

2014 Client Experience Survey – Summary of Outpatient Results by Program (% of Positive Responses)

The percentages reported are the percent of positive or desired responses. The programs shown in each table are as follows:

- Access and Transitions (ACTR)
- Ambulatory Care and Structured Treatments (ACST)
- Complex Mental Illness (CMI)
 - CMI Forensic (FOR)
 - CMI Non-Forensic (NFOR)
- Underserved Populations (UPP)

The Metro Addiction Assessment and Referral Services (MAARS), previously under the Access and Transitions (ACTR) Program, was recently transferred to the Ambulatory Care and Structured Treatment (ACST) Program. As such, in this report, respondents from MAARS were counted under the ACST Program.

CAMH Outpatient Sample Size Distribution

Year	CAMH OP Total	ACTR	ACST	CMI			UPP
				FOR	NFOR	Overall	
2014	614	4	472	2	97	99	39
2013	776	39	432	47	165	212	93
2012	624	36	423	6	96	102	63

** Note: The number of responses in each question is not equal to the total respondents in the program. Not all respondents chose to respond to all of the questions.*

The percent of positive or desired responses for the ACTR and the subprograms of CMI are not shown in the following tables as the sample sizes for ACTR and Forensic subprograms of CMI in 2014 were too small.

2014 CES Summary of Outpatient Results by Program

A. Access

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
After you were referred, did you have to wait a long time for services to start?	2014	80.5%	-	78.8%	89.1%	78.9%
	2013	83.9%	83.8%	81.7%	88.2%	85.2%
	2012	80.5%	94.1%	78.8%	81.8%	77.8%
Do staff return your phone calls within a reasonable amount of time?	2014	80.3%	-	80.2%	77.9%	85.7%
	2013	82.9%	97.1%	80.0%	82.3%	91.9%
	2012	83.8%	80.6%	86.0%	77.3%	81.4%
Are you kept waiting a long time when you have appointments?	2014	91.2%	-	90.0%	92.8%	100.0%
	2013	90.9%	94.9%	88.6%	93.7%	93.3%
	2012	93.9%	94.4%	96.2%	88.2%	86.0%

B. Experiences of Services

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
Are the following areas clean?						
Common areas (hallways, lobby, cafeteria, etc.)	2014	96.4%	-	97.0%	92.9%	97.4%
	2013	92.6%	94.9%	95.7%	84.5%	95.7%
	2012	93.4%	88.9%	95.9%	87.9%	87.2%
Areas where you receive services or meet with staff	2014	98.2%	-	98.5%	96.9%	97.4%
	2013	94.9%	100.0%	97.6%	87.4%	96.7%
	2012	94.2%	97.1%	94.5%	90.2%	98.0%
Do you feel safe when you are at this program or service?	2014	96.4%	-	97.4%	90.5%	97.4%
	2013	95.0%	97.4%	96.3%	91.8%	95.7%
	2012	94.0%	88.9%	96.9%	86.9%	88.0%
Are you given enough privacy when discussing your issues or treatment with staff?	2014	95.3%	-	95.5%	93.8%	97.4%
	2013	95.5%	94.9%	95.8%	94.7%	96.7%
	2012	93.3%	94.4%	95.7%	84.8%	90.2%

Red = Decrease of 5% or greater from previous year.

Green = Increase of 5% or greater from previous year.

C. Participation

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
Are you involved as much as you want in decisions about your treatment?	2014	87.1%	-	89.9%	78.1%	74.4%
	2013	87.4%	94.7%	89.6%	80.7%	89.9%
	2012	85.8%	85.7%	89.8%	70.4%	83.7%
Do you understand your care/treatment plan?	2014	89.5%	-	92.7%	77.7%	82.1%
	2013	88.5%	91.2%	90.3%	84.0%	90.2%
	2012	84.4%	93.9%	87.1%	69.9%	84.1%
Do staff clearly explain the purpose of medication?	2014	87.4%	-	89.1%	81.9%	85.7%
	2013	88.4%	100.0%	91.1%	82.9%	85.0%
	2012	84.5%	96.4%	82.9%	80.6%	95.1%
Do staff clearly explain possible medication side effects?	2014	78.4%	-	78.5%	72.8%	95.8%
	2013	76.5%	100.0%	78.0%	68.7%	81.4%
	2012	75.4%	74.1%	75.2%	74.0%	80.5%

D. Needs

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
Do you feel you have been treated unfairly for any of the following reasons?						
Age	2014	98.9%	-	98.9%	98.0%	100.0%
	2013	97.8%	100.0%	98.8%	95.3%	97.8%
	2012	98.2%	100.0%	99.1%	96.1%	94.1%
Sex/gender	2014	99.0%	-	98.9%	99.0%	100.0%
	2013	98.8%	97.4%	99.3%	98.1%	98.9%
	2012	99.0%	97.2%	100.0%	96.1%	98.0%
Race/ethnic background	2014	98.7%	-	98.7%	98.0%	100.0%
	2013	97.8%	100.0%	98.8%	94.8%	98.9%
	2012	98.5%	94.4%	99.5%	95.1%	100.0%

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2014 CES Summary of Outpatient Results by Program

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
Spiritual/religious beliefs	2014	98.4%	-	99.2%	96.0%	94.9%
	2013	98.5%	97.4%	99.5%	96.2%	98.9%
	2012	98.5%	97.2%	99.8%	94.1%	98.0%
Sexual orientation	2014	99.5%	-	99.4%	100.0%	100.0%
	2013	98.5%	100.0%	99.5%	95.8%	98.9%
	2012	99.3%	97.2%	99.8%	98.0%	100.0%
Language	2014	99.5%	-	99.8%	98.0%	100.0%
	2013	99.2%	100.0%	100.0%	97.6%	98.9%
	2012	99.0%	97.2%	99.8%	97.1%	98.0%
Financial situation	2014	98.4%	-	98.5%	97.0%	100.0%
	2013	97.3%	100.0%	98.4%	95.3%	95.7%
	2012	98.9%	97.2%	99.3%	97.1%	100.0%
A disability you have	2014	97.4%	-	98.3%	93.9%	94.9%
	2013	96.4%	100.0%	98.1%	92.0%	96.8%
	2012	98.9%	97.2%	99.3%	98.0%	98.0%
I was not treated unfairly	2014	73.0%	-	73.9%	65.7%	79.5%
	2013	75.1%	87.2%	79.4%	63.7%	76.3%
	2012	87.7%	86.1%	91.5%	75.5%	82.4%
Another reason	2014	96.4%	-	96.8%	93.9%	97.4%
	2013	94.5%	97.4%	95.1%	92.0%	95.7%
	2012	96.9%	94.4%	97.2%	95.1%	100.0%

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2014 CES Summary of Outpatient Results by Program

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
Are your individual needs, preferences and values respected in your treatment?	2014	90.6%	-	92.6%	81.3%	89.7%
	2013	91.8%	100.0%	93.1%	85.3%	96.6%
	2012	91.9%	91.4%	94.1%	81.6%	93.8%
Do you feel that you are treated with respect by hospital staff?	2014	94.5%	-	95.4%	91.6%	89.7%
	2013	94.1%	100.0%	94.3%	91.6%	96.6%
	2012	93.5%	97.1%	94.6%	88.9%	91.3%
Do you feel that enough care is taken of any physical health problems you have (e.g. diabetes, weight gain, heart disease)?	2014	79.6%	-	78.2%	81.8%	89.5%
	2013	78.3%	100.0%	76.0%	77.8%	83.7%
	2012	76.7%	81.0%	76.5%	73.1%	83.3%
Do you feel that staff support your improvement and recovery?	2014	92.8%	-	94.6%	85.4%	89.5%
	2013	94.0%	97.4%	94.8%	90.8%	96.5%
	2012	93.1%	97.1%	94.7%	85.7%	91.7%
Do staff tell you about other services and supports available in the community?	2014	62.9%	-	61.8%	72.9%	53.8%
	2013	72.1%	76.9%	70.2%	74.5%	72.9%
	2012	71.7%	75.8%	76.1%	69.1%	71.4%
Are staff helping you with your housing goals?	2014	59.3%	-	50.0%	76.2%	76.5%
	2013	65.6%	60.0%	56.5%	77.2%	53.8%
	2012	N/A	N/A	N/A	N/A	N/A
Are staff helping you with your employment and/or education goals?	2014	66.5%	-	61.0%	79.6%	72.7%
	2013	64.2%	61.5%	51.2%	79.8%	70.7%
	2012	N/A	N/A	N/A	N/A	N/A

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2014 CES Summary of Outpatient Results by Program

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
Are you receiving support with income-related issues?	2014	58.2%	-	51.1%	78.7%	60.0%
	2013	59.4%	50.0%	47.8%	80.4%	40.5%
	2012	N/A	N/A	N/A	N/A	N/A
Do you feel that you have support to follow the tobacco free policy (e.g. patches, behavioural support, encouragement, etc.)?	2014	78.9%	-	83.5%	65.9%	58.3%
	2013	N/A	N/A	N/A	N/A	N/A
	2012	N/A	N/A	N/A	N/A	N/A
Do you feel as though your strengths are recognized and you are encouraged to be well in your recovery?	2014	97.7%	-	97.7%	97.8%	97.1%
	2013	95.6%	94.3%	96.5%	94.5%	94.5%
	2012	N/A	N/A	N/A	N/A	N/A

E. Rights

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
Do you feel that you can refuse treatment (e.g. medications)?	2014	80.4%	-	87.2%	46.2%	80.0%
	2013	75.5%	93.9%	85.7%	47.3%	80.8%
	2012	79.7%	84.6%	86.7%	48.1%	81.6%
Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital?	2014	29.3%	-	28.2%	33.3%	31.6%
	2013	33.0%	34.2%	33.0%	36.6%	23.8%
	2012	29.0%	20.0%	26.1%	40.8%	35.4%

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F. Overall Experience

Question	Year	CAMH OP Total	ACTR	ACST	CMI	UPP
As a result of your care with this program or service do you feel better prepared to deal with daily problems?	2014	66.5%	-	67.4%	63.2%	64.1%
	2013	70.0%	83.8%	67.5%	73.1%	68.7%
	2012	73.9%	74.3%	75.3%	63.3%	83.3%
As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	2014	62.8%	-	64.7%	59.1%	48.6%
	2013	66.5%	73.0%	63.4%	71.9%	65.9%
	2012	68.6%	64.7%	69.4%	62.2%	77.8%
Overall, are you being helped by your care with this program or service?	2014	80.1%	-	80.7%	80.6%	71.1%
	2013	83.4%	94.3%	82.4%	84.2%	82.1%
	2012	81.4%	85.3%	82.7%	73.7%	84.1%
Overall, how would you rate the services you are receiving?	2014	92.3%	-	93.1%	88.5%	92.3%
	2013	91.7%	92.3%	93.6%	86.6%	94.1%
	2012	91.1%	88.2%	94.0%	81.8%	86.7%
If you needed treatment again would you choose to come back to this program or service?	2014	88.4%	-	91.3%	77.1%	82.1%
	2013	87.6%	89.7%	90.0%	84.6%	82.1%
	2012	89.3%	97.0%	91.3%	79.0%	88.9%

Top Five Areas of Strength

Question	CAMH OP (2014) (N=614)	ACTR (n=4)	ACST (n=472)	CMI (n=99)	UPP (n=39)
Do you feel you have been treated unfairly for any of the following reasons? (mean of 9 items)	98.5% (1)		98.7% (1)	97.1% (2)	98.6% (2)
Cleanliness of areas where you receive services or meet with staff and common areas (mean of 2 items)	97.3% (3)		97.8% (2)	94.9% (3)	97.4% (3)
Do you feel as though your strengths are recognized and you are encouraged to be well in your recovery?	97.7%(2)		97.7%(3)	97.8%(1)	97.1%(4)
Do you feel safe when you are at this program or service?	96.4% (4)		97.4% (4)		97.4% (3)
Are you given enough privacy when discussing your issues or treatment with staff?	95.3% (5)		95.5% (5)	93.8% (4)	97.4% (3)
Do you staff clearly explain possible medication side effects?					95.8% (5)
Are you kept waiting a long time when you have appointments?				92.8% (5)	100.0% (1)

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Top Five Areas for Improvement

Question	CAMH OP (2014) (N=614)	ACTR (n=4)	ACST (n=472)	CMI (n=99)	UPP (n=39)
Apart from talking to your nurse, doctor or treatment team do you know how to make a complaint at this hospital?	29.3%(1)		28.2% (1)	33.3%(1)	31.6% (1)
Are you receiving support with income-related issues?	58.2%(2)		51.1%(3)		60.0%(5)
Are staff helping you with your housing goals?	59.3%(3)		50.0%(2)		
As a result of your care with this program or service do you feel more ready to accomplish the things you want to do?	62.8%(4)			59.1%(3)	48.6%(2)
As a result of your care with this program or service do you feel better prepared to deal with daily problems?				63.2%(4)	
Are staff helping you with your employment and/or education goals?			61.0%(4)		
Do you feel that you can refuse treatment (e.g. medications)?				46.2%(2)	
Do staff tell you about other services and supports available in the community?	62.9%(5)		61.8%(5)		53.8%(3)
Do you feel that you have support to follow the tobacco free policy (e.g. patches, behavioural support, encouragement, etc.)?					58.3%(4)
I was not treated unfairly				65.7%(5)	

Outpatient Client Demographics

	CAMH OP (2014) (N=614)	ACTR (n=4)	ACST (n=472)	CMI (n=99)	UPP (n=39)
Sex/Gender					
Male	52.8%	33.3%	52.8%	53.7%	52.6%
Female	45.0%	66.7%	45.5%	44.2%	39.5%
Trans-Female to Male	2.2%	0.0%	1.8%	2.1%	7.9%
Trans-Male to Female					
Two-spirit					
Intersex					
Other					
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Age					
Under 18 years	2.2%	0.0%	0.0%	3.2%	26.3%
18 to 24 years	11.8%	33.3%	8.4%	18.3%	34.2%
25 to 44 years	45.3%	33.3%	47.9%	46.2%	13.2%
45 to 64 years	34.9%	0.0%	38.2%	30.1%	10.5%
65 years or over	5.8%	33.3%	5.5%	2.2%	15.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
How long have you been receiving care with this program or service?					
Less than 1 week	2.4%	0.0%	2.4%	3.3%	0.0%
1 to 4 weeks	10.9%	0.0%	12.1%	7.8%	5.3%
1 to 3 months	22.7%	33.3%	25.6%	12.2%	13.2%
4 to 12 months	20.7%	0.0%	20.5%	18.9%	28.9%
1 to 5 years	32.0%	33.3%	31.7%	31.1%	36.8%
Over 5 years	11.3%	33.3%	7.7%	26.7%	15.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
What language are you most comfortable speaking with your health provider?					
ASL	0.2%	0.0%	0.2%	0.0%	0.0%
English	96.7%	100.0%	97.5%	94.6%	91.9%
Amharic	0.2%	0.0%	0.2%	0.0%	0.0%
Arabic	0.3%	0.0%	0.2%	0.0%	2.7%
Chinese (Cantonese)	0.3%	0.0%	0.5%	0.0%	0.0%
Chinese (Mandarin)	0.3%	0.0%	0.0%	2.2%	0.0%
French	0.7%	0.0%	0.5%	2.2%	0.0%
Italian	0.2%	0.0%	0.0%	0.0%	2.7%
Polish	0.3%	0.0%	0.5%	0.0%	0.0%
Portuguese	0.3%	0.0%	0.0%	1.1%	2.7%
Spanish	0.2%	0.0%	0.2%	0.0%	0.0%
Tamil	0.2%	0.0%	0.2%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

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	CAMH OP (2014) (N=614)	ACTR (n=4)	ACST (n=472)	CMI (n=99)	UPP (n=39)
How much schooling have you had?					
Some primary school	1.4%	0.0%	0.9%	3.2%	2.6%
Completed primary school	1.4%	0.0%	0.7%	3.2%	5.3%
Some high school	13.6%	0.0%	9.5%	20.2%	47.4%
Completed high school	12.3%	66.7%	10.8%	14.9%	18.4%
Some college or university	25.9%	0.0%	26.1%	31.9%	10.5%
Completed college or university	31.2%	33.3%	35.2%	18.1%	15.8%
Some graduate studies	5.3%	0.0%	6.0%	4.3%	0.0%
Completed graduate studies	9.0%	0.0%	10.8%	4.3%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Were you born in Canada?					
Yes	73.2%	66.7%	73.8%	67.7%	78.9%
No	26.8%	33.3%	26.2%	32.3%	21.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
If no, how many years have you lived in Canada?					
Less than 2 years	0.6%	0.0%	.8%	0.0%	0.0%
2-5 years	8.9%	0.0%	5.9%	16.7%	25.0%
6-9 years	7.6%	0.0%	7.6%	10.0%	0.0%
10 or more years	82.9%	100.0%	85.7%	73.3%	75.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Racial or ethnic group description					
Asian- East (e.g., Chinese, Japanese, Korean)	4.7%	0.0%	3.6%	12.4%	0.0%
Asian- South (e.g., Indian, Pakistani, Sri Lankan)	4.0%	0.0%	3.1%	10.1%	0.0%
Asian- South East (e.g., Malaysian, Filipino, Vietnamese)	1.8%	0.0%	1.4%	3.4%	2.8%
Black - African (e.g., Ghanaian, Kenyan, Somali)	2.2%	33.3%	2.1%	0.0%	5.6%
Black - North American (e.g., Canadian, American)	1.5%	0.0%	1.0%	3.4%	2.8%
Black - Caribbean (e.g., Barbadian, Jamaican)	2.4%	0.0%	1.9%	4.5%	2.8%
First Nations- Non-status	0.5%	0.0%	0.7%	0.0%	0.0%

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First Nations- Status	0.9%	0.0%	1.2%	0.0%	0.0%
Indian - Caribbean (e.g., Guyanese with origins in India)	1.8%	0.0%	1.7%	3.4%	0.0%
Indigenous/Aboriginal not included elsewhere	0.4%	0.0%	0.5%	0.0%	0.0%
Latin American (e.g., Argentinean, Chilean, Salvadorian)	2.4%	0.0%	2.1%	2.2%	5.6%
Métis	0.4%	0.0%	0.2%	0.0%	2.8%
Middle Eastern (e.g., Iranian, Lebanese)	2.0%	0.0%	2.1%	2.2%	0.0%
White - European (e.g., English, Italian, Portuguese, Russian)	26.4%	33.3%	28.3%	15.7%	30.6%
White - North American (e.g., Canadian, American)	47.2%	33.3%	48.7%	41.6%	44.4%
Mixed heritage (e.g., Black-African, White-North American)	1.1%	0.0%	1.2%	0.0%	2.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
What supports do you have in the community? (multiple responses)					
Parents/children/siblings	58.0%	25.0%	56.1%	59.6%	79.5%
Spouse/romantic partner	27.9%	75.0%	31.8%	13.1%	12.8%
Friends	60.6%	75.0%	61.7%	50.5%	71.8%
Social workers/other social service worker	36.5%	50.0%	31.8%	51.5%	53.8%
None	5.4%	0.0%	5.9%	4.0%	2.6%
I don't know	2.9%	0.0%	2.5%	4.0%	5.1%
Others	14.8%	25.0%	16.9%	7.1%	7.7%

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