

camh Centre for Addiction
and Mental Health

2020 Ontario Perception of
CARE (OPOC): Non-
Registered Family

Top Bottom Item Analysis &
Correlational Analysis

January 2021

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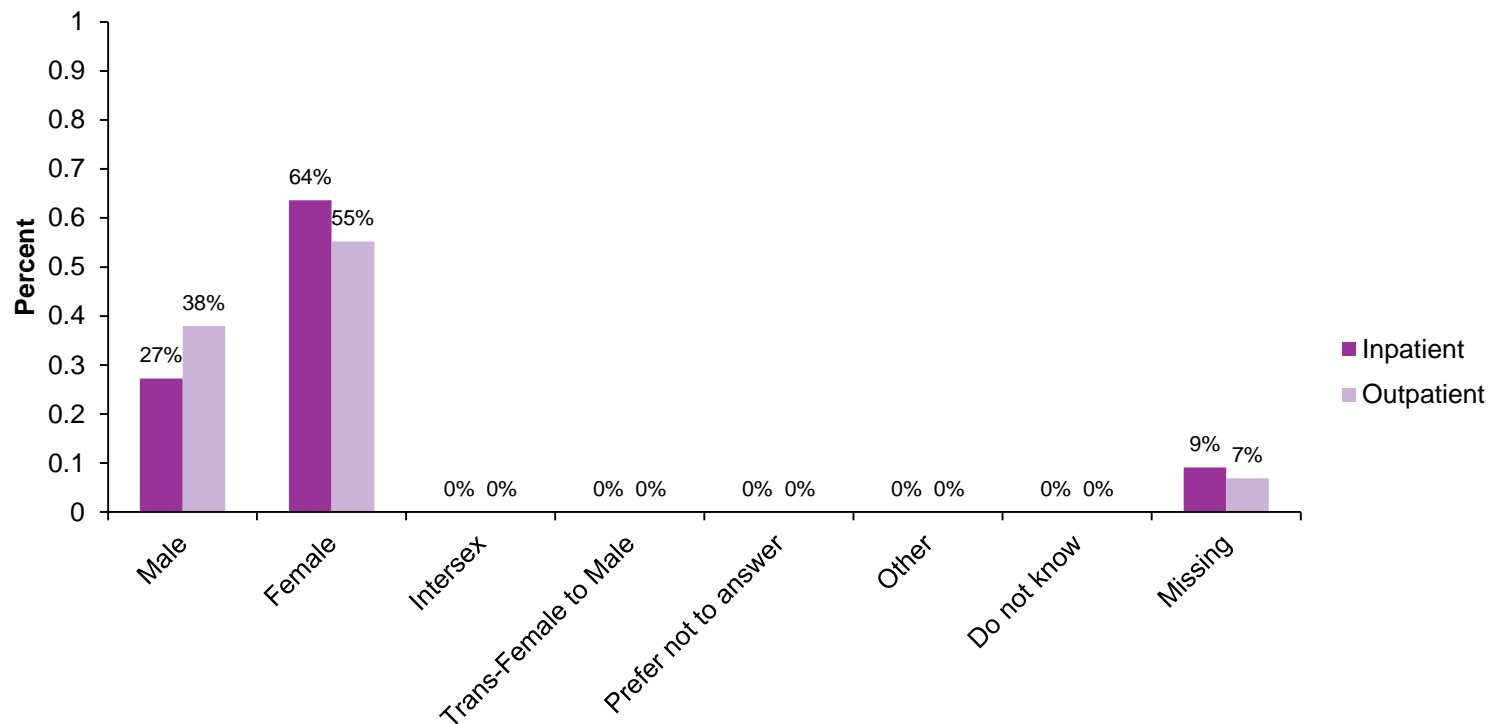
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OPOC Respondent Numbers (Non-Registered Family)

	Non-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
Outpatient	87
Inpatient	22
Overall (All programs)	109

Demographics

Gender

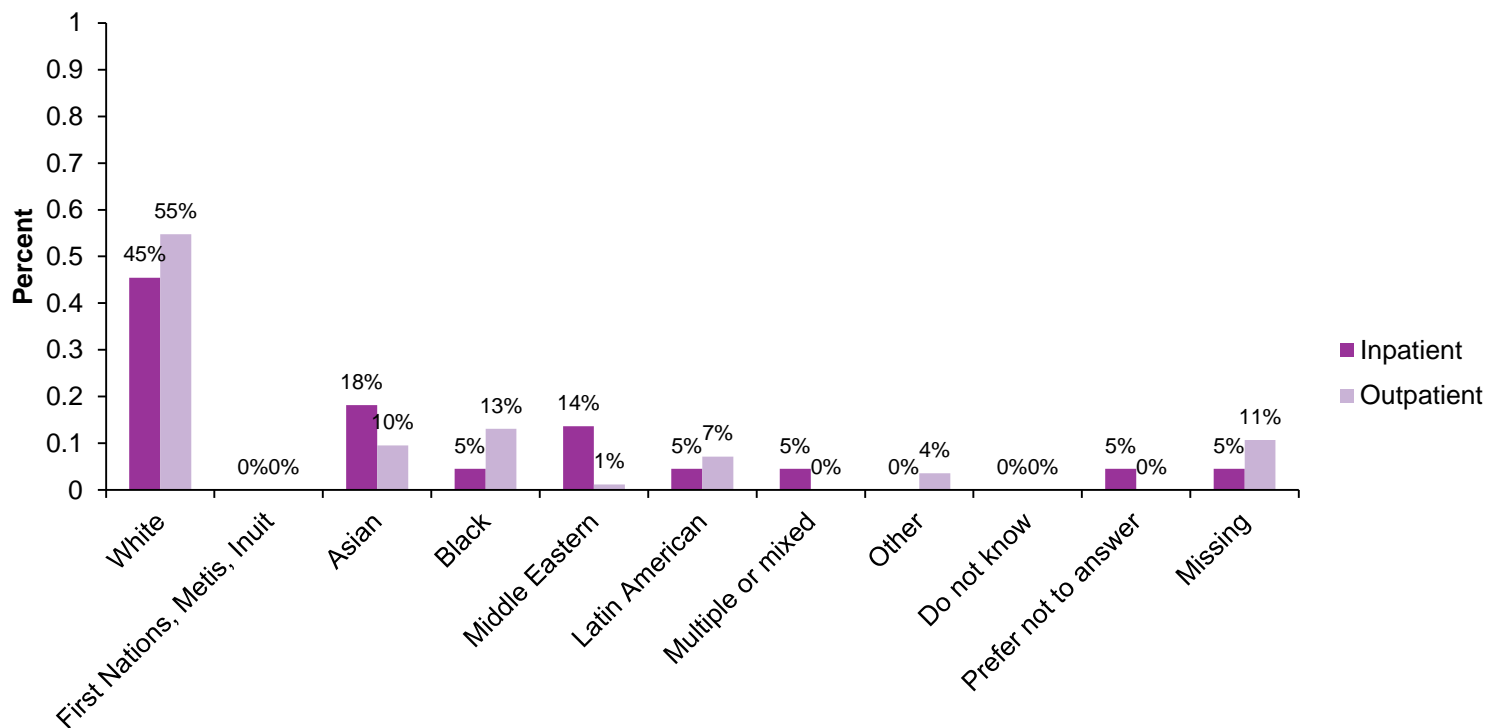


Demographics

- Age demographic data unavailable for 2020 OPOC analysis due to database error

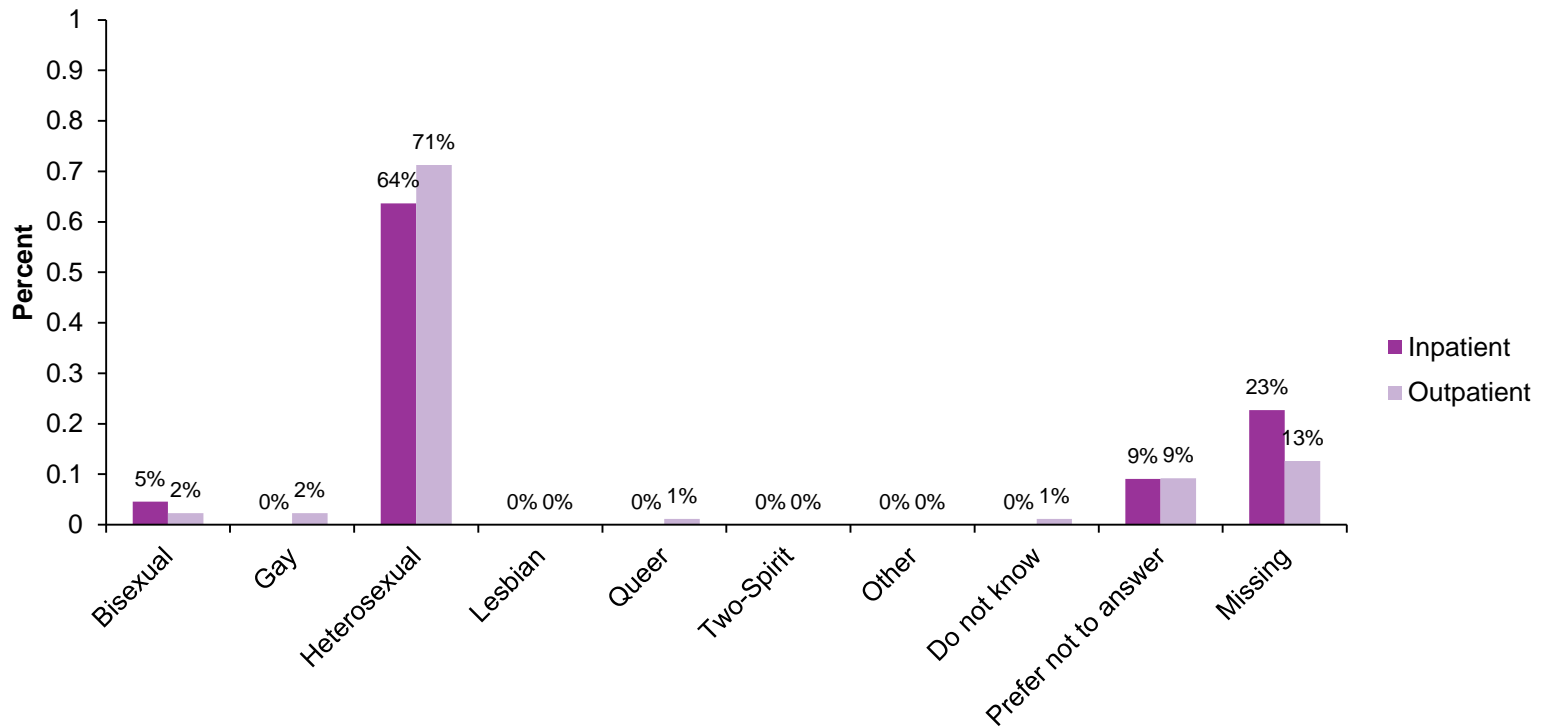
Demographics

Population Group



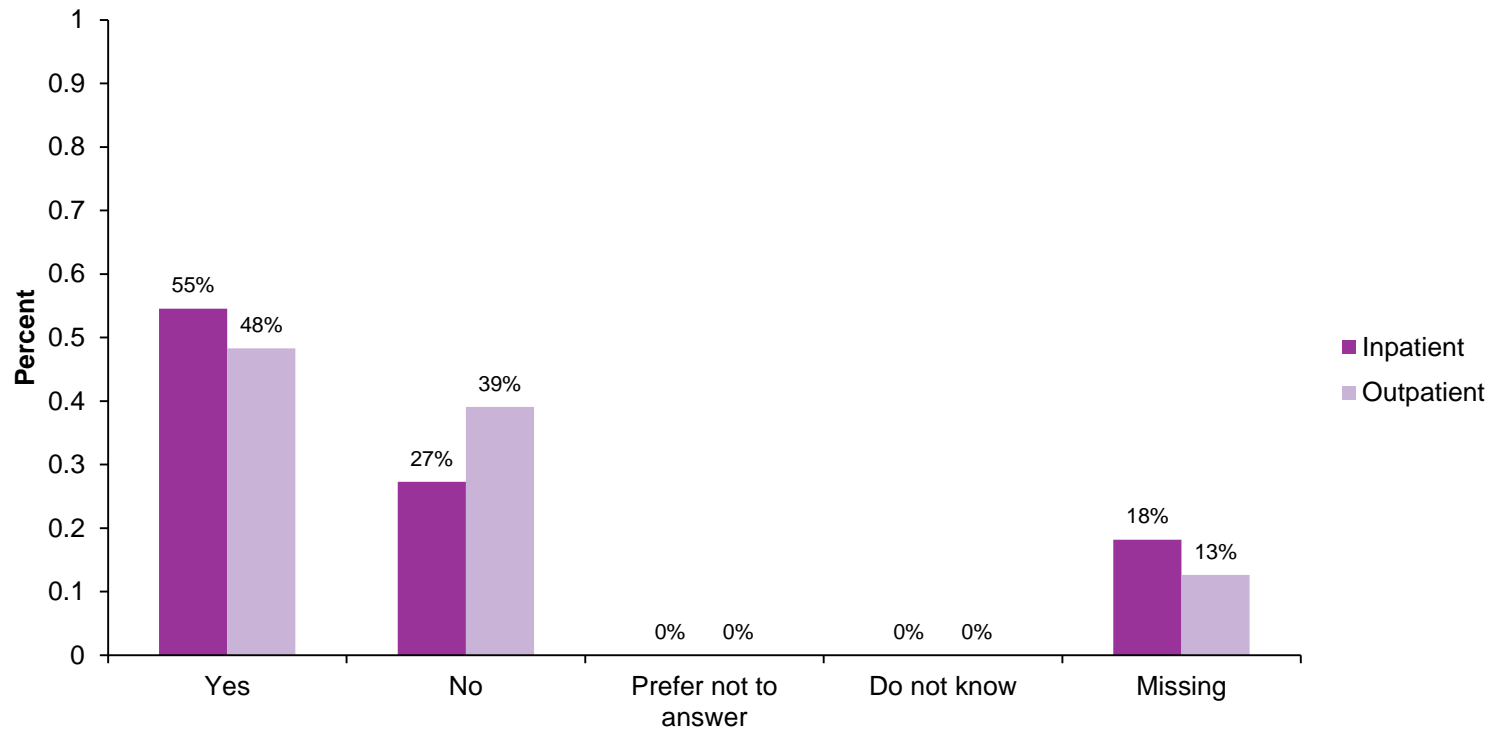
Demographics

Sexual Orientation



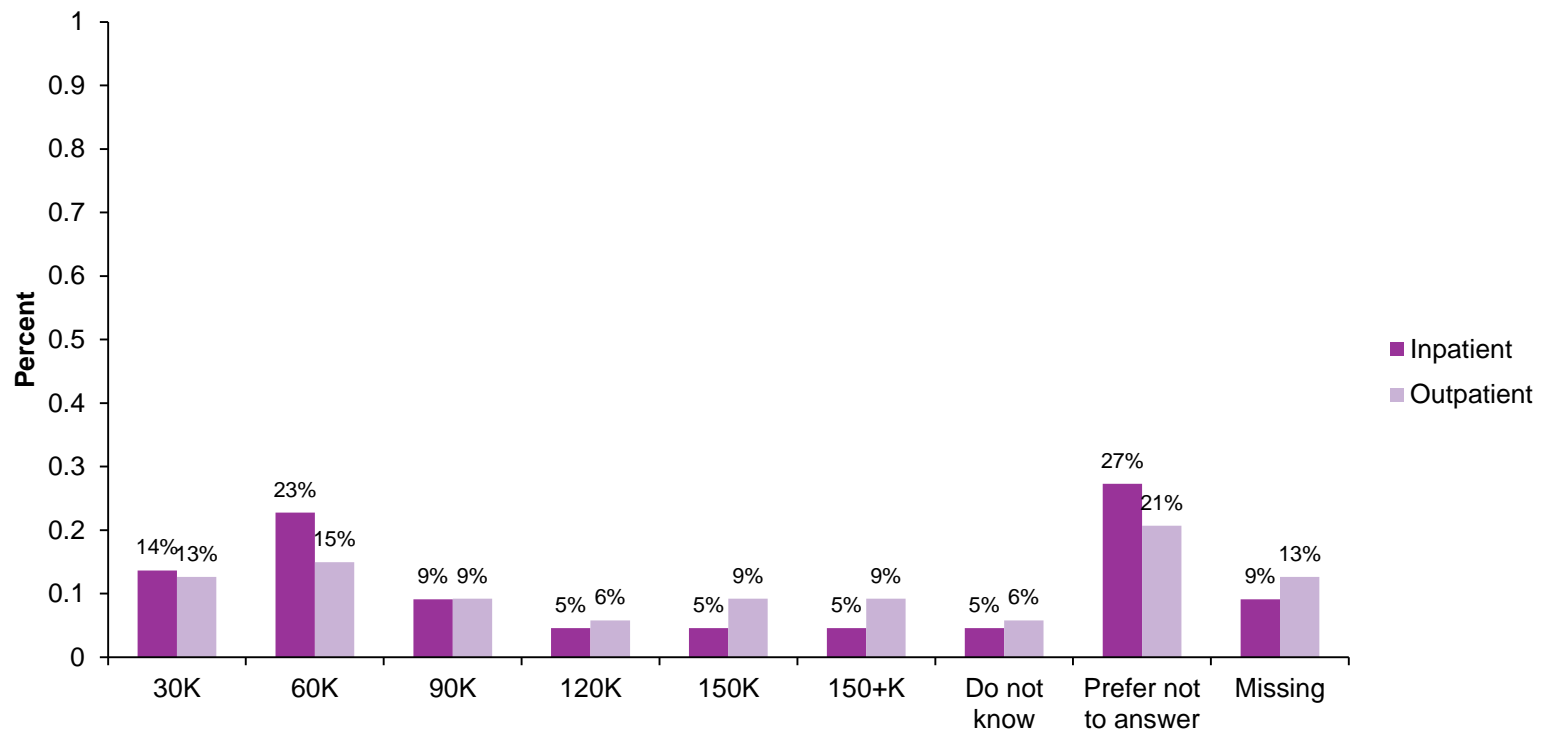
Demographics

Born in Canada



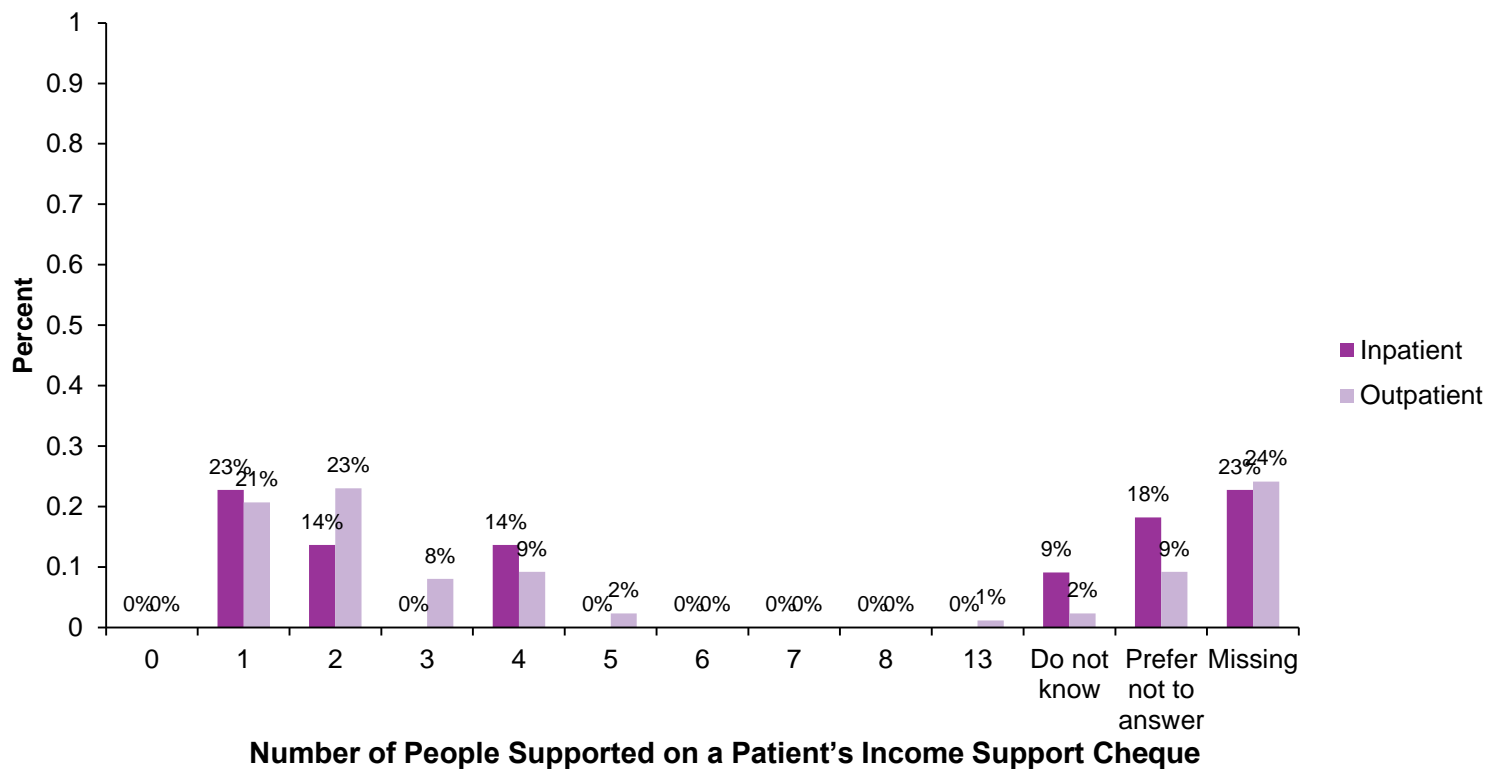
Demographics

Family Income



Demographics

Income Support



Methodology - Top/Bottom 5 OPOC Items

- Responses grouped into:
 - Positive responses = strongly agree + agree
 - Negative responses = strongly disagree + disagree
- Positive responses for the top and bottom 5 items were reported:
 - Calculated by excluding Not Applicable & Missing data (denominator = positive + negative responses for each item)
 - Items from the Overall Experience domain were not included in the top/bottom 5 positive response items
 - $100\% - \text{positive response rate} = \text{negative response rate}$
- Not Applicable and Missing percentages and counts (out of the overall dataset) were included to show exclusions for each item
- Top/bottom OPOC domains were calculated by counting the top/bottom 5 items in each domain

2020 Top 5 Non-Registered Family (All Programs) Items - highest to lowest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
10. Staff were sensitive to my cultural needs (e.g., religion, language, ethnic background, race). (Therapists/Support Workers/Staff)	93.0%	53	n = 57	47.7%	52
09. I was treated with respect by program staff. (Therapists/Support Workers/Staff)	91.5%	86	n = 94	13.8%	15
15. I felt safe in the facility at all times. (Environment)	91.5%	86	n = 94	13.8%	15
14. I was given private space when discussing personal issues with staff. (Environment)	91.2%	62	n = 68	37.6%	41
13. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and my room if applicable). (Environment)	90.9%	80	n = 88	19.3%	21

2020 Bottom 5 Non-Registered Family (All Programs) Items - lowest to highest

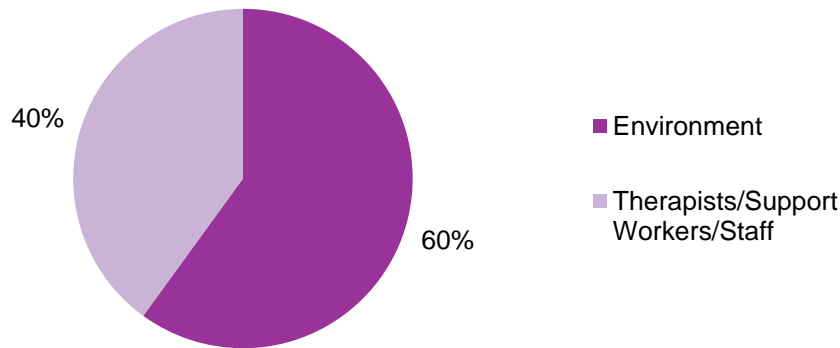
Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
07. If I had a serious concern, I would know how to make a formal complaint to this organization. (Participation/Rights)	50.0%	44	n = 88	19.3%	21
06. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided)	68.3%	41	n = 60	45.0%	49
04. I received enough information about the programs and services available to me (Access/Entry to Services)	69.5%	57	n = 82	24.8%	27
02. The location of services was convenient for me (Access/Entry to Services)	69.6%	64	n = 92	15.6%	17
01. When I first started looking for help, services were available at times that were good for me (Access/Entry to Services)	73.8%	62	n = 84	22.9%	25

Top/Bottom 5 Non-Registered Family (All Programs) Overview

- The top 5 positive responses ranged from 90.9% to 93.0%.
- The bottom 5 positive responses ranged from 50.0% to 73.8%.
- The top rated positive response was item 10. Staff were sensitive to my cultural needs (e.g., religion, language, ethnic background, race). (Therapists/Support Workers/Staff) – with 93.0%.
- The lowest rated positive response was item 07. If I had a serious concern, I would know how to make a formal complaint to this organization. (Participation/Rights) – with 50.0%.
- The N/A & Missing column were $\geq 10\%$ of the overall 109 (All Programs) respondents for items: Q02 Q03 Q05 Q06 Q09 Q11 Q16 Q17 Q18 Q19 Q21 Q22 Q23 Q24 Q25 Q26

2020 Highest and Lowest Rated Item Domains (Non-Registered Family (All Programs))

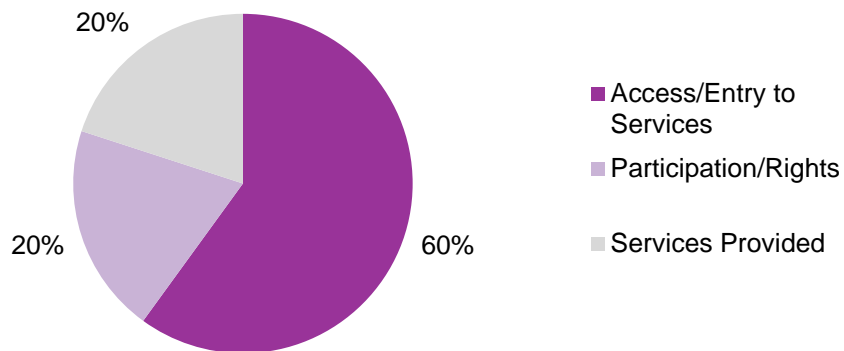
Highest Rated Domains



When looking at the 5 highest rated items:

- 60% were from the Environment domain
- 40% were from the Therapists/Support Workers/Staff domain

Lowest Rated Domains

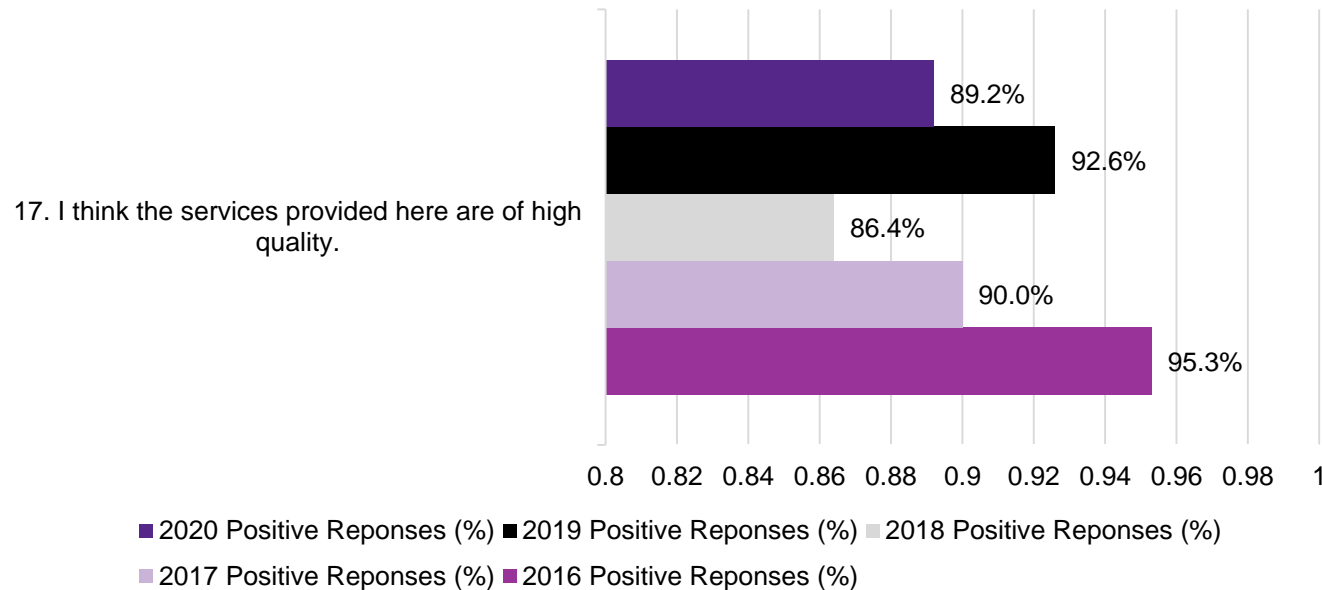


When looking at the bottom 5 positive responses:

- 60% were from the Access/Entry to Services domain
- 20% were from the Participation/Rights domain
- 20% were from the Services Provided domain

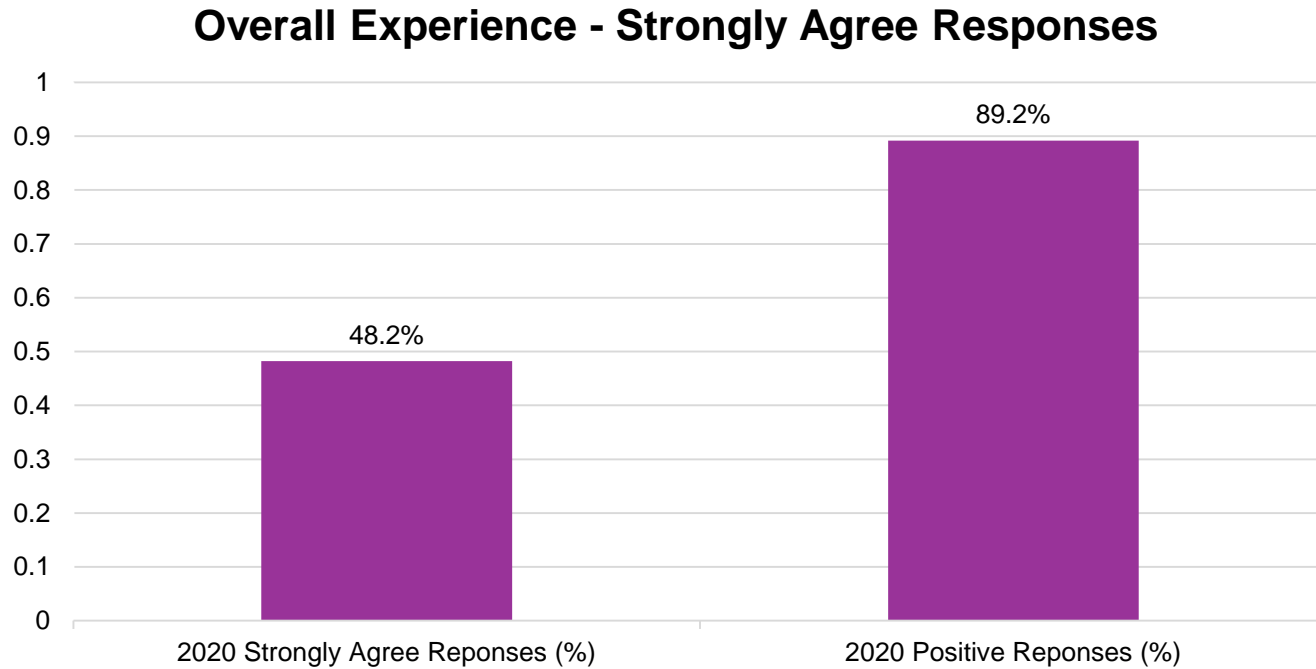
Overall Experience Chart - Agree & Strongly Agree

Overall Experience - Positive Response



For the Non-Registered Family survey, there was only 1 overall experience question (item 17 which is equivalent to item 31 in the Registered OPOC) and the positive response rate was 89.2% (a 3.4% decrease compared to 2019 results).

Overall Experience Chart - Strongly Agree



The strongly agree response for question 17 is 48.2%.

Methodology Top/Bottom Correlated Items for Overall Experience Items 17

- N/A responses were excluded.
- Pearson, 2-tailed correlations were conducted.
 - The closer the correlation coefficient (r) is to +1, the stronger the positive correlation:

<0.2	Very weak relationship
0.2-0.4	Weak relationship
0.4-0.6	Moderate relationship
0.6-0.8	Strong relationship
> 0.8	Very strong relationship

- Overall experience items were excluded from the top/bottom correlated items for overall experience items 17
- The 5 highest correlated items (top 5) and 5 lowest correlated items (bottom 5) were reported along with the sample size.

2020 Top/Bottom Correlated Items: Overall Experience (Non-Registered Family (All Programs))

17. I think the services provided here are of high quality.

Top 5 Correlated Items	Correlation Coefficient (r)	n
08. I found staff knowledgeable and competent/qualified. (Therapists/Support Workers/Staff)	0.735	74
11. Staff understood and responded to my needs and concerns. (Therapists/Support Workers/Staff)	0.71	68
09. I was treated with respect by program staff. (Therapists/Support Workers/Staff)	0.696	75
04. I received enough information about the programs and services available to me (Access/Entry to Services)	0.632	69
10. Staff were sensitive to my cultural needs (e.g., religion, language, ethnic background, race). (Therapists/Support Workers/Staff)	0.593	47

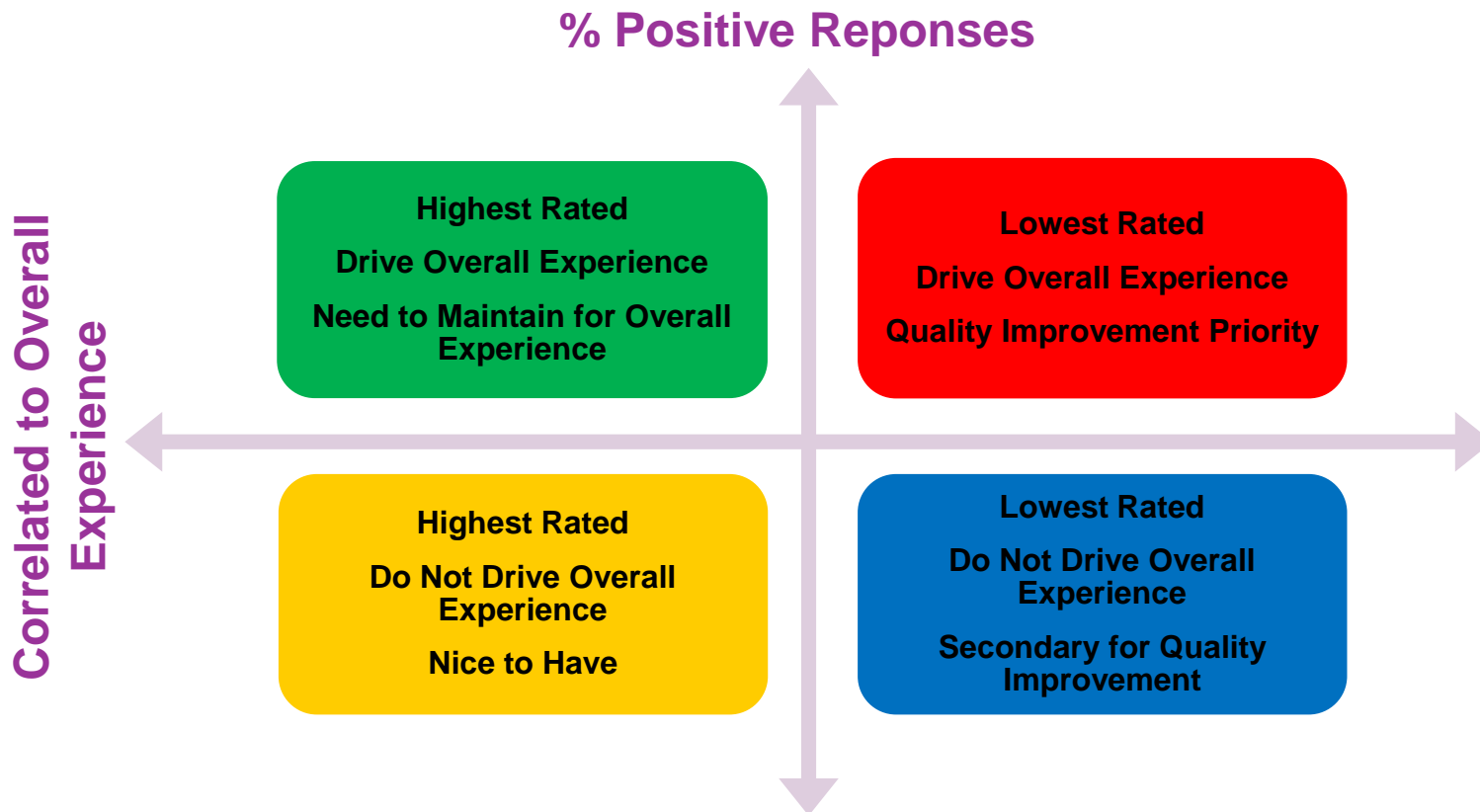
Bottom 5 Correlated Items	Correlation Coefficient (r)	n
12. Overall, I found the facility welcoming, non-discriminating, and comfortable (e.g., entrance, waiting room, decor, posters, my room if applicable). (Environment)	0.469	78
03. I felt welcome from the start (Access/Entry to Services)	0.47	73
01. When I first started looking for help, services were available at times that were good for me (Access/Entry to Services)	0.482	68
14. I was given private space when discussing personal issues with staff. (Environment)	0.486	59
05. Responses to my crises or urgent needs were provided when needed (Services Provided)	0.552	64

2020 Non-Registered Family (All Programs) Overview

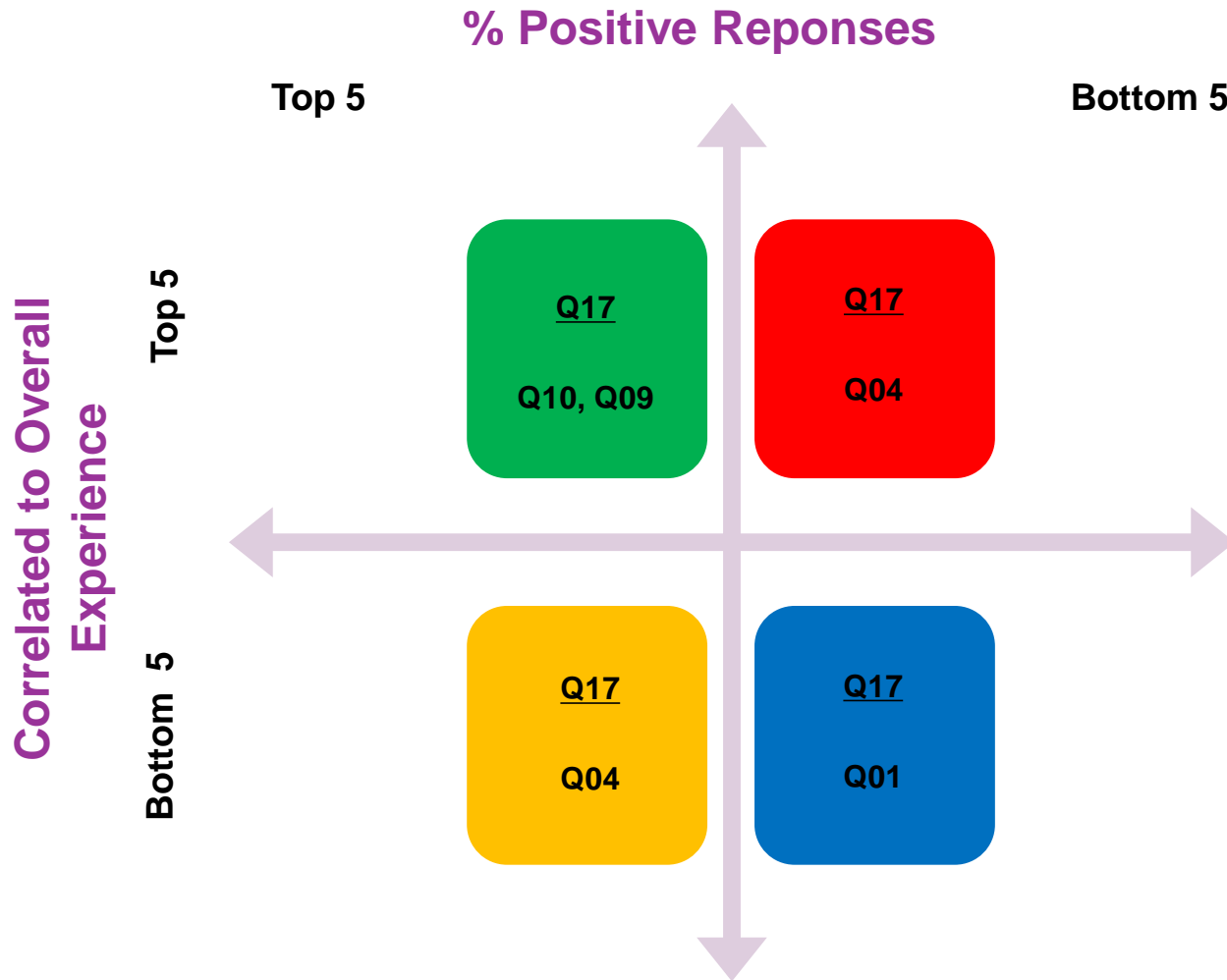
- **Overall Experience Q17**
- The correlation coefficients (r) ranged from 0.469 to 0.735.
- The highest correlated item being Q08 and the lowest correlated item being Q12.
- The domains captured in the top 5 correlated items included: Access/Entry to Services (1), Therapists/Support Workers/Staff (4)
- The domains captured in the bottom 5 correlated items included: Services Provided (1), Access/Entry to Services (2), Environment (2)

Conclusions - Tying it All Together (Non-Registered Family)

The top/bottom 5 positively rated items from the previous analysis and the top/bottom 5 items correlated to overall experience were grouped into the following to identify potential areas for quality improvement:



2020 Conclusions (Non-Registered Family)



2020 Final Conclusions (Non-Registered Family (All Programs))

2020 Highest Quality Improvement Area Focus (Non-Registered Family (All Programs))

Item 04. I received enough information about the programs and services available to me (Access/Entry to Services)

Previous Non-Registered Family (All Programs) Highest Quality Improvement Area Focus

2019	Item 06. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided)
2018	Item 6. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided) Item 7. If I had a serious concern, I would know how to make a formal complaint to this organization. (Participation/Rights)