

Who filled out the 2018 OPOC Survey?

Acute Care inpatients: 73

Acute Care outpatients: 478

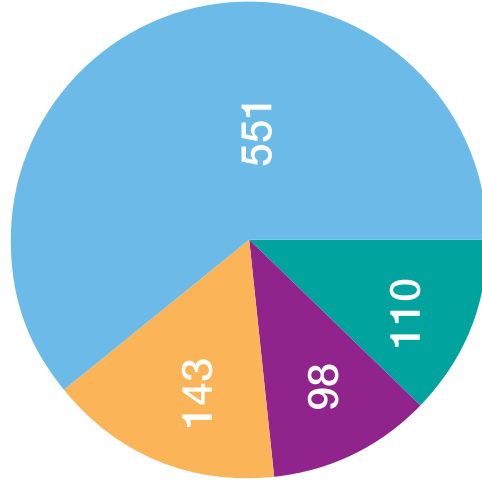
Complex Care and Recovery inpatients: 70

### Complex Care and Recovery outpatients: 73

Child, Youth and Emerging Adult Program

Patients: 110

Families: 98



- Complex Care and Recovery Program
- Acute Care Program
- Child, Youth and Emerging Adults Program
- Families

## mental health is health

For more information about OPOC, please contact Patient and Family Experience:

Tel: 416 535-8501 ext. 33203

For information about accessing services at CAMH, contact Access CAMH:

Tel.: 416 535-8501 ext. 2

For information on mental health, including addiction, or other resources please visit our website:

[www.camh.ca](http://www.camh.ca)

Family members are welcome to contact the Office of Family Engagement for information and help getting connected:

100 Stokes St. (Bell Gateway Bldg.), ground floor, room 1314

Tel.: 416 535-8501 ext. 33202

E-mail: [family.engagement@camh.ca](mailto:family.engagement@camh.ca)

If you have questions, concerns or compliments about services at CAMH, please contact the Client Relations Office:

Tel.: 416 535-8501 ext. 32027

E-mail: [client.relations@camh.ca](mailto:client.relations@camh.ca)

To make a donation, please contact the CAMH Foundation:

Tel.: 416 979-6909

E-mail: [foundation@camh.ca](mailto:foundation@camh.ca)

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A Pan American Health Organization /  
World Health Organization Collaborating Centre  
Fully affiliated with the University of Toronto

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## We heard you!

## Your Ontario Perception of Care 2018 survey results Complex Care and Recovery outpatients



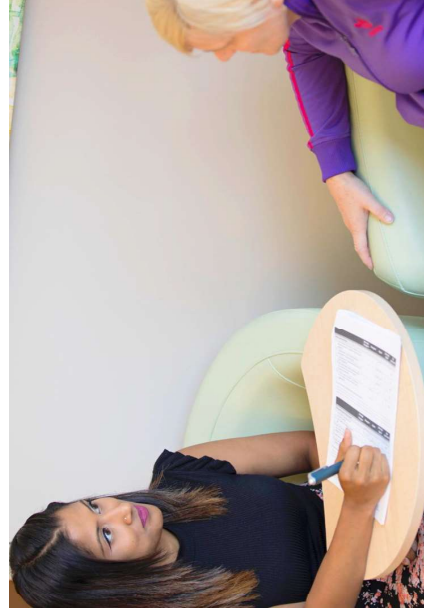
# What is the Ontario Perception of Care Survey (OPOC)?

Each year, we ask patients and families to tell us about their care at CAMH by completing the OPOC survey. The valuable feedback we receive helps us understand what we are doing well, and where we need to make improvements.

For example, patients have said that they want better inpatient programming. In response to patient feedback, CAMH is constructing the Therapeutic Neighbourhood as part of hospital redevelopment to provide programming that:

- meets patients' interests and goals
- is more accessible
- is more frequently offered
- is more skills based.

The Therapeutic Neighbourhood will be a dynamic, interactive environment for learning new skills.



## Overall experience

We heard you say that...

### WHAT'S GOING WELL...

- Staff are knowledgeable, competent, responsive to your needs and concerns, and believe you can change and grow.
- You feel welcome from the start, comfortable asking questions, and are given private space for personal discussions with staff.
- Spaces are clean and well maintained.

### WHERE WE CAN DO BETTER...

- You need more help developing discharge plans that identify supports and better meet your needs.
- It takes too long to receive the services you need, services are not always available at times and locations that are convenient for you, and alternative services are not always offered.
- You want to be more involved in decisions about your treatment and support.
- You need more information about how to make a formal complaint.

### WHAT'S ALSO GOING WELL...

- You agree with staff on your treatment services and support plans.

## Share your ideas!

What are your ideas for how we can improve?

What should we continue doing, or do more of?

Please give this section to your unit clerk, or put it in the suggestion box at the Family Resource Centre at 100 Stokes Street, Room 1314 (main floor). You can also submit feedback online at <https://www.surveymonkey.com/r/B6RW2TX>