



Patient/Client & Family Council



Waypoint Centre for Mental Health Care

Third Annual Inpatient and Community Client Experience Survey Results Fall 2014



Patient Experience is the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

– The Beryl Institute

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Third Annual Inpatient and Community Client Experience Survey Results Fall 2013

Background

Patient experience survey is a joint initiative with the Patient/Client & Family Council (PCFC) and Waypoint Centre for Mental Health Care.

Annual Client Experience Surveys (CES) are an invaluable method of gathering information and showing our patient/client base that we are interested in providing quality care and are actively looking for ways to improve. Client Experience Surveys can assist Waypoint in identifying ways of improving our services, which ultimately translates into better care and happier patients/clients. We measure to improve. Without measuring, we have no way of evaluating quality improvement from the patient/client perspective.

Introduction

The Excellent Care for All Act (ECFAA) requires documented continuous improvement. To meet this requirement, Waypoint Centre for Mental Health Care (Waypoint), Royal Ottawa Hospital (The Royal), Centre for Addiction & Mental Health (CAMH), and Ontario Shores Centre for Mental Health Sciences (Ontario Shores) have agreed to conduct a standardized annual Patient/Client Experience Survey. It was decided that the surveying tool used in acute care hospitals was not appropriate for the mental health environment. Therefore, CAMH and Accreditation Canada undertook the development of a mental health specific survey tool.

Waypoint's Client Experience Survey was conducted in an ethical manner and the results have been reviewed to ensure that no patient(s)/client(s) can be identified. In the event that fewer than five respondents answered the question; the information was added to another program to protect the patient's identity. This ensured patient confidentiality and that no patient could be identified.

All inpatient units/programs will have their own data this survey. In the case of the community survey Outpatients and Our Place will have their own data.

Patients and Clients Message to Waypoint

Waypoint patients/clients have, since the pilot survey, communicated the same message:



Waypoint's Response Rate

The Inpatient Experience Survey and Community Experience Survey were conducted to assess patients'/clients' experiences with mental health services at Waypoint. The survey was conducted September 4 – 25, 2014 for the inpatient population and September 4 – October 2, 2014 for the community client population.

The main criterion for response inclusion in the standardized Accreditation Canada Survey is that each respondent must be a Waypoint patient/client. For Waypoint's Modified Survey, it is allowable to have a family member assist the inpatient with survey completion.

All inpatient and modified survey respondents qualified to have their surveys analyzed and included in the survey count. The respondent rate for the inpatient survey was **121**, modified **28**, and outpatients **78** for a total of **227**.

Patients and Clients Message to Waypoint

Waypoint patients/clients have clearly communicated the importance of participating in the Client Experience Survey with 78% of “able” inpatients completing a survey. Since the Pilot Survey, patients/clients continue to provide feedback and this is what they continue to say to Waypoint.

Waypoint’s Definition of the Client Experience Survey

Patients/clients told us that it was important to have their VOICE heard and to be included in developing the Action Plans. The acronym “VOICE” means:

Patients’ Voice

Our patients spoke - we listened

Values How patients see our hospital’s values	Opinions What is important to our patients	Insight Suggestions on how to improve healthcare they are receiving
Collaboration Patients want to be partners in care	Engagement Patients and front-line staff are key in developing quality improvement plans	

Why Survey

The power of the Client Experience Survey is to hear the patients' voice and to include their voice in the improvement planning. After the Pilot Client Experience Survey, each program developed Client Experience Action Plan(s) with the assistance of staff, patients/clients and Patient Client & Family Council (PCFC). It is important for the annual survey information to be shared with staff, patients/clients and PCFC so they can evaluate how the action plan(s) have impacted patients on each program. In some cases the action plans listed started after the Pilot Survey and others started after the First Annual Survey. Many of the action plans will take time to implement. The survey over survey comparison now allows Waypoint to view three separate survey cycles prior to the action plans, post the action plan and measure for sustainability.

Client Experience Action Plan Results

To measure if Waypoint is making a difference with the implementation of the quality improvement action plans, the charts below show a comparison from our pilot survey in 2012 to our current survey in 2014. When you calculate the average improvement in the dimension of Overall Client experience there is a 15% increase for inpatients and 8% increase for community patients.

The information in the first table is inpatient and the information in the second table is community.

Inpatient Overall Client Experience	Change
As a result of this hospital stay do you feel better prepared to deal with daily problems?	15% increase
As a result of this hospital stay do you feel more ready to accomplish the things you want to do?	14% increase
Overall, are you being helped by your hospital stay?	18% increase
Overall, how would you rate the care you are receiving?	14% increase
If you needed treatment again would you choose to come back to this hospital?	13% increase

Community Overall Client Experience	Change
As a result of your care with this program or service do you feel better prepared to deal with daily problems?	12% increase
As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	8% increase
Overall, are you being helped by your care with this program or service?	2% decrease
Overall, how would you rate the services you are receiving?	7% increase
If you needed treatment again would you choose to come back to this program or service?	12% increase

Clinical Services Plan

Waypoint clinical programs are embracing the Clinical Services Plan which includes a Philosophy of Recovery, Culturally Competent Care (responsive care) and Trauma-Informed Care in a Culture of Least Restraint. The Clinical Services Plan started April 2012; therefore the Pilot survey is pre-implementation score and the First and Second Annual Surveys show the patients’ and clients’ perception of the Clinical Services Plan to date.

To support the CSP vision the following training has occurred: Recovery training, Cultural Competent Care training, and Trauma Informed Care in a Culture of Least Restraints embedded in the Crisis Prevention and Intervention training.

To support this vision the following initiatives have occurred: the introduction of security levels in the provincial programs and the implementation of the new policy on emergency use of restraints – physical, chemical, mechanical and seclusion.

The following survey questions helped Waypoint to evaluate these three foundational themes of the Clinical Services Plan.

How to read the tables below

In the event that the experience has increased, the result is shown in green. If the result has decreased, it is shown in blue.

(N) is the number of patients answering the survey.

The % represents the patients that responded to the question in a positive manner.

Clinical Service Plan Comparison Table Inpatient Data

Pre and Post Implementation of the Clinical Services Plan - Inpatient	IMPLEMENTATION	
	PRE	POST
Questions	Pilot Waypoint 2012 (N=144)	3 rd Annual Waypoint 2014 (N=121)
9. Is the area around your room quiet at night?	63%	79%
10. Do you feel safe on your unit?	74%	82%
12. How would you rate the overall quality of the hospital food?	42%	49%
14. Are you involved as much as you want in decisions about your treatment?	56%	57%
18. Were your individual needs, preferences and values respected in your treatment?	53%	60%
19. Do you feel that you are treated with respect by hospital staff?	55%	70%
20. Do you feel that you have been treated unfairly at this hospital for any of the following reasons? (The positive response - I was not treated unfairly)	57%	63%
22. Do you feel that staff support your improvement and recovery?	62%	69%
26. Are there enough activities (group therapy, organized activities, etc.) for you to do at this hospital during the day on weekdays (Monday to Friday)?	56%	61%
27. Are there enough activities (group therapy, organized activities, etc.) for you to do at this hospital on evenings and weekends?	41%	45%
28. Are the activities available of interest to you?	48%	59%
31. As a result of this hospital stay do you feel better prepared to deal with daily problems?	46%	61%
32. As a result of this hospital stay do you feel more ready to accomplish the things you want to do?	55%	69%

Pre and Post Implementation of the Clinical Services Plan - Inpatient	IMPLEMENTATION	
	PRE	POST
Questions	Pilot Waypoint 2012 (N=144)	3 rd Annual Waypoint 2014 (N=121)
33. Overall, are you being helped by your hospital stay?	48%	66%
34. Overall, how would you rate the care you are receiving?	55%	69%
35. If you needed treatment again would you choose to come back to this hospital?	39%	52%

Clinical Service Plan Comparison Table Community Data

Pre and Post Implementation of the Clinical Services Plan - Community	IMPLEMENTATION	
	PRE	POST
Questions	Pilot Waypoint 2012 (N=107)	3 rd Annual Waypoint 2014 (N=78)
8. Do you feel safe when you are at this program or service?	83%	92%
9. Is the area around your room quiet at night?	NA	
12. How would you rate the overall quality of the hospital food?	NA	
10. Are you involved as much as you want in decisions about your treatment?	77%	84%
14. Were your individual needs, preferences and values respected in your treatment?	85%	93%
15. Do you feel that you are treated with respect by hospital staff?	80%	93%
16. Do you feel that you have been treated unfairly at this hospital for any of the following reasons? (The positive response - I was not treated unfairly)	75%	84%
18. Do you feel that staff support your improvement and recovery?	87%	92%
23. As a result of your care with this program or service do you feel better prepared to deal with daily problems?	62%	74%

Pre and Post Implementation of the Clinical Services Plan - Community	IMPLEMENTATION	
	PRE	POST
Questions	Pilot Waypoint 2012 (N=107)	3 rd Annual Waypoint 2014 (N=78)
24. As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	64%	72%
25. Overall, are you being helped by your care with this program or service?	83%	81%
26. Overall, how would you rate the care you are receiving?	86%	93%
27. If you needed treatment again would you choose to come back to this program or service?	81%	93%

Inpatients

Overall Comparison Inpatient Programs	% DESIRED RESPONSES	
Questions	2 nd Annual Waypoint 2013 (N=148)	3 rd Annual Waypoint 2014 (N=121)
Arrival Dimension		
4. When you arrived on the unit, or soon afterwards, did a staff member tell you about the daily routine of the unit such as meal times and visiting hours?	71%	65%
5. When you arrived on the unit, did you have to wait a long time to get to your room?	89%	86%
Experience on the unit/program		
The following questions are about your experiences on the unit and around the hospital		
6. Your room	86%	80%
7. Your washroom	86%	81%
8. Common areas (hallway, lobby, cafeteria, etc.)	89%	83%
9. Is the area around your room quiet at night?	76%	79%
10. Do you feel safe on your unit?	81%	82%
11. Are you given enough privacy when discussing your issues or treatment with staff?	74%	70%
12. How would you rate the overall quality of the hospital food?	48%	49%

Overall Comparison Inpatient Programs	% DESIRED RESPONSES	
	2 nd Annual Waypoint 2013 (N=148)	3 rd Annual Waypoint 2014 (N=121)
Questions		
13. If you require a special diet (for health, personal, or religious reasons) do you receive it?	75%	68%
Participation in care		
The following questions are about your participation in your care...		
14. Are you involved as much as you want in decisions about your treatment?	56%	57%
15. Do you understand your care plan?	63%	66%
16. Do staff clearly explain the purpose of medication?	61%	63%
17. Do staff clearly explain possible medication side effects?	44%	43%
Respect & Recovery		
The following question is about respect, recovery and meeting your needs...		
18. Were your individual needs, preferences and values respected in your treatment?	57%	60%
19. Do you feel that you are treated with respect by hospital staff?	69%	71%
20. Do you feel that you have been treated unfairly at this hospital for any of the following reasons? (The positive response - I was not treated unfairly)	55%	63%
21. Do you feel that enough care is taken of any physical health problems you have (for example diabetes, weight gain, heart disease)?	64%	66%
22. Do you feel that staff support your improvement and recovery?	71%	69%
Client's Rights		
The following questions are about your rights as a client...		
23. Do you feel that you can refuse treatment (for example medications)?	49%	54%
24. Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital?	63%	68%
25. If yes, to whom would you make a complaint?	Data can be found in full report	
Treatment & Rehabilitation		
The following questions are about the treatment and rehabilitation activities at this hospital...		
26. Are there enough activities (group therapy, organized activities, etc.) for you to do at this hospital during the day on weekdays (Monday to Friday)?	63%	67%
27. Are there enough activities (group therapy, organized activities, etc.) for you to do at this hospital on evenings and weekends?	52%	45%

Overall Comparison Inpatient Programs	% DESIRED RESPONSES	
	2 nd Annual Waypoint 2013 (N=148)	3 rd Annual Waypoint 2014 (N=121)
Questions		
28. Are the activities available of interest to you?	53%	60%
Discharge		
The following questions are about discharge...		
29. Have staff talked to you about your discharge?	38%	51%
30. If yes, have you been involved as much as you want in planning for your discharge?	41%	79%
Overall Experience		
The following questions are about your overall experiences at this hospital...		
31. As a result of this hospital stay do you feel better prepared to deal with daily problems?	59%	61%
32. As a result of this hospital stay do you feel more ready to accomplish the things you want to do?	61%	69%
33. Overall, are you being helped by your hospital stay?	65%	66%
34. Overall, how would you rate the care you are receiving?	66%	69%
35. If you needed treatment again would you choose to come back to this hospital?	43%	52%

Community

During the First Annual Survey great effort was put forward to ensure that all outpatient programs had the opportunity to survey their clients. Clients were surveyed across the Local Health Integration Network LHIN and coordination was set-up by the programs to increase client awareness and ability to participate.

During the Pilot, Second Annual Survey and Third Annual Survey two service locations were surveyed; the Outpatient Services and the programs at the HERO Centre.

Overall Comparison Community Programs

Overall Comparison Community Programs		% DESIRED RESPONSES	
Questions		2 nd Annual Waypoint 2013 (N=135)	3 rd Annual Waypoint 2014 (N=78)
Accessing Services and Staff			
The first few questions are about accessing services and staff...			
3. After you were referred, did you have to wait a long time for service to start? (The positive response is "NOT AT ALL or SOMEWHAT")	92%	94%	
4. Do staff return your phone calls within a reasonable amount of time? (The positive response is "USUALLY and ALWAYS -never called removed from count)	91%	94%	
5. Are you kept waiting a long time when you have appointments? (The positive response is "NEVER and SOMETIMES")	93%	90%	
Experience on the program/service			
The following questions are about your experiences around the program or service...			
How often are the following areas clean?			
6 .Areas where you receive services or meet with staff:	95%	94%	
7. Common areas (hallway, lobby, cafeteria, etc.	92%	92%	
8. Do you feel safe when you are at this program or service?	98%	92%	
9. Are you given enough privacy when discussing your issues or treatment with staff?	92%	95%	
Participation in care			
The following questions are about your participation in your care...			
10. Are you involved as much as you want in decisions about your treatment?	82%	84%	
11. Do you understand your care plan?	87%	79%	
12. Do staff clearly explain the purpose of medication?	78%	81%	
13. Do staff clearly explain possible medication side effects?	63%	64%	
Respect & Recovery			
The following question is about respect, recovery and meeting your needs...			
14. Were your individual needs, preferences and values respected in your treatment?	91%	93%	
15. Do you feel that you are treated with respect by hospital staff?	90%	93%	

Overall Comparison Community Programs	% DESIRED RESPONSES	
Questions	2nd Annual Waypoint 2013 (N=135)	3rd Annual Waypoint 2014 (N=78)
16. Do you feel that you have been treated unfairly at this hospital for any of the following reasons? (I was not treated unfairly – positive response)	85%	84%
17. Do you feel that enough care is taken of any physical health problems you have (for example diabetes, weight gain, heart disease)?	77%	76%
18. Do you feel that staff support your improvement and recovery?	87%	92%
19. Do staff tell you about other services and supports available in the community?	70%	74%
Client's Rights		
The following questions are about your rights as a client...		
20. Do you feel that you can refuse treatment (for example medications)?	73%	63%
21. Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital?	42%	43%
22. If yes, to whom would you make a complaint?	Available in full report	
Overall Experience		
The following questions are about your overall experiences at this hospital...		
23. As a result of your care with this program or service do you feel better prepared to deal with daily problems?	69%	74%
24. As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	62%	72%
25. Overall, are you being helped by your care with this program or service?	75%	81%
26. Overall, how would you rate the services you are receiving?	90%	93%
27. If you needed treatment again would you choose to come back to this program or service?	88%	93%

Inpatient Data Broken Down by Strengths Comparison

Inpatient Top Five Areas of Strength	% DESIRED RESPONSES	
Questions	2nd Annual Waypoint 2013 (N=148)	3rd Annual Waypoint 2014 (N=121)
5. When you arrived on the unit, did you have to wait a long time to get to your room?	89%	86%
6, 7 and 8 Cleanliness of hospital common areas (hallways, lobby, cafeteria, etc.)	87%	81%
10. Do you feel safe?	81%	82%
9. Is the area around your room quiet at night?	76%	79%
30. If yes, have you been involved as much as you want in planning your discharge?	41%	79%

Inpatient Data Broken Down By Areas of Improvements Comparison

Inpatient Top Six Areas of Improvement	% DESIRED RESPONSES	
Questions	2nd Annual Waypoint 2013 (N=148)	3rd Annual Waypoint 2014 (N=121)
18. Were your individual needs, preferences, and values respected in your treatment?	57%	60%
35. If you needed treatment again would you choose to come back to this hospital?	43%	52%
29. Have staff talked to you about your discharge?	38%	51%
12. How would you rate the overall quality of the hospital food?	47%	49%

Inpatient Top Six Areas of Improvement	% DESIRED RESPONSES	
Questions	2nd Annual Waypoint 2013 (N=148)	3rd Annual Waypoint 2014 (N=121)
27. Are there enough activities (group therapy, organized activities, etc.) for you to do at this hospital on evenings and weekends?	52%	45%
17. Do staff clearly explain possible medication side effects?	44%	43%

Community Data Broken Down By Strengths Comparison

COMMUNITY Top Five Areas of Strength	% DESIRED RESPONSES	
Questions	2nd Annual Waypoint 2013 (N=135)	3rd Annual Waypoint 2014 (N=78)
8. Do you feel safe on your unit?	98%	92%
6. & 7. Cleanliness of hospital common areas (hallways, lobby, cafeteria, etc.)	94%	93%
5. Are you kept waiting a long time when you have appointments? (The positive response was "NEVER or SOMETIMES")	93%	90%
9. Are you given enough privacy when discussing your issues or treatment with staff?	92%	95%
3. After you were referred, did you have to wait a long time for service to start? (The positive response was "SOMEWHAT or NOT AT ALL")	92%	92%

Community Data Broken Down By Areas of Improvements Comparison

COMMUNITY		% DESIRED RESPONSES	
Top Five Areas for Improvement			
Questions		2nd Annual Waypoint 2013 (N=135)	3rd Annual Waypoint 2014 (N=78)
21. Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital?		42%	43%
24. As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?		62%	72%
13. Do staff clearly explain possible medication side effects?		63%	64%
23. As a result of your care with this program or service do you feel better prepared to deal with daily problems?		69%	74%
19. Do staff tell you about other services and supports available in the community?		70%	74%

Next Survey

Waypoint will be conducting its next inpatient and community Client Experience Surveys September/October 2015.

Contact Information

If you have questions or comments about this report; please direct to Communications and Fund Development. Inquiries will be responded to during business hours, 8 a.m. to 4:30 p.m. Monday to Friday. 705 549-3181, ext. 2073 or info@waypointcentre.ca.