

# NWT Patient Experience with Healthcare Services Report 2014

## Why do we conduct the questionnaire?

The NWT Patient Experience Questionnaire is conducted regularly as part of the Department of Health and Social Services system wide evaluation and reporting system. Patient satisfaction is used to measure the effectiveness of health programs and services and is integral to providing quality healthcare. As part of the quality assurance and accreditation process, patient satisfaction provides another dimension in the assessment of the effectiveness and efficiency of the healthcare system.

Results from the questionnaire help us to identify what we are doing well and where opportunities for improvement exist.

## How did we do the questionnaire?

The 2014 NWT Patient Experience Questionnaire consists of 20 questions in the following categories: Care, Treatment/Procedure, Preventative Health and Safety. For this report, questionnaire results are organized according to these categories.

Administered in July and August of 2014 at all healthcare facilities in the NWT, the goal of the questionnaire was to ask everyone who received a service during the questionnaire period to complete a questionnaire form.

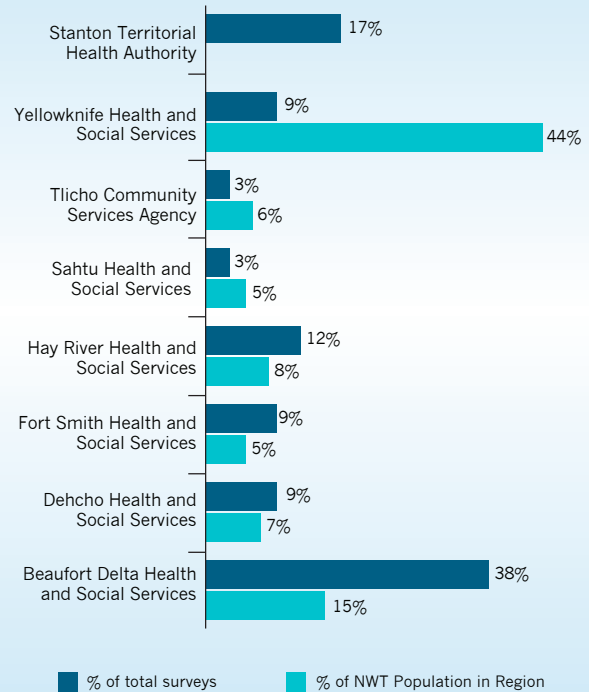
Questionnaires and prepaid self-addressed envelopes were handed out by staff to all persons over the age of 16 receiving a healthcare service during the questionnaire period. For those requiring service in another language, interpreters were made available.

The NWT Patient Experience Questionnaire was self-administered. Typically, questionnaires that respondents are asked to complete without the aid of a trained interviewer have low response rates – less than 20 percent. However, self-administered questionnaires are the most cost-effective way to gather data across a geographically dispersed population where travel costs are otherwise prohibitive.

## Who participated in the questionnaire?

All health centres, hospitals, clinics and public health offices across the NWT participated in the questionnaire. In 2014, 1,775 questionnaires were returned - the second highest number ever returned in the NWT. Of these questionnaires 1,757 were completed in English and 18 were completed in French.

**Distribution of returned questionnaires by Health Authority (n=1641)**



**Number of questionnaires returned in previous years**

2008	1936
2009	1471
2010	1549
2012	1749
2014	1775

# Questionnaire Results

## CARE

In the NWT, primary care is most often provided through a combination of primary care teams and regional support teams. This type of care involves routine care, care for urgent but minor or common health problems, and health promotion and disease prevention. Primary care plays an important role in both the prevention and management of chronic disease and utilizes a diverse team, including physicians, nurses, nurse practitioners, rehabilitation specialists, and community health representatives.

Secondary care is most often provided by territorial support teams, comprised of mobile professionals located in the larger communities who service the entire NWT.

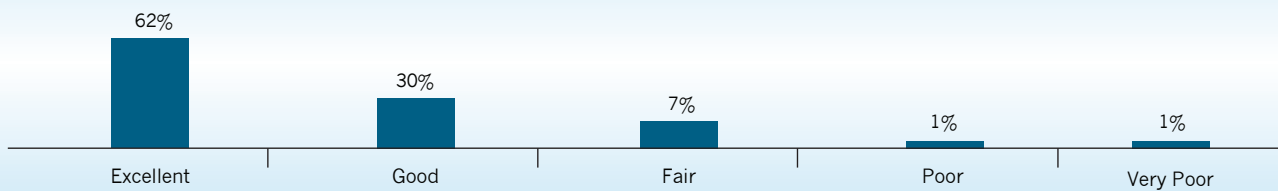
Secondary care includes internal medicine, paediatrics, obstetrics, and more advanced diagnostic services.

Whether utilizing primary or secondary level care, patients can expect a high quality of service while visiting healthcare facilities in the NWT.

### Patient satisfaction with overall care

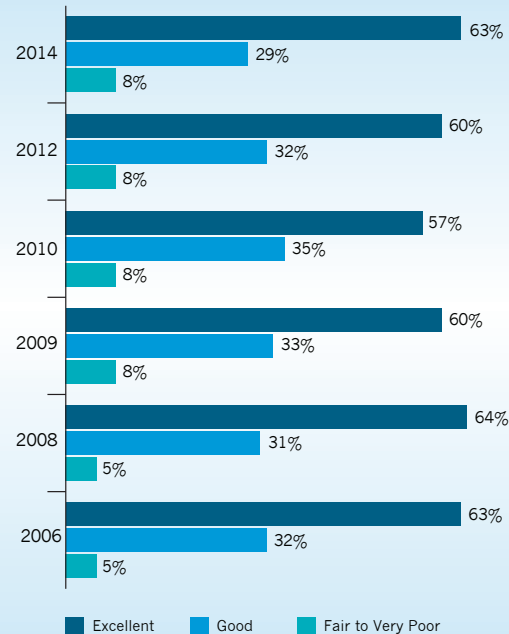
The question “Overall, how would you rate the care you received today?” provides a concise summary of the overall findings of the NWT Patient Experience Questionnaire. The vast majority of respondents provided ratings of either excellent or good – 92 percent in 2014.

Overall, how would you rate the care you received today?



Historically, patients in the NWT have been very satisfied with their healthcare services, with overall scores ranging from 96% in 2006 to 92% in 2014.

Trends in overall care



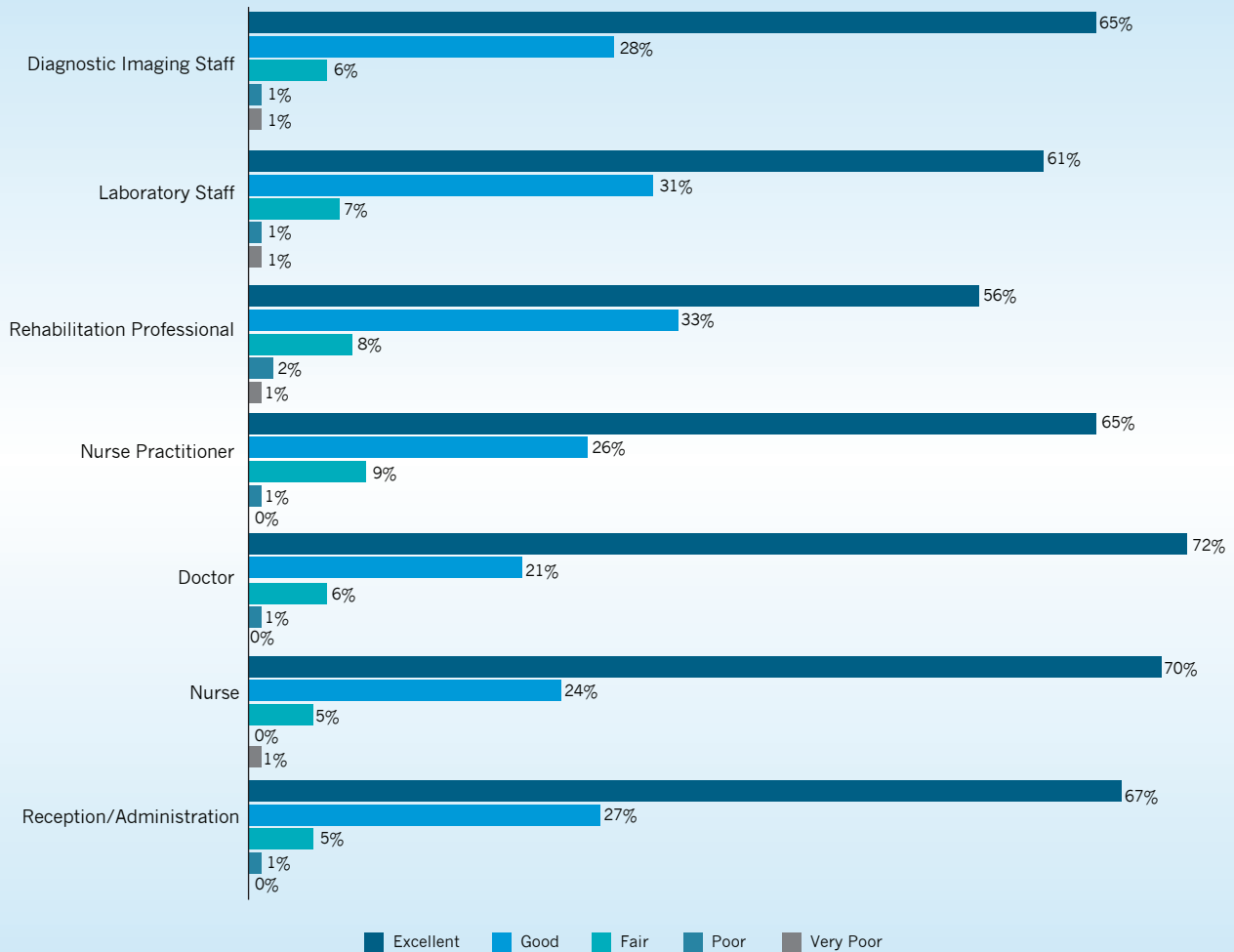
## Respectful Service

NWT healthcare providers strive to provide care in a safe and positive manner, encouraging respect and creating a healthy, comfortable environment. Understanding, accepting and valuing differences are key components in the provision of high-quality, patient-centred care.

## Patient satisfaction with respectful service

- Trends in rating respectfulness of staff and healthcare providers are consistently high, with ratings of Excellent or Good between 95% and 93% from 2006 to 2014.
- 94% rated the respectfulness of their nurse as Excellent or Good.
- 93% rated the respectfulness of their doctor as Excellent or Good.
- 94% rated the respectfulness of the receptionist/administration as Excellent or Good.

How respectful were the staff and health care professionals you saw?



## Patients Engaged in Their Care

Patients and their families are encouraged to be active in their own healthcare; seeking information, asking questions, and providing information to doctors or healthcare providers can improve the care received as well as overall health.

Open communication with your healthcare provider helps to build trust and can lead to better outcomes, quality, safety, and overall satisfaction.

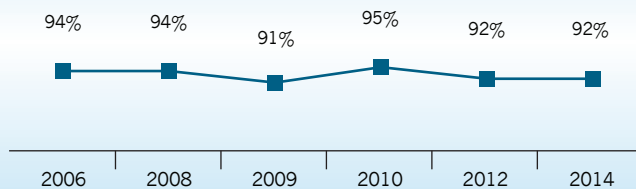
### Patient satisfaction with how well questions were answered

- 92% of respondents rated their satisfaction with how well their questions were being answered as Excellent or Good.
- Overall trends from range from 94% in 2006 to 92% in 2014.

How well did your health care provider answer your questions? (n=1504)



Trends in how clients have rated their health care provider's ability to answer their questions as Excellent or Good

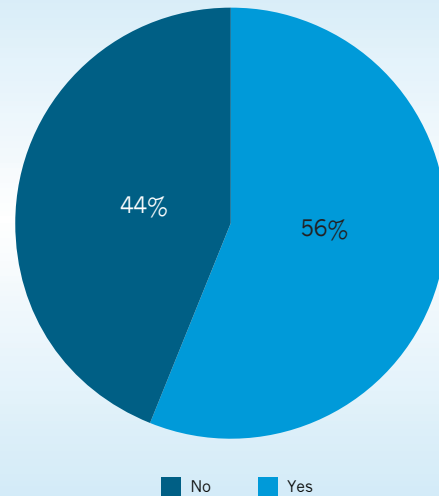


## Filing a complaint, compliment or concern

In the event that a patient has had a problem with the service provided to them, it is important to know how to make a formal complaint. Complaints, concerns, and compliments provide an invaluable source of information that can be used to ensure the services we provide meet our patient's needs and help us to continuously improve.

- When asked about whether they knew how to file a complaint, compliment, or concern, 56% of respondents said "yes," and 44% said "no."

Do you know how to file a complaint, compliment or concern?



## Access

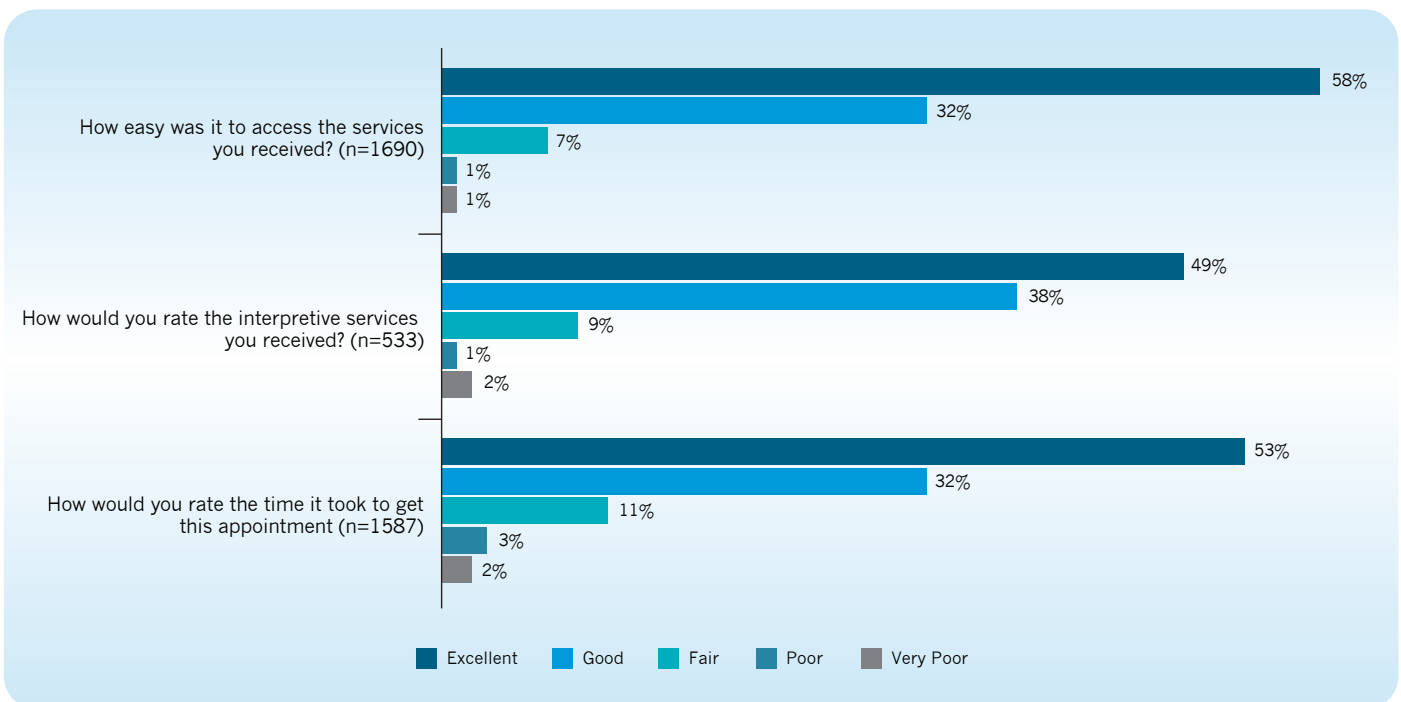
Accessing healthcare services can be stressful and it is important that patients have positive experiences when services are needed. This is especially true for patients from outlying communities, as travel and being away from family and friends can be difficult.

Interpretive services allow us to reduce language barriers and improve the overall service experience. Any patient requiring service in an official language is encouraged to request assistance through an interpreter.

Feedback on wait times and the time required to get an appointment with a healthcare provider are vital sources of information, allowing us to review inefficiencies and reduce both downtime and time away from home for patients.

## Patient satisfaction with access

- 90% of respondents found it easy to access services.
- 87% of respondents who used interpretive services rated the service as excellent or good; past interpretive services satisfaction rates were consistent at 87% in 2009 and 2010.
- 85% of respondents were satisfied with the time it took to get an appointment.
- The average reported wait time was 15.9 minutes.



## Safety

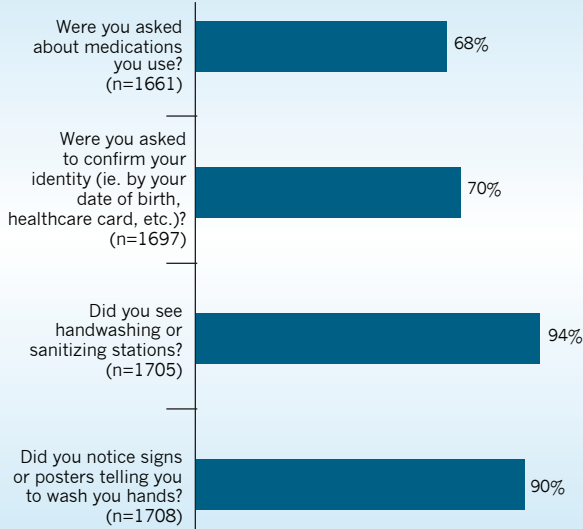
The safety of patients is critical in the provision of high quality healthcare. In the NWT, our health system utilizes a variety of quality assurance programs and initiatives designed to ensure care is provided in a safe manner. It is important that patients see a facility that is both safe and clean when they access services and that precautions are taken regarding patient identification and medication history.

Hand washing plays an important role in reducing the spread of infection and maintaining a clean and healthy environment. To protect patients and their personal information, systems are in place to verify patient identification and ensure that staff is aware of any medications a patient may be taking.

### Patient satisfaction with safety

- 68% of respondents reported they were asked about the medications they take, up from 62% in 2012.
- 70% said they were asked to confirm their identity, up from 59% in 2012.
- 94% reported seeing a hand washing station at the facility they visited, equal to the 2012 rate.
- 90% reported seeing posters reminding people to wash their hands, equaling the 2012 rate.

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



## Treatment/Procedure

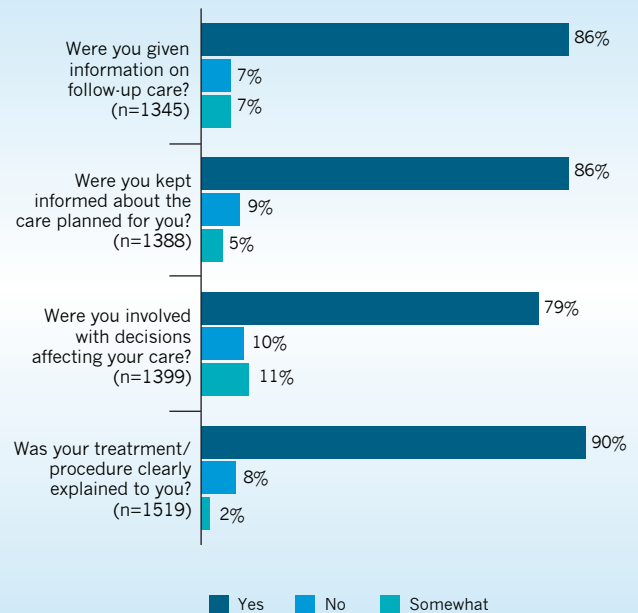
The effective sharing of information between healthcare providers and patients is a cornerstone of patient-centred care and ensures patients are involved in their own care as much as possible.

The questionnaire asked patients four questions related to their treatment/procedure.

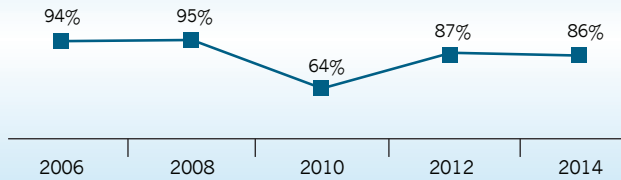
### Patient satisfaction with treatment and procedure

- 86% reported receiving information on follow-up care and appointments before they left the hospital, down from 87% in 2012.
- 86% said they were kept informed of the care planned for them, down from 87% in 2012.
- 79% reported they were involved in decisions affecting their care, down from 82% in 2012.
- 90% reported their treatment/procedure was clearly explained to them, down from 92% in 2012.

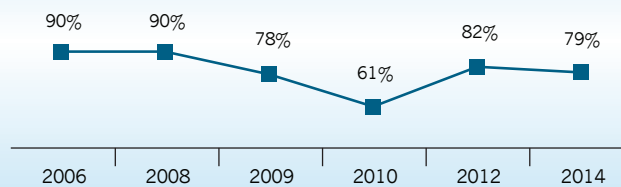
Treatment/Procedure



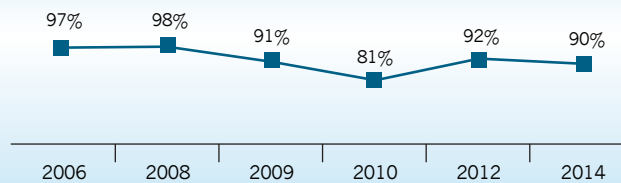
**Percentage of respondents who reported that they were kept informed about the care planned for them**



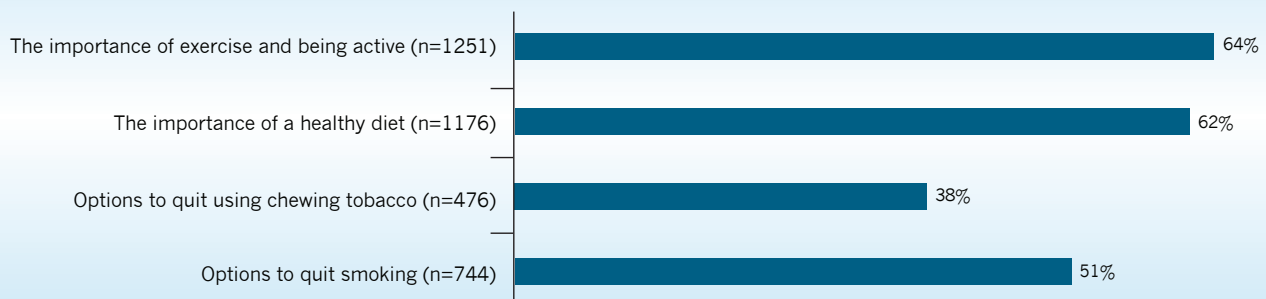
**Percentage of respondents who reported that they were involved with decisions regarding their care**



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



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



## Preventative Health

Preventative health is a growing area of interest; studies show that it can greatly reduce future healthcare costs as well as increase overall patient health. Preventative activities such as exercise, improved diet, and regular check-ups help people take control over various factors that may impact their health and wellbeing.

Preventative health creates a collaborative environment; patients are encouraged to be active participants in their health, and healthcare providers are encouraged to help educate patients as well as to provide a supportive environment to make healthy choices.

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

- 64% reported that their healthcare provider discussed the importance of exercise and being active with them, down from 73% in 2012.
- 62% reported that their healthcare provider discussed the importance of a healthy diet with them, down from 68% in 2012.
- 38% reported that their healthcare provider discussed options to quit using chewing tobacco with them; this question was not asked in 2012.
- 51% reported that their healthcare provider discussed options to quit smoking with them, down from 55% in 2012.



If you would like this information in another official language, call us.

English

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Si vous voulez ces informations en français, contactez-nous.

French

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Kīspin ki nitawihtīn ē nīhīyawihk ōma ācimōwin, tipwāsīnān.

Cree

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TŁĪCHQ YATI K'ĒĒ. DI WEGODI NEWQ DÈ, GOTS'O GONEDE.

Tłıchq

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Chipewyan

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South Slavey

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North Slavey

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Gwich'in

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UVANITTUAQ ILITCHURISUKUPKU INUVIALUKTUN, QUQUAQLUTA.

Inuvialuktun

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Inuktitut

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Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

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