

# The Virtual Client Experience Survey for Mental Health and Addictions:

## What Do Your Clients Really Think About Your Virtual Services?



### WEBINAR

JULY 14, 2020  
1:30-2:30 P.M.

Please join us for this webinar about the **Virtual Client Experience Survey for Mental Health and Addictions (VCES)**, recently released by the Centre for Addiction and Mental Health (CAMH).

#### Audience:

- Academic scientists, educators and researchers
- Executives and department/unit leaders for mental health and addiction services
- Government representatives and funders
- Health care practitioners, allied health care workers and peer support workers working in the mental health and addiction sector
- Quality improvement and client/patient safety officers supporting mental health and addiction programs

#### Description:

The VCES takes a person-centered approach to considering all dimensions of health care quality, including safety, timeliness, effectiveness, efficiency and equity.

As a result of the COVID-19 pandemic, many organizations have shifted to providing a range of virtual health care services. It is important to evaluate the virtual care experience to ensure it:

- facilitates access to care
- meets client/patient expectations of high quality care
- meets the needs of clients/patients.

The VCES offers organizations a tool to do this. It is available for free [download](#). A short version (VCES-Brief) is recommended for follow-up visits and is also available for [download](#).

#### Objectives:

By the end of this webinar, participants will be able to do the following:

1. Describe a person-centred and quality-of-care approach to implementing and delivering virtual care.
2. Identify opportunities to involve clients/patients in improving the quality of virtual care.
3. Use the VCES for virtual health planning and service delivery, including as a complement to the standardized Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA).

#### For more information:

About VCES:

- Dr. Allison Crawford: [allison.crawford@camh.ca](mailto:allison.crawford@camh.ca)
- Dr. Eva Serhal: [eva.serhal@camh.ca](mailto:eva.serhal@camh.ca)

About the webinar:

- Deanna Huggett: [deanna.huggett@camh.ca](mailto:deanna.huggett@camh.ca)



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### REGISTRATION

<https://bit.ly/3hO6L57>

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