



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

83% agree services are high quality

89% would recommend services to a friend in need

Key Measures of Care and Services

78%
Wait time was reasonable



90%
Understood treatment plan



89%
Involved in treatment



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