



# Community Health Assessment Survey

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Port Saunders 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 the team met weekly to review the response rates for the region and each PHC area. 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 Bonne Bay PHC Area as identified by the CHA survey. The Port Saunders PHC Area includes 10 rural communities from River of Ponds north to Bartlett's Harbour. These communities include: River of Ponds, Spirit Cove, Hawkes Bay, Port

Saunders, Port au Choix, Eddies Cove West, Barr'd Harbour, Castor River North, Castor River South, and Bartlett's Harbour. Unless otherwise noted, tables do not include 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 83 surveys were completed throughout the Port Saunders PHC Area which includes communities of River of Ponds, Spirit Cove, Hawkes Bay, Port Saunders, Port au Choix, Eddies Cove West, Barr'd Harbour, Castor River North, Castor River South, and Bartlett's Harbour.

The following is a profile of survey respondents from the Port Saunders PHC Area. The majority of survey respondents:

- Were from the Port Saunders and Port au Choix area (62.7%)
- Lived in their community for more than 20 years (70.7%)
- Were in the 46 to 55 age group (30.8%), followed closely by the 56 to 65 age group (29.5%)
- Identify as female (85.5%)
- Reported their highest level of education completed as technical, vocational, or community collage program (34.9%), followed by high school (27.7%)
- Were employed full time (42.7%)
- Reported a household income between \$30,000 and \$49,999 (28.6%), followed by \$15,000 and \$29,999 (25.0%)

### *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. Search the internet (e.g. WebMD, Google search) (68.7%)
2. Ask a family doctor (55.4%)
3. Ask a pharmacist (45.8%)

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

- 77.1% have a family doctor or nurse practitioner. Of the 77.1%,

- 82.6% reported being satisfied or very satisfied with their family doctor or nurse practitioner
- 9.5% reported being dissatisfied or very dissatisfied with their family doctor or nurse practitioner and indicated the following reasons:
  - Wait list for an appointment is too long (3.6%)
  - Hours of service are inconvenient (2.4%)
  - Health care provider(s) do not give you a chance to ask questions (2.4%)
- 22.9% 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 (40.7%)
2. Walk in clinic (30.9%)
3. Hospital emergency department (19.8%)

When asked if they were able to get same or next day care for a minor health problem, 81.5% reported yes, and 18.5% 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 (62.2%) were satisfied or very satisfied with the health care services they have used in the past 12 months, while 23.2% 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 (68.4%)

Services:

- 1.1 Doctor/Family Doctor
- 1.2 Specialist services
- 1.3 Physiotherapy and Test or procedure

2. Wait time in the clinic/facility was too long (57.9%)

Services:

- 2.1 Clinic
- 2.2 Doctor/Family Doctor
- 2.3 Hospital/Emergency Department

3. Health care provider(s) did not give you a chance to ask questions (31.6%)

Services:

- 3.1 Doctor/Family Doctor
- 3.2 Specialists

When asked about accessing health care services, the majority of respondents (67.1%) indicated they were able to access health services when required, while 32.9% of respondents indicated they were not able to access health services when required. The 32.9% of respondents that indicated they were not able to access a required health service were asked to indicate reasons why there 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 (58.3%)

Services:

- 1.1 Specialists
- 1.2 Doctor/Family Doctor
- 1.3 Physiotherapy

2. Too far to travel (29.2%)

Services:

2.1 Specialist

2.2 Hospital/Clinic

2.3 Doctor and Dentist

3. Service not available (20.8%)

Services:

1.1 Physiotherapy

1.2 Specialist

1.3 Dental

*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. Road quality (55.4%)
2. Addictions (e.g. alcohol and/or drug abuse, gambling, etc.) (54.2%) and mental health of community residents (54.2%)
3. Cost of living (53.0%)
4. Chronic diseases (e.g. prevalence of diabetes, high blood pressure, cancer, etc.) (51.8%) and Bullying (51.8%)

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. Cost of living (31.3%)
2. Mental health of residents (26.5%)
3. Addictions (25.3%)

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 (38.3%) who answered this question, were satisfied or very satisfied with the resources available, while 35.6% were neither satisfied nor dissatisfied, and 26.1% 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. Lack of public transportation and too far to travel for services.
2. Access to primary care (physicians/nurse practitioners) including lack of family physicians in the community, wait times for appointments are too long, and no afterhours access.
3. Many services not available in the area e.g. physiotherapy, help for additions, psychiatry and services and supports for people with disabilities.

### *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 (10.0% and 62.8% respectively). The majority of respondents also reported that their mental health was excellent or very good/good (7.1% and 67.1% 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 (100.0%)
  - a. Lack of will power/self-discipline (43.4%)
  - b. I am too busy (32.5%)
  - c. Not enough resources in the community (25.3%)

2. Eat healthier/eat more fruits and vegetables (95.2%)
  - a. Too costly (37.3%)
  - b. Lack of will power/self-discipline (27.7%)
  - c. Not enough resources in the community (21.7%)
  
3. Reduce stress (85.5%)
  - a. I am too busy (25.3%)
  - b. Unsure how to make this improvement (16.9%)
  - c. Not enough resources in the community (16.9%)

### *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. Improve access to services including physicians, nurse practitioners, physiotherapy and massage therapy including reducing wait times, hiring more staff and providing local access.
2. Improve access and wait times for specialist services; reduce travel to specialist appointments; increase usage of telehealth.
3. Improve access to mental health services and supports in the community and within the school system.

### *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, preventative services, and specialists through walk in clinics, after hours access, less turn over, and more staff.
- Better communication from health care workers.

## **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, the Port Saunders PHC area met its 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 were not found to be representative of the population for all characteristics (ex. Income level, education, etc.). For example, the majority of respondents for the Port Saunders PHC area and the region identified as female (85.5% and 80% respectively). 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 Port Saunders PHC Area findings from the survey indicated that residents have concerns about the cost of living, mental health of residents, addictions, and bullying. Themes identified from the comments indicated respondents were also concerned about access to services including physicians, nurse practitioners, physiotherapy and massage therapy, specialist services, and mental health services and supports in the community and within the school setting. The survey also demonstrated positive feedback including a high percentage of respondents that indicated they have a family physician or nurse practitioner, of those who have a family physician/nurse practitioner the majority were very satisfied or satisfied with their provider, the majority of respondents were able to get same day or next day care, a high percentage of respondents were satisfied with health care services received in the past 12 months, and the majority of respondents reported that they have excellent or very good/good physical and mental health.

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	55.4	46
Ask a nurse practitioner	44.6	37
Ask a pharmacist	45.8	38
Ask a social worker	7.2	6
Call a hospital/clinic	42.2	35
Ask a community or public health nurse	30.1	25
Search the internet (e.g. WebMD, Google search)	68.7	57
Western Health website	2.4	2
Social media (e.g., Facebook, Twitter)	8.4	7
Use 811 HealthLine	25.3	21
Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community or church group	1.2	1
Ask a friend or family member	33.7	28
Other	Most common responses: <ul style="list-style-type: none"> <li>• Myself</li> <li>• Diabetes services staff</li> </ul>	

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

Response	Percentage (%)	Frequency (n)
Yes	77.1	64
No	22.9	19

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

Level of Satisfaction	Percentage (%)	Frequency (n)
Very satisfied	39.7	25
Satisfied	42.9	27
Neither satisfied nor dissatisfied	7.9	5
Dissatisfied	7.9	5
Very dissatisfied	1.6	1

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

Reason	Percentage (%)	Frequency (n)
Wait list for an appointment is too long	3.6	3
Wait time in clinic/facility is too long	1.2	1
Too far to travel	0	0
Hours of service are inconvenient	2.4	2
Communication barrier	0	0
Facility and/or equipment quality is poor	0	0
Health care provider (s) do not give you a chance to ask questions	2.4	2
You do not have trust and confidence in your health care provider (s)	0	0
Health care provider (s) do not treat you with respect	1.2	1
Health care provider (s) do not explain things in a way that is easy to understand	1.2	1
Health care provider (s) do not involve you in decisions about your care	1.2	1
Other	Most common responses: <ul style="list-style-type: none"> <li>Health care provider do not give me the time I need; always in a rush</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?

Location	Percentage (%)	Frequency (n)
Family doctor/nurse practitioner	40.7	33
Walk-in clinic	30.9	25
Hospital emergency department	19.8	16
Pharmacist	3.7	3
HealthLine 811	1.2	1
I do not have a place to get care for a minor health problem	2.5	2
Other	Most common responses: <ul style="list-style-type: none"> <li>Hospital to see on call doctor</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?

Response	Percentage (%)	Frequency (n)
Yes	81.5	66
No	18.5	15

*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	14.6	12
Satisfied	47.6	39
Neither satisfied nor dissatisfied	14.6	12
Dissatisfied	17.1	14
Very dissatisfied	6.1	5
I have not used any health care services	0	0

*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.*

<b>Reason</b>	<b>% (n)</b>	<b>Services</b>
<input type="checkbox"/> Wait list for an appointment was too long	68.4 (13)	Doctor (5) Nurse Practitioner Specialist (5) including psychologist, dermatology Test or procedure Physiotherapy
<input type="checkbox"/> Wait time in the clinic/facility was too long	57.9 (11)	Hospital (2) Physician (2) Emergency Department (2) Clinic (3) Specialist including eye doctor Ultrasound
<input type="checkbox"/> Too far to travel	26.3 (5)	Test and procedure Hospital Doctor Specialist (2) including dermatology
<input type="checkbox"/> Hours of service were inconvenient	21.0 (4)	Physician (3) Test and procedure
<input type="checkbox"/> Cost of service	5.3 (1)	Traveling to appointments
<input type="checkbox"/> Communication barrier	15.8 (3)	Doctor Secretary did not communicate appointment cancelled Specialist

<b>Reason</b>	<b>% (n)</b>	<b>Services</b>
<input type="checkbox"/> Facility and/or equipment quality was poor	10.5 (2)	Doctor Hospital
<input type="checkbox"/> Health care provider(s) did not give you a chance to ask questions	31.6 (6)	Doctor (4) Specialist (2)
<input type="checkbox"/> You did not have trust and confidence in your health care provider(s)	15.8 (3)	Doctor (2) Nurse Practitioner
<input type="checkbox"/> Health care provider(s) did not treat you with respect	26.3 (5)	Doctor (2) Nurse Practitioner Specialist Nursing Staff
<input type="checkbox"/> Health care provider(s) did not explain things in a way that was easy to understand	5.3 (1)	Doctor
<input type="checkbox"/> Health care provider(s) did not involve you in decisions about your care	10.5 (2)	Doctor (2)
<input type="checkbox"/> Other reason not listed above (please specify): Poor communication, disrespectful		Services:  Nursing staff

*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?*

<b>Response</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Yes	32.9	24
No	67.1	49

*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.*

<b>Reason</b>	<b>% (n)</b>	<b>Services</b>
<input type="checkbox"/> Wait time for service was too long	58.3 (14)	Doctor (4) Test and procedure (3) including ultrasound, CT Scan, MRI Specialist (4) including rheumatology Physiotherapy (3)
<input type="checkbox"/> Cost of service	12.5 (3)	Dental Care Eye Care Physiotherapy
<input type="checkbox"/> Transportation issues	12.5 (3)	Specialist Doctor (2)
<input type="checkbox"/> Too far to travel	29.2 (7)	Specialist (3) Physician Hospital/Clinic (2) Dental
<input type="checkbox"/> Unable to leave house due to health problems	4.2 (1)	Clinic
<input type="checkbox"/> Unable to access the services during scheduled time/hours of service	16.7 (4)	Walk in clinic Doctor (3)
<input type="checkbox"/> Unable to get referral	12.5 (3)	Specialist (3) including rheumatology
<input type="checkbox"/> Could not contact service	4.2 (1)	Specialist including dermatology
<input type="checkbox"/> Communication barrier	0	
<input type="checkbox"/> Did not know service was available	0	

Reason	% (n)	Services
<input type="checkbox"/> Service not available	20.8 (5)	Physiotherapy (2) Ear, Nose, Throat Specialist Dental Specialist
<input type="checkbox"/> Other reason not listed above (please specify):		Specialist (2) Doctor (2)

*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	4.8	4
Addictions (e.g., alcohol and/or drug abuse, gambling, etc.)	54.2	45
Bullying	51.8	43
Childcare (including affordability, lack of accessibility)	39.8	33
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	51.8	43
Crime and violence	25.3	21
Cost of living	53.0	44
Clean water supply	26.5	22
Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	47.0	39
Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)	47.0	39
Education system	24.1	20
Emergency services	21.7	18
Environmental issues (e.g., contaminants in the air, water and soil)	22.9	19
Food security (access to sufficient, affordable, nutritious food)	37.3	31
Homelessness (including couch surfing)	10.8	9
Housing conditions	12.0	10
Illiteracy	4.8	4
Mental health of community residents	54.2	45
Outmigration	18.1	15
Physical health of community residents	33.7	28
Poverty	20.5	17

<b>Issue/Area</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Public transportation (including affordability, lack of accessibility)	10.8	9
Recreational programs/spaces	24.1	20
Resources for people with disabilities (e.g., accessible buildings)	18.1	15
Road quality	55.4	46
Seniors' resources/programs	31.3	26
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	19.3	16
Social isolation and lack of community involvement	15.7	13
Suicide	27.7	23
Tobacco use/smoking	21.7	18
Unemployment	31.3	26
Violence in the home (e.g., child abuse/neglect, domestic)	21.7	18
Working conditions (e.g., risks for injury on the job)	0	0
Other- most common responses: <ul style="list-style-type: none"> <li>• Access to outpatient services too far away</li> <li>• Lack of doctors in the community</li> <li>• No cell phone service</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.*

<b>Issue/Area</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
1. Cost of living	31.3	26
2. Mental Health of residents	26.5	22
3. Addictions	25.3	21
4. Bullying	21.7	18

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

<b>Level of Satisfaction</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Very satisfied	6.8	5
Satisfied	31.5	23
Neither satisfied nor dissatisfied	35.6	26
Dissatisfied	24.7	18
Very dissatisfied	1.4	1

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

Overall themes:

1. Lack of public transportation and too far to travel for services.
2. Many services not available in community e.g. physiotherapy, help for addictions, psychiatry, services and supports for people with disabilities.
3. Access to physicians.

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

<b>Rating</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Excellent	10.0	7
Very good	27.1	19
Good	35.7	25
Fair	18.6	13
Poor	8.6	6

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

<b>Rating</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Excellent	7.1	5
Very good	37.1	26
Good	30.0	21
Fair	20.0	14
Poor	5.7	4

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	0	10.8 (9)	25.3 (21)	6 (5)	32.5 (27)	9.6 (8)	2.4 (2)	4.8 (4)	12 (10)	0	43.4 (36)	<i>*see below for most common responses</i>
Eat healthier/eat more fruits and vegetables	4.8 (4)	6 (5)	21.7 (18)	4.8 (4)	6 (5)	1.2 (1)	0	37.3 (31)	1.2 (1)	1.2 (1)	27.7 (23)	
Drink less alcohol	47 (39)	1.2 (1)	0	0	1.2 (1)	0	2.4 (2)	0	0	0	7.2 (6)	
Reduce smoking (not including cannabis)	47 (39)	1.2 (1)	0	0	1.2 (1)	2.4 (2)	9.6 (8)	0	0	0	7.2 (6)	
Reduce vaping (not including cannabis)	54.2 (45)	0	0	0	0	0	1.2 (1)	0	0	0	1.2 (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)	50.6 (42)	0	0	0	0	1.2 (1)	1.2 (1)	0	1.2 (1)	0	1.2 (1)	<i>*see below for most common responses</i>
Reduce illegal drug use	53 (44)	0	0	0	0	0	2.4 (2)	0	0	0	0	
Reduce prescription drug misuse	51.8 (43)	2.4 (2)	1.2 (1)	1.2 (1)	0	1.2 (1)	2.4 (2)	1.2 (1)	1.2 (1)	0	0	
Gamble less	54.2 (45)	1.2 (1)	1.2 (1)	0	0	0	0	0	0	0	0	
Reduce stress	14.5 (12)	16.9 (14)	16.9 (14)	3.6 (3)	25.3 (21)	8.4 (7)	0	2.4 (2)	6 (5)	1.2 (1)	12.0 (10)	

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	21.7 (18)	12.0 (10)	3.6 (3)	0	2.4 (2)	1.2 (1)	4.8 (4)	0	0	0	19.3 (16)	<i>*see below for most common responses</i>
Get flu shot	44.6 (37)	1.2 (1)	0	0	2.4 (2)	1.2 (1)	0	0	0	1.2 (1)	1.2 (1)	
Seek physical or mental health treatment	25.3 (21)	9.6 (8)	13.3 (11)	3.6 (3)	4.8 (4)	1.2 (1)	0	3.6 (3)	0	2.4 (2)	3.6 (3)	
Connect more with family, friends or community	25.3 (21)	7.2 (6)	6.0 (5)	3.6 (3)	15.7 (13)	6.0 (5)	0	2.4 (2)	2.4 (2)	2.4 (2)	4.8 (4)	
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

- Working full time and taking care of family responsibilities – hard to have balance and focus on self care
- Need physiotherapy
- Lack of supports in the community

Eat healthier/eat more fruits and vegetables

- Cost of healthy food too high
- Access to organic food limited – too many chemicals
- Access to fresh foods is limited
- Many allergies

Drink less alcohol

- No additional comments

Reduce smoking (not including cannabis)

- No additional comments

Reduce vaping (not including cannabis)

- No additional comments

Reduce cannabis use (in any form)

- No additional comments

Reduce illegal drug use

- No additional comments

Reduce prescription drug misuse

- No additional comments

Gamble less

- No additional comments

Reduce stress

- Workload too high

Reduce screen time

- My job requires screen time
- Screen time and gaming is how I relax

Get flu shot

- Don't get the flu shot
- Do not trust the vaccine
- Afraid of needles

Seek physical or mental health treatment

- Getting a referral to physiotherapy

Connect more with family, friends or community

- Prevented by health problems
- Family lives away

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

- Better access to a variety of healthy foods
- Access to recreation facilitates with programs
- Need physiotherapy and service not in the area

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

Overall themes:

1. Improve access to services including physicians, nurse practitioners, physiotherapy, and massage therapy including reducing wait times, hiring more staff, and providing local access.
2. Improve access and wait times for specialists.
3. Improve access to mental health services and supports in the community and within the school system.

*Question 19. Respondents by PHC area*

<b>PHC Area</b>	<b>Percentage (%)</b>	<b># Responses</b>
Port Saunders	100	83

*Question 20: Identified respondent communities*

*River of Ponds, Hawkes Bay, Port Saunders, Port au Choix, Castor River North, Castor River South, Bartlett's Harbour*

*Question 21. Respondent years lived in community*

<b>Years</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Less than 2 years	2.4	2
2-5 years	4.9	4
6-10 years	11.0	9
11-20 years	11.0	9
More than 20 years	70.7	58

*Question 22. Respondent age groups*

<b>Age Group</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
18-25	5.1	4
26-35	7.7	6
36-45	16.7	13
46-55	30.8	24
56-65	29.5	23
66-75	10.3	8
76+	0	0

*Question 23. Respondent reported gender*

<b>Gender</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Male	10.8	9
Female	85.5	71
Transgender male	0	0
Transgender female	0	0
Non-binary	0	0
Prefer not to say	3.6	3

*Question 24. Respondent highest level of educated completed*

<b>Education</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Did not complete high school	6.0	5
Completed high school	27.7	23
Started university or college	6.0	5
Completed a technical, vocational, or community college program	34.9	29
Completed a bachelor's degree	19.3	16
Completed a graduate or professional degree	6.0	5

*Question 25. Respondent employment status*

<b>Employment Status</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Employed full time	42.7	35
Employed part time	18.3	15
Seasonal worker	18.3	15
Commuting/rotational worker	2.4	2
Student	0	0
Unemployed and looking for work	2.4	2
Unable to work due to a long-term sickness or disability	3.7	3
Looking after my home/family	2.4	2
Retired from paid work	12.2	10

*Question 26. Respondent household income*

<b>Income</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Under \$15,000	3.6	2
Between \$15,000 and \$29,999	25.0	14
Between \$30,000 and \$49,999	28.6	16
Between \$50,000 and \$74,999	0	0
Between \$75,000 and \$99,999	23.2	13
Between \$100,000 and \$150,000	10.7	6
Over \$150,000	8.9	5

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

Overall themes:

- Improve access to family physicians, preventative services, and specialists through walk-in clinics, after hours access, less turnover, and more staff.
- Better communication from health care workers

## 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	
<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	
<input type="checkbox"/> Could not contact the service	
<input type="checkbox"/> Communication barrier	

Reason	Services
<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): <hr/>	

### 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

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

- Excellent
- Very good
- Good
- Fair
- Poor

**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	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 <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"/> 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): _____
<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 <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed

Health Behavior	What is stopping you from making this change?
	<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 <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

Health Behavior	What is stopping you from making this change?
	<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 <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

Health Behavior	What is stopping you from making this change?
	<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 <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 Behavior	What is stopping you from making this change?
<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 <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

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): _____
<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 <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)

Health Behavior	What is stopping you from making this change?
	<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 <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.

**18.** 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

19. 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

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

---

**21. 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.

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

— — — —

**23. 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

**24. 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

**25. 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

**26. 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

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