

## 2013 Client Experience Survey – Summary of Outpatient Results by Program (% of Positive Responses)

### CAMH Outpatient Sample Size Distribution

Year	CAMH OP Total	ACTR	ACST	CMI	UPP
2013	776	39	432	212	93
2012	624	36	423	102	63

*\* Note: The number of responses in each question is not equal to the total respondents in the program. Not all respondents chose to respond to all of the questions.*

### A. Access

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
		% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
After you were referred, did you have to wait a long time for services to start?	2013	83.9%	83.8%	81.7%	88.2%	85.2%
	2012	80.5%	94.1%	78.8%	81.8%	77.8%
Do staff return your phone calls within a reasonable amount of time?	2013	82.9%	97.1%	80.0%	82.3%	91.9%
	2012	83.8%	80.6%	86.0%	77.3%	81.4%
Are you kept waiting a long time when you have appointments?	2013	90.9%	94.9%	88.6%	93.7%	93.3%
	2012	93.9%	94.4%	96.2%	88.2%	86.0%

### B. Experiences of Services

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
		% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
<i>Are the following areas clean?</i>						
Common areas (hallways, lobby, cafeteria, etc.)	2013	92.6%	94.9%	95.7%	84.5%	95.7%
	2012	93.4%	88.9%	95.9%	87.9%	87.2%
Areas where you receive services or meet with staff	2013	94.9%	100.0%	97.6%	87.4%	96.7%
	2012	94.2%	97.1%	94.5%	90.2%	98.0%

## B. Experiences of Services (Continued)

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
		% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
Do you feel safe when you are at this program or service?	2013	95.0%	97.4%	96.3%	91.8%	95.7%
	2012	94.0%	88.9%	96.9%	86.9%	88.0%
Are you given enough privacy when discussing your issues or treatment with staff?	2013	95.5%	94.9%	95.8%	94.7%	96.7%
	2012	93.3%	94.4%	95.7%	84.8%	90.2%

## C. Participation

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
		% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
Are you involved as much as you want in decisions about your treatment?	2013	87.4%	94.7%	89.6%	80.7%	89.9%
	2012	85.8%	85.7%	89.8%	70.4%	83.7%
Do you understand your care/treatment plan?	2013	88.5%	91.2%	90.3%	84.0%	90.2%
	2012	84.4%	93.9%	87.1%	69.9%	84.1%
Do staff clearly explain the purpose of medication?	2013	88.4%	100.0%	91.1%	82.9%	85.0%
	2012	84.5%	96.4%	82.9%	80.6%	95.1%
Do staff clearly explain possible medication side effects?	2013	76.5%	100.0%	78.0%	68.7%	81.4%
	2012	75.4%	74.1%	75.2%	74.0%	80.5%

## 2013 CES Summary of Outpatient Results by Program

### D. Needs

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
		% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
Do you feel you have been treated unfairly for any of the following reasons?						
• Age	2013	97.8%	100.0%	98.8%	95.3%	97.8%
	2012	98.2%	100.0%	99.1%	96.1%	94.1%
• Sex/gender	2013	98.8%	97.4%	99.3%	98.1%	98.9%
	2012	99.0%	97.2%	100.0%	96.1%	98.0%
• Race/ethnic background	2013	97.8%	100.0%	98.8%	94.8%	98.9%
	2012	98.5%	94.4%	99.5%	95.1%	100.0%
• Spiritual/religious beliefs	2013	98.5%	97.4%	99.5%	96.2%	98.9%
	2012	98.5%	97.2%	99.8%	94.1%	98.0%
• Sexual orientation	2013	98.5%	100.0%	99.5%	95.8%	98.9%
	2012	99.3%	97.2%	99.8%	98.0%	100.0%
• Language	2013	99.2%	100.0%	100.0%	97.6%	98.9%
	2012	99.0%	97.2%	99.8%	97.1%	98.0%
• Financial situation	2013	97.3%	100.0%	98.4%	95.3%	95.7%
	2012	98.9%	97.2%	99.3%	97.1%	100.0%
• A disability you have	2013	96.4%	100.0%	98.1%	92.0%	96.8%
	2012	98.9%	97.2%	99.3%	98.0%	98.0%
• I was not treated unfairly	2013	75.1%	87.2%	79.4%	63.7%	76.3%
	2012	N/A	N/A	N/A	N/A	N/A
• Another reason	2013	94.5%	97.4%	95.1%	92.0%	95.7%
	2012	N/A	N/A	N/A	N/A	N/A
Are your individual needs, preferences and values respected in your treatment?	2013	91.8%	100.0%	93.1%	85.3%	96.6%
	2012	91.9%	91.4%	94.1%	81.6%	93.8%

2013 CES Summary of Outpatient Results by Program

**D. Needs (Continued)**

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
		% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
Do you feel that you are treated with respect by hospital staff?	2013	94.1%	100.0%	94.3%	91.6%	96.6%
	2012	93.5%	97.1%	94.6%	88.9%	91.3%
Do you feel that enough care is taken of any physical health problems you have (e.g., diabetes, weight gain, heart disease)?	2013	78.3%	100.0%	76.0%	77.8%	83.7%
	2012	76.7%	81.0%	76.5%	73.1%	83.3%
Do you feel that staff support your improvement and recovery?	2013	94.0%	97.4%	94.8%	90.8%	96.5%
	2012	93.1%	97.1%	94.7%	85.7%	91.7%
Do staff tell you about other services and supports available in the community?	2013	72.1%	76.9%	70.2%	74.5%	72.9%
	2012	71.7%	75.8%	76.1%	69.1%	71.4%
Are staff helping you with your housing goals?	2013	88.3%	94.9%	88.8%	87.2%	85.7%
	2012	N/A	N/A	N/A	N/A	N/A
Are staff helping you with your employment and/or education goals?	2013	83.5%	87.2%	80.6%	87.8%	85.5%
	2012	N/A	N/A	N/A	N/A	N/A
Are you receiving support with income-related issues?	2013	80.0%	84.6%	77.3%	87.0%	74.1%
	2012	N/A	N/A	N/A	N/A	N/A

## 2013 CES Summary of Outpatient Results by Program

### E. Rights

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
		% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
Do you feel that you can refuse treatment (e.g. medications)?	2013	75.5%	93.9%	85.7%	47.3%	80.8%
	2012	79.7%	84.6%	86.7%	48.1%	81.6%
Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital?	2013	33.0%	34.2%	33.0%	36.6%	23.8%
	2012	29.0%	20.0%	26.1%	40.8%	35.4%

### F. Overall Experience

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
		% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
As a result of your care with this program or service do you feel better prepared to deal with daily problems?	2013	70.0%	83.8%	67.5%	73.1%	68.7%
	2012	73.9%	74.3%	75.3%	63.3%	83.3%
As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	2013	66.5%	73.0%	63.4%	71.9%	65.9%
	2012	68.6%	64.7%	69.4%	62.2%	77.8%
Overall, are you being helped by your care with this program or service?	2013	83.4%	94.3%	82.4%	84.2%	82.1%
	2012	81.4%	85.3%	82.7%	73.7%	84.1%
Overall, how would you rate the services you are receiving?	2013	91.7%	92.3%	93.6%	86.6%	94.1%
	2012	91.1%	88.2%	94.0%	81.8%	86.7%
If you needed treatment again would you choose to come back to this program or service?	2013	87.6%	89.7%	90.0%	84.6%	82.1%
	2012	89.3%	97.0%	91.3%	79.0%	88.9%
Do you feel as though your strengths are recognized and you are encouraged to be well in your recovery?	2013	95.6%	94.3%	96.5%	94.5%	95.6%
	2012	N/A	N/A	N/A	N/A	N/A

**Top Five Areas of Strength: Outpatients**

Item	CAMH OP (2013)	ACTR	ACST	CMI	UPP
	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
Do you feel you have been treated unfairly at this hospital? (8 items)	96-99% (1)	97-100% (1)	98-100% (1)	92-98% (1)	96-99% (1)
Do you feel as though your strengths are recognized and you are encouraged to be	95.6% (2)	-	96.5% (3)	94.5% (3)	-
Are you given enough privacy when discussing your issues or treatment with	95.5% (3)	-	95.8% (5)	94.7% (2)	96.7% (2-3)
Do you feel safe at this program or service?	95.0% (4)	-	96.3% (4)	91.8% (5)	-
Cleanliness of areas where you receive services or meet with staff.	94.9% (5)	100% (1)	97.6% (2)	-	96.7% (2-3)
Do you feel that you are treated with respect by hospital staff?	-	100% (1)	-	-	96.6% (4-5)
Are you kept waiting a long time when you have appointments?	-	-	-	93.7% (4)	-
Were your individual needs, preferences and values respected in your treatment?	-	100% (1)	-	-	96.6% (4-5)
Do staff clearly explain the purpose of medication?	-	100% (1)	-	-	-
Do staff clearly explain possible medication side effects?	-	100% (1)	-	-	-
Do you feel that enough care is taken of any physical health problems you have?	-	100% (1)	-	-	-

**Top Five Areas for Improvement: Outpatients**

Item	CAMH OP (2013)	ACTR	ACST	CMI	UPP
	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses	% Desired Responses
Apart from talking to your nurse, doctor or treatment team, do you know how to make a complaint at this hospital?	33.0% (1)	34.2% (1)	33.0% (1)	36.6% (1)	23.8% (1)
As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	66.5% (2)	73.0% (2)	63.4% (2)	71.9% (4)	65.9% (2)
As a result of your care with this program or service do you feel better prepared to deal with daily problems?	70.0% (3)	83.8% (4-5)	67.5% (3)	73.1% (5)	68.7% (3)
Do staff tell you about other services and supports available in the community?	72.1% (4)	76.9% (3)	70.2% (4)	-	72.9% (4)
Do you feel that you can refuse treatment (for example medications and/or counseling)?	75.5% (5)	-	-	47.3% (2)	-
Do you feel that enough care is taken of any physical health problems you have?	-	-	76.0% (5)	-	-
Do staff clearly explain possible medication side effects?	-	-	-	68.7% (3)	-
Are you receiving support with income-related issues?	-	-	-	-	74.1% (5)
After you were referred, did you have to wait a long time for services to start?	-	83.8% (4-5)	-	-	-

### Outpatient Client Demographics

	CAMH OP 2013 (n=776)	ACTR (n=39)	ACST (n=432)	CMI (n=212)	UPP (n=93)
<b>What is your sex/gender?</b>					
Male	55.5%	56.8%	50.4%	68.2%	50.6%
Female	42.3%	37.8%	48.9%	28.2%	44.7%
Trans Female to Male	0.8%	2.7%	0.5%	1.0%	1.2%
Trans Male to Female	0.8%	2.7%	0.0%	1.5%	2.4%
Intersex	0.1%	0.0%	0.0%	0.0%	1.2%
Other	0.4%	0.0%	0.2%	1.0%	0.0%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>What is your age?</b>					
Under 18 years	3.3%	2.7%	0.2%	0.0%	25.6%
18 to 24 years	12.8%	13.5%	9.0%	17.1%	20.9%
25 to 44 years	41.0%	48.6%	43.1%	45.6%	17.4%
45 to 64 years	37.1%	35.1%	41.8%	35.2%	19.8%
65 years or over	5.8%	0.0%	5.8%	2.1%	16.3%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>How long have you been receiving care with this program or service?</b>					
Less than 1 week	3.9%	16.7%	2.9%	3.1%	4.8%
1 to 4 weeks	11.0%	27.8%	13.1%	3.1%	12.0%
1 to 3 months	17.9%	13.9%	22.1%	9.2%	19.3%
4 to 12 months	21.9%	11.1%	26.8%	13.8%	21.7%
1 to 5 years	27.4%	19.4%	22.9%	37.2%	30.1%
Over 5 years	16.0%	11.1%	10.7%	30.6%	9.6%
I don't know	1.9%	0.0%	1.5%	3.1%	2.4%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>What language are you most comfortable speaking with your healthcare provider?</b>					
ASL	0.5%	0.0%	0.7%	0.0%	1.1%
English	98.0%	97.3%	98.1%	97.5%	98.9%
Chinese - Mandarin	0.1%	0.0%	0.0%	0.5%	0.0%
Greek	0.3%	0.0%	0.0%	1.0%	0.0%
Hindi	0.1%	0.0%	0.0%	0.5%	0.0%
Hungarian	0.3%	0.0%	0.5%	0.0%	0.0%
Nepali	0.1%	0.0%	0.2%	0.0%	0.0%
Spanish	0.1%	2.7%	0.0%	0.0%	0.0%
Turkish	0.1%	0.0%	0.2%	0.0%	0.0%
Vietnamese	0.1%	0.0%	0.0%	0.5%	0.0%
Other	0.1%	0.0%	0.2%	0.0%	0.0%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>



## 2013 CES Summary of Outpatient Results by Program

	CAMH OP 2013 (n=776)	ACTR (n=39)	ACST (n=432)	CMI (n=212)	UPP (n=93)
<b>How much schooling have you had?</b>					
Some primary school	1.9%	2.8%	0.7%	1.5%	8.3%
Completed primary school	1.0%	0.0%	1.2%	0.5%	1.2%
Some high school	15.6%	13.9%	9.7%	21.2%	32.1%
Completed high school	14.6%	8.3%	11.9%	22.2%	13.1%
Some college or university	23.8%	13.9%	24.0%	26.3%	21.4%
Completed college or university	30.4%	38.9%	37.3%	22.2%	11.9%
Some graduate studies	3.7%	8.3%	3.1%	3.0%	6.0%
Completed graduate studies	9.0%	13.9%	12.1%	3.0%	6.0%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>How many years have you lived in Canada?</b>					
Born in Canada	74.0%	71.1%	76.7%	65.0%	83.5%
Less than 2 years	0.5%	2.6%	0.2%	1.0%	0.0%
2-5 years	1.9%	0.0%	1.7%	3.0%	1.2%
6-9 years	2.2%	5.3%	1.2%	3.5%	2.4%
10 or more years	21.4%	21.1%	20.2%	27.5%	12.9%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Which of the following <u>best</u> describes your racial or ethnic group? (Multiple responses)</b>					
Asian – East (e.g. China, Japan, Korea)	3.6%	0.0%	2.5%	6.9%	2.6%
Asian – South (e.g. India, Pakistan, Sri Lanka)	2.3%	0.0%	2.0%	3.2%	2.6%
Asian – South East (e.g. Malaysia, Philippines)	2.0%	0.0%	2.0%	2.1%	2.6%
Black – Africa (e.g. Ghana, Kenya, Somalia)	2.7%	5.7%	1.2%	4.8%	3.8%
Black – North America	1.6%	2.9%	0.7%	2.6%	2.6%
Black – Caribbean (e.g. Jamaica, Trinidad)	3.0%	0.0%	1.7%	5.3%	5.1%
First Nations – Non-status	0.4%	0.0%	0.2%	1.1%	0.0%
First Nations – Status	1.0%	0.0%	1.2%	1.1%	0.0%
Indian – Caribbean (e.g. Guyana with origins in India)	1.1%	0.0%	0.7%	2.1%	1.3%
Aboriginal	0.1%	0.0%	0.0%	0.5%	0.0%
Inuit	0.1%	0.0%	0.0%	0.5%	0.0%
Latin American	2.6%	8.6%	2.0%	3.7%	0.0%
Metis	0.6%	0.0%	1.0%	0.0%	0.0%
Middle Eastern (e.g. Egypt, Iran, Israel, Palestine)	1.6%	5.7%	1.7%	1.1%	0.0%
White – Europe (e.g. England, Greece, Italy)	20.7%	17.1%	23.6%	18.0%	14.1%
White – North American	47.6%	54.3%	51.5%	35.4%	53.8%
Mixed background	7.4%	5.7%	6.0%	9.0%	11.5%
Other ethnicity	1.7%	0.0%	1.7%	2.6%	0.0%

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	<b>CAMH OP 2013 (n=776)</b>	<b>ACTR (n=39)</b>	<b>ACST (n=432)</b>	<b>CMI (n=212)</b>	<b>UPP (n=93)</b>
<b>What supports do you have in the community? (Multiple responses)</b>					
Parents/children/siblings	57.7%	53.8%	55.3%	62.3%	60.2%
Spouse/romantic partner	26.2%	46.2%	31.0%	16.0%	18.3%
Friends	58.8%	46.2%	64.4%	51.4%	54.8%
Social workers/other social service worker	39.9%	28.2%	34.5%	50.0%	47.3%
None	6.1%	10.3%	7.2%	4.7%	2.2%
I don't know	1.9%	0.0%	1.9%	1.9%	3.2%
Other community support	16.0%	7.7%	17.8%	16.5%	9.7%