

2022-23 Community Health Assessment Survey



Stephenville/Bay St. George Health Neighbourhood Results Summary

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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. This draft guideline was a partnered effort to standardize the CHA process. The partners involved in the original guideline development included the Regional Health Authorities (RHAs), the Newfoundland and Labrador Centre for Health Information (NLCHI), and the Department of Health and Community Services (HCS). The partners agreed on common indicators, methodology, data sources, and the unique and defined geographic regions across the province. For the 2022-23 CHA, partners from Central Health, Eastern Health, and Western Health reviewed the 2019 survey tool and developed a revised document, based on the experience with the previous survey and feedback from the advisors on the Western Health PFCC Steering Committee.

Western Health partnered with the Newfoundland and Labrador Statistics Agency (NLSA) for the 2022-23 CHA survey. The survey tool was adapted slightly to fit with the NLSA's survey platform requirements and to gather regional strategic planning feedback.

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.

In partnership with the NLSA, the CHA survey was distributed in July 2022 to 9,263 selected individuals, age 16 and over, who resided in the Western region. Survey distribution was calculated using a stratified random sampling method based on the populations within each of Western Health's seven Health Neighbourhood geographic areas, stratified across age and gender demographics. The sample size was based on an anticipated 30% completion rate to obtain a 95% confidence level, $\pm 7\%$. Data collection ended on September 9, 2022.

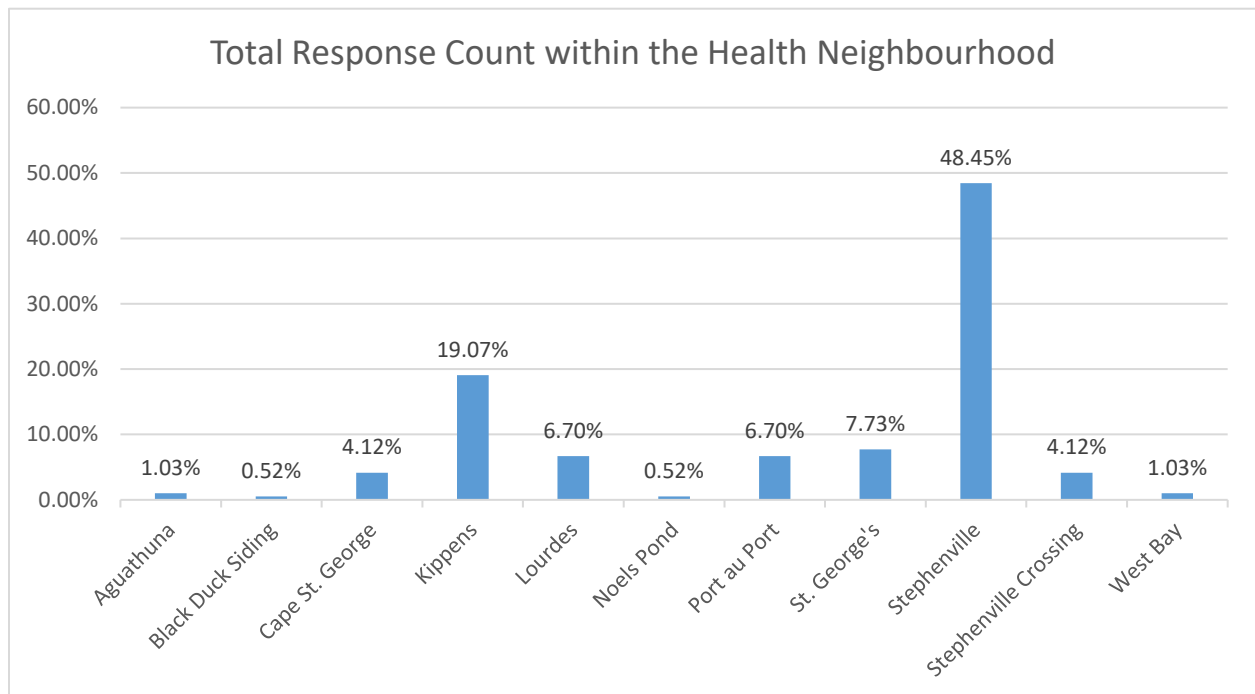
A robust communication plan was developed by Western Health to disseminate survey information and promote uptake among those who were selected for the survey. A survey implementation team was established, and the team received frequent response rate updates for the region and each Health Neighbourhood. The implementation team worked together to ensure ongoing promotion across the region. To encourage survey completion, Western Health's Wellness Facilitators and community partners were provided promotional materials and asked to share within their networks and on social media. In addition, Western Health shared survey promotions on social media multiple times and a media release was issued. To ensure all residents were able to complete the survey, phone numbers for both the NLSA and the Wellness Facilitators were provided in the survey letter so that respondents could ask questions and/or request paper copies of the survey. The NLSA also completed telephone reminder calls, during which offers were made to email the survey link or mail out a paper copy of the survey with a return envelope.

Following the survey completion deadline, the survey data was compiled by the NLSA and the results tables, including coded themes from 'other' and open-ended responses, were provided to Western Health. The following results section highlights the main themes and areas of interest for the Stephenville/Bay St. George (SVBSG) Health Neighbourhood as identified by the CHA survey. Unless otherwise noted, questions do not include missing data. Refer to Appendix A to view full detailed CHA results tables. A copy of the CHA survey can be found in Appendix B.

Results

Demographics

A total of 194 surveys were completed throughout the SVBSG Health Neighbourhood, which includes communities such as Aguathuna, Black Duck Siding, Cape St. George, Kippens, Lourdes, Noel's Pond, Port au Port, St. George's, Stephenville, Stephenville Crossing, and West Bay. The majority of survey respondents were from the community of Stephenville (48.45%). See chart below for details.



The following is a profile of survey respondents from the SVBSG Health Neighbourhood. The majority of survey respondents:

- Lived in their community for more than 20 years (63.9%)
- Were in the 65 - 74 age group (30.4%), followed closely by the 55 - 64 age group (21.6%)
- Identify as woman (57.2%)
- Reported their highest level of education completed as technical, vocational or community college program (36.6%)
- Were retired from paid work (38.1%), followed closely by employed full time (25.8%)

Primary Care Provider

The first section of the CHA survey focused on questions related to access to primary care providers (family/primary care doctor or nurse practitioner in a community-based office or Western Health clinic) and level of satisfaction with the quality of services received.

According to the survey results, when respondents are looking for health-related information, the majority:

1. Ask a family doctor/nurse practitioner (53.1%)
2. Search the internet (48.5%)
3. Ask a pharmacist (45.9 %)

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

1. Hospital Emergency Department (35.6%)
2. Family/primary care doctor or nurse practitioner (24.2%)
3. Private-pay physician or nurse practitioner (7.7%)

*In addition, 9.3% chose not to seek treatment.

When asked how long it took to receive treatment for their last minor health problem, 53.4% reported that they received treatment the same day, while 5.5% reported that they received treatment the next day. Additionally, 31.9% reported that it took two days or more to receive treatment and 9.2% reported that they never received treatment or left before receiving treatment.

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

- 71.6% have a family doctor or nurse practitioner. Of the 71.6%,
 - 66.9% reported being satisfied or very satisfied with their family/primary care doctor or nurse practitioner
 - 12.9% reported being dissatisfied or very dissatisfied with their family/primary care doctor or nurse practitioner and indicated the following reasons most commonly:
 - Wait list for an appointment was too long (72.2%)
 - Unable to easily contact the clinic/office (61.1%)
 - Health-care appointment(s) were rushed or limited to one issue per visit (33.3%)

Health Care

The health care system provides a full continuum of health and community services, including public health, long-term care, acute (hospital) care, and private health care providers (e.g., pharmacy, private specialist clinics, vision/dental clinics). Survey respondents were asked about access to the health care system and satisfaction with the quality of services received.

When asked about accessing health care services within the last 12 months, the majority of participants (70.1%) indicated they were able to access the required health services, while 29.9% of respondents indicated there were health services that they required and were unable to access. The following are the top three reasons respondents were unable to access a required health service:

1. Wait time for service was too long (74.1%)
2. Unable to get a referral (25.9%)
3. Service not available (17.2%)

According to survey results, the majority of respondents (53.1%) were satisfied or very satisfied with the health care services they have used in the past 12 months, while 20.1% 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. The following are the top three reasons the respondents were dissatisfied with the services received:

1. Wait list for an appointment was too long (46.2%)
2. Unable to easily contact the clinic/office (38.5%)
3. You did not have trust and confidence in your health-care provider(s) (28.2%)

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. Cost of living (80.4%)
2. Road quality (68.6%)

3. Food security (51.5%)
4. Mental health of community residents (48.5%)
5. Distracted driving of any vehicle (46.9%)

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 five ranked answers were:

1. Cost of living (57.4%)
2. Road quality (26.6%)
3. Food security (26.1%)
4. Emergency services (20.2%)
5. Chronic diseases (18.1%)

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, recreation spaces/gyms, 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 (35.5%) were very satisfied/satisfied with the resources available, while 32.5% were neither satisfied nor dissatisfied, and 32% were dissatisfied/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. Community resources/supports are not available (59.7%)
2. Community resources/supports are not effective (46.8%)
3. Hours of service(s) are inconvenient (30.6%)

Health Status

The following section of the CHA survey asked questions to understand the health of the population who completed the survey. The majority of respondents reported that their physical health was excellent or very good/good (5.7% and 67.5% respectively). The majority of respondents also reported that their mental health was excellent or very good/good (13.4% and 69.6% respectively).

Survey respondents were asked what they would like to do to improve their physical and/or mental health and what was making it difficult to make the changes they identified.

The top three things individuals would like to do to improve the physical and/or mental health were:

1. Eat healthier/eat more fruits and vegetables (65.5%)
2. Start/increase exercise, sports, or physical activity (45.9%)
3. Get more sleep (38.1%)

While 26% of respondents indicated that there was nothing in particular making it difficult to make these changes, the following were the top three barriers identified by respondents:

1. Cost is too high (31.2%)
2. Not enough time available (22.5%)
3. Community resources/supports are not available (21.4%)

Health Care Planning

Western Health is currently in the process of developing its Strategic Plan for 2023-2026. 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 provide feedback on Western Health's vision, values, and priorities.

Respondents were provided an explanation of vision statements and an overview of Western Health's current vision (Our People, Our Communities – Healthy Together). Respondents were asked if Western Health should keep the current vision or make changes and the majority (78.4%) identified that the organization should keep the current vision statement. The 21.6% who recommended a change were asked to suggest changes. The following were the most common suggestions:

1. Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare (35.7%)
2. Reduce wait times/wait lists for appointments/tests/procedures/referrals, etc. (11.9%)
3. Follow through on vision statement (9.5%)

Respondents were provided an explanation of core values and an outline of Western Health's current values (accountability, care, collaboration, excellence, respect, and transparency). They were then

provided with detailed list of various values and were asked to indicate which ones they thought should be included as Western Health's core values. The most commonly selected values were:

1. Accountability (68.6%)
2. Care (61.9%)
3. Compassion (51.0%)
4. Communication (39.2%)
5. Respect (38.1%)

When respondents were asked to report the one priority area that Western Health should focus on over the next three years to improve the care and services delivered, the most common responses were:

1. Primary care access and wait time reduction (easier and faster access to services such as family/primary care doctors, nurse practitioners and collaborative care clinics) (52.6%)
2. Aging population (improve supports and services for seniors) (14.9%)
3. Recruitment and retention (improve staffing through actions such as hiring incentives, additional scheduling options and other methods) (13.4%)

Concluding Remarks

To conclude the survey, respondents were asked if there was anything they would like to add. From the 32% of respondents who provided an additional comment, the most common responses were:

1. Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare (53.2%)
2. Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc. (12.9%)
3. More awareness/education/collaboration with people/communities (e.g., promoting active living, eating healthier, etc.) (6.5%)
4. Patients need more respect/compassion, better treatment/communication from doctors/nurses, etc. (4.8%)
5. Focus on recruitment/retention for skilled healthcare professionals (e.g., offer higher wages, ore incentives, etc.) (4.8%)
6. More resources/supports for seniors (e.g., access to home care, more personal care homes, etc.) (4.8%)

7. Find more efficiencies in the healthcare system (with respect to cost, resources., management, etc.) (4.8%)
8. Better working conditions for doctors/nurses/health professionals (e.g., more time off, less overtime, etc.) (1.6%)
9. More focus on mental health (e.g., providing adequate resources/support for those with mental health issues) (1.6%)

Following the demographics section, respondents were provided with a final opportunity to share any further comments related to the survey or its content. The most common responses were:

1. Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare (2.6%)
2. Follow through on recommendations/feedback in the survey (e.g., taking action, making changes) (2.1%)
3. Patients need more respect/compassion, better treatment/communication from doctors/nurses, etc. (1.0%) and find more efficiencies in the healthcare system (with respect to cost, resources, management, etc.) (1.0%)

*An additional 87.1% of respondents did not provide a comment.

Successes and Limitations

The CHA survey implementation team, utilizing the stratified randomized sampling method with supplemental local promotional campaigns, experienced overall success in uptake of the survey. Regionally, there was an approximately 15% decrease in overall survey completion from the previous CHA survey cycle implemented in 2019. For the Stephenville/Bay St. George Health Neighbourhood, there was a 28% decrease from the 2019 survey response rate.

The survey method did see improvements in the representative sample. The survey method was successful in addressing concerns about a disproportionately large percentage of females completing the survey in prior survey cycles. Respondents in the 2022 survey cycle were also more closely aligned in comparison to the overall population of the Western region in regards to education level and employment status. See the Regional Summary Report for additional details.

The initial launch for the survey cycle was delayed from Spring to Summer due to delays in the process to finalize the survey in the new platform, as well as developing the survey sample and mail out process. The promotional campaign was developed and intended to be released prior to the initial mail out of the surveys. However, due to the delays with the mailing processes and a communication issue with the NLSA mailroom, the surveys were received at some homes prior to the launch of the promotional campaign. As these issues have now been addressed, it is anticipated that these process delays and misalignment of the timing for promotions should not be concerns for subsequent survey cycles.

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 survey findings for the Stephenville/Bay St. George Health Neighbourhood indicated that residents have concerns related to the cost of living, emergency services, road quality, mental health of community residents, and addictions and substance abuse. Additional findings, including the themes identified from the comments indicated respondents were also concerned about the need for more doctors, nurses, healthcare professionals, increased availability and access to healthcare, reduced wait lists/wait times for appointments, tests, procedures, referrals, etc. and more awareness needed with people/communities in promoting active living, eating healthier, etc. The survey also demonstrated positive feedback including the majority of respondents received treatment the same day for a minor health problem, have a family/primary care doctor or nurse practitioner, are satisfied/very satisfied with the services received, and have been able to access the health care services that were required in the past 12 months.

Data obtained from the CHA for the region and Health Neighbourhoods will support planning at the local Health Neighbourhood level, as well as organizational strategic, branch, and program planning. Survey results will be used by service providers and 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 help inform their planning and service delivery processes.

Appendix A:

Full Survey Results

Bay St. George Health Neighbourhood

WESTERN HEALTH

Community Health Assessment 2022

Results For Stephenville - Bay St. George

SECTION A - PRIMARY CARE PROVIDER

A1. If you needed to find health-related information for yourself or someone else today, how would you get that information? (Select all that apply.)

	Total	
	N	%
Ask a family doctor/nurse practitioner	103	53.1%
Ask a pharmacist	89	45.9%
Ask a community or public health nurse	30	15.5%
Call/visit a hospital/clinic	69	35.6%
Search the internet (e.g., WebMD, Google search)	94	48.5%
Western Health website	12	6.2%
Social media (e.g., Facebook, Twitter)	7	3.6%
Use 811 HealthLine	75	38.7%
Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community group, church group or library	9	4.6%
Ask a friend or family member	63	32.5%
Ask another health professional (please specify):	9	4.6%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 10/11/2022

Asked to all respondents

A1. If you needed to find health-related information for yourself or someone else today, how would you get that information? (Other)

	Count	%
Registered Nurse/Licensed Practical Nurse/Other Nurse – unspecified	4	44.4%
Online/virtual health clinic (e.g., Medicuro)	1	11.1%
Other health professional (e.g., physiotherapist, dentist, etc.)	4	44.4%
Total	9	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: respondents who chose "ask another health professional (please specify)" in A1.

A2. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go? (Select one response only.)

	Count	%
Family/primary care doctor or nurse practitioner	47	24.2%
Private-pay physician or nurse practitioner	15	7.7%
Walk-in clinic	4	2.1%
Community Based Medical Clinic	3	1.5%
Hospital emergency department	69	35.6%
811 HealthLine	10	5.2%
Pharmacist	11	5.7%
I do not have a place to get care for a minor health problem	13	6.7%
I chose not to seek treatment	18	9.3%
Other (please specify):	4	2.1%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Asked to all respondents

A2. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go? (Other)

	Count	%
Friend or family member	1	25.0%
Searched the Internet (e.g., Google, WebMD)	1	25.0%
Used an online virtual health care clinic (e.g., Medicuro app)	1	25.0%
Self-treatment (using over-the-counter medications - e.g., Tylenol)	1	25.0%
Total	4	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: respondents who chose "Other (please specify)" in A2.

A3. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), how long did it take you to receive treatment? (Select one response only.)

	Count	%
Received treatment the same day	87	53.4%
Received treatment the next day	9	5.5%
Took two days or more to receive treatment	52	31.9%
Never received treatment/left before receiving treatment	15	9.2%
Total	163	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: excludes respondents who chose "I do not have a place to get care for a minor health problem" or "I chose not to seek treatment" in A2.

A4. Do you currently have a family/primary care doctor or nurse practitioner?

	Count	%
Yes	139	71.6%
No	55	28.4%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Asked to all respondents

A5. Overall, how satisfied are you with the services provided by your family/primary care doctor or nurse practitioner?

	Count	%
Very satisfied	36	25.9%
Satisfied	57	41.0%
Neither satisfied nor dissatisfied	28	20.1%
Dissatisfied	12	8.6%
Very dissatisfied	6	4.3%
Total	139	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: respondents who chose "Yes" in A4.

A6. Why are you dissatisfied with the services provided by your family/primary care doctor or nurse practitioner? (Select all that apply.)

	Total	
	N	%
Unable to easily contact the clinic/office	11	61.1%
Virtual visit when in-person visit preferred	4	22.2%
Wait list for an appointment was too long	13	72.2%
Wait time in the clinic/office or window for virtual care visit was too long	4	22.2%
You do not have trust and confidence in your health-care provider(s)	1	5.6%
Health-care provider(s) did not give you a chance to ask questions	1	5.6%
Health-care appointment(s) were rushed or limited to one issue per visit	6	33.3%
Other (please specify):	3	16.7%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/13/2022

Subset: respondents who chose "Dissatisfied" or "Very Dissatisfied" in A5.

SECTION B - HEALTHCARE

B1. 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?

	Count	%
Yes	58	29.9%
No	136	70.1%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Asked to all respondents

B2. Why were you unable to access services that you required during the past 12 months? (Select all that apply.)

	Total	
	N	%
Wait time for service was too long	43	74.1%
Cost of service was too high	8	13.8%
Transportation issues	7	12.1%
Too far to travel	9	15.5%
Unable to leave the house due to health problems	1	1.7%
Unable to access the services during scheduled time/hours of service	6	10.3%
Unable to get a referral	15	25.9%
Unable to contact the service	6	10.3%
Communication barrier	2	3.4%
Did not know the service was available at the time	3	5.2%
Service not available	10	17.2%
Other (please specify):	11	19.0%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/14/2022

Subset: respondents who chose "Yes" in B1.

B2. Why were you unable to access services that you required during the past 12 months? (Other)

	Count	%
No family doctor/physician/healthcare professional available	4	36.4%
Waiting for an appointment/follow-up/referral/response to referral, etc.	3	27.3%
Appointments were cancelled or postponed/waiting for it to be rescheduled	1	9.1%
Other	3	27.3%
Total	11	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose "Other (please specify)" in B2.

B3. Overall, how satisfied were you with the health-care services that you did use during the past 12 months?

	Count	%
Very satisfied	17	8.8%
Satisfied	86	44.3%
Neither satisfied nor dissatisfied	31	16.0%
Dissatisfied	25	12.9%
Very dissatisfied	14	7.2%
I have not used any health-care services in the past 12 months	21	10.8%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Asked to all respondents

**B4. Why were you dissatisfied with the health-care services that you did use during the past 12 months?
(Select all that apply.)**

	Total	
	N	%
Unable to easily contact the clinic/office	15	38.5%
Virtual visit when in-person visit preferred	4	10.3%
Wait list for an appointment was too long	18	46.2%
Wait time in the clinic/office or window for virtual care visit was too long	12	30.8%
Too far to travel	6	15.4%
Hours of service were inconvenient	6	15.4%
Cost of service was too high	3	7.7%
Communication barrier	6	15.4%
Equipment quality was poor	5	12.8%
You did not have trust and confidence in your health-care provider(s)	11	28.2%
Health-care provider(s) did not give you a chance to ask questions	8	20.5%
Health-care provider(s) did not treat you with respect	6	15.4%
Health-care provider(s) did not explain things in a way that was easy to understand	8	20.5%
Health-care provider(s) did not involve you in decisions about your care	5	12.8%
Health-care appointment(s) were rushed or limited to one issue per visit	10	25.6%
Other (please specify):	10	25.6%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/14/2022

Subset: respondents who chose "Dissatisfied" or "Very Dissatisfied" in B3.

**B4O. Why were you dissatisfied with the health-care services that you did use during the past 12 months?
(Other)**

	Count	%
No family doctor/physician/healthcare professional available	3	30.0%
Unable to get appointment with family dr/physician/health care professional/appts were cancelled/postponed	1	10.0%
Other	6	60.0%
Total	10	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose "Other (please specify)" in B4.

SECTION C - COMMUNITY HEALTH AND WELLNESS

C1. Please select the areas/issues that you are concerned about in your community. (Select all that apply.)

	Total	
	N	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	82	42.3%
Bullying	53	27.3%
Childcare (including affordability, lack of accessibility)	33	17.0%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	86	44.3%
Crime and violence	58	29.9%
Cost of living	156	80.4%
Clean water supply	32	16.5%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	91	46.9%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	77	39.7%
Education system	42	21.6%
Emergency services	83	42.8%
Environmental issues (e.g., contaminants in the air, water and soil)	48	24.7%
Food security (access to sufficient, affordable, nutritious food)	100	51.5%
Homelessness (including couch surfing)	27	13.9%
Housing conditions	50	25.8%
Low literacy levels	35	18.0%
Mental health of community residents	94	48.5%
Outmigration	34	17.5%
Physical health of community residents	55	28.4%
Poverty	65	33.5%
Public transportation (including affordability, lack of accessibility)	51	26.3%
Recreation programs/spaces	31	16.0%
Resources for people with disabilities (e.g., accessible buildings)	56	28.9%
Road quality	133	68.6%
Seniors' resources/programs	84	43.3%

Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	24	12.4%
Social isolation and lack of community involvement	39	20.1%
Suicide	45	23.2%
Tobacco use/smoking/vaping	46	23.7%
Unemployment	76	39.2%
Violence in the home (e.g., child abuse/neglect, domestic)	29	14.9%
Working conditions (e.g., risks for injury on the job)	15	7.7%
I am not concerned about the health and wellness of my community	6	3.1%
Other (please specify):	5	2.6%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/14/2022

Asked to all respondents

C1. Please select the areas/issues that you are concerned about in your community. (Other)

	Count	%
Other health care (e.g., shortage of medications, access to dental care, working conditions of healthcare staff, etc.)	2	40.0%
Other	3	60.0%
Total	5	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose "Other (please specify)" in C1.

Number of responses selected in C1

	Count	%
0 (Chose "I am not concerned about the health and wellness of my community" in C1)	6	3.1%
1	3	1.5%
2	7	3.6%
3 or more	178	91.8%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

C2. Of the issues selected in the previous question, please rank the 3 that you are most concerned about. (1st Choice)

	Count	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	11	5.9%
Bullying	3	1.6%
Childcare (including affordability, lack of accessibility)	1	.5%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	9	4.8%
Crime and violence	2	1.1%
Cost of living	57	30.3%

Clean water supply	4	2.1%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	6	3.2%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	4	2.1%
Emergency services	18	9.6%
Environmental issues (e.g., contaminants in the air, water and soil)	2	1.1%
Food security (access to sufficient, affordable, nutritious food)	9	4.8%
Homelessness (including couch surfing)	1	.5%
Housing conditions	1	.5%
Mental health of community residents	13	6.9%
Physical health of community residents	5	2.7%
Poverty	6	3.2%
Public transportation (including affordability, lack of accessibility)	2	1.1%
Resources for people with disabilities (e.g., accessible buildings)	5	2.7%
Road quality	14	7.4%
Seniors' resources/programs	5	2.7%
Social isolation and lack of community involvement	1	.5%
Suicide	2	1.1%
Tobacco use/smoking/vaping	1	.5%
Unemployment	3	1.6%
Working conditions (e.g., risks for injury on the job)	1	.5%
Other	2	1.1%
Total	188	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose one or more area/issue in C1.

C2. Of the issues selected in the previous question, please rank the 3 that you are most concerned about. (2nd Choice)

	Count	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	9	4.9%
Bullying	6	3.2%
Childcare (including affordability, lack of accessibility)	1	.5%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	18	9.7%
Crime and violence	4	2.2%
Cost of living	23	12.4%
Clean water supply	1	.5%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	5	2.7%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	9	4.9%
Education system	3	1.6%
Emergency services	14	7.6%
Environmental issues (e.g., contaminants in the air, water and soil)	1	.5%

Food security (access to sufficient, affordable, nutritious food)	23	12.4%
Homelessness (including couch surfing)	1	.5%
Housing conditions	3	1.6%
Mental health of community residents	11	5.9%
Physical health of community residents	4	2.2%
Poverty	5	2.7%
Public transportation (including affordability, lack of accessibility)	1	.5%
Recreation programs/spaces	1	.5%
Resources for people with disabilities (e.g., accessible buildings)	4	2.2%
Road quality	16	8.6%
Seniors' resources/programs	6	3.2%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	1	.5%
Suicide	1	.5%
Tobacco use/smoking/vaping	1	.5%
Unemployment	8	4.3%
Violence in the home (e.g., child abuse/neglect, domestic)	4	2.2%
Working conditions (e.g., risks for injury on the job)	1	.5%
Total	185	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose two or more areas/issues in C1.

C2. Of the issues selected in the previous question, please rank the 3 that you are most concerned about. (3rd Choice)

	Count	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	11	6.2%
Bullying	3	1.7%
Childcare (including affordability, lack of accessibility)	3	1.7%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	7	3.9%
Crime and violence	2	1.1%
Cost of living	28	15.7%
Clean water supply	1	.6%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	9	5.1%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	9	5.1%
Education system	2	1.1%
Emergency services	6	3.4%
Environmental issues (e.g., contaminants in the air, water and soil)	4	2.2%
Food security (access to sufficient, affordable, nutritious food)	17	9.6%
Homelessness (including couch surfing)	2	1.1%
Housing conditions	2	1.1%
Low literacy levels	2	1.1%
Mental health of community residents	4	2.2%

Outmigration	3	1.7%
Physical health of community residents	2	1.1%
Poverty	7	3.9%
Public transportation (including affordability, lack of accessibility)	4	2.2%
Recreation programs/spaces	2	1.1%
Resources for people with disabilities (e.g., accessible buildings)	1	.6%
Road quality	20	11.2%
Seniors' resources/programs	7	3.9%
Social isolation and lack of community involvement	1	.6%
Suicide	4	2.2%
Tobacco use/smoking/vaping	5	2.8%
Unemployment	7	3.9%
Violence in the home (e.g., child abuse/neglect, domestic)	1	.6%
Other health care (e.g., shortage of medications, access to dental care, working conditions of healthcare staff, etc.)	1	.6%
Other	1	.6%
Total	178	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose three or more areas/issues in C1.

C2. Total Number of Mentions in Top 3

	Total	
	N	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	31	16.5%
Bullying	12	6.4%
Childcare (including affordability, lack of accessibility)	5	2.7%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	34	18.1%
Crime and violence	8	4.3%
Cost of living	108	57.4%
Clean water supply	6	3.2%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	20	10.6%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	22	11.7%
Education system	5	2.7%
Emergency services	38	20.2%
Environmental issues (e.g., contaminants in the air, water and soil)	7	3.7%
Food security (access to sufficient, affordable, nutritious food)	49	26.1%
Homelessness (including couch surfing)	4	2.1%
Housing conditions	6	3.2%
Low literacy levels	2	1.1%
Mental health of community residents	28	14.9%

Outmigration	3	1.6%
Physical health of community residents	11	5.9%
Poverty	18	9.6%
Public transportation (including affordability, lack of accessibility)	7	3.7%
Recreation programs/spaces	3	1.6%
Resources for people with disabilities (e.g., accessible buildings)	10	5.3%
Road quality	50	26.6%
Seniors' resources/programs	18	9.6%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	1	.5%
Social isolation and lack of community involvement	2	1.1%
Suicide	7	3.7%
Tobacco use/smoking/vaping	7	3.7%
Unemployment	18	9.6%
Violence in the home (e.g., child abuse/neglect, domestic)	5	2.7%
Working conditions (e.g., risks for injury on the job)	2	1.1%
Other health care (e.g., shortage of medications, access to dental care, working conditions of healthcare staff, etc.)	1	.5%
Other	3	1.6%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/14/2022

Total number of times each area/issue appeared in the top 3

C3. Overall, how satisfied are you with the resources available to help deal with the health and wellness challenges in your community?

	Count	%
Very satisfied	9	4.6%
Satisfied	60	30.9%
Neither satisfied nor dissatisfied	63	32.5%
Dissatisfied	49	25.3%
Very dissatisfied	13	6.7%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Asked to all respondents

C4. Why are you dissatisfied with the resources available? (Select all that apply.)

	Total	
	N	%
Community resources/supports are not available	37	59.7%
Community resources/supports are not effective	29	46.8%
Hours of service(s) are inconvenient	19	30.6%
Cost is too high	13	21.0%
Other (please specify):	16	25.8%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/14/2022

Subset: respondents who chose "Dissatisfied" or "Very Dissatisfied" in C3.

C4. Why are you dissatisfied with the resources available? (Other)

	Count	%
Not enough resources/supports available/need more resources/supports	2	12.5%
Waitlists/wait times are too long (e.g., to get an appointment, to see a doctor/healthcare professional, etc.)	6	37.5%
Too far to travel to access resources/supports/lack of transportation options	1	6.3%
Not enough/need more doctors/physicians/healthcare professionals/clinics, etc.	4	25.0%
Other	3	18.8%
Total	16	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose "Other (please specify)" in C4.

SECTION D - HEALTH STATUS

D1. In general, would you say your personal physical health is...?

	Count	%
Excellent	11	5.7%
Very good	52	26.8%
Good	79	40.7%
Fair	41	21.1%
Poor	11	5.7%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/16/2022

Asked to all respondents

D2. In general, would you say your personal mental health is...?

	Count	%
Excellent	26	13.4%
Very good	62	32.0%
Good	73	37.6%
Fair	20	10.3%
Poor	9	4.6%
No response	4	2.1%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/16/2022

Asked to all respondents

D3. What would you like to do to improve your personal physical or mental health? (Select all that apply.)

	Total	
	N	%
Start/increase exercise, sports or physical activity	89	45.9%
Eat healthier/eat more fruits and vegetables	127	65.5%
Drink less alcohol	21	10.8%
Reduce smoking (not including cannabis)	22	11.3%
Reduce vaping (not including cannabis)	3	1.5%
Reduce cannabis use (in any form)	6	3.1%
Reduce illicit drug use	2	1.0%
Reduce prescription drug misuse	2	1.0%
Gamble less	3	1.5%
Reduce stress	69	35.6%
Enhance self-care	47	24.2%
Reduce screen time (computer, Smartphone, TV)	29	14.9%
Get the flu shot	17	8.8%
Seek physical or mental health treatment	24	12.4%
Get more sleep	74	38.1%
Connect more with family, friends or community	46	23.7%
There is nothing I would like to do	21	10.8%
Other (please specify):	9	4.6%
No response	1	.5%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/16/2022

Asked to all respondents

D3O. What would you like to do to improve your personal physical or mental health? (Other-Coded)

	Count	%
Access to a doctor/physician/specialist/make healthcare more accessible/cheaper, etc.	6	66.7%
Improve food security/access to nutritious food	1	11.1%
Nothing/not much can be done (due to health issues, lack of family/community support, etc.)	1	11.1%
Other	1	11.1%
Total	9	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/16/2022

Subset: respondents who chose "Other (please specify)" in D3.

D4. What is making it difficult for you to make the change(s) you identified in the previous question? (Select all that apply.)

	Total	
	N	%
Community resources/supports are not available	37	21.4%
Community resources/supports are not effective	20	11.6%
Not enough time available	39	22.5%
Medical condition/injury	27	15.6%
Lack of childcare	4	2.3%
Cost is too high	54	31.2%
Other (please specify):	12	6.9%
Nothing in particular	45	26.0%
No response	2	1.2%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/16/2022

Subset: excludes respondents who chose "There is nothing I would like to do" in D3.

D4O. What is making it difficult for you to make the change(s) you identified in the previous question? (Other-Coded)

	Count	%
Lack of motivation/self-discipline	5	41.7%
Need better time-management/taking time for oneself	1	8.3%
Covid-19 restrictions/fear of getting COVID-19	1	8.3%
No doctor/physician/health care professional available/lack of accessibility to healthcare	2	16.7%
Other	3	25.0%
Total	12	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/16/2022

Subset: respondents who chose "Other (please specify)" in D4.

SECTION E - HEALTH CARE PLANNING

E1. In your opinion, should Western Health make any changes to its vision statement?

	Count	%
No, keep the current vision	152	78.4%
Yes, I suggest the following changes:	42	21.6%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Asked to all respondents

E10. What changes should Western Health make to its vision statement? (Coded)

	Count	%
Follow through on vision statement (i.e., taking action, making changes)	4	9.5%
Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare	15	35.7%
Reduce wait times/wait lists for appointments/tests/procedures/referrals, etc.	5	11.9%
Focus on recruitment/retention for skilled healthcare professionals (e.g., offer higher wages, more incentives, etc.)	2	4.8%
More awareness/education/collaboration with people/communities (e.g., promoting active living, eating healthier, etc)	2	4.8%
Don't know/not sure	2	4.8%
Other	12	28.6%
Total	42	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Subset: respondents who chose "Yes, I suggest the following changes" in E1.

E2. Western Health is reviewing its core values. What do you think Western Health's core values should be? (Select up to five.)

	Total	
	N	%
Accountability	133	68.6%
Advocacy	19	9.8%
Bilingual Communication	6	3.1%
Care	120	61.9%
Collaboration	26	13.4%
Communication	76	39.2%
Community-focused	34	17.5%
Compassion (kind, caring, empathy)	99	51.0%
Dedication	30	15.5%
Dignity	20	10.3%
Diversity	8	4.1%
Empowerment	5	2.6%
Engagement	17	8.8%
Equity	9	4.6%
Excellence	37	19.1%
Harm Reduction	6	3.1%
Inclusive	13	6.7%
Innovation (progressive)	12	6.2%
Person and Family Centered (client/patient/resident focused)	46	23.7%
Privacy	21	10.8%

Quality	50	25.8%
Respect	74	38.1%
Teamwork	29	14.9%
Transparency/Openness	28	14.4%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/21/2022

Asked to all respondents

E3. Please select the priority that, in your opinion, is the one priority area that Western Health should focus on over the next three years to improve the care and services we deliver:

	Count	%
Aging population (improve supports and services for seniors)	29	14.9%
Continuity of care (improve collaboration and information sharing across services)	2	1.0%
Mental Health and Addiction Services access and wait time reduction (easier and faster access)	15	7.7%
Prevention and healthy living (improve health practices and skills such as physical activity, healthy eating, decision-making, coping, relaxation, and sleep)	8	4.1%
Primary Care access and wait time reduction (easier and faster access to services such as family/primary care doctors, nurse practitioners and collaborative care clinics)	102	52.6%
Recruitment and retention (improve staffing through actions such as hiring incentives, additional scheduling options and other methods)	26	13.4%
Service navigation supports (enhance services to better direct patients and clients in finding services or contact information)	3	1.5%
Social determinants of health (address concerns such as housing, food security, poverty/low income, physical environments)	9	4.6%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Asked to all respondents

E4. Is there anything else that you would like to add about the health of the population and the health care services provided in the Western Health region?

	Count	%
Yes (enter comments):	62	32.0%
No	132	68.0%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Asked to all respondents

E40. Is there anything else that you would like to add about the health of the population and the health care services provided in the Western Health region? (Coded)

	Count	%
Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare	33	53.2%
Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc.	8	12.9%
Better working conditions for doctors/nurses/health professionals (e.g., more time off, less overtime, etc.)	1	1.6%
Patients need more respect/compassion, better treatment/communication from doctors/nurses etc.	3	4.8%
Focus on recruitment/retention for skilled healthcare professionals (e.g., offer higher wages, more incentives, etc.)	3	4.8%
More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.)	3	4.8%
Find more efficiencies in the healthcare system (with respect to cost, resources, management, etc.)	3	4.8%
More awareness/education/collaboration with people/communities (e.g., promoting active living, eating healthier, etc)	4	6.5%
More focus on mental health (e.g., providing adequate resources/support for those with mental health issues)	1	1.6%
Other	3	4.8%
Total	62	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Subset: respondents who chose "Yes" in E4.

E5. How did you hear about this survey? (Select all that apply.)

	Total	
	N	%
Community group/organization	1	.5%
Western Health staff member or volunteer	5	2.6%
Western Health website	3	1.5%
Received a letter through the mail	185	95.4%
Family/friend/colleague	2	1.0%
Other (please specify):	3	1.5%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/21/2022

Asked to all respondents

E50. How did you hear about this survey? (Other-Coded)

	Count	%
Phone call	3	100.0%
Total	3	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Subset: respondents who chose "Other (please specify)" in E5.

SECTION F - DEMOGRAPHICS

F1. How long have you lived in your current community?

	Count	%
Less than 2 years	10	5.2%
2 - 5 years	11	5.7%
6 - 10 years	20	10.3%
11 - 20 years	29	14.9%
More than 20 years	124	63.9%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/22/2022

Asked to all respondents

F2. Please indicate your age.

	Count	%
16 - 24	8	4.1%
25 - 34	16	8.2%
35 - 44	16	8.2%
45 - 54	36	18.6%
55 - 64	42	21.6%
65 - 74	59	30.4%
75 - 84	17	8.8%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/22/2022

Asked to all respondents

F3. What is your gender identity? (Select all that apply.)

	Total	
	N	%
Man	82	42.3%
Woman	111	57.2%
Non-Binary	2	1.0%
Genderqueer	1	.5%
Genderfluid	1	.5%
Gender nonconforming	1	.5%
No response	1	.5%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/22/2022

Asked to all respondents

F4. What is the highest level of education you have completed? (Select one response only.)

	Count	%
Some secondary school or high school	45	23.2%
Completed secondary school or high school	31	16.0%
Started university or college education but did not complete it	10	5.2%
Completed a technical, vocational or community college program	71	36.6%
Completed a bachelor's degree	16	8.2%
Completed a graduate or professional degree	18	9.3%
No response	3	1.5%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/22/2022

Asked to all respondents

F5. Which of the following describes your employment status? (Select one response only.)

	Count	%
Employed full time (including self-employed or on a work training program)	50	25.8%
Employed part time (including self-employed or on a work training program)	18	9.3%
Seasonal worker	13	6.7%
Commuting/rotational worker	2	1.0%
Student	3	1.5%
Unemployed and looking for work	8	4.1%
Unemployed and not looking for work	6	3.1%
Unable to work due to a long-term sickness or disability	9	4.6%
Looking after my home/family	11	5.7%
Retired from paid work	74	38.1%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/22/2022

Asked to all respondents

SECTION G - RESPONDENT FEEDBACK

G1. Do you have any further comments related to this survey or its content? (Coded)

	Count	%
Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare	5	2.6%
Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc.	1	.5%

Better working conditions for doctors/nurses/health professionals (e.g., more time off, less overtime, etc.)	1	.5%
Patients need more respect/compassion, better treatment/communication from doctors/nurses etc.	2	1.0%
Focus on recruitment/retention for skilled healthcare professionals (e.g., offer higher wages, more incentives, etc.)	1	.5%
Find more efficiencies in the healthcare system (with respect to cost, resources, management, etc.)	2	1.0%
More awareness/education/collaboration with people/communities (e.g., promoting active living, eating healthier, etc)	1	.5%
More focus on mental health (e.g., providing adequate resources/support for those with mental health issues)	1	.5%
Follow through on recommendations/feedback in the survey (i.e., taking action, making changes)	4	2.1%
Other	7	3.6%
No comments	169	87.1%
Total	194	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/22/2022

Asked to all respondents



Appendix B:
Western Health Community Health Assessment Survey

WESTERN HEALTH
COMMUNITY HEALTH ASSESSMENT 2022

PURPOSE

Western Health, in partnership with the Newfoundland and Labrador Statistics Agency (NLSA), is doing a survey to help us understand the community health needs in the Western Health region.

CONFIDENTIALITY

The information is being collected and protected under the authority of the [Access to Information and Protection of Privacy Act 2015](#) (ATIPPA, 2015) of the Province of Newfoundland and Labrador. Information collected will be shared with Western Health for the purposes of assessing specific community health needs. Please be assured that your answers will be kept strictly confidential, and any results published from this survey will reported collectively. No identifying information will be published. The survey will take approximately 15 minutes to complete.

If you have any questions concerning privacy or confidentiality, have difficulty accessing or completing the survey, or would like to be sent an electronic link or paper copy, you can contact the Newfoundland and Labrador Statistics Agency by email at NLSASurveys@gov.nl.ca or by telephone, toll-free, at 1-888-461-5244. Please note that if you call the toll-free number, you will be asked to leave a message. Western Health's Wellness Facilitators are also available to answer any other questions you may have about the survey:

- Port aux Basques, Burgeo, and Stephenville areas: 709-649-7921
- Corner Brook, Humber Valley and White Bay areas: 709-640-1874
- Bonne Bay and Port Saunders areas: 709-458-2381

INSTRUCTIONS

For the purposes of navigating through the survey, the arrow pointing to the right will take you forward to the survey's next page, and the arrow pointing to the left will return you to the survey's previous page.

While completing the survey, you may exit at any time by closing your internet browser. When you are ready to resume, simply use the link and Survey Access Code provided to again access the survey. Your previous responses will be saved, and you will resume where you left off. However, once the final question has been answered and the responses submitted, the survey will no longer be accessible. If this occurs, and you would like to change one or more of your responses, please contact the NLSA at NLSASurveys@gov.nl.ca.

[Please proceed to the next page to begin the survey.]

SECTION A – PRIMARY CARE PROVIDER

AR1. The following questions ask about your access to a primary care provider (family doctor or nurse practitioner in a community-based office or Western Health clinic) and your satisfaction with the quality of services received. Of note: this section applies to both virtual and in-person care. *[Please proceed to the next page.]*

A1. If you needed to find health-related information for yourself or someone else today, how would you get that information? (Select all that apply)

- 1 Ask a family doctor
- 2 Ask a nurse practitioner
- 3 Ask a pharmacist
- 4 Ask a community or public health nurse
- 5 Call/visit a hospital/clinic
- 6 Search the internet (e.g., WebMD, Google search)
- 7 Western Health website
- 8 Social media (e.g., Facebook, Twitter)
- 9 Use 811 HealthLine
- 10 Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community group, church group, or library
- 11 Ask a friend or family member
- 12 Ask another health professional (please specify): _____

A2. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go? (Select one response)

- 1 Family/primary care doctor or nurse practitioner
- 2 Private-pay physician or nurse practitioner
- 3 Walk-in clinic
- 4 Community Based Medical Clinic
- 5 Hospital emergency department
- 6 811 HealthLine
- 7 Pharmacist
- 8 I do not have a place to get care for a minor health problem [Go to A4]
- 9 I chose not to seek treatment [Go to A4]
- 97 Other (please specify): _____

A3. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), how long did it take you to receive treatment? (Select one response only)

- 1 Received treatment the same day

- 2 Received treatment the next day
- 3 Took two days or more to receive treatment
- 4 Never received treatment/left before receiving treatment

A4. Do you currently have a family/primary care doctor or nurse practitioner?

- 1 Yes
- 2 No *[Go to BR1]*

A5. Overall, how satisfied are you with the services provided by your family/primary care doctor or nurse practitioner?

- 1 Very satisfied *[Go to BR1]*
- 2 Satisfied *[Go to BR1]*
- 3 Neither satisfied nor dissatisfied *[Go to BR1]*
- 4 Dissatisfied
- 5 Very dissatisfied

A6. Why are you dissatisfied with the services provided by your family/primary care doctor or nurse practitioner? (Select all that apply)

- 1 Unable to easily contact the clinic/office
- 2 Virtual visit when in-person visit preferred
- 3 Wait list for an appointment was too long
- 4 Wait time in the clinic/office or window for virtual care visit was too long
- 5 Too far to travel
- 6 Hours of service were inconvenient
- 7 Communication barrier
- 8 Equipment quality was poor

A6. (cont.)

- 9 You do not have trust and confidence in your health care provider(s)
- 10 Health-care provider(s) did not give you a chance to ask questions
- 11 Health care provider(s) did not treat you with respect
- 12 Health care provider(s) did not explain things in a way that is easy to understand
- 13 Health care provider(s) did not involve you in decisions about your care
- 14 Health care appointment(s) were rushed or limited to one issue per visit
- 97 Other (please specify): _____

SECTION B – HEALTHCARE

BR1. The health care system provides a full continuum of health and community services, including public health, long-term care, acute (hospital) care, and private health care providers (e.g. pharmacy, private specialist clinics, vision/dental clinics). The following questions ask about your access to the health-care system and your satisfaction with the quality of services received (please DO NOT include Family Doctor/Nurse Practitioner services, as these were indicated previously). *[Please proceed to the next page.]*

B1. 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?

- 1 Yes
- 2 No *[Go to B3]*

B2. Why were you unable to access services that you required during the past 12 months? (Select all that apply)

- | | |
|---|---|
| 1 <input type="radio"/> Wait time for service was too long | 7 <input type="radio"/> Unable to get a referral |
| 2 <input type="radio"/> Cost of service was too high | 8 <input type="radio"/> Unable to contact the service |
| 3 <input type="radio"/> Transportation issues | 9 <input type="radio"/> Communication barrier |
| 4 <input type="radio"/> Too far to travel | 10 <input type="radio"/> Did not know the service was available at the time |
| 5 <input type="radio"/> Unable to leave the house due to health problems | 11 <input type="radio"/> Service not available |
| 6 <input type="radio"/> Unable to access the services during scheduled time /hours of service | 97 <input type="radio"/> Other (please specify): _____ |

B3. Overall, how satisfied were you with the health-care services that you did use during the past 12 months?

- 1 **Very satisfied** *[Go to CR1]*
- 2 **Satisfied** *[Go to CR1]*
- 3 **Neither satisfied nor dissatisfied** *[Go to CR1]*
- 4 **Dissatisfied**
- 5 **Very dissatisfied**
- 6 **I have not used any health-care services in the past 12 months** *[Go to CR1]*

B4. Why were you dissatisfied with the health-care services that you did use during the past 12 months? (Select all that apply)

- 1 **Unable to easily contact the clinic/office**
- 2 **Virtual visit when in-person visit preferred**
- 3 **Wait list for an appointment was too long**
- 4 **Wait time in the clinic/office or window for virtual care visit was too long**
- 5 **Too far to travel**
- 6 **Hours of service were inconvenient**
- 7 **Cost of service was too high**
- 8 **Communication barrier**
- 9 **Equipment quality was poor**
- 10 **You did not have trust and confidence in your health-care provider(s)**
- 11 **Health-care provider(s) did not give you a chance to ask questions**
- 12 **Health-care provider(s) did not treat you with respect**
- 13 **Health-care provider(s) did not explain things in a way that was easy to understand**
- 14 **Health-care provider(s) did not involve you in decisions about your care**
- 15 **Health care appointment(s) were rushed or limited to one issue per visit**
- 97 **Other (please specify): _____**

SECTION C – COMMUNITY HEALTH AND WELLNESS

CR1. 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. *[Please proceed to the next page.]*

C1. Please select the areas/issues that you are concerned about in your community. (Select all that apply)

- 1 Addictions and substance use (e.g., alcohol and/or drug misuse and abuse, gambling)
- 2 Bullying
- 3 Childcare (including affordability, lack of accessibility)
- 4 Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)
- 5 Crime and violence
- 6 Cost of living
- 7 Clean water supply
- 8 Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)
- 9 Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)
- 10 Education system
- 11 Emergency services
- 12 Environmental issues (e.g., contaminants in the air, water and soil)
- 13 Food security (access to sufficient, affordable, nutritious food)
- 14 Homelessness (including couch surfing)
- 15 Housing conditions
- 16 Low literacy levels
- 17 Mental health of community residents
- 18 Outmigration
- 19 Physical health of community residents
- 20 Poverty
- 21 Public transportation (including affordability, lack of accessibility)
- 22 Recreation programs/spaces
- 23 Resources for people with disabilities (e.g., accessible buildings)
- 24 Road quality
- 25 Seniors' resources/programs
- 26 Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)

C1. (cont.)

- 27 Social isolation and lack of community involvement
- 28 Suicide
- 29 Tobacco use/smoking/vaping
- 30 Unemployment
- 31 Violence in the home (e.g., child abuse/neglect, domestic)
- 32 Working conditions (e.g., risks for injury on the job)
- 97 Other (please specify): _____
- 33 I am not concerned about the health and wellness of my community [Exclusive Response] [Go to C3]

[Programming note: if the respondent only chooses one option in C1, they will skip to C3]

C2A. (If number of options chosen in C1>=3) Of the issues selected in the previous question, please rank the 3 that you are most concerned about.

One at a time, click and drag an issue from the left column and drop it in the empty box on the right until the box contains the 3 issues you are most concerned about. Next, arrange the 3 issues in the box on the right in order so that the issue you are most concerned about is first, the one of next concern is second and the one of least concern is third.

C2B. (If number of options chosen in C1=2) Next, we want you to please rank the 2 issues from the previous question that you are most concerned about.

One at a time, click and drag an issue from the left column and drop it in the empty box on the right until the box contains the 2 issues you are most concerned about. Next, arrange the 2 issues in the box on the right in order so that the issue you are most concerned about is first and the one of lesser concern is second.

- 1 Addictions and substance use (e.g., alcohol and/or drug misuse and abuse, gambling)
- 2 Bullying
- 3 Childcare (including affordability, lack of accessibility)
- 4 Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)
- 5 Crime and violence
- 6 Cost of living
- 7 Clean water supply
- 8 Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)
- 9 Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)
- 10 Education system

C2A/C2B. (cont.)

- 11 Emergency services
- 12 Environmental issues (e.g., contaminants in the air, water and soil)
- 13 Food security (access to sufficient, affordable, nutritious food)
- 14 Homelessness (including couch surfing)
- 15 Housing conditions
- 16 Low literacy levels
- 17 Mental health of community residents
- 18 Outmigration
- 19 Physical health of community residents
- 20 Poverty
- 21 Public transportation (including affordability, lack of accessibility)
- 22 Recreation programs/spaces
- 23 Resources for people with disabilities (e.g., accessible buildings)
- 24 Road quality
- 25 Seniors' resources/programs
- 26 Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)
- 27 Social isolation and lack of community involvement
- 28 Suicide
- 29 Tobacco use/smoking/vaping
- 30 Unemployment
- 31 Violence in the home (e.g., child abuse/neglect, domestic)
- 32 Working conditions (e.g., risks for injury on the job)
- 97 Other (please specify): _____

C3. There are many different groups and resources that aim to improve the health and wellness of a community. These include Western Health/Regional Health Authority, private health clinics (e.g., pharmacy, private specialist clinics, vision/dental clinics), churches, school town councils, resource centres, community advisory committees, recreation spaces/gyms, and other community groups.

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

- 1 **Very satisfied** *[Go to DR1]*
- 2 **Satisfied** *[Go to DR1]*
- 3 **Neither satisfied nor dissatisfied** *[Go to DR1]*
- 4 **Dissatisfied**
- 5 **Very dissatisfied**

C4. Why are you **dissatisfied** with the resources available? (Select all that apply)

- 1 **Community resources/supports are not available**
- 2 **Community resources/supports are not effective**
- 3 **Hours of service(s) are inconvenient**
- 4 **Cost is too high**
- 7 **Other (please specify):** _____

SECTION D – HEALTH STATUS

DR1. This section will help us describe the **health of the population who completed the survey.**
[Please proceed to the next page.] [Programming note: non-response will be allowed for questions in this section.]

D1. In general, would you say your **personal physical health** is...?

- 1 **Excellent**
- 2 **Very good**
- 3 **Good**
- 4 **Fair**
- 5 **Poor**

D2. In general, would you say your **personal mental health** is...?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

D3. What would you like to do to improve your personal physical or mental health? (Select all that apply)

- 1 Start/increase exercise, sports or physical activity
- 2 Eat healthier/eat more fruits and vegetables
- 3 Drink less alcohol
- 4 Reduce smoking (not including cannabis)
- 5 Reduce vaping (not including cannabis)
- 6 Reduce cannabis use (in any form)
- 7 Reduce illicit drug use
- 8 Reduce prescription drug misuse
- 9 Gamble less
- 10 Reduce stress
- 11 Enhance self-care
- 12 Reduce screen time (computer, Smartphone, TV)
- 13 Get the flu shot
- 14 Seek physical or mental health treatment
- 15 Get more sleep
- 16 Connect more with family, friends or community
- 17 Other (please specify): _____
- 17 There is nothing I would like to do [Exclusive Response] [Go to ER1]

D4. What is making it difficult for you to make the change(s) you identified in the previous question? (Select all that apply)

- 1 Community resources/supports are not available
- 2 Community resources/supports are not effective
- 3 Not enough time available
- 4 Medical condition/injury
- 5 Lack of childcare
- 6 Cost is too high
- 7 Other (please specify): _____

Nothing in particular *[Exclusive Response]*

SECTION E – HEALTH CARE PLANNING

ER1. Western Health is in the process of developing its Strategic Plan for 2023-2026. The plan will outline the main priorities and focus areas for Western Health for the next three years. We would appreciate your feedback on Western Health's vision, values, and priorities. *[Please proceed to the next page.]*

E1. The purpose of developing a vision statement is to help people think ahead to future possibilities, rather than being limited by the current reality. It is our future desire, not our current situation. The current vision statement of Western Health is: Our People, Our Communities - Healthy Together

In your opinion, should Western Health make any changes to its vision statement?

No, keep the current vision

Yes, I suggest the following changes: _____

E2. Western Health's core values set the standards of conduct that are considered important and guide the behavior of all individuals (physicians, employees & volunteers) in the organization and influence decision making. Values are at the heart of the organizational culture and should be reflected throughout the organization.

Western Health's current core values are:

1. Accountability
2. Care
3. Collaboration
4. Excellence
5. Respect
6. Transparency

Western Health is reviewing its core values. What do you think Western Health's core values should be? (Select up to five)

Accountability

Advocacy

Bilingual Communication

Care

Collaboration

Communication

Community-focused

Compassion (kind, caring, empathy)

Dedication

Dignity

Diversity

Empowerment

Engagement

Equity

Excellence

Harm Reduction

Inclusive

Innovation (progressive)

Person-and Family Centred (client/patient/resident focused)

Privacy

Quality

Respect

Teamwork

Transparency/Openness

E3. Western Health’s Strategic Plan for 2023-2026 will outline the main priorities for Western Health for the next three years. In its current plan, there are three priority areas: Our People, Quality & Safety, and Innovation.

During our recent Community Engagement Sessions with each of the seven Health Neighbourhoods, community partners recommended the following areas as priorities for improvement.

Please select the priority that, in your opinion, is the one priority area that Western Health should focus on over the next three years to improve the care and services we deliver:

- 1 Aging population (improve supports and services for seniors)
- 2 Continuity of care (improve collaboration and information sharing across services)
- 3 Mental Health & Addiction Services access and wait time reduction (easier and faster access)
- 4 Prevention and healthy living (improve health practices and skills such as physical activity, healthy eating, decision-making, coping, relaxation, and sleep)
- 5 Primary Care access and wait time reduction (easier and faster access to services such as family/primary care doctors, nurse practitioners, and collaborative care clinics)
- 6 Recruitment and retention (improve staffing through actions such as hiring incentives, additional scheduling options, and other methods)
- 7 Service navigation supports (enhance services to better direct patients and clients in finding services or contact information)
- 8 Social determinants of health (address concerns such as housing, food security, poverty/low income, physical environments)

E4. Is there anything else that you would like to add about the health of the population and the health care services provided in the Western Health region?

- 1 Yes (enter comments): _____
- 2 No

E5. How did you hear about this survey? (Select all that apply)

- 1 Community group/organization
- 2 Western Health event
- 3 Western Health staff member or volunteer
- 4 Western Health website
- 5 Received a letter through the mail
- 6 Facebook
- 7 Family/friend/colleague
- 8 News outlet (e.g., vocm.com; ntv.ca; cbc.ca)
- 9 Printed sign/business card
- 10 Radio
- 11 Television screen at a Western Health facility
- 97 Twitter
- 97 Other (please specify): _____

SECTION F – DEMOGRAPHICS

FR1. This section will help us **describe the population who completed the survey**. Questions are being asked for research and statistical purposes only. Please be assured that your answers will be kept strictly confidential.
[Please proceed to the next page.] [Programming note: non-response will be allowed for questions in this section.]

F1. How long have you lived in your current community?

- 1 Less than 2 years
- 2 2 - 5 years
- 3 6 - 10 years
- 4 11 - 20 years
- 5 More than 20 years

F2. Please indicate your age.

- | | |
|-------------------------------|-------------------------------|
| <input type="radio"/> 1 16-24 | <input type="radio"/> 5 55-64 |
| <input type="radio"/> 2 25-34 | <input type="radio"/> 6 65-74 |
| <input type="radio"/> 3 35-44 | <input type="radio"/> 7 75-84 |
| <input type="radio"/> 4 45-54 | <input type="radio"/> 8 85+ |

F3. What is your gender identity? (Select all that apply)

- 1 Man
- 2 Woman
- 3 Transgender
- 4 Two Spirit
- 5 Non-Binary
- 6 Agender
- 7 Genderqueer
- 8 Genderfluid
- 9 Gender nonconforming
- 97 Other identity (please specify): _____

F4. What is the highest level of education you have completed? (Select one response only)

- 1 Some secondary school or high school
- 2 Completed secondary school or high school
- 3 Started university or college education but did not complete it
- 4 Completed a technical, vocational or community college program
- 5 Completed a bachelor's degree
- 6 Completed a graduate or professional degree

F5. Which of the following describes your employment status? (Select one response only)

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

SECTION G – RESPONDENT FEEDBACK

G1. Do you have any further comments related to this survey or its content?

- 1 Yes (enter comments): _____
- 2 No

Please proceed to the next page to submit your responses and exit the survey.

Thank you for participating.

We appreciate the time you took to complete this survey.

The results will be available on the Western Health website in the fall of 2022.

[Respondents will be re-directed to: <https://westernhealth.nl.ca/>]