



# Community Health Assessment Survey

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Corner Brook & Bay of Islands Area

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## Introduction

A Community Health Assessment (CHA) is a dynamic and on-going process undertaken to identify the strengths and needs of a community, and to establish its health and wellness priorities. CHAs provide information about local areas as well as contribute to a broader understanding of health and wellness in Newfoundland and Labrador. Western Health uses CHAs to help prioritize, plan and act on unmet community needs to improve the health of residents of the Western region.

The CHA process involves:

- Gathering information about health and wellness (facts and opinions)
- Collecting information about health and community resources (assets)
- Evaluating the information to determine strengths, needs, and the community's priorities
- Building partnerships and strategizing together to address health and wellness needs using assets and resources within the community.

In keeping with provincial direction, Western Health followed the *Community Health Assessment Guidelines*- a draft provincial framework for conducting CHAs. In the past, CHAs in Newfoundland and Labrador were conducted according to the unique policies and practices of each regional health authority (RHA). In a partnered effort to standardize the CHA process, the RHAs, the Newfoundland and Labrador Centre for Health Information (NLCHI), and the Department of Health and Community Services (HCS) have agreed on CHA guidelines. This includes common indicators, methodology, data sources, and 39 unique and defined geographic regions across the province.

## **Methodology**

The Western Health CHA survey was used to collect quantitative and qualitative data from residents of the region about where they find health-related information, where they go for care, satisfaction with health care services, community concerns, satisfaction with health and wellness resources, and health behaviors. The survey was available for completion between May 1 and June 30, 2019 and the target audience was individuals residing in the Western region, aged 18 and older.

A robust communication plan was developed to disseminate survey information and promote uptake. To encourage survey completion, Western Health's community partners were provided the survey information and asked to share within their networks and on social media. In addition, Western Health tweeted the survey link multiple times, a public service announcement was issued, the survey link was posted on the Western Health website, and Community Health staff distributed survey information at various events and community programs across the region. To promote uptake among Western Health staff, an article was included in the @Western Health newsletter, an email was sent to all staff, and the survey information was posted on the internal intranet site. A survey information poster was also developed and posted across the region in waiting rooms, community organizations, public areas, and Western Health facilities. To ensure all residents were able to complete the survey, both paper and electronic versions of the survey were provided.

Survey goal response rates were calculated based on each of Western Health's seven Primary Health Care (PHC) area's population, and a sample size based on an 85% confidence level was determined. A survey implementation team was established and met weekly to review response rates for the region and each PHC area, a weekly meeting took place. The implementation team worked together to ensure all PHC areas met the target response rates and address any survey concerns.

Following the survey completion deadline, the survey data was compiled from the Get Feedback survey program and transferred it to Statistical Package for Social Sciences (SPSS) data file. SPSS was then used to analyze the data frequencies by PHC area and the overall region. The following results section highlights the main themes and areas of interest for the Corner Brook and Bay of Islands PHC Area as identified by the CHA survey. The Primary Health Care area of Corner Brook and Bay of Islands is inclusive of the city of Corner Brook, the towns of Massey Drive, Gallants, and Steady Brook, and all

communities within the north and south shores of the Bay of Islands. Communities along the north shore of the Bay of Islands include Hughes Brook, Irishtown - Summerside, Meadows, Gilliam's, McIver's and Cox's Cove. Communities along the south shore of the Bay of Islands include Mt. Moriah, Halfway Point, Benoit's Cove, John's Beach, Frenchman's Cove, York Harbour and Lark Harbour. Corner Brook, being the largest municipality in this PHC area, is the regional center for services and businesses including Western Memorial Regional Hospital, a regional hospital for all residents of the western region. The distance between Corner Brook and the farthest community on the north shore of the Bay of Islands is 38.8 km whereas the distance between Corner Brook and the farthest community on the south shore of the Bay of Islands is 47 km. The majority of residents of this PHC area travel to Corner Brook for most of their service needs. Unless otherwise noted, tables do not contain missing data. To view full detailed survey results, refer to Appendix A. A copy of the CHA survey can be found in Appendix B.

## Results

### *Demographics*

A total of 464 surveys were completed throughout the Corner Brook and Bay of Islands PHC Area which includes the city of Corner Brook, the towns of Massey Drive, Gallants, and Steady Brook, and communities within the north and south shores of the Bay of Islands. Communities along the north shore of the Bay of Islands include Hughes Brook, Irishtown - Summerside, Meadows, Gilliam's, McIver's and Cox's Cove. Communities along the south shore of the Bay of Islands include Mt. Moriah, Halfway Point, Benoit's Cove, John's Beach, Frenchman's Cove, York Harbour and Lark Harbour.

The following is a profile of survey respondents from the Corner Brook and Bay of Islands PHC Area.

The majority of survey respondents:

- Lived in their community for more than 20 years (49.9%)
- Were from the community of Corner Brook (66.8%)
- Were in the 36-45 years (32.9%) and the 46-55 years age group (32.3%)
- Identify as female (83.7%)
- Reported their highest level of education completed as technical, vocational or community college program (33.8%)
- Were employed full time (71.3%)
- Reported a household income between \$100,000 and \$150,000 (28.3%)

### *Primary Health Care (Family Doctor, Nurse Practitioner and Routine Care)*

The first section of the CHA survey focused on questions related to access to PHC and level of satisfaction with the quality of services received. According to the survey results, when respondents are looking for health-related information, the majority:

1. Ask a family doctor (73.3%)
2. Search the Internet (69.6%)
3. Ask a pharmacist (47.8%)

Respondents were asked if they currently have a family doctor or nurse practitioner and their level of satisfaction with their provider. Results indicate:

- 98.1% have a family doctor or nurse practitioner. Of the 98.1%,
  - 87.7% reported being satisfied or very satisfied with their family doctor or nurse practitioner
  - 5.5% reported being dissatisfied or very dissatisfied with their family doctor or nurse practitioner and indicated the following reasons:
    - They do not have trust and confidence in their health care provider(s) (60%)
    - Hours of service are inconvenient (40%)
    - Waitlist for an appointment is too long (36%)
    - Health care provider does not treat them with respect (28%)
- 1.9 % do not have a family doctor or nurse practitioner.

The last time respondents needed care for a minor health problem (e.g., fever or unexplained rash), the majority went to:

1. Family doctor/nurse practitioner (72%)
2. Hospital emergency department (15.1%)
3. Walk-in clinic (3.7%)

When asked if they were able to get same or next day care for a minor health problem, 56.9 % reported yes, and 42.7% reported no.

### *Health Care*

The health care system includes physical and mental health care services provided by Western Health and private health care providers (e.g., pharmacy, family practice/dental/vision clinics). Survey respondents were asked about access to the health care system and satisfaction with the quality of services received. According to survey results, the majority of respondents (76.4%) were satisfied or very satisfied with the health care services they have used in the past 12 months, while 11% of respondents were dissatisfied or very dissatisfied. The respondents that indicated they were dissatisfied or very dissatisfied with the health care services they used in the past 12 months, were asked to indicate the reasons why, and to indicate

which services they were unable to access. The following are the top three reasons and the most common services respondents were dissatisfied with:

1. Wait list for an appointment was too long (92.2%)

Services:

1.1 Specialists including surgical, physiatry, dermatologist and pediatrician

1.2 Family doctor

1.3 Tests and procedures including ultrasounds, CT scans and MRIs

2. Wait time in the clinic/facility was too long (51%)

Services:

2.1 Emergency department/outpatient clinics

2.2 Family doctor

2.3 Specialist clinics

3. No trust and confidence in health care provider (s) (31.4%)

Services:

3.1 Family doctor

3.2 Emergency department physicians and nurses

3.3 Nurses

When asked about accessing health care services, the majority of respondents (55 %) indicated that they were able to access services when they were required, while 27.6 % of respondents indicated they were not able to access services when they were required. The 27.6 % of respondents that indicated they were not able to access a required health service were asked to indicate reasons why they weren't able to access a required health service, and to indicate which services they were unable to access. The following are the top three reasons respondents were unable to access a required health service, and the most common services they were unable to access:

1. Wait time for service was too long (61%)

Services:

1.1 Family doctor/nurse practitioner

1.2 Specialists including mental health, dermatologist, surgeon and optometrist

1.3 Tests and procedures including ultrasound and heart monitor

2. Too far to travel (17.2%)

Services:

2.1 Specialists in St. John's

2.2 Dermatologist

2.3 Ear, Nose and Throat Specialist

3. Unable to get referral (14.8%)

Services:

1.1 Specialists including dermatologist and neurologist

1.2 Gynecologist

1.3 Health care provider would not send referral

*Community Health and Wellness*

Survey respondents were asked questions about the health and wellness of their community as well as their satisfaction with the resources and services available within their community. Respondents were provided a list of various areas/issues and were asked to indicate which ones they were most concerned about in their community. The most commonly selected areas/issues were:

1. Addictions (51.7%)
2. Road quality (50%)
3. Chronic Disease (45%)
4. Mental health of residents (44.2%)
5. Cost of living (44%)

Of the issues/areas that respondents selected, they were then asked to rank their top three areas/issues they are most concerned about. The top three ranked answers were:

1. Addictions (26.3%)
2. Cost of living (21.8%)
3. Chronic disease (21.3%)

There are many different groups and resources that aim to improve the health and wellness of a community. These include Western Health, private health clinics, churches, schools, town councils,

resource centers, Community Advisory Committees, and other community groups. Respondents were asked to rate their level of satisfaction with the resources available to help deal with the health and wellness challenges in their communities. The majority of respondents (29.5%) who answered this question, were neither satisfied nor dissatisfied with the resources available, while 29.3 % were satisfied or very satisfied, and 24.2 % were dissatisfied or very dissatisfied. Respondents who indicated they were either dissatisfied or very dissatisfied were asked to explain which aspects of the health and wellness resources they are dissatisfied with. The following were the most common responses:

1. Access to mental health services including wait times for services
2. Access to services in general including wait times for services
3. Lack of family physicians

### *Health Status*

The following section of the CHA survey asked questions to determine the health of respondents who completed the survey. The majority of respondents reported that their physical health was excellent or very good/good (37.5% and 29.7% respectively). The majority of respondents also reported that their mental health was excellent or very good/good (38% and 26.5% respectively).

Survey respondents were asked what they feel they should do to improve their physical and/or mental health and what are the barriers to making the change. The following are the top three responses and the most common barriers to making the change:

1. Start/increase exercise, sports, or physical activity (92.2%)
  - a. I am too busy (42.2%)
  - b. Lack of will power (34.7%)
  - c. Too costly (18.3%)
2. Eat healthier/eat more fruits and vegetables (80.6%)
  - a. Too costly (37.1%)
  - b. Lack of will power (21.6%)
  - c. I am too busy (9.7%)
3. Reduce stress (80.6%)

- a. I am too busy (28.2%)
- b. Unsure how to make this improvement (21.1%)
- c. I am too stressed (12.1%)

### *Health Care Planning*

Western Health is currently in the process of developing its Strategic Plan for 2020-2023. The plan will outline the main priorities and focus areas for Western Health over the next three years. To seek public feedback on potential priorities of the strategic plan, the CHA survey asked respondents to report the one thing Western Health could do to make a difference in their care. The most common responses were:

1. Reduce wait times for services including emergency department, specialists, psychiatry, diagnostic imaging and in clinics.
2. Improve access to services including family doctors, specialists, walk-in clinics, mental health services and primary care.
3. Improve recruitment and retention-increased health care provider staffing including nurses, physicians and nurse practitioners.

### *Concluding Remarks*

To conclude the survey, respondents were asked if there was anything else they would like to add. The most common responses were:

- Improve access to family physicians
- Provide walk-in clinics
- Increase availability of mental health resources
- Increase services in Corner Brook

## **Successes and Limitations**

The CHA survey implementation team experienced success in promotion and uptake of the survey with a 107% increase in survey completion from the previous CHA survey cycle implemented in 2016. In addition, each PHC area met their target response rate. This was the first time a provincially standardized survey tool was used.

Despite these successes, there were some limitations to note. While the implementation team made efforts to promote the survey to all residents, the characteristics of the survey participants was not always representative of the population of the area (ex. Income level, education, etc.). For example, the majority of respondents in both the region (80%) and the Corner Brook/ Bay of Islands area (83.7%) identified as female. To mitigate this in the future, specific strategies should be included in the survey communication plan to target survey completion among male residents as well. Initial feedback on the survey from the public indicated the survey was too long, especially if it was completed in the paper format. Other feedback suggested that some of the questions were structured and worded in a way that was confusing and unclear to respondents. To avoid this in the future, the survey could be developed in partnership with the public (e.g. Advisors) to create more reader-friendly questions.

## **Conclusion**

The CHA survey is an important step in determining the needs and resources of residents in the Western region. The survey included qualitative and quantitative questions, providing residents with an opportunity to express their views of the health and community services offered in the region. Overall for the Corner Brook and Bay of Islands PHC Area findings from the survey indicated that residents have concerns about Addictions, Cost of living and Chronic diseases. Themes identified from the comments indicated respondents were also concerned about reducing wait times for services, improving access to services including family doctors, specialists, walk-in clinics, mental health services and primary care, and improving recruitment and retention of health care providers. The survey also demonstrated positive feedback including a high percentage of respondents that indicated they have a family doctor or nurse practitioner and that they are satisfied with their health care provider and that they were able to access health care services when they needed it within the past 12 months.

Data obtained from the CHA for the region and each PHC area will support planning at the local PHC area level as well as organizational strategic, branch, and program planning. Survey results will be used by service providers/programs, community advisory committees and primary health care teams to determine key priorities and to inform planning. Results will also be shared with relevant community partners to inform their planning and service delivery processes.

## Appendix A: Full Survey Results

*Question 1. If you needed to find health-related information for yourself or someone else today, how would you get that information (select all that apply)?*

Information Source	Percentage (%)	Frequency (n)
Ask a family doctor	73.3	340
Ask a nurse practitioner	14.4	67
Ask a pharmacist	47.8	222
Ask a social worker	6.5	30
Call a hospital/clinic	16.2	75
Ask a community or public health nurse	27.2	126
Search the internet (e.g. WebMD, Google search)	69.6	323
Western Health website	13.6	63
Social media (e.g., Facebook, Twitter)	6.5	30
Use 811 HealthLine	34.7	161
Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community or church group	6.7	31
Ask a friend or family member	36.9	171
Other	Most common responses: <ul style="list-style-type: none"> <li>• Other health care providers such as paramedics and cancer navigator</li> <li>• Co-workers</li> <li>• Family members who are health care professionals</li> </ul>	

*Question 2. Do you currently have a regular family doctor or nurse practitioner?*

Response	Percentage (%)	Frequency (n)
Yes	98.1	453
No	1.9	9

*Question 3. Overall, how satisfied are you with your family doctor/nurse practitioner?*

<b>Level of Satisfaction</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Very satisfied	54.0	245
Satisfied	33.7	153
Neither satisfied nor dissatisfied	6.8	31
Dissatisfied	4.8	22
Very dissatisfied	0.7	3

*Question 4. Why are you dissatisfied with your family doctor/nurse practitioner (select all that apply)?*

<b>Reason</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Wait list for an appointment is too long	36.0	9
Wait time in clinic/facility is too long	20.0	5
Too far to travel	12.0	3
Hours of service are inconvenient	40.0	10
Communication barrier	24.0	6
Facility and/or equipment quality is poor	8.0	2
Health care provider (s) do not give you a chance to ask questions	16.0	4
You do not have trust and confidence in your health care provider (s)	60.0	15
Health care provider (s) do not treat you with respect	28.0	7
Health care provider (s) do not explain things in a way that is easy to understand	23.0	3
Health care provider (s) do not involve you in decisions about your care	24.0	6
Other	Most common responses: <ul style="list-style-type: none"> <li>• Does not listen to me</li> <li>• Physician not engaged (poor communication skills, overworked, lacks empathy)</li> </ul>	

*Question 5. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go?*

<b>Location</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Family doctor/nurse practitioner	72.6	334
Walk-in clinic	3.7	17
Hospital emergency department	15.2	70
Pharmacist	2.0	9
HealthLine 811	2.2	10
I do not have a place to get care for a minor health problem	1.7	8
Other	Most common responses: <ul style="list-style-type: none"> <li>• Did not seek help</li> <li>• Treat myself for minor issues</li> <li>• Internet</li> </ul>	

*Question 6. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), were you able to get same day or next day care?*

<b>Response</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Yes	57.1	264
No	42.9	198

*Question 7. Overall, how satisfied were you with the health care services that you used during the past 12 months?*

<b>Level of Satisfaction</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Very satisfied	24.2	111
Satisfied	52.8	242
Neither satisfied nor dissatisfied	9.6	44
Dissatisfied	7.0	32
Very dissatisfied	4.1	19
I have not used any health care services	2.2	10

Question 8. Why were you dissatisfied with the health care services that you used during the past 12 months (select all that apply)? For each reason selected, please list the services you were dissatisfied with.

Reason	% (n)	Services
<input type="checkbox"/> Wait list for an appointment was too long	92.2 (47)	Family doctor (16) Specialist-Gastrointestinal (GI), dermatology, surgeon, optometrist, psychiatrist (13) Nurse practitioner (3) Tests and procedures-ultrasound, Computed Tomography scan (CT), therapy (5) Dentist (3)
<input type="checkbox"/> Wait time in the clinic/facility was too long	51.0 (26)	Emergency Department/Hospital (11) Family doctor (4) Clinic (2) Specialist (2)
<input type="checkbox"/> Too far to travel	15.7 (8)	Specialist- Cancer care, Obstetrician Gynecologist (OBGYN) (3) Family doctor (3)
<input type="checkbox"/> Hours of service were inconvenient	23.5 (12)	Family doctor (3) Clinic (4) Specialist (2) Dentist (2)
<input type="checkbox"/> Cost of service	5.9 (3)	Nurse Practitioner (1) Vision and dental care (1)
<input type="checkbox"/> Communication barrier (24)	11.8 (6)	Family doctor (2) Clinic (2)
<input type="checkbox"/> Facility and/or equipment quality was poor	11.8 (6)	Hospital (3) Emergency department (1) Doctor (1)
<input type="checkbox"/> Health care provider(s) did not give you a chance to ask questions	15.7 (8)	Family doctor (5) Emergency department staff (2)
<input type="checkbox"/> You did not have trust and confidence in your health care provider(s)	31.4 (16)	Family doctor (7) Hospital/Emergency Department staff (6)
<input type="checkbox"/> Health care provider(s) did not treat you with respect	25.5 (13)	Family doctor (4) Nurse (2) Specialist (2) Emergency Department staff (4)

Reason	% (n)	Services
<input type="checkbox"/> Health care provider(s) did not explain things in a way that was easy to understand (20)	9.8 (5)	Doctor (5)
<input type="checkbox"/> Health care provider(s) did not involve you in decisions about your care (18)	7.8 (4)	Doctor (4)
<input type="checkbox"/> Other reason not listed above (please specify): _____		Services: Communication breakdown Family doctor has left with no replacement Hard to access

*Question 9. Sometimes we require health care services but are unable to access them. Have you required any health care services that you were unable to access during the past 12 months?*

Response	Percentage (%)	Frequency (n)
Yes	33.4	128
No	66.6	255

*Question 10. Why were you unable to access services that you required during the past 12 months (select all that apply)? For each reason selected, please list the services you required but were unable to access.*

Reason	% (n)	Services
<input type="checkbox"/> Wait time for service was too long	61 (78)	Family doctor/nurse practitioner (26) Specialists (14) Emergency department/clinic (15) Dermatology (5) Mental Health (4) Tests and procedures including ultrasounds, heart monitors (8) Surgery (3) Optometry (2)
<input type="checkbox"/> Cost of service	5.5 (7)	Physiotherapy (2) Travel to appointments (2)
<input type="checkbox"/> Transportation issues	7.8 (10)	No vehicle (2) Travel to St. John's for service (3) Weather issues (2)

Reason	% (n)	Services
<input type="checkbox"/> Too far to travel	17.2 (22)	Dermatologist (5) Ear, Nose, Throat Specialist (4) St. John's for service (5)
<input type="checkbox"/> Unable to leave house due to health problems	1.6 (2)	Immobility (1)
<input type="checkbox"/> Unable to access the services during scheduled time/hours of service	7.8 (10)	Appointments (3) Family doctor/clinic (3)
<input type="checkbox"/> Unable to get referral	14.8 (19)	Family doctor (8) Specialist (4) Dermatology Neurology
<input type="checkbox"/> Could not contact service	6.3 (8)	Family doctor (4) Clinic Specialist
<input type="checkbox"/> Communication barrier	1.6 (2)	Family doctor
<input type="checkbox"/> Did not know service was available	1.6 (2)	Pain clinic Mental health services/doorways
<input type="checkbox"/> Service not available	10.2 (13)	Family doctor (6) Ear, Nose, Throat Specialist (4) Specialist (1) Psychiatrist (1)
<input type="checkbox"/> Other reason not listed above (please specify):		Not enough doctors/nurse practitioners Lack of services in area

*Question 11. Please select the areas/issues that you are most concerned about in your community (select all that apply).*

Issue/Area	Percentage (%)	Frequency (n)
I am not concerned about the health and wellness of my community	6.0	28
Addictions (e.g., alcohol and/or drug abuse, gambling, etc.)	51.7	240
Bullying	37.7	175

<b>Issue/Area</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Childcare (including affordability, lack of accessibility)	24.1	112
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	45.0	209
Crime and violence	18.1	84
Cost of living	44.0	204
Clean water supply	19.0	88
Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	40.7	189
Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)	42.5	197
Education system	23.5	109
Emergency services	22.2	103
Environmental issues (e.g., contaminants in the air, water and soil)	17.9	83
Food security (access to sufficient, affordable, nutritious food)	29.5	137
Homelessness (including couch surfing)	8.8	41
Housing conditions	11.0	51
Illiteracy	7.8	36
Mental health of community residents	44.2	205
Outmigration	18.1	84
Physical health of community residents	22.0	102
Poverty	16.4	76
Public transportation (including affordability, lack of accessibility)	14.7	68
Recreational programs/spaces	26.1	121
Resources for people with disabilities (e.g., accessible buildings)	16.6	77
Road quality	50.0	232
Seniors' resources/programs	23.9	111
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	9.9	46
Social isolation and lack of community involvement	15.5	72
Suicide	26.5	123
Tobacco use/smoking	20.0	93
Unemployment	24.4	113
Violence in the home (e.g., child abuse/neglect, domestic)	15.5	72
Working conditions (e.g., risks for injury on the job)	0	0
Other- most common responses: <ul style="list-style-type: none"> <li>• Health care services in local communities</li> </ul>	2.8	13

Issue/Area	Percentage (%)	Frequency (n)
<ul style="list-style-type: none"> <li>• Safe family areas, public areas, drug free</li> <li>• Youth mental health, screen time</li> </ul>		

*Question 12. Of the issues you selected in question 11, please select up to 3 areas/issues that you are most concerned about in your community.*

Issue/Area	Percentage (%)	Frequency (n)
1. Addictions	51.7	240
2. Road quality	50.0	232
3. Chronic diseases	45.0	209

*Question 13. Overall, how satisfied are you with the resources available to help deal with the health and wellness challenges in your community?*

Level of Satisfaction	Percentage (%)	Frequency (n)
Very satisfied	4.4	17
Satisfied	30.9	119
Neither satisfied nor dissatisfied	35.6	137
Dissatisfied	22.6	87
Very dissatisfied	6.5	25

*Question 14. What aspects of the health and wellness resources are you dissatisfied with?*

Overall themes:

1. Access to mental health services including wait times for services
2. Access to services in general including wait times for services
3. Lack of family physicians

*Question 15. In general, would you say your physical health is...?*

Rating	Percentage (%)	Frequency (n)
Excellent	6.6	25
Very good	39.4	149
Good	36.5	138
Fair	13.2	50
Poor	4.2	16

*Question 16. In general, would you say your mental health is...?*

<b>Rating</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Excellent	9.5	36
Very good	37.1	140
Good	32.6	123
Fair	17.2	65
Poor	3.4	13

Question 17. What do you feel you should do to improve your physical and/or mental health (select all that apply)? For each health behavior selected, please tell us what is stopping you from making this change.

Health Behavior	Barrier to Making Change % (n)											
	Not applicable to me	Unsure how to make this improvement	Not enough resources in the community	Community resources are not effective	I am too busy	I am too stressed	Addiction	Too costly	Disability	Transportation problems	Lack of will power/self-discipline	Other
Start/increase exercise, sports or physical activity	7.8 (36)	4.3 (20)	10.8 (50)	2.2 (10)	42.2 (196)	14.2 (66)	1.1 (5)	18.3 (85)	5.2 (24)	2.6 (12)	34.7 (161)	<i>*see below for most common responses</i>
Eat healthier/eat more fruits and vegetables	19.4 (90)	3.0 (14)	6.3 (29)	1.9 (9)	9.7 (45)	3.0 (14)	0.2 (1)	37.1 (172)	1.7 (8)	0.4 (2)	21.6 (100)	
Drink less alcohol	69.8 (324)	0.4 (2)	0 (0)	0.2 (1)	0.6 (3)	2.2 (10)	0.6 (3)	0.4 (2)	0 (0)	0 (0)	4.1 (19)	
Reduce smoking (not including cannabis)	69.4 (322)	0.9 (4)	0 (0)	0 (0)	0 (0)	2.4 (11)	1.5 (7)	0 (0)	0 (0)	0 (0)	4.7 (22)	
Reduce vaping (not including cannabis)	76.5 (355)	0 (0)	0 (0)	0 (0)	0 (0)	0.2 (1)	0 (0)	0.2 (1)	0.2 (1)	0 (0)	0.2 (1)	

Health Behavior	Barrier to Making Change % (n)											
	Not applicable to me	Unsure how to make this improvement	Not enough resources in the community	Community resources are not effective	I am too busy	I am too stressed	Addiction	Too costly	Disability	Transportation problems	Lack of will power/self-discipline	Other
Reduce cannabis use (in any form)	74.8 (347)	0.4 (2)	0 (0)	0 (0)	0.2 (1)	0.9 (4)	0.4 (2)	0 (0)	0.4 (2)	0 (0)	1.3 (6)	<i>*see below for most common responses</i>
Reduce illegal drug use	76.9 (357)	0 (0)	0.2 (1)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0.2 (1)	0 (0)	
Reduce prescription drug misuse	76.7 (356)	0 (0)	0 (0)	0 (0)	0 (0)	0.2 (1)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	
Gamble less	76.3 (354)	0 (0)	0 (0)	0 (0)	0.2 (1)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0.2 (1)	
Reduce stress	19.4 (90)	21.1 (98)	9.1 (42)	6.3 (29)	28.2 (131)	12.1 (56)	0.4 (2)	8.0 (37)	2.6 (12)	0.9 (4)	9.1 (42)	

Health Behavior	Barrier to Making Change % (n)											
	Not applicable to me	Unsure how to make this improvement	Not enough resources in the community	Community resources are not effective	I am too busy	I am too stressed	Addiction	Too costly	Disability	Transportation problems	Lack of will power/ self-discipline	Other
Reduce screen time	45.5 (211)	9.3 (43)	0.4 (2)	0.6 (3)	4.1 (19)	1.9 (9)	2.4 (11)	0 (0)	0 (0)	0 (0)	16.8 (78)	
Get flu shot	65.7 (305)	1.5 (7)	0.6 (3)	0.2 (1)	1.3 (6)	0.2 (1)	0 (0)	0 (0)	0 (0)	0 (0)	1.3 (6)	<i>*see below for most common responses</i>
Seek physical or mental health treatment	40.1 (186)	7.8 (36)	11.9 (55)	5.8 (27)	8.4 (39)	2.2 (10)	0.2 (1)	8.2 (38)	0.9 (4)	1.1 (5)	6.5 (30)	
Connect more with family, friends or community	35.1 (163)	7.3 (34)	2.8 (13)	1.5 (7)	25.0 (116)	4.3 (20)	0 (0)	2.6 (12)	0.4 (2)	1.5 (7)	5.4 (25)	
Other	<i>*see below for most common responses</i>											

\*" Other" most common responses to barriers to making behavior change:

Start/increase exercise, sports, or physical activity

- Lack of childcare
- Medical conditions
- Lack of self esteem
- Poor weather
- Mental Health

Eat healthier/eat more fruits and vegetables

- Availability and quality
- Cost of fresh produce
- Inaccessibility in many areas
- Poor variety

Drink less alcohol

- Drink in moderation
- n/a

Reduce smoking (not including cannabis)

- n/a

Reduce vaping (not including cannabis)

- n/a

Reduce cannabis use (in any form)

- It is calming
- n/a

Reduce illegal drug use

- n/a

Reduce prescription drug misuse

- n/a

Gamble less

- n/a

#### Reduce stress

- Work related stress
- Family dynamics- Divorce, separation, custody of children
- Finances

#### Reduce screen time

- Required for work
- Lack of other things to do in community

#### Get flu shot

- Lack of confidence in flu shot
- Do not feel it necessary

#### Seek physical or mental health treatment

- Difficult to access services
- Wait lists too long

#### Connect more with family, friends or community

- Childcare issues
- Family do not live in area, too costly to travel to visit
- Lack of time due to other commitments

Other health behaviors that would improve physical and/or mental health and most common reported barriers to making change:

- A more positive work environment, improved work-life balance
- Lack of education and resources
- Improved access to health services including mental health services
- More social/community groups/activities
- Learn better coping measures

*Question 18. What is the one thing Western Health can do to make a difference in your care?*

Overall themes:

1. Reduce wait times for services including emergency department, specialists, psychiatry, diagnostic imaging and in clinics.
2. Improve access to services including family doctors, specialists, walk-in clinics, mental health services and primary health care.

3. Improve recruitment and retention-Increase health care provider staffing including physicians, nurses and nurse practitioners.

*Question 19. Respondents by PHC area*

<b>PHC Area</b>	<b>Percentage (%)</b>	<b># Responses</b>
Corner Brook/Bay of Islands	100	464

*Question 20: Identified respondent communities*

Corner Brook, Curling, Humber Arm South, Pasadena, Steady Brook, Massey Drive, Humber Valley Resort, Cox's Cove, Irishtown-Summerside, Mount Moriah, Sunny Slope, Benoit's Cove, McIvers, Lark Harbour, York Harbour, Meadows, Gillams, Hughes Brook, George's Lake, Humber Village.

*Question 21. Respondent years lived in community*

<b>Years</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Less than 2 years	6.7	31
2-5 years	8.9	41
6-10 years	14.5	67
11-20 years	20.0	92
More than 20 years	49.9	230

*Question 22. Respondent age groups*

<b>Age Group</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
18-25	3.9	18
26-35	15.6	70
36-45	32.9	147
46-55	32.3	144
56-65	9.9	44
66-75	4.2	19
76+	0.4	2

*Question 23. Respondent reported gender*

<b>Gender</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Male	12.8	59

Female	83.7	386
Transgender male	0.4	2
Transgender female	0	0
Non-binary	0	0
Prefer not to say	3.0	14

*Question 24. Respondent highest level of education completed*

<b>Education</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Did not complete high school	1.7	8
Completed high school	12.1	56
Started university or college	3.7	17
Completed a technical, vocational, or community college program	33.8	156
Completed a bachelor's degree	25.8	119
Completed a graduate or professional degree	22.8	105

*Question 25. Respondent employment status*

<b>Employment Status</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Employed full time	71.3	326
Employed part time	9.4	43
Seasonal worker	1.5	7
Commuting/rotational worker	0.4	2
Student	2.2	10
Unemployed and looking for work	1.1	5
Unable to work due to a long-term sickness or disability	1.3	6
Looking after my home/family	5.5	25
Retired from paid work	7.2	33

*Question 26. Respondent household income*

<b>Income</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Under \$15,000	3.3	12
Between \$15,000 and \$29,999	9.1	33
Between \$30,000 and \$49,999	18.4	67
Between \$50,000 and \$74,999	0	0
Between \$75,000 and \$99,999	21.2	77
Between \$100,000 and \$150,000	28.3	103
Over \$150,000	19.8	72

*Question 27. Is there anything else you would like to add?*

Overall themes:

- Improve access to family physicians
- Provide more walk-in clinics
- Increase availability of mental health resources
- Increase services in the Corner Brook area

## Appendix B: Western Health Community Health Assessment Survey

### Western Health Community Health Assessment Survey

Western Health is seeking your input. Your participation in our **2019 Community Health Assessment Survey** will provide us with valuable information that will help us understand and focus on the health-related needs of our communities. This information will also be used to inform future health-care planning.

- This survey is for people living in the Western Health region who are **18 years or older**.
- This survey will take about **10-15 minutes** to complete.
- This survey is **voluntary**.
- Your **privacy is very important**. Your answers will be **anonymous** and **confidential**. Survey responses will be analyzed and reported at the regional or primary health care service area level. It will be impossible to identify individuals.
- Please only complete the survey **once**.
- If you have any questions or concerns, please contact Mariel Parcon, Regional Manager Research and Evaluation at [marielparcon@westernhealth.nl.ca](mailto:marielparcon@westernhealth.nl.ca) or (709) 784-6806.

#### Primary Health Care

The following questions ask about your **access** to primary health care (family doctor, nurse practitioner, and routine care) and your satisfaction with the **quality of services** received.

**1. If you needed to find health-related information for yourself or someone else today, how would you get that information (select all that apply)?**

- Ask a family doctor
- Ask a nurse practitioner
- Ask a pharmacist
- Ask a social worker
- Call a hospital/clinic
- Ask a community or public health nurse
- Search the internet (e.g., WebMD, Google search)
- Western Health website

- Social media (e.g., Facebook, Twitter)
- Use 811 HealthLine
- Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community or church group
- Ask a friend or family member
- Other (please specify): \_\_\_\_\_

**2. Do you currently have a regular family doctor or nurse practitioner?**

- Yes
- No (**SKIP TO QUESTION 5**)

**3. Overall, how satisfied are you with your family doctor/nurse practitioner?**

- Very satisfied (**SKIP TO QUESTION 5**)
- Satisfied (**SKIP TO QUESTION 5**)
- Neither satisfied nor dissatisfied (**SKIP TO QUESTION 5**)
- Dissatisfied
- Very dissatisfied

**4. Why are you dissatisfied with your family doctor/nurse practitioner (select all that apply)?**

- Wait list for an appointment is too long
- Wait time in the clinic/facility is too long
- Too far to travel
- Hours of service are inconvenient
- Communication barrier
- Facility and/or equipment quality is poor
- Health-care provider(s) do not give you a chance to ask questions
- You do not have trust and confidence in your health-care provider(s)
- Health-care provider(s) do not treat you with respect
- Health-care provider(s) do not explain things in a way that is easy to understand
- Health-care provider(s) do not involve you in decisions about your care

Other (please specify): \_\_\_\_\_

**5. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go?**

- Family doctor/nurse practitioner
- Walk-in clinic
- Hospital emergency department
- Pharmacist
- HEALTHLINE 811
- I do not have a place to get care for a minor health problem
- Other (please specify): \_\_\_\_\_

**6. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), were you able to get same day or next day care?**

- Yes
- No

### Health Care

The health care system includes physical and mental health care services provided by Western Health and private health care providers (e.g., pharmacy, family practice/dental/vision clinics). The following questions ask about your access to the health care system and your satisfaction with the quality of services received.

**7. Overall, how satisfied were you with the health-care services that you used during the past 12 months?**

- Very satisfied (**SKIP TO QUESTION 9**)
- Satisfied (**SKIP TO QUESTION 9**)
- Neither satisfied nor dissatisfied (**SKIP TO QUESTION 9**)
- Dissatisfied
- Very dissatisfied
- I have not used any health care services (**SKIP TO QUESTION 9**)

8. Why were you dissatisfied with the health care services that you used during the past 12 months (select all that apply)? For each reason selected, please list the services you were dissatisfied with.

Reason	Services
<input type="checkbox"/> Wait list for an appointment was too long	
<input type="checkbox"/> Wait time in the clinic/facility was too long	
<input type="checkbox"/> Too far to travel	
<input type="checkbox"/> Hours of service were inconvenient	
<input type="checkbox"/> Cost of service	
<input type="checkbox"/> Communication barrier	
<input type="checkbox"/> Facility and/or equipment quality was poor	
<input type="checkbox"/> Health care provider(s) did not give you a chance to ask questions	
<input type="checkbox"/> You did not have trust and confidence in your health care provider(s)	
<input type="checkbox"/> Health care provider(s) did not treat you with respect	
<input type="checkbox"/> Health care provider(s) did not explain things in a way that was easy to understand	
<input type="checkbox"/> Health care provider(s) did not involve you in decisions about your care	

Reason	Services
<input type="checkbox"/> Other reason not listed above (please specify):  	

9. Sometimes we require health care services but are unable to access them. Have you required any health-care service that you were unable to access during the past 12 months?

- Yes
- No (SKIP TO QUESTION 11)

10. Why were you unable to access services that you required during the past 12 months (select all that apply)? For each reason selected, please list the services you required but were unable to access.

Reason	Services
<input type="checkbox"/> Wait time for service was too long	
<input type="checkbox"/> Cost of service	
<input type="checkbox"/> Transportation issues	
<input type="checkbox"/> Too far to travel	
<input type="checkbox"/> Unable to leave to house due to health problems	
<input type="checkbox"/> Unable to access the services during scheduled time/hours of service	
<input type="checkbox"/> Unable to get a referral	

Reason	Services
<input type="checkbox"/> Could not contact the service	
<input type="checkbox"/> Communication barrier	
<input type="checkbox"/> Did not know the service was available	
<input type="checkbox"/> Service not available	
<input type="checkbox"/> Other reason not listed above (please specify): _____	

### Community Health and Wellness

The following questions ask about the **health and wellness** of your community, as well as your satisfaction with the **resources and services available within your community**.

**11. Please select the areas/issues that you are concerned about in your community (select all that apply).**

- I am not concerned about the health and wellness of my community (SKIP TO QUESTION 13)**
- Addictions (e.g., alcohol and/or drug abuse, gambling, etc.)
- Bullying
- Childcare (including affordability, lack of accessibility)
- Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)
- Crime and violence
- Cost of living
- Clean water supply
- Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)
- Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)

- Education system
- Emergency services
- Environmental issues (e.g., contaminants in the air, water and soil)
- Food security (access to sufficient, affordable, nutritious food)
- Homelessness (including couch surfing)
- Housing conditions
- Illiteracy
- Mental health of community residents
- Outmigration
- Physical health of community residents
- Poverty
- Public transportation (including affordability, lack of accessibility)
- Recreational programs/spaces
- Resources for people with disabilities (e.g., accessible buildings)
- Road quality
- Seniors' resources/programs
- Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)
- Social isolation and lack of community involvement
- Suicide
- Tobacco use/smoking
- Unemployment
- Violence in the home (e.g., child abuse/neglect, domestic)
- Working conditions (e.g., risks for injury on the job)
- Other (please specify): \_\_\_\_\_

**12. Of the issues you selected in question 11, please select up to 3 areas/issues that you are **MOST** concerned about in your community.**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

There are many different groups and resources that aim to improve the health and wellness of a community. These include Western Health, private health clinics, churches, schools, town councils, resource centers, Community Advisory Committees, and other community groups.

**13. Overall, how satisfied are you with the resources available to help deal with the health and wellness challenges in your community?**

- Very satisfied **(SKIP TO QUESTION 15)**
- Satisfied **(SKIP TO QUESTION 15)**
- Neither satisfied nor dissatisfied **(SKIP TO QUESTION 15)**
- Dissatisfied
- Very dissatisfied

**14. What aspects of the health and wellness resources are you dissatisfied with?**

Health Status

This section will help us describe the health of the population who completed the survey.

**15. In general, would you say your physical health is...?**

- Excellent
- Very good
- Good

- Fair
- Poor

**In general, would you say your mental health is...?**

- Excellent
- Very good
- Good
- Fair
- Poor

**16. What do you feel you should do to improve your physical and/or mental health (select all that apply)? For each health behavior selected, please tell us what is stopping you from making this change.**

Health Behavior	What is stopping you from making this change?
<input type="checkbox"/> I do not think there is anything else I should do	
<input type="checkbox"/> Start/increase exercise, sports or physical activity	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Eat healthier/eat more fruits and vegetables	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): <hr/>
<input type="checkbox"/> Drink less alcohol	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): <hr/>
<input type="checkbox"/> Reduce smoking ( <b>not</b> including cannabis)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce vaping ( <b>not</b> including cannabis)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce cannabis use (of any form)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce illegal drug use (e.g., cocaine, ecstasy, etc.)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce prescription drug misuse (e.g. opioids)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Gamble less	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce stress	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce screen time (computer, cell phone, TV)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Get the flu shot (influenza immunization)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Seek physical or mental health treatment	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Get more sleep	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Connect more with family, friends or community	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Other (please specify): _____	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____

Health Care Planning

Western Health is in the process of developing its **Strategic Plan for 2020-2023**. The plan will outline the **main priorities and focus areas for Western Health** over the next three years.

**17.** What is the one thing Western Health can do to make a difference in your care?

## Community

The Western Health region is divided into 7 primary health-care service areas. These areas are indicated on the map below.



# Western Health Regional Map

## Primary Health Care Team Areas



updated July 2013

**18. In which of the following areas do you live?**

- Burgeo/Ramea Area
- Port aux Basques Area
- Stephenville/Bay St. George Area
- Corner Brook/Bay of Islands Area
- Deer Lake/White Bay Area
- Bonne Bay Area
- Port Saunders Area

**19. What is the name of your community?**

---

**20. How long have you lived in your current community?**

- Less than 2 years
- 2 - 5 years
- 6 - 10 years
- 11 - 20 years
- More than 20 years

Demographics

This section will help us **describe the population who completed the survey**. You can skip any question you do not wish to answer.

**21. What year were you born?**

---

**22. What gender do you most identify with?**

- Male
- Female
- Transgender male
- Transgender female

- Gender Variant/Non-conforming
- Non-Binary
- Not listed
- Prefer not to say

**23. What is the highest level of education you have completed?**

- Did not complete secondary school or high school
- Completed secondary school or high school
- Started university or college education but did not complete it
- Completed a technical, vocational or community college program
- Completed a bachelor's degree
- Completed a graduate or professional degree

**24. Which of the following describes your employment status?**

- Employed full time (including self-employed or on a work training program)
- Employed part time (including self-employed or on a work training program)
- Seasonal worker
- Commuting/rotational worker
- Student
- Unemployed and looking for work
- Unemployed and not looking for work
- Unable to work due to a long-term sickness or disability
- Looking after my home/family
  - Retired from paid work

**25. What is your household income?**

- Under \$15,000
- Between \$15,000 and \$29,999

- Between \$30,000 and \$49,999
- Between \$50,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000

**26. Is there anything else that you would like to add?**