

In 2017,
867 patients
(185 inpatients,
682 outpatients)
and 117 family
members
completed the
OPOC.

Thank you to all
those who took
the time to share
their feedback!



mental health is health

For information about CAMH, please contact:
Public Affairs
Tel.: 416 535-8501 ext. 34250
E-mail: public.affairs@camh.ca

This publication may be available in other formats. For information about alternative formats or other CAMH publications, please contact CAMH Publications:
Toll-free: 1 800 661-1111
Toronto: 416 595-6059
E-mail: publications@camh.ca

To make a donation, please contact the CAMH Foundation:
Tel.: 416 979-6909
E-mail: foundation@camh.ca

If you have questions, concerns or compliments about services at CAMH, please contact the Client Relations Office:
Tel.: 416 535-8501 ext. 32028
E-mail: client.relations@camh.ca

Family members are welcome to contact the Office of Family Engagement for information and help getting connected:
100 Stokes St. (Bell Gateway Bldg.), ground floor, room 1314
Tel.: 416 535-8501 ext. 33202
E-mail: familyengagement@camh.ca

For information on addiction and mental health issues or other resources, please visit our website:
www.camh.ca

camh

A Pan American Health Organization /
World Health Organization Collaborating Centre
Fully affiliated with the University of Toronto

Disponible en français.

camh

Ontario Perception of Care 2017 survey results: inpatients



What's working and where can we do better?

Each year, we ask patients and families to tell us about their care at CAMH by completing the Ontario Perception of Care (OPOC) survey. The valuable feedback we receive helps us understand what we are doing well, and where we need to make improvements.

For example, patients have said they want better discharge plans. In response to this feedback, CAMH has developed a Discharge Project including discharge summaries, timely follow-up and enhanced patient education at discharge. The goal is that the Discharge Project, together with a new patient engagement strategy, will help improve patients' experience with the discharge process.



What are we doing well?

Staff

Staff were found to be knowledgeable, competent and respectful. Patients felt that staff believed in their ability to move forward in their recovery journeys.

Environment

CAMH facilities were found to be accessible (in regard to mobility, hearing, vision and learning needs). Patients appreciated that private spaces were provided for discussing personal issues.

What areas can we improve?

Services and discharge planning

- Patients would like to have more open communication with their treatment teams about their medications, treatment plans and discharge plans.
- Patients would like more options for groups and activities.

Participation and rights

- Patients want to be more actively involved in decisions about their treatment plans.
- Some patients are not aware of the process for making a formal complaint.

Share your ideas!

What are your ideas for how we can improve?

What should we continue doing, or do more of?

Please give this section to your unit clerk, or drop off at the suggestions box at the Family Resource Centre at 100 Stokes Street, Room 1314 (main floor).