

Ontario Perception of Care (OPOC) 2021 Results



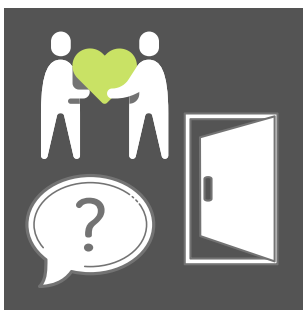
Overall Perception of Care

95% 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

95% 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

92 to 97% 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

94 to 100% 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

93 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

100% felt that staff understood and responded to their needs and concerns.

96% • thought staff were sensitive to cultural needs.

94% • Felt that staff believed they could change and grow.

93% • felt that if a friend were in need of similar help they would recommend this service.

99% • Overall, felt the program space was clean and well maintained.



Where We Need to Improve

21% did not know how to make a formal complaint to our organization. Over the past year, CMHA HKPR has continued to work to ensure information on our complaint process is made available for clients and their care providers.

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

cmhahkpr.ca/complaints-concerns/



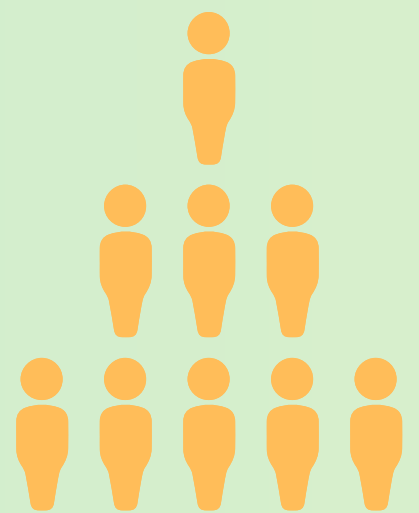
85% felt staff helped them to develop a plan for when they finish the program/treatment.

This was an improvement from 69% in 2020. This question was part of our 2021-2022 Quality Improvement Plan. This is a significant improvement, however, this will be an area we will continue to monitor.

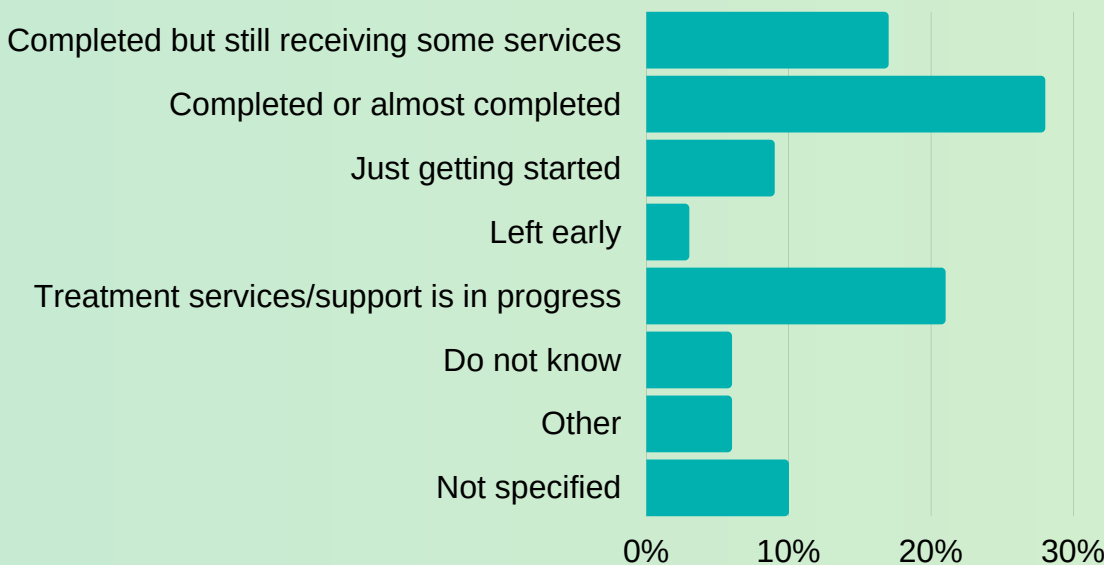
Who responded?

35% of respondents were 45 to 64 years old.
45% were 19 to 44 years old.
15% were above 65 years old.
5% did not specify.

96% of respondents were clients.
4% were families or friends.



Treatment Progress



Nearly 1/3 have completed or are nearing completion of services.