

camh Centre for Addiction
and Mental Health

2020 Ontario Perception of
CARE (OPOC): Registered
Client and Registered Family

Top Bottom Item Analysis &
Correlational Analysis

January 2021

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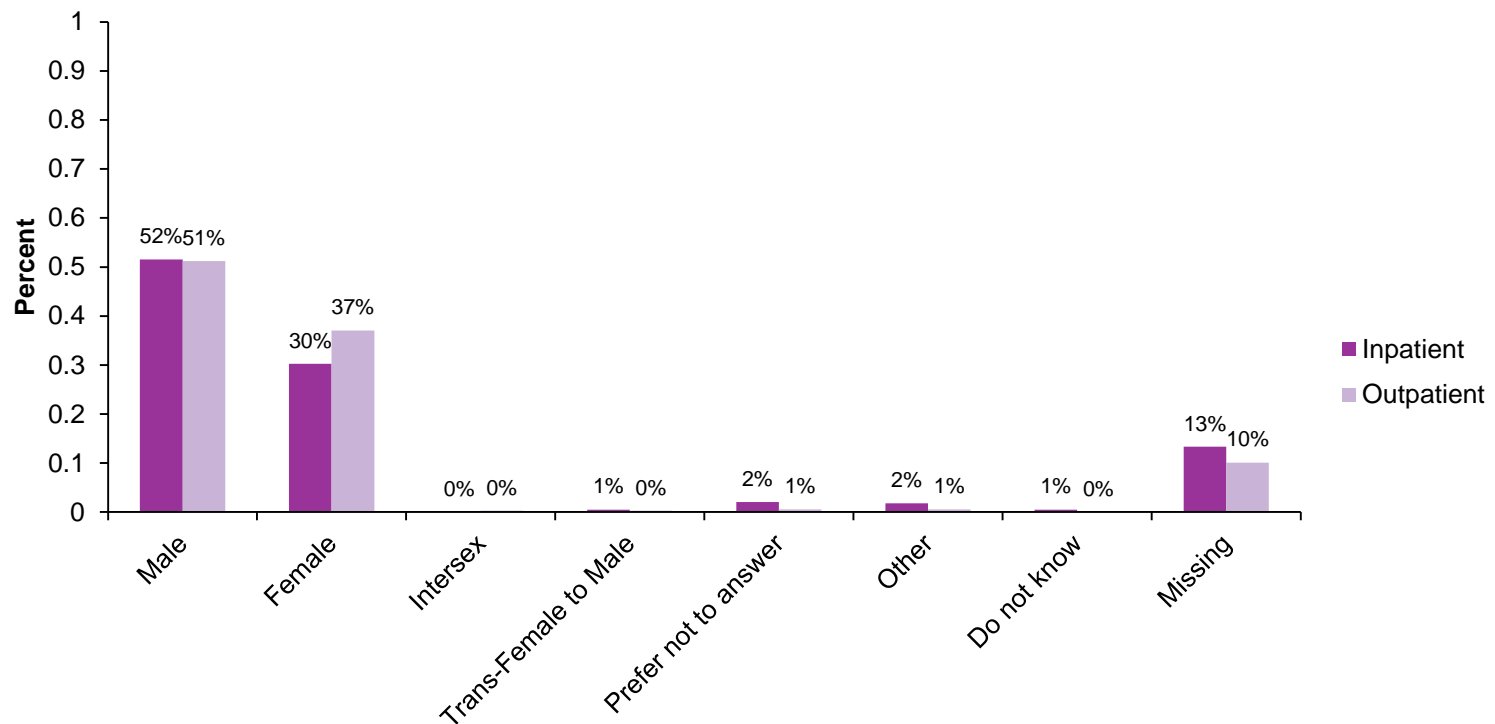
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OPOC Respondent Numbers (Registered Client and Registered Family)

	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	Registered Clients with mental health, substance abuse, addiction, and/or gambling-related problems	Total number of respondents
Inpatient	0	390	390
Outpatient	19	348	367
Overall (All programs)	19	738	757

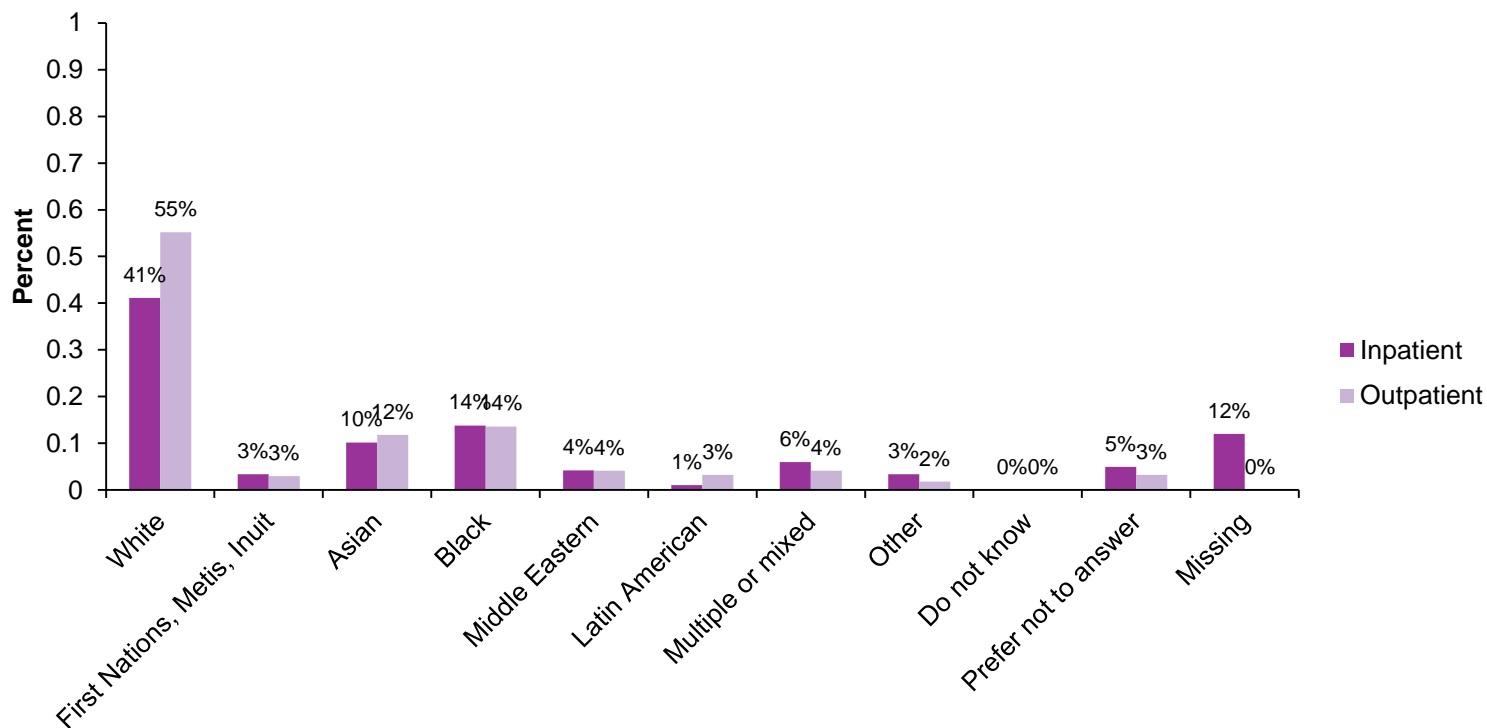
Demographics

Gender



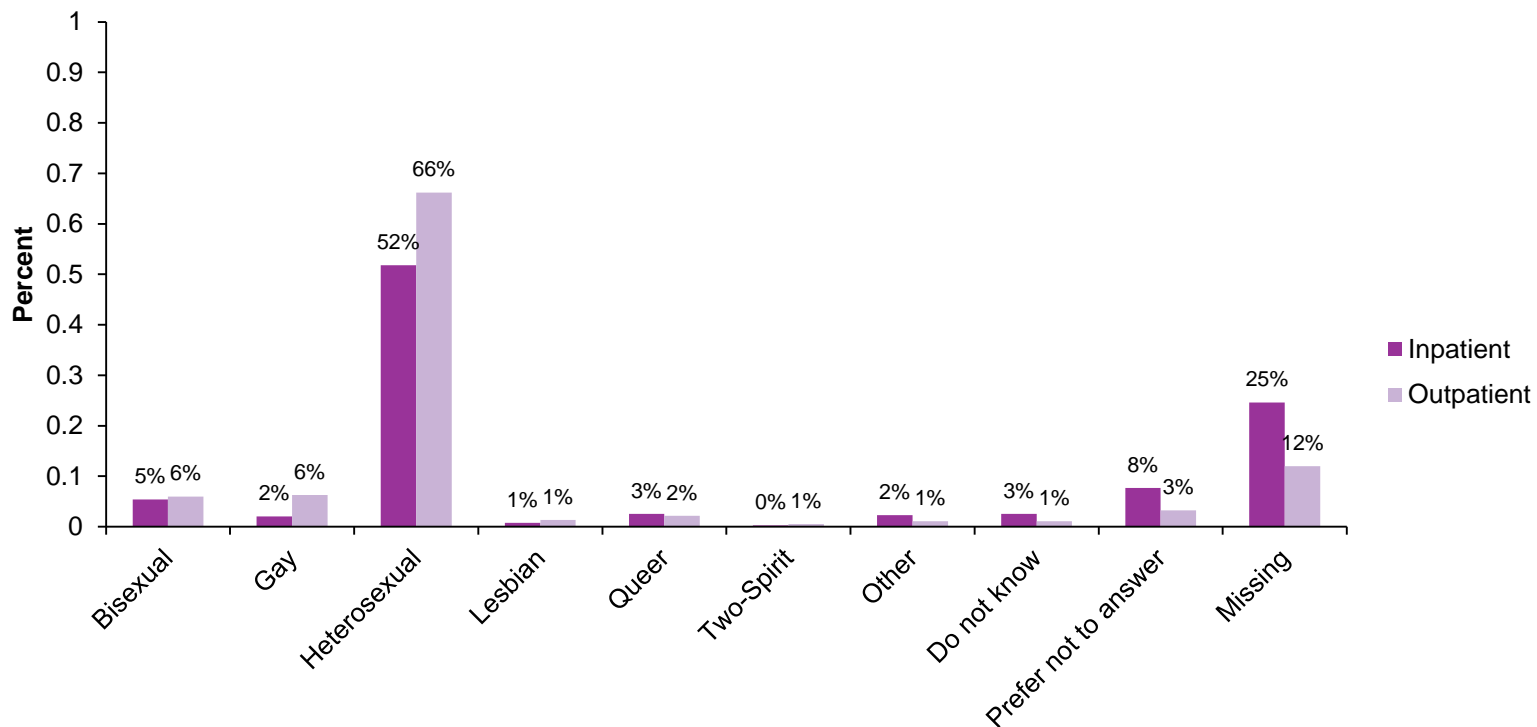
Demographics

Population Group



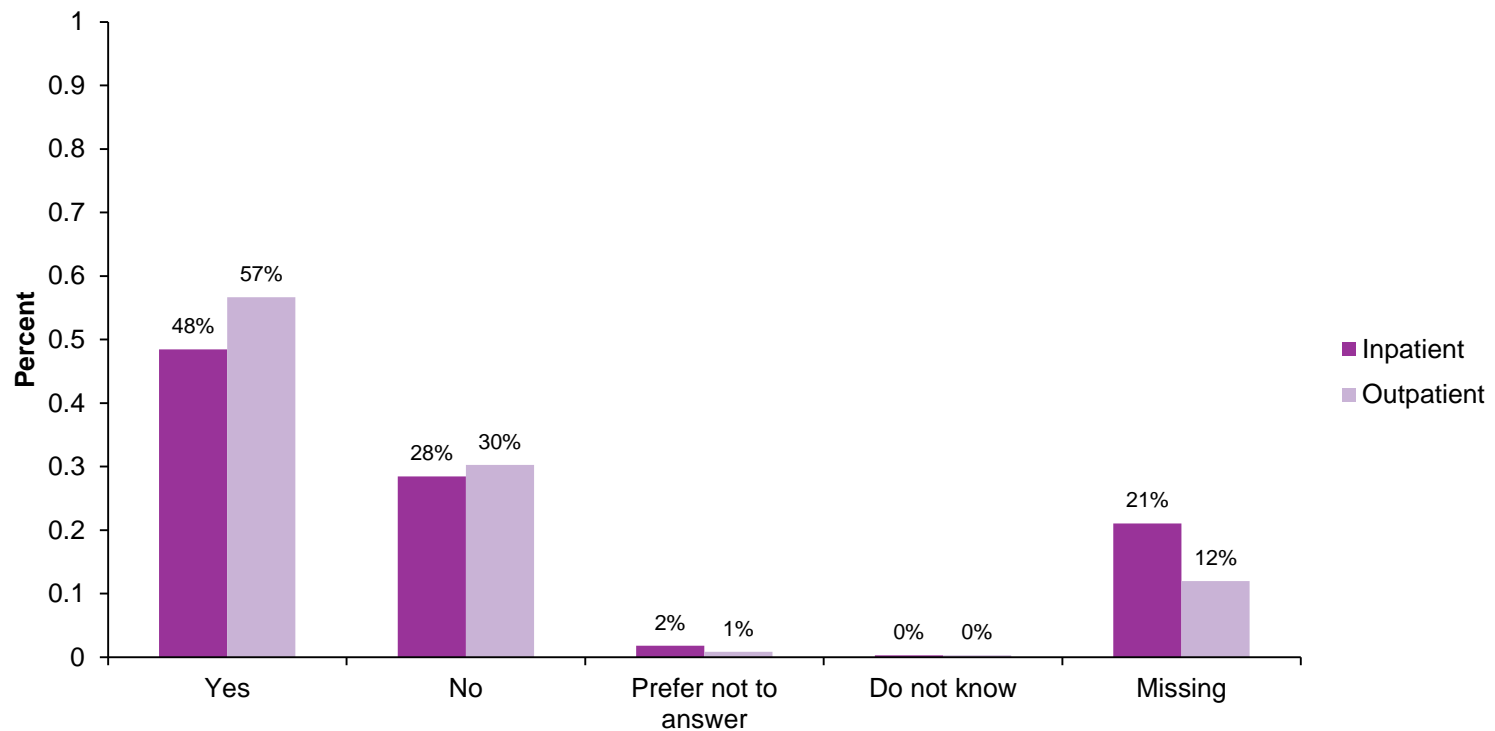
Demographics

Sexual Orientation



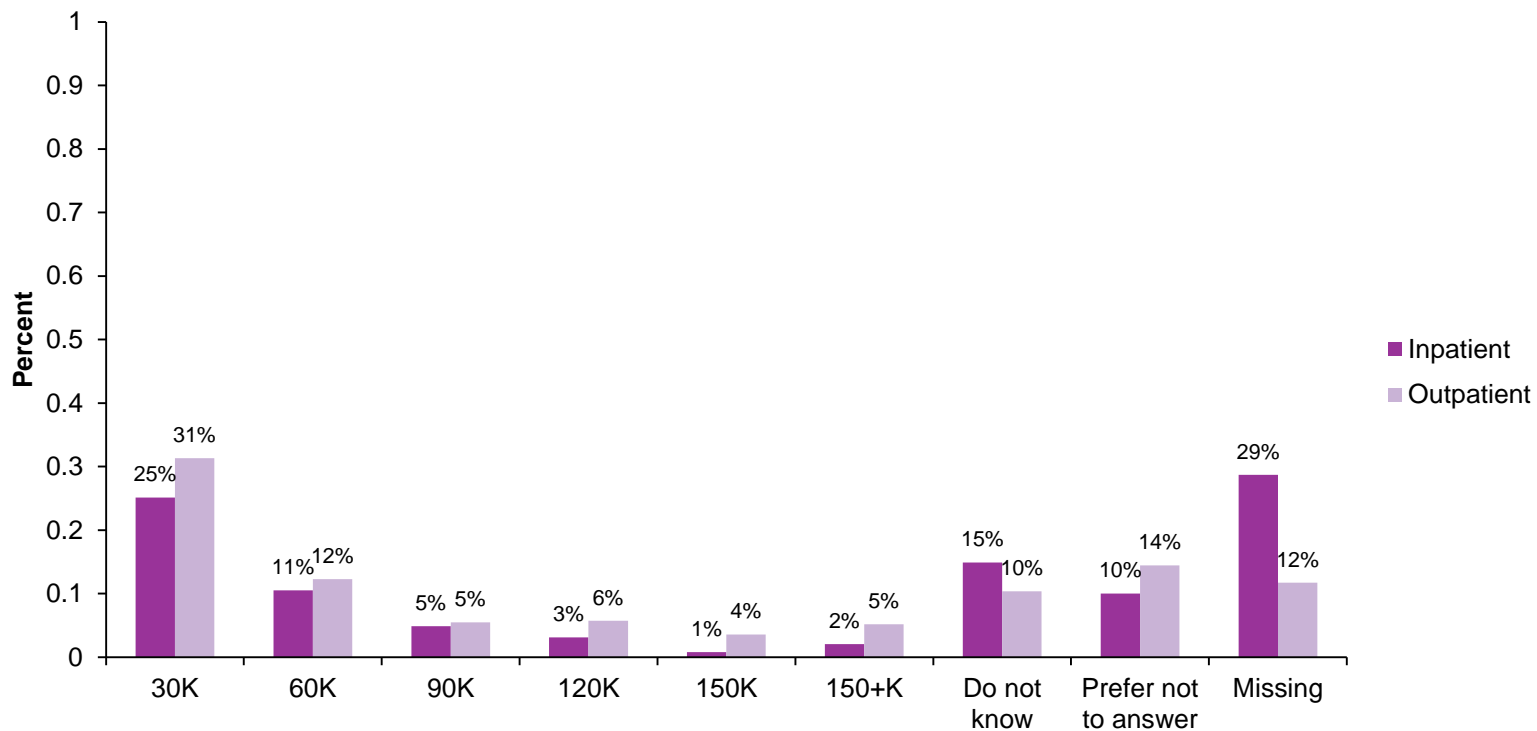
Demographics

Born in Canada



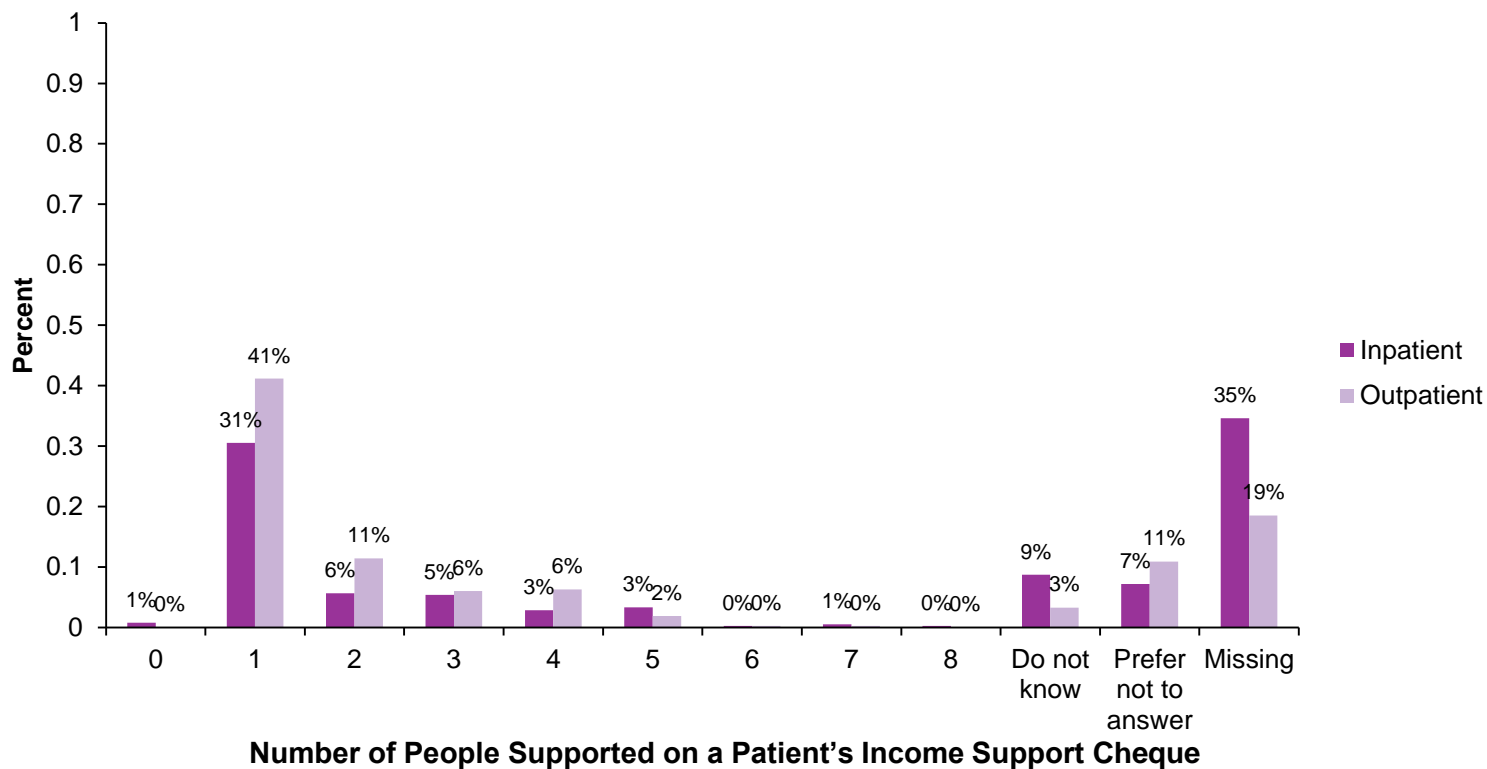
Demographics

Family Income



Demographics

Income Support



2020 Top 10 Inpatient Results - highest to lowest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
24. I was given private space when discussing personal issues with staff. (Environment)	85.0%	250	n = 294	24.6%	96
18. I was treated with respect by program staff. (Therapists/Support Workers/Staff)	84.6%	281	n = 332	14.9%	58
20. Staff believed I could change and grow. (Therapists/Support Workers/Staff)	84.3%	257	n = 305	21.8%	85
17. I found staff knowledgeable and competent/qualified. (Therapists/Support Workers/Staff)	83.9%	271	n = 323	17.2%	67
04. I was seen on time when I had appointments (Access/Entry to Services)	83.4%	221	n = 265	32.1%	125
26. The program accommodated my needs related to mobility, hearing, vision, and learning, etc. (Environment)	82.9%	170	n = 205	47.4%	185
15. I felt comfortable asking questions about my treatment services and support, including medication. (Participation/Rights)	82.8%	274	n = 331	15.1%	59
05. I felt welcome from the start (Access/Entry to Services)	82.1%	279	n = 340	12.8%	50
14. I was assured my personal information was kept confidential. (Participation/Rights)	81.7%	259	n = 317	18.7%	73
13. I understood I could discuss options to participate in certain activities. (Participation/Rights)	81.7%	245	n = 300	23.1%	90

2020 Bottom 10 Inpatient Results - lowest to highest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
16. If I had a serious concern, I would know how to make a formal complaint to this organization. (Participation/Rights)	59.3%	178	n = 300	23.1%	90
33. There were enough activities of interest to me during free time. (Residential or Inpatient)	64.2%	190	n = 296	24.1%	94
01. The wait time for services was reasonable for me (Access/Entry to Services)	65.3%	196	n = 300	23.1%	90
37. The quality of the food was acceptable. (Residential or Inpatient)	67.3%	214	n = 318	18.5%	72
06. I received enough information about the programs and services available to me (Access/Entry to Services)	69.6%	204	n = 293	24.9%	97
38. My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher). (Residential or Inpatient)	69.8%	127	n = 182	53.3%	208
11. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided)	69.9%	204	n = 292	25.1%	98
08. Staff and I agreed on my treatment services and support plan (Services Provided)	71.2%	218	n = 306	21.5%	84
29. Staff helped me identify where to get support after I finish the program/treatment. (Discharge or Finishing the Program/Treatment)	71.9%	169	n = 235	39.7%	155
12. I was involved as much as I wanted to be in decisions about my treatment services and supports. (Participation/Rights)	72.2%	228	n = 316	19.0%	74

2020 Top 10 Outpatient Results - highest to lowest

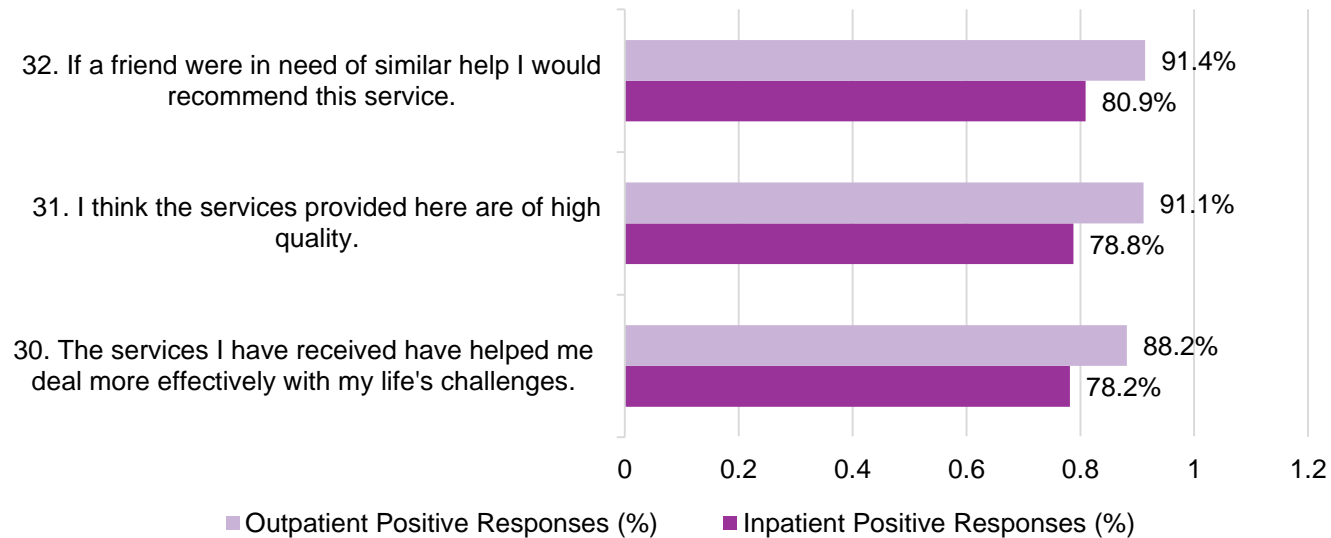
Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
24. I was given private space when discussing personal issues with staff. (Environment)	96.0%	286	n = 298	18.8%	69
17. I found staff knowledgeable and competent/qualified. (Therapists/Support Workers/Staff)	95.9%	325	n = 339	7.6%	28
18. I was treated with respect by program staff. (Therapists/Support Workers/Staff)	95.3%	321	n = 337	8.2%	30
19. Staff were sensitive to my cultural needs (e.g., religion, language, ethnic background, race). (Therapists/Support Workers/Staff)	94.0%	236	n = 251	31.6%	116
21. Staff understood and responded to my needs and concerns. (Therapists/Support Workers/Staff)	93.2%	301	n = 323	12.0%	44
26. The program accommodated my needs related to mobility, hearing, vision, and learning, etc. (Environment)	93.1%	162	n = 174	52.6%	193
20. Staff believed I could change and grow. (Therapists/Support Workers/Staff)	92.9%	274	n = 295	19.6%	72
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and my room if applicable). (Environment)	91.6%	283	n = 309	15.8%	58
05. I felt welcome from the start (Access/Entry to Services)	91.4%	319	n = 349	4.9%	18
14. I was assured my personal information was kept confidential. (Participation/Rights)	90.9%	299	n = 329	10.4%	38

2020 Bottom 10 Outpatient Results - lowest to highest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
16. If I had a serious concern, I would know how to make a formal complaint to this organization. (Participation/Rights)	62.9%	193	n = 307	16.3%	60
28. I have a plan that will meet my needs after I finish the program/treatment. (Discharge or Finishing the Program/Treatment)	74.3%	159	n = 214	41.7%	153
01. The wait time for services was reasonable for me (Access/Entry to Services)	77.3%	266	n = 344	6.3%	23
27. Staff helped me develop a plan for when I finish the program/treatment. (Discharge or Finishing the Program/Treatment)	78.1%	171	n = 219	40.3%	148
29. Staff helped me identify where to get support after I finish the program/treatment. (Discharge or Finishing the Program/Treatment)	78.5%	168	n = 214	41.7%	153
11. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided)	78.9%	217	n = 275	25.1%	92
03. The location of services was convenient for me (Access/Entry to Services)	83.2%	287	n = 345	6.0%	22
10. I received clear information about my medication (i.e., side effects, purpose, etc.) (Services Provided)	83.3%	219	n = 263	28.3%	104
07. I had a good understanding of my treatment services and support plan (Services Provided)	83.8%	263	n = 314	14.4%	53
02. When I first started looking for help, services were available at times that were good for me (Access/Entry to Services)	84.2%	282	n = 335	8.7%	32

Overall Patient Experience Chart - Agree & Strongly Agree

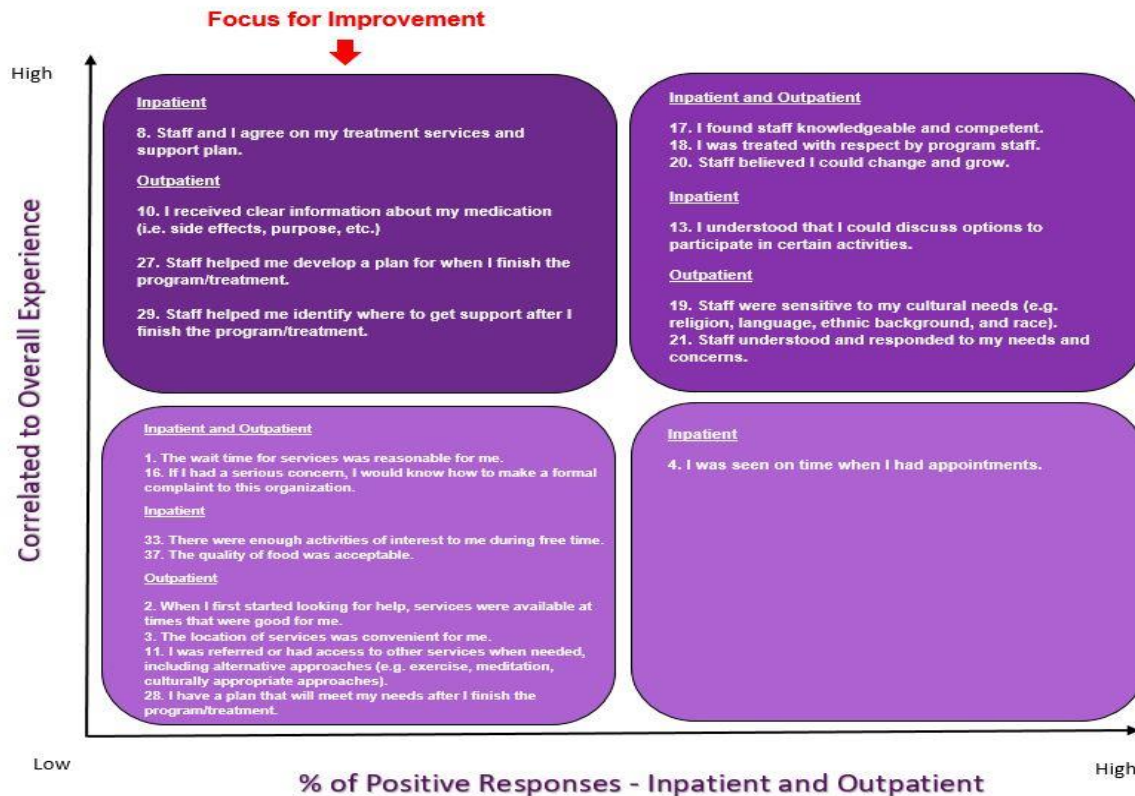
Registered Client and Registered Family Overall Experience - OPOC 2020



Overall, Outpatient positive responses were higher than Inpatient positive responses for all questions asked in OPOC's overall experience domain. The highest positive response for Outpatient was Q32 (91.4%) and for Inpatient was Q32 (80.9%). The lowest positive response for Outpatient was Q30 (88.2%) and for Inpatient was Q30 (78.2%).

Correlational Analysis

Through a data analysis, items have been identified that correlate highly with overall experience and will be used to determine improvement priorities for the overall **patient** experience



2020 Final Conclusions (Registered Client and Registered Family Inpatient)

2020 Highest Quality Improvement Area Focus (Registered Client and Registered Family Inpatient)

Item 08. Staff and I agreed on my treatment services and support plan (Services Provided)

2020 Highest Quality Improvement Area Focus (Registered Client and Registered Family Outpatient)

Item 29. Staff helped me identify where to get support after I finish the program/treatment. (Discharge or Finishing the Program/Treatment)

Item 10. I received clear information about my medication (i.e., side effects, purpose, etc.) (Services Provided)

Item 27. Staff helped me develop a plan for when I finish the program/treatment. (Discharge or Finishing the Program/Treatment)