

Public Engagement: Themes Arising From Questions and Comments at Health Accord NL Virtual Town Halls (Engagement Series #1)

Objective

To provide an overview of the themes arising from questions asked and comments provided on surveys at the virtual town halls.

Background

In Dec 2020, ten town halls were organized in ten regions of the province using virtual technology; each meeting was attended by in the range of 23–125 people. Following a 20-minute presentation on Health Accord NL, questions were asked by attendants using the Question and Answer or Chat function, with people being unmuted to ask their question. The regions were the areas around Happy Valley-Goose Bay, Labrador City, St. Anthony, Corner Brook, Port aux Basques, Grand Falls-Windsor, Gander, Clarenville-Burin-Bonavista, Carbonear-Placentia, and St. John’s.

In addition, attendees were asked to complete a survey online with questions and space for comments.

In Labrador City, some attendees forwarded the surveys to other members of their community. In themes biased by the different method used in Labrador City, we note the differences.

Themes were classified as related to the social determinants of health (SDH) or the health system. The health system themes were classified as related to access and system performance.

Results

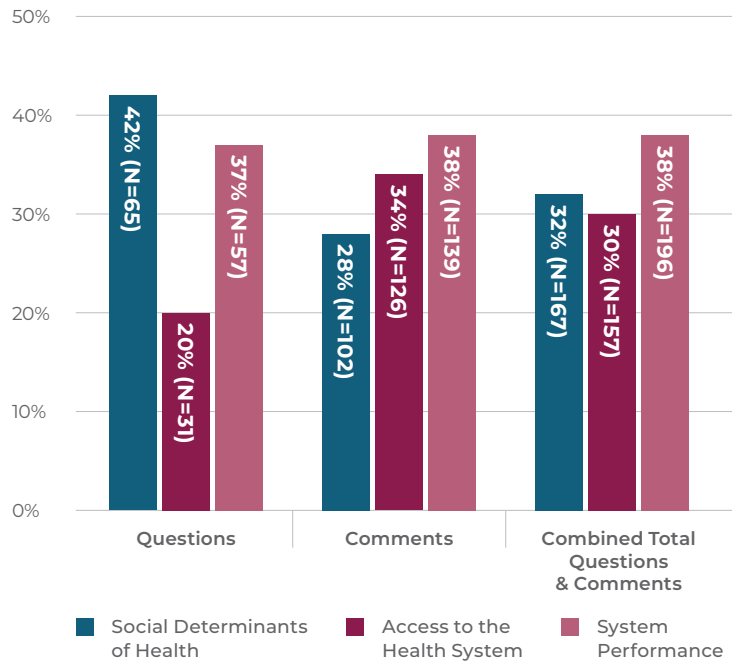


Figure 1. The Major Themes Arising From the Questions Asked and Comments Made in the Surveys

- Sixty-five of the 153 (42%) comments made during the town hall concerned the SDH, as did 102 of the 367 (28%) comments made in the surveys.

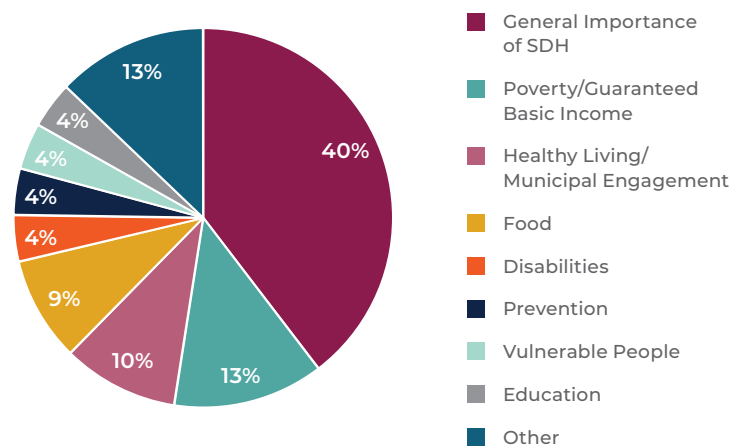


Figure 2. Themes Associated With the Social Determinants of Health Arising From Questions Asked (N=65) and Survey Comments (N=102)[#]

[#] An additional 11 comments were made on cost of transport/health by survey respondents from Labrador City; 24% of SDH themes in the survey were from this region

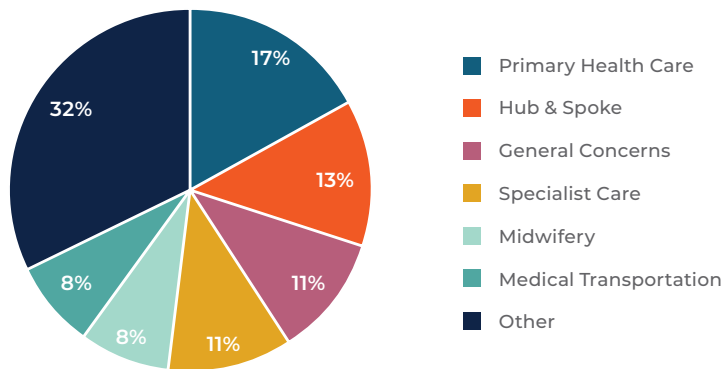


Figure 3. The Major Sub-Themes Identified on Access to the Health System From Questions Asked and Comments Made in the Surveys[#]

[#] In Labrador City, of 131 comments provided on the surveys, 24 (18%) were about primary care access

- The major sub-themes associated with access to the health system were access to primary care, a better hub-and-spoke model, access to specialty care, midwifery, seniors care and medical transportation.

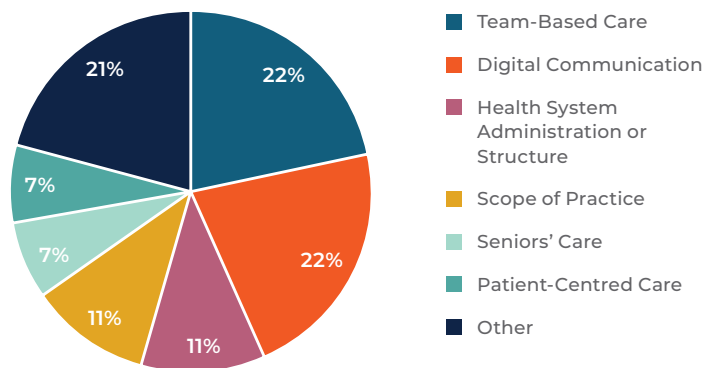


Figure 4. The Major Sub-Themes Identified on Health System Performance From Questions Asked and Comments Made in Surveys

- The major sub-themes on health system performance included team-based care, provision of digital communication, improvements to health system structure or administration, health providers working to their full scope of practice, and seniors care.
- In addition to the numbers provided above, there were 98 comments that were deemed as “Miscellaneous” — 32 were from the Questions section of the town hall and 66 were included in the Comments section of the survey. These were generally comments on Task Force processes or statements of appreciation that the work was underway.

Conclusions

1. Analysis of the virtual town hall questions and comments revealed residents’ of the province desire for change in both SDH and in the health system.
2. In addition to the general importance of SDH, major themes identified included poverty, healthy living and food, which included food security, education on healthy food choices and ability to grow food.
3. For the health system, the major themes concerned improving access and better health system performance.
4. The major sub-themes on health system performance were progressive and reflected themes discussed by the strategy committees.