



Centre for Addiction and Mental Health

# CAMH 2015 Ontario Perceptions of Care (OPOC) Survey Report

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**Ann Pottinger and Miriam McCann  
Quality Patient Safety and Risk  
Centre for Addiction and Mental Health  
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## **BACKGROUND**

Since 2010, CAMH has annually administered a patient survey to collect valuable feedback to improve the quality of care. This survey is also a requirement of the Excellent Care for All Act (ECFAA) and Accreditation Canada. Until 2015, CAMH used the Client Experience Survey tool, however this tool presented some challenges with respect to clarity of questions and required further revision and validation. In 2015 CAMH changed the survey tool used to gather feedback from patients. The Ontario Perceptions of Care for Mental Health and Addictions (OPOC – MHA) survey was administered for 2015-2016 from November 2 to 20, 2015. The OPOC – MHA has been developed at CAMH by Dr. Brian Rush in 2011 with funding from the Drug Treatment Funding Program (DTFP). It was piloted in 23 addictions and mental health agencies across Ontario, and completed by over 1700 patients and families. In 2015, funding was approved for a rollout of this tool across Ontario.

The OPOC was selected as the primary tool for measuring patient experience across CAMH as it is a validated tool that is increasingly being used across Ontario. This tool also captures perceptions of families who receive care and services. The OPOC – MHA is owned by CAMH and has received approval from Accreditation Canada. This tool has been recommended for adoption across the Community Mental Health and Addictions sector in the Toronto Central LHIN's 2014 Patient Experience Measurement report.

The family version of the OPOC was also piloted at CAMH over three weeks from November 9 to 27, 2015; this was the first time an annual family survey was administered with the purpose of obtaining feedback regarding the family's/caregiver's personal experience of care. It is important to note that the tool is not designed for families to complete on behalf of family members receiving care.

Peer mental health hospitals -- Waypoint Centre for Mental Health Care, Ontario Shores Centre for Mental Health Sciences, and The Royal Ottawa Mental Health Centre -- plan to use this tool for their 2016-2017 annual surveys.

### **OPOC Survey and Administration**

The OPOC survey was administered using paper and electronic formats<sup>1</sup> by a team of 5 trained surveyors recruited through the CAMH Employment Works Program. Survey responses were collected using a 4-point Likert Scale -- i.e. strongly agree, agree, disagree, and strongly disagree. Responses of "agree" and "strongly agree" are grouped into positive responses, with positive responses being used in this report to refer to desired outcomes.

The OPOC tool is one tool with 32 items for outpatients and an additional 6 questions for inpatients. Items are divided into the domains of: 1) Access/Entry to Services; 2) Therapists/Support Workers/Staff; 3) Environment; 4) Discharge or Finishing the Program; and 5) Overall Experience. Respondents also have the opportunity to provide comments and suggestions regarding the patient experience, thereby providing qualitative information. The

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<sup>1</sup> Electronic format consisted of using fluid survey and I-PAD for administration

option to answer *not applicable* to each item is also provided. For the 2015 year only, CAMH added the question of “overall satisfaction” from the previous survey as it was on our 2015-1016 Quality Improvement Plan (QIP).

The CAMH OPOC team<sup>2</sup> supported the Quality, Patient Safety and Risk team with survey implementation, including surveyor training; and provided initial results and conducted preliminary descriptive analysis. The CAMH Performance Improvement team supported implementation, provided advice, and performed correlational statistical analyses.

## **Responses and Results**

A total of 791 OPOC surveys were completed (203 inpatients and 588 outpatients). Fourteen (14) of the outpatient respondents were registered patients who are family members. Of 791 surveys, about 56 were completed electronically – using Fluid Survey on an I-Pad provided by the surveyors. Twenty (20) family members completed the family survey.

The number of completed surveys for 2015 is similar that of 2014 (n=769) and lower than 2013 (n = 1112). The decrease from 2013 is largely due to the fact that unlike previous years, the administration timeline was kept to 3 weeks.

### **Overall Rating**

The OPOC has three questions that measure overall experience of care (see Table 1). In addition, for 2015 one additional question was added from the previous survey that was used for CAMH’s Quality Improvement Plan (QIP) (see Table 2)

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2 CAMH OPOC team refers to the DTFP (Drug Treatment Funding Program) Implementation Team – a division of the Provincial System Support Program

Table 1: Results for OPOC Overall Experience

<b>OPOC Overall Experience</b>					
Item #	Items	Inpatient Positive Responses		Outpatient Positive Responses	
		N	%	N	%
30	The services I have received have helped me deal more effectively with my life's challenges.	141	72.70%	494	86.00%
31	I think the services provided here are of high quality.	153	78.10%	526	91.60%
32	If a friend were in need of similar help I would recommend this service.	156	79.60%	530	92.70%

Table 2: Overall Rating of Services/Care

<b>CAMH QIP: Overall Rating</b>				
Item	Inpatient Positive Responses		Outpatient Positive Responses	
	n	%	N	%
Overall, how would you rate the services/care you are receiving?	<b>136</b>	<b>69.7% - 2015</b>	<b>437</b>	<b>89.2%</b>
		68.7% - 2014		92.3% - 2014
		65.2% - 2013		91.7% - 2013
Notes:				
1) QIP 2015-16 target for inpatient set at 69.4% - target met. OPOC item #31 – <i>I think the services provided here are of high quality</i> is similar to this question				
2) Total responses for 2015 = 195 IP and 490 OP.				

Highest and Lowest Positive Responses

Appendix A shows positive responses to OPOC questions. The 10 items with highest (top) positive responses and 10 items with lowest (bottom) positive responses for Inpatients and Outpatients are shown in Tables 3 and 4.

Table 3: Highest and Lowest Positive Responses\* - Inpatients

Inpatients					
10 Areas: Highest (Top) Positive Responses			10 Areas: Lowest (Bottom) Positive Responses		
Item #	Item	% Positive Responses	Item #	Item	% Positive Responses
20	Staff believed I could change and grow.	88.4%	38	My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher).	53.4%
24	I was given private space when discussing personal issues with staff.	85.9%	33	There were enough activities of interest to me during free time.	55.3%
17	I found staff knowledgeable and competent.	85.2%	29	Staff helped me identify where to get support after I finished the program/treatment.	58.6%
18	I was treated with respect by program staff.	83.5%	27	Staff helped me develop a plan for when I finish the program/treatment	61.1%
14	I was assured my personal information was kept confidential.	80.8%	16	If I had a serious concern, I would know how to make a formal complaint to this organization.	62.1%
13	I understood I could discuss options to participate in certain activities.	79.1%	37	The quality of the food was acceptable.	63.4%
15	I felt comfortable asking questions about my treatment services and support, including medication.	78.3%	35	The layout of the facility was suitable for visits with my family and friends (e.g., privacy, comfort level).	65.5%
23	Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and your room if applicable).	77.1%	28	I have a plan that will meet my needs after I finish the program/treatment.	67.5%
22	Overall, I found the facility welcoming, non-discriminating and comfortable (e.g., entrance, waiting room, décor, posters, my room if applicable).	76.2%	11	I was referred or had access to other services when needed (including alternative approaches).	68.5%
3	The location of services was convenient for me.	75.2%	10	I received clear information about my medication (i.e., side effects, purpose, etc.)	69.5%

\* Excludes overall experience items - #30, #31 and #32

Table 4: Highest and Lowest Positive Responses\* Outpatients

Outpatients					
10 Areas: Highest (Top) Positive Responses			10 Areas: Lowest (Bottom) Positive Responses		
Item #	Item	% Positive Responses	Item #	Item	% Positive Responses
5	I felt welcome from the start.	93.2%	28	I have a plan that will meet my needs after I finish the program/treatment.	46.1%
14	I was assured my personal information was kept confidential.	93.1%	29	Staff helped me identify where to get support after I finished the program/treatment.	48.4%
17	I found staff knowledgeable and competent.	92.9%	27	Staff helped me develop a plan for when I finish the program/treatment	50.2%
18	I was treated with respect by program staff.	92.6%	10	I received clear information about my medication (i.e., side effects, purpose, etc.)	60.0%
21	Staff understood and responded to my needs and concerns.	85.9%	16	If I had a serious concern, I would know how to make a formal complaint to this organization.	60.2%
13	I understood I could discuss options to participate in certain activities.	84.4%	11	I was referred or had access to other services when needed (including alternative approaches).	64.1%
4	I was seen on time when I had appointments.	88.7%	26	The program accommodated my needs related to mobility, hearing, vision and learning, etc.	67.0%
3	The location of services was convenient for me.	77.3%	9	I received enough information about the programs and services available to me.	71.3%
2	When I first started looking for help, services were available at times that were good for me.	77.1%	19	Staff were sensitive to my cultural needs (e.g., language, ethnic background, race).	71.9%
1	The wait time for services was reasonable for me.	76.9%	1	The wait time for services was reasonable for me.	76.9%

\*Excludes overall experience items - #30, #31 and 32

### Relationship of items to Overall Experience

The CAMH Performance Improvement team performed correlational statistical analyses to determine which factors/items correlate most with our performance on overall experience. The information will be used to direct change efforts aimed at improving our performance on the overall experience of care. This analysis was divided into inpatients and outpatients. The overall experience items (#30, #31, and #32) and *not applicable* responses were not included in the analyses. Pearson, 2-tailed correlations were conducted. Appendix B provides shows the 5

highest (top) correlated items and the 5 lowest (bottom) correlated items for each of the OPOC overall experience items for in and out-patients.

### Outpatients

For outpatients, all items were positively correlated with each of the 3 overall experience items. Item # 21, *Staff understood and responded to my needs and concerns* had the strongest correlation with overall experience items #30 ( $r = .514$ ), #31 ( $r = .597$ ), and # 32 ( $r = .623$ ). Item # 4, *I was seen on time when I had appointments*, had the weakest correlation ( $r = .212$ ) with item # 30. Item # 3, *the location of services was convenient for me*, had the weakest correlation ( $r = .182$ ) with item # 31. Item # 3 had the weakest correlation with both items #31 and #32.

### Inpatients

As with outpatients, the item with the strongest correlation ( $r = .558$ ) with item # 30 is item #21. The item with weakest correlation to both items # 30 and # 32 is item # 23 – *Overall, I found the program space clean and well maintained*. Item # 17 had the strongest correlation ( $r = .635$ ) with item #31 while (as with outpatients) item #3 had the weakest correlation ( $r = .271$ ) with item #32.

### Family Survey

While extensive efforts were made to invite families to complete the survey, only 20 surveys were completed. Families were invited through invitations by mail and when they attended appointments with their family members. CAMH staff and, more specifically, social workers, helped the Quality, Patient Safety and Risk team and surveyors connect with families. The pilot was valuable in testing and learning how best to reach families for participation in the survey. A more effective way to get feedback from families is ongoing administration of the survey rather than (or, in addition to) an annual administration. This approach may also be more effective for some patient populations with lower numbers of responses.

### Qualitative Data: Themes from Comments

Six hundred and twenty (620) surveys that contained respondent comments were reviewed and grouped by theme (food, environment, privacy, etc.). The number of comments from each theme was counted to determine areas of common satisfaction or concern among CAMH patients who completed the survey. The free-text responses suggest that that patients were, overall, more satisfied than not with their care. Patients in the Ambulatory Care and Structured Treatments (ACST) Program were especially satisfied, with a very high percentage of positive comments about staff and programs (Staff: 95.6% positive, Program: 88.8% positive). For these patients, the major areas of concern included the time it took to access care (45 respondents identified wait time as a concern, with four respondents indicating they had experienced high levels of anxiety and fear while waiting to begin treatment), and the availability of support after treatment. Four (4) patients wrote “CAMH (or this program) saved my life”.

For patients of the Underserved Populations (UPP) and Complex Mental Illness (CMI) programs, qualitative results were more mixed, with a majority (89%) of respondents expressing positive impressions of their care and the staff who served them, and some expressing feelings of having been disrespected and ignored (14 respondents). Underserved Populations and CMI patients shared that they wished there were more activities and a cleaner, more welcoming

physical environment. While inpatients generally felt that they were progressing with their treatment and making headway in their recovery, many (53.8 % of respondents who commented on discharge question) said they were concerned about what would happen to them upon discharge and how they would maintain the gains they had made. Inpatients asked for better food with more nutritious options, and several identified a disconnection between the advice they had received from nutritionists about healthy eating and the food they were served on the units.

## Summary and Next Steps

### Quality Improvement Priority Areas

In order to identify the potential priority areas for improving the overall experience, the 10 items with the highest positive responses and 10 items with the lowest positive responses (and the top and bottom 5 items correlated to overall experience) were grouped as shown in Figure 1. Based on this approach, a priority area for improvement for outpatients is item # 10 *I receive clear information about my medication (i.e. side effects, purpose, etc.)* in the Services Provided Domain. For inpatients, a priority target for improvement efforts is item # 9 *Staff helped me identify where to get support after I finished the program/treatment* in the Discharge or Finishing the Program/Treatment domain. Both priority items identified for quality improvement are areas in that fall into our bottom positive responses, yet are highly correlated with the overall patient experience.

Figure1. Groupings of % Positive Responses with Correlations to Identify Priorities



## Other Considerations

In addition to priority improvement areas already mentioned, there are several area key areas that must be monitored and maintained. As shown in Figure 1. Survey items/areas that fall into the top left quadrant are areas in which we received high ratings – high positive responses and are also areas that drive the overall patient experience. Other areas require further exploration and examination. For example, we may want to further examine and understand perceptions of feeling safe as inpatient positive responses to item #25 *I feel safe in the facility at all times* was 73.1% and the item fell into to bottom 5 items correlated with all 3 items of the overall experience.

### Next Steps include:

- Sharing results with patients, families, staff using various methods – newsletters, INSITE, and staff and community meetings
- Conduct a pilot to administer the survey and obtain more frequent feedback in specific areas and services
- Extend the family survey pilot to include ongoing feedback as opposed to annual in order to increase responses
- Share the results of correlational analyses and priority improvement areas with program leadership and quality councils (they already have the descriptive preliminary analysis)
- Share qualitative comments with program leadership and quality councils
- Develop action plans for priority areas

## Appendix A

### Organization: Centre for Addiction and Mental Health

### Program: All Programs

<b>Total number of respondents</b>	<b>Registered Clients with mental health, substance abuse, addiction, and/or gambling-related problems</b>	<b>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</b>	<b>Total Inpatient Responses</b>	<b>Total Outpatient Responses</b>
<b>791</b>	<b>777</b>	<b>14</b>	<b>203</b>	<b>588</b>

Note: Positive Responses = strongly agree + agree

Items	Inpatient Positive Responses		Inpatient Not Applicable		Inpatient Total Responses	Outpatient Positive Responses		Outpatient Not Applicable		Outpatient Total Responses
	N	%	n	%		n	%	n	%	
<b>Access/Entry to Services</b>										
1. The wait time for services was reasonable for me.	143	70.8%	8	4.0%	202	450	76.9%	6	1.0%	585
2. When I first started looking for help, services were available at times that were good for me.	141	70.2%	15	7.5%	201	452	77.1%	6	1.0%	586
3. The location of services was convenient for me.	152	75.2%	7	3.5%	202	451	77.3%	3	0.5%	583
4. I was seen on time when I had appointments.	148	73.7%	16	8.0%	201	489	83.7%	5	0.9%	584
5. I felt welcome from the start.	145	72.9%	5	2.5%	199	543	93.2%	3	0.5%	583
6. I received enough information about the programs and services available to me.	143	71.2%	7	3.5%	201	505	86.3%	5	0.9%	585

Services Provided										
Items	Inpatient Positive Responses		Inpatient Not Applicable		Inpatient Total Responses	Outpatient Positive Responses		Outpatient Not Applicable		Outpatient Total Responses
	N	%	n	%	N	n	%	n	%	N
7. I had a good understanding of my treatment services and support plan.	147	73.1%	7	3.5%	201	507	86.8%	10	1.7%	584
8. Staff and I agreed on my treatment and support plan.	147	73.5%	8	4.0%	200	515	88.6%	25	4.3%	581
9. Responses to my crises or urgent needs were provided when needed.	142	71.3%	20	10.1%	199	412	71.3%	99	17.1%	578
10. I received clear information about my medication (i.e., side effects, purpose, etc.)	139	69.5%	5	2.5%	200	347	60.0%	152	26.3%	578
11. I was referred or had access to other services when needed (including alternative approaches).	139	68.5%	16	7.9%	202	371	64.1%	107	18.5%	578
Participation/Rights										
12. I was involved as much as I wanted to be in decisions about my treatment and support.	144	72.3%	6	3.0%	779	502	86.6%	24	4.1%	580
13. I understood I could discuss options to participate in certain activities.	156	79.1%	9	4.6%	775	488	84.4%	37	6.4%	578
14. I was assured my personal information was kept confidential.	156	80.8%	2	1.0%	771	538	93.1%	12	2.1%	578

15. I felt comfortable asking questions about my treatment services and support, including medication.	155	78.3%	3	1.5%	775	511	88.5%	21	3.6%	577
16. If I had a serious concern, I would know how to make a formal complaint to this organization.	123	62.1%	5	2.5%	776	348	60.2%	32	5.5%	578
<b>Therapists/Support Workers/Staff</b>										
Items	Inpatient Positive Responses		Inpatient Not Applicable		Inpatient Total Responses	Outpatient Positive Responses		Outpatient Not Applicable		Outpatient Total Responses
	N	%	n	%	N	n	%	n	%	N
17. I found staff knowledgeable and competent.	168	85.2%	4	2.0%	197	537	92.9%	12	2.1%	578
18. I was treated with respect by program staff.	162	83.5%	1	0.5%	194	546	94.3%	11	1.9%	579
19. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race).	140	72.5%	24	12.4%	193	417	71.9%	139	24.0%	580
20. Staff believed I could change and grow.	170	88.4%	10	5.2%	193	527	91.3%	30	5.2%	577
21. Staff understood and responded to my needs and concerns.	160	81.2%	2	1.0%	197	535	92.6%	12	1.2%	578

Environment										
Items	Inpatient Positive Responses		Inpatient Not Applicable		Inpatient Total Responses	Outpatient Positive Responses		Outpatient Not Applicable		Outpatient Total Responses
	N	%	n	%	N	n	%	n	%	N
22. Overall, I found the facility welcoming, non-discriminating and comfortable (e.g., entrance, waiting room, décor, posters, my room if applicable).	153	76.2%	5	2.5%	201	537	92.5%	11	1.9%	581
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and your room if applicable).	155	77.1%	2	1.0%	201	448	94.6%	7	1.2%	579
24. I was given private space when discussing personal issues with staff.	171	85.9%	4	2.0%	199	517	89.9%	42	7.3%	576
25. I felt safe in the facility at all times.	147	73.1%	2	1.0%	201	533	92.4%	3	0.5%	577
26. The program accommodated my needs related to mobility, hearing, vision and learning, etc.	144	72.8%	34	17.2%	198	387	67.0%	171	29.6%	578

Discharge or Finishing the Program/Treatment										
Items	Inpatient Positive Responses		Inpatient Not Applicable		Inpatient Total Responses	Outpatient Positive Responses		Outpatient Not Applicable		Outpatient Total Responses
	N	%	n	%	N	n	%	n	%	n
27. Staff helped me develop a plan for when I finish the program/treatment	121	61.1%	37	18.7%	198	285	50.2%	215	37.9%	568
28. I have a plan that will meet my needs after I finish the program/treatment.	133	67.5%	32	16.2%	197	260	46.1%	204	36.2%	564
29. Staff helped me identify where to get support after I finished the program/treatment.	116	58.6%	37	18.7%	198	272	48.4%	205	36.5%	562
Overall Experience										
30. The services I have received have helped me deal more effectively with my life's challenges.	141	72.7%	13	6.7%	194	494	86.0%	40	7.0%	574
31. I think the services provided here are of high quality.	153	78.1%	12	6.1%	196	526	91.6%	22	3.8%	574
32. If a friend were in need of similar help I would recommend this service.	156	79.6%	10	5.1%	196	530	92.7%	20	3.5%	572

<b>ONLY completed if client was receiving services in a residential or inpatient program (respond rate calculated for this subgroup of clients)</b>					
<b>Items</b>	<b>Positive Responses</b>		<b>Not Applicable</b>		<b>Number of Total Responses</b>
	<b>n</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>n</b>
33. There were enough activities of interest to me during free time.	105	55.3%	10	5.3%	190
34. Rules or guidelines concerning my contact with my family and friends were appropriate to my needs.	135	71.1%	20	10.5%	190
35. The layout of the facility was suitable for visits with my family and friends (e.g., privacy, comfort level).	125	65.5%	27	14.1%	191
36. The area in and around my room was comfortable for sleeping (e.g., noise level, lighting).	133	70.4%	3	1.6%	189
37. The quality of the food was acceptable.	121	63.4%	5	2.6%	191
38. My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher).	102	53.4%	45	23.6%	191

## CAMH QIP

Item	Positive Responses Inpatient		Number of Inpatient Responses 2015	Positive Responses Outpatient		Number of Outpatient Responses 2015
	N	%	n	N	%	n
Overall, how would you rate the services/care you are receiving?	136	69.7% - 2015 68.7% -2014 65.2% -2013	195	437	89.2%	490

Note: QIP 2015-16 target for inpatient set at 69.4% - target met. See OPOC item #31 - *I think the services provided here are of high quality.* (similar to this QIP question) The positive response to this question for inpatients is 78.1%)

## OPOC Subscales

Scales	Average Score Inpatient	Percentage of Inpatients that had a positive perception (average score of 3 or greater)	Average Score Outpatient	Percentage of Outpatients that had a positive perception (average score of 3 or greater)
Overall Perception of Care	3.11	58.73%	3.36	82.42%
Experience accessing services	2.98	60.11%	3.14	71.77%
Experience within services	3.12	61.70%	3.42	87.52%

## Appendix B

# Top/Bottom Correlated Items: Overall Experience Item 30 (Outpatient)

**Item 30.** The services I have received have helped me deal more effectively with my life's challenges.

Top 5 Correlated Items	Correlation Coefficient (r)	n
21. Staff understood and responded to my needs and concerns ( <b>Therapists/Support Workers/Staff</b> )	.514**	523
20. Staff believed I could change and grow ( <b>Therapists/Support Workers/Staff</b> )	.497**	509
9. Responses to my crises or urgent needs were provided when needed ( <b>Services Provided</b> )	.495**	451
10. I received clear information about my medication (i.e., side effects, purpose, etc.) ( <b>Services Provided</b> )	.474**	403
26. The program accommodated my needs related to mobility, hearing, vision and learning, etc. ( <b>Environment</b> )	.472**	380

Bottom 5 Correlated Items	Correlation Coefficient (r)	n
4. I was seen on time when I had appointments ( <b>Access/Entry to Services</b> )	.212**	527
16. If I had a serious concern, I would know how to make a formal complaint to this organization ( <b>Participation/Rights</b> )	.272**	504
3. The location of services was convenient for me ( <b>Access/Entry to Services</b> )	.279**	527
1. The wait time for services was reasonable for me ( <b>Access/Entry to Services</b> )	.304**	526
2. When I first started looking for help, services were available at times that were good for me ( <b>Access/Entry to Services</b> )	.311**	527

\*\*Correlation is significant at the 0.01 level (2-tailed);

\*Correlation is significant at the 0.05 level (2-tailed).

## Top/Bottom Correlated Items: Overall Experience Item 31 (Outpatient)

**Item 31.** I think the services provided here are of high quality.

Top 5 Correlated Items	Correlation Coefficient (r)	n
21. Staff understood and responded to my needs and concerns <b>(Therapists/Support Workers/Staff)</b>	.597**	540
20. Staff believed I could change and grow <b>(Therapists/Support Workers/Staff)</b>	.570**	524
17. I found staff knowledgeable and competent <b>(Therapists/Support Workers/Staff)</b>	.565**	542
19. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race) <b>(Therapists/Support Workers/Staff)</b>	.553**	422
18. I was treated with respect by program staff. <b>(Therapists/Support Workers/Staff)</b>	.552**	543

Bottom 5 Correlated Items	Correlation Coefficient (r)	n
3. The location of services was convenient for me <b>(Access/Entry to Services)</b>	.182**	545
1. The wait time for services was reasonable for me <b>(Access/Entry to Services)</b>	.221**	544
4. I was seen on time when I had appointments <b>(Access/Entry to Services)</b>	.262**	544
16. If I had a serious concern, I would know how to make a formal complaint to this organization <b>(Participation/Rights)</b>	.262**	521
2. When I first started looking for help, services were available at times that were good for me <b>(Access/Entry to Services)</b>	.269**	546

\*\*Correlation is significant at the 0.01 level (2-tailed);

\*Correlation is significant at the 0.05 level (2-tailed).

## Top/Bottom Correlated Items: Overall Experience Item 32 (Outpatient)

**Item 32.** If a friend were in need of similar help I would recommend this service.

Top 5 Correlated Items	Correlation Coefficient (r)	n
21. Staff understood and responded to my needs and concerns ( <b>Therapists/Support Workers/Staff</b> )	.623**	541
17. I found staff knowledgeable and competent ( <b>Therapists/Support Workers/Staff</b> )	.593**	542
20. Staff believed I could change and grow ( <b>Therapists/Support Workers/Staff</b> )	.586**	526
18. I was treated with respect by program staff ( <b>Therapists/Support Workers/Staff</b> )	.576**	544
19. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race) ( <b>Therapists/Support Workers/Staff</b> )	.564**	425

Bottom 5 Correlated Items	Correlation Coefficient (r)	n
3. The location of services was convenient for me ( <b>Access/Entry to Services</b> )	.243**	545
16. If I had a serious concern, I would know how to make a formal complaint to this organization ( <b>Participation/Rights</b> )	.257**	522
1. The wait time for services was reasonable for me ( <b>Access/Entry to Services</b> )	.259**	544
2. When I first started looking for help, services were available at times that were good for me ( <b>Access/Entry to Services</b> )	.289**	545
4. I was seen on time when I had appointments ( <b>Access/Entry to Services</b> )	.292**	544

\*\*Correlation is significant at the 0.01 level (2-tailed);

\*Correlation is significant at the 0.05 level (2-tailed).

## Top/Bottom Correlated Items: Overall Experience Item 30 (Inpatient)

**Item 30.** The services I have received have helped me deal more effectively with my life's challenges.

Top 5 Correlated Items	Correlation Coefficient (r)	n
21. Staff understood and responded to my needs and concerns ( <b>Therapists/Support Workers/Staff</b> )	.558**	177
29. Staff helped me identify where to get support after I finished the program/treatment ( <b>Discharge or Finishing the Program/Treatment</b> )	.537**	152
12. I was involved as much as I wanted to be in decisions about my treatment and support ( <b>Participation/Rights</b> )	.500**	177
8. Staff and I agreed on my treatment and support plan ( <b>Services Provided</b> )	.499**	176
28. I have a plan that will meet my needs after I finish the program/treatment ( <b>Discharge or Finishing the Program/Treatment</b> )	.497**	156
Bottom 5 Correlated Items	Correlation Coefficient (r)	n
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and your room if applicable) ( <b>Environment</b> )	.162*	180
25. I felt safe in the facility at all times ( <b>Environment</b> )	.245**	180
2. When I first started looking for help, services were available at times that were good for me ( <b>Access/Entry to Services</b> )	.252**	167
36. The area in and around my room was comfortable for sleeping (e.g., noise level, lighting) ( <b>Residential or Inpatient Program</b> )	.302**	172
37. The quality of the food was acceptable ( <b>Residential or Inpatient Program</b> )	.317**	172

## Top/Bottom Correlated Items: Overall Experience Item 31 (Inpatient)

**Item 31.** I think the services provided here are of high quality.

Top 5 Correlated Items	Correlation Coefficient (r)	n
17. I found staff knowledgeable and competent <b>(Therapists/Support Workers/Staff)</b>	.635**	179
18. I was treated with respect by program staff <b>(Therapists/Support Workers/Staff)</b>	.621**	179
21. Staff understood and responded to my needs and concerns <b>(Therapists/Support Workers/Staff)</b>	.592**	180
19. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race) <b>(Therapists/Support Workers/Staff)</b>	.559**	157
34. Rules or guidelines concerning my contact with my family and friends were appropriate to my needs <b>(Residential or Inpatient Program)</b>	.557**	164

Bottom 5 Correlated Items	Correlation Coefficient (r)	n
3. The location of services was convenient for me <b>(Access/Entry to Services)</b>	.271**	180
25. I felt safe in the facility at all times <b>(Environment)</b>	.284**	183
38. My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher) <b>(Residential or Inpatient Program)</b>	.310**	138
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and your room if applicable) <b>(Environment)</b>	.313**	183
37. The quality of the food was acceptable <b>(Residential or Inpatient Program)</b>	.333**	174

## Top/Bottom Correlated Items: Overall Experience Item 32 (Inpatient)

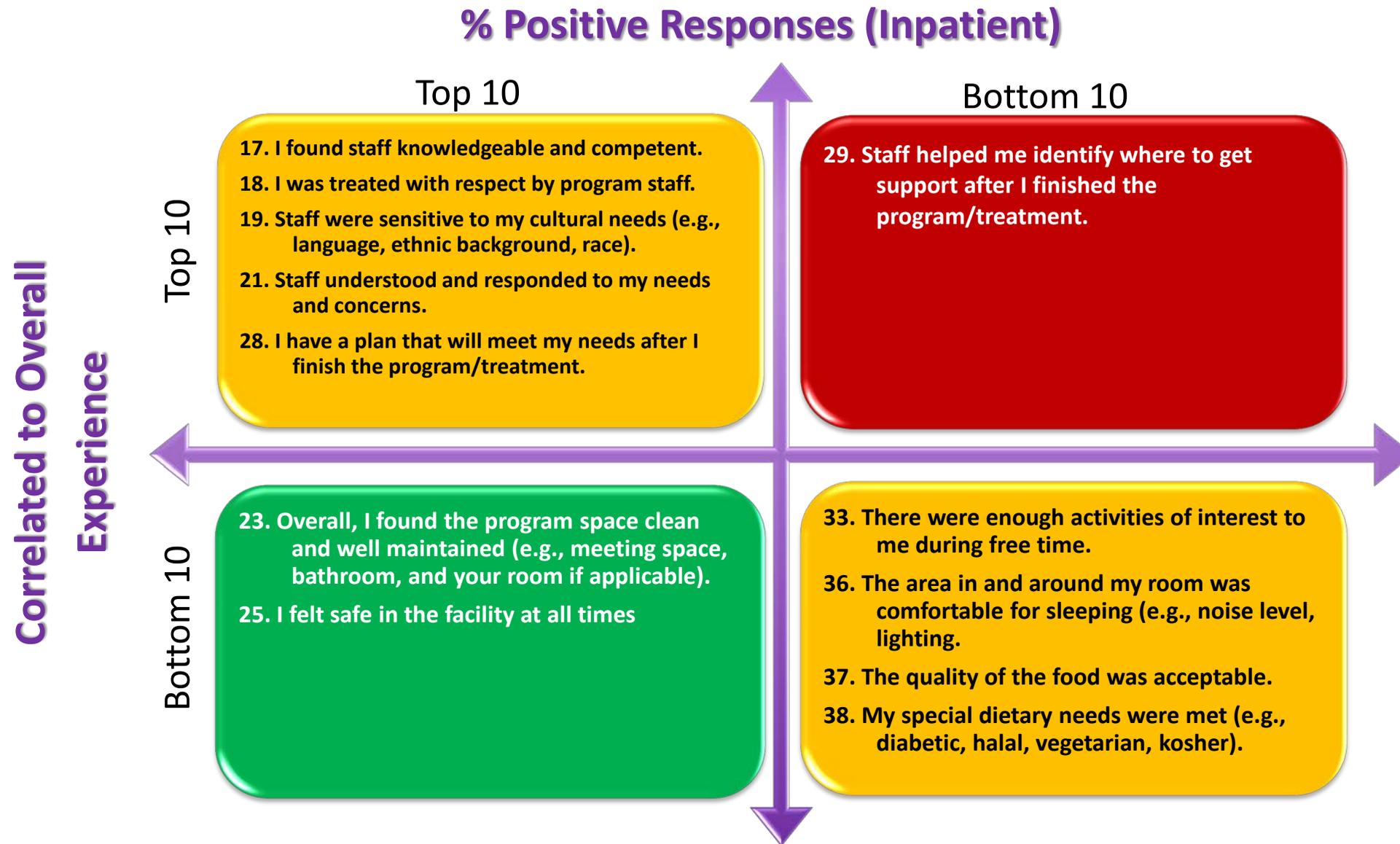
**Item 32.** If a friend were in need of similar help I would recommend this service.

Top 5 Correlated Items	Correlation Coefficient (r)	n
19. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race) <b>(Therapist/Support Worker/Staff)</b>	.626**	158
17. I found staff knowledgeable and competent <b>(Therapist/Support Worker/Staff)</b>	.611**	181
34. Rules or guidelines concerning my contact with my family and friends were appropriate to my needs <b>(Residential or Inpatient Program)</b>	.593**	165
18. I was treated with respect by program staff <b>(Therapist/Support Worker/Staff)</b>	.584**	181
12. I was involved as much as I wanted to be in decisions about my treatment and support <b>(Participation/Rights)</b>	.571**	181
Bottom 5 Correlated Items	Correlation Coefficient (r)	n
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and your room if applicable) <b>(Environment)</b>	.164*	185
3. The location of services was convenient for me <b>(Access/Entry to Services)</b>	.240**	181
38. My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher) <b>(Residential or Inpatient Program)</b>	.247**	141
25. I felt safe in the facility at all times <b>(Environment)</b>	.259**	185
33. There were enough activities of interest to me during free time <b>(Residential or Inpatient Program)</b>	.262**	172

\*\*Correlation is significant at the 0.01 level (2-tailed);

\*Correlation is significant at the 0.05 level (2-tailed).

Appendix C



Appendix D

