



## Quality of Service at Vanier: 2010-2011

Vanier clients have been receiving quality mental health care for over 45 years. We are dedicated to helping children and their families. Vanier has several ways of assessing the quality of care we provide, including both client satisfaction and standard mental health measures. In the year from April 1, 2010, to March 31, 2011, Vanier served 1 032 children, 709 boys and 323 girls.

Vanier has several ways of measuring the quality of our services. One method of assessing our quality of care is through standard mental health measures. Trained Intake staff at Vanier complete the *Brief Child and Family Phone Interview (BCFPI)* and compare the responses with responses from a large group of parents. Vanier clients are clearly facing serious challenges. For example, the parent of a typical Vanier child who completed this measure during 2010-11 reported more problems than 98 out of 100 children or youth of the same age and gender regarding behaviour, such as conduct problems (e.g., aggression) and poor cooperation (e.g., talking back). The most significant issues, however, were about families, the activities they can participate in, family comfort, and overall family situation.

Parents complete a satisfaction questionnaire. Over 40% of parents gave Vanier the highest possible rating on all ten of our service area questions (e.g., Therapeutic Relationship, Outcomes, Overall Care). Comments included: “All aspects of service were better than we expected. Very very pleased.” and “I’ve learned how to communicate with my son a lot better. Thank you.”

Vanier staff complete the *Child and Adolescent Functional Assessment Scale (CAFAS)* at the beginning and end of treatment to look for changes in day-to-day functioning. We have full sets of scores for 1 350 clients since we started collecting this information. In terms of total scores, 958 improved, 312 stayed about the same, and 80 got worse. The figure shows changes in scores in the 8 specific areas of this measure.

**CAFAS Scores Show Improvement**

