

2022

# COMMUNITY

Health Assessment Survey



Clareville  
Results  
Summary



Eastern  
Health

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# INTRODUCTION

Community Health Assessments (CHAs) are one of many tools that aim to engage community members in health-care service planning through collecting, analyzing, and presenting information to assist in understanding and improving the health of a population. CHAs are conducted using a population health approach, which focuses heavily on the social determinants of health. The CHA process involves gathering data from a variety of sources that provide information about health-care service delivery within a region, as well as the health status and health-related needs of a population.

Eastern Health followed provincial direction as outlined in the draft *Community Health Assessment Guidelines* in the development of this CHA. The draft guidelines were developed as a partnered approach among the four Regional Health Authorities (RHAs), the Newfoundland and Labrador Centre for Health Information (NLCHI), and the Department of Health and Community Services (HCS) in an effort to standardize the CHA process.

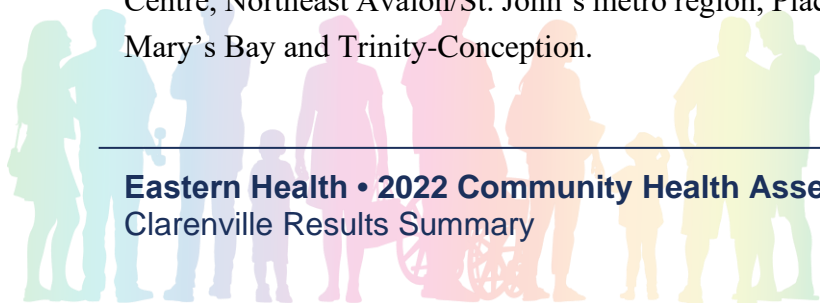
Eastern Health partnered with the Newfoundland and Labrador Statistics Agency (NLSA) during the administration of the 2022 CHA survey.

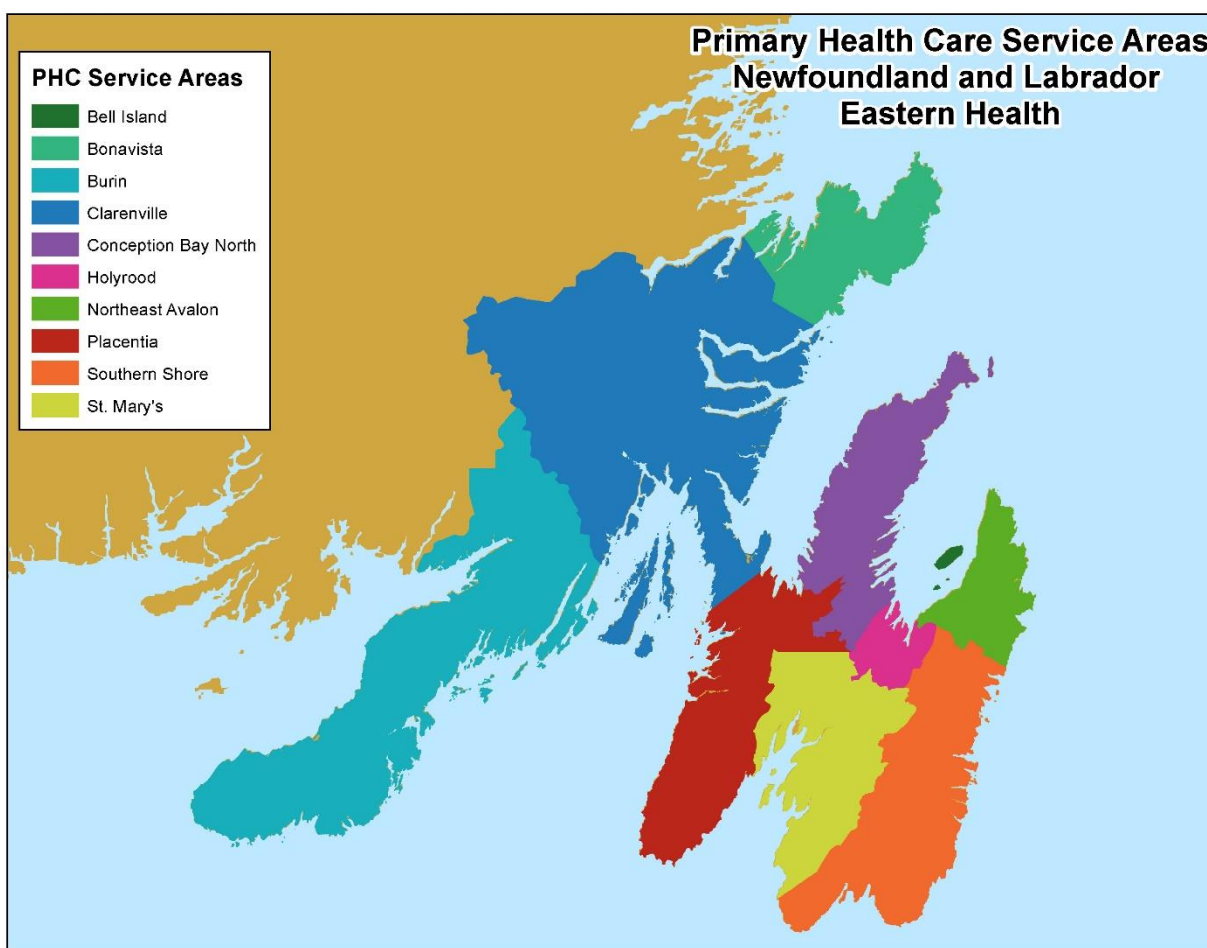
## METHODOLOGY

The Eastern Health CHA survey was used to collect quantitative and qualitative data from residents of the region about where they find health-related information, where they go for care, satisfaction with health care services, community concerns, satisfaction with health and wellness resources, and health behaviors.

The CHA survey was administered between July and December 2022 to 13,830 selected individuals, age 18 and over, who resided in the Eastern region. Survey samples were calculated using a stratified random sampling method based on the populations within each of Eastern Health's ten Primary Health Care (PHC) areas. A minimum number of individuals from each PHC service area was sampled in order to obtain a confidence level of  $95\% \pm 7\%$ .

The ten PHC service areas are defined based on geographic proximity and service delivery. Areas include Bell Island, Bonavista Peninsula, Burin Peninsula, Clarenville and area, Conception Bay Centre, Northeast Avalon/St. John's metro region, Placentia area-Cape Shore, Southern Shore, St. Mary's Bay and Trinity-Conception.





Letters with the web address to access the survey, and a survey code, were distributed via mail to those selected to complete the survey. Recipients of the letter were asked to complete the survey within two weeks. The NLSA also completed telephone reminder calls, during which offers were made to email the survey link or mail out a paper copy of the survey with a return envelope.

The following results section highlights the main themes and areas of interest for Clarenville as identified by the CHA survey. To view full detailed CHA results tables, refer to Appendix A. A copy of the CHA survey can be found in Appendix B.



# RESULTS

## Demographics

A total of 225 surveys were completed for Clarenville. Since 1,430 were randomly selected to complete the survey, this represents a response rate of 15.7%.

The number of respondents required to obtain a confidence level of 95% ± 7% was 194, which means the response goal for Clarenville was met.

The following is a profile of survey respondents from Clarenville:

- The majority lived in their community for more than 20 years (52.9%; n=119)
- Most respondents reported their highest level of education completed as completed a technical, vocational or community college program (39.1%; n=88)
- Most respondents were employed full time (35.6%; n=80)
- Most respondents were between 55-64 (23.6%; n=53) and 65-74 (21.8%; n=49) years of age



**225**  
Respondents

## Primary Care Provider



The following section addresses access to a primary care provider (i.e., family doctor, nurse practitioner) and satisfaction with the quality of services received.

According to the survey results, the most commonly reported way to find health-related information is to:

<b>1</b>	Ask a family doctor	<b>61.8%</b> (n=139)
<b>2</b>	Search the internet (e.g., WebMD, Google search)	<b>61.8%</b> (n=139)
<b>3</b>	Ask a pharmacist	<b>42.2%</b> (n=95)



The last time respondents needed care for a minor health problem (e.g., fever or unexplained rash), the most went to:

<b>1</b>	Family doctor/nurse practitioner	<b>39.1%</b> (n=88)
<b>2</b>	Hospital emergency department	<b>18.2%</b> (n=41)
<b>3</b>	Walk-in clinic	<b>8.0%</b> (n=18)

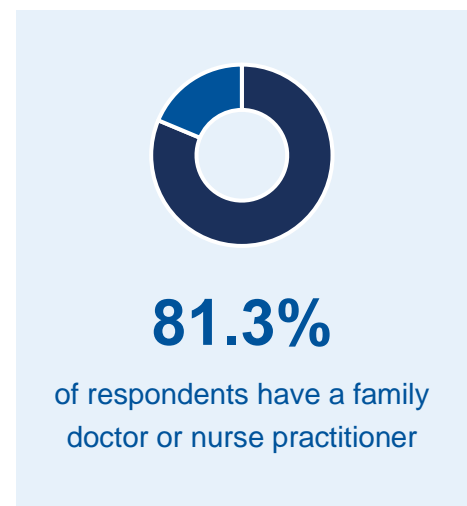
\*16.9% (n=38) chose not to seek treatment

When asked how long it took to receive treatment for their last minor health problem, 40.6% (n=71) reported that they received treatment the same day, while 8.6% (n=15) reported that they received treatment the next day. Additionally, 38.9% (n=68) reported that it took two days or more to receive treatment, and 12.0% (n=21) reported that they never received treatment or left before receiving treatment.

Respondents were asked if they currently have a family/primary care doctor or nurse practitioner and their level of satisfaction with their provider.

Results indicate that 81.3% (n=183) have a family doctor or nurse practitioner. Of this 81.3%:

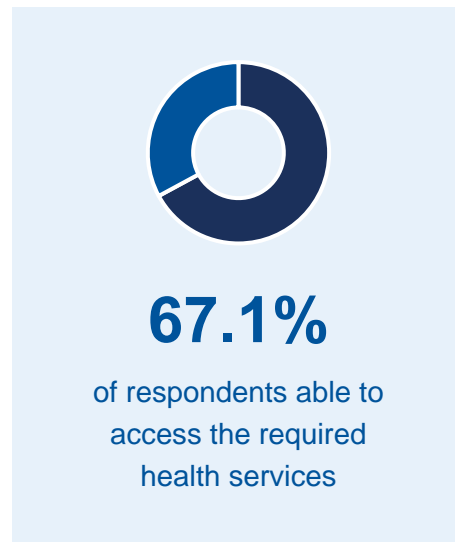
- 82.0% (n=150) reported being satisfied or very satisfied with their family/primary care doctor or nurse practitioner.
- 7.1% (n=13) reported being dissatisfied or very dissatisfied with their family/primary care doctor or nurse practitioner, indicating that the wait list for an appointment is too long (n=11) and unable to easily contact the clinic/office (n=11).





The health care system provides a full continuum of health and community services, including public health, long-term care, acute (hospital) care, and private health care providers (e.g., pharmacy, private specialist clinics, vision/dental clinics). Survey respondents were asked about access to the health-care system and satisfaction with the quality of services received.

When asked about accessing health care services within the last 12 months, the majority of participants (67.1%; n=151) indicated they were able to access the required health services, while 32.9% (n=74) of respondents indicated that there were health services that they required and were unable to access.



The following are the top three reasons respondents were unable to access a required health service:

<b>1</b>	Wait time for service was too long	<b>71.6%</b> (n=53)
<b>2</b>	Unable to access the services during scheduled time/hours of service	<b>18.9%</b> (n=14)
<b>3</b>	Unable to get a referral	<b>16.2%</b> (n=12)

According to survey results, the majority of respondents (60.9%; n=137) were satisfied or very satisfied with the health care services they have used in the past 12 months, while 16.0% (n=36) of respondents were dissatisfied or very dissatisfied. The respondents who indicated they were dissatisfied or very dissatisfied with the health care services they used in the past 12 months, were asked to indicate the reasons why they were dissatisfied. The top reason selected was that the wait list for an appointment was too long (n=22).



## Community Health and Wellness



Survey respondents were asked about the health and wellness of their community as well as their satisfaction with the resources and services available within their community. Respondents were provided a list of various areas/issues and were asked to indicate which ones they were most concerned about in their community. The list provided to respondents was slightly modified in 2022 based on experience with the 2019 survey and input from stakeholders. The most commonly selected areas/issues were:

1	Cost of living	78.2% (n=176)
2	Road quality	59.6% (n=134)
3	Addictions and substance abuse	56.4% (n=127)
4	Emergency services	44.0% (n=99)
5	Chronic diseases	42.2% (n=95)
6	Mental health of community residents	42.2% (n=95)

Of the issues/areas that respondents selected, they were then asked to rank their top three areas/issues they are **most** concerned about. The top five ranked answers were:

1	Cost of living	62.0% (n=134)
2	Addictions and substance abuse	31.9% (n=69)
3	Road quality	28.2% (n=61)
4	Emergency services	24.1% (n=52)
5	Chronic diseases	19.0% (n=41)





6

Mental health of community residents

17.6% (n=38)

There are many different groups and resources that aim to improve the health and wellness of a community. These include Eastern Health private health clinics (e.g., pharmacy, private specialist clinics, vision/dental clinics), churches, schools, town councils, resource centres, community advisory committees, recreation spaces/gyms, libraries, and other community groups (e.g., service clubs, coalitions, social and recreational groups.)

Respondents were asked to rate their level of satisfaction with the resources available to help deal with the health and wellness challenges in their communities. Most respondents (40.4%; n=91) were neither satisfied nor dissatisfied with the resources available, while 31.1% (n=70) were satisfied or very satisfied, and 28.4% (n=64) were neither dissatisfied or very dissatisfied. Respondents who indicated they were either dissatisfied or very dissatisfied were asked to explain which aspects of the health and wellness resources they are dissatisfied with. The following were the most common responses:

1	Community resources/supports are not available	68.8% (n=44)
2	Community resources/supports are not effective	37.5% (n=24)
3	Cost is too high	21.9% (n=14)

## Health Status (Self-Reported)



The following section describes the health of the population who completed the survey. Most respondents reported that their physical health was good (42.7%; n=96) or very good (27.6%; n=62). Most respondents reported that their mental health was very good (36.0%; n=81) or good (26.7%; n=60).



Survey respondents were asked what they would like to do to improve their physical and/or mental health and what was making it difficult to make the changes they identified. The top three things individuals would like to do to improve their physical and/or mental health were:

<b>1</b>	Eat healthier/eat more fruits and vegetables	<b>59.6%</b> (n=134)
<b>2</b>	Start/increase exercise, sports or physical activity	<b>55.6%</b> (n=125)
<b>3</b>	Get more sleep	<b>44.4%</b> (n=100)

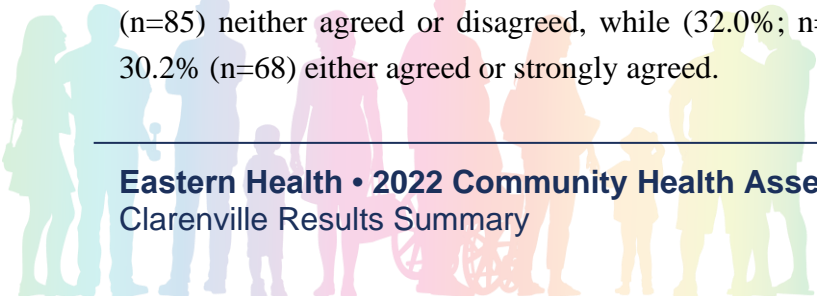
While 17.9% (n=37) of respondents indicated that there was nothing in particular making it difficult to make these changes, the following were the top three barriers identified by respondents:

<b>1</b>	Not enough time available	<b>37.2%</b> (n=77)
<b>2</b>	Cost is too high	<b>27.5%</b> (n=57)
<b>3</b>	Community resources/supports are not available	<b>25.6%</b> (n=53)

## Health Care Planning

As we transition to one provincial health authority, information gathered from Eastern Health’s CHA survey is one tool that will inform the development of the Provincial strategic plan.

In the 2019 survey, respondents were asked to indicate which values they think Eastern Health should adopt. As a result of responses to that survey, as well as consultation with Eastern Health staff, executive and Board of Trustees, the values were changed to add accountability, caring, and collaboration (replacing fairness, connectedness, and integrity). For the 2022 survey, respondents were provided with Eastern Health’s new list (accountability, caring, collaboration, excellence, and respect) and asked to what extent Eastern Health is living up to them. Most respondents 37.8% (n=85) neither agreed or disagreed, while (32.0%; n=72) disagreed or strongly disagreed, and 30.2% (n=68) either agreed or strongly agreed.



Respondents were asked to report the one priority area that Eastern Health should focus on to improve the care and services delivered. The top responses were:

1	Primary Health Care	74.7% (n=168)
2	Emergency Services	65.3% (n=147)
3	Mental Health and Addictions	64.0% (n=144)
4	Recruitment/retention of staff	52.4% (n=118)
5	Specialists	51.1% (n=115)

### Concluding Remarks

To conclude the survey, respondents were asked if there was anything else they would like to add. The majority of respondents provided no additional comments. For those who did, the most common response was the need more doctors/nurses/healthcare professionals/increased availability/access to healthcare (15.6%; n=35).

### CONCLUSION

The 2022 Community Health Assessment Survey results will support health care planning for the provincial health authority, as well as planning in the Eastern zones. The information obtained provides valuable insight into the communities within the region with regard to health care and community concerns, as well as things that are working well or could be improved.

In terms of survey administration, Eastern Health’s partnership with NLSA allowed for a random sampling methodology. Although this method took more time and garnered fewer respondents in comparison to the 2019 survey, it was successful in improving the representativeness of the sample, especially regarding gender and education level. However, comparing both sampling methods illustrated that there is more work to be done to improve response rates for young adults (18-34 years of age), as neither method was able to produce the desired number of responses for that age group.





# APPENDIX A: SURVEY RESULTS

*EASTERN HEALTH*  
*Community Health Assessment 2022*  
*Results For Clarenville*

## SECTION A - PRIMARY CARE PROVIDER

**A1. If you needed to find health-related information for yourself or someone else today, how would you get that information? (Select all that apply.)**

	Total	
	N	%
Ask a family doctor	139	61.8%
Ask a nurse practitioner	25	11.1%
Ask a pharmacist	95	42.2%
Ask a community or public health nurse	34	15.1%
Call/visit a hospital/clinic	76	33.8%
Search the internet (e.g., WebMD, Google search)	139	61.8%
Search the Eastern Health website	25	11.1%
Search social media (e.g., Facebook, Twitter)	7	3.1%
Use 811 HealthLine	83	36.9%
Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community group, church group or library	7	3.1%
Ask a friend or family member	75	33.3%
Ask another health professional (please specify):	8	3.6%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses.  
 Compiled by the NLSA on 1/6/2023

**Asked to all respondents**

**A10. If you needed to find health-related information for yourself or someone else today, how would you get that information? (Other-Coded)**

	Count	%
Registered Nurse/Licensed Practical Nurse/Other Nurse – unspecified	2	25.0%
Online/virtual health clinic (e.g., Medicuro)	2	25.0%
Other health professional (e.g., physiotherapist, dentist, etc.)	4	50.0%
Total	8	100.0%



Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: respondents who chose "ask another health professional (please specify)" in A1.**

**A2. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go?  
(Select one response only.)**

	Count	%
Family doctor/nurse practitioner	88	39.1%
Private-pay physician or nurse practitioner	1	.4%
Walk-in clinic	18	8.0%
Hospital emergency department	41	18.2%
811 HealthLine	6	2.7%
Pharmacist	12	5.3%
I do not have a place to get care for a minor health problem	12	5.3%
I chose not to seek treatment	38	16.9%
Other (please specify):	9	4.0%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

**A20. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go?  
(Other-Coded)**

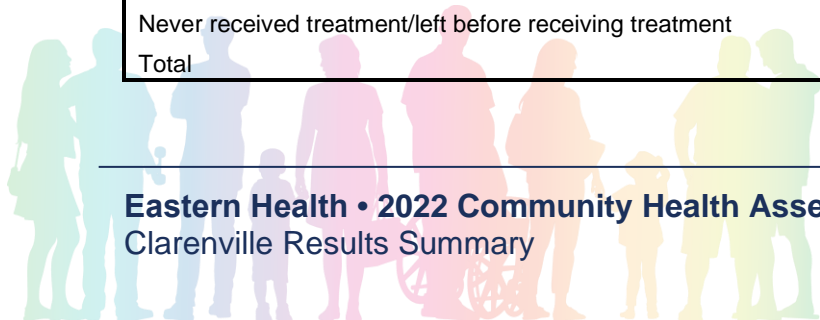
	Count	%
Friend or family member	1	11.1%
Used an online virtual health care clinic (e.g., Medicuro app)	1	11.1%
Self-treatment (using over-the-counter medications - e.g., Tylenol)	1	11.1%
Other	6	66.7%
Total	9	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: respondents who chose "Other (please specify)" in A2.**

**A3. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), how long did it take  
you to receive treatment? (Select one response only.)**

	Count	%
Received treatment the same day	71	40.6%
Received treatment the next day	15	8.6%
Took two days or more to receive treatment	68	38.9%
Never received treatment/left before receiving treatment	21	12.0%
Total	175	100.0%



Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: excludes respondents who chose "I do not have a place to get care for a minor health problem" or "I chose not to seek treatment" in A2.**

**A4. Do you currently have a regular family doctor or nurse practitioner?**

	Count	%
Yes	183	81.3%
No	42	18.7%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

**A5. Overall, how satisfied are you with the services provided by your family doctor/nurse practitioner?**

	Count	%
Very satisfied	68	37.2%
Satisfied	82	44.8%
Neither satisfied nor dissatisfied	20	10.9%
Dissatisfied	10	5.5%
Very dissatisfied	3	1.6%
Total	183	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: respondents who chose "Yes" in A4.**

**A6. Why are you dissatisfied with the services provided by your family doctor/nurse practitioner? (Select all that apply.)**

	Total	
	N	%
Unable to easily contact the clinic/office	11	84.6%
Offered virtual visit when an in-person visit is preferred	6	46.2%
Wait list for an appointment is too long	11	84.6%
Wait time in the clinic/office or window for virtual care visit is too long	7	53.8%
Hours of service are inconvenient	1	7.7%
You do not have trust and confidence in your health-care provider(s)	1	7.7%
Health-care provider(s) do not treat you with respect	1	7.7%
Health-care appointment(s) are rushed or limited to one issue per visit	6	46.2%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 1/6/2023

**Subset: respondents who chose "Dissatisfied" or "Very dissatisfied" in A5.**



## SECTION B - HEALTH CARE

### B1. Sometimes we require health-care services but are unable to access them. Have you required any health-care service that you were unable to access during the past 12 months?

	Count	%
Yes	74	32.9%
No	151	67.1%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

### B2. Why were you unable to access services that you required during the past 12 months? (Select all that apply.)

	Total	
	N	%
Wait time for service was too long	53	71.6%
Cost of service was too high	7	9.5%
Transportation issues	2	2.7%
Too far to travel	5	6.8%
Unable to leave the house due to health problems	3	4.1%
Unable to access the services during scheduled time/hours of service	14	18.9%
Unable to get a referral	12	16.2%
Unable to contact the service	10	13.5%
Communication barrier	1	1.4%
Did not know the service was available at the time	6	8.1%
Service not available	8	10.8%
Other (please specify):	9	12.2%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 1/6/2023

**Subset: respondents who chose "Yes" in B1.**

### B2O. Why were you unable to access services that you required during the past 12 months? (Other-Coded)

	Count	%
No family doctor/physician/health care professional available	3	33.3%
Waiting for an appointment/follow-up/referral/response to referral, etc.	5	55.6%
Other	1	11.1%
Total	9	100.0%





Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: respondents who chose "Other (please specify)" in B2.**

**B3. Overall, how satisfied were you with the health-care services that you did use during the past 12 months?**

	Count	%
Very satisfied	37	16.4%
Satisfied	100	44.4%
Neither satisfied nor dissatisfied	36	16.0%
Dissatisfied	28	12.4%
Very dissatisfied	8	3.6%
I have not used any health-care services in the past 12 months	16	7.1%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

**B4. Why were you dissatisfied with the health-care services that you did use during the past 12 months? (Select all that apply.)**

	Total	
	N	%
Unable to easily reach the clinic/office	13	36.1%
Offered virtual visit when an in-person visit was preferred	6	16.7%
Wait list for an appointment was too long	22	61.1%
Wait time in the clinic/office or window for virtual care visit was too long	12	33.3%
Too far to travel	1	2.8%
Hours of service were inconvenient	3	8.3%
Cost of service was too high	1	2.8%
Equipment quality was poor	1	2.8%
Health-care provider(s) did not give you a chance to ask questions	6	16.7%
You did not have trust and confidence in your health-care provider(s)	8	22.2%
Health-care provider(s) did not treat you with respect	6	16.7%
Health-care provider(s) did not explain things in a way that was easy to understand	7	19.4%
Health-care provider(s) did not involve you in decisions about your care	4	11.1%
Health-care appointment(s) were rushed or limited to one issue per visit	13	36.1%
Other (please specify):	4	11.1%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 1/6/2023

**Subset: respondents who chose "Dissatisfied" or "Very dissatisfied" in B3.**



**B40. Why were you dissatisfied with the health-care services that you did use during the past 12 months? (Other-Coded)**

	Count	%
Unable to get appointment with family doctor/surgeon/health care professional/appointments were cancelled/postponed	2	50.0%
Wait times in the ER were too long/dissatisfied with quality of health care in ER	1	25.0%
Other	1	25.0%
Total	4	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: respondents who chose "Other (please specify)" in B4.**

**SECTION C - COMMUNITY HEALTH & WELLNESS**

**C1. Please select the areas/issues that you are concerned about in your community. (Select all that apply.)**

	Total	
	N	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	127	56.4%
Bullying	52	23.1%
Childcare (including affordability, lack of accessibility)	60	26.7%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	95	42.2%
Crime and violence	41	18.2%
Cost of living	176	78.2%
Clean water supply	31	13.8%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	85	37.8%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	88	39.1%
Education system	48	21.3%
Emergency services	99	44.0%
Environmental issues (e.g., contaminants in the air, water and soil)	26	11.6%
Food security (access to sufficient, affordable, nutritious food)	75	33.3%
Homelessness (including couch surfing)	17	7.6%
Housing conditions	21	9.3%
Low literacy levels	10	4.4%
Mental health of community residents	95	42.2%
Outmigration	23	10.2%
Physical health of community residents	51	22.7%
Poverty	35	15.6%
Public transportation (including affordability, lack of accessibility)	31	13.8%
Recreation programs/spaces	33	14.7%



Resources for people with disabilities (e.g., accessible buildings)	31	13.8%
Road quality	134	59.6%
Seniors' resources/programs	46	20.4%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	6	2.7%
Social isolation and lack of community involvement	34	15.1%
Suicide	40	17.8%
Tobacco use/smoking/vaping	46	20.4%
Unemployment	42	18.7%
Violence in the home (e.g., child abuse/neglect, domestic)	22	9.8%
Working conditions (e.g., risks for injury on the job)	22	9.8%
I am not concerned about the health and wellness of my community	9	4.0%
Other (please specify):	6	2.7%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses.  
Compiled by the NLSA on 1/12/2023

**Asked to all respondents**

**C10. Please select the areas/issues that you are concerned about in your community. (Other-Coded)**

	Count	%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	4	66.7%
Other	2	33.3%
Total	6	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/12/2023

**Subset: respondents who chose "Other (please specify)" in C1.**

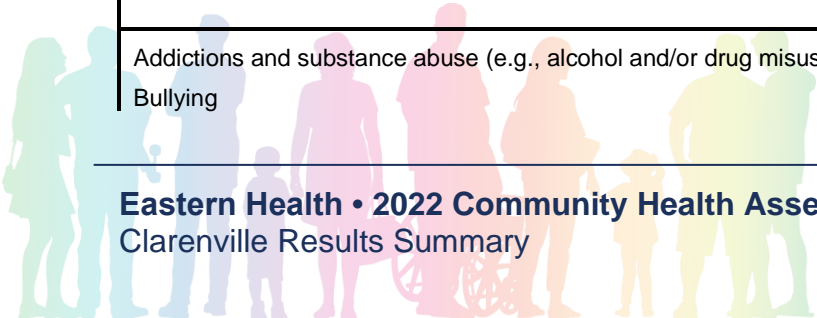
**Number of responses selected in C1 (Categorized)**

	Count	%
0 (Chose "I am not concerned about the health and wellness of my community" in C1)	9	4.0%
1	14	6.2%
2	9	4.0%
3 or more	193	85.8%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/12/2023

**C2. Of the issues selected in the previous question, please rank the 3 that you are most concerned about. (1st Choice)**

	Count	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	34	15.7%
Bullying	4	1.9%



Childcare (including affordability, lack of accessibility)	14	6.5%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	15	6.9%
Crime and violence	4	1.9%
Cost of living	75	34.7%
Clean water supply	5	2.3%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	3	1.4%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	1	.5%
Emergency services	20	9.3%
Environmental issues (e.g., contaminants in the air, water and soil)	1	.5%
Food security (access to sufficient, affordable, nutritious food)	3	1.4%
Mental health of community residents	7	3.2%
Outmigration	1	.5%
Physical health of community residents	3	1.4%
Poverty	1	.5%
Public transportation (including affordability, lack of accessibility)	2	.9%
Recreation programs/spaces	2	.9%
Road quality	8	3.7%
Seniors' resources/programs	2	.9%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	1	.5%
Social isolation and lack of community involvement	1	.5%
Suicide	1	.5%
Unemployment	1	.5%
Violence in the home (e.g., child abuse/neglect, domestic)	1	.5%
Working conditions (e.g., risks for injury on the job)	1	.5%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	4	1.9%
Other	1	.5%
Total	216	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/12/2023

**Subset: respondents who chose one or more area/issue in C1.**

**C2. Of the issues selected in the previous question, please rank the 3 that you are most concerned about. (2nd Choice)**

	Count	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	21	10.4%
Bullying	2	1.0%
Childcare (including affordability, lack of accessibility)	7	3.5%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	19	9.4%
Crime and violence	3	1.5%
Cost of living	42	20.8%
Clean water supply	5	2.5%



Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	11	5.4%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	5	2.5%
Education system	3	1.5%
Emergency services	15	7.4%
Environmental issues (e.g., contaminants in the air, water and soil)	2	1.0%
Food security (access to sufficient, affordable, nutritious food)	12	5.9%
Mental health of community residents	16	7.9%
Outmigration	1	.5%
Physical health of community residents	3	1.5%
Poverty	4	2.0%
Public transportation (including affordability, lack of accessibility)	1	.5%
Road quality	22	10.9%
Seniors' resources/programs	3	1.5%
Social isolation and lack of community involvement	1	.5%
Suicide	2	1.0%
Violence in the home (e.g., child abuse/neglect, domestic)	1	.5%
Working conditions (e.g., risks for injury on the job)	1	.5%
Total	202	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/12/2023

**Subset: respondents who chose two or more areas/issues in C1.**

**C2. Of the issues selected in the previous question, please rank the 3 that you are most concerned about. (3rd Choice)**

	Count	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	14	7.3%
Bullying	3	1.6%
Childcare (including affordability, lack of accessibility)	4	2.1%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	7	3.6%
Crime and violence	4	2.1%
Cost of living	17	8.9%
Clean water supply	2	1.0%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	10	5.2%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	20	10.4%
Education system	7	3.6%
Emergency services	17	8.9%
Environmental issues (e.g., contaminants in the air, water and soil)	1	.5%
Food security (access to sufficient, affordable, nutritious food)	13	6.8%
Housing conditions	3	1.6%
Mental health of community residents	15	7.8%



Outmigration	1	.5%
Physical health of community residents	3	1.6%
Poverty	5	2.6%
Recreation programs/spaces	1	.5%
Resources for people with disabilities (e.g., accessible buildings)	2	1.0%
Road quality	31	16.1%
Seniors' resources/programs	8	4.2%
Social isolation and lack of community involvement	1	.5%
Suicide	1	.5%
Unemployment	1	.5%
Violence in the home (e.g., child abuse/neglect, domestic)	1	.5%
Total	192	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/12/2023

**Subset: respondents who chose three or more areas/issues in C1.**

**Note: although 193 respondents chose 3 or more responses for C1, a respondent from the Clarendville Health Area entered a response in the “Other (specify)” text box that had already been selected from the list of available choices. As a result, the response entered in the text box was removed, leaving 192 valid responses.**

### C2. Total Number of Mentions in Top 3

	Total	
	N	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	69	31.9%
Bullying	9	4.2%
Childcare (including affordability, lack of accessibility)	25	11.6%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	41	19.0%
Crime and violence	11	5.1%
Cost of living	134	62.0%
Clean water supply	12	5.6%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	24	11.1%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	26	12.0%
Education system	10	4.6%
Emergency services	52	24.1%
Environmental issues (e.g., contaminants in the air, water and soil)	4	1.9%
Food security (access to sufficient, affordable, nutritious food)	28	13.0%
Housing conditions	3	1.4%
Mental health of community residents	38	17.6%
Outmigration	3	1.4%
Physical health of community residents	9	4.2%
Poverty	10	4.6%
Public transportation (including affordability, lack of accessibility)	3	1.4%

Recreation programs/spaces	3	1.4%
Resources for people with disabilities (e.g., accessible buildings)	2	.9%
Road quality	61	28.2%
Seniors' resources/programs	13	6.0%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	1	.5%
Social isolation and lack of community involvement	3	1.4%
Suicide	4	1.9%
Unemployment	2	.9%
Violence in the home (e.g., child abuse/neglect, domestic)	3	1.4%
Working conditions (e.g., risks for injury on the job)	2	.9%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	4	1.9%
Other	1	.5%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 1/12/2023

**Total number of times each area/issue appeared in the top 3**

**C3. Overall, how satisfied are you with the resources available to help deal with the health and wellness challenges in your community?**

	Count	%
Very satisfied	6	2.7%
Satisfied	64	28.4%
Neither satisfied nor dissatisfied	91	40.4%
Dissatisfied	49	21.8%
Very dissatisfied	15	6.7%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

**C4. Why are you dissatisfied with the resources available? (Select all that apply.)**

	Total	
	N	%
Community resources/supports are not available	44	68.8%
Community resources/supports are not effective	24	37.5%
Hours of service(s) are inconvenient	10	15.6%
Cost is too high	14	21.9%
Other (please specify):	3	4.7%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 1/6/2023

**Subset: respondents who chose "Dissatisfied" or "Very dissatisfied" in C3.**



**C4O. Why are you dissatisfied with the resources available? (Other-Coded)**

	Count	%
Not enough resources/supports available	1	33.3%
Not enough doctors/physicians/health care professionals/clinics, etc.	2	66.7%
Total	3	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: respondents who chose "Other (please specify)" in C4.**

**SECTION D - HEALTH STATUS**

**D1. In general, would you say your physical health is...?**

	Count	%
Excellent	15	6.7%
Very good	62	27.6%
Good	96	42.7%
Fair	42	18.7%
Poor	10	4.4%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

**D2. In general, would you say your mental health is...?**

	Count	%
Excellent	25	11.1%
Very good	81	36.0%
Good	60	26.7%
Fair	42	18.7%
Poor	9	4.0%
No response	8	3.6%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

**D3. What would you like to do to improve your personal physical or mental health? (Select all that apply.)**

	Total	
	N	%





Start/increase exercise, sports or physical activity	125	55.6%
Eat healthier/eat more fruits and vegetables	134	59.6%
Drink less alcohol	15	6.7%
Reduce smoking (not including cannabis)	20	8.9%
Reduce vaping (not including cannabis)	4	1.8%
Reduce cannabis use (in any form)	2	.9%
Reduce prescription drug misuse	1	.4%
Gamble less	2	.9%
Reduce stress	98	43.6%
Enhance self-care	57	25.3%
Reduce screen time (computer, Smartphone, TV)	26	11.6%
Get the flu shot	18	8.0%
Seek physical or mental health treatment	21	9.3%
Get more sleep	100	44.4%
Connect more with family, friends or community	57	25.3%
There is nothing I would like to do	18	8.0%
Other (please specify):	8	3.6%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses.  
Compiled by the NLSA on 1/6/2023

**Asked to all respondents**

**D30. What would you like to do to improve your personal physical or mental health? (Other-Coded)**

	Count	%
Access to a doctor/physician/specialist/make health care more accessible/cheaper, etc.	3	37.5%
Less wait times for appointments/tests/procedures/surgeries, etc.	2	25.0%
Better work-life balance	1	12.5%
Move closer to access programs/services/more accessible public transportation to avail of programs/services	1	12.5%
Other	1	12.5%
Total	8	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: respondents who chose "Other (please specify)" in D3.**

**D4. What is making it difficult for you to make the changes you identified in the previous question? (Select all that apply.)**

	Total	
	N	%
Community resources/supports are not available	53	25.6%
Community resources/supports are not effective	23	11.1%
Not enough time available	77	37.2%



Medical condition/injury	39	18.8%
Lack of childcare	10	4.8%
Cost is too high	57	27.5%
Other (please specify):	14	6.8%
Nothing in particular	37	17.9%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses.  
Compiled by the NLSA on 1/6/2023

**Subset: excludes respondents who chose "There is nothing I would like to do" in D3.**

**D40. What is making it difficult for you to make the changes you identified in the previous question? (Other-Coded)**

	Count	%
Lack of motivation/self-discipline	2	14.3%
Need better time-management/taking time for oneself	1	7.1%
Family/work responsibilities/poor work-life balance	2	14.3%
Lack of transportation options/too far to travel	1	7.1%
No doctor/physician/health care professional available/lack of accessibility to health care	3	21.4%
Wait times/wait lists for appointments/referrals/procedures etc. are too long	2	14.3%
Poor health (physical, mental), other underlying issues	3	21.4%
Total	14	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: respondents who chose "Other (please specify)" in D4.**

**SECTION E - HEALTH CARE PLANNING**

**E1. In your opinion, what priority area(s) should Eastern Health focus on to improve the care and services we deliver? (Select all that apply.)**

	Total	
	N	%
Mental Health and Addictions	144	64.0%
Primary Health Care	168	74.7%
Emergency services	147	65.3%
Specialists	115	51.1%
Senior's care/Home and Community Supports	75	33.3%
Appointments (scheduling, notifications)	98	43.6%
Hours of service	50	22.2%
Services outside the hospital (urgent/non-emergent care)	98	43.6%
Remote Patient Monitoring	20	8.9%
Virtual care	37	16.4%



Physical activity and healthy eating	52	23.1%
Increase vaccinations (including flu shot)	17	7.6%
Smoking cessation	13	5.8%
Chronic disease prevention	29	12.9%
Patient safety	26	11.6%
Patient and community engagement	20	8.9%
Facility cleanliness/maintenance	17	7.6%
Reduce waste (financial and environmental)	35	15.6%
Recruitment/retention of staff	118	52.4%
Employee psychological health and safety	39	17.3%
Other (please specify):	6	2.7%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 1/6/2023

**Asked to all respondents**

**E10. In your opinion, what priority area(s) should Eastern Health focus on to improve the care and services we deliver? (Other-Coded)**

	Count	%
Reduce wait lists/wait times for appointments/referrals/procedures/etc.	2	33.3%
Find more efficiencies within the health care system (with respect to staffing levels, organization, costs, etc.)	1	16.7%
Other	3	50.0%
Total	6	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Subset: respondents who chose "Other (please specify)" in E1.**

**E2. Please indicate your level of agreement with the following statement: Eastern Health is living up to its core values.**

	Count	%
Strongly Agree	4	1.8%
Agree	64	28.4%
Neither Agree nor Disagree	85	37.8%
Disagree	54	24.0%
Strongly Disagree	18	8.0%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**



**E3. Is there anything else that you would like to add about the health of the population and the health care services provided in the Eastern Health region? (Coded)**

	Count	%
Need more doctors/nurses/health care professionals/increased availability/access to health care	35	15.6%
Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc.	16	7.1%
Better working conditions for doctors/nurses/health care professionals (e.g., more time off, less overtime, etc.)	1	.4%
Patients need more respect/compassion, better treatment/communication from doctors/nurses etc.	2	.9%
Focus on recruitment/retention for skilled health care professionals (e.g., offer higher wages, more incentives, etc.)	8	3.6%
More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.)	1	.4%
Find more efficiencies in the health care system (with respect to cost, resources, management, etc.)	6	2.7%
More focus on mental health (e.g., providing adequate resources/support for those with mental health issues)	2	.9%
Other	2	.9%
No comments	152	67.6%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

**SECTION F - DEMOGRAPHICS**

**F1. How long have you lived in your current community?**

	Count	%
Less than 2 years	12	5.3%
2 - 5 years	25	11.1%
6 - 10 years	23	10.2%
11 - 20 years	45	20.0%
More than 20 years	119	52.9%
No response	1	.4%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

**F2. Please indicate your age.**



	Count	%
18 - 24	10	4.4%
25 - 34	22	9.8%
35 - 44	30	13.3%
45 - 54	46	20.4%
55 - 64	53	23.6%
65 - 74	49	21.8%
75 - 84	15	6.7%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

### F3. What is your gender identity? (Select all that apply.)

	Total	
	N	%
Man	107	47.6%
Woman	117	52.0%
Genderqueer	1	.4%
Genderfluid	1	.4%
No response	1	.4%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 1/6/2023

**Asked to all respondents**

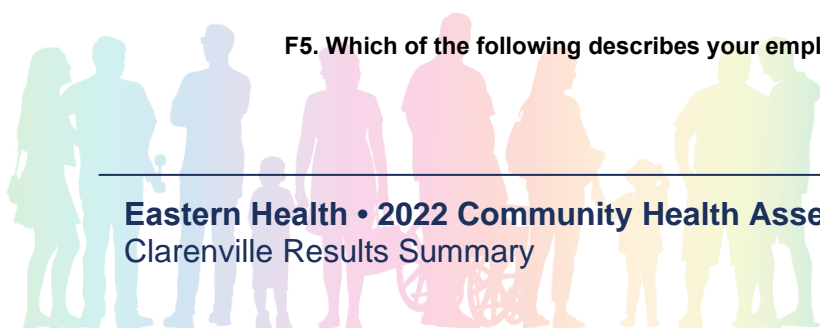
### F4. What is the highest level of education you have completed? (Select one response only.)

	Count	%
Some secondary school or high school	22	9.8%
Completed secondary school or high school	53	23.6%
Started university or college education but did not complete it	17	7.6%
Completed a technical, vocational or community college program	88	39.1%
Completed a bachelor's degree	24	10.7%
Completed a graduate or professional degree	18	8.0%
No response	3	1.3%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

### F5. Which of the following describes your employment status? (Select one response only.)



	Count	%
Employed full time (including self-employed or on a work training program)	80	35.6%
Employed part time (including self-employed or on a work training program)	27	12.0%
Seasonal worker	19	8.4%
Commuting/rotational worker	4	1.8%
Student	2	.9%
Unemployed and looking for work	6	2.7%
Unemployed and not looking for work	7	3.1%
Unable to work due to a long-term sickness or disability	11	4.9%
Looking after my home/family	5	2.2%
Retired from paid work	64	28.4%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**

## SECTION G - RESPONDENT FEEDBACK

### G1. Do you have any further comments related to this survey or its content? (Coded)

	Count	%
Need more doctors/nurses/health care professionals/increased availability/access to health care	9	4.0%
Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc.	1	.4%
Patients need more respect/compassion, better treatment/communication from doctors/nurses etc.	2	.9%
More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.)	1	.4%
Find more efficiencies in the health care system (with respect to cost, resources, management, etc.)	1	.4%
More focus on mental health (e.g., providing adequate resources/support for those with mental health issues)	1	.4%
Follow through on recommendations/feedback in the survey (i.e., taking action, making changes)	2	.9%
Glad to have participated in the survey, having the opportunity to give feedback, etc.	1	.4%
Dissatisfied with health care system (e.g., system is in crisis/seems to be getting worse, etc.)	2	.9%
Satisfied overall with health care system, quality of care, level of services, etc.	1	.4%
Other	9	4.0%
No comments	195	86.7%
Total	225	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 1/6/2023

**Asked to all respondents**



# APPENDIX B: EASTERN HEALTH COMMUNITY HEALTH ASSESSMENT SURVEY



## EASTERN HEALTH COMMUNITY HEALTH ASSESSMENT 2022

### PURPOSE

Eastern Health, in partnership with the Newfoundland and Labrador Statistics Agency (NLSA), is doing a survey to help us understand the community health needs in the Eastern Health region.

### CONFIDENTIALITY

The information is being collected and protected under the authority of the [Access to Information and Protection of Privacy Act 2015](#) (ATIPPA, 2015) of the Province of Newfoundland and Labrador. Information collected will be shared with Eastern Health for the purposes of assessing specific community health needs. Please be assured that your answers will be kept strictly confidential, and any results published from this survey will be reported collectively. No identifying information will be published. The survey will take approximately 15 minutes to complete.

If you have any questions concerning privacy or confidentiality, have difficulty accessing or completing the survey, or would like to be sent an electronic link or paper copy, you can contact the Newfoundland and Labrador Statistics Agency by email at [NLSASurveys@gov.nl.ca](mailto:NLSASurveys@gov.nl.ca) or by telephone, toll-free, at 1-888-461-5244. Please note that if you call the toll-free number, you will be asked to leave a message. Representatives from Eastern Health are also available to answer any other questions you may have about the survey:

- Email: [planning@easternhealth.ca](mailto:planning@easternhealth.ca)
- Phone: toll free at 1-833-960-4570

### INSTRUCTIONS

For the purposes of navigating through the survey, the arrow pointing to the right will take you forward to the survey's next page, and the arrow pointing to the left will return you to the survey's previous page.

While completing the survey, you may exit at any time by closing your internet browser. When you are ready to resume, simply use the link and Survey Access Code provided to again access the survey. Your previous responses will be saved, and you will resume where you left off. However, once the final question has been answered and the

responses submitted, the survey will no longer be accessible. If this occurs, and you would like to change one or more of your responses, please contact the NLSA at [NLSASurveys@gov.nl.ca](mailto:NLSASurveys@gov.nl.ca).

*[Please proceed to the next page to begin the survey.]*

## SECTION A – PRIMARY CARE PROVIDER

AR1. The following questions ask about your access to a primary care provider (family doctor, nurse practitioner) and your satisfaction with the quality of services received. This section applies to both virtual and in-person care.  
*[Please proceed to the next page.]*

A1. If you needed to find health-related information for yourself or someone else today, how would you get that information? (Select all that apply)

- 1 Ask a family doctor
- 2 Ask a nurse practitioner
- 3 Ask a pharmacist
- 4 Ask a community or public health nurse
- 5 Call/visit a hospital/clinic
- 6 Search the internet (e.g., WebMD, Google search)
- 7 Search the Eastern Health website
- 8 Search social media (e.g., Facebook, Twitter)
- 9 Use 811 HealthLine
- 10 Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community group, church group, or library
- 11 Ask a friend or family member
- 12 Ask another health professional (please specify): \_\_\_\_\_

A2. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go? (Select one response only)

- 1 Family doctor/nurse practitioner
- 2 Private-pay physician or nurse practitioner



- 3 Walk-in clinic**
- 4 Collaborative team clinic**
- 5 Hospital emergency department**
- 6 811 HealthLine**
- 7 Pharmacist**
- 8 I do not have a place to get care for a minor health problem [Go to A4]**
- 9 I chose not to seek treatment [Go to A4]**
- 97 Other (please specify): \_\_\_\_\_**

**A3. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), how long did it take you to receive treatment? (Select one response only)**

- 1 Received treatment the same day**
- 2 Received treatment the next day**
- 3 Took two days or more to receive treatment**
- 4 Never received treatment/left before receiving treatment**

**A4. Do you currently have a regular family doctor or nurse practitioner?**

- 1 Yes**
- 2 No [Go to BR1]**

**A5. Overall, how satisfied are you with the services provided by your family doctor/nurse practitioner?**

- 1 Very satisfied [Go to BR1]**
- 2 Satisfied [Go to BR1]**
- 3 Neither satisfied nor dissatisfied [Go to BR1]**
- 4 Dissatisfied**
- 5 Very dissatisfied**

**A6. Why are you dissatisfied with the services provided by your family doctor/nurse practitioner? (Select all that apply)**



- 1  Unable to easily contact the clinic/office
- 2  Offered virtual visit when an in-person visit is preferred
- 3  Wait list for an appointment is too long
- 4  Wait time in the clinic/office or window for virtual care visit is too long
- 5  Too far to travel
- 6  Hours of service are inconvenient
- 7  Communication barrier
- 8  Equipment quality is poor

A6. (cont.)

- 9  Health care provider(s) do not give you a chance to ask questions
- 10  You do not have trust and confidence in your health care provider(s)
- 11  Health care provider(s) do not treat you with respect
- 12  Health care provider(s) do not explain things in a way that is easy to understand
- 13  Health care provider(s) do not involve you in decisions about your care
- 14  Health care appointment(s) are rushed or limited to one issue per visit
- 97  Other (please specify): \_\_\_\_\_

## SECTION B – HEALTHCARE

BR1. The health care system provides a full continuum of health and community services, including public health, long-term care, acute (hospital) care, and private health care providers (e.g. pharmacy, private specialist clinics, vision/dental clinics). The following questions ask about your access to the health-care system and your satisfaction with the quality of services received (please DO NOT include Family Doctor/Nurse Practitioner services, as these were indicated previously). *[Please proceed to the next page.]*

B1. Sometimes we require health-care services but are unable to access them. Have you required any health-care service that you were unable to access during the past 12 months?

- 1 Yes**
- 2 No [Go to B3]**

**B2. Why were you unable to access services that you required during the past 12 months? (Select all that apply)**

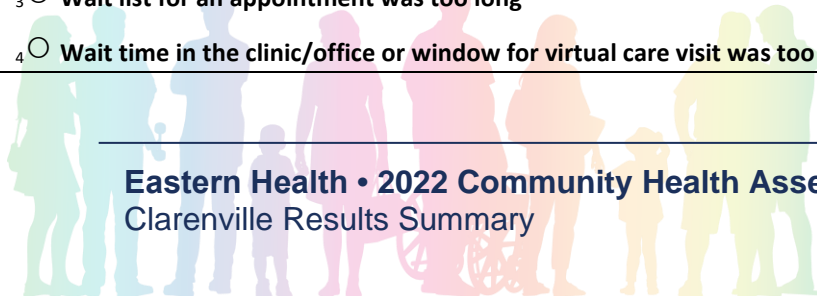
- |   |  |
|---|--|
| <input type="radio"/> <b>1 Wait time for service was too long</b>                                   | <input type="radio"/> <b>7 Unable to get a referral</b>                            |
| <input type="radio"/> <b>2 Cost of service was too high</b>   | <input type="radio"/> <b>8 Unable to contact the service</b>                       |
| <input type="radio"/> <b>3 Transportation issues</b>  | <input type="radio"/> <b>9 Communication barrier</b>                               |
| <input type="radio"/> <b>4 Too far to travel</b>  | <input type="radio"/> <b>10 Did not know the service was available at the time</b> |
| <input type="radio"/> <b>5 Unable to leave the house due to health problems</b>                     | <input type="radio"/> <b>11 Service not available</b>                              |
| <input type="radio"/> <b>6 Unable to access the services during scheduled time/hours of service</b> | <input type="radio"/> <b>97 Other (please specify): _____</b>                      |

**B3. Overall, how satisfied were you with the health-care services that you did use during the past 12 months?**

- 1 Very satisfied [Go to CR1]**
- 2 Satisfied [Go to CR1]**
- 3 Neither satisfied nor dissatisfied [Go to CR1]**
- 4 Dissatisfied**
- 5 Very dissatisfied**
- 6 I have not used any health-care services in the past 12 months [Go to CR1]**

**B4. Why were you dissatisfied with the health-care services that you did use during the past 12 months? (Select all that apply)**

- 1 Unable to easily reach the clinic/office**
- 2 Offered virtual visit when an in-person visit was preferred**
- 3 Wait list for an appointment was too long**
- 4 Wait time in the clinic/office or window for virtual care visit was too long**



- 5  Too far to travel
- 6  Hours of service were inconvenient
- 7  Cost of service was too high
- 8  Communication barrier
- 9  Equipment quality was poor
- 10  Health-care provider(s) did not give you a chance to ask questions
- 11  You did not have trust and confidence in your health-care provider(s)
- 12  Health-care provider(s) did not treat you with respect
- 13  Health-care provider(s) did not explain things in a way that was easy to understand
- 14  Health-care provider(s) did not involve you in decisions about your care
- 15  Health care appointment(s) were rushed or limited to one issue per visit
- 97  Other (please specify): \_\_\_\_\_

**SECTION C – COMMUNITY HEALTH AND WELLNESS**

CR1. The following questions ask about the health and wellness of your community, as well as your satisfaction with the resources and services available within your community. *[Please proceed to the next page.]*

C1. Please select the areas/issues that you are concerned about in your community. (Select all that apply)

- 1  Addictions and substance use (e.g., alcohol and/or drug misuse and abuse, gambling)
- 2  Bullying
- 3  Childcare (including affordability, lack of accessibility)
- 4  Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)
- 5  Crime and violence
- 6  Cost of living



- 7  Clean water supply
- 8  Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)
- 9  Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)
- 10  Education system
- 11  Emergency services
- 12  Environmental issues (e.g., contaminants in the air, water and soil)
- 13  Food security (access to sufficient, affordable, nutritious food)
- 14  Homelessness (including couch surfing)
- 15  Housing conditions
- 16  Low literacy levels
- 17  Mental health of community residents
- 18  Outmigration
- 19  Physical health of community residents
- 20  Poverty
- 21  Public transportation (including affordability, lack of accessibility)
- 22  Recreation programs/spaces
- 23  Resources for people with disabilities (e.g., accessible buildings)
- 24  Road quality
- 25  Seniors' resources/programs
- 26  Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)

C1. (cont.)

- 27  Social isolation and lack of community involvement
- 28  Suicide
- 29  Tobacco use/smoking/vaping
- 30  Unemployment
- 31  Violence in the home (e.g., child abuse/neglect, domestic)
- 32  Working conditions (e.g., risks for injury on the job)
- 97  Other (please specify): \_\_\_\_\_



33  I am not concerned about the health and wellness of my community [Exclusive Response] [Go to C3]

[Programming note: if the respondent only chooses one option in C1, they will skip to C3]

C2A. (If number of options chosen in C1>=3) Of the issues selected in the previous question, please rank the 3 that you are most concerned about.

One at a time, click and drag an issue from the left column and drop it in the empty box on the right until the box contains the 3 issues you are most concerned about. Next, arrange the 3 issues in the box on the right in order so that the issue you are most concerned about is first, the one of next concern is second and the one of least concern is third.

C2B. (If number of options chosen in C1=2) Next, we want you to please rank the 2 issues from the previous question that you are most concerned about.

One at a time, click and drag an issue from the left column and drop it in the empty box on the right until the box contains the 2 issues you are most concerned about. Next, arrange the 2 issues in the box on the right in order so that the issue you are most concerned about is first and the one of lesser concern is second.

- 1  Addictions and substance use (e.g., alcohol and/or drug misuse and abuse, gambling)
- 2  Bullying
- 3  Childcare (including affordability, lack of accessibility)
- 4  Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)
- 5  Crime and violence
- 6  Cost of living
- 7  Clean water supply
- 8  Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)
- 9  Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)
- 10  Education system

C2A/C2B. (cont.)

- 11  Emergency services
- 12  Environmental issues (e.g., contaminants in the air, water and soil)
- 13  Food security (access to sufficient, affordable, nutritious food)
- 14  Homelessness (including couch surfing)

- 15  Housing conditions
- 16  Low literacy levels
- 17  Mental health of community residents
- 18  Outmigration
- 19  Physical health of community residents
- 20  Poverty
- 21  Public transportation (including affordability, lack of accessibility)
- 22  Recreation programs/spaces
- 23  Resources for people with disabilities (e.g., accessible buildings)
- 24  Road quality
- 25  Seniors' resources/programs
- 26  Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)
- 27  Social isolation and lack of community involvement
- 28  Suicide
- 29  Tobacco use/smoking/vaping
- 30  Unemployment
- 31  Violence in the home (e.g., child abuse/neglect, domestic)
- 32  Working conditions (e.g., risks for injury on the job)
- 97  Other (please specify): \_\_\_\_\_

C3. There are many different groups and resources that aim to improve the health and wellness of a community. These include Eastern Health/Regional Health Authority, private health clinics (e.g., pharmacy, private specialist clinics, vision/dental clinics), churches, schools, town councils, resource centres, community advisory committees, recreation spaces/gyms, and other community groups (service clubs, coalitions, social and recreational groups).

Overall, how satisfied are you with the resources available to help deal with the health and wellness challenges in your community?

- 1  Very satisfied [Go to DR1]
- 2  Satisfied [Go to DR1]
- 3  Neither satisfied nor dissatisfied [Go to DR1]



- 4 Dissatisfied
- 5 Very dissatisfied

C4. Why are you dissatisfied with the resources available? (Select all that apply)

- 1 Community resources/supports are not available
- 2 Community resources/supports are not effective
- 3 Hours of service(s) are inconvenient
- 4 Cost is too high
- 7 Other (please specify): \_\_\_\_\_

## SECTION D – HEALTH STATUS

DR1. This section will help us describe the **health of the population who completed the survey.**  
*[Please proceed to the next page.] [Programming note: non-response will be allowed for questions in this section.]*

D1. In general, would you say your physical health is...?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

D2. In general, would you say your mental health is...?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor





**D3. What would you like to do to improve your personal physical or mental health? (Select all that apply)**

- 1  Start/increase exercise, sports or physical activity
- 2  Eat healthier/eat more fruits and vegetables
- 3  Drink less alcohol
- 4  Reduce smoking (not including cannabis)
- 5  Reduce vaping (not including cannabis)
- 6  Reduce cannabis use (in any form)
- 7  Reduce illicit drug use
- 8  Reduce prescription drug misuse
- 9  Gamble less
- 10  Reduce stress
- 11  Enhance self-care
- 12  Reduce screen time (computer, Smartphone, TV)
- 13  Get the flu shot
- 14  Seek physical or mental health treatment
- 15  Get more sleep
- 16  Connect more with family, friends or community
- 97  Other (please specify): \_\_\_\_\_
- 17  There is nothing I would like to do [Exclusive Response] [Go to E1]

**D4. What is making it difficult for you to make the changes you identified in the previous question? (Select all that apply)**

- 1  Community resources/supports are not available
- 2  Community resources/supports are not effective
- 3  Not enough time available
- 4  Medical condition/injury
- 5  Lack of childcare
- 6  Cost is too high
- 7  Other (please specify): \_\_\_\_\_
- 8  Nothing in particular [Exclusive Response]



**SECTION E – HEALTH CARE PLANNING**

E1. From our last series of consultations to develop priorities for the organization, the following came through as areas that Eastern Health should focus on to improve health care and service delivery.

In your opinion, what priority area(s) should Eastern Health focus on to improve the care and services we deliver? (Select all that apply).

- |  |   |
|--|---|
| <input type="radio"/> 1 Mental Health and Addictions                             | <input type="radio"/> 11 Physical activity and healthy eating       |
| <input type="radio"/> 2 Primary Health Care                                      | <input type="radio"/> 12 Increase vaccinations (including flu shot) |
| <input type="radio"/> 3 Emergency services                                       | <input type="radio"/> 13 Smoking cessation                          |
| <input type="radio"/> 4 Specialists  | <input type="radio"/> 14 Chronic disease prevention                 |
| <input type="radio"/> 5 Senior's care/Home and Community Supports                | <input type="radio"/> 15 Patient safety                             |
| <input type="radio"/> 6 Appointments (scheduling, notifications)                 | <input type="radio"/> 16 Patient and community engagement           |
| <input type="radio"/> 7 Hours of service   | <input type="radio"/> 17 Facility cleanliness/maintenance           |
| <input type="radio"/> 8 Services outside the hospital (urgent/non-emergent care) | <input type="radio"/> 18 Reduce waste (financial and environmental) |
| <input type="radio"/> 9 Remote Patient Monitoring                                | <input type="radio"/> 19 Recruitment/retention of staff             |
| <input type="radio"/> 10 Virtual care  | <input type="radio"/> 20 Employee psychological health and safety   |
|  | <input type="radio"/> 97 Other (please specify): _____              |

E2. Eastern Health's core values identify what we stand for and guide the behavior of all individuals (physicians, employees & volunteers) in the organization as we provide services and interact with others.

Our current values are accountability, caring, collaboration, excellence and respect.

Please indicate your level of agreement with the following statement: *Eastern Health is living up to its core values.*

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree Nor Disagree
- 4 Disagree
- 5 Strongly Disagree



E3. Is there anything else that you would like to add about the health of the population and the health care services provided in the Eastern Health region?

Yes (enter comments): \_\_\_\_\_

No

## SECTION F – DEMOGRAPHICS

FR1. This section will help us **describe the population who completed the survey**. Questions are being asked for research and statistical purposes only. Please be assured that your answers will be kept strictly confidential.  
*[Please proceed to the next page.] [Programming note: non-response will be allowed for questions in this section.]*

F1. How long have you lived in your current community?

Less than 2 years

11 - 20 years

2 - 5 years

More than 20 years

6 - 10 years

F2. Please indicate your age.

18-24

55-64

25-34

65-74

35-44

75-84

45-54

85+

F3. What is your gender identity? (Select all that apply)

- 1  Man
- 2  Woman
- 3  Transgender
- 4  Two Spirit
- 5  Non-Binary
- 6  Agender
- 7  Genderqueer
- 8  Genderfluid
- 9  Gender nonconforming
- 97  Other identity (please specify): \_\_\_\_\_

F4. What is the highest level of education you have completed? (Select one response only)

- 1  Some secondary school or high school
- 2  Completed secondary school or high school
- 3  Started university or college education but did not complete it
- 4  Completed a technical, vocational or community college program
- 5  Completed a bachelor's degree
- 6  Completed a graduate or professional degree

F5. Which of the following describes your employment status? (Select one response only)

- 1  Employed full time (including self-employed or on a work training program)
- 2  Employed part time (including self-employed or on a work training program)
- 3  Seasonal worker
- 4  Commuting/rotational worker
- 5  Student
- 6  Unemployed and looking for work
- 7  Unemployed and not looking for work
- 8  Unable to work due to a long-term sickness or disability
- 9  Looking after my home/family
- 10  Retired from paid work

**SECTION G – RESPONDENT FEEDBACK**

G1. Do you have any further comments related to this survey or its content?







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