

Ontario Perception of Care (OPOC) Results



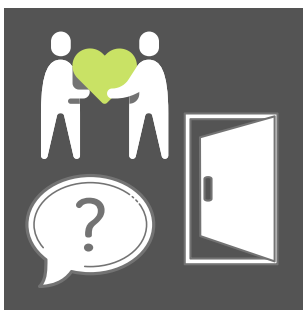
Overall Perception of Care

94% of respondents felt that overall they are respected, that staff is knowledgeable, services have helped them, and they feel safe at our offices, among others.



Experience Accessing Services

95% of respondents had a great experience accessing services, feeling welcome from the start, locations were convenient, wait times were reasonable, staff was on time for appointments, among others.



Experience While Receiving Services

94% of respondents felt they had private space, thought staff believed they could grow, services were of high quality, felt comfortable asking questions, among others.

Participation and Rights

94 to 95% of respondents felt their rights and participation were respected; fewer respondents felt they knew our complaint process.



"My personal information is kept confidential."



"I could discuss options to participate in certain activities."



"I felt comfortable asking questions about my treatment."



"I was involved in decisions about my treatment."

Therapists/Workers/Staff

96 to 97% of respondents felt their workers were knowledgeable, understanding, supporting and respectful.



"Staff were sensitive to my cultural needs"



"Staff understood and responded to my needs and concerns."



"Staff believed I could change and grow."



"I was treated with respect by program staff."



"I found staff knowledgeable and competent/qualified."

Overall

95 to 98% of respondents thought services were high quality, helped them deal more effectively with life's challenges and would recommend a friend.



"I think the services provided here are of high quality."



"If a friend were in need of similar help I would recommend this service."



"The services I have received have helped me deal more effectively with my life's challenges."

Where We Excelled

99% felt they were given a private space when discussing personal issues with staff.

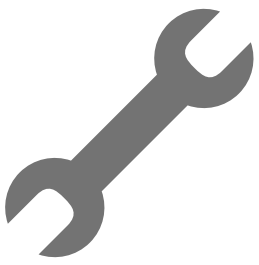
- thought staff were sensitive to cultural needs.

98%

- Overall, I found the program space clean and well maintained.

- felt if a friend were in need of similar help they would recommend this service.

- Staff believed I could change and grow.



Where We Need to Improve

14% did **not** know how to make a formal complaint to our organization.

Over the past year CMHA HKPR has worked to ensure information on our complaint process is made available for clients and their care providers. As part of our 2020/2021 Quality Improvement Plan (QIP), this score has shown a slight improvement since 2019. We are still committed to making improvements in this area and will continue to focus on this on our 2021/2022 QIP.

Our complaint process is available in our Supporting Your Wellness booklet and on our website at:

cmhahkpr.ca/complaints-concerns/



69% felt staff helped them to develop a plan for when they finished the program/treatment. This was an improvement from 56% in 2019.

This question was also part of our 2020-2021 Quality Improvement Plan (QIP) and although there has been an improvement it will continue to be a focus on our 2021-2022 QIP.

Who responded?

- 44%** of respondents were 45 to 64 years old.
- 38%** were 19 to 44 years old.
- 13%** were above 65 years old.
- 5%** did not specify.

- 93%** of respondents were clients.
- 7%** were families or friends.

