

eYES-CMO

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What will this session cover?

- ▶ What is eYES-CMO
- ▶ How to access eYES-CMO
- ▶ eYES-CMO demonstration
- ▶ What promotional materials are available
- ▶ Ways to offer eYES-CMO
- ▶ Data and reporting
- ▶ Q&A



What is eYES-CMO

- ▶ Questionnaire that asks people about their experience of mental health services delivered by Community Managed Organisations
- ▶ Part of a national suite of consumer and carer experience measurement tools
- ▶ For service improvement
- ▶ eYES-CMO is an online version of the survey



Service:

YES-CMO

Your Experience of Service -
Community Managed Organisations

Your feedback is important. This questionnaire was developed with mental health consumers. It is based on the Recovery Principles of the Australian National Standards for Mental Health Services. It aims to help mental health services and people accessing such services to work together to build better services. If you would like to know more about the questionnaire, please ask for an information sheet.

Completion of the questionnaire is voluntary. All information collected in this questionnaire is anonymous. None of the information collected will be used to identify you. It would be helpful if you could answer all questions, but please leave any question blank if you don't want to answer it.

Please put a cross in just one box for each question, like this...

These questions ask *how often* we did the following things...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:

	Never	Rarely	Sometimes	Usually	Always	Not Applicable
1. You felt comfortable using this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Staff showed respect for how you were feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. You felt safe using this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Your privacy was respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Staff were positive for your future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Staff made an effort to contact you when you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. You had access to the staff involved in your support or care when you needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. You would make a complaint to this service if you had a concern about your support or care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. You had opportunities for your family and friends to be involved in your support or care if you wanted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How to access eYES-CMO

▶ Existing YES-CMO users

On your mobile phone, tablet or computer:

- ▶ Open the website yourexperience.org.au
- ▶ Enter the service code
 - ▶ Please note the eYES-CMO cannot be completed without a valid service code
 - ▶ Promotional materials have been developed to help provide your code to service users
- ▶ Complete the questionnaire
 - ▶ People must click submit!

▶ New YES-CMO users

- ▶ Register to participate in YES-CMO
- ▶ Once registered and provided with your service code

Demonstration

- ▶ yourexperience.org.au
- ▶ Type in the demo code u000



Promotional materials for service users



Your Experience of Service - 
Community Managed Organisations

[Complete YES-CMO Online](#)

Go to:

www.youexperience.org.au

Enter the service code for this service:

Service: CMO team/service name

Code: C1234

OR

Use the camera on your phone or tablet
to scan this code



Promotional materials for service users

TO ACCESS YES-CMO ONLINE
Use your smartphone camera or QR code app to scan this barcode

CMO
Service/team name

Service Code: C1234

OR using your browser go to:

1. yourexperience.org.au
2. Type in the service code
3. Complete the questionnaire

YES-CMO
Your Experience of Service -
Community Managed
Organisations

NSW GOVERNMENT

NSW GOVERNMENT

Being

mhcc

The promotional materials include a QR code, a service code (C1234), and instructions on how to access the YES-CMO online questionnaire. The materials are designed with a blue and yellow color scheme and feature images of diverse people. Logos for NSW Government, Being, and mhcc are also present.

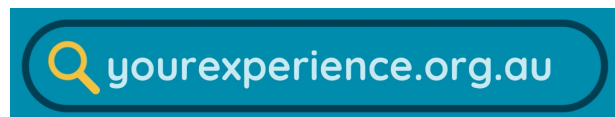
Available to order now from the online ordering platform



Promotional materials for service users

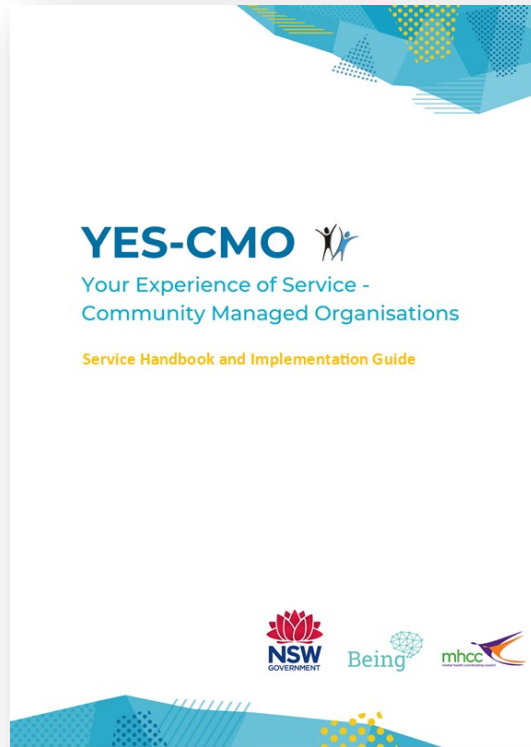


Promotional video



Unique links that can be sent via SMS or email

Promotional materials for staff



Updated service guide



Explainer video

These resources will be sent to services following these sessions!




















Ways to offer eYES-CMO

- ▶ Invite people to use their own devices
 - ▶ Provide promotional materials for people to take away and use
 - ▶ Make QR code resources available in waiting areas and shared spaces
 - ▶ Use SMS or email to share the link
- ▶ Provide a tablet or other device for people to use
 - ▶ Save the unique link on the homepage or as a favourite



Data & Reporting

- ▶ The data collection process is simplified when using eYES-CMO
- ▶ Any data collected will be reported alongside the paper results in the quarterly reporting

YES-CMO 		Reporting period			
Your Experience of Service - Community Managed Organisations		October to December 2021			
Number of questionnaires returned in this period		30	Number of returns last period = 11		
SERVICE CODE:	C0000	On average, people rated this service (out of 5)	Average across all CMOs (out of 5)	Proportion of responses scored 1 - 2 - 3 - 4 - 5	This service's rating compared to the last period
Showing Respect					
You felt comfortable using this service (Q1)		4.8	4.6		↑
Staff showed respect for how you were feeling (Q2)		4.8	4.7		—
Your privacy was respected (Q4)		4.9	4.8		↑
Staff were positive for your future (Q5)		4.9	4.8		↓
Staff made an effort to contact you when you wanted (Q7)		4.9	4.8		↑
You had opportunities to help improve the service if you wanted (such as attending meetings to give your opinions or views) (Q13)		4.7	4.6		↑
You were listened to in all aspects of your support or care (Q14)		4.8	4.8		↑
Ensuring Safety and Fairness					
You felt safe using this service (Q3)		4.9	4.8		↑
You would make a complaint to this service if you had a concern about your support or care (Q9)		4.6	4.4		—
The facilities and environment met your needs (such as cleanliness, private space, toilets, access to facilities to make a drink, meeting rooms, etc.) (Q12)		4.9	4.7		↑
Supporting Active Participation					
You had access to the staff involved in your support or care when you needed (Q8)		4.8	4.7		↑
You had opportunities for your family and friends to be involved in your support or care if you wanted (Q10)		4.7	4.5		↑
Your opinions about the involvement of family or friends in your support or care were respected (Q11)		4.9	4.8		↑
Staff worked as a team in your support or care (for example, sharing information and attending meetings with you) (Q15)		4.9	4.8		↑
You had opportunities to discuss your support or care needs with staff (Q16)		4.9	4.8		—
Valuing Individuality					
Your individuality and values were respected (such as your culture, faith or gender identity, etc.) (Q6)		5.0	4.8		↑
Staff discussed the effects of your medication and other treatments with you (Q17)		4.8	4.7		↑
Staff talked with you about your physical health in a way that was useful (Q18)		4.7	4.7		↑

Q&A



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