



# Executive Summary of Results from Community Consultations and Health Services Planning Survey

## Introduction

Receiving feedback, from the communities that we serve, is a key component to understanding health care needs at the community level. It is vital that WAHA collects this type of information in order to continually improve services and make necessary adjustments in our delivery of programs and services. Through the small group discussions, we also took the opportunity to present WAHA's Strategic Goals which generated significant positive discussion and confirmation that WAHA is moving in the right direction. The following pages highlight the responses, concerns and compliments which were expressed through the Health Services Planning Survey and our Community Consultation Sessions. While many of the programs and services scored average to above average, there is always room for improvement especially in the processes within each program and service. A comprehensive list of missing or intermittent services was generated through the responses we received. Lack of professional staff, lack of continuity and consistency in professional staff visits, lack of specialty services and dissatisfaction with the communication around the Medical Travel program are just a few of the themes heard from every Community. These are recurrent themes and have been targeted for improvement in the Strategic Action Plan. The report concludes with the feedback on the preferred site for the location of a new Regional Hospital. The rationale for people's decisions on the site option is included as well.

WAHA appreciates and thanks all those who took the time to respond to the survey and to participate in the Community Consultation sessions and share their thoughts and comments.

## Methodology

WAHA distributed a community-based Health Services Planning survey beginning in July 2013 and collected results up until September 17, 2013.

The survey was distributed via email, mail and was posted on the WAHA website via electronic link. It was also advertised on the radio and referred to in the large posters placed in each Community. All surveys and related material were available in both Cree and English.

The surveys were sent to the following locations: Town of Moosonee, Moose Factory Island, Attawapiskat First Nation, Fort Albany First Nation, Weenusk First Nation (Peawanuck) and Kashechewan First Nation.

In addition, the surveys were also distributed during the community consultations that took place between August 21 to 28, 2013. Prior to the Community Consultations, we received 112 completed surveys. During the Community Consultations we collected another 212 surveys and we received 10 further surveys by mail/fax during the first two weeks of September. This represents a total of 334 completed surveys being received.

### **Data Considerations**

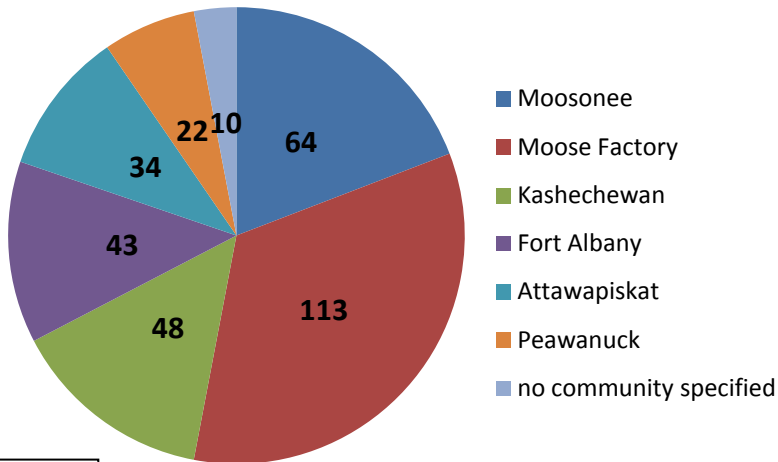
During report development and analysis it was discovered that many participants identified that they did not specify answers to some questions as they did not understand the wording in the question. The translation from English to Cree may have contributed to this confusion or lack of understanding. This may also explain why there were a higher number of “no response” responses for a number of services or departments (unless of course the respondent population had actually not used the services in question). While the “no response” and “did not specify” were included in the data analysis for each question, removal of these non-responses from the analysis actually increases the percentage results for all questions and more accurately reflects the responses of those who actually responded to the question.

## Results

### Number of Surveys Received:

The chart below outlines the number of surveys received per community. To date 334 surveys have been received from all communities.

### Community Survey Response



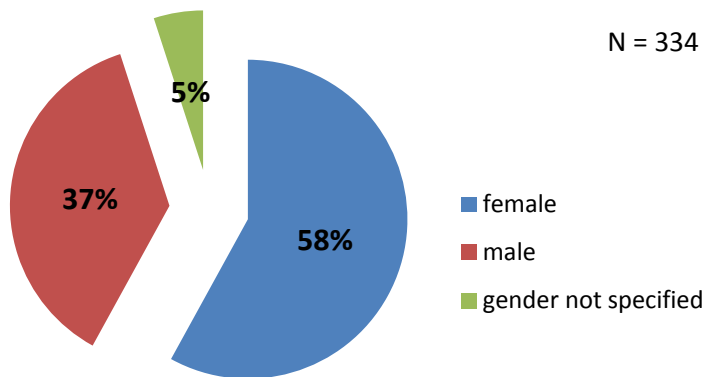
N = 334

- **113** surveys received from Moose Factory
- **64** surveys received from the Town of Mooseonee
- **48** surveys received from Kashechewan First Nation
- **43** surveys received from Fort Albany First Nation
- **34** surveys received from Attawapiskat First Nation
- **22** surveys received from Peawanuck First Nation
- **10** surveys received that did not specify a community

### Gender:

The chart below highlights the number of female to male respondents who participated in the survey. More females than males filled out the health survey.

### Gender

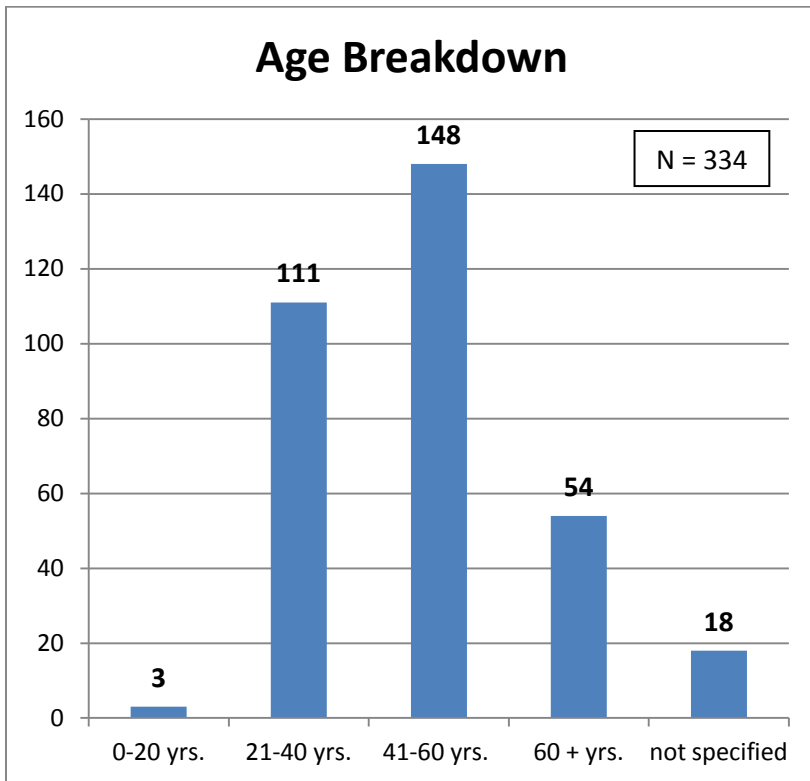


N = 334

- **58%** of the respondents were **female** (192 respondents)
- **37%** of the respondents were **male** (125 respondents)
- **5%** of the respondents did not specify their gender (17 respondents)

### Age Breakdown:

The chart below summarizes the age breakdown for participation within the survey. The age category of 41-60 years had the most respondents, followed by the 21-40 years age group.



- **1%** of the respondents were in the **0-20 years age group** (3 respondents)
- **33%** of the respondents were in the **21-40 years age group** (111 respondents)
- **44%** of the respondents were in the **41-60 years age group** (148 respondents)
- **16%** of the respondents were in the **60 plus years age group** (54 respondents)
- **6%** of the respondents **did not specify** their age group (18 respondents)

### Rating of WAHA Departmental Services and Programs:

In total, WAHA asked for feedback on 20 different programs and services delivered by the organization. Community Ratings for WAHA Programs and Services ranged from excellent, to above average, average, poor or never used the service previously.

### Aging at Home

A majority of the respondents identified that they did not use the services of the aging at home program or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was average, to above average. The remainder identified the service required improvements.

### ***Aging at Home***

- **5%** of the respondents identified the Aging at Home Program as providing **excellent to above average service**.
- **8%** of the respondents identified the Aging at Home Program as providing average service.
- **10%** of the respondents identified the Aging at Home Program as providing poorer service.

- **64%** of the respondents identified they did not use the Aging at Home Program services
- **13%** of the respondents did not specify a response to this question

### ***Breast Screening***

A majority of the respondents identified that they did not use the services of the breast screening program or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was above average to average. The remainder identified that service improvements were required.

- **14%** of the respondents identified the Breast Screening Program as providing **excellent to above average service**.
- **11%** of the respondents identified the Breast Screening Program as providing average service.
- **9%** of the respondents identified the Breast Screening Program as providing poorer service.

- **52%** of the respondents identified they did not use the Breast Screening Program services
- **14%** of the respondents did not specify a response to this question

### ***Community Mental Health Program***

A majority of the respondents identified that they did not use the services of the community mental health Program or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was average to above average. The remaining identified the service requires improvements.

- **10%** of the respondents identified the Mental Health Program as providing **excellent to above average service**.
- **15%** of the respondents identified the Mental Health Program as providing average service.
- **18%** of the respondents identified the Mental Health Program as providing poorer service.

- **45%** of the respondents identified they did not use the Mental Health Program services
- **12%** of the respondents did not specify a response to this question

## Dental Services

A majority of the respondents identified that the dental services were average to above average. The remainder identified the need for service improvements.

- **19%** of the respondents identified dental services as providing excellent to above average service.
- **33%** of the respondents identified dental services as providing average service.
- **28%** of the respondents identified dental services as providing poorer service.

- **12%** of the respondents identified they did not use dental services
- **8%** of the respondents did not specify a response to this question

## Diabetes

A majority of the respondents identified that they have not used the services of the diabetes program or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was average to above average. The remaining identified the service requires improvements.

- **19%** of the respondents identified diabetes department as providing excellent to above average service.
- **21%** of the respondents identified diabetes department as providing average service.
- **11%** of the respondents identified diabetes department as providing poorer service.

- **38%** of the respondents identified they did not use diabetes department services
- **11%** of the respondents did not specify a response to this question

## Diagnostic Imaging (x-ray/ultrasound)

A majority of the respondents identified that the diagnostic imaging services were average to above average. The remainder identified service improvement requirements.

- **27%** of the respondents identified diagnostic imaging services as providing excellent to above average service.
- **28%** of the respondents identified diagnostic imaging services as providing average service.
- **17%** of the respondents identified diagnostic imaging services as providing poorer service.

- **20%** of the respondents identified they have not used diagnostic imaging services
- **8%** of the respondents did not specify a response to this question

### ***Dialysis / Renal Unit***

A majority of the respondents identified that they did not use the services of the dialysis program or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was above average to average. The remaining identified the service requires improvements.

- **7%** of the respondents identified the dialysis unit as **providing excellent to above average service.**
- **6%** of the respondents identified the dialysis unit as providing average service.
- **5%** of the respondents identified the dialysis unit as providing poorer service.

- **66%** of the respondents identified they did not use dialysis unit services
- **16%** of the respondents did not specify a response to this question

### ***Emergency Department (ED)***

A majority of the respondents identified that the emergency department services were average to above average. The remaining identified service improvements were required.

- **25%** of the respondents identified the ED as **providing excellent to above average service.**
- **35%** of the respondents identified the ED as providing average service
- **19%** of the respondents identified the ED as providing poorer service

- **13%** of the respondents identified they did not use emergency department services
- **8%** of the respondents did not specify a response to this question

### ***Family Medicine Clinic***

A majority of the respondents identified that the family medicine clinic services were average, to above average and excellent. The remainder identified that service improvements were required.

- **26%** of the respondents identified the family medicine clinic as **providing excellent to above average service.**
- **35%** of the respondents identified the family medicine clinic as providing average service.
- **18%** of the respondents identified the family medicine clinic as providing poorer service.

- **12%** of the respondents identified they did not use family medicine clinic services
- **9%** of the respondents did not specify a response to this question

### ***Inpatient Department***

A larger portion of the respondents identified that they have not used the services of the Inpatient Department or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was average to above average. The remaining indicated the service requires improvements.

- **16%** of the respondents identified the inpatient department as **providing excellent to above average service.**
- **23%** of the respondents identified the inpatient department as providing average service.
- **15%** of the respondents identified the inpatient department as providing poorer service.

- **33%** of the respondents identified they have not used the inpatient department services
- **13%** of the respondents did not specify a response to this question

### ***James Bay Ambulance Service***

A portion of the respondents identified that they did not use the James Bay Ambulance Service or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was excellent, to above average and average. A smaller proportion identified the service requires improvements.

- **30%** of the respondents identified the ambulance service as **providing excellent to above average service.**
- **22%** of the respondents identified the James Bay Ambulance Service as providing average service.
- **12%** of the respondents identified the James Bay Ambulance Service as providing poorer service.

- **27%** of the respondents identified they have not used the James Bay Ambulance Service
- **9%** of the respondents did not specify a response to this question

### ***Laboratory Services***

A majority of the respondents identified that the laboratory services were average to above average. The remaining identified the service requires improvements.

- **25%** of the respondents identified the lab service as **providing excellent to above average service.**
- **33%** of the respondents identified the laboratory services as providing average service.
- **22%** of the respondents identified the laboratory services as providing poorer service.

- **12%** of the respondents identified they did not use the laboratory services
- **8%** of the respondents did not specify a response to this question



### ***Non-Insured Health Benefits (NIHB)***

A portion of the respondents identified that they did not use the services of the NIHB program or they did not provide a response to this question. Of those who used the service some of the respondents identified that the service was average, with some identifying the service as being above average and excellent. A larger portion identified the service required improvements.

- **11%** of the respondents identified NIHB service as **providing excellent to above average service.**
- **22%** of the respondents identified the non-insured benefits department as providing average service.
- **27%** of the respondents identified the non-insured benefits department as providing poorer service.

- **28%** of the respondents identified they did not use non-insured benefits department services
- **12%** of the respondents did not specify a response to this question

### ***Occupational Therapy (OT)***

A majority of the respondents identified that they did not use OT services or they did not provide a response to this question. Of those who used the service respondents identified that the service was average, to above average. A smaller proportion identified the service requires improvements.

- **14%** of the respondents identified the OT service as **providing excellent to above average service.**
- **15%** of the respondents identified the occupational therapy department as providing average service.
- **8%** of the respondents identified the occupational therapy department as providing poorer service.

- **49%** of the respondents identified they did not use occupational therapy services
- **14%** of the respondents did not specify a response to this question

### ***Operating Room/Surgery (OR)***

A portion of the respondents identified that they have not used the services of the OR department or they did not provide a response to this question. Of those who used the service, half identified that the service was average, to above average, and excellent. The remainder identified the service requires improvements.

- **25%** of the respondents identified the OR service as **providing excellent to above average service.**
- **25%** of the respondents identified the OR department as providing average service
- **11%** of the respondents identified the OR department as providing poorer service.

- **30%** of the respondents identified they have not used OR department services
- **9%** of the respondents did not specify a response to this question

### **Physiotherapy (PT)**

A larger portion of the respondents identified that they did not use physiotherapy services or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was excellent to above average, and average. The remaining identified the service requires improvements.

- **22%** of the respondents identified the PT service as **providing excellent to above average service.**
  - **15%** of the respondents identified the PT service as providing average service.
  - **12%** of the respondents identified the PT service as providing poorer service.
- **40%** of the respondents identified they did not use physiotherapy department services
  - **11%** of the respondents did not specify a response to this question

### **Social Work**

A majority of the respondents identified that they did not use social work services or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was average to above average. The remaining identified the service requires improvements.

- **7%** of the respondents identified the social work services as **providing excellent to above average service.**
  - **15%** of the respondents identified the social work services as providing average service.
  - **11%** of the respondents identified the social work services as providing poorer service.
- **53%** of the respondents identified they did not use social work services
  - **14%** of the respondents did not specify a response to this question

### **Specialty Clinics**

A larger portion of the respondents identified that they did not use specialty clinic services or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was average to above average. The remaining identified the service requires improvements.

- **16%** of the respondents identified the specialty clinics as **providing excellent to above average service.**
  - **25%** of the respondents identified the specialty clinics department as providing average service.
  - **14%** of the respondents identified the specialty clinics department as providing poorer service.
- **33%** of the respondents identified they did not use specialty clinic department services
  - **12%** of the respondents did not specify a response to this question

### Telemedicine

A majority of the respondents identified that they did not use telemedicine services or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was average, to above average, and excellent. A smaller number identified the service requires improvements.

- 17% of the respondents identified the telemedicine service as **providing excellent to above average service.**
- 18% of the respondents identified the telemedicine department as providing average service.
- 9% of the respondents identified the telemedicine department as providing poorer service.

- 43% of the respondents identified they did not use telemedicine department services
- 13% of the respondents did not specify a response to this question

### Traditional Healing Program (THP)

A majority of the respondents identified that they did not use traditional healing program services or they did not provide a response to this question. Of those who used the service a majority of the respondents identified that the service was average to above average and excellent. The remaining identified the service requires improvements.

- 14% of the respondents identified the THP as **providing excellent to above average service.**
- 15% of the respondents identified the THP as providing average service.
- 8% of the respondents identified the THP as providing poorer service.

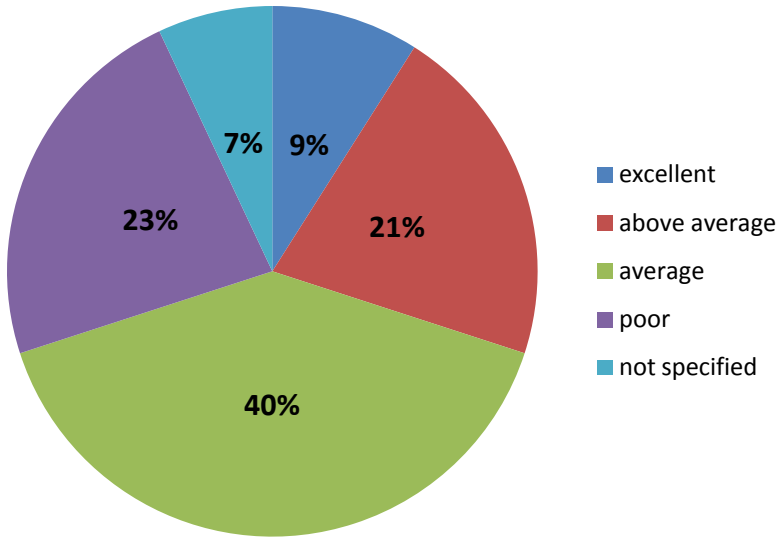
- 49% of the respondents identified they did not use THP services
- 14% of the respondents did not specify a response to this question

### Overall Service:

**Based on your experience, please provide us with your thoughts on the overall service that WAHA provides to clients and patients.**

A majority of the respondents identified that WAHA's overall services were average, to above average and excellent. Representing 70% of responses received. 7% of the respondents did not specify a response to this question.

## Overall Service



• **70%** of respondents stated that WAHA provided excellent to average service, overall.

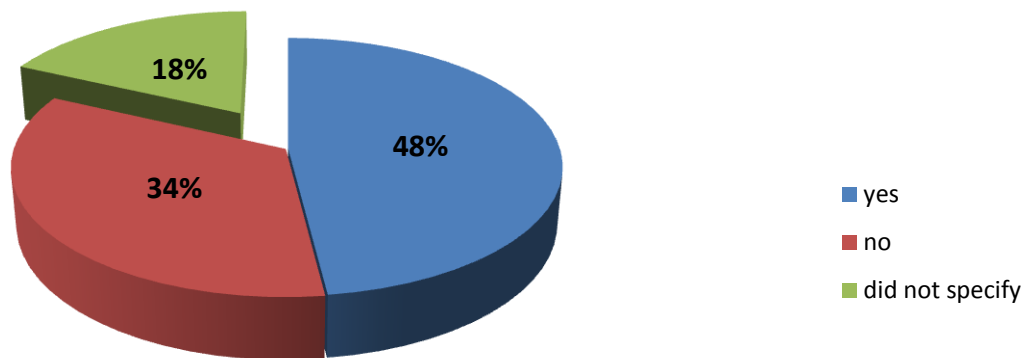
N=334

- Overall 30% of the respondents stated that they felt WAHA provided excellent to above average service (100 respondents)
- 40% of the respondents stated that they felt WAHA provided average service (133 respondents)
- 23% of the respondents stated that they felt WAHA provided poor service (76 respondents)
- 7% of the respondents did not specify a response to this question (25 respondents)

### Quality Care:

In your opinion, does WAHA provide quality care?

## Quality Care



- 48% of the respondents stated “yes” that they felt WAHA provided quality care (159 respondents)
- 34% of the respondents stated “no” they did not feel that WAHA provided quality care (113 respondents)
- 18% of the respondents did not specify a response to this question (62 respondents)

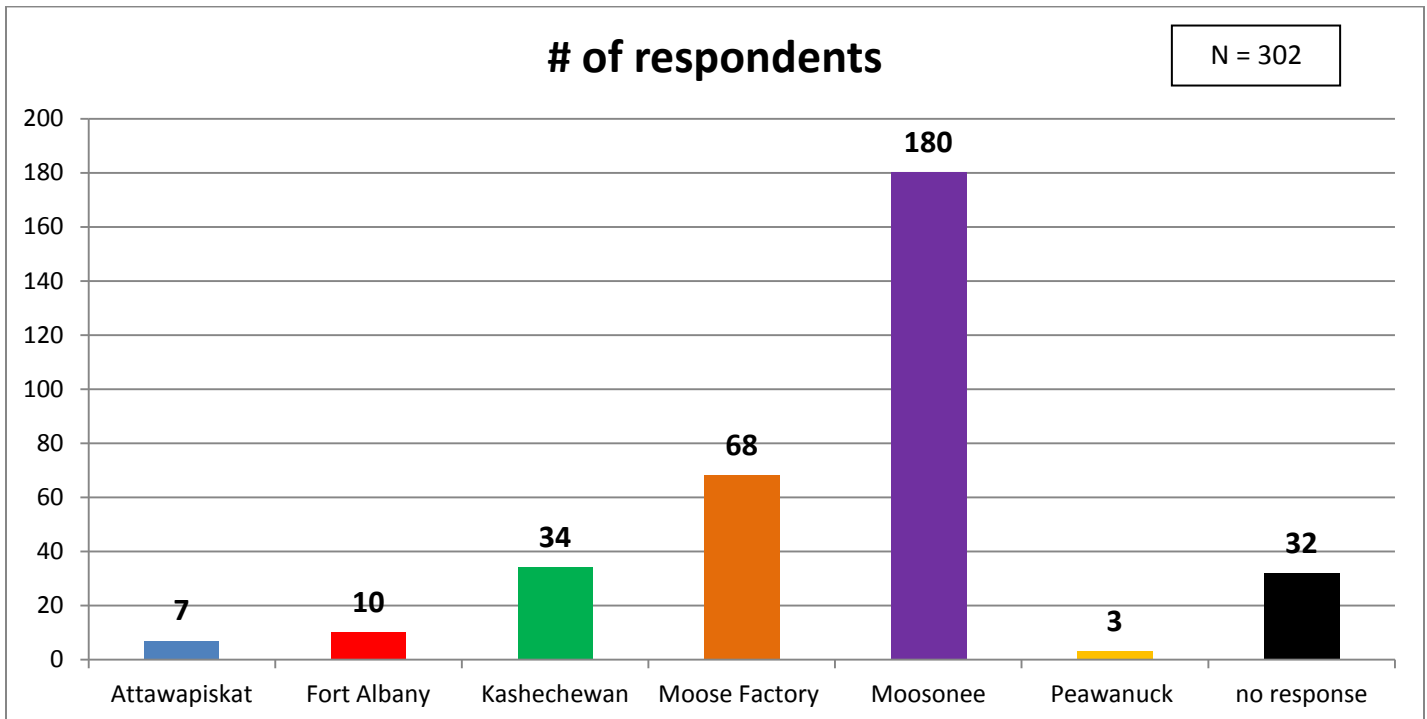
### Health Service Availability:

#### Are there health services that you or your family need that are not available in your community?

- 59% of the respondents stated “yes” there are health services that are not available in their community (198 respondents)
- 26% of the respondents stated “no” to this question (86 respondents)
- 15% of the respondents did not specify a response to this question (50 respondents)

### Regional Hospital Location:

#### Where do you think the new regional hospital should be built?



- 302 respondents, of the 334 questionnaires received, responded to this question:
- 60% of the respondents identified the Town of Moosonee for the location of the new regional hospital (180 respondents)
- 22.5 % of the respondents identified Moose Factory for the location of the new regional hospital
- 11.5% of the respondents identified Kashechewan for the location of the new regional hospital
- 3% of the respondents identified Fort Albany for the location of the new regional hospital
- 2% of the respondents identified Attawapiskat for the location of the new regional hospital
- 1% of the respondents identified Peawanuck for the location of the new regional hospital
- 10% of the total respondents did not specify a response to this question

The overwhelming majority of respondents, which was consistent with the feedback received at the Community Consultation sessions, clearly indicated the new health care campus must be on the mainland and specifically in Moosonee with its air and rail transportation links.

## Discussion

Upon review of the written comments received and the discussions at the Consultation Sessions, several themes emerged. Highlighted below is a summary of issues presented and discussed.

### Transportation

- Appointment bookings and travel coordination through non-insured health benefits is an on-going concern. Patients require more notification of appointment bookings and travel logistics.

### Customer Service – Medical Travel and Family Practice Unit

- WAHA needs to work on customer service relations with the NIHB staff in order to improve relations with patients.
- WAHA staff needs to return messages in a more timely fashion. Community members prefer speaking to an individual rather than an automated phone system.
- Patients have difficulty booking appointments and receiving follow up phone calls for confirmation of scheduled appointments.

### Dentistry

- Consistency in dental clinics required. It is difficult to get access to appointments in a timely fashion. Outreach to coastal sites needs to increase for dental services, especially for children.

### Mental Health

- Mental health workers need to be in each of the communities.
- Better treatment programs are required.
- Services to respond to a crisis need to be enhanced.
- Psychiatry services need to be consistent for the whole region.

### Infection Control

- Cleanliness of the facilities needs to be maintained.

### Cultural Awareness and Sensitivity

- Front line workers need to be open to listening and working with the patient to identify the problem area. Patients cannot feel like they are rushed.
- Cultural sensitivity and awareness training is important for front line providers.

### Communications

- WAHA needs to do more promotional outreach and communications with community members.

### Emergency Department

- Triage services required in emergency department.

## Human Resources and Qualified Personnel

- Medical Doctors or Nurse Practitioners should be in each of the communities to help aid with continuity of care.
- Doctors need to listen more to patient concerns and conduct follow-up/referrals to other health care professionals, rather than sending patients' home sick.
- Lack of experienced workers especially in the coastal sites. Large turnovers thereby decreasing the continuity of care.
- High staff turnovers
- Too many locum doctors – patients are falling through the cracks – continuity of care.
- WAHA should be placing new graduates and new workers with seasoned, experienced nurses (mentoring).
- Recruitment and retention strategies are required to maintain qualified staff.

## Accessibility

- Facilities need to be accessible. Accessible vans, boats, planes and docks are required to ensure patient safety.

## Volunteers

- Creation of a volunteer base would be helpful for patients and staff.

## Status vs. Non-Status Individuals

- Access to service is perceived as different.

## ***Health Service Availability: are there health services that you or your family need that are not available in your community?***

The services that community members felt that they did not have adequate access to were are as follows:

- Optometry
- Chiropractor
- Eating disorder treatment
- Full-time ultrasound, x-ray, MRI and CT Scan services
- 24 hr. Walk-in clinic
- Massage therapy
- Cree language translators and medical interpreters (24/7 access)
- Speech therapy
- Year round access to dentistry in all communities (daily)
- Physiotherapy in each community
- Long-term care facility
- Chiropody
- Allergy testing
- Public health (prevention and promotion)
- Gerontology services
- Dermatology
- Cancer treatment services – fully staffed unit
- Pediatric services

- ENT
- Gynecology
- Bone specialist
- Maternal programs – healthy babies/health children/ neonatal classes

#### Site Location

- The most popular location, selected by survey respondents, was the Town of Moosonee.

#### *Most Common Reasons Identified*

- Easier access to transportation
- More cost effective (shipment and delivery of goods)
- Closer to the airport and train station
- Transfers and medevacs would be easier
- Would reduce the reliance on choppers
- Decreased transportation costs
- Decreased risk of flooding
- Unpredictable river conditions provide increased risk and injury, especially to the elderly, infirm, sick and those recovering from surgery or treatments.

### Next Steps

WAHA wants to thank all those community members who took the time to fill out the Health Services Planning Survey and to those who were able to participate in the consultation sessions in their Communities. Your feedback is important to us. WAHA will use the information collected to assist with our strategic and capital planning efforts for the region. The WAHA Board of Directors will use this information to support their decision-making in the capital planning process, to reinforce the Strategic Goals for the Corporation and to ensure Quality Improvement processes are in place for all of our programs and services.

It was clear from the consultation process that the Communities wished to see WAHA in their Communities more frequently and every effort will be made to schedule return visits at least every six months.

As promised for Phase 3 of the consultation process, each Chief, Mayor and Councils will receive a copy of the raw data report for their respective Community, the report where No Community was identified by respondents and a copy of this Executive Summary. An offer will be made to have the report presented in person and/or electronic copies will be sent to each Band and Municipal Office. The Executive Summary will also be posted on the WAHA website for anyone to access.

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