

Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Mental Health Action Plan

Online Survey Overview



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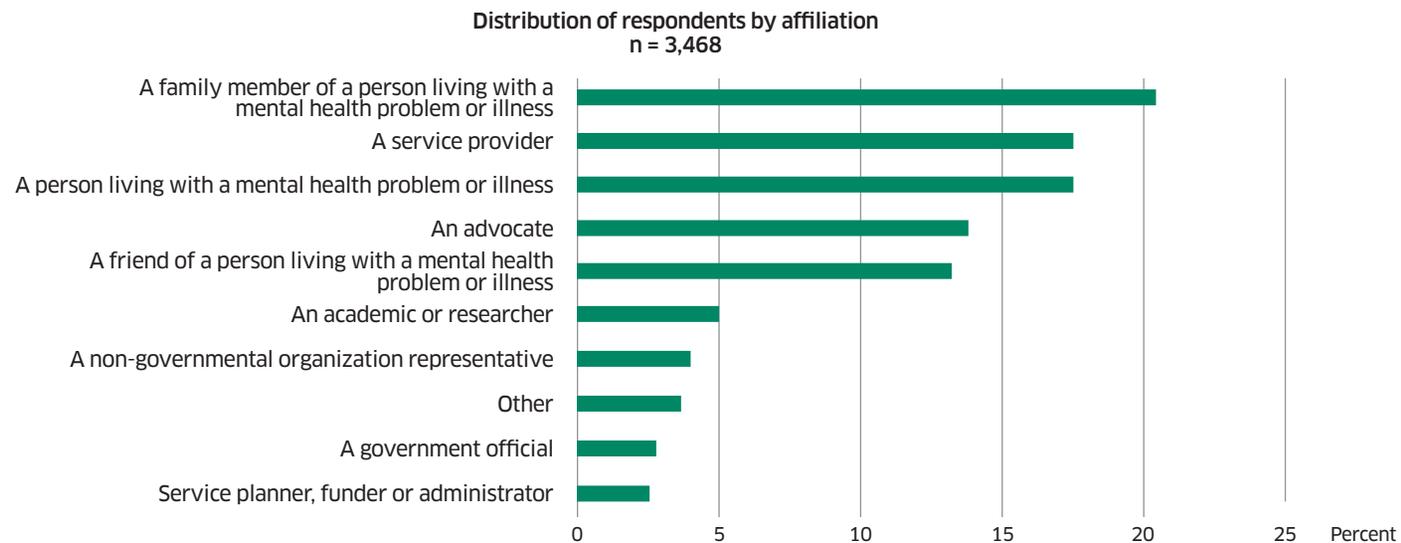
Online Survey Overview

The MHCC launched the Action Plan online survey on March 31, 2015. The survey was promoted through all communication channels used by the MHCC, including its newsletter, social media (Facebook, Twitter), and a general announcement to all individuals and organizations registered with the client relationship management system utilized by the MHCC.

The online survey was active until June 5, 2015. Between March 31, 2015 and June 5, 2015, a total of 1,509 online surveys were completed. Out of these, individual respondents completed 1,431 surveys and 78 surveys were completed on behalf of an organization.

The single largest group of respondents represented “a family member of a person living with a mental health problem or illness” (20.5%), followed by “service providers” (17.5%), and “a person living with a mental health problem or illness” (17.4%). A breakdown of the various backgrounds of respondents is provided in Graph 1.

GRAPH 1 - DISTRIBUTION OF THE ONLINE SURVEY RESPONDENTS¹ BY AFFILIATION



¹ As respondents were allowed to select more than one affiliation, the number of responses (n=3,468) is more than the total number of individual respondents



Key findings from the online survey

The following section summarizes some of the key findings from the online survey. The following information is provided for each subsection:

- The question as it was asked in the online survey;
- The total number of responses provided for that particular topic (provided by both the individual respondents and the representatives of the organizations. This is represented by the “n”);
- A table summarizing the ranking of the top ten actions, gaps, needs, and/or barriers for each question.
- When more than ten actions, gaps, needs, and/or barriers were identified, only the top ten were included in the summary tables;
- In the case when there were less than ten actions, gaps, needs, and/or barriers, all were included in the summary tables;
- The total number of actions, gaps, needs, and barriers for each question is provided as a footnote at the bottom of each summary table.



Top 10 actions that should be priority actions for Canada to transform mental health

QUESTION:

PLEASE CHOOSE 10 OF THE ACTIONS THAT SHOULD BE PRIORITY ACTIONS FOR CANADA TO TRANSFORM MENTAL HEALTH. (N = 769)

Respondents to this question felt that expanding workplace mental health programs, increasing anti-stigma training, and improving front-line services in early intervention and suicide prevention were the most important. A list of the top ten actions, based on respondent's rankings, is provided in Table 1.

TABLE 1 - TOP TEN ACTIONS THAT SHOULD BE PRIORITY FOR CANADA TO TRANSFORM MENTAL HEALTH

RANK	ACTION	PERCENT
1	SD 1 - Expand workplace mental health programs	5.3
2	SD1 - Increase numbers of people receiving anti-stigma training involving meeting and talking with people living with mental health problems and illnesses who are in recovery	4.9
3	SD1 - Improve and expand training of front-line service providers in early intervention and suicide prevention	4.6
4	SD 1 - Enhance supports for families and support implementation of the family caregiver guidelines	4.4
5	SD 3 - Support expansion and alignment of community-based supports, services and treatments	4.2
6	SD 2 - Increase numbers of mental health professionals, health care providers, and other service providers in adopting recovery-oriented approaches	4.0
7	SD 5 - Support communities to close gaps in access to services, supports, and treatments	4.0
8	SD 6 - Seek innovative ways to increase investment in mental health	4.0
9	SD 1 - Improve appropriate mental health screening to facilitate early intervention, especially for infants, children, youth, and seniors	3.8
10	SD 3 - Better link community services, supports, and treatments following acute care discharge, especially for at-risk individuals	3.8

Note: A total of 41 actions were identified and ranked



Ranking of barriers that resonate with respondents

QUESTION:

WHICH BARRIERS HAVE BEEN MOST SIGNIFICANT FOR YOUR ORGANIZATION IN ACHIEVING ITS GOALS? (N = 4,842)

When asked about the most significant barriers people face while trying to achieve individual or organizational goals, respondents felt that having access to appropriate services was the number one barrier (23.8%), followed by stigma at all levels (18.5%), and the economic and fiscal climate (15.4%). A breakdown of the responses is provided in Table 2.

TABLE 2 - THE MOST SIGNIFICANT BARRIERS

RANK	BARRIERS	PERCENT
1	Access to appropriate services	23.8
2	Stigma at all levels	18.5
3	Economic and fiscal climate	15.4
4	Lack of involvement of people with lived experience	13.9
5	Recruitment and retention of mental health human resources	13.8
6	Silos at all levels	12.5
7	Other	2.2



Ranking of high priority national efforts to help bring about system-level change

QUESTION:

WHAT DO YOU WANT TO SEE NATIONAL EFFORTS FOCUS ON TO HELP BRING ABOUT SYSTEM-LEVEL CHANGE? (N = 4,562)

Respondents to this question felt that the most important efforts to bring about system-level changes were building capacity in jurisdictions and communities (19.5%), researching promising and best practices and scaling up innovation (17.6%), and developing guidelines and standards to support comparable improvements across Canada. A breakdown of results is provided in Table 3.

TABLE 3 - NATIONAL EFFORTS THAT COULD HELP BRING ABOUT SYSTEM-LEVEL CHANGE

RANK	EFFORT	PERCENT
1	Build capacity in jurisdictions and communities	19.5
2	Research into promising and best practices and scaling up innovation	17.6
3	Guidelines and standard development to support comparable improvements across Canada	16.7
4	Convene, connect key stakeholders to co-create, inform and lead change	15.2
5	Engage internationally to exchange knowledge	11.4
6	Monitor and reporting on progress nationally	10.1
7	Data collection and indicator development to measure progress	9.5



Top “Gaps and Needs” that require a “lot more attention”

QUESTION:

WHICH OF THE ISSUES BELOW NEED MORE ATTENTION? (N = 14,698)

According to respondents, the gaps or needs that require a “lot more attention” were access to services (wait times) (7.9%), access to services (affordability) (7.0%), and access to services for children and youth (6.8%). A breakdown of responses is provided in Table 4.

TABLE 4 - "GAPS AND NEEDS" THAT REQUIRE A "LOT MORE ATTENTION"

RANK	GAPS AND NEEDS	PERCENT
1	Access to service - wait times	7.9
2	Access to service - affordability	7.0
3	Child and youth mental health - access to service for complex/high needs	6.8
4	Stigma	6.0
5	Access to service - eligibility	5.9
6	Aboriginal mental health	5.6
7	Child and youth mental health promotion	5.4
8	PTSD for military personnel	5.3
9	People with mental health needs in the justice system	5.0
10	Emerging adults and their transition from child to adult services	4.9

Note: A total of 21 “Gaps and Needs” were identified and ranked



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