

# NWT Health Care Services 2012 Client Satisfaction Questionnaire

## Why do we conduct the questionnaire?

The NWT Health Care Services Client Satisfaction Questionnaire is conducted regularly as part of the Department of Health and Social Services system wide evaluation and reporting system. Client satisfaction is used to measure the effectiveness of health programs and services and is an integral part of quality health care. Client satisfaction is also a requirement of quality assurance and accreditation processes. Results from the survey help us to identify what we are doing well and where opportunities for improvement exist.

## What's new?

The 2012 survey combines the previous Hospital Satisfaction Survey with the Community Health Services Satisfaction Questionnaire. The survey also introduces a new category of client satisfaction under Preventative Health.

## How did we do the questionnaire?

The 2012 NWT Health Care Services Client Satisfaction Questionnaire consists of 28 questions in the following categories: Overall Care, Access, Safety, Treatment/Procedure and Preventative Health. Throughout this report, questionnaire results are presented by the categories mentioned above.

The questionnaire was administered in January 2012 in all health care facilities in the NWT. The goal was to ask everyone who received a service during that time to complete the survey.

Staff were asked to hand out questionnaires and prepaid self-addressed envelopes to all persons over the age of 16 receiving a health care service during the month. Interpreters were available to those requiring service in another official language.

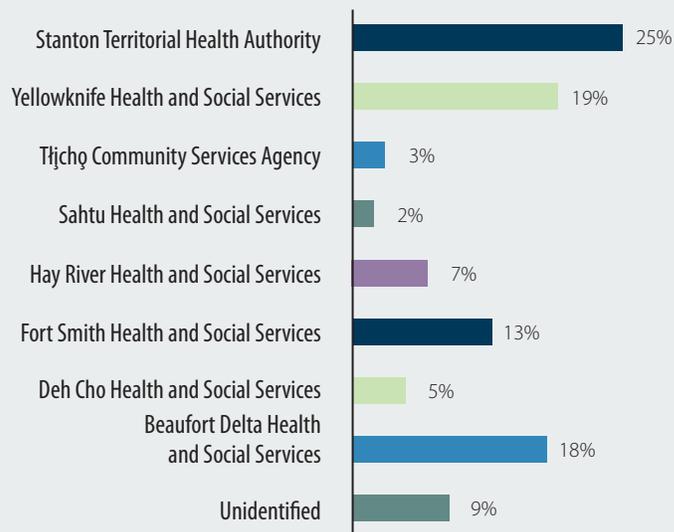
The NWT Health Care Services Questionnaire was self administered. Typically, self-administered questionnaires (respondents are asked to complete the questionnaire themselves) have low response rates. In the NWT response rates have been approximately 20% for hospitals and less than 8% for community health centres.

It is difficult to calculate response rates because a client may have visited a facility more than once during the survey month and filled out one survey, multiple surveys or none at all.

## Who participated in the survey?

All health centres, hospitals, clinics and public health offices across the NWT participated in the survey. A total of 1749 surveys were returned.

Distribution of returned surveys  
by Health Authority (n=1749)



Number of surveys returned in previous years

Year	Number of surveys returned
2004	1572
2006	1423
2008	1936
2009	1471
2010	1549
2012	1749

# Questionnaire Results

## Care

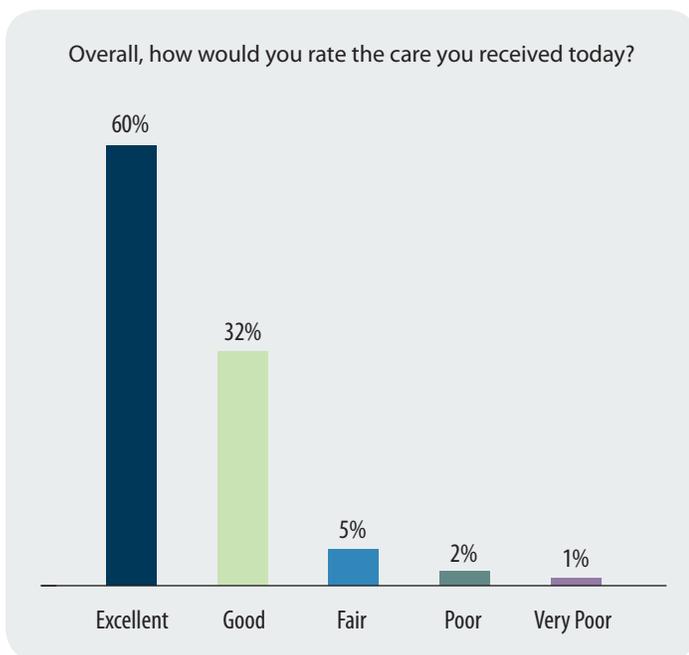
In the NWT, primary care is most often provided through a combination of primary care teams and regional support teams. This type of care usually involves routine care, care for urgent but minor or common health problems, and health promotion and disease prevention. Primary care is also an important source of chronic disease prevention and management and may include health professionals such as physicians, nurses, nurse practitioners, as well as rehabilitation specialists.

Secondary care is most often provided by territorial support teams, comprised of professionals located in the larger communities who have a mandate to service the entire NWT. Secondary care includes internal medicine, paediatrics, obstetrics, and more advanced diagnostic services.

Clients can expect high quality care at both the primary and secondary levels while visiting an NWT health care facility.

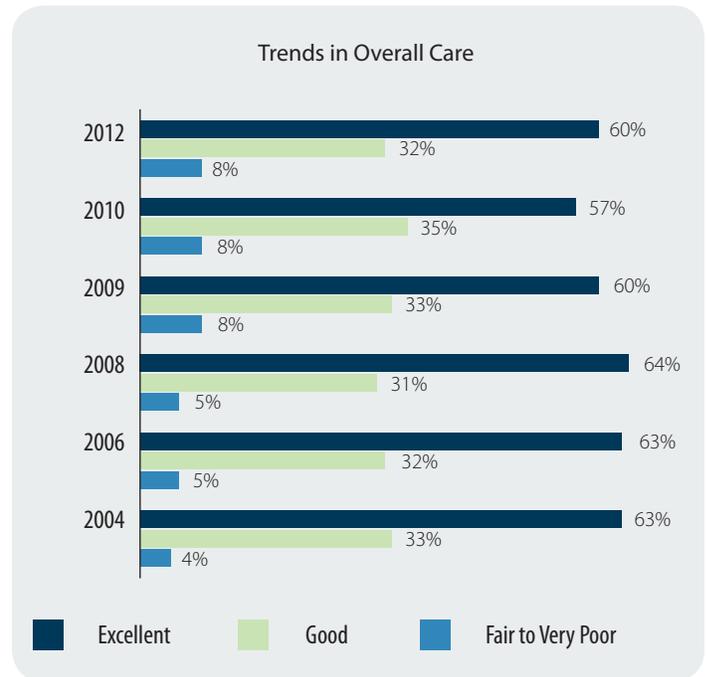
### Client satisfaction with overall care

The question "Overall, how would you rate the care you received today?" provides a concise summary of the overall findings of the NWT Health Care Services Satisfaction Questionnaire. The vast majority of respondents provided ratings of either excellent or good – 92 % in 2012.



## Satisfaction

Historically, NWT residents have been very satisfied with their health care services, with overall scores between 96% in 2004 to 92% in 2012.



## Filing a complaint, compliment or concern

Anyone who has had a problem with their health care service needs to know how to make a complaint, and to whom. Complaints, concerns and compliments are valuable sources of information that can be used to ensure we are meeting our clients' needs.

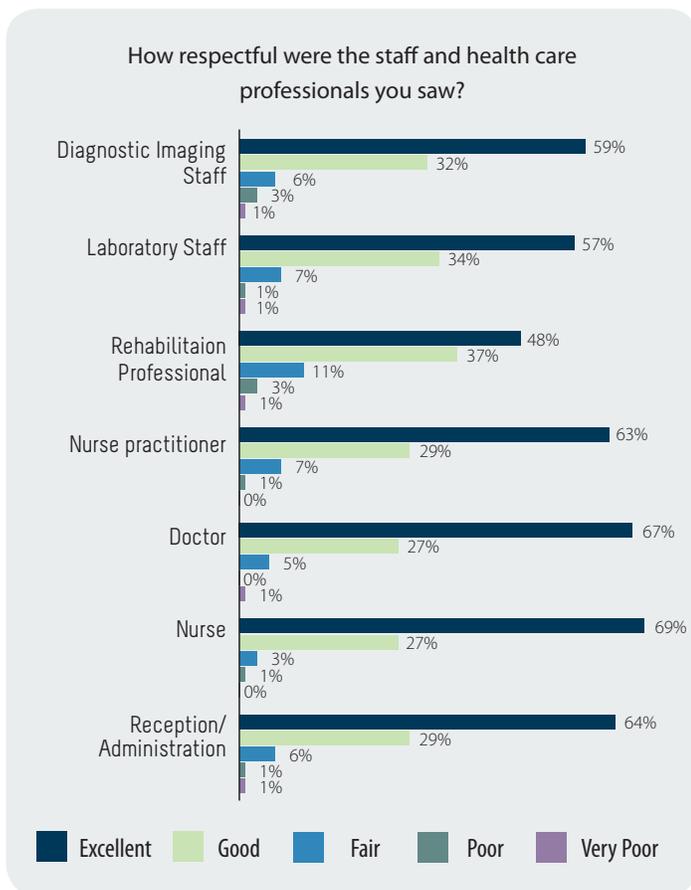
- When asked about whether they knew how to file a complaint, compliment or concern, 45% of respondents said "yes," and 55% said "no."

## Respectful Service

Providing care in a safe and positive manner that encourages respect and creates healthy environments is an important dimension of patient-centred care. NWT health care providers understand and value the importance of accepting, respecting and valuing differences.

### Client satisfaction with respectful service

- Trends in rating respectfulness of staff and health care providers are consistently high, with ratings of Excellent or Good between 91% and 96% from 2004 to 2012
- 96% rated the respectfulness of their nurse as Excellent or Good
- 94% rated the respectfulness of their doctor as Excellent or Good
- 93% rated the respectfulness of the reception/administration staff as Excellent or Good

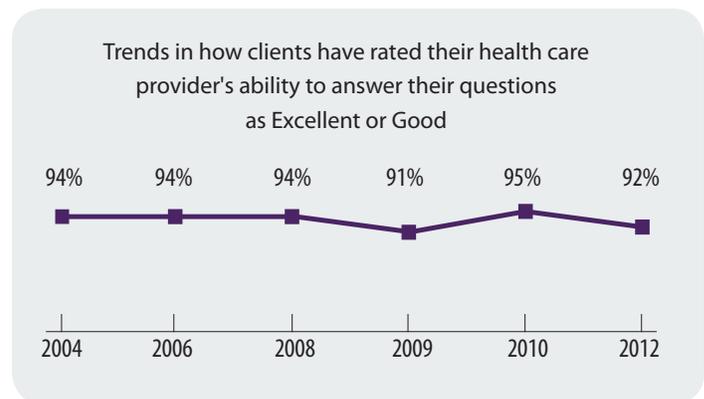
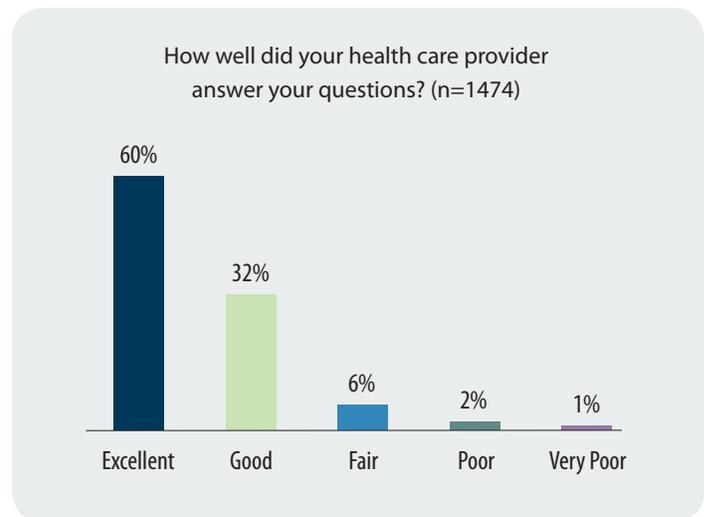


## Answering Questions

Patients and their families are encouraged to ask for the information they need to be active participants in their own health care. Asking questions and providing information to your doctor or health care provider can improve your care. Talking to your health care provider builds trust and leads to better results, quality, safety and satisfaction.

### Client satisfaction with how well questions were answered

- 92% of respondents rated their satisfaction with how well their questions were being answered as excellent or good.
- Overall trends from 2004 range from 92% to 94%.



## Access

It is important that clients have positive experiences when it comes to accessing services.

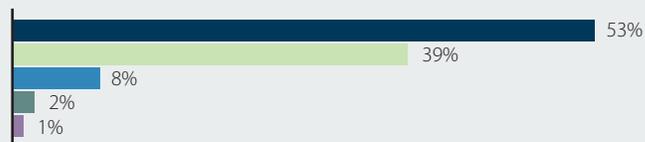
Interpretive services eliminate barriers and improve accessibility for patients. Anyone requiring a service in an official language may request assistance through an interpreter.

Feedback on the time it takes to get an appointment to see a health care provider and time spent in the waiting room helps us to improve access to services.

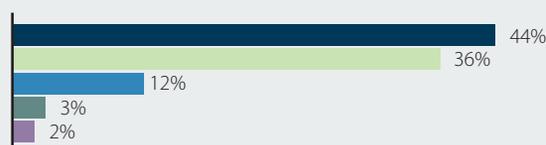
### Client satisfaction with access

- 89% of people completing the survey found it easy to access services
- 83% of respondents who used interpretive services rated the service as excellent or good
- 75% of respondents were satisfied with the time it took to get an appointment; and
- 74% of respondents were satisfied with their wait time in the waiting room

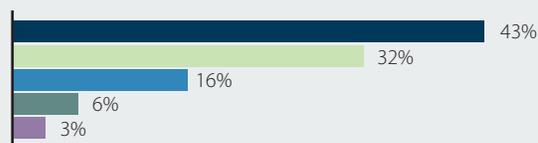
How easy was it to access the services you received?  
(n=1704)



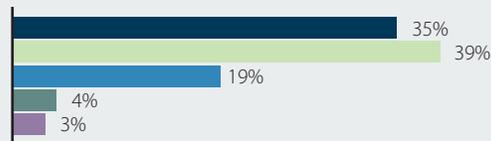
How would you rate the interpretive services you received?  
(n=416)



How would you rate the time it took to get this appointment?  
(n=1433)



How would you rate the time you had to wait in the waiting room?  
(n=1297)



Excellent
  Good
  Fair
  Poor
  Very Poor

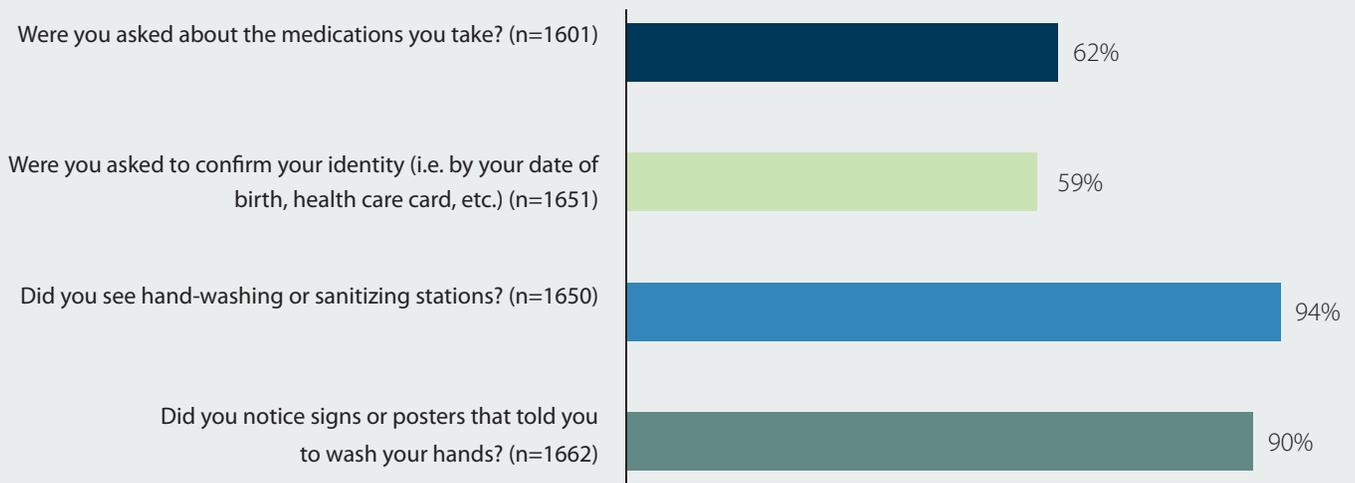
## Safety

Ensuring the safety of clients is critical to providing high quality care. Our health system ensures that care is provided in a safe manner through a variety of quality assurance programs and initiatives. It is important that clients observe a safe, clean environment when they access services, and that safety precautions are taken relating to client identification and medications. Hand hygiene plays an important role in reducing the spread of infections in health care facilities. Systems are in place to ensure patient safety regarding patient identification and ensuring staff know what medications patients are currently taking.

### Client satisfaction with safety

- 62% reported they were asked about the medications they take, this is down from 75% in 2010
- 59% said they were asked to confirm their identity, this is down from 74% in 2010
- 94% reported seeing a hand washing station at the facility they visited which is an increase from the 2010 rate of 89%
- 90% reported seeing posters reminding people to wash their hands—an increase in the 2010 rate of 85%.

Percentage of respondents who answered 'Yes' to the following questions:



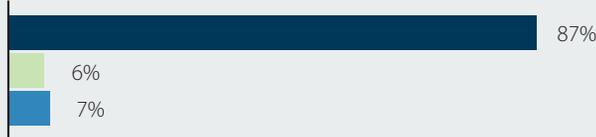
## Treatment/Procedure

Patient centered care includes the sharing of information between health care providers and patients and involves patients in their own care. The survey asked respondents four questions related to their treatment/procedure.

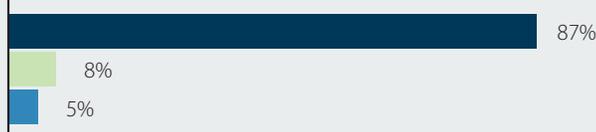
### Client satisfaction with treatment and procedure

- 87% reported receiving information on follow-up care and appointments before they left the hospital, up from 69% in 2010.
- 87% said they were kept informed of the care planned for them, up from 64% in 2010.
- 82% reported they were involved in decisions affecting their care, up from 61% in 2010.
- 92% reported their treatment/procedure was clearly explained to them, up from 81% in 2010.

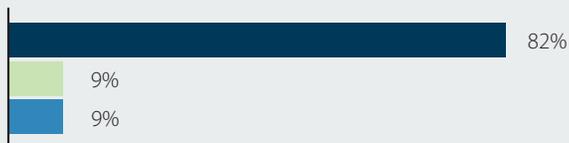
Were you given information of follow-up care? (n=1209)



Were you kept informed about the care planned for you? (n=1331)



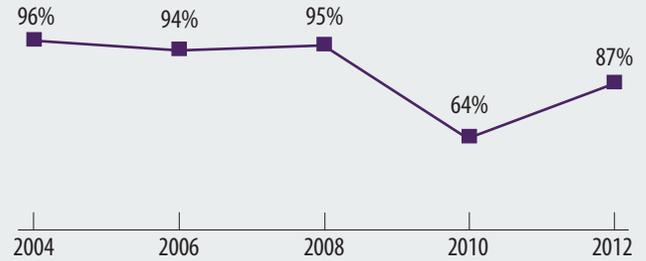
Were you involved with decisions affecting your care? (n=1332)



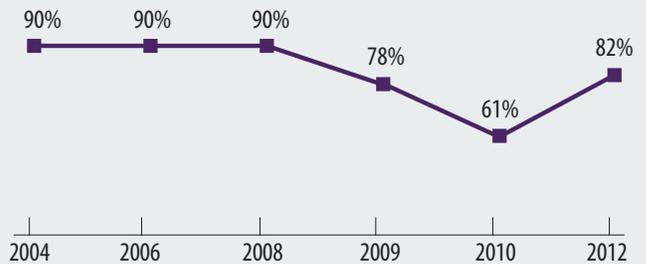
Was your treatment/procedure clearly explained to you? (n=1456)



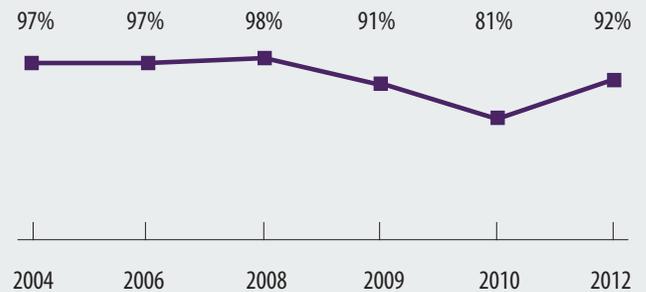
Percentage of respondents who reported that they were kept informed about the care planned for them



Percentage of respondents who reported that they were involved with decisions regarding their care



Percentage of respondents who reported that their treatment/procedure was clearly explained to them

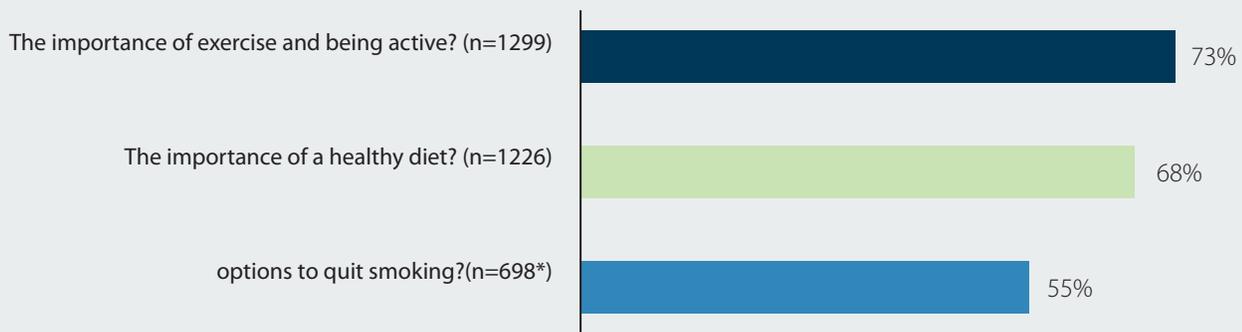


## Preventative Health

Preventative health is a new component in the NWT Health Care Services Satisfaction Questionnaire. Studies show that preventative care can greatly reduce future health care costs, as well as increase patient health. Prevention activities provide people with the means to take greater control over factors that impact their health and wellbeing. Everyone has a role to play. Patients are encouraged to be active participants in their own health and health care providers play a role by providing education and a supportive environment to make healthy choices.

The following questions examine patients' views about whether, in the last two years, a health care provider spoke to them about preventative health measures.

Percentage of respondents who answered "yes" to the following questions, 'In the last 24 months, has your health care provider spoken with you about...'



\*respondents who self-identified as smokers

