

**MENTAL HEALTH SERVICES ACT**

**November 5, 2012 - Representative Stakeholder Steering Committee Meeting  
Plan Update FY2012-2013**

**LEARNING AND FEEDBACK SUMMARY**

	Uh, no			You bet!	
1. After this meeting, I have a good understanding of why we are developing the Plan Update FY2012-2013.	1	2	3	4	5
	<b>(N=25, Range: 3-5)</b>			↓	<b>4.64</b>
2. After this meeting, I have a good understanding of the requirements for the Plan Update.	1	2	3	4	5
	<b>(N=25, Range: 3-5)</b>			↓	<b>4.40</b>
3. After this meeting, I have a good understanding of the next steps in the Plan Update process.	1	2	3	4	5
	<b>(N=25, Range: 3-5)</b>			↓	<b>4.36</b>
4. I am confident that we are on the right track with MHSa implementation.	1	2	3	4	5
	<b>(N=25, Range: 3-5)</b>			↓	<b>4.30</b>
5. What worked well during this meeting?					
<ul style="list-style-type: none"> <li>▪ Clear/concise information</li> <li>▪ Opportunity to give feedback, ask questions!</li> <li>▪ All was great</li> <li>▪ Good venue, slightly too small, good food service</li> <li>▪ Presenters discussion, opportunity to talk at table</li> <li>▪ Giving tables the opportunities to discuss the info with each other</li> <li>▪ All</li> <li>▪ Good overview</li> <li>▪ Engagement of stakeholders</li> <li>▪ Nice location, food was cold</li> <li>▪ All the planning up front. Greatly appreciate the foresight &amp; thoughtfulness that went into the proposals presented tonight.</li> <li>▪ Breaking for clarification and discussion in groups</li> <li>▪ Great front loading of information/and discussion for this topic tonight</li> <li>▪ Small group discussions</li> <li>▪ There was a lot of information</li> <li>▪ Thank you for the glossary!</li> <li>▪ I liked the individual “table” group discussions. Very informative and enlightening.</li> <li>▪ Knowledgeable presenters</li> </ul>					

- Great questions
- Table discussions
- Delicious food
- Good variety of presenters
- Presentation well organized
- Good presentation of material. Facilitators were open to ongoing Q & A. PowerPoint format effective.
- Good job – presenters explaining & asking for feedback
- The transparency of the presenting team
- Good presentations
- Very clear & good plans
- Knowledgeable, dedicated people – Thanks!
- Seemed to move along which is helpful given hour.
- The plan for the discharge team & program enhancement is exciting!

6. What could be improved in future meetings?

- None – good job!!
- Agreement process: more structured?
- Mainly concerned at bottleneck & what can be done to address
- Use less jargon & acronyms
- Use more person first language
- None
- I thought that it should have been made clearer that the expansions proposed for the other programs are to help connect adults/others discharging from hospital into treatment slots
- Outcomes should be shared at leadership meeting
- It would be nice if like the slide that shows effectiveness of our FSP, would be shared at our leadership meetings, All Staff Meeting...Impressive & staff need the reminder
- Minimize the review
- How do we step-down from FSP's to regular treatment teams?
- I'm not sure – great job!
- An opportunity for written questions & comments on post-its since many attendees seem hesitant to ask verbally.
- N/A
- Zero
- I had to leave early so didn't get to see the last hour
- More community feedback & more representation with all contractors
- Chong needs to stop pacing while talking, it was very distracting.