Summary Reports for each Hospital and Health Service

Summary reports show results for **YES** and **Family of Youth** surveys for individual Hospital and Health Services. Detailed data for each team is provided to **HHS**s for planning and implementing local quality improvement initiatives.

How to read these reports:

1. Service Episodes

For the YES survey, the number of service episodes during the collection period where consumers aged 13 years and over had at least one face to face interaction with a community team, or an overnight stay in an admitted patient or community bed based facility were in scope to be offered a survey.

2. Surveys Completed

The number of surveys completed by consumers and returned to the Mental Health Alcohol and Other Drugs Branch for analysis. It excludes surveys where the consumer has declined the option to complete the survey.

3. Surveys Returned

A percentage showing the proportion of surveys returned for each setting.

4. Completion Rates

The number of completed and declined surveys as a proportion of people in scope, for the years 2015 to 2017.

9. Data Omission

Data has been omitted where less than ten completed surveys were returned.

8. Domain Scores

The YES survey has been designed so that questions of a similar nature or theme can be grouped into domains and a score out of 100 calculated for each.

These ask whether consumers felt respected, their individuality was valued, they felt safe, they were supported to participate in their treatment and care, they were provided information and support and whether the service made a difference to their well-being.

See Appendices 2 and 3 for a list of questions belonging to each domain.

5. Good Experience Percentage

The percentage of all responses for this question where Very good or Excellent was selected.

6. Experience

An overall experience score out of 100 has been calculated based on responses to questions 1 to 22 of the YES survey.

Results have been presented for the 2017 collection by mental health service setting, and trend data for each setting for the period 2015 to 2017 is provided along with the statewide trend for comparative purposes.

7. Mental Health Service Settings

Consumers accessing different types of services often answer the same questions differently. Results have been presented by mental health service setting to highlight these differences.

Note that not all HHSs provide all three service types.

Community Services

A range of assessment and treatment services provided by specialist multidisciplinary teams to support individuals in the community.

Admitted Services

Hospital bed-based care and treatment for individuals in a safe environment delivered through inpatient units, secure mental health rehabilitation units and extended care services. This type of care is provided to individuals who are experiencing an episode of mental illness not able to be managed in a less restrictive setting, such as community treatment or community

Community Bed Based Services

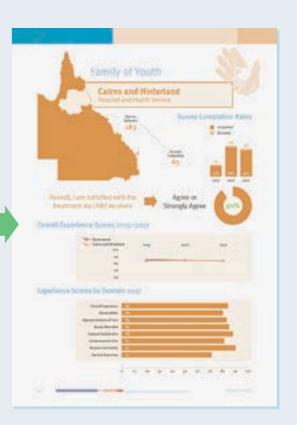
Short and medium to long-term recoveryoriented treatment for individuals delivered in the least-restrictive environment in the community as close to home and community as possible.

10. Mental Health Service Settings

Due to the small number of responses from parents, families and carers with young people in admitted patient settings (4% overall), results for teams in community and in admitted settings have been combined.

11. Question Score Ranking

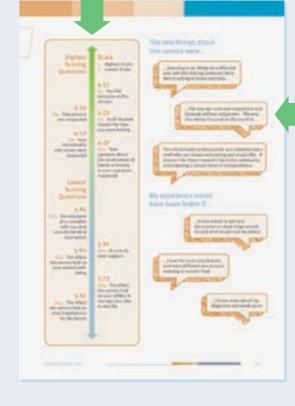
Five highest and lowest scoring questions for the HHS.



12. Consumer

Comments

Comments from consumers, parents, families and carers across the HHS.



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