

**Mental Health and Addictions  
Client Experience  
April to June 2013**



**Western  
Health**

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## **Mental Health and Addictions Client Experience Background**

### **Survey Instrument**

Two surveys were utilized in the evaluation of mental health and addictions services; acute care and community based care experience surveys (See Appendix A for the Community Based Client Experience Survey and Appendix B for the Acute Care Patient Experience Survey). The acute care patient experience survey was the validated Accreditation Canada Client Experience Survey based on the Hospital Care Quality Information from the Consumer Perspective. This validated Accreditation Canada Client Experience Survey was modified for the evaluation of community based services.

### **Method**

Community based care client experience surveys or acute care patient experience surveys were mailed to a random sample. This package included a cover letter, survey, and preaddressed and postage paid return envelope. Surveys were colour coded according to program area under Population Health branch: Community Health and Family Services, Mental Health and Addictions, and Community Support. Acute Care Mental Health and Addictions clients were surveyed using the acute care patient experience survey.

### **Participants**

A list of clients utilizing community based care and acute care mental health and addictions services throughout Western Health from April to June of 2013 was obtained from Information Services. Clients receiving child youth mental health and addictions services were excluded as these clients are under the age of 16 and can self refer for

mental health and addictions services without parental consent. Parents may be unaware that the client is receiving services and therefore there is a potential for a breach of client confidentiality. Mental Health and Addictions services included addictions counselling, methadone clinic, early psychosis, family care home services, Humberwood, West Lane, adult mental health, Assertive Community Treatment Team, mental health and addictions case management, and acute care mental health services. Clients receiving acute care mental health services received the acute care survey and all other clients received the community based survey. Some surveys were returned unopened as the address was incorrect, incomplete, the person had moved, the envelope was unclaimed, or the post office box was closed.

### **Sample**

Based on community based care visits and adult mental health and addictions hospital stays from April to June 2013, a 95% confidence level, a 5% confidence interval, and considering a 35% response rate, a random sample was calculated. Including acute care mental health, the total number of those clients receiving Mental Health and Addictions services across the region in this time period, and excluding the clients as described in the previous section, was 2113. A random sample of 166 surveys was distributed per month for a total sample of 498.

### **Privacy, Confidentiality, Data Security**

Privacy and confidentiality were achieved as the clients voluntarily completed the survey and returned the completed survey in a postage paid, preaddressed envelope with no

identifying information or codes on the envelope or survey to identify the person.

Surveys were colour coded to identify program area and not the individual. Any information that could potentially identify the clients was deleted. The data was stored on a password protected computer and surveys were stored in a locked office in the Western Memorial Health Clinic used by Quality Management and Research staff.

### **Data Analysis**

A student completed the data entry for all surveys using Statistical Package for Social Sciences. Statistics were calculated regionally and specific to the Mental Health and Addictions program to assist in quality improvement initiatives and planning at a program level. With the exception of calculating response rates, statistics for the acute care mental health services were calculated separately and are presented separately in this report. The following results provide Mental Health and Addictions survey results.

## **Results**

### **Demographics**

A total of 498 surveys were distributed. Over the three month period, including acute care mental health and addictions services, 127 of the 498 surveys were completed for a response rate of 25.5%. Of the 127 completed surveys, 11 were from acute care mental health.

To gain a more thorough understanding of the demographics, respondents were asked to report their age group (See Figure 1) and highest grade or level of school completed (See Figure 2). For the community based clients, the ages of respondents was fairly well

distributed through all age groups. For the acute care clients, the majority of respondents were between the ages of 51 and 70 (81.9%). For the community based clients, 37.1% of respondents had not completed high school, 19% had high school or equivalent, 40.6% had some college or graduated from college, and 3.4% did not report. For the acute care clients, 54.6% of respondents had not completed high school, 9.1% had high school or equivalent, and 36.4% had some college or graduated from college.

Figure 1. Age of Respondents

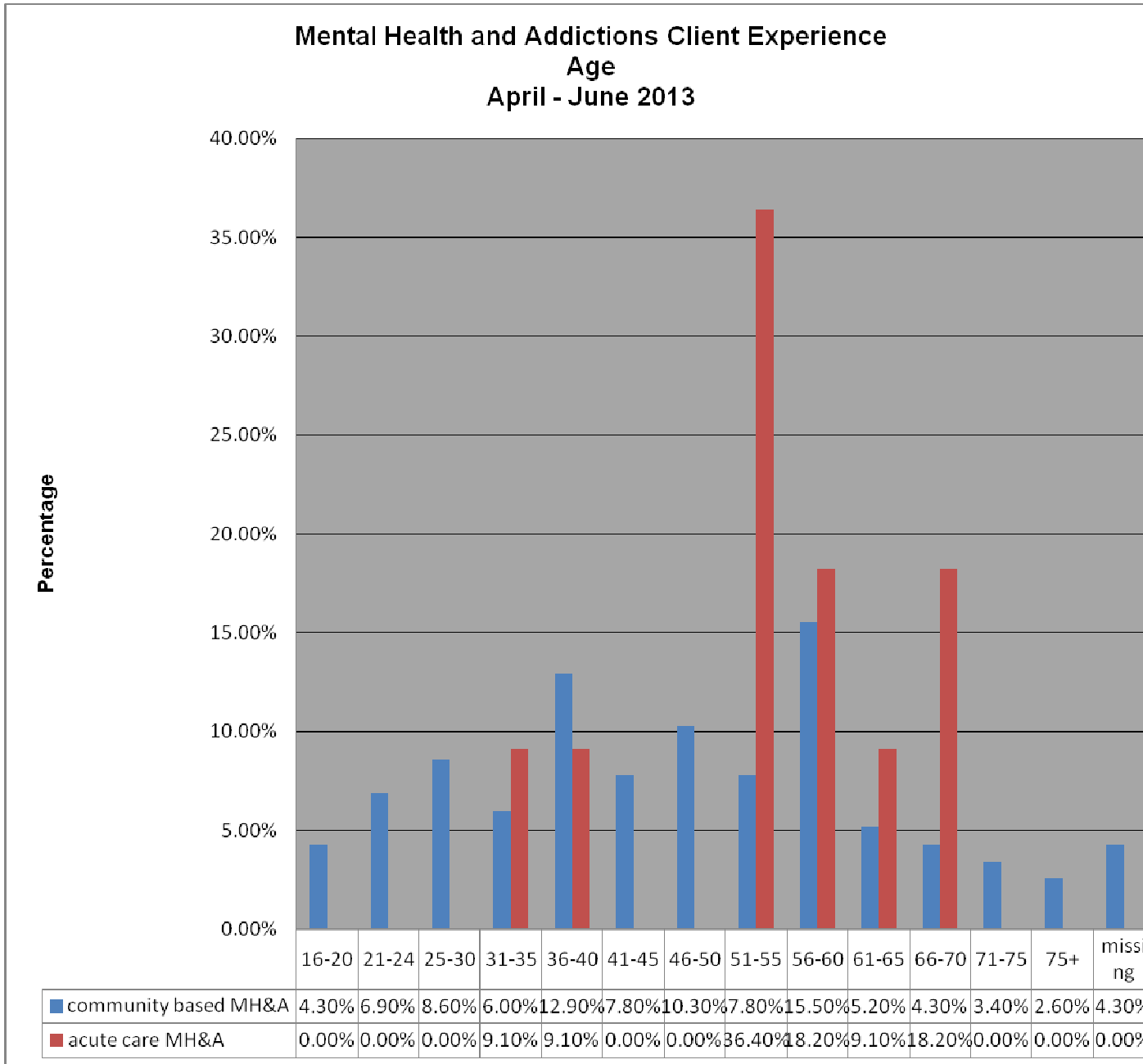
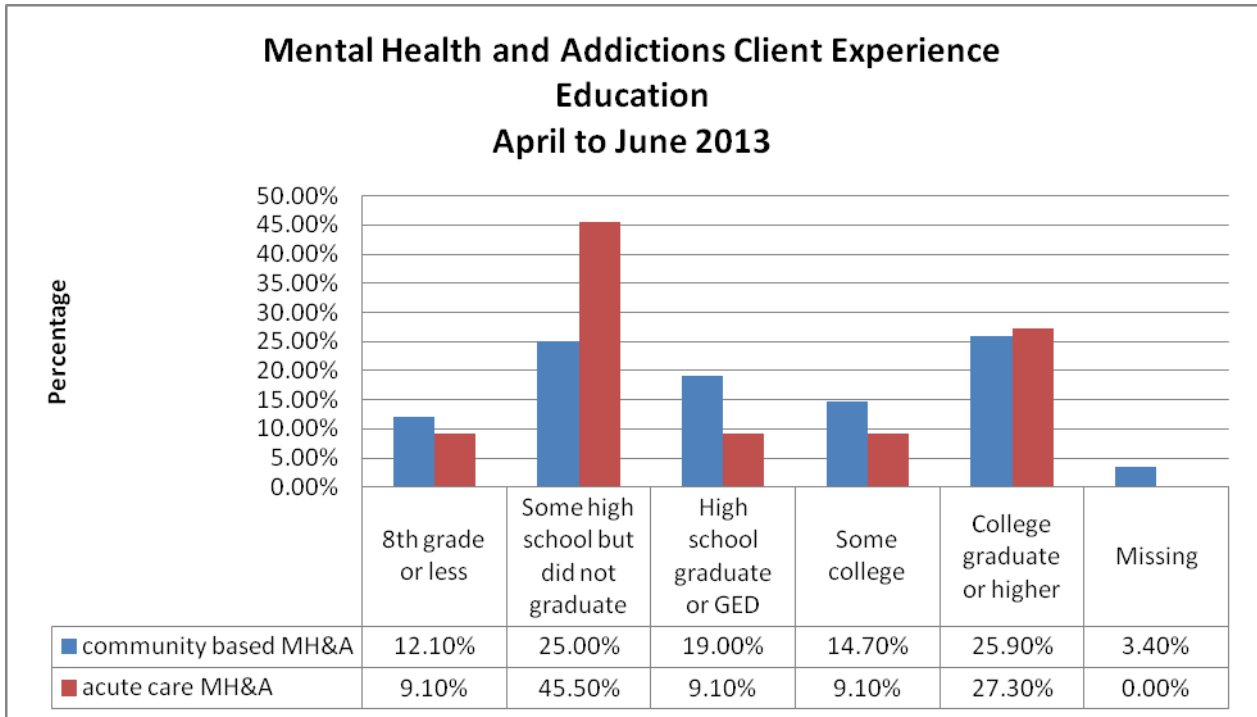


Figure 2. Highest Level of Education

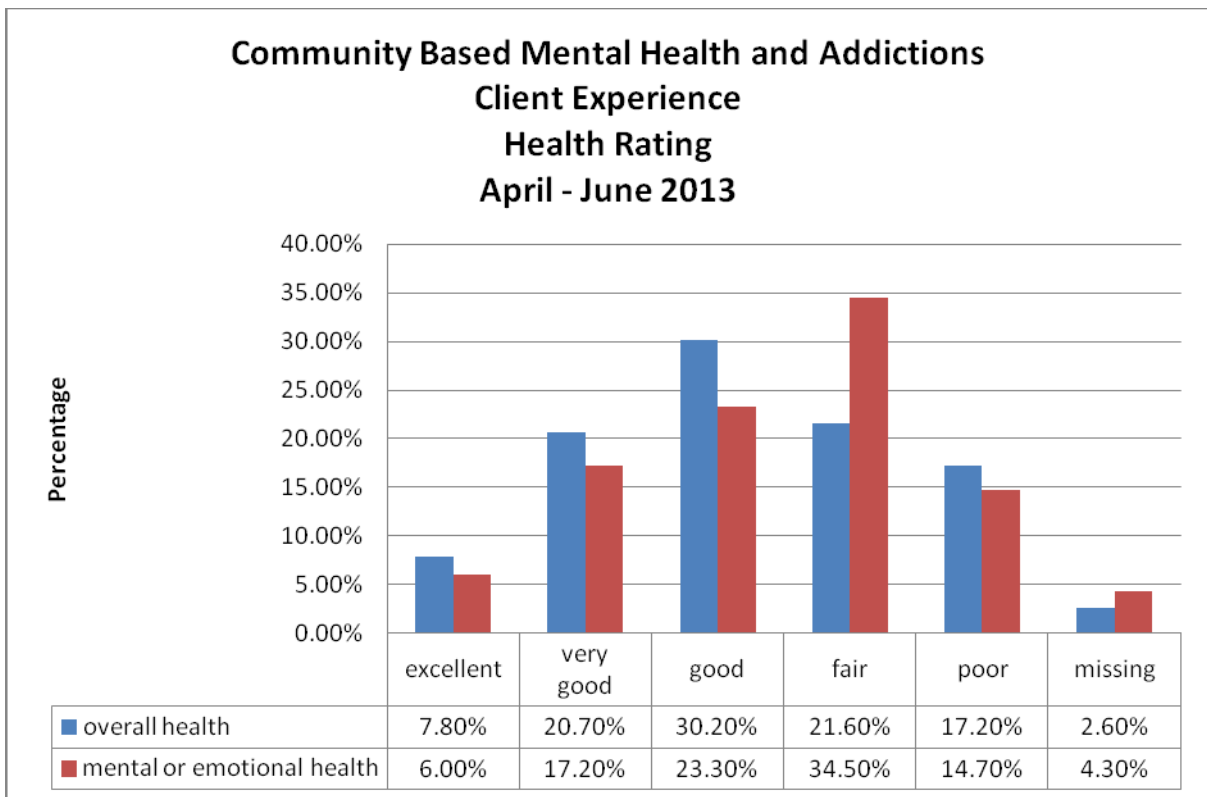


**Health Rating**

A major indicator of well-being is how a person rates his or her own health status.

Community based mental health clients were asked to rate their overall health and mental or emotional health (See Figure 3). When asked to rate their overall health, 28.5% reported very good or excellent, 30.2% reported good, 38.8% reported fair or poor, and 2.6% did not indicate. When asked to rate their mental or emotional health, 23.2% reported very good or excellent, 23.3% reported good, 49.2% reported fair or poor and 4.3% did not indicate.

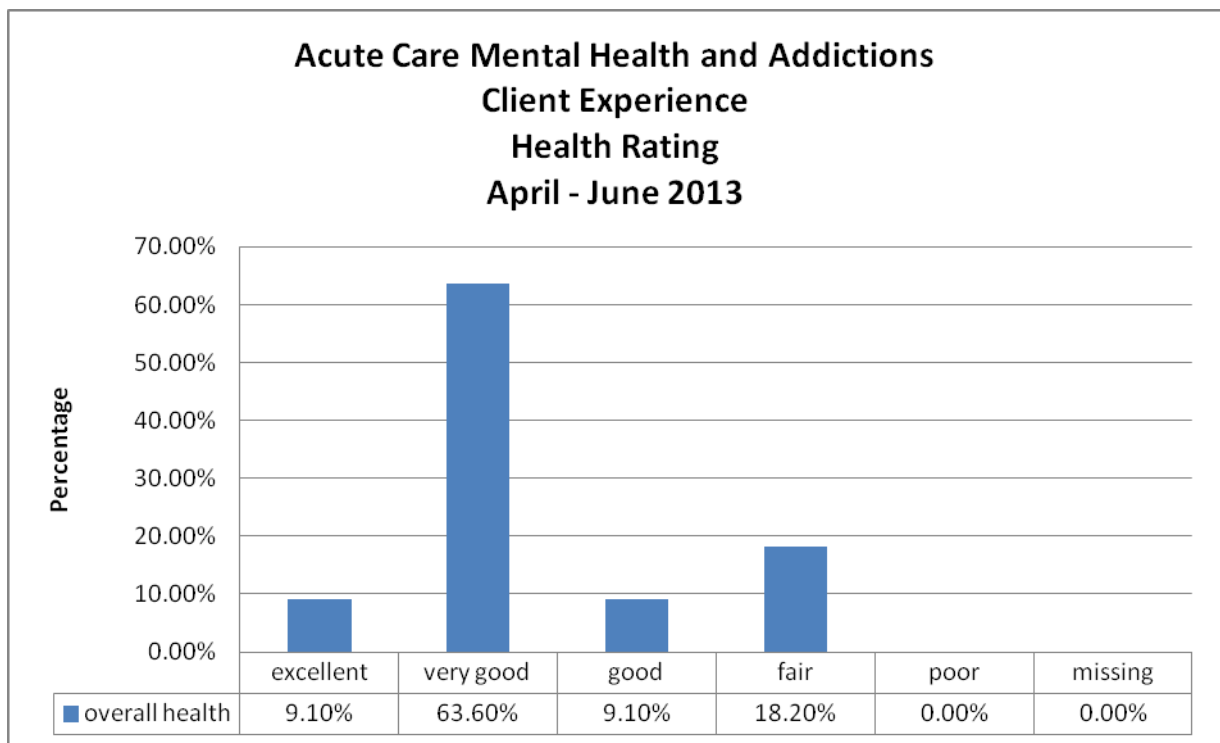
**Figure 3. Ratings of Overall Health and Mental and Emotional Health by Community Based Mental Health and Addictions Clients**





Given that acute care mental health and addictions clients received the acute care survey, they were asked to rate their overall health and not their mental or emotional health (See Figure 4). Nearly 73% of respondents reported their overall health to be very good or excellent.

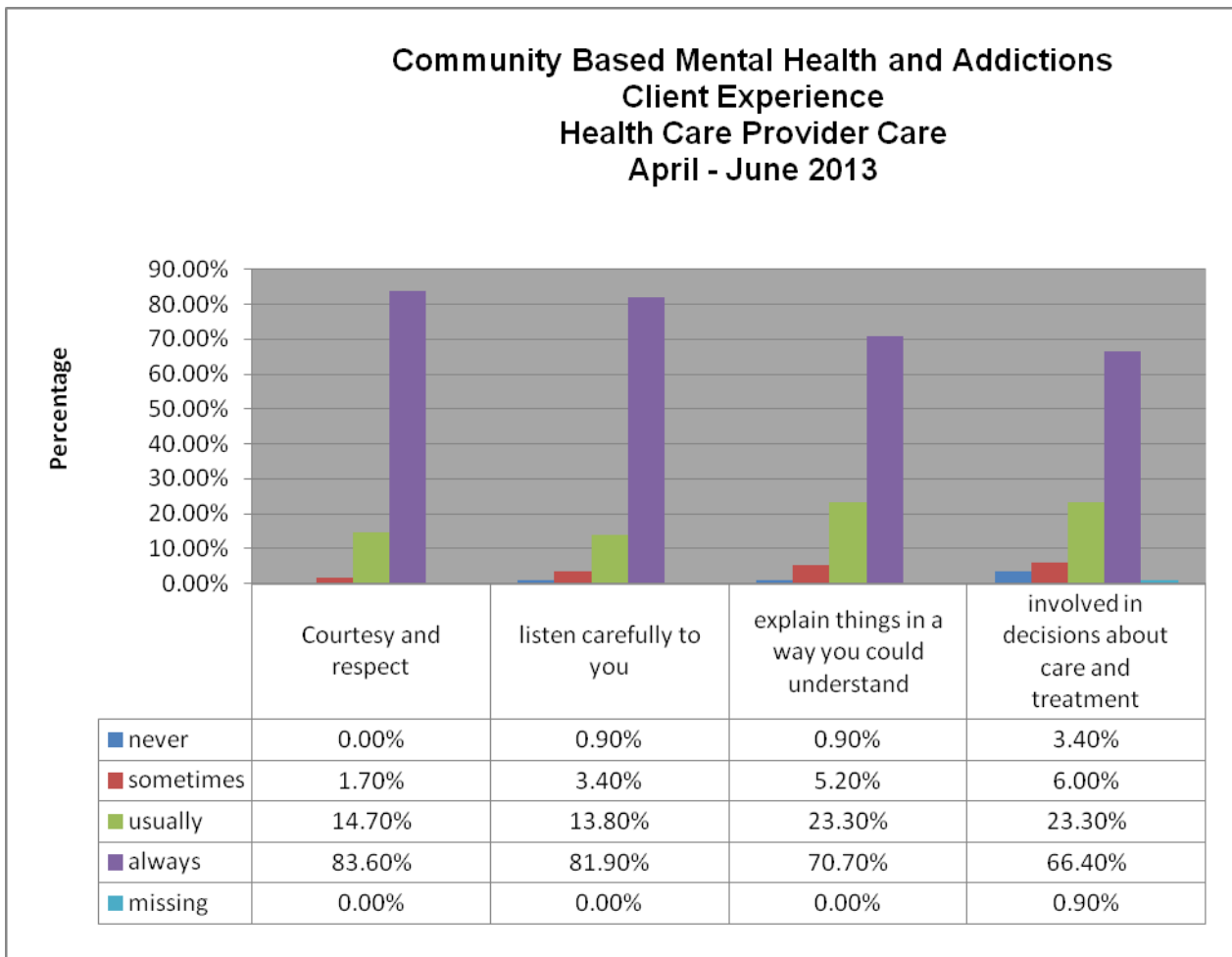
Figure 4. Rating of Overall Health by Acute Care Mental Health and Addictions Clients



**Health Care Provider Care**

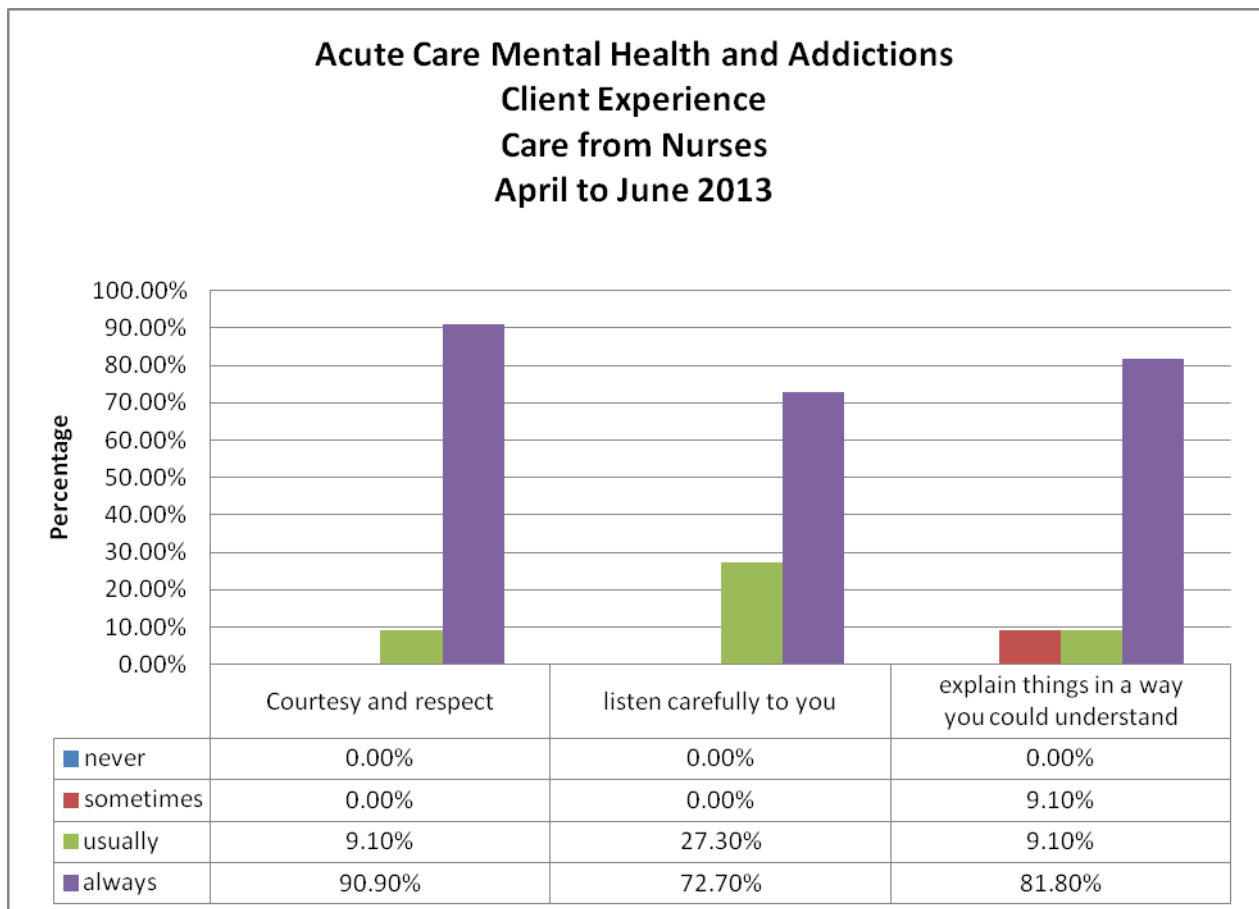
Community based mental health and addictions clients were asked about health care provider care. Most clients reported that health care providers always or usually treated them with courtesy and respect (98.3%), listened carefully to them (95.7%), explained things in a way they could understand (94.0%), and involved them in decisions about care and treatment (89.7%) (See Figure 5).

**Figure 5. Community Based Mental Health and Addictions Clients’ Responses Regarding Health Care Provider Care**



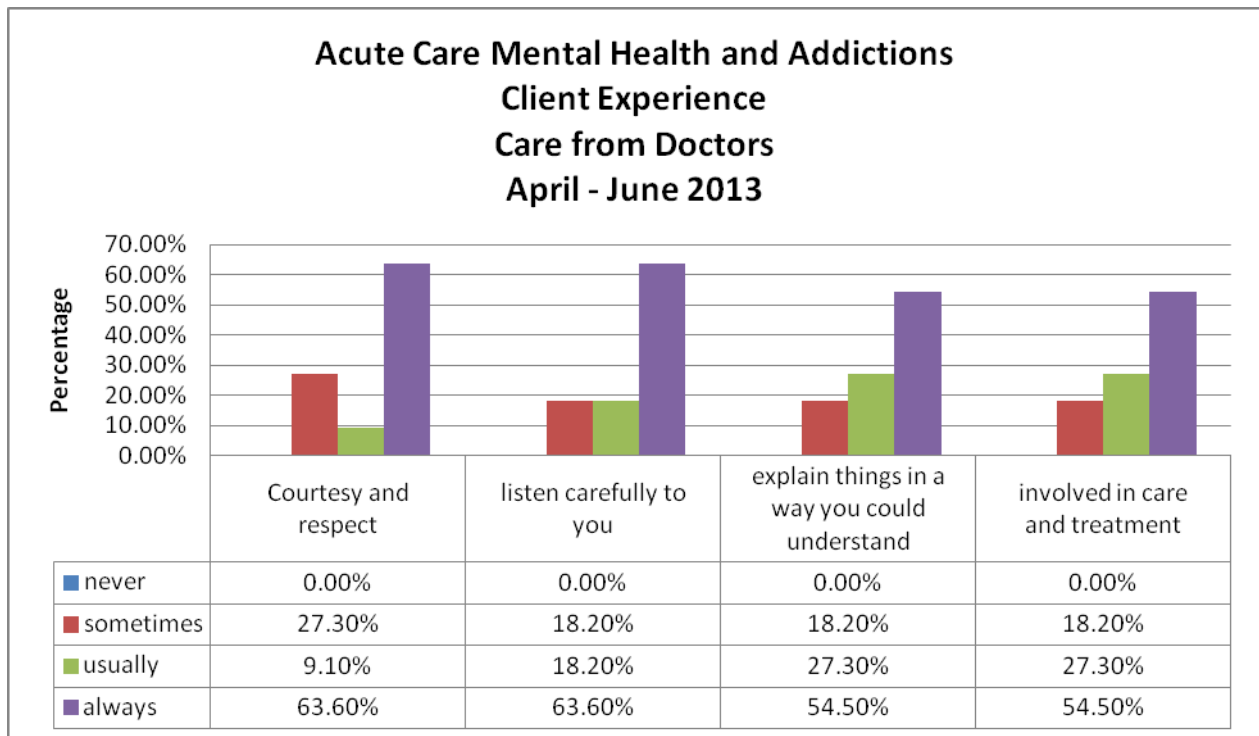
Acute care mental health and addictions clients were also asked about health care provider care. Given that they received care in acute care, questions regarding nurses and physicians were asked separately (See Figure 6). Most clients reported that nurses always or usually treated them with courtesy and respect (100%), listened carefully to them (100%), and explained things in a way they could understand (90.9%) (See Figure 6). These clients were also asked if they needed help from the nurses or other hospital staff in getting to the bathroom or in using the bedpan and 90.9% reported no and 9.1% did not report. The follow up question to whether they needed help to get to the bathroom or use the bedpan was how often they got the help they needed. Given that none of the respondents needed help, this question was not completed.

Figure 6. Acute Care Mental Health and Addictions Clients' Responses Regarding Nurses



When acute care mental health and addictions clients were asked about care from doctors, 72.7% reported that doctors always or usually treated them with courtesy and respect, 81.8% reported that doctors listened carefully to them, 81.8% reported that doctors explained things in a way they could understand, and 81.8% reported that they felt involved in decisions about their care and treatment (See Figure 7).

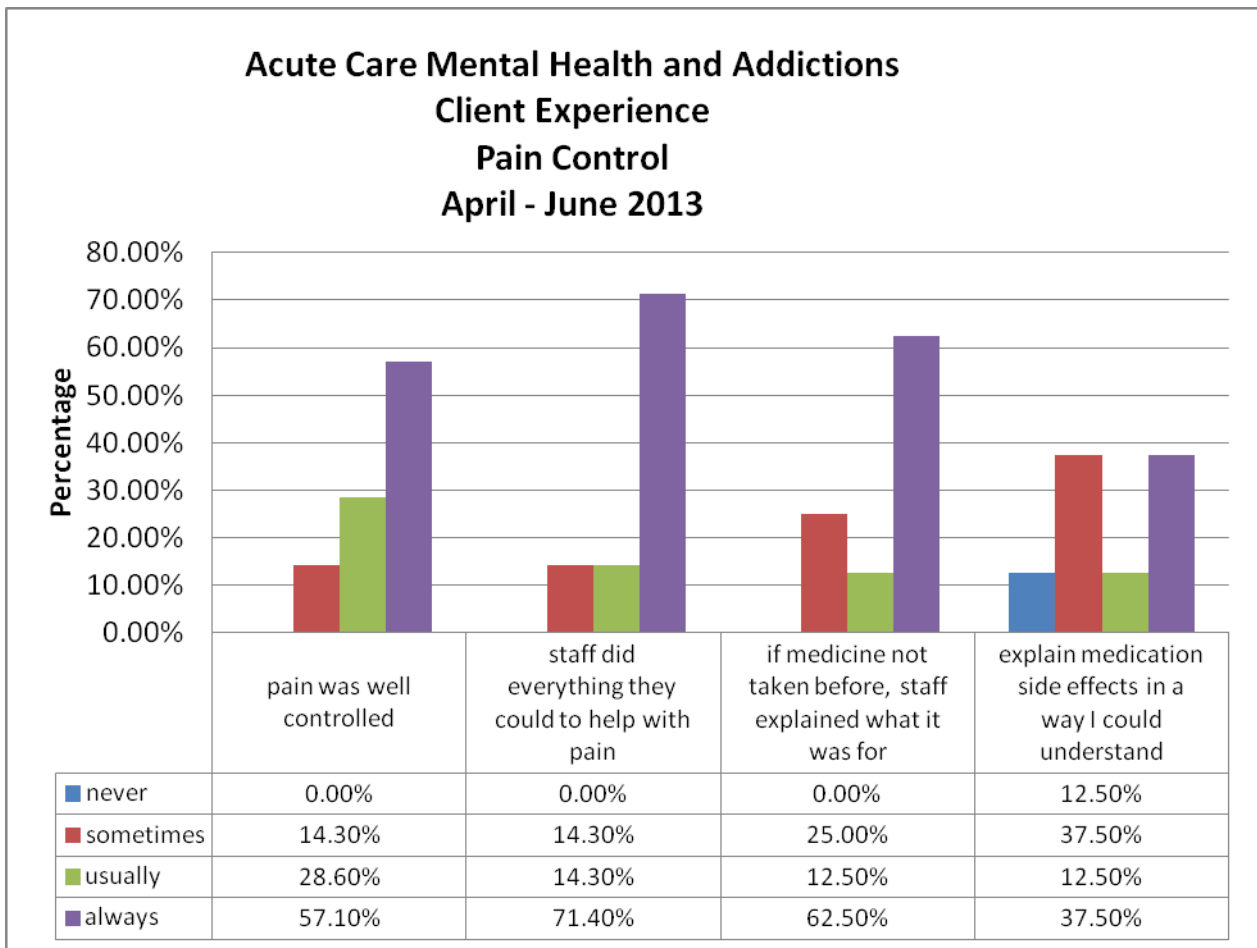
Figure 7. Acute Care Mental Health and Addictions Clients' Responses Regarding Doctors



**Pain Control**

Acute care mental health and addictions clients were asked several questions regarding pain control (See Figure 8). They were asked if they needed medicine for pain during their hospital stay and 63.6% reported yes. Of those clients, 85.7% reported that their pain was always or usually well controlled and 85.7% reported that the hospital staff always or usually did everything they could to help with pain. Eighty percent reported that they were given medicine that they had not taken before and of those clients, 85.0% reported that the hospital staff always or usually told them what the medicine was for and 50% reported that the hospital staff always or usually described possible side effects in a way they could understand.

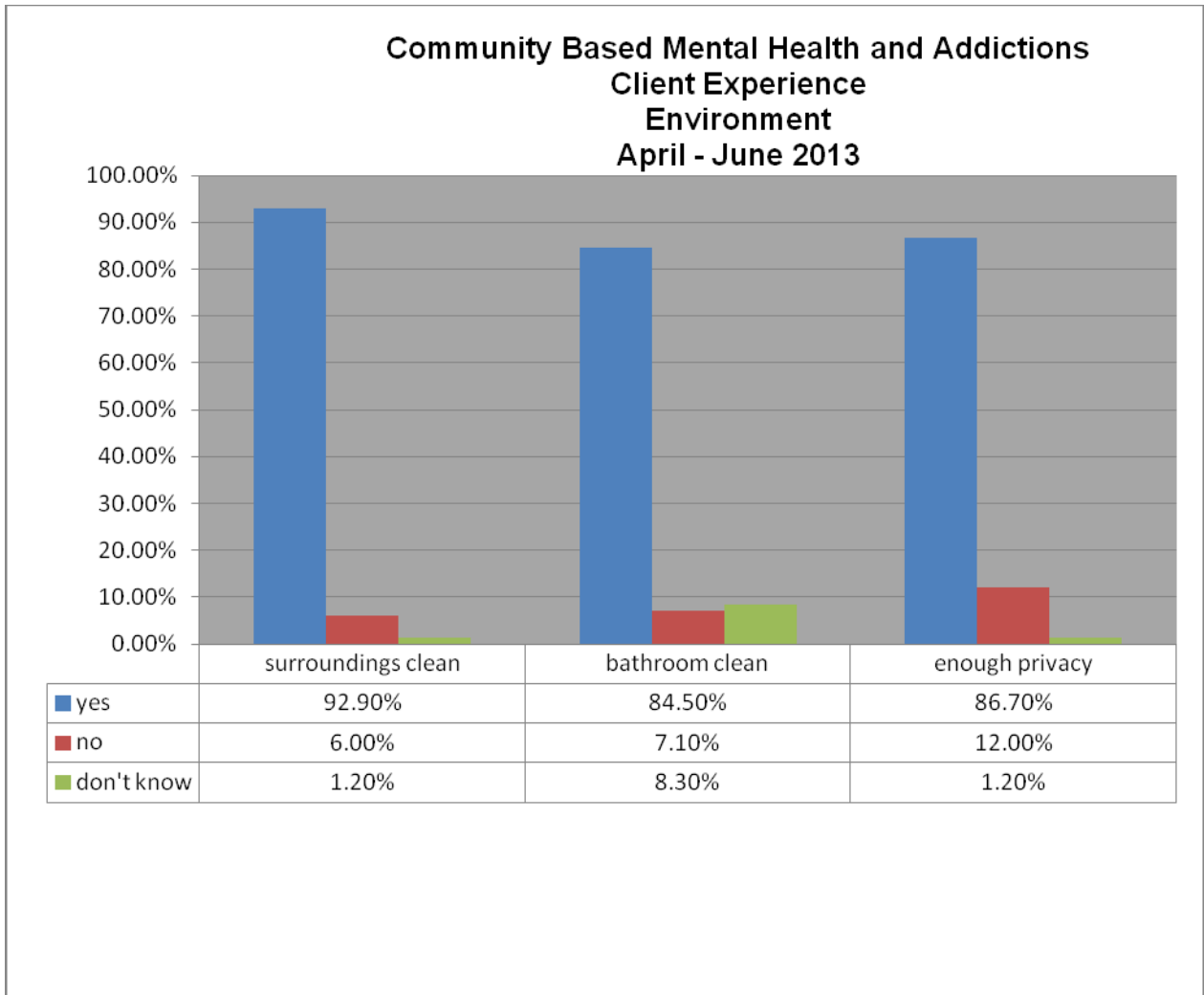
**Figure 8. Acute Care Mental Health and Addictions Clients' Experience with Pain Control**



## Environment

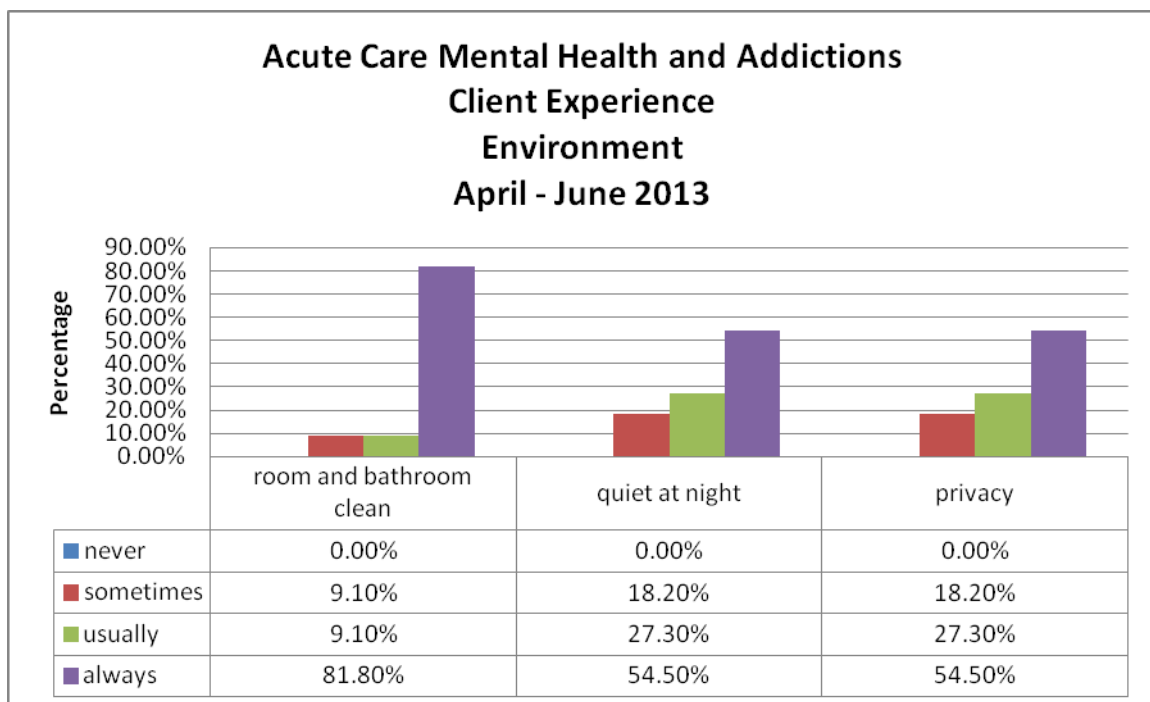
Community based mental health and addictions clients were asked if they received the service in their own home and 21.6% indicated yes, 66.4% reported no and 12.1% did not report. For those clients who did not receive their service in their own home, they were asked if the surroundings and bathroom were clean, and if they felt they had enough privacy (See Figure 9). Nearly 93% reported that the surroundings were clean, 84.5% reported that the bathroom was clean, and 86.7% reported that they had enough privacy.

Figure 9. Community Based Mental Health and Addictions Clients' Responses Regarding Environment



Acute care mental health and addictions clients were asked slightly different about the environment than community based clients given that they stayed overnight in the hospital (See Figure 10). Nearly 91% reported that their room and bathroom were always or usually clean, 81.8% reported that the area around their room was always or usually quiet at night and 81.8% reported that they had enough privacy.

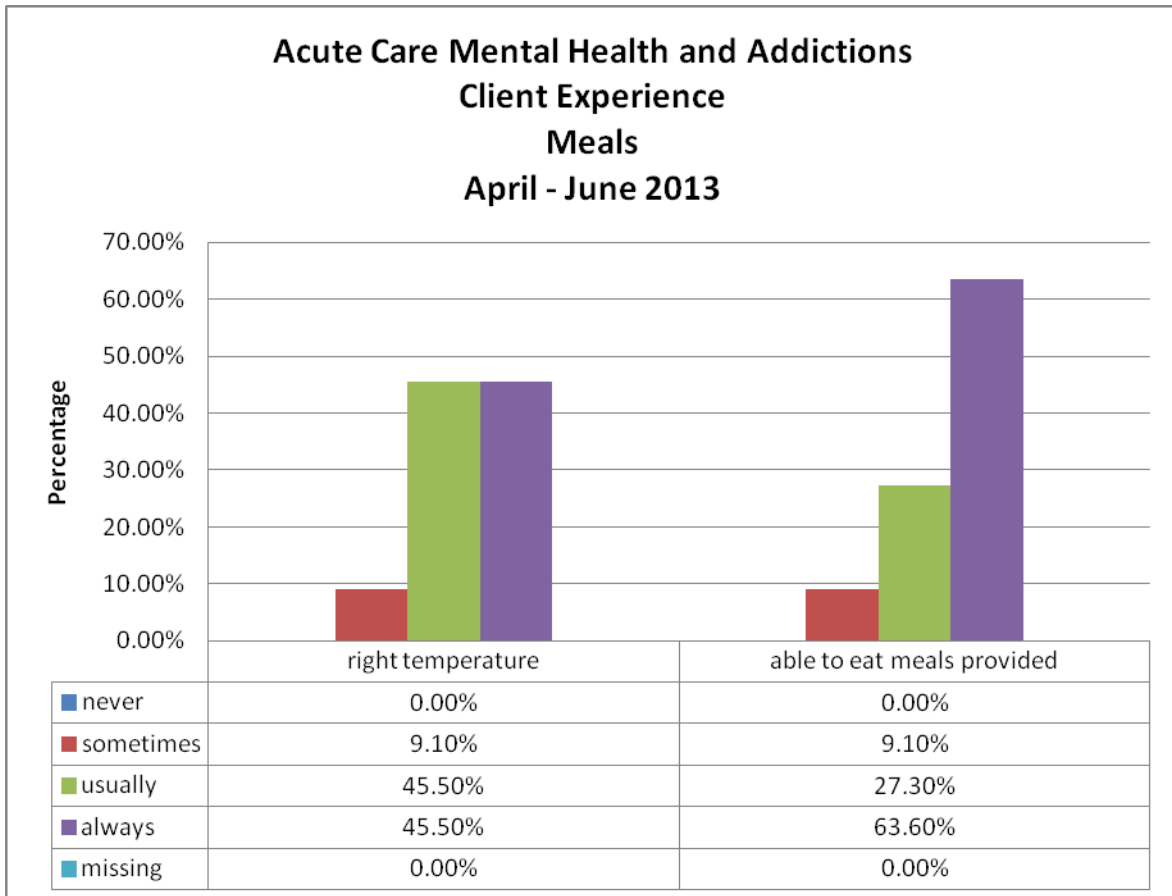
Figure 10. Acute Care Mental Health and Addictions Clients' Responses Regarding Environment



**Meals**

Acute care mental health and addictions clients were asked questions about meals (Figure 11). Ninety one percent of respondents indicated that meals were always or usually the right temperature and 90.9% reported that they always or usually were able to eat the meals provided to them. Just over 27% of respondents rated the quality of food as very good, 63.6% rated the food as good and 9.1% rated the food as poor.

Figure 11. Acute Care Mental Health and Addictions Clients' Responses Regarding Meals

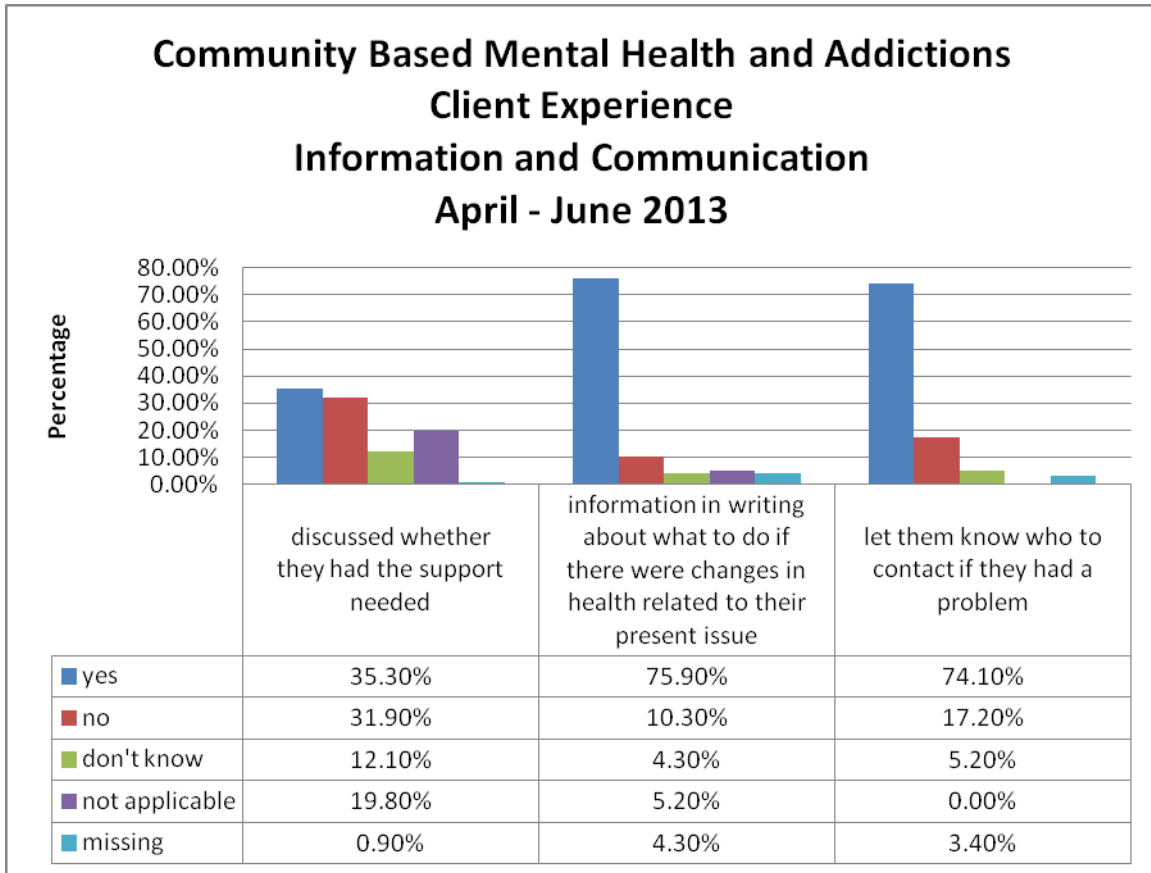




### **Information and Communication**

Community based mental health and addictions clients were asked if during their visit, health care providers talked with them about whether they would have the support needed, whether they were given information in writing about what to do if there were changes in their health related to their present issue, whether they were told who to contact if they had a problem, and if they were aware of the HealthLine (See Figure 12). Just over 68% reported that health care providers talked with them about whether they had the support needed, 35.3% reported that they were given information in writing about what to do if there were changes in their health related to their present issues, 75.9% reported that health care providers told them who to contact if they had a problem, and 74.1% reported that they were aware of the Newfoundland and Labrador HealthLine. It is important to consider the percentage of responses in the “not applicable” category for the question relating to support.

Figure 12. Community Based Mental Health and Addictions Clients' Responses Regarding Information and Communication



Acute care mental health and addictions clients were asked whether they had help after discharge from the hospital and whether they had information about symptoms or health problems to look for after they left the hospital (See Figure 9). Nearly 82% reported that they had a discussion with hospital staff about whether they had the help needed when they left the hospital and 72.7% reported that they were given information in writing about what symptoms or health problems to look out for after they left the hospital.

## **Overall Experience**

Community based and acute care mental health and addictions clients were asked to rank their visit/stay on a scale of 1 to 10 with 10 being the best and 1 being the worst. On average, community based mental health and addictions clients ranked their visit at 9.48 and acute care mental health and addictions clients ranked their stay at 9.36. Just over 60% of community based mental health and addictions clients reported that they would definitely recommend the program or service to friend and family, 31% reported probably yes, 1.7% said probably no, 2.6% said definitely no, and 4.3% did not respond. When acute care mental health and addictions clients were asked the same question, 72.7% reported definitely yes, 18.2% reported probably yes and 9.1% reported probably no.

## **Opportunities for Improvement**

Overall results indicate that health care providers, and nurses within the mental health and addictions programs, both community based and acute care treat clients with courtesy and respect, listen carefully to them, explain things in a way they can understand and involve them in decisions about care and treatment. Doctors also listen carefully to them, explain things in a way they could understand and involve them in decisions about care and treatment.

Opportunities for improvement within the Mental Health and Addictions program include:

- Communication to acute care clients about possible side effects of medicine in a way they can understand;
- Communication with community based clients about whether they have the help they need when they are discharged;
- Provision of written information, when appropriate, to community based clients about what to do if there are changes in their health related to their present issues;

- Provision of written information, when appropriate, to acute care clients about what symptoms or health problems to look out for after they left the hospital;
- Explore opportunities to enhance clients' perceptions of physician courtesy and respect;
- Communication of the availability of the HealthLine.

**Appendix A**  
**Community Based Care Client Experience Survey**

**Community Based Parent/Guardian Experience Survey  
Survey Instructions**

- **You should only fill out this survey if you were the parent/guardian of the client. Do not fill out this survey if you were not the parent/guardian.**
- **Answer all the questions by placing an X in the square to the left of your answer.**
- **Answer all questions based on your last visit from April, May, or June 2013.**
- **You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:**
  - Yes
  - No → ***If No, Go to Question 1***

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**YOUR CARE FROM HEALTH CARE PROVIDERS**

**1. During this visit, how often did health care providers treat you with courtesy and respect?**

- Never
- Sometimes
- Usually
- Always

**2. During this visit, how often did health care providers listen carefully to you?**

- Never
- Sometimes
- Usually
- Always

**3. During this visit, how often did health care providers explain things in a way you could understand?**

- Never
- Sometimes
- Usually
- Always

**4. During this visit, how often did you feel involved in decisions about your child's care and treatment?**

- Never
- Sometimes
- Usually
- Always

**5. During this visit, did health care providers talk with you about whether you have the support needed?**

- Yes
- No
- Don't know
- Not applicable

**6. During this visit, did you get information in writing about what to do if there were changes in your child's health related to their present issue?**

- Yes
- No
- Don't know
- Not applicable

**7. During this visit, did health care providers let you know who to contact if you had a problem?**

- Yes
- No
- Don't know
- Not applicable

**8. Are you aware of the Newfoundland and Labrador HealthLine?**

- Yes
- No
- Don't know

## OVERALL RATING OF VISIT

9. Using any number from 0 to 10, where 0 is the worst visit possible and 10 is the best visit possible, what number would you use to rate this visit?

- 0 Worst visit possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best visit possible

10. Would you recommend this program or service to your friends and family?

- Definitely no
- Probably no
- Probably yes
- Definitely yes

11. Did you receive the service in your own home?

- Yes → *If Yes, skip questions 12, 13, and 14 as they are not applicable*
- No

## THE ENVIRONMENT

12. During this visit, were the surroundings clean?

- Yes
- No
- Don't know

13. During this visit, was the bathroom clean?

- Yes
- No
- Don't know



**14. During this visit, did you feel you had enough privacy?**

- Yes
- No
- Don't know

**ABOUT YOU**

**There are only a few remaining items left.**

**15. What is the highest grade or level of school that you have completed?**

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college
- College graduate or higher

**16. Age**

- 16-20
- 21-24
- 25-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 66-70
- 71-75
- 75+

**THANK YOU**

**Please return the completed survey in the prepaid, preaddressed envelope.**

## **Appendix B**

### **Acute Care Patient Experience Survey**

**Acute Care Patient Experience Survey  
Survey Instructions**

- **You should only fill out this survey if you were the patient named on the envelope. Do not fill out this survey if you were not the patient.**
- **Answer all the questions by placing an X in the square to the left of your answer.**
- **Answer all questions based on your last visit during January, February and March of 2013.**
- **You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:**
  - Yes
  - No → ***If No, Go to Question 1***

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**YOUR CARE FROM NURSES**

1. Please indicate at which hospital you last stayed:

- Western Memorial Regional Hospital
- Sir Thomas Roddick Hospital
- Rufus Guinchard Health Centre
- Bonne Bay Health Centre
- Calder Health Centre
- Dr. Charles L. LeGrow Health Centre

2. During this hospital stay, how often did nurses treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

3. During this hospital stay, how often did nurses listen carefully to you?

- Never
- Sometimes
- Usually
- Always

4. During this hospital stay, how often did nurses explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

5. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

- Never
- Sometimes
- Usually
- Always
- I never pressed the call button

#### YOUR CARE FROM DOCTORS

6. During this hospital stay, how often did doctors treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

7. During this hospital stay, how often did doctors listen carefully to you?

- Never
- Sometimes
- Usually
- Always

8. During this hospital stay, how often did doctors explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

9. During this hospital stay, how often did you feel involved in decisions about your care and treatment?

- Never
- Sometimes
- Usually
- Always

#### THE HOSPITAL ENVIRONMENT

10. During this hospital stay, how often were your room and bathroom kept clean?

- Never
- Sometimes
- Usually
- Always

11. During this hospital stay, how often was the area around your room quiet at night?

- Never
- Sometimes
- Usually
- Always

12. During this hospital stay, how often did you feel you had enough privacy?

- Never
- Sometimes
- Usually
- Always

#### THE HOSPITAL MEALS

13. During this hospital stay, how often were the meals the right temperature?

- Never
- Sometimes
- Usually
- Always

14. During this hospital stay, how often were you able to eat the meals provided to you?

- Never
- Sometimes
- Usually
- Always

15. If you answered never or sometimes to question 14, why?

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16. During this hospital stay, how would you rate the quality of the food?

- Very good
- Good
- Barely acceptable
- Poor
- Very poor

## EXPERIENCES

17. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

- Yes
- No → If No, Go to Question 19

18. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

19. During this hospital stay, did you need medicine for pain?

- Yes
- No → If No, Go to Question 22

20. During this hospital stay, how often was your pain well controlled?

- Never
- Sometimes
- Usually
- Always

21. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

- Never
- Sometimes
- Usually
- Always

22. During this hospital stay, were you given any medicine that you had not taken before?

- Yes
- No → If No, Go to  
Question 25

23. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

- Never
- Sometimes
- Usually
- Always

24. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

- Never
- Sometimes
- Usually
- Always

## WHEN YOU LEFT THE HOSPITAL

25. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

- Own home
- Someone else's home
- Another health facility → If Another, Go to Question 27

26. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

- Yes
- No

27. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

- Yes
- No

## OVERALL RATING OF HOSPITAL

28. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

- 0 Worst hospital possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best hospital possible

29. Would you recommend this hospital to your friends and family?

- Definitely no
- Probably no
- Probably yes
- Definitely yes



## ABOUT YOU

There are only a few remaining items left.

30. In general, how would you rate your overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

31. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college
- College graduate or higher

32. Age

- 16-20
- 21-24
- 25-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 66-70
- 71-75
- 75+

**THANK YOU: Please return the completed survey in the prepaid, preaddressed envelope.**