

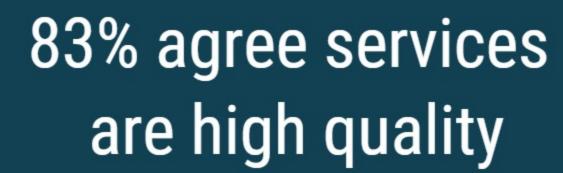
Regional Mental Health and Addictions Client/Patient Experience Survey Results 2016-2017

Respondents



159 mental health and addictions clients/patients across the Western region completed the survey

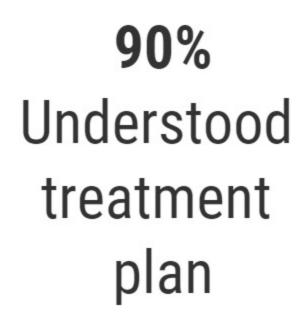
Overall Experience



89% would recommend services to a friend in need

Key Measures of Care and Services

78% Wait time was reasonable





89% Staff understood and responded to needs

90% Facility was welcoming

79% Have a plan after treatment complete













Client/Patient Recommendations



- Explore opportunities to enhance access to services
- Explore ways to enhance client/patient waiting areas
- Ensure all clients/patients have an opportunity to create a plan and set goals for after their treatment