

Results

Survey – Evaluation of the impact of PCSM’s services

2017-2018

Table of contents

Introduction	3
Results	4-7
Analysis	8
References	9
Annex	10-13

Introduction

Perspective Communautaire en Santé Mentale (PCSM) offers community support services to West Islanders living with chronic mental health conditions. PCSM's community workers assist individuals in overcoming their challenges and connect with their local community to have a better quality of life.

Since each person PCSM offers services to is unique, our team works with the individual to create a personalized intervention plan according to their needs, their strengths, and their personal goals. Many elements of wellness and daily living can be targeted such as : budgeting, nutrition, housing, daily activities, recognition of symptoms, stress management and the development of interpersonal skills. Another unique feature of PCSM is that our workers are mobile and can meet with individuals in their homes or community.

This year, PCSM issued a first ever survey to our service users. The goal of this exercise was to get direct feedback from our stakeholders, measure our impact in the community, and target areas for improvement in our services. All of the people who responded to the survey are people who are residents of the West Island of Montreal, live with chronic mental health conditions, and receive the services of PCSM. Out of ~150 active service users, we had 47 responses.

Results -Demographics

Age	18-30	2%
	31-45	11%
	45-60	35%
	60+	52%
	Age moyenne	58 ans

Primary diagnosis	Mood disorder: depressive type	45%
	Psychotic disorder	15%
	Bipolar type disorder	15%
	Anxiety disorder	15%
	Personality disorder	9%

Referred by	CLSC	32%
	Community (organization, city, other)	26%
	CIUSSS (Hôpital Lakeshore, Douglas, +)	16%
	Entourage	11%
	Self-referral	13%
	Other	3%

Number of meetings per month	0 to 1	27%
	2 to 3	36%
	3 to 5	36%
	6+	2%

City/ Borough	Sainte-Genevieve	4%
	Pierrefonds-Roxboro	54%
	Ile-Bizard	4%
	Dollard-des-Ormeaux	13%
	Pointe-Claire	9%
	Kirkland	2%
	Beaconsfield	4%
	Dorval	9%

Income source	Social assistance	43%
	Pension	22%
	Employment	9%
	Inheritance	2%
	None	2%
	N/A	22%

Date of first contact with PCSM	≤2008	34%
	2009-2010	11%
	2011-2012	5%
	2013-2014	5%
	2015-2016	18%
	2017-2018	24%

Results – Written answers and comments

Objectives of respondents

Improving their mental health	48%
Breaking isolation	25%
Working on self-esteem or personal development	18%
Improving their interpersonal relationships and interpersonal skills	14%
Improving their autonomy or organizational skills	11%
Other	7%

Needs named by respondents

To have emotional support or someone to listen to them	45%
To have support to manage symptoms of their illness	27%
To be encouraged and oriented towards their goals	18%
To have assistance to break isolation	7%
To have a regular follow up to maintain their well-being	7%
To have help to work on their confidence or patience	7%
To have aid to improve their interpersonal relationships	5%
Other	5%

Impact of PCSM's services named by respondents

Improvements to mental health and well-being	43%
Feeling heard and supported	34%
Assisted in breaking isolation and integrating into the community	25%
Feeling oriented towards goals and objectives	11%
Other or n/a	5%

66% of respondents confirm having been referred by PCSM towards other resources including:

CLSC, day centres, crisis centres, Parrainage Civique, food banks, WICRC, shelters and womens centres, other services of PCSM, schools, home support services, immigration support services

Comments: What could be improved at PCSM?

Nothing immediately or n/a	57%
More groups / Community activities	16%
More time with my worker	9%
More workers	9%
Other	9%

Results – Multiple Choice Answers

PCSM - Impact Assessment							
Questions:	TOTAL agree and strongly agree	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1) My worker has helped me with important paperwork	64%	45%	19%	17%	6%	6%	6%
2) My worker has helped connect me to other resources	72%	40%	32%	13%	4%	2%	9%
3) My intervenant has helped me identify & work towards my goals.	83%	49%	34%	13%	0%	0%	4%
4) Having the services of PCSM has helped me better manage my mental health	96%	60%	36%	4%	0%	0%	0%
5) Having the services of PCSM has helped me develop coping skills for mental health	89%	55%	34%	6%	2%	0%	2%
6) Having the services of PCSM has helped me better manage crisis situations or difficult periods	89%	55%	34%	9%	0%	0%	2%
7) Having the services of PCSM has helped reduce my need for hospitalization	74%	51%	23%	15%	0%	2%	9%
8) Having the services of PCSM helps me break my isolation	87%	51%	36%	9%	0%	0%	4%
9) Having a PCSM worker helps me feel supported	98%	77%	21%	0%	0%	0%	2%
10) Having community support helps me to maintain my health	89%	53%	36%	6%	0%	0%	4%

PCSM - Services Evaluation							
Questions:	TOTAL agree and strongly agree	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1) My worker is punctual to meetings and contacts me if they are going to be late or cancel	89%	66%	23%	6%	0%	0%	4%
2) My worker is organized and prepared for our meetings	96%	68%	28%	0%	0%	0%	4%
3) My worker communicates clearly with me	96%	68%	28%	0%	0%	0%	4%
4) My worker treats me with respect, and acts respectfully during our meetings	94%	77%	17%	2%	0%	0%	4%
5) My worker shares knowledge that is helpful to me	89%	66%	23%	6%	0%	0%	4%
6) Overall I am satisfied with the services provided by my worker	94%	79%	15%	0%	0%	0%	6%
7) Overall I am satisfied with PCSM	94%	77%	17%	0%	0%	0%	6%

Analysis of results

The results seem to demonstrate that PCSM is positively perceived by its service users, and that they recognize the organization as having an important impact on their well-being.

The results from the questions « What are your current needs to achieve your objectives/goals ? » and « How has PCSM had an impact with you so far? » seem to correspond, demonstrating that the benefits of PCSM's services align with the needs of the service users.

The survey indicates that the majority of PCSM's service users recognize that the organization has helped them to: manage important documents, connect with other resources, develop personal objectives, improve their mental health, reduce crisis, reduce their need for hospitalization, and to feel more supported and less isolated in their community. If we look *uniquely* at the economic impact of the results regarding reduced hospitalisation:

The average cost of a psychiatric hospitalization is around \$11,950 – 23.9 days on average in a hospital (CIHI, 2012) multiplied by ~\$500/per day (CAMH.ca, 2015). If our interventions with individuals help reduce *one* hospitalization annually in 74% of our service users, we can estimate a cost savings of \$2,299,180 to the health and social services sector.

PCSM aspires to continue to perform this survey annually, and collaborate in the future with a researcher from a university to more concretely demonstrate the social, economic and psychosocial impact PCSM is making in the West Island through our community services and mental health awareness campaign.

David Ronai

Director

Perspective Communautaire en Santé Mentale

References

Canadian Institute for Health Information, *Hospital Mental Health Services in Canada, 2009-2010* (Ottawa, Ont.: CIHI, 2012).

Centre for Addiction and Mental Health, Camh.ca. (2015). Infographic: Housing and Mental Health. [online] Available at: https://www.camh.ca/-/media/files/pdfs---public-policy-submissions/infographic_housing_mental_health-pdf.pdf [Accessed 15 Feb. 2018].

ANNEX 1

Bi-Annual Survey			
Date:			
Name:			
Age:		Source of income:	
Address:		Primary Diagnosis:	
E-mail:		PCSM worker:	
What year were you first referred to PCSM?:			
Who referred you to PCSM? :			
How often do you meet your PCSM worker per month?	<input type="checkbox"/> 0-1	<input type="checkbox"/> 2-3	<input type="checkbox"/> 3-5 <input type="checkbox"/> 6+
Are you currently living in subsidized housing?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you currently on a waiting list for subsidized housing?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
What objectives/goals are you working on, or do you want to work on with PCSM?			
What are your current needs to achieve your objectives/goals ?			
What are the main challenges you face?			
How has PCSM had an impact with you so far?			
Has PCSM connected you to other resources? If yes, which ones?			
What is working well in your meetings with your PCSM worker?			
What can be improved in your meetings with your PCSM worker?			

ANNEX 1

Auto Evaluation						
Name:						
Please answer the following						
	strongly disagree	disagree	neither agree nor disagree	agree	strongly agree	
I am on time for my meetings or notify my worker if I am going to be late or cancel our meeting						
I am putting in the effort to achieve my objectives						
I communicate clearly to my worker						
I treat my worker with respect and act respectfully during our meetings						
I follow up on plans or actions that were agreed upon during our meetings						

ANNEX 1

PCSM impact assesment						2018
Please answer the following						
	strongly disagree	disagree	neither agree nor disagree	agree	strongly agree	
My worker has helped me with important paperwork						
My worker has helped connect me to other resources						
My intervenant has helped me identify & work towards my goals.						
Having the services of PCSM has helped me better manage my mental health						
Having the services of PCSM has helped me develop coping skills for mental health						
Having the services of PCSM has helped me better manage crisis situations or difficult periods						
Having the services of PCSM has helped reduce my need for hospitalization						
Having the services of PCSM helps me break my isolation						
Having a PCSM worker helps me feel supported						
Having community support helps me to maintain my health						

ANNEX 1

PCSM services evaluation						2018
Please answer the following:						
		strongly disagree	disagree	neither agree nor disagree	agree	strongly agree
My worker is punctual to meetings and contacts me if they are going to be late or cancel						
My worker is organized and prepared for our meetings						
My worker communicates clearly with me						
My worker treats me with respect, and acts respectfully during our meetings						
My worker shares knowledge that is helpful to me						
Overall I am satisfied with the services provided by my worker						
Overall I am satisfied with PCSM						
If there something you could change or improve about PCSM, what would it be?						
Do you have any other comments to share?						