



PERFORMANCE REVIEW 2017

For the first time an Experience of Treatment and Care Survey was conducted at Mi-Mind Centre to benchmark our service against the best practice performance measures used in the Australian private inpatient mental health reports.

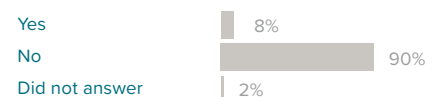
The survey was completed by 60 patients of Mi-Mind Centre between 21 April 2017 and 31 May 2017 on a voluntary basis.

Demographics

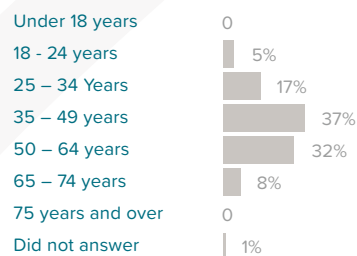
Gender



Assistance in completing survey



Age group



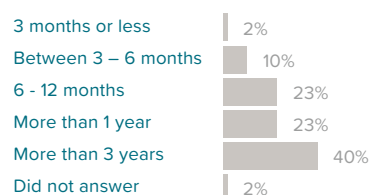
Patients who have a Community Mental Health Nurse



Signed survey 63%

Left comment 65%

Patient of Mi-Mind Centre



Survey questions 32

The scale of answers runs from

Strongly agree, Agree, Neutral, Disagree, Strongly Disagree.

The numbers representing an **index of agreement** is a derived statistic computed by subtracting the portion of “Any Disagree” from the portion of “Any Agree” ie: 100% would represent all patients Agree or Strongly Agree.

Our data is in comparison with other 40 Private Mental Health Participating Hospitals between Jan-Dec 2016 benchmarked through Centralised Data Management Service and published in Hospitals’ Standard Report for Patients’ Experiences of Care from the Australian Private Hospitals Association’s Private Psychiatric Hospitals Data Reporting and Analysis Service (PPHDRAS).

Ref: Standard Report from the Australian Private Hospitals Association’s Private Psychiatric Hospitals Data Reporting and Analysis Service regarding Patients Experiences of Care, in respect of the 2nd Quarter of the 2016-2017 Financial Year (3 month period ending 31.12.2016) and also the 12 month period beginning 01.01.2016 and ending 31.12.2016 - prepared in April 2017)

During my course of treatment to date ...

1. I felt welcome at Mi-Mind Centre



ANSWERS	RESPONSES (%)
Strongly agree	79
Agree	18
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	3

Our score is **97%** in comparison to other facilities of **94%** (Jan-Dec 2016)

2. My rights and responsibilities were explained fully in a way that I could understand.



ANSWERS	RESPONSES (%)
Strongly agree	65
Agree	25
Neutral	8
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	2

Our score is **90%** in comparison to other facilities of **84%** (Jan-Dec 2016)

3. I was informed about the cost of my treatment and care.



ANSWERS	RESPONSES (%)
Strongly agree	64
Agree	22
Neutral	2
Disagree	2
Strongly disagree	0
Did not answer	0
N/A	10

Our score is 84% in comparison to other facilities of 76% (Jan-Dec 2016)

4. When developing my treatment plan with me, my treating psychiatrist and/or Credentialed Mental Health Nurse (CMHN) ensured that a) it covered all my needs.



ANSWERS	RESPONSES (%)
Strongly agree	57
Agree	32
Neutral	4
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	7

Our score is 89% in comparison to other facilities of 82% (Jan-Dec 2016)

b) I understood the effects of my treatment options.



ANSWERS	RESPONSES (%)
Strongly agree	58
Agree	35
Neutral	2
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	5

Our score is 93% in comparison to other facilities of 86% (Jan-Dec 2016)

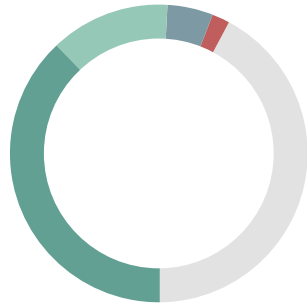
5. I have been involved in decisions about my care and treatment.



ANSWERS	RESPONSES (%)
Strongly agree	72
Agree	28
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	0

Our score is 100% in comparison to other facilities of 88% (Jan-Dec 2016)

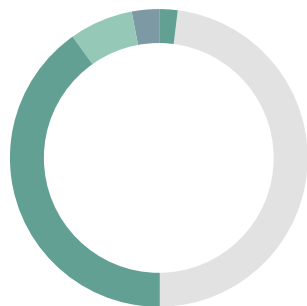
6. I have been involved in planning the care I may need after I leave this service.



ANSWERS	RESPONSES (%)
Strongly agree	38
Agree	13
Neutral	5
Disagree	2
Strongly disagree	0
Did not answer	0
N/A	42

Our score is 49% in comparison to other facilities of 82% (Jan-Dec 2016) *NB: this item compares our outpatients' cross-sectional outcomes during their care episode with outcomes of hospital inpatients' end of care episode.*

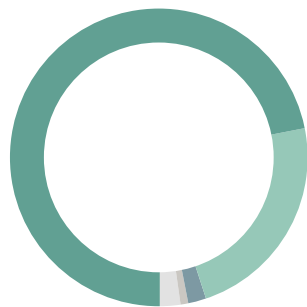
7. With my permission, my nominated carer was involved in my treatment and care.



ANSWERS	RESPONSES (%)
Strongly agree	40
Agree	7
Neutral	3
Disagree	0
Strongly disagree	2
Did not answer	0
N/A	48

Our score is 45% in comparison to other facilities of 76% (Jan-Dec 2016)
NB: 48% of our patients did not nominate a carer to be involved in their treatment and care.

8. My individuality and personal preferences were respected.



ANSWERS	RESPONSES (%)
Strongly agree	72
Agree	23
Neutral	2
Disagree	0
Strongly disagree	0
Did not answer	1
N/A	2

Our score is 95% in comparison to other facilities of 86% (Jan-Dec 2016)

9. Staff were sensitive to my cultural background



ANSWERS	RESPONSES (%)
Strongly agree	25
Agree	10
Neutral	3
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	62

Our score is 35% in comparison to other facilities of 85% (Jan-Dec 2016)
NB: 62% of our patients did not find our staff' sensitivity to their cultural background applicable.

10. My physical health was assessed, and appropriate care was provided when needed.



ANSWERS	RESPONSES (%)
Strongly agree	65
Agree	27
Neutral	5
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	3

Our score is 92% in comparison to other facilities of 85% (Jan-Dec 2016)

11. I have felt safe whilst in this service.



ANSWERS	RESPONSES (%)
Strongly agree	70
Agree	28
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	2

Our score is 98% in comparison to other facilities of 88% (Jan-Dec 2016)

12. My privacy was respected.



ANSWERS	RESPONSES (%)
Strongly agree	73
Agree	27
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	0

Our score is 100% in comparison to other facilities of 88% (Jan-Dec 2016)

13. The clinic is clean and well maintained.



ANSWERS	RESPONSES (%)
Strongly agree	82
Agree	13
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	5

Our score is 95% in comparison to other facilities of 88% (Jan-Dec 2016)

14. Any concerns or complaints I had about the clinic's services were addressed.



ANSWERS	RESPONSES (%)
Strongly agree	30
Agree	10
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	60

Our score is 40% in comparison to other facilities of 71% (Jan-Dec 2016)

NB: 60% of our patients did not find addressing their concerns or complaints about the clinic's services applicable.

15. Clinic staff were positive that my mental health and quality of life could improve.



ANSWERS	RESPONSES (%)
Strongly agree	70
Agree	22
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	8

Our score is 92% in comparison to other facilities of 90% (Jan-Dec 2016)

16. Clinic staff helped me obtain the information I needed so that I could take charge of managing my illness.



ANSWERS	RESPONSES (%)
Strongly agree	63
Agree	27
Neutral	2
Disagree	0
Strongly disagree	0
Did not answer	1
N/A	7

Our score is 90% in comparison to other facilities of 82% (Jan-Dec 2016)

17. I was informed about and encouraged to use self-help or peer support groups in the community.



ANSWERS	RESPONSES (%)
Strongly agree	52
Agree	27
Neutral	3
Disagree	5
Strongly disagree	0
Did not answer	3
N/A	10

Our score is 74% in comparison to other facilities of 72% (Jan-Dec 2016)

18. I was given information about how to manage my medication and any side-effects I may experience.



ANSWERS	RESPONSES (%)
Strongly agree	60
Agree	32
Neutral	1
Disagree	3
Strongly disagree	0
Did not answer	0
N/A	4

Our score is 89% in comparison to other facilities of 70% (Jan-Dec 2016)

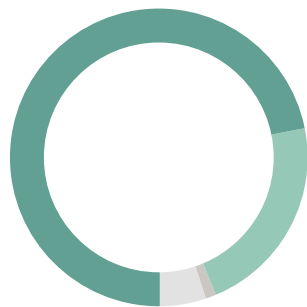
19. My treating psychiatrist and CMHN (hospital staff) worked as a team in my care and treatment.



ANSWERS	RESPONSES (%)
Strongly agree	72
Agree	12
Neutral	1
Disagree	0
Strongly disagree	0
Did not answer	1
N/A	14

Our score is 84% in comparison to other facilities of 85% (Jan-Dec 2016) NB: 40% of our patients did not have a CMHN involved in their care and treatment and hence they were treated by Psychiatrist only.

20. I had opportunities to discuss my progress with the staff caring for me.



ANSWERS	RESPONSES (%)
Strongly agree	72
Agree	22
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	1
N/A	5

Our score is 94% in comparison to other facilities of 87% (Jan-Dec 2016)

21. I was encouraged to ask questions about my treatment and medication.



ANSWERS	RESPONSES (%)
Strongly agree	73
Agree	22
Neutral	5
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	0

Our score is 95% in comparison to other facilities of 77% (Jan-Dec 2016)

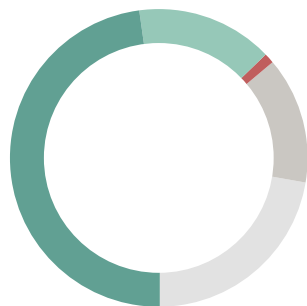
22. When I had questions, my treating psychiatrist and/or CMHN vs hospital staff, gave helpful answers I could understand a) psychiatrist



ANSWERS	RESPONSES (%)
Strongly agree	82
Agree	18
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	0

Our score is 100% in comparison to other facilities of 88% (Jan-Dec 2016)

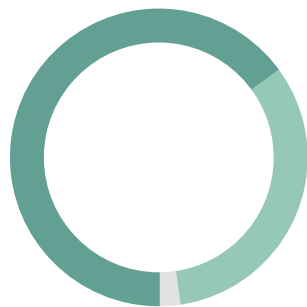
b) CMHN



ANSWERS	RESPONSES (%)
Strongly agree	48
Agree	15
Neutral	0
Disagree	1
Strongly disagree	0
Did not answer	14
N/A	22

Our score is 62% and there is no such item to compare with in other facilities

23. When I had general inquiries, admin staff gave helpful answers I could understand.



ANSWERS	RESPONSES (%)
Strongly agree	65
Agree	33
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	2

Our score is 98% and there is no such item to compare with in other facilities

24. Clinic staff were available if I needed to talk with them.



ANSWERS	RESPONSES (%)
Strongly agree	60
Agree	30
Neutral	3
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	7

Our score is 90% in comparison to other facilities of 84% (Jan-Dec 2016)

25. I was able to access the clinic's services as soon as I needed to.



ANSWERS	RESPONSES (%)
Strongly agree	50
Agree	30
Neutral	12
Disagree	3
Strongly disagree	0
Did not answer	0
N/A	5

Our score is 77% in comparison to other facilities of 79% (Jan-Dec 2016) *NB: Mi-Mind Centre is an outpatient mental health clinic without after hours care, while there is an easy access to 24 hours care and services in hospitals.*

26. Overall the quality of care provided at the clinic has been excellent.



ANSWERS	RESPONSES (%)
Strongly agree	80
Agree	20
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	0

Our score is 100% in comparison to other facilities of 89% (Jan-Dec 2016)

27. I have been treated with respect and dignity at all times.



ANSWERS	RESPONSES (%)
Strongly agree	83
Agree	17
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	0

Our score is 100% in comparison to other facilities of 87% (Jan-Dec 2016)

28. I would recommend this clinic to a friend or family member, if they needed psychiatric care.



ANSWERS	RESPONSES (%)
Strongly agree	87
Agree	13
Neutral	0
Disagree	0
Strongly disagree	0
Did not answer	0
N/A	0

Our score is 100% in comparison to other facilities of 91% (Jan-Dec 2016)

As a direct result of the services I have received ...

NB: the following 4 outcome measures are comparing our outpatients' cross-sectional clinical outcomes during their care episode with outcomes of hospital inpatients' end of care episode.

29. My symptoms are not bothering me as much.



ANSWERS	RESPONSES (%)
Strongly agree	37
Agree	35
Neutral	14
Disagree	7
Strongly disagree	3
Did not answer	1
N/A	3

Our score is 62% in comparison to other facilities of 65% (Jan-Dec 2016) NB: comparing our outpatients' cross-sectional clinical outcomes during their care episode with outcomes of hospital inpatients' end of care episode.

30. I feel I will be better able to deal with crises.



ANSWERS	RESPONSES (%)
Strongly agree	38
Agree	38
Neutral	13
Disagree	5
Strongly disagree	1
Did not answer	0
N/A	5

Our score is 70% in comparison to other facilities of 69% (Jan-Dec 2016) NB: comparing our outpatients' cross-sectional clinical outcomes during their care episode with outcomes of hospital inpatients' end of care episode.

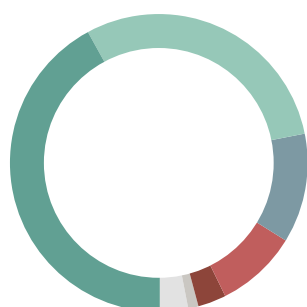
31. My sense of wellbeing has improved.



ANSWERS	RESPONSES (%)
Strongly agree	40
Agree	38
Neutral	14
Disagree	3
Strongly disagree	1
Did not answer	2
N/A	2

Our score is 74% in comparison to other facilities of 72% (Jan-Dec 2016) NB: comparing our outpatients' cross-sectional clinical outcomes during their care episode with outcomes of hospital inpatients' end of care episode.

32. I am more hopeful about my future.



ANSWERS	RESPONSES (%)
Strongly agree	42
Agree	30
Neutral	12
Disagree	9
Strongly disagree	3
Did not answer	1
N/A	3

Our score is 60% in comparison to other facilities of 71% (Jan-Dec 2016) NB: comparing our outpatients' cross-sectional clinical outcomes during their care episode with outcomes of hospital inpatients' end of care episode.

Comments

- I have always found that reception staff have given me any assistance I need. The staff always give personal attention to me and others that I have observed. It is good to feel respected upon entering the clinic.
- My psychiatrist has given me great advice on how to sort my situation.
- I am very pleased at the service given to me and I do recommend this clinic to my friends if they need it.
- Professionalism and warmth of receptionists is very appreciated. I have felt safe.
- Immediate access to nurse or ASAP.
- My psychiatrist and her care, she basically saved my life in helping with my condition. In fact, her original scan first detected my condition.
- My psychiatrist has been a great asset to my treatment.
- The compassion and concern towards my health and wellbeing, was second to none, from the very first day I set foot in the door.
- Just feeling very comfortable & belonging to being a part of the practice & welcomed into it. Switching to this practice was possibly the best decision I ever made.
- My psychiatrist knew a medication which is the latest drug and best available. She put me on it when I doubt my specialist before her knew of it, if he did, he should have suggested it as it will aid me to lose weight and improve my overall health.
- I am very happy with my care and clinic.
- It has been awesome. Very helpful and I am getting better all the time and feel much better and encouraged.
- I have great confidence in my psychiatrist's grasp of current research. While in hospital both of my psychiatrists treated me with dignity and respect.
- Warm friendly staff. Empathic and heard what I had to say. Offered support and help. Always available in crisis. Have fostered trusting relationship. Confident with their advice and direction. Have recommended family and friends to Mi-Mind. Admin always welcoming and kind.
- My psychiatrist and nurse were both positive that I would recover even when I wasn't. When a hospital admission was required it was organised quickly and smoothly.
- I'm comfortable with my psychiatrist. The best help I've had in years and very approachable whatever I need.
- Have more of an understanding through her help of my condition. In return has made me feel more self-worthy. Wouldn't change her for the world. Thanking her heaps.
- My psychiatrist is always compassionate, hopeful, and very helpful.
- My nurse is brilliant, she has taught me so much that I can use in everyday life and I really look forward to our sessions together as she is great to talk to.
- The reception/admin ladies are always so welcoming and they are also there ready to help all the time.
- Being a patient of Mi-Mind has changed my life for the better. Thank you.
- I felt comfortable every visit.
- I would recommend highly anyone need to come here.
- Being able to be assessed on my health gives me peace of mind, the medication I use is monitored in case I had any side effect. Often after visits with my nurse and giving updates on my life I reflect further about my situation and progress bringing a feeling of stability to go with my treatment.
- Beneficial results.

Comments

continued

- Everything was good.
- My psychiatrist has been a great help in my life.
- Knowing that my quality of life would improve. Staff so friendly, helpful.
- Follow up with CMHN has been critical in helping me working on layers of issues, trauma & stress built up over many years and not having opportunity to address above or grief & loss. Has assisted me in identifying triggers and strategies to aid in recovery.
- YES, mental health care nurses have been absolutely VITAL to my ongoing care and keeping me out of hospital!!
- Office staff always accommodating. Very happy with my psychiatrist. Felt my needs were important and met.
- I always felt I was listened to.
- The visits with psychiatrist are very much about drugs. I've really enjoyed seeing mental health nurse to create more of a "life plan". It's great that the mental health nurse is a free service.
- Every staff member has the right attitude and respect.
- I really like seeing the mental health nurse – she is more accessible.
- The admin staff are the best I have ever experienced. Due to work commitments, sometimes I am unable to take their call i.e. making a follow up appointment. However, when I e-mail them they are more than happy to communicate that way which suits me sometimes due to work commitments. They are always very helpful and respond straight away. I have always had issues with my pharmacy about medication (due to the pharmacy software they use). Once I contact Mi-Mind Centre they are more than happy enough to call the pharmacy up and sort out the issue 10 out of 10 for service at Mi-Mind Centre.
- You help me.
- No-nonsense and straight forward. Makes sure I can talk out my issues and give good advice.
- I look forward to my sessions with my nurse – I don't have many people outside my immediate family I talk to about important issues and I feel I can say anything in my sessions without being judged. She is the only one I really talk to about things bothering me. My psychiatrist is also very supportive and I can be open with her.
- I feel very well reared for and loved and had great treatment here. My psychiatrist and nurse have given me the best care out of all my life compared to other clinics.
- I feel my mental health issues are now under control to the best that possibly could be at this stage due to the very professional care I have received since commencing my treatment plan.
Very many thanks to everyone.
- The flexibility and ease of access through (home) Skype. This is a program I had never used before (and a suggestion would be to add a tutorial on your website to explain how this works perhaps?) but it is great in reducing the need to balance care for young children and still put my care of self as a priority (rather than avoiding stressful situations such as waiting rooms, separations, alternate care).
- Great services from my psychiatrist.
- I have been treated with great respect and care which has really appreciated.
- They listened when I needed someone to hear me and feel they were on my side to bring me the right outcome.
- Very happy with my psychiatrist, she helped and managed my depression. I am recovering and am in a very happy state of mind due to hospital admission and medication working properly.

Suggestions for improvements

- Not really but a drink machine with a nice cold can of coke would be very refreshing after an appointment.
- No. Happy with the quality of care. It is satisfactory.
- Sometimes I lack a sense of where we're heading and clarity.
- Nothing that immediately occurs to me.
- Cannot think of anything.
- I think patients on a disability pension or other pension should be bulk billed for face to face appointments. You get much more from a face to face appointment but I can't afford to have one. Skype appointments feel impersonal and distant and I don't feel like I get anything from them.
- I think the service is wonderful and I can safely say I wouldn't have made it through without the dedication and support of the wonderful team at Mi-Mind.
- I could never thank them enough.
- No - very friendly here.
- I have no complaints.
- Not have to wait to see my doctor example 2 – 4 weeks. (I understand about Easter break).
- Maybe – but not in my view. I am very happy with the assistance and professionalism demonstrated to me.
- Just the prices I never know how much I will be charged on the day.
- Would be nice to have a mental health nurse in clinic at all times because it is extra reassuring if you aren't confident with what the medication does or doesn't do in between visits to psychiatrist.
- Thanks.
- More space.
- When I was in another clinic, I found my other psychiatrist abrupt and condescending. His bedside manner was uncaring and rude. I don't want anyone else to experience the same awful and arrogant attitude I had to put up with.
- I was to talk to my psychiatrist when I had a problem and this caused problems. Appointments were always weeks away.
- No, just keep up the good work.
- Not that I can think of.
- Sometimes it can be hard to understand my psychiatrist' accent and I am not always sure what sort of things we should be talking about.
- Nope.
- No - I'm happy.
- The initial paperwork and fee information is very general (not patient specific) but also overwhelming - I found it off-putting and added to my anxiety of possibly needing to cancel/re-schedule due to my family (or me) being unwell – and the extra costs it could incur. Whilst I now understand the policy & how it applies to me - it would be good for the staff at "first point of contact" to remember how overwhelming it is to take the step to seek professional help + the stigmas attached.