

**Community Support
Client Experience Survey Results
2022-2023**



**Western
Health**

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Background

Community Support Program at Western Health

The Community Support Program is based on the belief that individuals have a right to live in the community and have access to required supportive services. The services provided under the Community Support Program focus on supporting individuals, families and care providers by promoting independence, community inclusion, safety, and overall well-being in keeping with Western Health's vision of people within the Western Region having the highest level of health and well-being possible. Community Support programs are intended to assist individuals to live independently at home and, when this is no longer possible, to access facility or residential community based care. Support services, within the program, are available to children and adults with intellectual and/or physical disabilities, and seniors. Case managers (Social Workers or Nurses) work with other health care professionals and team members to ensure that clients receive appropriate and quality services. Health professionals providing services within Community Support include Behavioral Management Specialists, Community Health Nurses - continuing care focus, Community Support Social Workers, Nutritionists, Occupational Therapists, Social Assistance Workers, and Special Assistance Program Buyers. Additional information on the program and services are available on the Western Health [intranet](#) or [website](#).

In 2020/2021, the Community Support Program developed a new Quality Improvement (QI) Team composed of staff and leadership from various sites in the region. As part of Western Health's commitment to quality improvement for clients and their families, it is important to measure client experience. The QI Team is also actively recruiting members with lived experience and included a recruitment poster at the end of the survey to support this endeavor. The QI Team reviewed and provided input on modifications to the Community Support Client Experience Survey. The QI Team and individual Community Support teams will use the survey results to guide quality improvement initiatives.

Survey Instrument

The validated community based care experience survey that was administered throughout the Western Health region was based on the approved Accreditation Canada Client Experience Survey based on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), which was modified to meet the needs of Western Health in collaboration with the Community Support Quality

Improvement Team, based on the experiences administering modified versions of the survey, as well as comparison with the more recent Home Health Care Consumer Assessment of Healthcare Providers and Systems (HHC-CAHPS) and the addition of standard questions developed with internal stakeholder regarding virtual care experience (see Appendix A).

Method

The survey was available to complete electronically through Get Feedback or by paper from May 2nd to June 24th, 2022. Staff promoted the survey to all clients by displaying posters within the sites and providing an information letter. The letter contained information about the survey as well as instructions on how to complete the survey electronically. Clients were also given the option to complete a paper version of the survey if they preferred. Some sites also contacted clients by phone to promote the survey and offered to support completion of the survey over the phone if preferred. A telephone script was developed to support the implementation of this process. Western Health promoted the Community Support Client Experience Survey broadly on the organization's website and social media pages.

Participants

The survey was promoted to all clients who received Community Support services in the region during the survey implementation timeframe, with the exception of those who exclusively received financial support services. In the case where the service recipient was under the age of consent, or required help in completing the survey, it could be completed by a parent, guardian, or family member.

Sample

Surveys were completed by 261 participants regionally. Based on the total unique client volume, this sample size provides a confidence level of 95% that the real values are within $\pm 5.83\%$ of the surveyed values.

Privacy, Confidentiality, Data Security

Privacy and confidentiality were achieved as the clients voluntarily and anonymously completed the survey online. Clients who completed the survey on paper did so with no identifying information on the envelope or survey to identify the individual. Any information that could potentially identify the client was deleted.

The data was stored on a password protected computer. Once paper surveys were entered into the electronic platform, paper copies were destroyed using the confidential shred bins.

Data Analysis

Survey data was entered directly into Get Feedback by the respondent or transcribed from paper copies by the survey administrators. Reports were developed and analyzed in this survey platform. Descriptive statistics were calculated to obtain a general perspective of clients' experiences with Community Support Program services at Western Health. Comments were compiled based on common themes. Summary reports were also created for each service area where the sample provided sufficient data to assist in quality improvement initiatives and planning at a site level. Comparisons to the 2017-18 results must consider that the 2022 clients are not the same individuals who were receiving services in 2017-18. The following report provides survey results for the region.

Results

Demographics

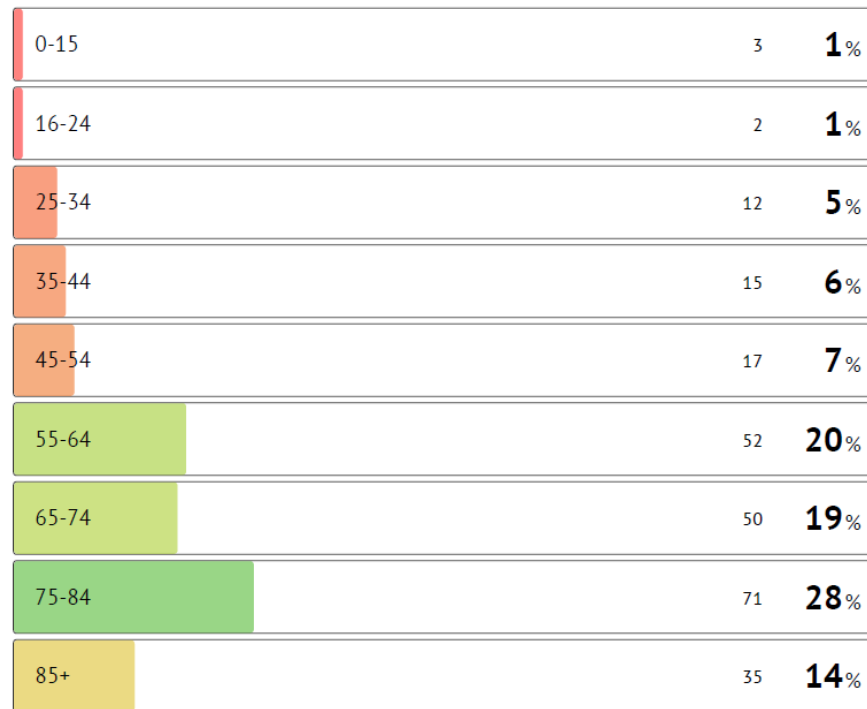
A total of 261 surveys were completed by clients who received Community Support services across the region. The respondents were asked to identify the Health Neighbourhood in which they (or their family member) received services. The majority of respondents received services in Corner Brook / Bay of Islands (32%) or Stephenville / Bay St. George (27%). In addition, 14% indicated Deer Lake / White Bay and 11% indicated Port aux Basques. The remaining 27% of the respondents received services from one of the four rural Health Neighbourhoods (see Figure 1).

Figure 1. Frequency and Percentage of Respondents by Health Neighbourhood

Port Saunders Neighbourhood	16	6%
Bonne Bay Neighbourhood	13	5%
Deer Lake / White Bay Neighbourhood	35	14%
Corner Brook / Bay of Islands Neighbourhood	82	32%
Stephenville / Bay St. George Neighbourhood	70	27%
Port aux Basques Neighbourhood	28	11%
Burgeo / Ramea Neighbourhood	14	5%

To gain a more thorough understanding of the cohort of survey respondents, they were asked to report their age group (see Figure 2). They were also asked to rate their (or their family member's) overall health and overall mental/emotional health. The most common age group for clients represented in the survey were those aged 75-84 (28%). When asked to rate their, their child, or their family member's overall health, 9% reported excellent, 15% reported very good, 34% reported good, 32% reported fair, and 10% reported poor. When asked to rate their, their child, family member's overall emotional/mental health, 14% reported excellent, 24% reported very good, 34% reported good, 24% reported fair, and 4% reported poor.

Figure 2. Frequency and Percentage of Respondents by Age Group



Initial Assessment and Care Plan

Participants were asked about their experience when they (or their family member) first started receiving Community Support services. The majority of respondents reported that health care providers talked to them about whether they had the support they needed (96%). Participants were also asked if their health care provider helped them connect with other supports they needed, such as mental health, spiritual care, and social or recreation opportunities. The majority of respondents (75%) reported yes and 25% reported no. The majority of respondents also report that health care providers told them what care and services they would receive (97%), discussed how to set up their personal space so that they could move around safely (83%), talked about all prescription and over the counter medicines they were taking (85%), gave them information about what to do if they notice changes in their (or their family member's) health related to their present issue (88%), and let them know who to contact if they had a problem (96%).

Table 1. Initial Assessment and Care Plan

Question	Yes % (N)	No % (N)
Did a service provider: Talk with you about whether you had the supports you needed?	96% (217)	4% (9)
Did a service provider: Help you connect with other supports you needed such as mental health, spiritual care, and social or recreation opportunities?	75% (150)	25% (49)
Did a service provider: Tell you what care and services you would receive?	97% (225)	3% (6)
Did a service provider: Talk with you about how to set up your personal space so that you can move around safely?	83% (165)	17% (34)
Did a service provider: Talk with you about all the prescription and over-the-counter medicines you were taking?	85% (171)	31% (15)
Did a service provider: Give you information about what to do if you notice changes in your health related to the present issue(s)?	88% (189)	12% (25)
Did a service provider: Let you know who to contact if you had a problem?	96% (214)	4% (10)

Information and Support

Participants were asked if, in the last two months, they contacted the Community Support office to get information or support. The 58% who contacted the office were then asked how long it took for them to get the information or support that they needed. Almost everyone who contacted (98%) received support within 5 days. The majority (63%) reported that they received the information or support on the same day, 35% reported 1 to 5 days, 1% reported 6 to 14 days, and % reported more than 14 days.

Care from Health Care Providers

Respondents were asked about the care they received from their health care providers (see Table 2). The majority of respondents reported that providers usually or always treated them with respect (99%), usually or always listened carefully to them (98%), usually or always explained things in a way they could understand (99%), usually or always seemed up-to-date about all the care or treatment they receive at home (98%), usually or always gave them opportunities to ask questions (100%), and usually or always involved them as much as they wanted to be in decisions about their or their family member's care and treatment (98%).

Table 2. Provider Care

Question	Always % (N)	Usually % (N)	Sometimes % (N)	Never % (N)
How often did health care providers: Treat you with courtesy and respect?	95% (239)	4% (11)	0% (1)	0% (0)
How often did health care providers: Listen carefully to you?	88% (220)	10% (26)	1% (3)	0% (0)
How often did health care providers: Explain things in a way you could understand?	92% (227)	7% (18)	1% (3)	0% (0)
listened How often did health care providers: Seem informed and up-to- date about all the care or treatment you received at home?	87% (206)	11% (26)	3% (6)	0% (0)
How often did health care providers: Give you opportunities to ask questions?	93% (228)	7% (16)	1% (2)	0% (0)
How often did health care providers: Involve you as much as you wanted to be in decisions about your (or your child/family member's) care and treatment?	89% (211)	9% (21)	2% (5)	0% (0)

Environment

Participants were asked question about the environment and hand hygiene during their most recent visit. The majority reported that they had enough privacy (99%) and that health care providers washed their hands or used hand sanitizer before and after providing care (97%).

Participants were also asked where they received services and 85% reported in their own home, 8% reported in a personal care home, 12% reported in a Western Health facility or office, and 6% reported through virtual care.

Virtual Care Experience

Those who reported utilizing virtual care were asked additional questions to further understand their experience with virtual care. When asked what type of virtual care they received, the majority (92%) reported telephone and 17% reported video (computer/laptop, Telehealth unit, or mobile device such as an iPad/tablet). When asked to indicate all of the reasons why they accessed virtual care, the majority reported that they preferred not to travel (45%), while 27% reported that they

were unable to travel, 27% reported that the services was not available in-person locally, and 9% reported that they preferred to receive service from a provider at another site/community.

Participants were also asked to provide feedback regarding their virtual care appointment. The majority strongly agreed that they received the support that they needed to connect and participate in the virtual care appointment (70%) and that the appointment was effective in meeting their health care needs (98%).

Overall Experience

Respondents were asked if they would recommend the program or service to friends and family and the majority reported probably or definitely yes (92%), 6% reported probably yes, 1% reported probably no, and one individual (0.4%) reported definitely no. Participants were also asked to rate the care received from Community Support on a scale of 0 to 10, where 0 is the worst care possible and 10 is the best care possible. On average, respondents ranked their care at 9.45.

Additional Comments

Positive themes included general overall satisfaction and experiences of high quality care. Respondents used terms such as excellent, tremendous help, efficient, and a positive experience.

A prevalent theme expressed in the survey comments was regarding positive communication and interpersonal dynamics with the health care team. Respondents used terms such as kind, compassionate, friendly, easy to talk to, and professional to describe their health care providers. One individual went as far as to say their LPN has been 'nothing short of a miracle to me'.

While the strong majority of comments were very positive, there was a lesser common theme in the survey responses regarding dissatisfaction with the financial support provided. Individual comments included that financial support was too small to meet needs, that the cutting of coverage for taxi fare has created problems, that funding has not increased to meet the rising cost of living which is create financial difficulty, and that delays in receiving benefits are difficult.

Some individual comments included concerns about needing additional home care hours, long wait times, and a sense of pressure to accept extra services. Another individual suggested enhancing employment supports and programs, as well as recreation programs to support client independence.

Strengths and Opportunities for Improvement

Overall results indicate that Western Health's Community Support program has many significant strengths including the care and communication received from health care providers, the information provided by health care providers, and the providers' privacy and hand hygiene practices.

Opportunities for potential improvement are identified for those questions that have less than 80% of respondents reporting a positive response, as well as from the common themes in respondents' comments.

Regionally, it is recommend that the following areas are explored further to understand the needs of clients and potential needs for practice enhancements:

1. Connecting clients with other supports they needed, such as mental health, spiritual care, and social or recreation opportunities.
2. Utilization of virtual care and/or support provided to clients who are connecting via virtual care.
3. Financial support requirements and/or process enhancements.

Appendix A

Community Support Client Experience Survey

Community Support Client Experience Survey

As a client (or parent/caregiver of a client) who has recently received Community Support services through Western Health, we would like your feedback on your experience.

This survey is also available electronically: www.westernhealth.nl.ca/survey

This survey should take approximately 10 minutes to complete. Your participation in this survey is voluntary and will not affect your health care. All information gathered from this survey will be treated confidentially and will be reported collectively. The results will be shared anonymously with health care providers and leadership to support quality improvement. A summary will also be posted at www.westernhealth.nl.ca by October 2022.

If you have any questions or technical issues with this survey, please contact Tracey Wells-Stratton - Regional Manager, Research & Evaluation by calling (709)784-6801 or emailing traceywells@westernhealth.nl.ca.

Experience surveys provide an anonymous snapshot of the combined experience within the program/area. If you have feedback (concerns or compliments) requiring direct follow-up, please speak with our staff who provided your care or service; speak with their manager, or contact the Client Relations Office by calling the Confidential Client Feedback Line (Toll Free) at 1-833-784-6802 or emailing clientrelations@westernhealth.nl.ca.

We hope that you will take the time to complete this survey. Your participation is greatly appreciated.

INSTRUCTIONS:

- Please answer all the questions based on the Community Support program and services
- Only individuals who are over age 16 years, or parents/guardians of those under 16, should complete this questionnaire.
- Please SKIP any question that is not applicable for your experience, if you are unsure, or if you do not remember the details.

Overall Rating of Service

1. Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate your care from Community Support?

Mark only one oval.

	0	1	2	3	4	5	6	7	8	9	10	
Worst care possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Best care possible

2. Would you recommend this program or service to your friends and family?

Mark only one oval.

- Definitely yes
- Probably yes
- Probably no
- Definitely no

Your Initial Assessment & Care Plan

3. Please answer the following questions about your experience when you (or your child/family member) first started receiving Community Support services. (Please SKIP any questions if they are not applicable, you do not know, or cannot remember the details). Did a service provider:

Mark only one oval per row.

	Yes	No
Talk with you about whether you had the supports you needed?	<input type="radio"/>	<input type="radio"/>
Tell you what care and services you would receive?	<input type="radio"/>	<input type="radio"/>
Talk with you about how to set up your personal space so that you can move around safely?	<input type="radio"/>	<input type="radio"/>
Talk with you about all the prescription and over-the-counter medicines you were taking?	<input type="radio"/>	<input type="radio"/>
Give you information about what do do if you notice changes in your health related to the present issue(s)?	<input type="radio"/>	<input type="radio"/>
Help you connect with other supports you needed, such as mental health, spiritual care, and social or recreation opportunities?	<input type="radio"/>	<input type="radio"/>
Let you know who to contact if you had a problem?	<input type="radio"/>	<input type="radio"/>

Your Care from Health Care Providers

4. Please answer the following questions about your (or your child/family member's) care during the last 2 months. (Please SKIP any questions if they are not applicable, you do not know, or cannot remember the details). How often did health care providers:

Mark only one oval per row.

	Always	Usually	Sometimes	Never
Treat you with courtesy and respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listen carefully to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explain things in a way you could understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seem informed and up-to-date about all the care or treatment you received at home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give you opportunities to ask questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involve you as much as you wanted to be in decisions about your (or your child/family member's) care and treatment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Information & Support

5. In the last 2 months, did you contact the Community Support office to get information or support?

Mark only one oval.

- Yes
 No Skip to question #7

6. When you contacted the office, how long did it take for you to get the information or support you needed?

Mark only one oval.

- Same day
 1 to 5 days
 6 to 14 days
 More than 14 days

The Environment

7. Please answer the following questions about the environment and hand hygiene during your most recent visit (Please SKIP any questions if they are not applicable, you do not know, or cannot remember the details):

Mark only one oval per row.

	Yes	No
Did you feel you had enough privacy?	<input type="radio"/>	<input type="radio"/>
Did your health care provider wash their hands or use hand sanitizer before and after providing your (or your child/family member's) care?	<input type="radio"/>	<input type="radio"/>

8. Where did you receive services?

Check all that apply

- In my own home Skip to question #12
 In a personal care home Skip to question #12
 In a Western Health Facility/office Skip to question #12
 Through virtual care - includes telephone/cellphone or video (computer/laptop, Telehealth unit, or mobile device, such as an iPad/tablet).

Virtual Care Experience

9. What type of virtual care did you receive?

Check all that apply

- Video
- Telephone
- Other: _____

10. Why did you access virtual care?

Check all that apply

- Service not available in-person locally
- Preferred to receive service from a provider at another community/site
- Service available more quickly from another community/site
- Preferred not to travel
- Unable to travel

11. Please indicate your agreement with the following statements regarding the virtual care appointment:

Mark only one oval per row.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I received the support that I needed to connect and participate in the virtual care appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The virtual care appointment was effective in meeting my health care needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

About You (The Client/Service Recipient)

*These questions are asked to better understand the clients that are represented in this survey. If you are completing the survey on behalf of a child/family member, please answer based on their age and health.

12. In which area do you (or your child/family member) live? The Western region is divided into 7 Health Neighbourhoods. These Neighbourhoods are indicated on the map below.



Mark only one oval.

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

13. Please indicate your (or your child/family member's) age:

Mark only one oval.

- 0-15
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+

14. In general, how would you rate your (or your child/family member's) overall health?

Mark only one oval.

- Excellent
- Very good
- Good
- Fair
- Poor

15. In general, how would you rate your (or your child/family member's) overall mental/emotional health?

Mark only one oval.

- Excellent
- Very good
- Good
- Fair
- Poor

16. Please provide any additional comments you would like to share.

This survey is anonymous. Please do not include any identifying information. If you have feedback (concerns or compliments) requiring direct follow-up, please speak with our staff who provided your care or service, speak with their manager, or contact the Client Relations Office at 1-833-784-6802 (Confidential Client Feedback Line) or clientrelations@westernhealth.nl.ca.

Thank you for supporting quality improvement at Western Health!

We're Recruiting Person and Family Centered Care Advisors



Being an Advisor is a way for patients, clients, residents, and families to work in partnership with health professionals to shape policies and programs, and to improve the health care system and services.

- *Have you or a loved one accessed services at Western Health in the last two years?*
- *Are you willing to share your experiences?*
- *Are you looking for a meaningful volunteer opportunity?*

We would like to hear from you!

Western Health is now looking for Person and Family Centred Care (PFCC) Advisors to join the following team:

Community Support Program

**Includes: Home Support, Residential Community Based Care, & Acute Nursing Care*



Contact us today for more information:
709-784-5369 or VolunteerResources@westernhealth.nl.ca
Or visit the Western Health website: westernhealth.nl.ca/pfcc