



Mental Health and Substance Use Survey

Bundle I: Early Psychosis, Counselling and Treatment, and Eating Disorders Services

— Frequently Asked Questions —

1. What is the Mental Health and Substance Use Survey?

The Mental Health and Substance Use survey is one of several province-wide surveys that have been completed, are currently underway, or are in the planning stages, to measure the experience and outcomes of care of clients accessing British Columbia's health care system. This survey will be split into 3 'Bundles', each focusing on different services, and running in consecutive years. Bundle 1 focuses on Early Psychosis Intervention (EPI), Adult Counselling and Treatment, and Community Eating Disorders programs.

2. When is the survey taking place?

The survey period for Bundle 1 will begin in April 2025 and will survey individuals who received services for at least 90 days between March 31, 2024 and April 1, 2025. The list, and contact information, of all eligible clients will be sent to Malatest mid-April. Invitation letters will be sent out shortly thereafter.

3. Who is leading the survey process?

Since 2003, the B.C. Office of Patient-Centred Measurement (OPCM) has coordinated province-wide surveys across numerous health care sectors, including: acute care, emergency department care, cancer care, mental health and substance use care, and long term residential care. The working group is supported by the B.C. Ministry of Health and all the health authorities across B.C.

4. Who will be surveyed?

Clients who engaged in outpatient services through Early Psychosis Intervention (EPI), Community Eating Disorders and Counselling and Treatment for at least 90 days between March 31, 2024 and April 1, 2025 will be invited to complete the survey. However, some clients will be **excluded, including those who:** are not residents of B.C., are registered in a Ministry of Child and Family Development based Early Psychosis Intervention treatment program, and those with no contact information.

5. How are clients contacted?

All clients who engaged in EPI, Community Eating Disorders programs, or Counselling and Treatment services for at least 90 days will receive a letter in the mail asking them to participate in an online or phone survey. Follow-up phone calls will be made to support clients responding to the survey.

6. Is the survey voluntary?

Yes, while we hope that all clients who receive a letter will complete the survey, regardless of whether they are happy or unhappy with their experience, completion of the survey is completely voluntary. Choosing whether or not to complete the survey will have no impact on the care that a patient receives.

7. What kind of questions will be asked?

The questions asked include ones about: finding services (access and barriers), the resources and services offered, the staff, the treatment offered, the outcomes experienced, and the overall satisfaction felt. They will help us to understand the patient perspective on the spectrum of care provided.

8. How will IH be using the patient responses?

We will keep doing, and expand on, the areas where we hear that we are doing well. We will work hard to better understand the areas where our scores are poor and strive to make improvements in consultation with clients and families, clinicians, leaders, and policy makers. The goal is that the results that reflect the “voices” of our clients will be used to improve the experiences and outcomes of care in Interior Health.

9. Who do I contact if I do not wish to participate or if I have further questions about the survey?

Patient Care and Quality Office by phone: 1-877-442-2001 or email: PCQO@interiorhealth.ca