

OPOC 2023 Blitz

Ontario Perception of Care Survey Results



EveryMind

WHAT IS OPOC

- A standardized, validated survey to gather feedback from youth 12+ and caregivers
- Asks about the care experience in relation to what is expected as standard practice (not just whether the person was satisfied with services)



- Developed by The Centre for Addiction and Mental Health (CAMH)
- Endorsed by Accreditation Canada and the Canadian Centre for Accreditation

WHY DO IT

- Collecting feedback from youth and caregivers allow us to improve the quality of our services



HOW

- 450+ youth and caregivers were invited to complete the OPOC survey online.
- Contacted primarily by email and in-person for milieu clients. Text or phone was an option, based on preferences.
- Support was available by email and phone.

WHO

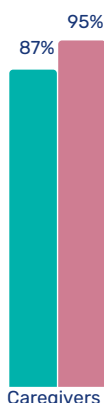


- Youth (49) and caregivers (56)
- Active or recently discharged during Oct 24, 2022 - Mar 31, 2023
- Involved in eligible programs (Counselling/Therapy & Intensive Services)

HOW YOUTH AND CAREGIVERS RATE US OVERALL?

2021

2023



I think the services provided here are of high quality



Services received have helped me/my loved one deal more effectively with my/their life's challenges



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

AREAS OF EXCELLENCE

Youth felt:

- assured that their personal info was kept confidential
- staff believed they could change and grow
- staff understood and responded to their needs and concerns
- service helped them deal more effectively with life's challenges

Caregivers felt:

- welcome from the start
- encouraged to be involved in their loved one's care
- included in decisions made about their loved one's treatment
- valued member of the team

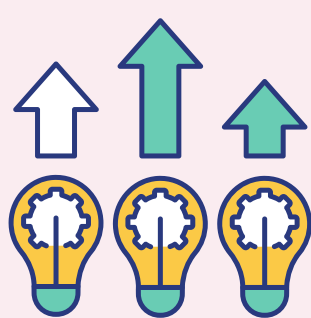


Both youth and caregivers felt that staff treated them with respect and were sensitive to their cultural needs

OPPORTUNITIES FOR IMPROVMENT

Both youth and caregivers felt:

- current wait times for service are too long
- if a serious concern arose, it is unclear how to make a formal complaint



Youth felt:

- they did not have a plan that met their needs or were unclear where to get support after finishing their treatment
- location and appointment time of services is not convenient
- they did not receive clear information about their prescribed medication

Steps for Improvement - Have your say!

Please share your ideas on:

1. What can EveryMind do to improve wait times?
2. What can we do to help clients and families learn about EveryMind's process to make a formal complaint?
3. How can staff help clients and families identify where they can get support after they finish their program or treatment at EveryMind?
4. What can the EveryMind do to offer service locations and appointment times that are more convenient for clients and their families?
5. How can staff ensure that clients and/or their caregivers receive clear information about the client's prescribed medication?



Your
VOICE
MATTERS

Click the link:

<https://www.surveymonkey.com/r/WSZBWRK>

or

Scan QR code:

