Community Health Needs and Resources

Survey Summary: Corner Brook Bay Of Islands Area

Ruth Hull

Community Health Manager

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Western Health

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Introduction

A community health needs and resource assessment (CHNRA) is a method to identify key health needs, community issues and assets through collecting and analyzing information about communities and the people that live in them. Western Health uses CHNRAs to help prioritize, plan and act on unmet community needs to improve the health of residents of the Western Region.

Western Health's CHNRA process uses a mixed methods approach to compile data on the community health needs and resources of the Western region of Newfoundland and Labrador which includes the collection of quantitative and qualitative data. There are four components of the CHNRA: the *health needs* of the region are determined through the dissemination of the CHNRA survey; *public feedback* is obtained through focus groups; the *health status* of Western region community residents is assessed through data from various statistical sources and relevant regional reports; and finally, a list of community assets is compiled in consultation with Community Advisory Committees (CACs), Western Health staff, key stakeholders and community members. The CHNRA process is an ongoing process that is completed over a six year cycle. Information obtained in each component is used by Western Health in service planning on an ongoing basis.

The following report is a summary of the CHNRA survey (Appendix A) for the Corner Brook Bay of Islands area, which is the first component of the CHNRA process. The survey was used to collect quantitative and qualitative data from residents of the region about their perceptions of health and community services, available resources, barriers to accessing these services, identification of top health and community concerns, how communities help deal with these concerns, where individuals go for routine health care, where they obtain health information, information on the Western Health website, and other comments about community health needs and resources.

The following report provides a summary of responses from the Corner Brook – Bay of Islands Primary Health Care Area. This includes the following communities: Corner Brook, Massey Drive, Gallants, Little Rapids, Humber Village, Steady Brook, Hughes Brook, Irishtown-Summerside, Meadows, Gillams, McIvers, Cox's Cove, Mt. Moriah, Benoit's Cove, Halfway point, Frenchmans Cove, York Harbour, Lark Harbour, and John's Beach.

Methodology

The survey tool and method of administration were modified over the last two CHNRA processes based on the needs of stakeholders and the 2013 CHNRA evaluation. In the current CHNRA cycle, surveys were made available on the Western Health website for electronic completion between January 1 and February 29, 2016. The target audience for surveys was individuals residing in the Western region, aged 18 and older. (Information from individuals under the age of 18 is obtained through student health surveys completed as a part of the comprehensive school health assessment). Communications, Information and Quality, and Population Health developed a detailed communication plan to disseminate the availability of the CHNRA survey. The communication plan included articles in the Western Health newsletters, posters, tweets through Western Health's twitter account, the Western Health website, local newspapers, radio announcements, local bulletins (e.g., church), interviews with the media, and the distribution of survey information sheets throughout the Primary Health Care (PHC) areas. To enhance collaboration with the Qalipu Mi'kmaq population, the Manager of Health Services with the Qalipu Mi'kmaq First Nation Band was contacted and the survey link was provided for distribution to members. In addition, a partnership with the Francophone Association on the Port Au Port Peninsula resulted in the translation of the CHNRA survey to French. The French survey was made available electronically and uploaded to the Western Health website. Members of the francophone population were emailed to communicate the availability of the survey in French and provided with the survey link.

To ensure that each PHC area was represented, the Community Health Managers received a weekly update on respondent demographics. Efforts were made to enhance the number of participants in low response PHC areas.

Feedback from community representatives indicated concern with lack of accessibility for some individuals as the survey was only available online. As a result, members of the Regional Primary Health Care Management Committee agreed that the online survey should be available in paper format for those who requested a paper survey. On February 1, 2016, Western Health provided a media release to the public indicating that paper surveys were available and who to contact for the surveys. The availability of the survey in paper was also tweeted through Western Health's Twitter account.

Following the survey completion deadline of February 29, 2016, the Regional Manager Research and Evaluation compiled all of the data from Google Forms and transferred it to a 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 results and output of each PHC area was forwarded to the appropriate Community Health Manager. To analyze the qualitative data, each Community Health Manager reviewed question comments and identified themes. All identifying information was deleted (e.g., names, specific situations that could identify the person, reference to specific people and so on). A PHC Summary Report was prepared by the appropriate Community Health Manager for each of the seven PHC areas. The Regional Manager Research and Evaluation reviewed the survey results on a regional basis and the individual PHC area reports to complete a summary report for the overall Western region. The following sections provide a summary of the CHNRA surveys completed from the Corner Brook Bay of Islands area.

Demographics

A total of 218 surveys were completed in the Corner Brook Bay of Islands area (216 completed electronically, and two completed on paper). Respondents reported being from the following communities: Benoit's Cove, Boom Siding, Corner Brook ,Cox's Cove , Curling, Hughes Brook, Humber Valley, Irishtown, Johns Beach, Little Rapids, Massey Drive, McIver's, Meadows , Mount Moriah, North Shore, Steady Brook, Summerside and York Harbour.

Of the 218 surveys completed, 80.6% of the respondents were female, 18.3% were male, .5% were transgender, .5% reported neither and .5 % did not report their gender. When respondents were asked to indicate their race or ethnicity, 88.1% of respondents indicated their race was white/Caucasian, 10.1% was aboriginal, .9% was other (including Indigenous/European), and .9% did not report their race or ethnicity. When asked how long they lived in the community, 2.8% reported less than one year, 16.1% reported 1-5 years, 33.5% reported 6-20 years, 47.2 % reported over 20 years and .5 % did not report. The majority of respondents were from the 31-40 age category (28.9%). See table 1 for age groups, percentages, and frequencies of respondents.

Table 1. Respondent Age Groups, Percentages, and Frequencies

Age Group	Percentage	Frequency
16-20	2.8	6
21-25	5.5	12
26-30	7.8	17
31-35	14.7	32
36-40	14.2	31
41-45	12.4	27
46-50	11.9	26
51-55	13.3	29
56-60	6.0	13
61-65	4.6	10
66-70	3.2	7
71-75	1.4	3
76+	2.3	5
Did not report	0	0

Community Services

Respondents were provided with a list of community services. They were asked to indicate whether they were satisfied or not satisfied with the services that they used or required. See table 2 for those who responded that they were satisfied or not satisfied with each community service. Respondents were most satisfied with Emergency services (89.2%) and least satisfied with Public transportation (48.7%) and Child Care/Day care (48%).

Table 2. Percentage and Frequency of Satisfied and Not Satisfied with each Community Service

Community Service	Satisfied % (N)	Not satisfied % (N)
Education	80% (116)	20% (29)
Child care/day care	52% (39)	48% (36)
Children/youth programs	55.9% (57)	44.1% (25)
Seniors programs (65+)	57.6% (34)	42.4% (25)
Grocery stores	84.8% (173)	15.2% (31)
Public transportation (e.g., buses, taxis)	51.3% (61)	48.7% (58)
Recreation programs (e.g., soccer, hockey, walking trails, darts)	73.3% (132)	26.7% (48)
Food bank	72.4% (42)	27.6% (16)
Environmental services (e.g., recycling, water, sewer)	61.9% (117)	38.1% (72)
Emergency services (e.g., police, fire department, emergency preparedness)	89.2% (157)	10.8% (19)

Survey respondents were asked to provide comments as to why they were satisfied with the community services listed. The comments were themed and the following themes were identified:

- Services are accessible, available, affordable and reliable. There were 28 comments regarding satisfaction with a service because it was accessible.
- There were 32 comments indicating satisfaction related to the availability of a service.
- With regard to satisfaction with the community, there were 23 comments indicating satisfaction with the community they lived in. For example, "great place to live", "wonderful community", "feel safe here", "very fortunate to have the things we have in our community".
- Volunteer fire departments were viewed positively. There were 12 comments specific to volunteer fire departments.
- Grocery stores in the area were viewed very positively. There were 30 positive comments such as variety, cleanliness and availability.
- Walking trails and indoor walking track are positive assets. There were 31 positive comments regarding the indoor walking track and outdoor walking trails.

Survey respondents were asked to provide comments as to why they were not satisfied with the community services listed. The comments were themed and the following themes were identified:

- Lack of satisfaction with recycling service. There 40 comments referencing recycling. Such things as limited or lack of curbside recycling in various communities.
- Lack of satisfaction with childcare. Some general themes were lack of child care available, expense of child care and the condition of the child care facilities. There were 24 comments regarding child care/day care.
- Issues with public transportation: no public transportation to and from some outlying communities to Corner Brook. The public transportation system in Corner Brook was stated as having a schedule that was hard to figure out as well as having a limited time of operation. There were 21 comments expressing not being satisfied with public transportation.
- Drinking water: some communities reported having brown water, while others reported having too many boil orders. There were 22 comments about not being satisfied with drinking water.
- The high cost of food and the lack of fresh produce was noted. There were 11 comments in this regard.
- The access to swimming pool for families and competitive swimmers. The pools were noted as being needed for recreation as well as health benefits of chronic conditions. There were 17 comments expressing not being satisfied with swimming pools.

Survey respondents were also asked to indicate if there were any community services that they had/have trouble getting and 41.3% reported yes and 58.7% reported no. The community services that respondents reported having trouble getting are listed below. (Frequency of comments is noted for items which were noted more than once)
- Physicians/ family doctor (19 comments)
- Timely access to Health Care specialists (11 comments)
- Outpatients (3 comments)
- Alternative Care Practitioners (2 comments)
- Walk in Clinics
- Mental health & addictions services (10 comments)
- Queer sexual Health services
- Access to local Organic Foods
- Public transportation (4 comments)
- Swimming pools (9 comments)
- Sports and recreation (2 comments)
- Environmental services – recycling (5 comments)
- Affordable housing (2 comments)
- Clean water /drinking water (3 comments)
- Child Care /Day Care (11 comments)
- Activities for 50+ age group
- More Aboriginal crafts and teachings (2 comments)

Respondents were asked what prevented them from getting these services and were provided with a list of options including an "other" option. 10.5% of respondents reported that they did not know the service was available, 9.3 % reported transportation related issues, 34.9% reported wait time for service, 9.3% reported that the service was too difficult to arrange, and 1.2% reported that they were not ready or prepared to get the service. In the "other" category 38.4% reported and the following were identified: (Frequency of comments is noted for items which were noted more than once).

- Not having a Physician/ Doctor (4 comments)
- Water/ boil order issues
- Household income
- Not available (17 comments)
- Limited number of children can be taken to activities
- Long wait list
- No planning
- Was told it would not work

Survey respondents were asked to report the top three problems in their communities. The top three problems identified by percentage were alcohol and/or drug abuse (26.6%), care of the older person (23.4%) and unemployment (20.2%).

Table 3 provides a complete listing of community problems and the frequencies and percentages of respondents who reported them to be community problems.

Table 3. Frequencies and Percentages of Respondent Reported Community Problems

Community Problems	Percentages	Frequencies
Absence of an age/senior friendly environment	12.4	27
Alcohol and/or drug abuse	26.6	58
Bullying	16.1	36
Care of people with disabilities	6.9	15
Care of the older person	23.4	51
Child abuse/neglect	4.6	10
Crime (including vandalism)	11	24
Distracted driving	19.3	42
Drinking and driving	12.8	28
Environment	10.6	23
Gambling	.5	1
Homelessness (e.g., couch surfing)	8.3	18
Illiteracy	3.7	8
Issues with Day care	11	24
Issues with the Education system	9.6	21
Lack of access for people with disabilities (e.g., accessible buildings, wheelchair ramps, sidewalks in disrepair)	9.2	20
Loneliness	3.2	7
Outmigration	8.3	18
Poor housing conditions	4.6	10
Poor parenting skills	6.4	14
Poverty	9.2	20
Risks for injury on the job	.9	2
Suicide	9.2	20
Unemployment	20.2	44
Unplanned pregnancy	1.4	3

Community Problems	Percentages	Frequencies
Violence in the community	.5	1
Violence in the home	2.3	5
Young people in trouble with the law	9.6	21
Other	13.3	29

In the "other" category, respondents reported the following: (Frequency of comments is noted for items which were noted more than once).

- Access to mental health and addictions services (four comments)
- Communities services for healthcare
- Situation in our hospital
- Lack of access to treatments for infertility
- Lack of family doctor (four comments)
- Nutrition deficiencies
- Lack of nutrition education
- Access to quality food e.g., fruit and veggies
- Lack of community dietitians for outpatients
- Lack of programs for youth obesity rates
- Activity levels of kids
- Physical inactivity
- Bad lifestyle
- Lack of services for newcomers
- Lack of vibrant town for young professionals/adults
- Long term care beds for people
- Not enough working age people 25-50. There are a lot of seniors and some kids in schools, but the working demographic is reduced.
- No senior/adult apartments
- Resources for young single men
- Spiritual/emotional needs
- Driving above speed limit
- Animal abuse/neglect

When asked how the community helps deal with these challenges, comments indicated that some people were not aware, not sure of what was being done, or they didn't know of anything being done. Some respondents talked about community groups and committees with various organizations agencies, churches, etc. Education/initiatives being completed within schools were noted to be positive. Some respondents indicated that the police (RNC and RCMP) were working to help deal with these challenges.

Health Services

Respondents were provided with a list of health services. They were asked to indicate whether they were satisfied or not satisfied with the services that they used or required. See table 4 for those who responded that they were satisfied or not satisfied with each community service. Respondents were most satisfied with immunization services (100%), pharmacy services (95.2% satisfied), and vision services (92.1% satisfied). There were also a high number of respondents (150) who indicated satisfaction with dental services.

Respondents were least satisfied with specialist services (67.4% not satisfied), mental health and addiction services (62.1% not satisfied) and supportive housing (58.3% not satisfied). It should be noted however that percentages are based on the number of respondents who use/require a service. In the case of supportive housing for example, this included only 21 respondents who were not satisfied. When considering the number of responses who were unsatisfied, some other items were notable. For example, family doctor services and specialist services each had 91 respondents who were not satisfied (42% of total respondents), and 86 respondents were not satisfied with emergency department services.

Table 4. Percentage and Frequency of Satisfied and Not Satisfied with each Health Service

Health Related Community Service	Satisfied % (N)	Not satisfied % (N)
Mental health and addiction services (including counseling services)	37.9% (33)	62.1% (54)
Ambulance services	90.2% (74)	9.8% (8)
Emergency department services	43.8% (67)	56.2%(86)
Dental care services	86.7% (150)	13.3% (23)
Pharmacy services	95.2% (177)	4.8% (9)
Immunization services	100% (160)	0
Family doctor services	53.8% (112)	46.2% (91)
Specialist services (e.g., surgeon, internists)	32.6% (44)	67.4% (91)
Nurse practitioner services	63.8% (51)	36.3% (29)
Nutrition services (e.g., dietitians)	71.2% (47)	28.8% (19)
Respiratory services	79.5% (50)	20.5% (9)
Rehabilitation services (e.g., physiotherapy, occupational therapy, speech and language, and social work)	59.5% (50)	40.5% (34)
Diagnostic services (e.g., x-ray, blood collection)	80.7% (117)	19.3% (28)
Vision services	92.1% (140)	7.9% (12)
Women's wellness (e.g., cervical screening, breast screeni	84.7% (100)	15.3% (18)
Home support services/Home care	50.9% (27)	49.1% (26)
Respite services (e.g., adult day support programs, childre respite services)	45.5% (15)	54.5% (18)
Meals on wheels type services	41.9% (13)	58.1% (18)
Supportive housing (e.g., personal care homes, alternate family care)	41.7% (15)	58.3% (21)

Health Related Community Service	Satisfied % (N)	Not satisfied % (N)
Long term care	42.6% (20)	57.4% (27)
Services for pregnant mothers/new mothers/babies	80.3% (53)	19.7% (13)
Services for people with chronic diseases (disease longer than 3 months, e.g., asthma, diabetes, cancer)	48% (24)	52% (26)
Intervention services (including services for people with developmental and physical disabilities and autism)	40% (16)	60% (24)
Community supports (services for seniors and adults with intellectual and physical disabilities)	54.5% (18)	45.5% (15)
HealthLine	85.7% (66)	14.3% (11)
Telehealth services	91.7% (44)	8.3% (4)
School health services (e.g., school health nurses, immunization, sexually transmitted infections, stress management, health promotion)	83.7% (87)	16.3% (17)

Survey respondents were asked to provide comments as to why they were satisfied with the health services listed. The comments were themed and the following themes were identified from the comments:

- Accessibility to health services (31 comments)
- Health services were of high quality, timely and reliable
- Staff and programs viewed positively. Public Health Nurses, the quality and accessibility of immunization programs as well and the work done by Public Health Nurses in the school was noted as strengths.

Survey respondents were asked to provide comments as to why they were not satisfied with the health services listed. The comments were themed and the following themes were identified:

- Wait time for health services. Long wait times in the emergency and outpatient department, to see specialists, and to access rehabilitation services for example.
- Lack of physicians. Many respondents stated they do not have a family physician and are not able to obtain one.
- Lack of mental health services, difficulty accessing mental health services, difficulty coordinating services and a stigma related to mental health.

Survey respondents were also asked to indicate if there were any health services that they had/have trouble getting and 56.4% reported yes and 43.6% reported no. The top three services that respondents having trouble getting were:

- Family Physicians
- Specialists
- Mental Health/Mental Health & Addictions

The complete list of health services that respondents reported having trouble getting were:

- Emergency Department (4 comments)
- Dental services (3 comments)
- A Family Physician (46 comments)
- Like to see NP clinic in town hall (outside Corner Brook)
- Specialist appointments where travel is involved: financial challenges (nine comments)
- Specialist services (10 comments)
- Specialist for lyme disease treatment
- ENT (5 comments)
- Pediatric Nephrology
- Pediatric ENT
- Dermatologist (2 comments)
- Neurologist
- Gynecology
- Naturopathic Doctor
- Child Birth Education
- Birth Doula
- Adolescent mental health
- Mental health crisis intervention
- Mental health services (18 comments)
- Individual counselling for a 18 year old girl
- Support for postpartum depression
- Programming for autistic child who is now an adult
- CMS for Developmental Psychology
- Community Physiotherapy
- Community Speech Therapy
- Community Occupational Therapy
- Dietitian (2 comments)
- Queer sexual health
- Eating disorder services
- Audiologist
- Flu shot through public health nurse
- Home care
- Supportive housing
- Blood collection - wait time too long
- MRI scan
- Cervical screening

Respondents were asked what prevented them from getting these services and were provided with a list of options including an "other" option. 20% of respondents reported that they did not know the service was available, 4.4% reported transportation related issues, 49.1% reported wait time for service, 12.3% reported that the service was too difficult to arrange, and no respondents reported that they were not ready or prepared to get this service. 38.4% reported "other" and the following categories were identified:
- No Physician (9 comments)
- No services available (26 comments)

- Access to provider (6 comments)
- Cost/travel cost for out of town appointments (i.e. specialist) (3 comments)
- Poor communication
- Scheduling logistics
- Told not a candidate for service

Survey respondents were asked to report the top three health problems in their communities. The top three problems identified were Mental Health, Over Weight/ Obesity, and Cancer. See table 5 for list of potential health problems and percentages and frequencies of respondents who indicated that they were most concerned about them.

Table 5. Frequencies and Percentages of Health Problems

Health Problems	Frequencies	Percentages
Addictions	55	25.2
Arthritis	16	7.3
Cancer	76	34.9
Chronic pain	15	6.9
Diabetes	33	15.1
Eating disorders	12	5.5
Heart disease	35	16.1
High blood pressure	10	4.6
HIV/Aids	1	.5
Kidney disease	3	1.4
Lack of physical activity	44	20.2
Lung disease	4	1.8
Mental health	86	39.4
Overweight/obesity	75	34.4
Sexually transmitted infections	11	5
Smoking	30	13.8
Stroke	6	2.8
Suicide	30	13.8
Unhealthy eating habits	42	19.3
Other	7	3.2

In the "other" category, there were seven responses reported:
- ALS
- Doctors
- Elder Abuse
- Increase in inflammatory bowel disease
- Lack of adequate prenatal education
- Parkinson's disease & other neurological conditions
- Parkinson's

The survey asked how the community helps deal with these challenges; there were 88 comments in response to this question. There were 30 comments which indicated respondents were not aware of what was being done or felt that there was nothing or little being done. There were 23 respondent comments indicating there were community/support/peer groups that provided education, information and support. The respondents made 10 comments regarding the importance of prevention. There were eight positive comments regarding the walking trails in the area as a means to promote physical activity. Respondents felt that Western Health staff and Public Health Nurses were working on these issues. Respondents made 11 comments regarding mental health and the need and importance of these services. Comments discussed the increased availability of these services. The wait time for service was written as a comment. The mental health crisis line was highlighted as positive by three of the respondents with comments about mental health.

The final question in this section was "Where do you go for routine healthcare?" and included a list of options. There were 78% (170 respondents) who reported family physician, 17.9% (39 respondents) reported hospital emergency department/health center, 3.2% (seven respondents) reported nurse practitioner, 10.1% (22 respondents) reported "I do not receive routine healthcare", and 3.7% (8 respondents) reported other.

Respondents reported the following in the "other" category:
- Hospital with Nurse Practitioner on weekend
- Had to travel
- I pay for these services
- Just lost family doctor
- Public Health Nurse (3 comments)
- Miller Center in St John's

Health Information

Survey respondents were asked where they get their health related information. The top three sources were: internet, physician and pharmacy. See table 6 for percentages and frequencies of sources selected. Respondents could report other sources in the "other" category.

Responses included:
- Employee health nurse
- Google scholar
- Health literature
- Journals
- Medical websites
- Other health professionals
- Parkinson's society NL
- Parkinson's society Canada
- Peer-reviewed Medical journals
- Research or naturopathic doctors

Table 6. Percentages and Frequencies of Sources Selected

Sources	Percentages	Frequencies
Internet	79.4	173
Facebook or Twitter	14.2	31
Other social media	7.3	16
Physicians	72.5	158
Community Health Nurse (e.g., Public health nurse or community support nursing)	30.7	67
Nurse practitioner	5	11
Pharmacy	44.5	97
Friends/Family	34.9	76
Library	5.5	12
Newspaper/magazine	13.8	30
Radio/television	12.8	28
Church group	.5	1
School/university/college	11.9	26
HealthLine	11	24
Other	4.1	9

When respondents were asked to report if the Western Health website provides the health related information that they need, 26.4% (56 respondents) responded yes, 27.4% (58 respondents) responded no, 14.6% (31 respondents) responded that they did not know that Western Health had a website, and 31.6% (67 respondents) reported that they have not been to the Western Health website. Respondents indicated that they would like the following information to be on the Western Health website:

Information about Western Health
- Telephone directory of all services in Western Health list of available specialists in area and contact information
- Tool Bar Frequently Asked Questions
- Professionals' month celebration
- Job opportunities
- Updates on any current disease and illnesses in area.

How to Access Services and Program
- Make website easier to navigate
- How to access service (Home Support)
- Waitlist times for specialists
- Live current approximate wait time in emergency/ Outpatients
- Information on services which are available
- Create registration for waitlist for new incoming physicians
- Physicians who are accepting new patients
- Information session being offered and wellness events

Links to:
- Credible websites for health information
- Printed resources
- Sites with symptoms of health problems
- Community resources
- Real time meetings

Information on Health Topics
- Mental health
- Child Development
- Health eating
- Living healthy on a budget
- Active living
- Healthy lifestyles
- Athletic injuries
- Women's health issues
- Parenting tips and information
- What I should do to prepare for a procedure I'm having done in the hospital
- Sexually Transmitted Infections

Overall Comments

Respondents were also asked to provide other comments related to community health needs and resources in the community. There were 66 comments made in this section. The comments were themed and the following themes were identified from the comments:

- Respondents were positive about being given the opportunity to take part in the survey and provide comments and feedback. There were seven comments specifically stating this.

- The most common comment was related to a need for more family physicians. There were 18 comments specifically regarding the need for more family physicians.

- There were also comments regarding the need for specialists. There were five comments which talked about general specialists needs. There were some comments talking about specific specialist needs such as: a fertility clinic, specialist for specific services for seniors, mental health specialists, specialists to services for people with Parkinson's, sexual health issues, and dental health specialists.

- Using nurse practitioners in the community in clinic and walk in clinics was recorded as being a way to decrease wait times in the outpatient department and emergency room and increase access to primary care. There were three respondents who wrote a comment stating this.

- Prevention and increasing education and awareness regarding how to maintain or improve health throughout the lifespan was threaded throughout the comments in the "other" section.

Conclusion

Following is a summary of the major findings of this survey.

Demographics
There were 218 surveys completed. Most respondents, 80% were women. Most respondents, 66.5% were from the 31-55 year age range. There were respondents from 18 communities within the Corner Brook/Bay of Islands area.

Community Services
The emergency services and grocery stores where the two items most respondents were most satisfied with. Respondents felt services were accessible, available and affordable. Respondents were least satisfied with Child Care/ day care and Public transportation.

Community Problems
The top three community problems reported by respondents: Alcohol and Drug abuse, Care of the Older person and Unemployment. Some respondents reported not being aware of how the community was dealing with these challenges.

Health Services
Respondents were most satisfied with immunization services, pharmacy and vision services. Respondents were least satisfied with specialists' services, mental health and addictions services and supportive housing. Family physician and emergency department also had many respondents indicating dissatisfaction. Respondents reported services they had used to be of high quality, timely and reliable.

Health Problems
The respondents reported mental health, overweight/obesity and cancer as the top three health problems.

Health Information
The respondents reported the top three sources of health information as the internet, physicians and pharmacy. There were comments and suggestions of what people would like to see on the Western Health Website.

Data obtained from the CHNRA for the Corner Brook Bay of Islands Area summary will support planning both at the local PHC level as well as organizational strategic, branch, and program planning. While the CHNRA survey results are only one part of the overall CHNRA process, the 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.

Moving forward, the next step of the CHNRA process will be to conduct focus groups to validate and strengthen survey results.

Appendix A

Community Health Needs and Resources Assessment Survey

Community Health Needs and Resources Assessment Survey

Western Health is conducting a survey about the health needs and resources of our communities to help us plan our programs and services. We will be asking for your thoughts about health and community services in your area.

Participation in the survey is voluntary and will not affect your health care. It is anonymous - participants cannot be identified. Any potentially identifying information that you provide will be excluded from the report.

All comments and recommendations will be summarized in a report. This report will be posted on the Western Health website. The survey should take about 15 minutes to complete. The deadline for completing the survey is February 29, 2016.

If you have any questions, or you would like to discuss this survey further, please contact Darlene Welsh (Regional Director Planning and Research) by calling (709) 634-4350 or e-mailing darlenewelsh@westernhealth.nl.ca.

Demographics

1. **What is your age?**
   Mark only one oval.

   ◯ 16-20
   ◯ 21-25
   ◯ 26-30
   ◯ 31-35
   ◯ 36-40
   ◯ 41-45
   ◯ 46-50
   ◯ 51-55
   ◯ 56-60
   ◯ 61-65
   ◯ 66-70
   ◯ 71-75
   ◯ 76+

2. **What is your gender?**

3. **What is your race or ethnicity?**
   Mark only one oval.

   ( ) White/Caucasian

   ( ) Aboriginal

   ( ) Other: _____

4. **What is your primary language?**
   Mark only one oval.

   ( ) English

   ( ) French

   ( ) Other: _____

5. **What community do you live in?**

   _____

6. **How many years have you lived in this community?**
   Mark only one oval.

   ( ) less than one year

   ( ) 1-5 years

   ( ) 6-20 years

   ( ) 21+ years

Community Services

7. **For each of the following community services that you USE or REQUIRE, please indicate if you are satisfied or not satisfied with that service. If you do not use or require the service, skip and go to the next service.**
   Mark only one oval per row.

	Satisfied	Not satisfied
Education	( )	( )
Child care/day care	( )	( )
Children/youth programs	( )	( )
Seniors programs (65+)	( )	( )
Grocery stores	( )	( )
Public transportation (e.g., buses, taxis)	( )	( )
Recreation programs (e.g., soccer, hockey, walking trails, darts)	( )	( )
Food bank	( )	( )
Environmental services (e.g., recycling, water, sewer)	( )	( )
Emergency services (e.g., police, fire department, emergency preparedness)	( )	( )

8. **Please provide comments about why you are satisfied with the community services listed above.**

_____

_____

_____

_____

_____

9. **Please provide comments about why you are not satisfied with the community services listed above.**

_____

_____

_____

_____

_____

10. **Are there any community services that you had/have trouble getting?**
    Mark only one oval.

    ◯ yes

    ◯ no

11. **What are they?**

_____

_____

_____

_____

_____

12. **What prevented you from getting these services?**
    Tick all that apply.

    ☐ Did not know if service was available

    ☐ Transportation related issues

    ☐ Wait time for service

    ☐ Too difficult to arrange

    ☐ I was not ready or prepared to get this service

    ☐ Other: _____

13. **Please select the 3 problems you are most concerned about in your community.**
    Tick all that apply.

    - [ ] Absence of an age/senior friendly environment
    - [ ] Alcohol and/or drug abuse
    - [ ] Bullying
    - [ ] Care of people with disabilities
    - [ ] Care of the older person
    - [ ] Child abuse/neglect
    - [ ] Crime (including vandalism)
    - [ ] Distracted driving
    - [ ] Drinking and driving
    - [ ] Environment
    - [ ] Gambling
    - [ ] Homelessness (e.g., couch surfing)
    - [ ] Illiteracy
    - [ ] Issues with day care
    - [ ] Issues with the education system
    - [ ] Lack of access for people with disabilities (e.g., accessible buildings, wheelchair ramps, sidewalks in disrepair)
    - [ ] Loneliness
    - [ ] Outmigration
    - [ ] Poor housing conditions
    - [ ] Poor parenting skills
    - [ ] Poverty
    - [ ] Risks for injury on the job
    - [ ] Suicide
    - [ ] Unemployment
    - [ ] Unplanned pregnancy
    - [ ] Violence in the community
    - [ ] Violence in the home
    - [ ] Young people in trouble with the law
    - [ ] Other: _____

14. **How does your community help deal with these challenges? (e.g., community groups, community belonging)**

    _____

    _____

    _____

15. **For each of the following health services that you USE or REQUIRE, please indicate if you are satisfied or not satisfied with that service. If you do not use or require the service, skip and go to the next service.**

Mark only one oval per row.

	Satisfied	Not satisfied
Mental health and addiction services (including counselling services)	◯	◯
Ambulance services	◯	◯
Emergency department services	◯	◯
Dental care services	◯	◯
Pharmacy services	◯	◯
Immunization services	◯	◯
Family doctor services	◯	◯
Specialist services (e.g., surgeon, internists)	◯	◯
Nurse practitioner services	◯	◯
Nutrition services (e.g., dietitians)	◯	◯
Respiratory services	◯	◯
Rehabilitation services (e.g., physiotherapy, occupational therapy, speech/language, and social work)	◯	◯
Diagnostic services (e.g., x-ray, blood collection)	◯	◯
Vision services	◯	◯
Women's wellness (e.g., cervical screening, breast screening)	◯	◯
Home support services/Home care	◯	◯
Respite services (e.g., adult day support programs, children's respite services)	◯	◯
Meals on wheels type services	◯	◯
Supportive housing (e.g., personal care homes, alternate family care)	◯	◯
Long term care	◯	◯
Services for pregnant mothers/new mothers/babies	◯	◯
Services for people with chronic diseases (disease longer than 3 months, e.g., asthma, diabetes, cancer)	◯	◯
Intervention services (including services for people with developmental and physical disabilities and autism)	◯	◯
Community supports (services for seniors and adults with intellectual and physical disabilities)	◯	◯
HealthLine	◯	◯
Telehealth services	◯	◯
School health services (e.g., public health nurses, immunization, sexually transmitted infections, stress management, health promotion)	◯	◯

16. **Please provide comments about why you are satisfied with the health services listed above.**

----

17. **Please provide comments about why you are not satisfied with the health services listed above.**

----

18. **Are there any health services that you had/have trouble getting?**
Mark only one oval.

◯ Yes

◯ No

19. **What are they?**

----

20. **What prevented you from getting these services?**
Tick all that apply.

☐ Did not know if service was available

☐ Transportation related issues

☐ Wait time for service

☐ Too difficult to arrange

☐ I was not ready or prepared to get this service

☐ Other: _____

21. **Please select the 3 health problems you are most concerned about in your community.**
Tick all that apply.

- [ ] Addictions
- [ ] Arthritis
- [ ] Cancer
- [ ] Chronic pain
- [ ] Diabetes
- [ ] Eating disorders
- [ ] Heart disease
- [ ] High blood pressure
- [ ] HIV/AIDS
- [ ] Kidney disease
- [ ] Lack of physical activity
- [ ] Lung disease
- [ ] Mental health
- [ ] Overweight/obesity
- [ ] Sexually transmitted infections
- [ ] Smoking
- [ ] Stroke
- [ ] Suicide
- [ ] Unhealthy eating habits
- [ ] Other: _____

22. **How does your community help deal with these health challenges? (e.g., community groups, community belonging)**

_____

_____

_____

_____

_____

23. **Where do you go for routine healthcare?**
Tick all that apply.

- [ ] Family physician
- [ ] Hospital emergency department/health centre
- [ ] Nurse practitioner
- [ ] I do not receive routine healthcare
- [ ] Other: _____

24. **Where do you get your health related information?**
    Tick all that apply.

    ☐ Internet

    ☐ Facebook or Twitter

    ☐ Other social media

    ☐ Physicians

    ☐ Community health nurse (e.g., public health nurse or community support nurse)

    ☐ Nurse practitioner

    ☐ Pharmacy

    ☐ Friends/family

    ☐ Library

    ☐ Newspaper/magazine

    ☐ Radio/television

    ☐ Church group

    ☐ School/university/college

    ☐ Healthline

    ☐ Other: _____

25. **Does the Western Health website provide you with the health related information that you need?**
    Mark only one oval.

    ◯ Yes

    ◯ No

    ◯ I did not know that Western Health had a website

    ◯ I have not been to the Western Health website

26. **What types of information would you like to see on the Western Health website?**

    _____

    _____

    _____

    _____

    _____

Overall Comments

27. **Please provide any other comments that relate to community health needs and resources in your community.**

Thank you.

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