

In 2017,  
984 respondents  
(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

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

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# camh

## Ontario Perception of Care 2017 survey results: outpatients



# What's working and where can we do better?

Each year, we ask clients 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, clients 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 client education at discharge. The goal is that the Discharge Project, together with a new client engagement strategy, will help improve clients' experience with the discharge process.



## What are we doing well?

### Staff

Staff were found to be knowledgeable, competent and respectful. Clients 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). Clients appreciated that private spaces were provided for discussing personal issues.

## What areas can we improve?

### Services and discharge planning

- Clients would like us to offer services at more convenient times and locations.
- Clients want to be referred to alternative services when needed.
- Clients want discharge plans that will meet their needs, and want to be more involved in co-creating them.

### Participation and rights

- Some clients 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 reception, or drop off at the suggestions box at the Family Resource Centre at 100 Stokes Street, Room 1314 (main floor).