

Regional Mental Health and Addictions

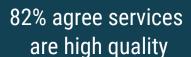
Client/Patient Experience Survey Results 2019-2020

Respondents



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

Overall Experience



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