

PENDER ISLANDS HEALTH CARE SURVEY RESULTS

INTRODUCTION **Helping plan health services on the Penders!**

Here are the results of the Health Care Survey filled out by Pender Island residents this spring. The data from this survey will be used to help create a "Health Plan for the Penders". This health plan will help ensure that the viewpoints of residents are heard and acted on by the Pender Islands Health Care Society and the Vancouver Island Health Authority.

THE PROCESS **An excellent community response!**

24 volunteers delivered the questionnaire to a random selection of Island residents. 1 out of every 4 households was chosen. Response was **89%** from those residents contacted. 202 households completed the survey. As well an additional 100 households sent in or dropped off completed surveys. This represents 22% of all households on Pender Island.

| | SURVEY | CENSUS | | SURVEY | CENSUS | | SURVEY | CENSUS |
|-------------|--------|--------|-------------|--------|--------|-------------------|--------|------------|
| SEX: | | | AGE: | | | RESIDENCY: | | |
| Male | 46% | 50% | 0- 19 | 07% | 13% | Full-time | 95% | not avail. |
| Female | 54% | 50% | 25 -34 | 05% | 12% | Part Time | 05% | not avail. |
| | | | 35-54 | 21% | 25% | | | |
| | | | 55 plus | 67% | 50% | | | |

HEALTH UTILIZATION AND SATISFACTION

NEED LAST YEAR:

The top 12 services with the % of residents who needed each service.

| | | | | | | | |
|----------------|-----|---------------|-----|-----------------|-----|-----------------|-----|
| Physician (GP) | 74% | Lab Testing | 59% | Optometrist | 34% | Physiotherapist | 22% |
| Pharmacist | 65% | Medical Spec. | 48% | X-Ray Screening | 28% | Mammography | 19% |
| Dentist | 59% | Flu Shots | 42% | Physician (ET) | 25% | Chiropractor | 16% |

AVAILABILITY OF SERVICES:

68% of all services were accessed On-Island and 32% were not available or accessed Off-Island. The top 12 services that had to be accessed Off-Island (% of responses that used the service Off-Island last year, rather than On-Island or did not respond).

| | | | | | | | |
|--------------------|-----|------------------|-----|---------------|-----|------------------|-----|
| Hospital Care | 96% | Hear/Speech Test | 86% | Podiatrist | 54% | Emergency Evac. | 38% |
| Medical Specialist | 96% | Hospital Emerg. | 82% | Optometrist | 40% | Vaccin./Immuniz. | 29% |
| X-Ray Screening | 89% | Dental Educ. | 57% | Acupuncturist | 39% | Mammography | 29% |

CONVENIENCE OF SERVICES:

All services provided on island were judged to be convenient by at least 97% of the respondents and usually 100%.

The following services that had to be accessed Off-Island were judged to be inconvenient by the % indicated:

| | | | | | | | |
|----------------|-----|-------------------|-----|------------------|-----|------------------|-----|
| Naturopath | 67% | Massage Therapist | 50% | Fitness Programs | 50% | Dental Education | 38% |
| Physician (GP) | 62% | Vaccin./Immuniz. | 50% | Physician (ET) | 44% | Podiatrist | 33% |
| Acupuncturist | 60% | Hear./Speech Test | 50% | Physiotherapist | 40% | Dentist | 31% |

SATISFACTION WITH SERVICES:

All services had a rating much above average. Services provided On-Island on a regular basis have a higher satisfaction rating. Services with a low satisfaction rating tend to be counseling and testing services, provided on the Island on a limited basis, and with decreasing support provincially. They include Family Enhancement Counseling, Crisis Counseling, Alcohol and Drug Counseling, Psychiatric Counseling, Nutrition Counseling, and Hearing/Speech Testing. As well there were 16% who expressed dissatisfaction with Off-Island Hospital Emergency Care.

Islanders expressed greatest satisfaction with the following 20 services:

| | | | |
|------------------------------|-------------------|------------------------------|----------------------------|
| Volunteer Drivers | Pharmacist | Lab Blood Testing | X-Ray Services |
| Income Tax Preparation | Dentist. | Physician (Emerg. Treatment) | Massage Therapy |
| Flu Shots | Jin Shin Do | Optometrist | Acupuncture |
| Mammogram Testing | Chiropractor | Naturopath | Physiotherapist |
| Other (Reiki, Yoga, Tai Chi) | Ambulance Service | Hospital Care | Physician (General Pract.) |

EXCEPTIONAL AND NOT SO EXCEPTIONAL SERVICE:

26% of the respondents complimented the quality of services provided and provided examples last year of exemplary service. Over 50% of these complimented the physicians and support staff. 25% complimented other practitioners including dentist, community nurses, physiotherapist, massage therapist, chiropractor, naturopath, lab blood testing, loan cupboard, and crisis intervention. The rest of the responses were general praise such as "excellent services", "we are satisfied".

16% of the respondents suggested improvements in service delivery. Over 60% of these were requests to increase the number of doctors or add a nurse practitioner, in order to reduce waitlists and wait times to see the physicians. There were scattered comments about difficulty in getting prompt appointments with some of the part-time practitioners, and a number of complaints about the quality of hospital and emergency room care.. Most of these concerns are reiterated in the Section "Changes Required".

RATING THE SERVICES

PRIORITY OF SERVICES:

The top 21 services to provide based on descending order. (95% of the respondents completed this section)

Rating of Services (From the fill-in list provided)
(Ratings range from high of 5.00 to low of 1.00)

| | | |
|---------------------------------|-----|-------|
| Physician (Emergency Treatment) | 4.2 | (1)* |
| Physician (General Practice) | 4.2 | (2)* |
| Monitor Drinking Water | 4.1 | (3)* |
| Ambulance Service | 4.0 | (4)* |
| Pharmacist | 3.9 | (5)* |
| Emergency Evacuation | 3.8 | (6)* |
| Lab Blood Testing | 3.7 | (7)* |
| Dentist | 3.7 | (8)* |
| Monitoring Sewage Disposal | 3.7 | (9) |
| Emergency Preparation | 3.6 | (10) |
| Hospital Emergency Room | 3.5 | (11)* |
| No Smoking Legislation | 3.5 | (12) |
| Optometrist | 3.5 | (13)* |
| Reduce Pesticide Use | 3.5 | (14) |
| Monitor Air Quality | 3.4 | (15) |
| X-Ray Screening | 3.2 | (16)* |
| Designated Bike Paths | 3.2 | (18) |
| Mammography Screening | 3.1 | (19) |
| Road Safety | 3.1 | (20) |
| Physiotherapist | 3.0 | (21)* |

Rating of Services (Write-in Response)

(% who picked service as 1 of top 5 priorities)

| | | |
|------------------------------|-----|-------|
| Physician (General Practice) | 63% | (1)* |
| Ambulance Service | 31% | (2)* |
| Physician (Emergency/Treat.) | 30% | (3)* |
| Pharmacist | 24% | (4)* |
| Dentist | 23% | (5)* |
| Lab Blood Testing | 20% | (6)* |
| Emergency Evacuation | 18% | (7)* |
| X-Ray Screening | 11% | (8)* |
| Home Nursing Care | 10% | (9) |
| Physiotherapist | 08% | (10)* |
| Seniors Indep. Housing | 08% | (11) |
| Flu Shots | 07% | (12)* |
| Home Support | 06% | (13) |
| Seniors Assisted Living | 06% | (14) |
| Nurse Practitioner | 06% | (15) |
| Monitor Drinking Water | 05% | (16)* |
| Hospital Emergency Room | 03% | (18)* |
| Off Island Medical Spec | 03% | (19) |
| Chiropractor | 03% | (20) |
| Low Cost Family Housing | 03% | (21) |

There is a strong correlation between the top responses to the fill in response and the write in response. Those items on both lists are asterisked. The services with the highest fill in priority rating are acute care and ancillary services as well as environmental health protection. The write in responses are similar for the top services, however there are more allied health services included in the rankings and fewer health protection and environmental services. Lower ratings were given to services that tend to be social, mental health, or substance abuse services, or specialized services serving a limited clientele. These services may still be important but would need to be targeted to small populations on the Island.

Many of the services which received a medium to high priority rating are currently provided On-Island. Respondents want to keep the level of existing services in place especially physician, ambulance, dentist, lab blood testing, pharmacist and emergency evacuation and to ensure there is adequate environmental health protection including monitoring of drinking water, sewage disposal, no smoking, and reduction of pesticide use. Services that received a high priority, and are not available On-Island, or require additional emphasis include x-ray services and affordable housing for seniors/families.

AGE, SEX, and RESIDENCY COMPARISONS

SEX: There is little difference between male and female response in need for service, or satisfaction with services. Males rated bicycle paths far higher than females. Females rated reiki/yoga/tai chi, physiotherapist, emergency evacuation, hospital emergency room service, hearing/speech testing, wheels to meals, and mammography screening higher than males.

RESIDENCY: Differences in part time versus full time response was not possible due to the small number of part time resident responses.

AGE: There is no significant difference in satisfaction with services based on age groupings, however there are significant differences based on need for service and the priority rating of services. All age groups chose the top rated services as priorities.

Under 25's also express a bigger need and higher priority for public health services, allied health services, and health promotion and educational activities. The 25 to 35 age group also express a greater need for emergency preparation, accident prevention education, road safety, and designated bicycle paths as very high priorities and parenting education, vaccinations, sexually transmitted disease testing, massage therapist, naturopath, fitness and stress reduction programs, school health, teen, adult and seniors programs, cancer support groups, A-A and Al-anon, men's and women's support groups, and low cost family housing as high priorities. This age group had the highest ratings and demand for services.

The 35 to 44 age group also rated emergency evacuation, dentist, optometrist, pharmacist, emergency preparation, environmental health protection and designated bicycle paths as very high priorities, and many of the allied health practitioners as high priorities. The 45 to 64 age group had the least demand for services and the lowest priority ratings and the responses mirrored the overall priority ratings. The 45 to 54 age group had no additional priorities. The 55 to 64 age group included emergency evacuation, lab testing, and mammography screening as very high priorities.

The 65 to 74 age group also rated flu shots and dentist as very high priorities. As well home nursing care, seniors independent housing, and off island medical specialists were high priorities. The over 75 age group added wheels to meals as a very high priority, flu shots and volunteer driver program as high priorities.

MOST IMPORTANT CHANGES FOR YOU AND YOUR HOUSEHOLD:

Here are the top 11 responses:

| | <u>#Resp</u> | <u>Rating</u> |
|--|--------------|---------------|
| Add Additional Doctor/ Reduce Wait Lists | 98 | (1) |
| Satisfied with Existing Level of Services | 34 | (2) |
| Add Nurse Practitioner/ Female Physician | 28 | (3) |
| Provide X-Ray Services On-Island | 11 | (4) |
| Maintain Existing Level Of Services | 07 | (5) |
| Increase Home Support/ Home Care for the Elderly | 06 | (6) |
| Provide Seniors Housing (Independent, Assisted) | 05 | (7) |
| Maintain Quality Emergency Services | 05 | (8) |
| Develop Wellness Centre/ Wellness Model | 05 | (9) |
| Increase Health Coverage for Allied Services | 04 | (10) |
| Increase Counseling Services/ Family Support | 03 | (11) |

MOST IMPORTANT CHANGES FOR THE HEALTH & WELLBEING OF ISLAND RESIDENTS

| | <u># Resp</u> | <u>Rating</u> |
|--|---------------|---------------|
| Add Additional Doctor / Reduce Wait Lists | 35 | (1) |
| Increase Preventive Health/ Wellness Programs | 21 | (2) |
| Increase Environmental Protection (Reduce Noise/Air/Sewage Pollution, Maintain Water Quality) | 13 | (3) |
| Increase Home Support/Care for the Elderly | 11 | (4) |
| Provide Bike Paths/ Safer Roads | 08 | (5) |
| Increase Counseling Services/ Family Support | 08 | (6) |
| Expand Health Centre/ Provide Walk In Clinic | 07 | (7) |
| Add Nurse Practitioner/ Female Physician | 07 | (8) |
| Provide More Physical Fitness Programs | 07 | (9) |
| Expand X-Ray / Lab Services | 07 | (10) |
| Provide Seniors Housing (Independent, Assisted) | 06 | (11) |

SERVICES NOT AVAILABLE ON ISLAND THAT NEED TO BE PROVIDED CLOSER TO HOME:

| | <u># Resp</u> | <u>Rating</u> |
|---|---------------|---------------|
| Provide X-Ray Services On-Island | 64 | (1) |
| Schedule Visiting Medical Specialists On-Island | 15 | (2) |
| Add Doctor/ Nurse Practitioner/ Reduce Wait Lists | 15 | (3) |
| Satisfied with Existing Level of Services | 14 | (4) |
| Provide Affordable Housing (Seniors, Family) | 14 | (5) |
| More Frequent Blood Testing/ Lab Services | 13 | (6) |
| More Frequent Allied Health Services | 12 | (7) |
| Increase Teen, Family, Senior Programs / Socials | 12 | (8) |
| Increase Preventive Health/ Wellness Programs | 11 | (9) |
| Increase Counseling Services / Family Support | 10 | (10) |
| Increase Emergency Room Procedures/ Day Surgery | 08 | (11) |

IMPORTANT HEALTH ISSUES FOR THE PENDER ISLANDS TO ADDRESS IN THE COMING YEAR:

| | <u>Rating</u> |
|--|----------------|
| Add Additional Doctor/ Reduce Wait Lists | 47 (1) |
| Expand Health Centre/ Provide Walk In Clinic | 12 (2) |
| Maintain Seniors at Home/ Increase Home Support | 12 (3) |
| Provide Seniors Housing (Independent, Assisted) | 10 (4) |
| Add Nurse Practitioner / Female Physician | 09 (5) |
| Increase Health Promotion/ Education Programs | 09 (6) |
| Heightened Emerg. Preparation (Flu, Fire, Quakes) | 06 (7) |
| Increase Health Coverage (Allied Services, Drugs) | 06 (8) |
| Increase Teen Programs | 05 (9) |
| Increase Counseling Services / Family Support | 05 (10) |
| Maintain Existing Level Of Services | 05 (11) |

These responses give a good idea of the types of changes Pender residents would like to see in their health care services. The Pender Islands Health Care Society is already lobbying the Vancouver Island Health Authority to provide a 3rd physician and or nurse practitioner, as well as a satellite x-ray service at the Health Centre. It is also in the preliminary planning stages for a future expansion of the existing health centre to accommodate additional expansion of physician and allied health services. During the upcoming year we will be prioritizing the suggestions above in order to best meet the needs of Island residents. Thank you for your participation in the survey. We ask for your continued support as we seek to provide the best level of health care possible within our limited resources.