



# Community Health Assessment Survey

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Western Region

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## **Introduction**

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

The CHA process involves:

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

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

## **Methodology**

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

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

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

Following the survey completion deadline, the survey data was compiled from the Get Feedback survey program and transferred it to Statistical Package for Social Sciences (SPSS) data file. SPSS was then used to analyze the data frequencies by PHC area and the overall region. The following results section highlights the main themes and areas of interest for the region as identified by the CHA survey. Unless otherwise noted, questions do not include missing data. To view full detailed CHA results, refer to Appendix A. A copy of the CHA survey can be found in Appendix B.

## Results

### *Demographics*

A total of 1471 surveys were completed throughout the Western region which includes communities from Port aux Basques, southeast to Francois, northwest to Bartlett's Harbour, and on the eastern boundary north to Jackson's Arm. The Western region is divided into seven PHC areas and the number of respondents from each area is as follows:

Table 1. Respondents by PHC Area

<b>PHC Area</b>	<b>Percentage (%)</b>	<b># Responses</b>
Burgeo/Ramea	3.7	55
Port aux Basques	10.0	147
Stephenville/Bay St. George	18.2	268
Corner Brook/Bay of Islands	31.5	464
Deer Lake/White Bay	19.2	282
Bonne Bay	9.4	139
Port Saunders	5.6	83
Other	0.1	1
Did not report	2.2	32
Total	100	1471

Each PHC area met or exceeded its goal response rate.

The following is a profile of survey respondents. The majority of survey respondents:

- Were from the Corner Brook Bay of Islands PHC area (32.2%)
- Lived in their community for more than 20 years (55.8%)
- Were in the 46-55 age group (25.6%), followed closely by the 36-45 age group (25.5%)
- Identify as female (79.9%)
- Reported their highest level of education completed as technical, vocational, or community college program (35.1%)
- Were Employed full time (57.5%)
- Reported a household income between \$100,000 and \$150,000 (22.4%)

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

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

1. Ask a family doctor (65.1%)
2. Search the internet (e.g. WebMD, Google search) (63.6%)
3. Ask a pharmacist (43%).

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

- 89.5% have a family doctor or nurse practitioner. Of the 89.5%,
  - 80% reported being satisfied or very satisfied with their family doctor or nurse practitioner
  - 9.2% reported being dissatisfied or very dissatisfied with their family doctor or nurse practitioner and indicated the following reasons:
    - The wait list for an appointment is too long (52.9%)
    - They do not have trust and confidence in their health care provider(s) (47.1%)
    - Health care provider(s) do not give you a chance to ask questions (21.8%)
    - Hours of service are inconvenient (21%)
- 10.5% do not have a family doctor or nurse practitioner

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

1. Family doctor/nurse practitioner (60.6%)
2. Hospital emergency department (22.7%)
3. Walk-in clinic (6.9%)

When asked if they were able to get same or next day care for a minor health problem, 59% reported yes, and 41% reported no.

### *Health Care*

The health care system includes physical and mental health care services provided by Western Health and private health care providers (e.g., pharmacy, family practice/dental/vision clinics). Survey respondents were asked about access to the health care system and satisfaction with the quality of services received. According to survey results, the majority of respondents (65%) were satisfied or very satisfied with the health care services they have used in the past 12 months, while 19.8% of respondents were dissatisfied or very dissatisfied. The respondents that indicated they were dissatisfied or very dissatisfied with the health care services they used in the past 12 months, were asked to indicate the reasons why, and to indicate which services they were unable to access. The following are the top three reasons and the most common services respondents were dissatisfied with:

1. Wait list for an appointment was too long (56.4%)

Services:

- 1.1 Specialists, including ophthalmologist, psychiatry, cardiologist, dermatologist, and orthopedic surgeon
- 1.2 Family doctor
- 1.3 Tests and procedures, including ultrasound, endoscopy, holter monitor

2. Wait time in the clinic/facility was too long (34.1%)

Services:

- 2.1 Emergency department and/or hospital
- 2.2 Doctor/family doctor
- 2.3 Clinic (unspecified)

3. No trust and confidence in health care provider(s) (17.4%)

Services:

- 3.1 Doctor/family doctor
- 3.2 Nurses
- 3.3 Specialists

When asked about accessing health care services, the majority of participants (68.5%) indicated they were able to access a required health service, while 31.5% of respondents indicated they were not. The 31.5% of respondents that indicated they were not able to access a required health service, were asked to indicate reasons why, and to indicate which services they were unable to access. The following are the top three reasons respondents were unable to access a required health service, and the most common services they were unable to access:

1. Wait time for service was too long (55.1%)

Services:

1.1 Family doctor/nurse practitioner

1.2 Specialists

1.3 Tests and procedures, including ultrasound and Magnetic Resonance Imaging (MRI)

2. Service is not available (15.5%)

Services:

2.1 Family doctor

2.2 Ear Nose and Throat Specialist (ENT)

2.3 Cardiology

3. Too far to travel (15.2%)

Services:

3.1 Services in St. John's

3.2 ENT

3.3 Dermatology

### *Community Health and Wellness*

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

1. Road quality (51.3%)

2. Addictions (e.g. alcohol and/or drug abuse, gambling, etc.) (51.1%)



3. Cost of living (46%)
4. Chronic Disease (45.7%)
5. Mental Health (45.6%)

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

1. Addictions (26.4%)
2. Cost of living (22.4%)
3. Chronic disease (19.6%)

There are many different groups and resources that aim to improve the health and wellness of a community. These include Western Health, private health clinics, churches, schools, town councils, resource centers, Community Advisory Committees, and other community groups. Respondents were asked to rate their level of satisfaction with the resources available to help deal with the health and wellness challenges in their communities. The majority of respondents (36.6%) who answered this question, were neither satisfied nor dissatisfied with the resources available, while 36.4% were satisfied or very satisfied, and 27% were dissatisfied or very dissatisfied. Respondents who indicated they were either dissatisfied or very dissatisfied were asked to explain which aspects of the health and wellness resources they are dissatisfied with. The following were the most common responses:

1. Access to mental health services including wait times for services
2. Access to primary care physicians, including lack of family physicians in the community, and wait times for appointments
3. Wait times for services in general

### *Health Status*

The following section of the CHA survey asked questions to determine the health of respondents who completed the survey. The majority of respondents reported that their physical health was excellent or very good/good (8.3% and 75.1% respectively). The majority of respondents also reported that their mental health was excellent or very good/good (13.1% and 68.3% respectively).

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

1. Start/increase exercise, sports or physical activity (93%)
  - a. I am too busy (34.9%)
  - b. Lack of will power/self-discipline (34%)
  - c. Too costly (15.7%)
2. Eat healthier/eat more fruits and vegetables (83.8%)
  - a. Too costly (37.2%)
  - b. Lack of will power/self-discipline (19.9%)
  - c. Not enough resources in the community (10.5%)
3. Reduce stress (81.2%)
  - a. I am too busy (23.4%)
  - b. Unsure how to make improvement (19.3%)
  - c. I'm too stressed (10.9%)
  - d. Not enough resources in community (9.9%)

### *Health Care Planning*

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

1. Improve access and wait times for services including primary care (family physicians/nurse practitioners) through alternate scheduling models and walk-in clinics
2. Improve access and wait times for specialists
3. Improve recruitment and retention- increased health care provider staffing including nurses, physicians, and nurse practitioners

### *Concluding Remarks*

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

1. Improve access to services across the region including family physicians and specialists.  
This could be done through the provision of walk in clinics, after hours appointments, same day appointments, increased staffing of health care providers, and improved recruitment and retention of physicians
2. Decrease wait times for services
3. Increase availability and access to preventative initiatives including mental health and health promotion resources
4. Concerns with current cost of living and impact on the senior population
5. Positive feedback was received on the completion of the survey and the current services that are offered including home first and the mental health and addictions program.  
Concerns were raised about the use of the feedback from the survey in that it should be considered and actioned. Further public engagement required using town hall meetings and involvement of the public in new hospital planning

## **Successes and Limitations**

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

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

## **Conclusion**

The CHA survey is an important step in determining the needs and resources of residents in the Western region. The survey included qualitative and quantitative questions, providing residents with an opportunity to express their views of the health and community services offered in the region. Overall findings of the survey indicated that residents have concerns related to addictions, road quality, the cost of living, chronic disease and mental health. Themes identified from the comments indicated respondents were also concerned about access to services such as family physicians, wait times for services, recruitment and retention of health care providers, and the impacts of the current cost of living on the senior population. The survey also demonstrated positive feedback including a high percentage of respondents that indicated they have a family physician or nurse practitioner, and they were satisfied with their health care provider and the health care services they used within the past 12 months.

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

## Appendix A: Full Survey Results

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

Information Source	Percentage (%)	Frequency (n)
Ask a family doctor	65.1	958
Ask a nurse practitioner	23.2	342
Ask a pharmacist	43.0	633
Ask a social worker	6.3	92
Call a hospital/clinic	22.4	329
Ask a community or public health nurse	27.3	401
Search the internet (e.g. WebMD, Google search)	63.6	936
Western Health website	11.0	162
Social media (e.g., Facebook, Twitter)	8.0	118
Use 811 HealthLine	29.8	438
Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community or church group	6.3	92
Ask a friend or family member	34.7	510
Other	Most common responses: <ul style="list-style-type: none"> <li>• Other health professionals such as paramedics, registered massage therapists, cancer navigator, and diabetes nurse</li> <li>• Co-workers</li> <li>• Family members that are health professionals (e.g. nurses, physicians, pharmacists)</li> <li>• Emergency department/hospital</li> </ul>	

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

Response	Percentage (%)	Frequency (n)
Yes	89.5	1302
No	10.5	152

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

<b>Level of Satisfaction</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Very satisfied	43.6	566
Satisfied	36.4	472
Neither satisfied nor dissatisfied	10.8	140
Dissatisfied	7.3	95
Very dissatisfied	1.9	24

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

<b>Reason</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Wait list for an appointment is too long	52.9	63
Wait time in clinic/facility is too long	19.3	23
Too far to travel	3.4	4
Hours of service are inconvenient	21.0	25
Communication barrier	15.1	18
Facility and/or equipment quality is poor	10.1	12
Health care provider (s) do not give you a chance to ask questions	21.8	26
You do not have trust and confidence in your health care provider (s)	47.1	56
Health care provider (s) do not treat you with respect	13.4	16
Health care provider (s) do not explain things in a way that is easy to understand	13.4	16
Health care provider (s) do not involve you in decisions about your care	19.3	23
Other	Most common responses: <ul style="list-style-type: none"> <li>• Physician not engaged (e.g. does not listen, preoccupied during appointments, lack of empathy, poor communication skills)</li> <li>• Appointments are rushed</li> </ul>	

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

<b>Location</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Family doctor/nurse practitioner	60.6	875
Walk-in clinic	6.9	99
Hospital emergency department	22.7	328
Pharmacist	2.4	34
HEALTHLINE 811	2.0	29
I do not have a place to get care for a minor health problem	3.5	50
Other	Most common responses: <ul style="list-style-type: none"> <li>• Did not seek treatment</li> <li>• Family that are health professionals</li> <li>• Paid visit for nurse practitioner</li> </ul>	

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

<b>Response</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Yes	59.0	850
No	41.0	590

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

<b>Level of Satisfaction</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Very satisfied	19.0	276
Satisfied	46.0	666
Neither satisfied nor dissatisfied	13.3	193
Dissatisfied	13.1	190
Very dissatisfied	6.7	97
I have not used any health care services	1.9	27



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

Reason	% (n)	Services
<input type="checkbox"/> Wait list for an appointment was too long	56.4 (162)	Family doctor (44) Specialist (23)- arthritis specialist, internist, ENT Nurse practitioner (9) Ophthalmologist (7) Cardiologist (6) Dermatologist (6) Psychiatry (7) Surgeon (7)- orthopedic surgeon Mental health services (3) Tests and procedures (10)- ultrasound, endoscopy, holter monitor Walk in clinic (2) Dentist (2)
<input type="checkbox"/> Wait time in the clinic/facility was too long	34.1 (98)	ED/hospital (39) Doctor/Family doctor (11) Clinic (8) Specialist (5) Blood collection (4) Optometry (2)
<input type="checkbox"/> Too far to travel	16.0 (46)	Specialist- OBGYN, Dermatologist, ENT, Neurologist, Cardiologist, Pediatrician (11) Hospital/emergency department (8) Doctor/family doctor (4)
<input type="checkbox"/> Hours of service were inconvenient	12.9 (37)	Doctor/family doctor (11) Clinic (3) Nurse Practitioner Specialist Dental
<input type="checkbox"/> Cost of service	5.6 (16)	Nurse Practitioner (2) Vision Dental
<input type="checkbox"/> Communication barrier (24)	8.4 (24)	Doctor (6) Clinic (2) Specialist (2)- neurologist, dermatologist Nurse Practitioner
<input type="checkbox"/> Facility and/or equipment quality was poor	7.3 (21)	Hospital/Emergency Department (5) Optometry Clinic Doctor Waiting areas

Reason	% (n)	Services
		Psychiatry
<input type="checkbox"/> Health care provider(s) did not give you a chance to ask questions	12.9 (37)	Doctor/family doctor (16) Specialist (3)- OBGYN Nurse Practitioner Staff
<input type="checkbox"/> You did not have trust and confidence in your health care provider(s)	17.4 (50)	Doctor/family doctor (14) Nurses (2) Specialists (2)- neurologist, psychiatrist
<input type="checkbox"/> Health care provider(s) did not treat you with respect	15.7 (45)	Doctor (8) Specialist (6)- psychiatry, orthopedics, dermatology Nurse (5) Hospital (4) Nurse Practitioner (2)
<input type="checkbox"/> Health care provider(s) did not explain things in a way that was easy to understand (20)	7.0 (20)	Doctor (8) Specialist (2) - neurologist
<input type="checkbox"/> Health care provider(s) did not involve you in decisions about your care (18)	6.2 (18)	Doctor/family doctor (6)
<input type="checkbox"/> Other reason not listed above (please specify): _____		Services:
No show by provider		Family doctor
Hard to access		Mental health services, family doctor
Poor communication with provider (e.g. disrespectful, rude, unfamiliar with conditions)		Nurses, NP, Secretary
Communication breakdown		Between physicians
Travel (too far and too expensive)		ENT, neurologist, transfer to another facility/RHA

Reason	% (n)	Services
Wait time		MRI, ED
Services aren't available		Mammogram, fertility, family doctor, nurse practitioner

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

Response	Percentage (%)	Frequency (n)
Yes	31.5	388
No	68.5	844

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

Reason	% (n)	Services
<input type="checkbox"/> Wait time for service was too long	55.1 (214)	Doctor/family doctor/nurse practitioner (44) Specialist (19) Ultrasound/Magnetic Resonance Imaging (14) Emergency department (12) Ophthalmology (11) Dermatology (9) Mental health services (9) Orthopedist (7) General surgery (7) Psychiatry (7) OBGYN (6) Gynecology (5) Physiotherapy (5) ENT (4) Endoscopy (4) Psychologist (3) Neurology (2) Audiology (2) Allergist Appointment Optometry (2) Electrocardiography (2) Arthritis

Reason	% (n)	Services
		Respirologist Medical clinic Computed Tomography Dialysis Emergency services Orthodontist Social worker Heart monitor- cardiology Long term care Speech Language Pathology Mammogram Genetic testing
<input type="checkbox"/> Cost of service	5.7 (22)	Physiotherapy (3) Travel to appointments (3) Medications (2) Appointments in St. John's (2) Dental (2) Optometry Eye surgery Testing Social worker Psychologist Community support
<input type="checkbox"/> Transportation issues	9.0 (35)	Services located in St. John's (3) Ambulance (2) Family doctor (2) Appointments (2) Colonoscopy Dermatology Ear, Nose, & Throat Specialist Hospital Specialist Janeway Mental health OBGYN Wheelchair accessible transportation Bus services Lack of parking
<input type="checkbox"/> Too far to travel	15.2 (59)	Services in St. John's (9) Ear, Nose, & Throat Specialist (6) Dermatologist (5) Clinic (2) Hospital (2) Specialists (2)

Reason	% (n)	Services
		Stormy weather (2) Ear, Nose, & Throat Specialist Health care facility Emergency Department (2) Dentist Cardiology Endocrinologist Genetic testing Eye surgery Appointment Family doctor Services in rural areas Health care services Plastic surgeon Neurology Cannabis prescription Psychiatry Pap test Specialists in Corner Brook Specialists in St. John's Cancer surgery
<input type="checkbox"/> Unable to leave house due to health problems	3.4 (14)	Physiotherapy Blood collection Psychiatry
<input type="checkbox"/> Unable to access the services during scheduled time/hours of service	7.0 (27)	Appointment Clinics Family doctor
<input type="checkbox"/> Unable to get referral	14.2 (55)	Family doctor (9) Dermatologist (5) Specialists (5) Neurologist (2) Gynecology (2) Audiology (2) Orthopedics (2) Alcoholics Anonymous Physiotherapy Endocrinologist Cardiology Psychiatrist Rheumatologist
<input type="checkbox"/> Could not contact service	7.0 (27)	Doctor/family doctor (8) Clinic (3) Ear, Nose, & Throat Specialist (2)

Reason	% (n)	Services
		Allergist Counselling Ultrasound Dermatology Cardiology Specialist
<input type="checkbox"/> Communication barrier	3.1 (12)	Family doctor (4) Specialists (2) Psychiatrists
<input type="checkbox"/> Did not know service was available	1.5 (6)	Counselling Pain clinic Doorways Walk-in clinic
<input type="checkbox"/> Service not available	15.5 (60)	Family doctor (22) Ear, Nose, & Throat Specialist (9) Cardiology (5) Physio (3) Dermatologist (3) Specialists (3) Psychiatry (2) Massage Chiropractor Dental Electrocardiography Pediatrics In Vitro Fertilization/Intrauterine Insemination Mental health counselling Anesthetist Orthodontist Podiatrist Pediatrician Neurology Rheumatology
<input type="checkbox"/> Other reason not listed above (please specify):		Family doctor (13) Cardiology (2) Colonoscopy (2) Pediatric mental health Electroencephalography Nurse practitioners Ophthalmology Psychology Mental health services Surgery Psychiatrist

Reason	% (n)	Services
		Obstetrician/ Gynecologist Specialist Dermatology Colonoscopy

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

Issue/Area	Percentage (%)	Frequency (n)
I am not concerned about the health and wellness of my community	6.5	96
Addictions (e.g., alcohol and/or drug abuse, gambling, etc.)	51.1	751
Bullying	38.9	572
Childcare (including affordability, lack of accessibility)	28.0	412
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	45.7	672
Crime and violence	17.3	255
Cost of living	46.0	676
Clean water supply	19.3	284
Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	41.5	611
Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)	42.5	625
Education system	23.4	344
Emergency services	22.3	328
Environmental issues (e.g., contaminants in the air, water and soil)	17.9	263
Food security (access to sufficient, affordable, nutritious food)	28.6	421
Homelessness (including couch surfing)	8.7	128
Housing conditions	11.4	168
Illiteracy	7.3	107
Mental health of community residents	45.6	671
Outmigration	17.3	254
Physical health of community residents	23.0	338
Poverty	16.3	240
Public transportation (including affordability, lack of accessibility)	16.7	245
Recreational programs/spaces	24.9	367

<b>Issue/Area</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Resources for people with disabilities (e.g., accessible buildings)	18.0	265
Road quality	51.3	755
Seniors' resources/programs	25.8	379
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	11.4	167
Social isolation and lack of community involvement	16.7	245
Suicide	26.4	389
Tobacco use/smoking	21.3	313
Unemployment	27.4	403
Violence in the home (e.g., child abuse/neglect, domestic)	17.8	262
Working conditions (e.g., risks for injury on the job)	0	0
Other- most common responses: <ul style="list-style-type: none"> <li>• Health care issues such as access to services</li> <li>• Lack of doctors and specialists</li> <li>• Resources for seniors such as affordable housing</li> </ul>	1.5	22

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

<b>Issue/Area</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
1. Addictions	26.4	388
2. Cost of living	22.4	330
3. Chronic disease	19.6	288

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

<b>Level of Satisfaction</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Very satisfied	4.6	57
Satisfied	31.8	391
Neither satisfied nor dissatisfied	36.6	451
Dissatisfied	21.0	258
Very dissatisfied	6.0	74



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

Overall themes:

1. Access to mental health services including wait times for services
2. Access to primary care physicians, including lack of family physicians in the community, and wait times for appointments
3. Wait times for services in general

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

<b>Rating</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Excellent	8.3	100
Very good	38.5	466
Good	36.6	443
Fair	12.7	153
Poor	3.9	47

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

<b>Rating</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Excellent	13.1	157
Very good	35.6	428
Good	32.7	393
Fair	15.2	183
Poor	3.4	41

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

Health Behavior	Barrier to Making Change % (n)											
	Not applicable to me	Unsure how to make this improvement	Not enough resources in the community	Community resources are not effective	I am too busy	I am too stressed	Addiction	Too costly	Disability	Transportation problems	Lack of will power/self-discipline	Other
Start/increase exercise, sports or physical activity	7.0 (103)	5.4 (80)	13.8 (203)	3.3 (49)	34.9 (514)	11.7 (172)	0.9 (13)	15.7 (231)	7.9 (116)	2.6 (38)	34.0 (500)	<i>*see below for most common responses</i>
Eat healthier/eat more fruits and vegetables	16.2 (238)	3.1 (45)	10.5 (154)	2.7 (39)	8.2 (121)	2.9 (43)	0.4 (6)	37.2 (547)	1.4 (20)	1.2 (17)	19.9 (292)	
Drink less alcohol	62.7 (922)	0.4 (6)	0.3 (4)	0.1 (1)	0.6 (9)	1.5 (22)	0.6 (9)	0.3 (4)	0.1 (1)	0.1 (1)	4.5 (66)	
Reduce smoking (not including cannabis)	62.4 (918)	1.1 (16)	0.5 (7)	0 (0)	0.1 (2)	2.2 (32)	2.4 (36)	0.1 (1)	0.1 (1)	0.1 (2)	4.2 (62)	
Reduce vaping (not including cannabis)	68.8 (1012)	0.3 (4)	0.1 (2)	0.1 (1)	0 (0)	0.2 (3)	0.1 (2)	0.1 (1)	0.1 (1)	0 (0)	0.1 (2)	

Health Behavior	Barrier to Making Change % (n)											
	Not applicable to me	Unsure how to make this improvement	Not enough resources in the community	Community resources are not effective	I am too busy	I am too stressed	Addiction	Too costly	Disability	Transportation problems	Lack of will power/self-discipline	Other
Reduce cannabis use (in any form)	66.9 (984)	14710.4 (6)	0.2 (3)	0 (0)	0.1 (1)	0.9 (13)	0.4 (6)	0.1 (1)	0.3 (5)	0 (0)	1.1 (16)	<i>*see below for most common responses</i>
Reduce illegal drug use	68.9 (1013)	0.1 (2)	0.2 (3)	0 (0)	0 (0)	0 (0)	0.1 (2)	0 (0)	0 (0)	0.1 (1)	0 (0)	
Reduce prescription drug misuse	67.8 (997)	0.9 (13)	0.4 (6)	0.1 (1)	0 (0)	0.3 (4)	0.1 (2)	0.3 (4)	0.4 (6)	0 (0)	0.3 (5)	
Gamble less	68.4 (1006)	0.3 (4)	0.2 (3)	0.1 (1)	0.1 (1)	0 (0)	0 (0)	0.1 (1)	0 (0)	0 (0)	0.4 (6)	
Reduce stress	18.8 (276)	19.3 (284)	9.9 (146)	4.6 (68)	23.4 (344)	10.9 (160)	0.4 (6)	6.8 (100)	3.6 (53)	1.0 (14)	8.2 (121)	

Health Behavior	Barrier to Making Change % (n)											
	Not applicable to me	Unsure how to make this improvement	Not enough resources in the community	Community resources are not effective	I am too busy	I am too stressed	Addiction	Too costly	Disability	Transportation problems	Lack of will power/ self-discipline	Other
Reduce screen time	41.1 (605)	7.4 (109)	1.1 (16)	0.3 (5)	2.8 (41)	1.7 (25)	2.4 (35)	0.1 (2)	0.6 (9)	0.1 (2)	15.9 (234)	
Get flu shot	57.9 (852)	1.2 (18)	0.5 (8)	0.1 (2)	1.3 (19)	0.1 (2)	0 (0)	0.2 (3)	0.2 (3)	0.1 (2)	1.5 (22)	<i>*see below for most common responses</i>
Seek physical or mental health treatment	34.8 (512)	9.1 (134)	13.7 (202)	6.8 (100)	7.1 (104)	2.2 (32)	0.1 (1)	6.6 (97)	1.0 (14)	1.9 (28)	4.7 (69)	
Connect more with family, friends or community	32.2 (474)	7.2 (106)	2.9 (43)	2.1 (31)	20.8 (306)	3.7 (55)	0 (0)	3.0 (44)	1.1 (16)	2.0 (30)	4.6 (67)	
Other	<i>*see below for most common responses</i>											

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

Start/increase exercise, sports, or physical activity

- Lack of facilities or services in community
- Lack of childcare
- Poor weather
- Mental health issues
- Medical condition/injury
- Difficult to maintain work-life balance

Eat healthier/eat more fruits and vegetables

- Availability and quality of fresh fruits and vegetables
- Too costly
- Limited access to grocery store- no store in community or difficult to travel to nearest one
- Too busy/lack of planning

Drink less alcohol

- n/a

Reduce smoking (not including cannabis)

- n/a

Reduce vaping (not including cannabis)

- n/a

Reduce cannabis use (in any form)

- Not a concerning health behavior- cannabis use has been beneficial

Reduce illegal drug use

- n/a

Reduce prescription drug misuse

- n/a

Gamble less

- n/a

Reduce stress

- Work related stress due to nature of work, increased workload, and limited opportunities.
- Family dynamics and responsibilities- no control over stressors
- Finances- high cost of living, or too costly to access supports and resources
- Lack of resources or supports in community

Reduce screen time

- Employment requires the use of screens

- Not a concerning health behavior- screen time reduces stress and provides social interaction

#### Get flu shot

- Lack of confidence in vaccine
- Bad experience/reaction to vaccine
- Not interested or need vaccine

#### Seek physical or mental health treatment

- Wait time to access services (e.g., doctor, mental health services)
- Stigma and lack of confidentiality
- Lack of services in community (e.g., mental health and addictions services, doctor)

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

- Family and friends do not live in area- too costly to travel to visit
- Too busy to connect- including friends and family
- Lack of social or recreational opportunities in community

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

#### Increase exercise/physical activity

- Too busy, not enough time, or competing priorities such as work
- Too expensive
- Facilities or resources in community not available

#### Eat healthier/more fruits and vegetables

- Lack of willpower/motivation
- Lack of education and resources

#### Reduce stress

- Stressors at work and maintaining work-life balance
- Stressors related to home and family such as children's health and family dynamics

#### Seek physical health treatment

- Timely access to health services including doctors and specialists
- Lack of doctors, nurse practitioners, and specialists in community/area

### Seek mental health treatment

- Lack of or limited supports and resources
- Timely access to services

### Taking time for self-care

- Too busy
- Experiencing mental health issues such as stress, anxiety, or depression

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

Overall themes:

1. Improve access and wait times for services including primary care (family physicians/nurse practitioners) through alternate scheduling models and walk-in clinics
2. Improve access and wait times for specialists
3. Improve recruitment and retention- increased health care provider staffing including nurses, physicians, and nurse practitioners

*Question 19. Respondents by PHC area*

<b>PHC Area</b>	<b>Percentage (%)</b>	<b># Responses</b>
Burgeon/Ramea	3.7	55
Port aux Basques	10.0	147
Stephenville/Bay St. George	18.2	268
Corner Brook/Bay of Islands	31.5	464
Deer Lake/White Bay	19.2	282
Bonne Bay	9.4	139
Port Saunders	5.6	83
Other	0.1	1
Did not report	2.2	32
<b>Total</b>	<b>100</b>	<b>1471</b>

*Question 20: Identified respondent communities*

Corner Brook, Stephenville, Port Saunders, Port aux Basques, Deer Lake, St. George's, Port au Port East, Boswarlos, Rocky Harbour, Reidville, Curling, Stephenville Crossing, St. Teresa, Bellburns, Norris Point, Kippens, Bay St. George, Port au Port, Humber Arm South, Felix Cove, Flat Bay, Port au Port West, Port au Choix, Pasadena, Steady Brook, Woody Point, Spillway, Parsons Pond, Massey Drive, Humber Valley Resort, Cape St. George, Cox's Cove, Irishtown-Summerside, Campbell's Creek, Robinsons, Black Duck Siding, Mount Moriah, Cow Head,

Margaree, Burgeo, Cape Ray, Codroy Valley, Barachois Brook, Sunny Slope, Jeffrey's, Ramea, Cape St. George, McKays, Piccadilly, Hampden, Daniel's Harbour, Cormack, Trout River, Pollards Point, Glenburnie-Birchy Head-Shoal Brook, Birchy Head, Glenburnie, Benoit's Cove, McIvers, Howley, Lark Harbour, Woodville, Searston, York Harbour, Burnt Islands, Meadows, Gillams, Hughes Brook, George's Lake, Humber Village, Jackson's Arm, River of Ponds, Lourdes, Mattis Point, Point au Mal, Nicholville, St. Pauls, Cold Brook, Doyles, Bay St. George, Three Rock Cove, Cape Anguille, Hawkes Bay, Sop's Arm, Flowers Cove, Portland Creek, Isle aux Morts, Rose Blanche, Winterhouse Brook, Labrador City, South Branch, St. David's, O'Regan's, Grand Bay, Mouse Island, Castors River North, Castors River South, Shoal Brook.

*Question 21. Respondent years lived in community*

<b>Years</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Less than 2 years	5.2	75
2-5 years	9.3	133
6-10 years	13.2	190
11-20 years	16.4	236
More than 20 years	55.8	801

*Question 22. Respondent age groups*

<b>Age Group</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
18-25	3.9	54
26-35	15.1	208
36-45	25.5	352
46-55	25.6	353
56-65	17.7	244
66-75	10.5	145
76+	1.7	23

*Question 23. Respondent reported gender*

<b>Gender</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Male	17.5	251
Female	79.9	1143
Transgender male	0.2	3
Transgender female	0.1	1
Non-binary	0.1	1



Prefer not to say	2.2	32
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*Question 24. Respondent highest level of educated completed*

<b>Education</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Did not complete high school	4.9	70
Completed high school	18.9	271
Started university or college	5.4	78
Completed a technical, vocational, or community college program	35.1	502
Completed a bachelor's degree	20.3	291
Completed a graduate or professional degree	15.4	220

*Question 25. Respondent employment status*

<b>Employment Status</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Employed full time	57.5	816
Employed part time	8.7	124
Seasonal worker	5.3	75
Commuting/rotational worker	0.4	6
Student	2.0	28
Unemployed and looking for work	1.8	26
Unable to work due to a long-term sickness or disability	3.2	45
Looking after my home/family	4.4	63
Retired from paid work	16.7	237

*Question 26. Respondent household income*

<b>Income</b>	<b>Percentage (%)</b>	<b>Frequency (n)</b>
Under \$15,000	6.0	64
Between \$15,000 and \$29,999	16.0	172
Between \$30,000 and \$49,999	21.8	234
Between \$50,000 and \$74,999	0.2	2
Between \$75,000 and \$99,999	20.3	218
Between \$100,000 and \$150,000	22.4	241
Over \$150,000	13.4	144

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

Overall themes:

1. Improve access to services across the region including family physicians and specialists. This could be done through the provision of walk in clinics, after hours appointments, same day appointments, increased staffing of health care providers, and improved recruitment and retention of physicians
2. Decrease wait times for services
3. Increase availability and access to preventative initiatives including mental health and health promotion resources
4. Concerns with current cost of living and impact on senior's population
5. Positive feedback was received on the completion of the survey and the current services that are offered including home first and the mental health and addictions program. Concerns were raised about the use of the feedback from the survey in that it should be considered and actioned. Further public engagement required using town hall meetings and involvement of the public in new hospital planning

## Appendix B: Western Health Community Health Assessment Survey

### Western Health Community Health Assessment Survey

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

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

#### Primary Health Care

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
- No

### Health Care

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

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

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

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

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

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

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

- Yes
- No (SKIP TO QUESTION 11)

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

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

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

### Community Health and Wellness

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

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

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



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

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

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

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

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

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

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

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

**Health Status**

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

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

Health Behavior	What is stopping you from making this change?
<input type="checkbox"/> I do not think there is anything else I should do	
<input type="checkbox"/> Start/increase exercise, sports or physical activity	<ul style="list-style-type: none"> <li><input type="checkbox"/> Unsure how to make this improvement</li> <li><input type="checkbox"/> Not enough resources available in the community</li> <li><input type="checkbox"/> Community resources are not effective</li> <li><input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule)</li> <li><input type="checkbox"/> I am too stressed</li> <li><input type="checkbox"/> Addiction</li> <li><input type="checkbox"/> Too costly/financial constraints</li> <li><input type="checkbox"/> Disability/health condition</li> <li><input type="checkbox"/> Transportation problems</li> <li><input type="checkbox"/> Lack of will power/self-discipline</li> <li><input type="checkbox"/> Other (please specify): _____</li> </ul>

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

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

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

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

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



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

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

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____

Health Care Planning

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

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

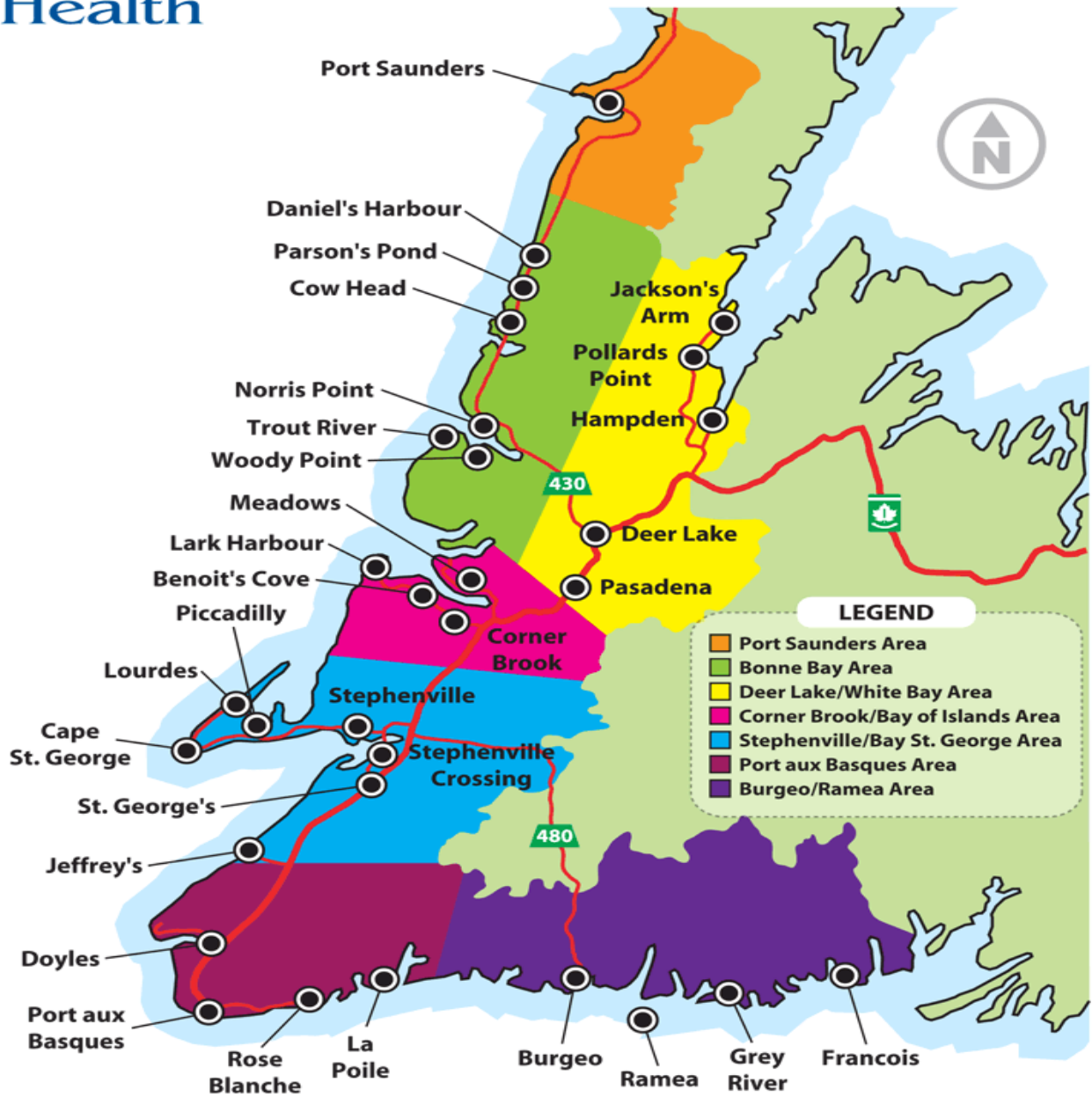
Community

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



# Western Health Regional Map

## Primary Health Care Team Areas



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

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

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

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

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

Demographics

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

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

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

- Male
- Female
- Transgender male
- Transgender female

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

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

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

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

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

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

- Under \$15,000
- Between \$15,000 and \$29,999
- Between \$30,000 and \$49,999

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

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