

Regional Mental Health and Addictions Client/Patient Experience Survey Results 2019–2020

Respondents

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

Overall Experience

82% agree services are high quality

87% would recommend services to a friend in need

93% agree staff are knowledgeable and qualified

Key Measures of Care and Services

68%
Wait time was reasonable



86%
Understood treatment plan



90%
Involved in treatment



85%
Staff understood and responded to needs



85%
Facility was welcoming



75%
Have a plan after treatment complete



Client/Patient Recommendations

-  Enhance and promote access to services
-  Promote or refer clients/patients to other services/alternative approaches when needed
-  Ensure all clients/patients have an opportunity to create a plan and set goals for after their treatment
-  Ensure all clients are aware of the compliments and complaints process
-  Enhance opportunities for leisure activities for residents of inpatient programs