responses	CAMH OP 2014 (n=614) % Positive Responses	CAMH OP 2013 (n=776) % Positive Responses	CAMH OP 2012 (n=624) % Positive Responses	CAMH OP 2010 (n=589) % Positive Responses
Were your individual needs, preferences and values respected in your treatment?	66.7%	63.7%	65.7%	N/A	90.6%	91.8%	91.9%	N/A
Do you feel that you are treated with respect by hospital staff?	74.7%	71.5%	75.6%	69.3%	94.5%	94.1%	93.5%	90.5%
Do you feel that enough care is taken of any physical health problems you have?	67.3%	61.1%	71.5%	58.4%	79.6%	78.3%	76.7%	67.3%
Do you feel that staff supports your improvement and recovery?	75.2%	69.1%	75.1%	68.6%	92.8%	93.9%	93.1%	88.5%
Do staff tell you about other services and supports available in the community?	N/A	N/A	N/A	N/A	62.9%	72.1%	71.7%	69.2%
Do you feel that you have support to follow the tobacco free policy (e.g. patches, behavioural support, encouragement, etc.)?	69.3%	N/A	N/A	N/A	78.9%	N/A	N/A	N/A
Are staff helping you with your employment and/or education goals?	52.2%	44.0%	N/A	N/A	66.5%	64.2%	N/A	N/A
Are you receiving support with income-related issues?	66.7%	61.8%	N/A	N/A	58.2%	59.4%	N/A	N/A
Are staff helping you with your housing goals?	60.3%	52.7%	N/A	N/A	59.3%	65.6%	N/A	N/A
Do you feel as though your strengths are recognized and you are encouraged to be well in your recovery?	85.5%	84.5%	N/A	N/A	97.7%	95.6%	N/A	N/A
Do you feel that you can refuse treatment (for example medications and/or counseling)?	57.1%	47.9%	53.1%	45.3%	80.4%	75.5%	79.7%	68.5%
Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital?	56.5%	45.0%	47.7%	45.5%	29.3%	33.0%	29.0%	35.3%
Do you feel you have been treated unfairly at this hospital? 2013 (8 items)*	94.2% average	92.0% average	93.8% average	83.2% average	98.7% average	98.0% average	98.7% average	93.7% average

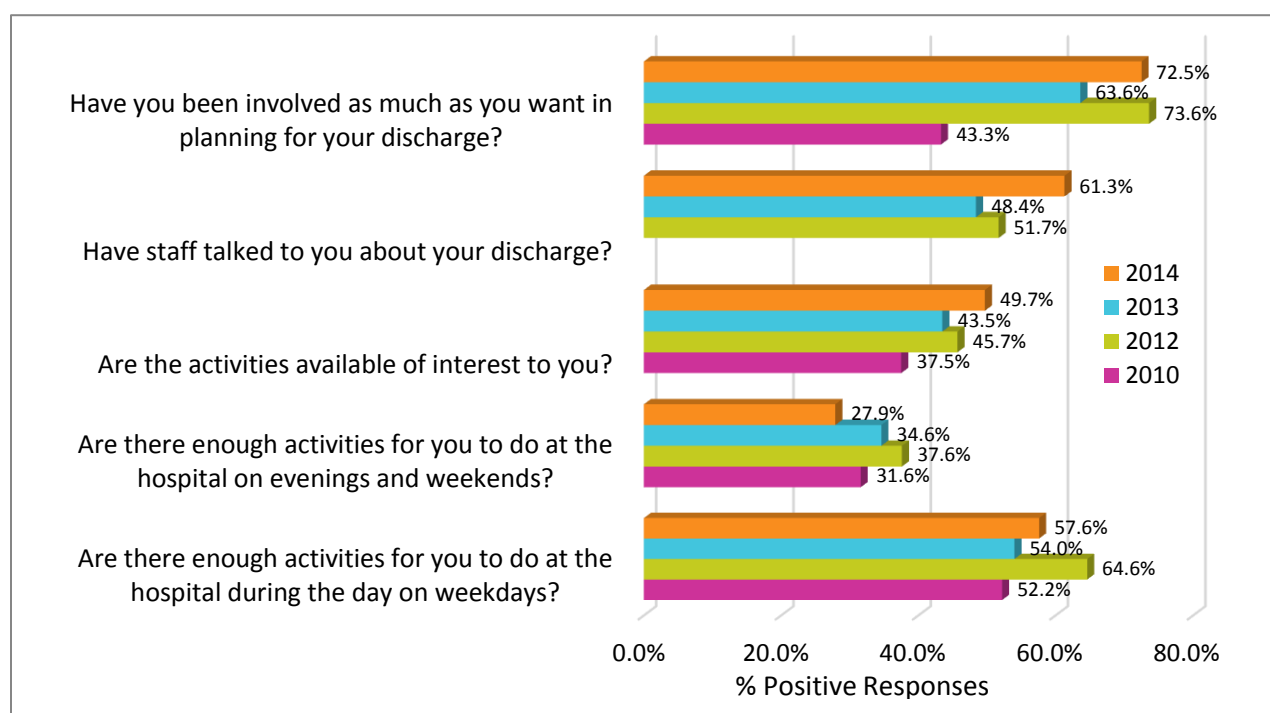
* In 2013 and 2014, two additional items were added that require clarity and validation. They will be reviewed with peer hospitals.

Similar to other areas of the client experience, 2014 inpatient results regarding needs and rights have increased slightly from 2013, and are comparable to 2012 results. Positive responses for outpatients reveal small improvements in several areas except in relation to the ability to refuse treatment. Knowing how to make a complaint at the hospital continues to be an area of particular concern with fewer than 30% positive responses.

The question about knowing how to make a complaint has been previously identified as one requiring further clarification and validation. It, along with other questions, will be reviewed by CAMH and peer mental health hospitals.

Activities and Discharge Planning – Inpatients (IP)

Graph 4: Positive Responses for Activities and Discharge Planning (IP)



With the implementation of a discharge planning policy using simulation with interprofessional teams, inpatient clients' positive responses to being involved as much as they want in their discharge planning has increased by about 9% since 2013 and is now comparable, once again, to the significant gains made since 2010. These results, however, need to be examined more closely. It may be that while the team is focusing more on discharge, clients are not being included in those discussions to the extent they would like. Inpatient responses also indicate that the availability of engaging activities for clients continues to be an area in need of significant attention.

F. Overall Experience

Question	<u>CAMH IP</u> <u>2014</u> <u>(n=155)</u> % Positive Responses	<u>CAMH IP</u> <u>2013</u> <u>(n=336)</u> % Positive Responses	<u>CAMH IP</u> <u>2012</u> <u>(n=269)</u> % Positive Responses	<u>CAMH IP</u> <u>2010</u> <u>(n=300)</u> % Positive Responses	<u>CAMH</u> <u>OP 2014</u> <u>(n=614)</u> % Positive Responses	<u>CAMH OP</u> <u>2013</u> <u>(n=776)</u> % Positive Responses	<u>CAMH</u> <u>OP 2012</u> <u>(n=624)</u> % Positive Responses	<u>CAMH</u> <u>OP 2010</u> <u>(n=589)</u> % Positive Responses
As a result of your care with this program or service do you feel better prepared to deal with daily problems?	56.3%	54.7%	52.7%	46.9%	66.5%	70.0%	73.9%	72.5%
As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	54.3%	55.4%	55.6%	47.6%	62.8%	66.5%	68.6%	69.7%
Overall, are you being helped by your hospital stay/care with this program or service?	61.0%	64.3%	61.7%	60.1%	80.1%	83.4%	81.4%	82.1%
Overall, how would you rate the services you are receiving?	68.7%	65.2%	72.4%	64.9%	92.3%	91.7%	91.1%	87.0%
If you needed treatment again would you choose to come back to this program or service?	62.3%	62.1%	61.5%	59.2%	88.4%	87.6%	89.3%	85.1%

For 2014, positive responses to overall rating of services received have slightly increased from 2013 for both inpatients and outpatients; however, there has been a 3.3% decrease in the inpatient rating of being helped by the hospital stay. Low levels of inpatient client ratings to questions that asked about their ability to deal with daily problems and/or make accomplishments as a result of care are notable; however, there has been a small increase for inpatients of 2% from 2013 in the area of feeling better. The stability of positive responses in two areas and small increases in two other areas raises questions regarding the contribution and interaction of other variables that may influence overall satisfaction. For outpatients, there is a notable decrease in ‘As a result of your care with this program or service do you feel better prepared to deal with daily problems’.

As mentioned earlier, it is important to more clearly and fully determine those key aspects of care that contribute most to an overall high quality client experience. The identification of these aspects will better inform and enhance improvement targets, activities, and monitoring.

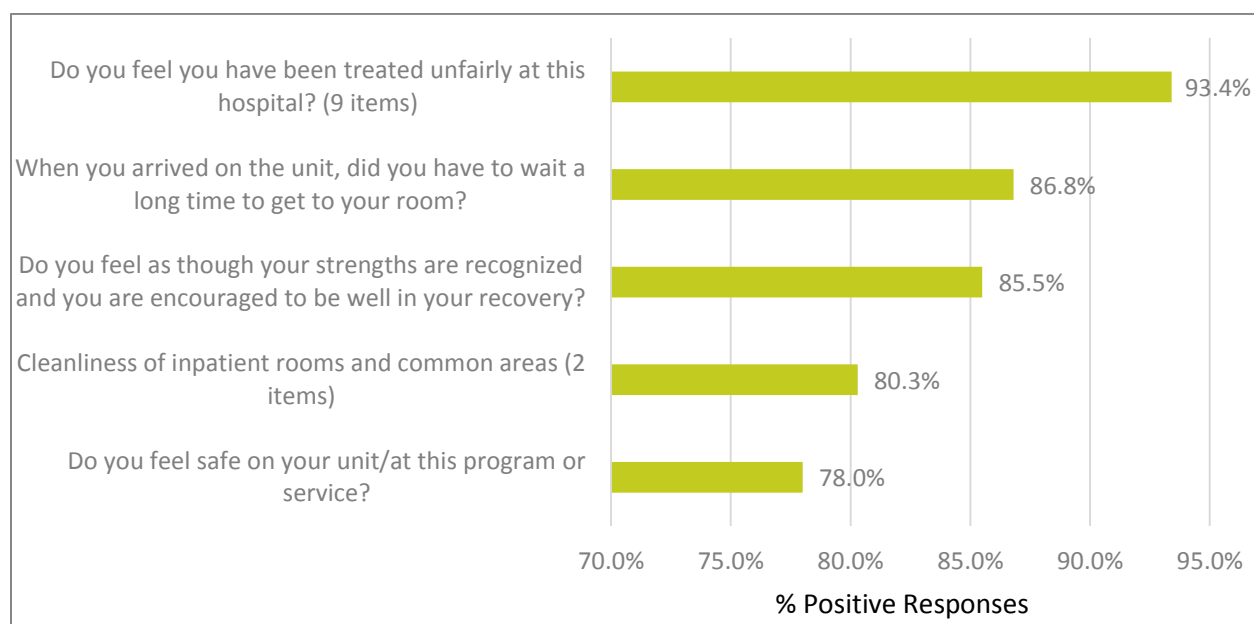
Identified Areas of Strength and for Improvement

The tables that follow show the 5 top areas of strength and top 5 areas for improvement as determined by the highest and lowest percentages of positive responses.

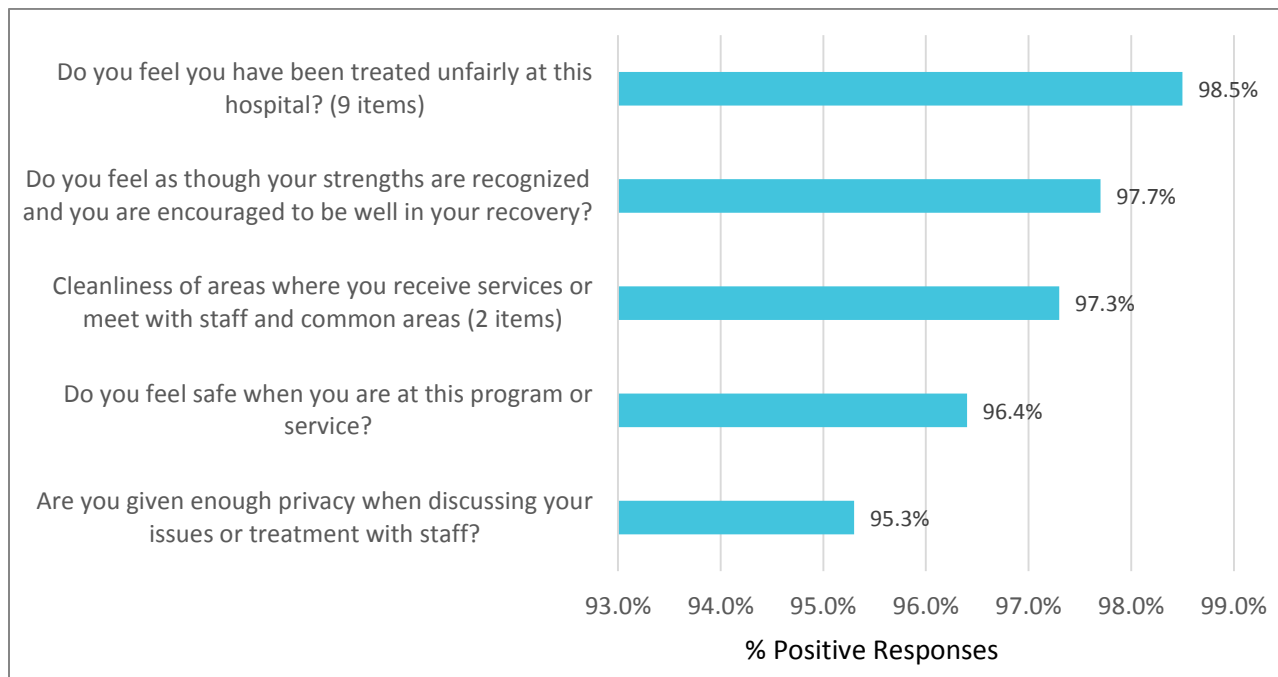
Top Five Areas of Strength: Inpatients	
Item	% Positive Responses
Do you feel you have been treated unfairly at this hospital? (9 items)	87.1 – 97.4% (93.4% average)
When you arrived on the unit, did you have to wait a long time to get to your room?	86.8%
Do you feel as though your strengths are recognized and you are encouraged to be well in your recovery?	85.5%
Cleanliness of inpatient rooms and common areas (2 items)	80.0% -80.5% (80.3% average)
Do you feel safe on your unit/at this program or service?	78.0%

Top Five Areas of Strength: Outpatients	
Item	% Positive Responses
Do you feel you have been treated unfairly at this hospital? (9 items)	96.4% -99.5% (98.5% average)
Do you feel as though your strengths are recognized and you are encouraged to be well in your recovery?	97.7%
Cleanliness of areas where you receive services or meet with staff and common areas (2 items)	96.4%-98.2%(97.3% average)
Do you feel safe when you are at this program or service?	96.4%
Are you given enough privacy when discussing your issues or treatment with staff?	95.3%

Graph 5: Top Five Areas of Strength: Inpatients



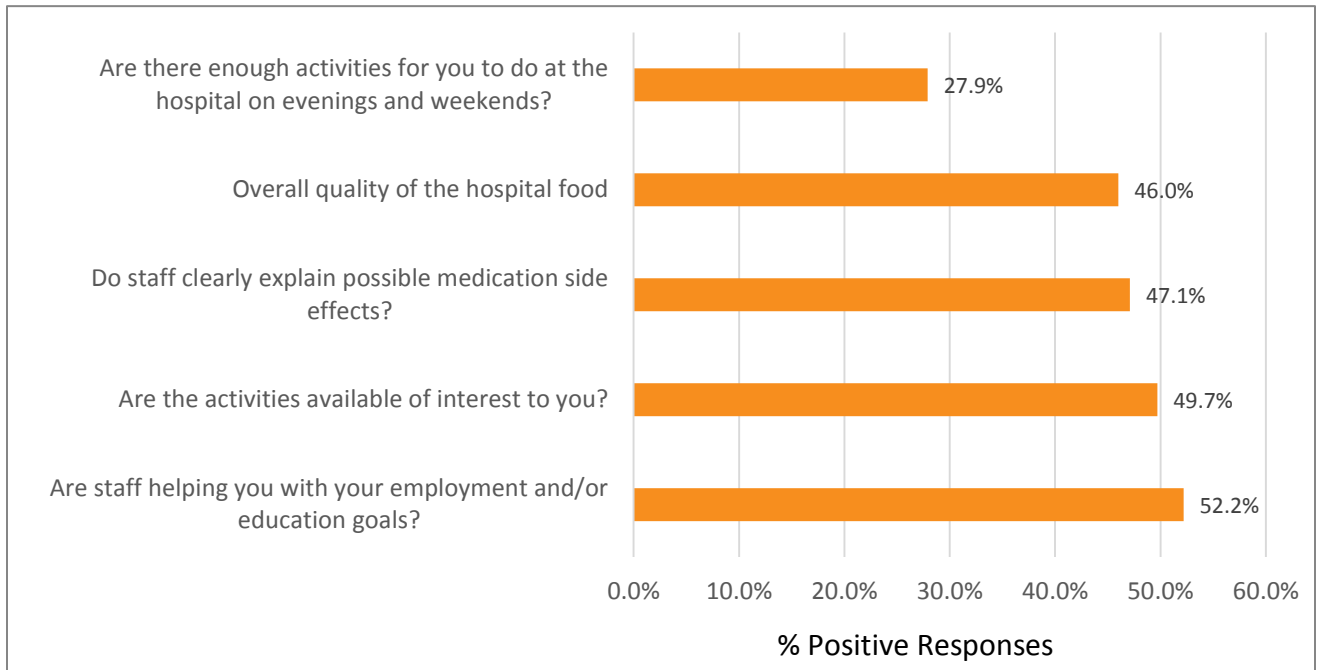
Graph 6: Top Five Areas of Strength: Outpatients



Top Five Areas for Improvement: Inpatients	
Item	% Positive Responses
Are there enough activities for you to do at the hospital on evenings and weekends?	27.9%
Overall quality of the hospital food	46.0%
Do staff clearly explain possible medication side effects?	47.1%
Are the activities available of interest to you?	49.7%
Are staff helping you with your employment and/or education goals?	52.2%

Top Five Areas for Improvement: Outpatients	
Item	% Positive Responses
Apart from talking to your nurse, doctor or treatment team, do you know how to make a complaint at this hospital?	29.3%
Are you receiving support with income-related issues?	58.2%
Are staff helping you with your housing goals?	59.3%
As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	62.8%
Do staff tell you about other services and supports available in the community?	62.9%

Graph 7: Top Five Areas for Improvement: Inpatients



Graph 8: Top Five Areas for Improvement: Outpatients

