

Who filled out the 2018 OPOC Survey?

Acute Care inpatients: 73

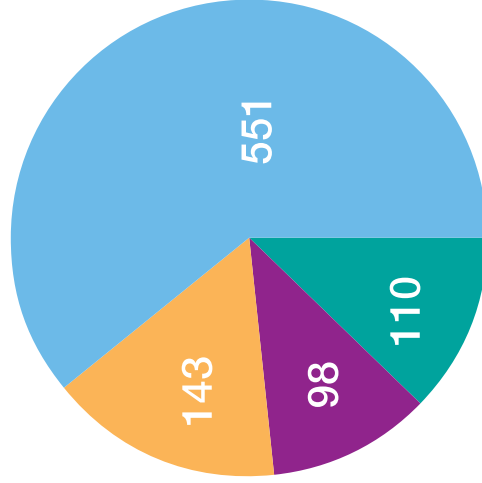
Acute Care outpatients: 478

Complex Care and Recovery inpatients: 70

Complex Care and Recovery outpatients: 73

Child, Youth and Emerging Adult Program Patients: 110

Families: 98



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

Family members are welcome to contact the Office of Family Engagement for information and help getting connected:
100 Stokes St. (Bell Gateway Bldg.), ground floor, room 1314
Tel.: 416 535-8501 ext. 33202
E-mail: 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. 320287
E-mail: client.relations@camh.ca

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



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Fully affiliated with the University of Toronto



We heard you!

Your Ontario Perception of Care 2018 survey results Acute Care outpatients



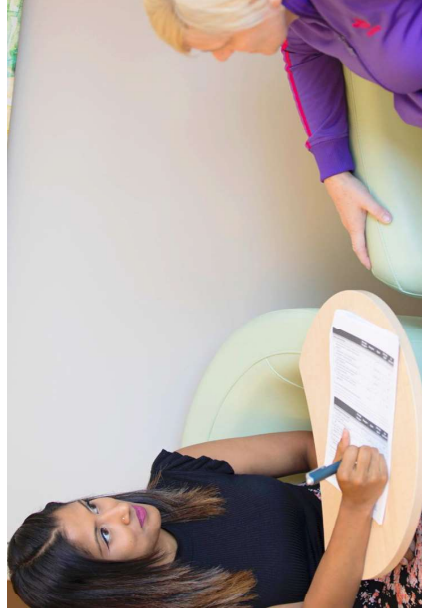
What is the Ontario Perception of Care Survey (OPOC)?

Each year, we ask patients and families to tell us about their care at CAMH by completing the OPOC survey. The valuable feedback we receive helps us understand what we are doing well, and where we need to make improvements.

For example, patients have said that they want better inpatient programming. In response to patient feedback, CAMH is constructing the Therapeutic Neighbourhood as part of hospital redevelopment to provide programming that:

- meets patients' interests and goals
- is more accessible
- is more frequently offered
- is more skills based.

The Therapeutic Neighbourhood will be a dynamic, interactive environment for learning new skills.



Overall experience

We heard you say that...

WHAT'S GOING WELL...

- Staff are knowledgeable and competent.
- You are treated respectfully.
- Staff are responsive to your needs and concerns.
- Spaces are clean and well maintained.
- Programs accommodate your accessibility needs.

HERE WE CAN DO BETTER...

- You need more help with discharge plans that better meet your needs.
- You need more information about your medications.

WHAT'S ALSO GOING WELL...

- Staff are sensitive to your cultural needs.
- Staff believe you can change and grow.
- You are given private space for discussions.

WHERE WE CAN ALSO DO BETTER...

- You need more information about how to make a formal complaint.
- You want services at more convenient times, and faster access.
- You want more access to alternative services.

Share your ideas!

What are your ideas for how we can improve?

What should we continue doing, or do more of?

Please give this section to your unit clerk, or put it in the suggestion box at the Family Resource Centre at 100 Stokes Street, Room 1314 (main floor). You can also submit feedback online at <https://www.surveymonkey.com/r/B6RW2TX>