

2022

COMMUNITY

Health Assessment Survey



Regional
Results
Summary

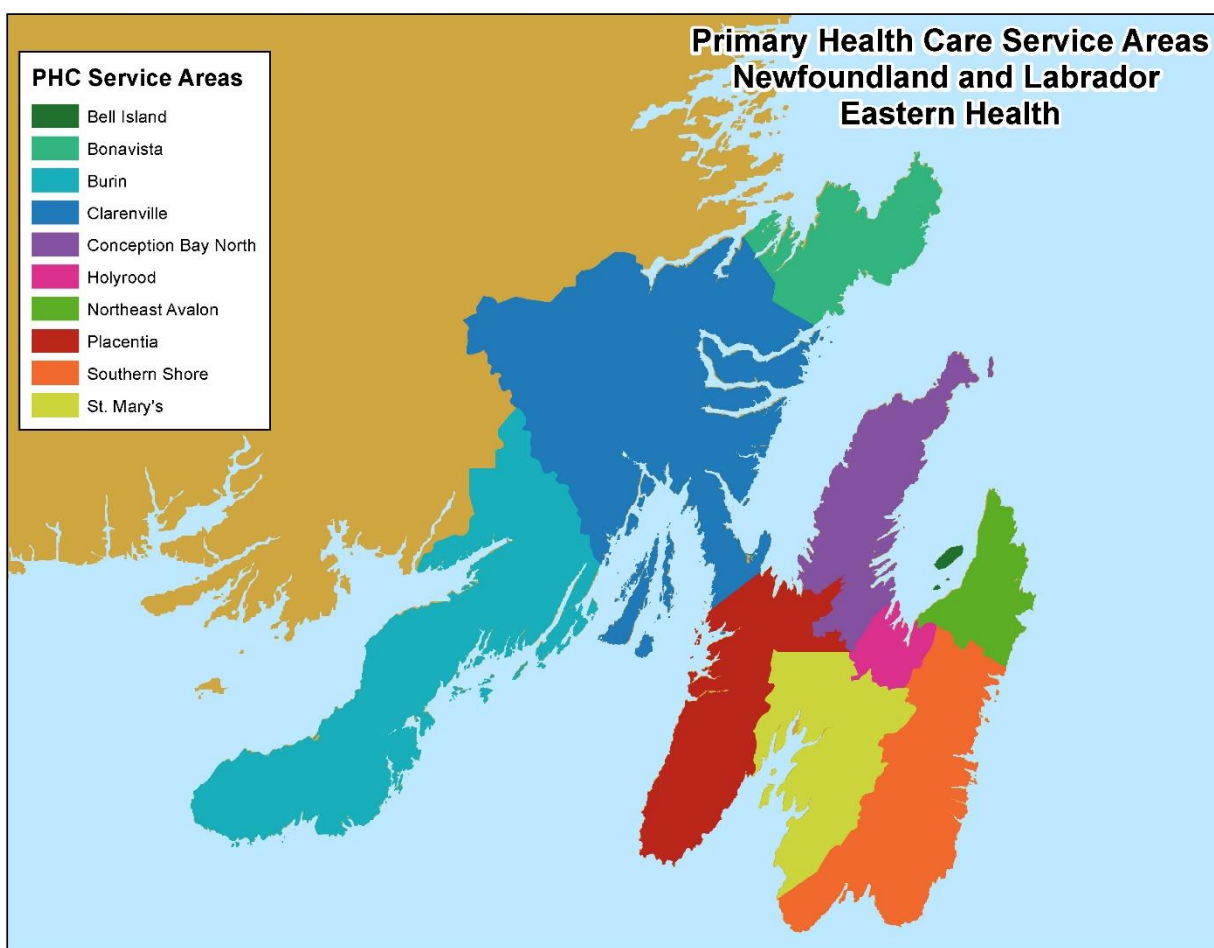


Eastern
Health

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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 the region as identified by the CHA survey. This section also includes 2019 results as a comparator, where relevant. 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 2,116 surveys were completed throughout the Eastern region. This represents a total overall response rate of 15.3%. Although there was a decrease in overall survey completion from the previous CHA survey (4,094 in 2019 vs. 2,116 in 2022), the random sampling methodology used for the 2022 survey provided a more representative sample of the entire eastern population. In particular, gender and education level were more closely aligned to the general population. This method was particularly successful with the 65+ age group in that this group was overrepresented in the 2022 results. However, it was noted that in both the 2019 and 2022 surveys that response rates for young adults (18-34) was underrepresented. See Appendix C for further detail on the comparison of respondent demographics.



2116
respondents

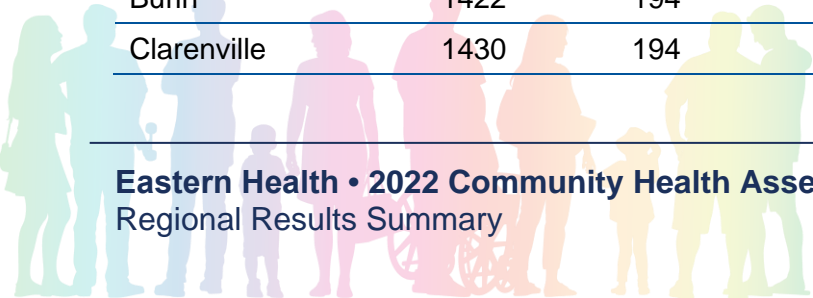
The following is a profile of survey respondents from:

- Most respondents lived in their community for more than 20 years (63.0%; n=1334)
- Most respondents reported their highest level of education completed as completed a technical, vocational or community college program (36.2%; n=767)
- Most respondents were retired from paid work (33.9%; n=717) or employed full time (33.1%; n=701)
- Most respondents were between 65-74 (25.9%; n=548) and 55-64 (25.6%; n=541) years of age

Table 1 outlines the number of surveys distributed to each PHC area, the number of respondents required to obtain a confidence level of 95% ± 7%, the number completed, and the response rates.

Table 1: Respondents by Primary Health Care Region

Primary Health Care Region	Sample Size	Required	Completed	Percentage (%)
Bell Island	1259	183	189	15.0
Bonavista	1393	191	199	14.3
Burin	1422	194	199	14.0
Clarendville	1430	194	225	15.7



Conception Bay North	1451	195	237	16.3
Holyrood	1380	190	247	17.9
Placentia	1401	192	200	14.3
Southern Shore	1412	191	228	16.1
St. Mary's	1257	181	187	14.9
Northeast Avalon	1425	196	205	14.4
Total	13830	1907	2116	15.3

As shown in the table, the response goals needed to ensure confidence in the results for the regional report, as well as for the Primary Health Care areas, were met or exceeded.

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, when respondents are looking for health-related information, the most common responses were:

1	Ask a family doctor	61.2% (n=1295)
2	Search the internet (e.g., WebMD, Google search)	50.4% (n=1067)
3	Ask a pharmacist	41.8% (n=884)

The 2019 CHA survey produced the same top three results.



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

1	Family/primary care doctor or nurse practitioner	51.5% (n=1089)
2	Hospital emergency department	14.3% (n=302)
3	Walk-in clinic	6.3% (n=134)

*12.4% (n=262) chose not to seek treatment

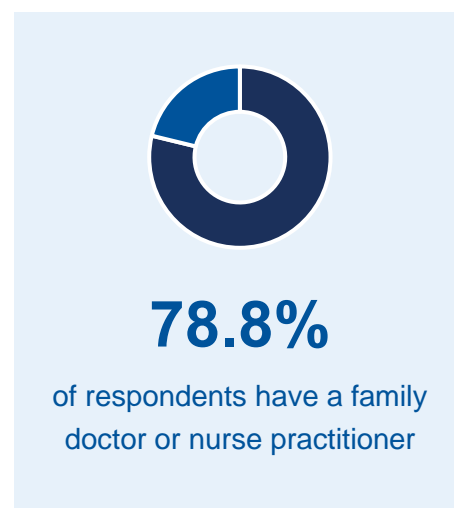
Although the 2022 survey provided more response options for this question, in 2019, the same top three prevailed.

When asked how long it took to receive treatment for their last minor health problem, 43.6% (n=764) reported that they received treatment the same day, while 10.4% (n=183) reported that they received treatment the next day. Additionally, 39.4% (n=691) reported that it took two days or more to receive treatment, and 6.6% (n=116) reported that they never received treatment or left before receiving treatment. This is comparable to 2019 results where 54.0% indicated that they were able to get same day or next day care.

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 78.8% (n=1668) have a family doctor or nurse practitioner. This is 11.4 percentage points lower than what was reported in 2019 when 90.2% indicated having a family doctor or nurse practitioner. Of this 78.8%:

- 83.7% (n=1396) reported being satisfied or very satisfied with their family/primary care doctor or nurse practitioner.
- 6.5% (n=108) reported being dissatisfied or very dissatisfied with their family/primary care doctor or nurse practitioner and indicated the following reasons most commonly:
 - The wait list for an appointment is too long (78.7%; n=85)
 - Unable to easily contact the clinic/office (55.6%; n=60)



- Offered virtual visit when an in-person visit is preferred (38.9%; n=42)
- Wait time in the clinic/office or window for virtual care visit is too long (33.3%; n=36)
- Health-care appointment(s) were rushed or limited to one issue per visit (28.7%; n=31)

The main reason for dissatisfaction in 2019 was also related to the waitlists for appointments.

Health Care



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 (72.7%; n=1538) indicated they were able to access the required health services, while 27.3% (n=578) of respondents indicated that there were health services that they required and were unable to access (similar to 2019 where the responses were 73.5% and 26.5%, respectively).



72.7%

of respondents able to access the required health services

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

1	Wait time for service was too long	70.8% (n=409)
2	Unable to get a referral	17.0% (n=98)
3	Service not available	16.6% (n=96)



2019 yielded similar results where wait time for service was also the top reason for respondents unable to access health services.

According to survey results, the majority of respondents (62.2%; n=1317) were satisfied or very satisfied with the health care services they have used in the past 12 months, while 13.5% (n=286) 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 following are the top three reasons respondents were dissatisfied:

1	Wait list for an appointment was too long	60.5% (n=173)
2	Wait time in the clinic/office or window for virtual care visit was too long	33.2% (n=95)
3	Unable to easily contact the clinic/office	29.0% (n=83)

Similarly, in 2019, wait list/time was the main reason for being dissatisfied.

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 in both surveys were:

	2019	2022
1	Addictions 56.7%	Cost of living 74.4%
2	Mental Health 56.4%	Road quality 59.4%



3	Cost of living	55.2%	Emergency services	50.8%
4	Road quality	54.4%	Addictions and substance abuse	48.5%
5	Chronic disease	52.9%	Chronic diseases	46.2%

While the top five issues remained fairly consistent from 2019 to 2022, emergency services went from being chosen by 27.6% of respondents in 2019 to 50.8% in 2022. Also, cost of living went from being chosen by 55.2% of respondents in 2019 to 74.4% in 2022.

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:

2019		2022		
1	Addictions	31.0%	Cost of living	55.2%
2	Mental Health	30.6%	Emergency services	32.6%
3	Cost of living	28.6%	Addictions and substance abuse	24.5%
4	Chronic disease	26.7%	Road quality	24.2%
5	Road quality	17.5%	Chronic diseases	22.6%

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 (38.0%; n=805)

were neither satisfied or dissatisfied with the resources available, while 31.1% (n=658) were dissatisfied or very dissatisfied, and 30.9% (n=653) were satisfied or very satisfied. 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	75.8% (n=499)
2	Community resources/supports are not effective	31.9% (n=210)
3	Hours of service(s) are inconvenient	22.5% (n=148)

Similar satisfaction levels were shown in the 2019 survey results. Reasons for dissatisfaction in this survey were open-ended and therefore not comparable with the above list.

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 (38.4%; n=812) or very good (29.7%; n=629). Most respondents also reported that their mental health was very good (34.8%; n=737) or good (29.9%; n=633). In 2019, most respondents also reported that their physical and mental health were either good or very good.

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 the physical and/or mental health were:

1	Eat healthier/eat more fruits and vegetables	63.6% (n=1346)
2	Start/increase exercise, sports or physical activity	56.0% (n=1185)
3	Reduce stress	41.6% (n=881)



Although the list presented in the 2019 differed slightly, the results identified the same top three things.

While 22.7% (n=440) 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 for 2022:

1	Cost is too high	29.4% (n=570)
2	Community resources/supports are not available	29.2% (n=566)
3	Not enough time available	28.7% (n=555)

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 (36.6%; n=775) neither agreed or disagreed, 34.9% (n=738) disagreed or strongly disagreed, while 28.5% (n=603) 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	72.6% (n=1536)
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2	Emergency Services	66.7% (n=1411)
3	Mental Health and Addictions	58.4% (n=1235)
4	Specialists	50.0% (n=1059)
5	Recruitment/retention of staff	47.8% (n=1012)
6	Appointments (scheduling, notifications)	46.4% (n=982)

Concluding Remarks

To conclude the survey, respondents were asked if there was anything else they would like to add. One-third (33.2%) of respondents provided additional comments and these were:

1	Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare	15.1% (n=319)
2	Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc.	6.1% (n=130)
3	Find more efficiencies in the healthcare system (e.g., with respect to cost, resources, management, etc.)	2.1% (n=45)
4	Focus on recruitment/retention for skilled healthcare professionals (e.g., offer higher wages, more incentives, etc.)	1.7% (n=36)
5	More awareness/education/collaboration with people/communities (e.g., promoting active living, eating healthier, etc.)	1.3% (n=28)
6	More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.)	1.1% (n=24)



APPENDIX A: FULL REGIONAL SURVEY RESULTS

Community Health Assessment 2022

Total Results

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	1295	61.2%
Ask a nurse practitioner	415	19.6%
Ask a pharmacist	884	41.8%
Ask a community or public health nurse	319	15.1%
Call/visit a hospital/clinic	652	30.8%
Search the internet (e.g., WebMD, Google search)	1067	50.4%
Search the Eastern Health website	238	11.2%
Search social media (e.g., Facebook, Twitter)	94	4.4%
Use 811 HealthLine	704	33.3%
Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community group, church group or library	62	2.9%
Ask a friend or family member	657	31.0%
Ask another health professional (please specify):	89	4.2%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 12/15/2022

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	29	32.6%
Online/virtual health clinic (e.g., Medicuro)	4	4.5%
Other health professional (e.g., physiotherapist, dentist, etc.)	48	53.9%
Other	8	9.0%



Total	89	100.0%
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Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/15/2022

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	1089	51.5%
Private-pay physician or nurse practitioner	10	.5%
Walk-in clinic	134	6.3%
Collaborative team clinic	8	.4%
Hospital emergency department	302	14.3%
811 HealthLine	67	3.2%
Pharmacist	92	4.3%
I do not have a place to get care for a minor health problem	100	4.7%
I chose not to seek treatment	262	12.4%
Other (please specify):	52	2.5%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/16/2022

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	7	13.5%
Searched the Internet (e.g., Google, WebMD)	5	9.6%
Used an online virtual health care clinic (e.g., Medicuro app)	10	19.2%
Self-treatment (using over-the-counter medications - e.g., Tylenol)	6	11.5%
Other health professional (e.g., naturopathic doctor, skin specialist, etc.)	5	9.6%
Other	19	36.5%
Total	52	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/16/2022

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	764	43.6%



Received treatment the next day	183	10.4%
Took two days or more to receive treatment	691	39.4%
Never received treatment/left before receiving treatment	116	6.6%
Total	1754	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/15/2022

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	1668	78.8%
No	448	21.2%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/15/2022

Asked to all respondents

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

	Count	%
Very satisfied	760	45.6%
Satisfied	636	38.1%
Neither satisfied nor dissatisfied	164	9.8%
Dissatisfied	80	4.8%
Very dissatisfied	28	1.7%
Total	1668	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/15/2022

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	60	55.6%
Offered virtual visit when an in-person visit is preferred	42	38.9%
Wait list for an appointment is too long	85	78.7%
Wait time in the clinic/office or window for virtual care visit is too long	36	33.3%
Too far to travel	9	8.3%
Hours of service are inconvenient	10	9.3%
Communication barrier	5	4.6%



Equipment quality is poor	2	1.9%
Health-care provider(s) do not give you a chance to ask questions	8	7.4%
You do not have trust and confidence in your health-care provider(s)	19	17.6%
Health-care provider(s) do not treat you with respect	7	6.5%
Health-care provider(s) do not explain things in a way that is easy to understand	2	1.9%
Health-care provider(s) do not involve you in decisions about your care	3	2.8%
Health-care appointment(s) are rushed or limited to one issue per visit	31	28.7%
Other (please specify):	2	1.9%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 12/15/2022

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	578	27.3%
No	1538	72.7%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/15/2022

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	409	70.8%
Cost of service was too high	37	6.4%
Transportation issues	40	6.9%
Too far to travel	55	9.5%
Unable to leave the house due to health problems	18	3.1%
Unable to access the services during scheduled time/hours of service	76	13.1%
Unable to get a referral	98	17.0%
Unable to contact the service	60	10.4%
Communication barrier	18	3.1%
Did not know the service was available at the time	20	3.5%
Service not available	96	16.6%
Other (please specify):	58	10.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses.
Compiled by the NLSA on 12/15/2022

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	16	27.6%
Waiting for an appointment/follow-up/referral/response to referral, etc.	19	32.8%
Appointments were cancelled or postponed/waiting for it to be rescheduled	5	8.6%
Other	18	31.0%
Total	58	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/15/2022

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	396	18.7%
Satisfied	921	43.5%
Neither satisfied nor dissatisfied	324	15.3%
Dissatisfied	192	9.1%
Very dissatisfied	94	4.4%
I have not used any health-care services in the past 12 months	189	8.9%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/15/2022

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	83	29.0%
Offered virtual visit when an in-person visit was preferred	52	18.2%
Wait list for an appointment was too long	173	60.5%
Wait time in the clinic/office or window for virtual care visit was too long	95	33.2%
Too far to travel	31	10.8%
Hours of service were inconvenient	23	8.0%
Cost of service was too high	9	3.1%
Communication barrier	6	2.1%
Equipment quality was poor	7	2.4%



Health-care provider(s) did not give you a chance to ask questions	38	13.3%
You did not have trust and confidence in your health-care provider(s)	58	20.3%
Health-care provider(s) did not treat you with respect	44	15.4%
Health-care provider(s) did not explain things in a way that was easy to understand	29	10.1%
Health-care provider(s) did not involve you in decisions about your care	22	7.7%
Health-care appointment(s) were rushed or limited to one issue per visit	66	23.1%
Other (please specify):	43	15.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 12/16/2022

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

B4O. Why were you dissatisfied with the health-care services that you did use during the past 12 months? (Other-Coded)

	Count	%
No family doctor/physician/health care professional available	9	20.9%
Unable to get appointment with family doctor/surgeon/health care professional/appointments were cancelled/postponed	12	27.9%
Wait times in the ER were too long/dissatisfied with quality of health care in ER	11	25.6%
Other	11	25.6%
Total	43	100.0%

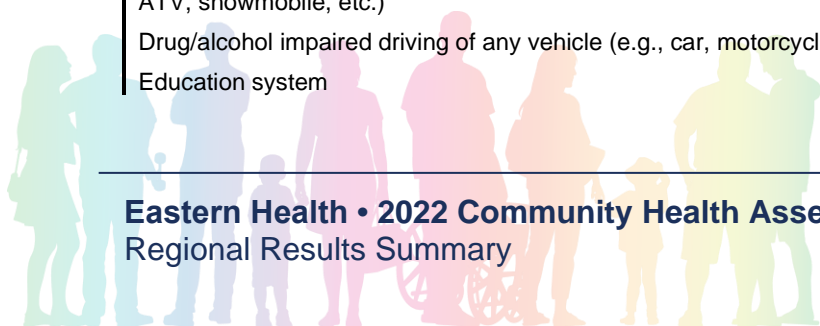
Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/16/2022

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)	1027	48.5%
Bullying	467	22.1%
Childcare (including affordability, lack of accessibility)	472	22.3%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	977	46.2%
Crime and violence	573	27.1%
Cost of living	1574	74.4%
Clean water supply	456	21.6%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	795	37.6%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	833	39.4%
Education system	377	17.8%



Emergency services	1075	50.8%
Environmental issues (e.g., contaminants in the air, water and soil)	296	14.0%
Food security (access to sufficient, affordable, nutritious food)	744	35.2%
Homelessness (including couch surfing)	192	9.1%
Housing conditions	230	10.9%
Low literacy levels	141	6.7%
Mental health of community residents	863	40.8%
Outmigration	261	12.3%
Physical health of community residents	542	25.6%
Poverty	416	19.7%
Public transportation (including affordability, lack of accessibility)	406	19.2%
Recreation programs/spaces	368	17.4%
Resources for people with disabilities (e.g., accessible buildings)	407	19.2%
Road quality	1257	59.4%
Seniors' resources/programs	563	26.6%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	150	7.1%
Social isolation and lack of community involvement	359	17.0%
Suicide	397	18.8%
Tobacco use/smoking/vaping	402	19.0%
Unemployment	561	26.5%
Violence in the home (e.g., child abuse/neglect, domestic)	247	11.7%
Working conditions (e.g., risks for injury on the job)	166	7.8%
I am not concerned about the health and wellness of my community	107	5.1%
Other (please specify):	66	3.1%

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	40	60.6%
Other health care (e.g., drug coverage, access to dental care, fertility options, etc.)	6	9.1%
Other	20	30.3%
Total	66	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)

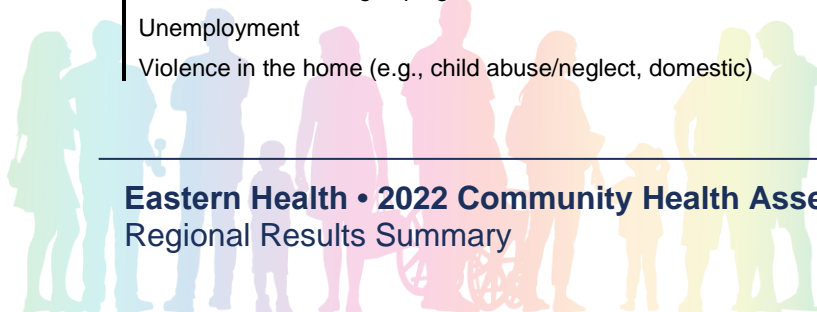
	Count	%
0 (Chose "I am not concerned about the health and wellness of my community" in C1)	107	5.1%

1	131	6.2%
2	106	5.0%
3 or more	1772	83.7%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/16/2022

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)	264	13.1%
Bullying	31	1.5%
Childcare (including affordability, lack of accessibility)	54	2.7%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	218	10.9%
Crime and violence	56	2.8%
Cost of living	580	28.9%
Clean water supply	63	3.1%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	48	2.4%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	30	1.5%
Education system	14	.7%
Emergency services	305	15.2%
Environmental issues (e.g., contaminants in the air, water and soil)	6	.3%
Food security (access to sufficient, affordable, nutritious food)	30	1.5%
Homelessness (including couch surfing)	2	.1%
Housing conditions	5	.2%
Mental health of community residents	63	3.1%
Outmigration	2	.1%
Physical health of community residents	31	1.5%
Poverty	10	.5%
Public transportation (including affordability, lack of accessibility)	11	.5%
Recreation programs/spaces	6	.3%
Resources for people with disabilities (e.g., accessible buildings)	8	.4%
Road quality	69	3.4%
Seniors' resources/programs	18	.9%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	1	.0%
Social isolation and lack of community involvement	8	.4%
Suicide	6	.3%
Tobacco use/smoking/vaping	1	.0%
Unemployment	20	1.0%
Violence in the home (e.g., child abuse/neglect, domestic)	4	.2%



Working conditions (e.g., risks for injury on the job)	7	.3%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	30	1.5%
Other health care (e.g., drug coverage, access to dental care, fertility options, etc.)	4	.2%
Other	4	.2%
Total	2009	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)	132	7.0%
Bullying	28	1.5%
Childcare (including affordability, lack of accessibility)	54	2.9%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	150	8.0%
Crime and violence	55	2.9%
Cost of living	342	18.2%
Clean water supply	79	4.2%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	77	4.1%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	77	4.1%
Education system	25	1.3%
Emergency services	219	11.7%
Environmental issues (e.g., contaminants in the air, water and soil)	11	.6%
Food security (access to sufficient, affordable, nutritious food)	104	5.5%
Homelessness (including couch surfing)	6	.3%
Housing conditions	5	.3%
Low literacy levels	1	.1%
Mental health of community residents	117	6.2%
Outmigration	11	.6%
Physical health of community residents	42	2.2%
Poverty	19	1.0%
Public transportation (including affordability, lack of accessibility)	28	1.5%
Recreation programs/spaces	9	.5%
Resources for people with disabilities (e.g., accessible buildings)	17	.9%
Road quality	164	8.7%
Seniors' resources/programs	28	1.5%
Social isolation and lack of community involvement	12	.6%
Suicide	9	.5%
Tobacco use/smoking/vaping	8	.4%
Unemployment	27	1.4%



Violence in the home (e.g., child abuse/neglect, domestic)	7	.4%
Working conditions (e.g., risks for injury on the job)	3	.2%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	7	.4%
Other	5	.3%
Total	1878	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)	97	5.5%
Bullying	28	1.6%
Childcare (including affordability, lack of accessibility)	33	1.9%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	86	4.9%
Crime and violence	53	3.0%
Cost of living	187	10.6%
Clean water supply	59	3.3%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	76	4.3%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	87	4.9%
Education system	40	2.3%
Emergency services	130	7.3%
Environmental issues (e.g., contaminants in the air, water and soil)	17	1.0%
Food security (access to sufficient, affordable, nutritious food)	105	5.9%
Homelessness (including couch surfing)	6	.3%
Housing conditions	17	1.0%
Low literacy levels	1	.1%
Mental health of community residents	130	7.3%
Outmigration	24	1.4%
Physical health of community residents	40	2.3%
Poverty	33	1.9%
Public transportation (including affordability, lack of accessibility)	35	2.0%
Recreation programs/spaces	20	1.1%
Resources for people with disabilities (e.g., accessible buildings)	15	.8%
Road quality	254	14.3%
Seniors' resources/programs	68	3.8%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	2	.1%
Social isolation and lack of community involvement	21	1.2%
Suicide	29	1.6%
Tobacco use/smoking/vaping	15	.8%



Unemployment	47	2.7%
Violence in the home (e.g., child abuse/neglect, domestic)	7	.4%
Working conditions (e.g., risks for injury on the job)	4	.2%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	3	.2%
Other	2	.1%
Total	1771	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 1772 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 1771 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)	493	24.5%
Bullying	87	4.3%
Childcare (including affordability, lack of accessibility)	141	7.0%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	454	22.6%
Crime and violence	164	8.2%
Cost of living	1109	55.2%
Clean water supply	201	10.0%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	201	10.0%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	194	9.7%
Education system	79	3.9%
Emergency services	654	32.6%
Environmental issues (e.g., contaminants in the air, water and soil)	34	1.7%
Food security (access to sufficient, affordable, nutritious food)	239	11.9%
Homelessness (including couch surfing)	14	.7%
Housing conditions	27	1.3%
Low literacy levels	2	.1%
Mental health of community residents	310	15.4%
Outmigration	37	1.8%
Physical health of community residents	113	5.6%
Poverty	62	3.1%
Public transportation (including affordability, lack of accessibility)	74	3.7%
Recreation programs/spaces	35	1.7%
Resources for people with disabilities (e.g., accessible buildings)	40	2.0%
Road quality	487	24.2%
Seniors' resources/programs	114	5.7%



Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	3	.1%
Social isolation and lack of community involvement	41	2.0%
Suicide	44	2.2%
Tobacco use/smoking/vaping	24	1.2%
Unemployment	94	4.7%
Violence in the home (e.g., child abuse/neglect, domestic)	18	.9%
Working conditions (e.g., risks for injury on the job)	14	.7%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	40	2.0%
Other health care (e.g., drug coverage, access to dental care, fertility options, etc.)	4	.2%
Other	11	.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	74	3.5%
Satisfied	579	27.4%
Neither satisfied nor dissatisfied	805	38.0%
Dissatisfied	485	22.9%
Very dissatisfied	173	8.2%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/16/2022

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	499	75.8%
Community resources/supports are not effective	210	31.9%
Hours of service(s) are inconvenient	148	22.5%
Cost is too high	91	13.8%
Other (please specify):	99	15.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 12/16/2022

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

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



	Total	
	N	%
Start/increase exercise, sports or physical activity	1185	56.0%
Eat healthier/eat more fruits and vegetables	1346	63.6%
Drink less alcohol	194	9.2%
Reduce smoking (not including cannabis)	185	8.7%
Reduce vaping (not including cannabis)	28	1.3%
Reduce cannabis use (in any form)	23	1.1%
Reduce illicit drug use	9	.4%
Reduce prescription drug misuse	21	1.0%
Gamble less	17	.8%
Reduce stress	881	41.6%
Enhance self-care	573	27.1%
Reduce screen time (computer, Smartphone, TV)	282	13.3%
Get the flu shot	217	10.3%
Seek physical or mental health treatment	217	10.3%
Get more sleep	749	35.4%
Connect more with family, friends or community	557	26.3%
There is nothing I would like to do	179	8.5%
Other (please specify):	83	3.9%
No response	8	.4%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 12/19/2022

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.	30	36.1%
Less wait times for appointments/tests/procedures/surgeries, etc.	13	15.7%
Better work-life balance	7	8.4%
Improve food security/access to nutritious food	3	3.6%
Obtain financial assistance (e.g., increase minimum wage, income support, etc.) due to rising cost of living	6	7.2%
Move closer to access programs/services/more accessible public transportation to avail of programs/services	5	6.0%
Other	14	16.9%
Nothing/not much can be done (due to health issues, lack of family/community support, etc.)	5	6.0%
Total	83	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/19/2022

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	566	29.2%
Community resources/supports are not effective	190	9.8%
Not enough time available	555	28.7%
Medical condition/injury	334	17.2%
Lack of childcare	62	3.2%
Cost is too high	570	29.4%
Other (please specify):	142	7.3%
Nothing in particular	440	22.7%
No response	16	.8%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 12/19/2022

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

D4O. 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	22	15.5%
Need better time-management/taking time for oneself	5	3.5%
Covid-19 restrictions/fear of getting COVID-19	3	2.1%
Family/work responsibilities/poor work-life balance	21	14.8%
Lack of transportation options/too far to travel	15	10.6%
Cost of living/affordability	1	.7%
No doctor/physician/health care professional available/lack of accessibility to health care	21	14.8%
Not sure what to do/not knowing what is available	1	.7%
Wait times/wait lists for appointments/referrals/procedures etc. are too long	14	9.9%
Poor health (physical, mental), other underlying issues	15	10.6%
Lack of access to nutritious/healthy food	8	5.6%
Other	16	11.3%
Total	142	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/19/2022

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	1235	58.4%
Primary Health Care	1536	72.6%
Emergency services	1411	66.7%
Specialists	1059	50.0%
Senior's care/Home and Community Supports	819	38.7%
Appointments (scheduling, notifications)	982	46.4%
Hours of service	546	25.8%
Services outside the hospital (urgent/non-emergent care)	782	37.0%
Remote Patient Monitoring	258	12.2%
Virtual care	368	17.4%
Physical activity and healthy eating	560	26.5%
Increase vaccinations (including flu shot)	164	7.8%
Smoking cessation	147	6.9%
Chronic disease prevention	376	17.8%
Patient safety	231	10.9%
Patient and community engagement	253	12.0%
Facility cleanliness/maintenance	224	10.6%
Reduce waste (financial and environmental)	339	16.0%
Recruitment/retention of staff	1012	47.8%
Employee psychological health and safety	445	21.0%
Other (please specify):	41	1.9%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 12/20/2022

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.	5	12.2%
Increased access to fertility services/midwives, etc.	3	7.3%
Find more efficiencies within the health care system (with respect to staffing levels, organization, costs, etc.)	10	24.4%
Reduce/eliminate fees for programs/services (e.g., ambulance services, Covid rapid test kits, etc.)	2	4.9%
Other	21	51.2%
Total	41	100.0%



Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/20/2022

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	60	2.8%
Agree	543	25.7%
Neither Agree nor Disagree	775	36.6%
Disagree	515	24.3%
Strongly Disagree	223	10.5%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/20/2022

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	319	15.1%
Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc.	130	6.1%
Better working conditions for doctors/nurses/health care professionals (e.g., more time off, less overtime, etc.)	20	.9%
Patients need more respect/compassion, better treatment/communication from doctors/nurses etc.	18	.9%
Focus on recruitment/retention for skilled health care professionals (e.g., offer higher wages, more incentives, etc.)	36	1.7%
More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.)	24	1.1%
Find more efficiencies in the health care system (with respect to cost, resources, management, etc.)	45	2.1%
More awareness/education/collaboration with people/businesses/schools regarding preventative medicine (e.g., promoting active living, eating healthier, etc)	28	1.3%
More focus on mental health (e.g., providing adequate resources/support for those with mental health issues)	18	.9%
Dissatisfied with health care system (e.g., system is in crisis/seems to be getting worse, etc.)	20	.9%
Satisfied overall with health care system, quality of care, level of services, etc.	12	.6%
Other	33	1.6%
No comments	1413	66.8%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/22/2022



Asked to all respondents

SECTION F - DEMOGRAPHICS

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

	Count	%
Less than 2 years	90	4.3%
2 - 5 years	178	8.4%
6 - 10 years	204	9.6%
11 - 20 years	308	14.6%
More than 20 years	1334	63.0%
No response	2	.1%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/20/2022

Asked to all respondents

F2. Please indicate your age.

	Count	%
18 - 24	94	4.4%
25 - 34	159	7.5%
35 - 44	301	14.2%
45 - 54	315	14.9%
55 - 64	541	25.6%
65 - 74	548	25.9%
75 - 84	155	7.3%
85+	1	.0%
No response	2	.1%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/20/2022

Asked to all respondents

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

	Total	
	N	%
Man	953	45.0%
Woman	1155	54.6%
Transgender	4	.2%



Non-Binary	3	.1%
Genderqueer	1	.0%
Genderfluid	2	.1%
Gender nonconforming	1	.0%
Other identity (please specify):	4	.2%
No response	6	.3%

Source: Eastern Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 12/20/2022

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	274	12.9%
Completed secondary school or high school	438	20.7%
Started university or college education but did not complete it	148	7.0%
Completed a technical, vocational or community college program	767	36.2%
Completed a bachelor's degree	253	12.0%
Completed a graduate or professional degree	220	10.4%
No response	16	.8%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/20/2022

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)	701	33.1%
Employed part time (including self-employed or on a work training program)	145	6.9%
Seasonal worker	173	8.2%
Commuting/rotational worker	38	1.8%
Student	42	2.0%
Unemployed and looking for work	73	3.4%
Unemployed and not looking for work	31	1.5%
Unable to work due to a long-term sickness or disability	124	5.9%
Looking after my home/family	60	2.8%
Retired from paid work	717	33.9%
No response	12	.6%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/20/2022

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	75	3.5%
Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc.	22	1.0%
Better working conditions for doctors/nurses/health care professionals (e.g., more time off, less overtime, etc.)	6	.3%
Patients need more respect/compassion, better treatment/communication from doctors/nurses etc.	5	.2%
Focus on recruitment/retention for skilled health care professionals (e.g., offer higher wages, more incentives, etc.)	8	.4%
More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.)	6	.3%
Find more efficiencies in the health care system (with respect to cost, resources, management, etc.)	19	.9%
More awareness/education/collaboration with people/businesses (e.g., promoting active living, eating healthier, etc)	3	.1%
More focus on mental health (e.g., providing adequate resources/support for those with mental health issues)	7	.3%
Follow through on recommendations/feedback in the survey (i.e., taking action, making changes)	29	1.4%
Glad to have participated in the survey, having the opportunity to give feedback, etc.	9	.4%
Dissatisfied with health care system (e.g., system is in crisis/seems to be getting worse, etc.)	26	1.2%
Satisfied overall with health care system, quality of care, level of services, etc.	6	.3%
Other	59	2.8%
No comments	1836	86.8%
Total	2116	100.0%

Source: Eastern Health - Community Health Assessment Survey 2022. Compiled by NLSA on 12/22/2022

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 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
- 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.

[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)

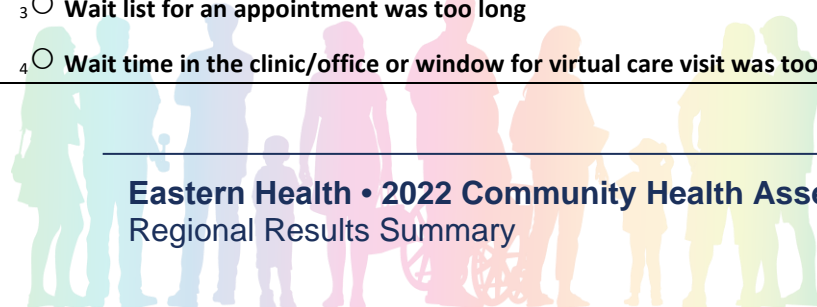
- | | |
|---|--|
| <input type="radio"/> 1 Wait time for service was too long | <input type="radio"/> 7 Unable to get a referral |
| <input type="radio"/> 2 Cost of service was too high | <input type="radio"/> 8 Unable to contact the service |
| <input type="radio"/> 3 Transportation issues | <input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

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 \geq 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

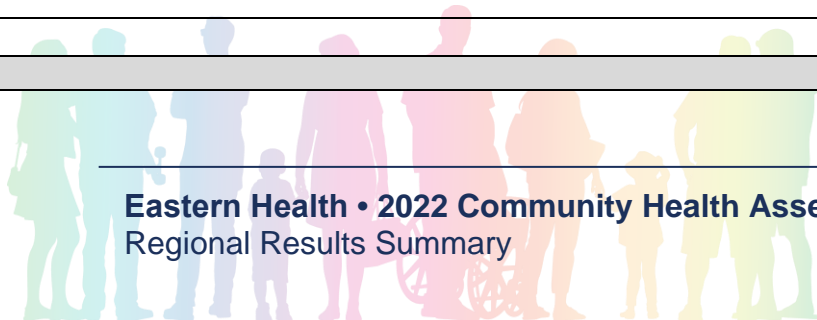
DR1. This section will help us describe the **health of the population who completed the survey.**
[Please proceed to the next page.] [Programming note: non-response will be allowed for questions in this section.]

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?



APPENDIX C: COMPARISON OF RESPONDENT DEMOGRAPHICS

The following tables compare the demographics of Eastern Health Community Health Survey respondents to the population of the Eastern Health region (18 years and older).

Comparison of Sample and Population by Age

	N	Young adults, 18-34 years (%)	Middle-aged adults, 35-64 years (%)	Seniors, 65+ years (%)
Convenience Sample 2019	3165	13.9	62.9	23.2
Random Sample 2022	2114	12.0	54.7	33.3
Population	257,650	24.8	53.4	21.8

Population data source: Census 2016 (Statistics Canada)

Comparison of Sample and Population by Gender Identity

	N	Males (%)	Females (%)	Other (%)
Convenience Sample 2019	3256	18.9	78.5	2.6 ¹
Random Sample 2022	2123	45.0	54.6	0.7
Population	257,650	48.2	51.8	--

Population data source: Census 2016 (Statistics Canada)

Comparison of Sample and Population by Highest Level of Education Completed

	N	Did not complete high school (%)	Completed high school (%)	Completed a non-university post-secondary certificate or diploma (%)	Completed a university degree (%)	Other (%)
Convenience Sample 2019	3246	2.9	14.6	36.3	39.5	6.6 ²
Random Sample 2022	2100	12.9	20.7	36.2	22.4	7.0
Population	175,585	12.1	21.9	43.3	22.7	--

Population data source: Census 2016 (Statistics Canada)

¹ Includes individuals who identify as transgender, gender variant/non-conforming, non-binary or another non-listed option, or those who indicated that they would prefer not to report their gender identity.

² Includes individuals who started a university or college education but did not complete it

Note: Population values reflect individuals aged 25 to 64 years

Comparison of Sample and Population by Employment Status

	N	Employed (%)	Unemployed (%)	Not in labour force (%)
Convenience Sample 2019	3243	55.9 ³	2.7 ⁴	41.3 ⁵
Random Sample 2022	2104	50.0	3.4	46.0
Population	228,495	55.1	6.7	38.3

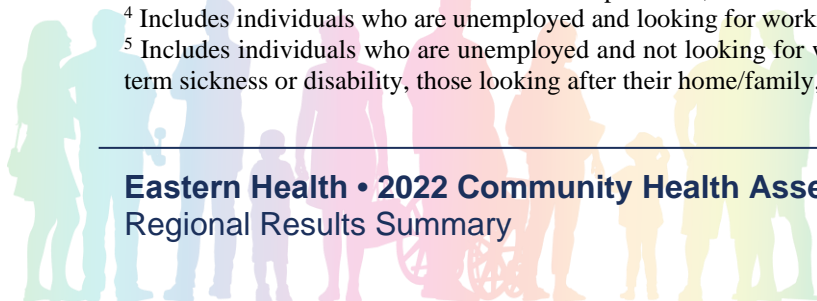
Population data source: Census 2016 (Statistics Canada)

Note: Population values reflect individuals aged 25 years or older

³ Includes individuals who work full-time or part-time, seasonal workers and commuting/rotational workers

⁴ Includes individuals who are unemployed and looking for work

⁵ Includes individuals who are unemployed and not looking for work, including those unable to work due to a long-term sickness or disability, those looking after their home/family, those retired from paid work and students





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