

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

CAMH Inpatient Sample Size Distribution

Year	CAMH IP Total	ACST	ACTR	CMI	UPP
2013	336	76	17	218	25
2012	269	66	18	170	15

** 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. Arriving at the Hospital

Question	Year	CAMH IP Total	ACST	ACTR	CMI	UPP
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?	2013	62.8%	86.4%	29.4%	59.3%	47.8%
	2012	61.4%	71.2%	17.6%	63.7%	38.5%
When you arrived on the unit, did you have to wait a long time to get to your room?	2013	86.3%	94.3%	70.6%	83.8%	95.6%
	2012	88.1%	89.4%	72.2%	89.0%	91.7%

2013 CES Summary of Inpatient Results by Program

B. Experiences on the Unit

Question	Year	CAMH IP Total	ACST	ACTR	CMI	UPP
<i>How often are the following areas clean?</i>						
Your room	2013	82.8%	86.3%	94.1%	81.0%	79.1%
	2012	74.6%	78.5%	72.2%	72.0%	93.3%
Your washroom	2013	67.2%	81.8%	70.6%	60.1%	82.6%
	2012	73.6%	81.3%	82.4%	68.9%	84.6%
Common areas (hallways, lobby, cafeteria, etc.)	2013	77.8%	86.3%	88.2%	74.2%	75.0%
	2012	85.4%	93.9%	72.2%	82.8%	92.3%
Is the area around your room quiet at night?	2013	75.3%	88.0%	76.5%	74.0%	45.8%
	2012	79.5%	84.1%	64.7%	78.9%	84.6%
Do you feel safe on your unit/at this program or service?	2013	78.5%	92.0%	70.6%	75.3%	70.8%
	2012	83.6%	92.3%	88.9%	80.7%	71.4%
Are you given enough privacy when discussing your issues or treatment with staff?	2013	77.1%	90.3%	94.1%	72.4%	65.2%
	2012	77.6%	89.4%	77.8%	72.2%	84.6%
<i>How would you rate the following aspects of the hospital food?</i>						
Overall quality	2013	48.0%	48.0%	58.8%	49.3%	29.1%
	2012	45.2%	29.2%	52.9%	50.6%	46.2%
If you require a special diet do you receive it?	2013	62.1%	65.7%	40.0%	60.3%	81.8%
	2012	65.4%	61.5%	75.0%	65.9%	66.7%

C. Participation

Question	Year	CAMH IP Total	ACST	ACTR	CMI	UPP
Are you involved as much as you want in decisions about your treatment?	2013	59.8%	80.7%	70.6%	51.9%	56.5%
	2012	64.5%	77.8%	56.2%	61.0%	53.8%
Do you understand your care plan?	2013	66.5%	87.7%	58.8%	61.2%	50.0%
	2012	61.8%	76.2%	33.3%	58.7%	61.5%
Do staff clearly explain the purpose of medication?	2013	64.9%	88.3%	80.0%	56.4%	59.0%
	2012	68.3%	84.7%	80.0%	61.5%	66.7%
Do staff clearly explain possible medication side effects?	2013	44.5%	69.0%	33.4%	39.0%	25.0%
	2012	48.1%	55.0%	26.7%	48.4%	38.5%

2013 CES Summary of Inpatient Results by Program

D. Needs

Question	Year	CAMH IP Total	ACST	ACTR	CMI	UPP
Do you feel you have been treated unfairly at this hospital for any of the following reasons?						
Your age	2013	91.7%	98.7%	100.0%	88.5%	92%
	2012	92.5%	98.5%	88.9%	91.8%	76.9%
Your sex/gender	2013	93.5%	100.0%	100.0%	90.8%	92%
	2012	94.8%	100.0%	94.4%	92.9%	92.3%
Your race/ethnic background	2013	89.9%	96.1%	100.0%	85.7%	96.0%
	2012	95.1%	100.0%	100.0%	92.9%	92.3%
Your spiritual/religious beliefs	2013	91.1%	97.4%	94.1%	88.5%	92.0%
	2012	93.6%	100.0%	100.0%	91.2%	84.6%
Your sexual orientation	2013	96.4%	98.7%	94.1%	95.4%	100%
	2012	94.8%	100.0%	100.0%	91.8%	100.0%
Your language	2013	93.2%	98.7%	100.0%	89.9%	100%
	2012	95.9%	98.5%	94.4%	95.3%	92.3%
Your financial situation	2013	91.1%	97.4%	94.1%	88.0%	96%
	2012	92.1%	95.5%	100.0%	90.0%	92.3%
A disability you have	2013	90.2%	98.7%	100.0%	85.3%	100%
	2012	92.1%	100.0%	88.9%	90.0%	84.6%
Another reason	2012	92.1%	100.0%	88.9%	90.0%	84.6%
	2012	N/A	N/A	N/A	N/A	N/A
I was not treated unfairly	2013	60.7%	77.6%	82.4%	48.4%	47.8%
	2012	N/A	N/A	N/A	N/A	N/A
Were your individual needs, preferences and values respected in your treatment?	2013	63.7%	86.0%	75.0%	85.3%	52.1%
	2012	65.7%	76.2%	62.5%	61.9%	66.7%
Do you feel that you are treated with respect by hospital staff?	2013	71.5%	89.0%	94.1%	64.2%	62.5%
	2012	75.6%	90.5%	81.2%	69.8%	69.2%
Do you feel that enough care is taken of any physical health problems you have?	2013	61.1%	79.0%	50.0%	56.8%	61.1%
	2012	71.5%	71.7%	81.8%	71.4%	60.0%
Do you feel that staff support your improvement and recovery?	2013	69.1%	90.3%	76.5%	60%	78.2%
	2012	75.1%	87.5%	76.5%	71.6%	53.8%

2013 CES Summary of Inpatient Results by Program

E. Rights

Question	Year	CAMH IP Total	ACST	ACTR	CMI	UPP
Do you feel that you can refuse treatment (for example medications and/or counseling)?	2013	47.9%	75.7%	30.8%	38.6%	60.0%
	2012	53.1%	77.4%	41.7%	45.3%	44.4%
Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital?	2013	45.0%	58.1%	29.4%	48.4%	37.5%
	2012	47.7%	48.4%	23.5%	50.6%	38.5%

F. Activities

Question	Year	CAMH IP Total	ACST	ACTR	CMI	UPP
Are there enough activities for you to do at the hospital during the day on weekdays?	2013	54.0%	74.2%	35.7%	48.8%	43.4%
	2012	64.6%	78.5%	21.4%	62.8%	63.6%
Are there enough activities for you to do at the hospital on evenings and weekends?	2013	34.6%	40.7%	35.7%	33.1%	26.1%
	2012	37.6%	34.9%	21.4%	41.3%	20.0%
Are the activities available of interest to you?	2013	43.5%	47.2%	14.3%	46.1%	26.1%
	2012	45.7%	60.0%	26.7%	41.9%	41.7%

G. Discharge Planning

Question	Year	CAMH IP Total	ACST	ACTR	CMI	UPP
Have staff talked to you about your discharge?	2013	48.4%	45.6%	56.3%	48.6%	50.0%
	2012	49.2%	63.1%	29.4%	46.5%	36.4%
Have you been involved as much as you want in planning for your discharge?	2013	49.2%	63.9%	63.6%	45.0%	33.2%
	2012	64.5%	58.5%	80.0%	69.0%	33.3%

H. Overall Experience

Question	Year	CAMH IP Total	ACST	ACTR	CMI	UPP
As a result of your care with this program or service do you feel better prepared to deal with daily problems?	2013	54.7%	64.6%	47.0%	54.0%	33.2%
	2012	52.7%	60.0%	35.7%	52.0%	45.5%
As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	2013	55.4%	67.9%	47.0%	52.8%	42.8%
	2012	55.6%	55.0%	73.3%	55.6%	36.4%
Overall, are you being helped by your hospital stay/care with this program or service?	2013	64.3%	84.0%	58.8%	59.7%	43.4%
	2012	61.7%	83.9%	68.7%	52.9%	50.0%
Overall, how would you rate the services you are receiving?	2013	65.2%	92.0%	82.3%	56.5%	41.6%
	2012	72.4%	87.7%	75.0%	66.7%	60.0%
If you needed treatment again would you choose to come back to this program or service?	2013	62.1%	86.6%	76.4%	54.7%	34.7%
	2012	61.5%	89.2%	50.0%	52.9%	36.4%

I. Additional Summary

Question	Year*	CAMH IP Total	ACST	ACTR	CMI	UPP
Are staff helping you with your employment and/or education goals?	2013	44.0%	36.8%	25.0%	44.8%	77.8%
Are you receiving support with income-related issues?	2013	61.8%	58.1%	66.7%	62.7%	55.6%
Are staff helping you with your housing goals?	2013	52.7%	43.8%	22.2%	56.3%	62.5%

* Data not available for 2012

Top Five Areas of Strength: Inpatients

Question	CAMH IP Total	ACST	ACTR	CMI	UPP
Do you feel you have been treated unfairly at this hospital? (mean average 9 items)	92.0%	98.0%	98.0%	89.0%	96.0%
When you arrived on the unit, did you have to wait a long time to get to your room?	86.3%	94.3%	70.6%	83.8%	95.6%
Are you given enough privacy when discussing your issues or treatment with staff?	77.1%	90.3%	94.1%	72.4%	65.2%
Cleanliness of inpatient rooms	82.8%	86.3%	94.1%	81.0%	79.1%
Do you feel that you are treated with respect by hospital staff?	71.5%	89.0%	94.1%	64.2%	62.5%

Top Five Areas for Improvement: Inpatients

Question	CAMH IP Total	ACST	ACTR	CMI	UPP
Are there enough activities for you to do at the hospital on evenings and weekends?	34.6%	40.7%	35.7%	33.1%	26.1%
How do you rate the overall quality of the hospital food?	48.0%	48.0%	58.7%	49.3%	29.1%
Are the activities available of interest to you?	43.5%	47.2%	14.2%	46.1%	26.1%
Apart from talking to your nurse, doctor or treatment team, do you know how to make a complaint at this hospital?	45.0%	58.1%	29.4%	48.4%	37.5%
Do staff clearly explain possible medication side effects?	44.5%	69.0%	33.2%	39.0%	25.0%

Inpatient Client Demographics

	ACST	ACTR	CMI	UPP
What is your sex/gender?				
Male	39.7%	56.3%	64.3%	41.6%
Female	57.5%	18.8%	31.9%	54.1
Transsexual/Transgender	2.7%	25.0%	03.6%	04.1%
Other				
What is your age?				
Under 18 years	0.0%	0.0%	01.0%	16.6%
18 to 24 years	17.3%	18.8%	18.1%	16.6%
25 to 44 years	42.7%	50.0%	44.9%	0.0%
45 to 64 years	37.3%	25.0%	34.8%	16.6%
65 years or over	2.7%	6.3%	01.0%	50.0%
What language are you most comfortable speaking with your health care provider?				
English	100.0%	100.0%	90.0%	95.9%
Other	0.0%	0.0%	10.0%	04.1%
How much schooling have you had?				
Less than high school	20.0%	31.3%	30.1%	45.8%
Completed high school	17.3%	18.8%	20.6%	12.5%
Some college / university	24.0%	18.8%	25.1%	12.5%
College/university +	38.7%	31.3%	24.1%	29.2%

Inpatient Demographics (continued)

	ACST	ACTR	CMI	UPP
Were you born in Canada?				
Yes	82.7%	58.8%	52.5%	58.3%
No	17.3%	41.2%	47.4%	41.6%
If no, how many years have you lived in Canada?				
Less than 2 years	0.0%	0.0%	0.0%	0.0%
2-5 years	0.0%	16.7%	19.0%	0.0%
6-9 years	0.0%	16.7%	9.5%	10.0%
10 or more years	100.0%	66.7%	71.4%	90.0%
Which of the following best describes your racial or ethnic group? (<i>Collapsed</i>)				
Asian - East (e.g. China, Japan, Korea)				
Asian - South (e.g. India, Pakistan, Sri Lanka)	4.1%	6.3%	11.6%	08.3%
Asian - South East (e.g. Malaysia, Philippines)				
Black - Africa (e.g. Ghana, Kenya, Somalia)				
Black - North America	2.7%	6.3%	20.6%	12.5%
Black - Caribbean (e.g. Jamaica, Trinidad)				
First Nations (Status and Non-Status)	6.8%	0.0%	02.1%	04.2%
White - North America	68.5%	62.5%	47.6%	62.5%
White - Europe (e.g. England, Greece, Italy)				
Other ethnicity: (Collapsed from: Latin - American, Mixed background, Middle – Eastern, Indian - Caribbean)	17.8%	25.0%	17.9%	12.5%