

# Public Engagement: Community Health Assessment Surveys in Eastern, Central and Western Health

## Objective

To assess health service delivery and health-related needs of the populations of Eastern Health (EH), Central Health (CH), and Western Health (WH).

## Practice Points

1. EH has ten primary health care service areas, CH has nine, and WH has seven.
2. A provincial Community Health Assessment survey was developed to assess health service delivery and health-related needs.

## Data

In 2019, in EH there were 4,094 respondents to Community Health Assessment surveys, and in CH and WH there were 1,254 and 1,471 respondents, respectively. Labrador-Grenfell Health (LGH) performed assessments differently, and data from LGH will be provided in the next summary.

## Results

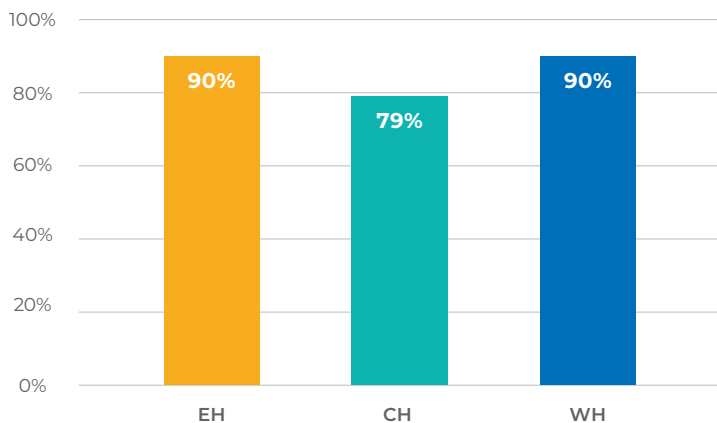


Figure 1A. Per Cent of Respondents With a Regular Family Physician or Nurse Practitioner by RHA

- The per cent of respondents with a regular family physician (FP)/nurse practitioner (NP) varied by RHA.
- In EH, the per cent of respondents with a FP/NP varied by region. The rate ranged from 72% in St. Mary’s Bay to 98% in the Clarenville area.

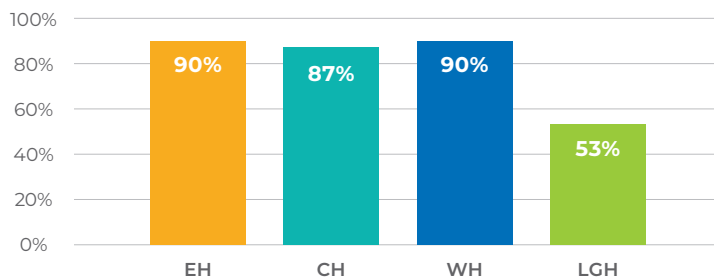


Figure 1B. Per Cent of Population With a Regular Health Care Provider by RHA Reported by the Canadian Institute for Health Information (CIHI)

- CIHI reported that 87% of NL’s population had a regular health care provider, compared to Canada’s rate of 85%.
- By far, the lowest rate occurred in LGH.

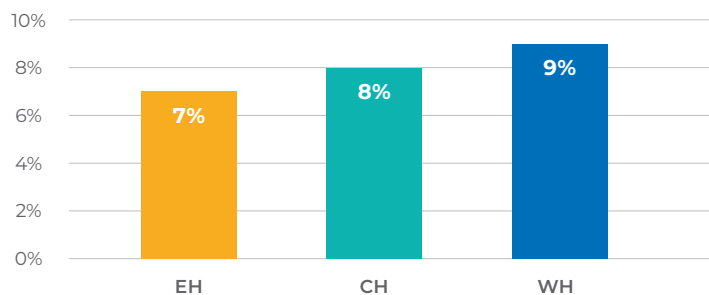


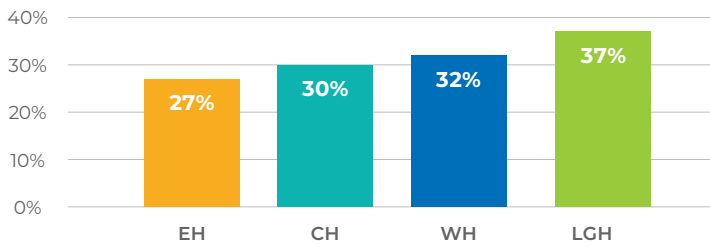
Figure 2. Per Cent of Respondents Dissatisfied With Their FP/NP by RHA

- Less than 10% were dissatisfied with their health care provider (HCP).

Table 1. Top Five Reasons for Dissatisfaction with FP/NP (%) in EH, CH and WH

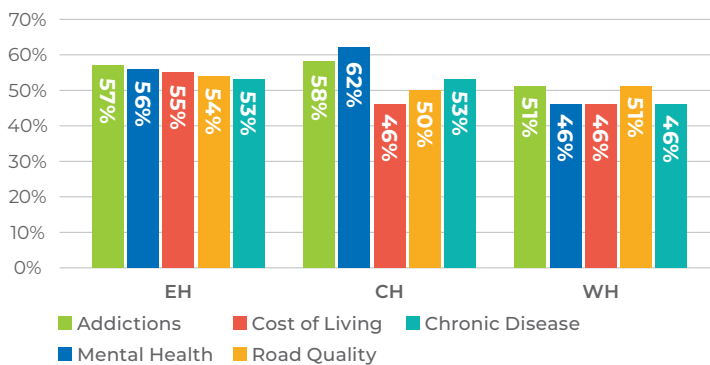
Top Five Reasons for Dissatisfaction with FP/NP	EH% (N=245)	CH% (N=103)	WH% (N=119)
Wait list for appointment too long	57	54	53
Wait time in clinic too long	37	36	23
No trust or confidence in HCP	37	50	47
No chance to ask questions	27	28	22
Inconvenient hours of service	20	18	21

- Of the small proportion of respondents who were dissatisfied with their HCP, three of the top five reasons concerned access, and two were related to the HCP’s practice.



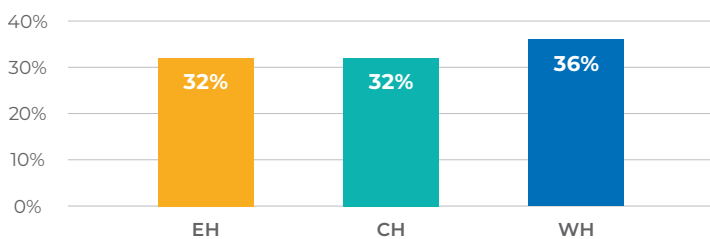
**Figure 3. Percentage of Respondents Unable to Access Health Care Services in the Past 12 Months by RHA**

- Per cent of respondents unable to access health care services in the past 12 months ranged from 27% in EH to 37% in LGH.



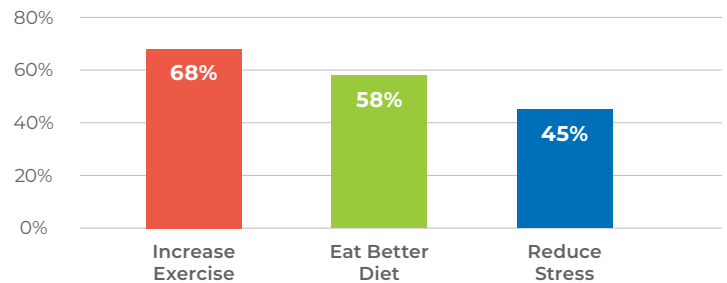
**Figure 4. Top Five Areas/Issues of Concern in the Community by RHA**

- In addition to addictions and mental health, cost of living, road quality and chronic disease, the next five areas/issues of concern included distracted driving, bullying, unemployment, seniors' resources and food security.
- Emergency services were among the top five most commonly identified areas of greatest concern in Bonavista Peninsula, Southern Shore and St. Mary's Bay.

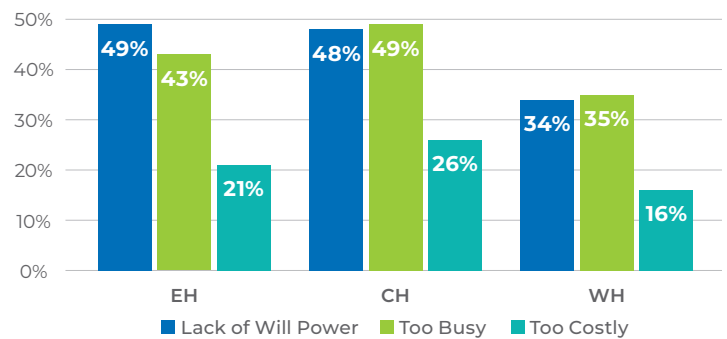


**Figure 5. Per Cent of Respondents Satisfied With Health and Wellness Resources by RHA**

- In EH, rate of satisfaction varied from 22% in St. Mary's Bay, 23% in Trinity/Conception Bay North, to 41% on the Burin Peninsula.



**Figure 6. Top Three Health-related Personal Improvements Noted by Respondents in NL**



**Figure 7. Barriers to Increasing Physical Activity Noted by Respondents**

## Conclusions

- The per cent of respondents that did not have a regular FP/NP varied by RHA and by primary health care area.
- A low per cent of respondents were dissatisfied with their HCP.
- CIHI reported that 13% of NL's population were without a regular HCP and the Newfoundland and Labrador Medical Association (NLMA) reported it as 17%.
- 30% of respondents were unable to access health services in the past year, with the highest rate in LGH.
- Among the areas of concern, the top two were addictions and mental health.
- A minority of respondents were satisfied with health and wellness resources.
- Although the majority identified more exercise and a better diet for personal health-related improvements, the barriers to achieving these appear difficult to surmount (lack of will power, too busy, too costly).