

Public Engagement: Themes Arising From Electronic Communication Between the Public and Health Accord NL (Engagement Series #1)

Objective

To provide a summary of social and health system themes in public engagement using the Health Accord NL website and email.

Practice Points

1. Health Accord NL is committed to public engagement on the strategies that could be undertaken to improve health in NL. In Phase 1, this engagement has included virtual town halls and various other types of electronic communication.
2. Adverse health outcomes are more the result of social determinants of health (SDH) than the health system, but health spending is far higher than social spending.
3. Having completed the first two phases of public engagement and to discuss the directions envisaged for improvement in both the social and health systems, Health Accord NL plans two further phases of public engagement on implementation.
4. The third engagement series will inform the draft final report and occur during the Jun – Aug 2021 timeframe. Engagement will occur focused on a framework for change and potential actions.
5. The fourth and final engagement series will occur in the Sept – Nov 2021 timeframe and focus on ensuring “we got it right” so that the implementation plan in the final report is reflective of the change that needs to occur to improve the health of the people of the province.

Data

- During Dec 2020 and the first two weeks of Jan 2021, Health Accord NL received 38 emails and 33 contributions to the website.
- Themes were classified as related to the SDH, access to the health system and health system performance. However, some comments were of a general nature and were not classifiable.

Results

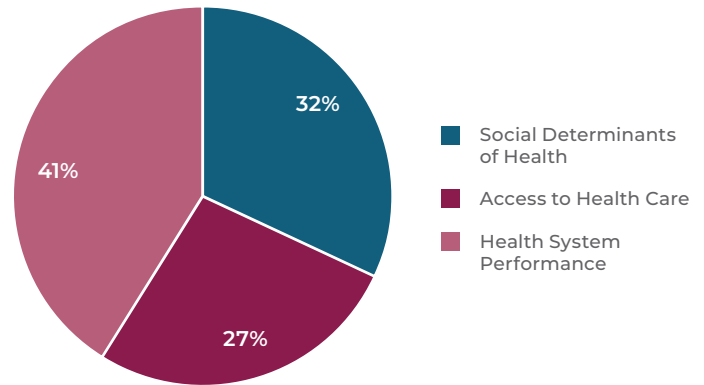


Figure 1. The Relative Contribution of Social and Health Themes Arising From Electronic Communication With the Public

- Comments were roughly equally distributed across the themes of social determinants of health, access to the health system, and health system performance.

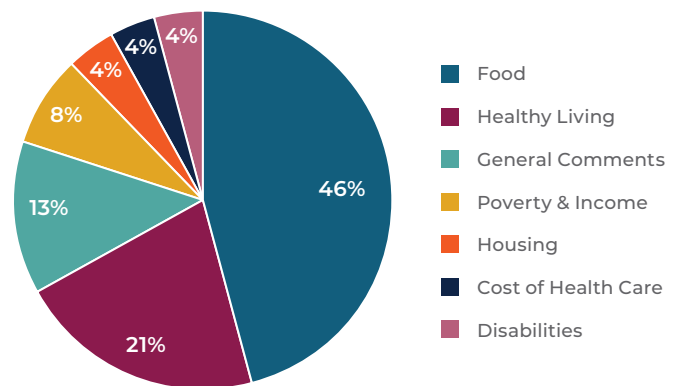


Figure 2. Themes Arising From Email or Website Contributions Related to the Social Determinants of Health

- The dominant themes concerning the SDH were food (which included food security, education on healthy food choices and growing produce locally) and healthy living.

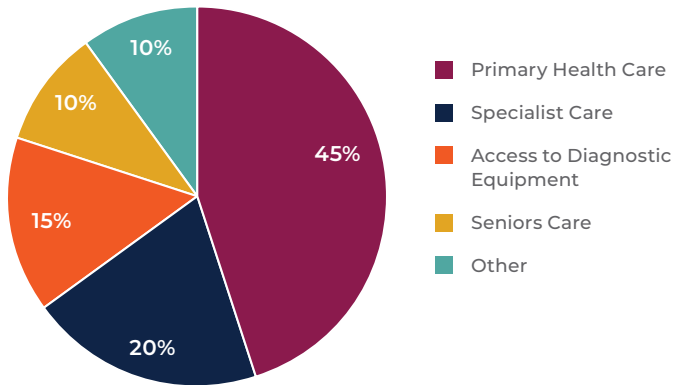


Figure 3. Sub-Themes Arising From Email or the Website Related to Health System Access

- The major sub-themes concerning health system access were access to primary health care, specialists and diagnostic equipment.

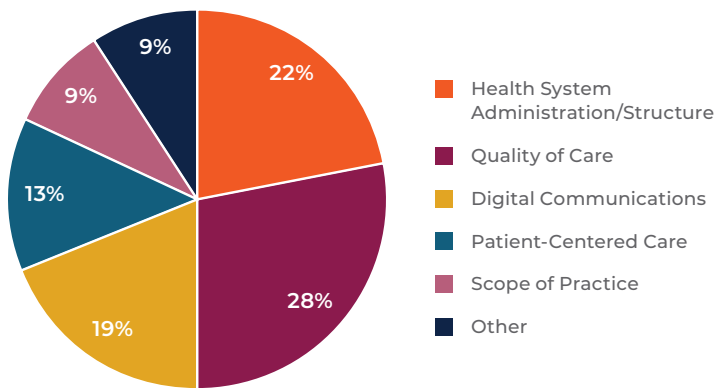


Figure 4. Sub-Themes Arising From Email or Website Related to Health System Performance

- The themes arising from email/website communications on health system performance concerned ways of improving health system performance through improved health system administration/structure, improved quality of care, digital communications, patient-centered care, providers working to the full scope of their practice, and seniors care.

Conclusions

1. Electronic communications from the public confirmed conclusions arising from the questions asked and comments made on surveys at the virtual town halls: the importance of the SDH and the need for change in the health system through better access and improved health system performance.
2. The recognition of the need for improvements to health system administration/structure, team-based care, use of digital communication, improved quality of care, the need for patient-centered care, health providers working to the full scope of their practice and seniors care was evident.