



NWT HOSPITAL SATISFACTION REPORT

July 2009

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MESSAGE FROM THE MINISTER



I am pleased to present the results of the 2008 NWT Hospital Client Satisfaction Questionnaire. It represents our commitment to measure consumer satisfaction with health services in the Northwest Territories. Similar to the hospital questionnaires we did in 2004 and 2006, you have told us that you are satisfied, for the most part, with the services offered at the four hospitals. In all three years, the completed questionnaires highlighted one of our most valuable assets – staff. Respondents gave considerable recognition of staff competence, professionalism, helpfulness and friendliness.

Your suggestions for improvement are being considered as part of our regular business planning cycle.

I would like to extend my appreciation to everyone who took the time to complete the 1,936 questionnaires we received in 2008. The Health and Social Services System continues to change in an effort to provide the best possible services within existing resources. Client feedback lets us know how effective our efforts have been and we will continue to invite feedback on a regular basis.

A handwritten signature in black ink that reads "Sandy Lee". The signature is written in a cursive, flowing style.

Honourable Sandy Lee

Minister of Health and Social Services



EXECUTIVE SUMMARY

The Northwest Territories (NWT) Hospital Satisfaction Questionnaire was developed to measure client satisfaction with health programs and services within the four hospitals in the NWT. The first hospital satisfaction questionnaire was conducted in the fall of 2004 with subsequent questionnaires undertaken in 2006 and 2008.

High levels of satisfaction were evident over the three years at each of the four hospitals. Using good or excellent ratings as a measure of satisfaction, 86 per cent or higher of respondents were satisfied with the overall care they received at the Inuvik, Hay River, Stanton and Fort Smith hospitals. Stanton and Hay River consistently received high overall satisfaction ratings with 95-97 per cent of respondents selecting good or excellent ratings for the overall care received in 2004, 2006 and 2008. Overall satisfaction decreased from 2004 levels in Inuvik – from 99 per cent of respondents in 2004 to 93 per cent in 2008. The hospital in Fort Smith also saw a decline in the number of respondents selecting good or excellent ratings for the overall care they received – dropping from 96 per cent in 2004 to 86 per cent in 2008. Stanton and Inuvik had decreases in good or excellent ratings for hospital food and cleanliness – two areas requiring improvement. Respondents from all four hospitals also clearly indicated the need to increase the number of health care providers and reduce wait times in response to, “*Tell us what we could improve.*” Praise for staff appeared the most often in response to, “*Tell us about the things we are doing well.*”

The aim of this report is to present a summary of the findings for Inuvik, Hay River, Stanton and Fort Smith from the 2008 NWT Hospital Satisfaction Questionnaire with comparisons from the previous questionnaire. It represents an important part of ongoing efforts to measure client satisfaction with the health programs and services within the four hospitals. Below is a list of key findings from the report.

KEY FINDINGS

INUVIK

- A total of 685 completed questionnaires were received in 2008, compared to 283 in 2006 and 282 in 2004. The 2008 increase was due to more completed questionnaires by medical clinic and special clinic respondents than in 2004 and 2006.
- The hospital in Inuvik saw decreases in satisfaction from 2004 to 2008. Combining good or excellent ratings as a measure of satisfaction, 93 per cent of respondents in 2008 rated the overall care they received as good or excellent – down from 99 per cent in 2004.
- Fair to very poor ratings increased in 2006 and 2008 compared to 2004 results for questions relating to the cleanliness of the hospital and the hospital food. Hospital food had the lowest satisfaction ratings with 47 per cent of respondents in 2008 rating it as good or excellent – a drop from 66 per cent in 2004. Good or excellent rating for cleanliness of the hospital dropped from 96 per cent in 2004 to 87 per cent in 2008.
- Positive changes were noted in ratings for the helpfulness of the signs at the hospital in Inuvik. Good or excellent ratings increased from 80 per cent of respondents in 2004 to 86 per cent in 2008.
- Interpreter services also saw an increase in good or excellent ratings in 2008 over 2004, but 2006 had the highest ratings - 93 per cent of respondents in 2006 indicated the interpreter services they received were good or excellent.
- Questions related to health care providers saw decreases in ratings compared to 2004 results. In 2004, 97 to 98 per cent of respondents rated the care they received from nurses, doctors and/or specialized health care providers as good or excellent. By 2008, good or excellent ratings decreased to 91 to 92 per cent.

EXECUTIVE SUMMARY

- Ratings were also lower at the Inuvik hospital between 2004 and 2008 for the hours of service for specialized health care. In 2004, six per cent of respondents indicated fair to very poor ratings and by 2008, 15 per cent of respondents selected fair to very poor.
- Fewer respondents in 2008 indicated their treatment was explained to them, that they were involved in decisions affecting their care and that they were kept informed about the care planned for them, than in 2004 and 2006.
- The hospital in Inuvik proved to be the exception as to open-ended questions on what could be improved. At Stanton, Fort Smith and Hay River, the need for more health care professionals and reduced wait times appeared the most often. In Inuvik, hospital respondents were more likely to suggest improvements in the way staff communicated and the need for follow-up.
- In terms of what was working well, more respondents praised hospital staff in Inuvik than those that offered suggestions for staff to improve. The dedication, professionalism and service provided by staff were clearly in the forefront in 2004, 2006 and 2008 from respondents citing what was working well.

Hay River

- A total of 326 completed questionnaires were received in 2008, compared to 380 in 2006 and 398 in 2004.
- Results between the 2004, 2006 and 2008 questionnaires in Hay River were consistent with high levels of satisfaction as indicated by good or excellent ratings. Between 95 to 97 per cent of respondents rated the overall care they received as good or excellent over the three questionnaires.
- In 2008, good or excellent ratings increased over the 2004 and 2006 results for the respectfulness of reception/administration, hospital food, interpreter services and nursing care. Hospital food still showed room for further improvement with 21 per cent of respondents rating it as fair to very poor. Ratings for the cleanliness of the hospital were consistent in 2004, 2006 and 2008 with 95 to 97 per cent of respondents rating it as good or excellent.
- The three questionnaires yielded similar results for the questions relating to treatment/procedures: only three to four per cent of respondents said their treatment was *not* explained to them and four to seven per cent indicated they were *not* kept informed about the care planned for them. Slightly higher were the respondents who felt they were *not* involved in decisions affecting their care (11 to 12 per cent).
- Between 88 to 91 per cent of respondents over the three years were satisfied with the hours for the specialized health care they received.
- Specialized health care providers received high ratings of satisfaction with 98 per cent of respondents in 2008 rating the care as good or excellent and *no* ratings below fair. Nurses received similar ratings (98 per cent); slightly lower were the ratings for the care provided by doctors with 90 per cent of respondents providing good or excellent ratings.
- The high satisfaction ratings for staff were supported by the comments provided by respondents. Positive praise for staff clearly emerged as the dominant feedback to what was being done well. Also consistent in 2004, 2006 and 2008 were respondents indicating the need for more doctors and reduced wait times. These two themes clearly emerged as areas for improvement in the feedback provided from Hay River hospital respondents over the three years.

EXECUTIVE SUMMARY

Stanton

- A total of 856 completed questionnaires were received in 2008, compared to 709 in 2006 and 826 in 2004.
- Results from the NWT Hospital Client Satisfaction Questionnaire from Stanton Territorial Hospital indicate slightly higher levels of satisfaction for many areas in 2008.
- Combining good or excellent ratings as an indicator of satisfaction, 97 per cent of respondents in 2008 were satisfied with the overall care they received, up from 95 per cent in 2004 and 2006.
- Good or excellent ratings also increased in 2008 for the respectfulness of the reception/administration (up two to three per cent to 96 per cent), the helpfulness of the signs (up one to two per cent to 92 per cent) and the interpreter services received (up two to three per cent to 90 per cent).
- Ratings for the hospital cleanliness decreased slightly from 92 per cent in 2004 to 90 per cent in 2006 and 2008. Ratings for hospital food decreased more significantly – in 2006 and 2008, less than half of respondents were satisfied with the food (45 to 46 per cent). In 2004, 52 per cent of respondents selected good or excellent ratings for the food at Stanton.
- Nurses, doctors and specialized health care providers received similar ratings by respondents – 96 per cent selected good or excellent ratings for the care received by nurses, doctors and specialized health care providers in 2008 (similar to 2004 and 2006 findings).
- Communication between health care providers and respondents was evident – in 2008, 99 per cent of respondents indicated that their treatment was explained to them (97 per cent in 2004 and 2006).
- Slightly lower, 90 to 92 per cent of respondents in 2004-2008 indicated they were involved in decisions affecting their care.
- The high satisfaction ratings for staff were supported by the comments provided by respondents. Positive praise for staff clearly emerged as the dominant feedback to what was being done well.
- Also consistent in 2004, 2006 and 2008 were respondents indicating the need for more doctors and reduced wait times. These two themes clearly emerged as areas for improvement in the feedback provided from Stanton hospital respondents over the three years. Other reoccurring suggestions for improvement included comments on the hospital food and cleanliness.

Fort Smith

- A total of 69 completed questionnaires were received in 2008, compared to 51 in 2006 and 66 in 2004. Enough questionnaires were returned to allow for analysis for most questions; however, caution should be used in interpreting the results due to the low number of respondents and therefore greater variability in results.
- The hospital in Fort Smith saw decreases in satisfaction from 2004 to 2008. Combining good or excellent ratings as a measure of satisfaction, 86 per cent of respondents in 2008 rated the overall care they received as good or excellent – down from 96 per cent in 2004. The low number of completed questionnaires prevents reliable analysis as to possible explanations for the decline.

EXECUTIVE SUMMARY

- Hospital cleanliness was consistent with high ratings of satisfaction with 96 to 98 per cent of respondents selecting good or excellent ratings in 2004, 2006 and 2008.
- The care received by doctors also demonstrated consistent patterns over the three years with 87 to 92 per cent of respondents selecting good or excellent ratings. Less consistent were the results for nurses - in 2004, 97 per cent respondents indicated good or excellent ratings for the care received by nurses compared to 85 per cent of respondents in 2008. Specialized health care professionals had the highest ratings of the health care professionals with 95 to 98 per cent of respondents in 2004, 2006 and 2008 selecting good or excellent ratings for the care received by specialists such as lab technicians, physiotherapists, etc.
- Respondents in 2008 were less likely to feel health care professionals communicated about treatments and procedures compared to 2004 respondents. In 2008, 10 per cent of respondents indicated their treatment had *not* been explained to them – none felt that way in 2004. Similarly, eight per cent of respondents in 2008 said they were *not* kept informed about the care planned for them, compared to only two per cent in 2004. More consistent over the three years were the number of respondents feeling they were *not* involved in decisions affecting their care – between 10 and 13 per cent.
- Respondents very clearly indicated the need for permanent doctors in Fort Smith in 2004, 2006 and again in 2008 in response to the open ended question, “Tell us about the areas in which we could improve”. The most common response to “Tell us about the things we are doing well,” related to professional, caring and friendly staff.

BACKGROUND

Measuring client satisfaction is seen as a means of gauging the effectiveness of existing services and guiding future developments.

The NWT Hospital Satisfaction Questionnaire is used as one of the indicators that hospitals utilize to continually monitor and make improvements based on best practice guidelines, reliable data and feedback from clients.

The 2008 NWT Hospital Satisfaction Questionnaire was identical to the ones used in 2004 and 2006. This questionnaire was developed using the Ontario Hospital Patient Satisfaction Survey, the British Columbia Health Client Satisfaction Survey and the Canadian Centre for Management Development Common Measurements Tool as starting points.

A common questionnaire was developed that could be used at each of the four hospitals. The common questionnaire facilitated the data entry and analysis phase of the project as well as providing comparable data between the hospitals.

Questions fell under the main categories of:

- general
- health care providers
- treatment/procedure
- demographics
- open ended questions (doing well/need for improvement).

EXECUTIVE SUMMARY

By utilizing the same questionnaire that was developed in 2004, results in 2004, 2006 and 2008 are directly comparable.

See back of this report for a copy of the questionnaire.

A French version of the questionnaire was available at each hospital. One French language questionnaire was returned in 2004, two in 2006 and eight in 2008.

METHODOLOGY

The NWT Hospital Satisfaction Questionnaire was self-administered. Typically, self-administered questionnaires (ones that respondents are asked to complete without the aid of a trained interviewer) have low response rates - approximately 20 per cent.

Hospital staff at participating service areas were asked to hand out copies of the questionnaire and stamped, addressed envelopes to all persons over the age of 16 during a full month period.

In 2004, information and training sessions were conducted in Hay River, Fort Smith, Inuvik and at Stanton prior to the questionnaire distribution. Key hospital staff were given an overview of the project, became familiar with the questionnaire itself and provided information on the questionnaire distribution and collection process. Similar sessions took place at Stanton, Hay River and Inuvik in 2006 and at Stanton in 2008.

Hospital working group members collected all completed questionnaires that were returned to hospital staff or left in the drop boxes some hospitals provided for respondents. They also worked directly with front line hospital staff ensuring questionnaire distribution and encouraging participation in the questionnaire process.

The final count of completed questionnaires was:

	2004	2006	2008
Fort Smith	66	51	69
Hay River	398	380	326
Inuvik	282	283	685
Stanton	826	709	856

EXECUTIVE SUMMARY

FINAL REPORTS

Analysis was completed for each of the four hospitals on an individual basis. Data was not rolled up to provide a territorial perspective due to the fact that the questionnaire and methodology did not provide a representative sample of the population.

Similarly, the questionnaire itself and methodology does not allow for response rates to be calculated. Reasons for being unable to calculate response rates include:

- the questionnaire and project methodology were not designed to capture a representative, random sample of those using the hospital services.
- there were no identifiers on the questionnaire to link with administrative databases, therefore no way of comparing who completed questionnaires to who used hospital services in the month of questionnaire distribution.
- it is not known if the questionnaire was offered to every person using the hospital services during the month of distribution.
- some patients may have used a service multiple times during the month (for example, physiotherapy) and may not have completed a questionnaire based on each visit.
- some patients may have used multiple services during the same visit. For example, a patient may have used the special clinic, the lab and diagnostic services in one day and chosen to complete the questionnaire with Laboratory Services filled in under Service Area. The person may have completed the questionnaire based only on his/her laboratory service encounter. Conversely, the person may have filled in his/her questionnaire based on all the services encountered during the visit.

Findings from these questionnaires can be used to:

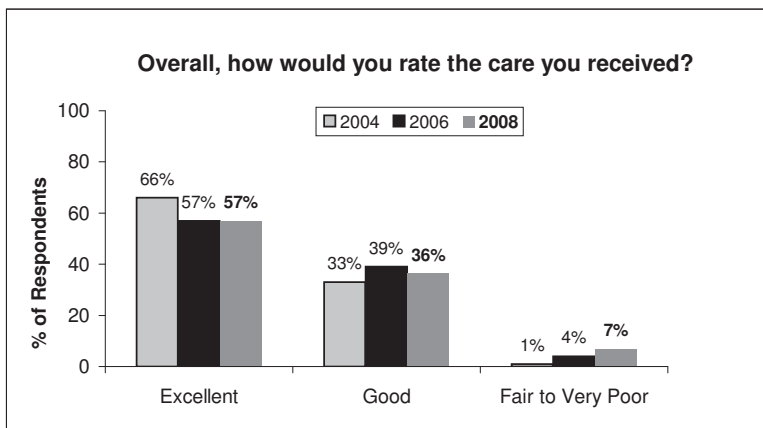
- provide feedback to senior management and hospital staff;
- recognize areas that are working well;
- indicate areas of improvement;
- provide a component of the hospital accreditation process;
- provide comparisons between 2004, 2006 and 2008.

- A total of 685 completed questionnaires were received from people utilizing the hospital in Inuvik during the month of November 2008. In comparison, 283 questionnaires were completed in 2006 and 282 in 2004.
- The increase in the number of completed questionnaires in 2008 was due to significantly larger numbers of respondents from the hospital medical clinic and special clinics compared to 2004 and 2006.
- Not all respondents answered all questions: n=the number of responses for that particular question.
- Some percentages may not add up to 100 per cent due to rounding.

MEASURES OF HOSPITAL SATISFACTION

Overall Satisfaction

The question “Overall, how would you rate the care you received?” provides a concise summary of the overall findings of the NWT Hospital Satisfaction Questionnaire. The vast majority of respondents provided ratings of excellent or good – 93 per cent in 2008.

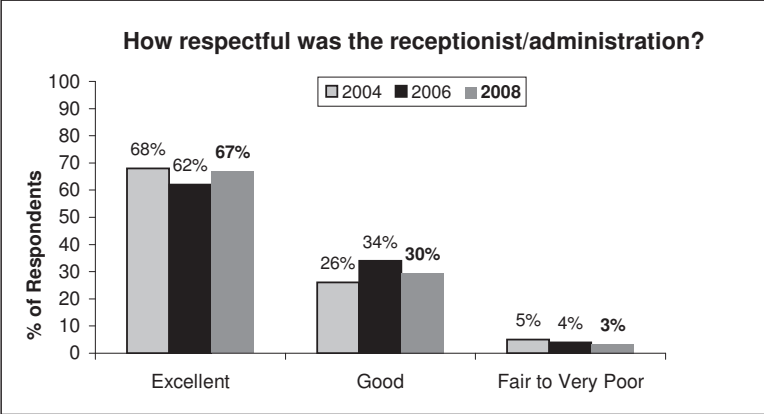


2004 n=270 2006 n=269 2008 n=637

- In 2008, approximately 93 per cent of respondents rated the overall care they received as good or excellent.
- More respondents in 2008 selected ratings of fair compared to 2004 and 2006.
- No respondents in 2004, 2006 or 2008 rated the overall care as poor or very poor. Fair was the lowest rating selected by one per cent of respondents in 2004 and seven per cent of respondents in 2008.

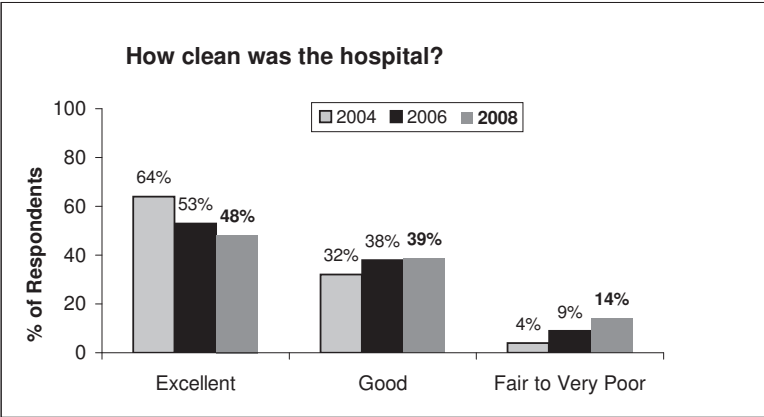
GENERAL QUESTIONS

This section of the questionnaire asked five questions relating to general services provided by the hospital.



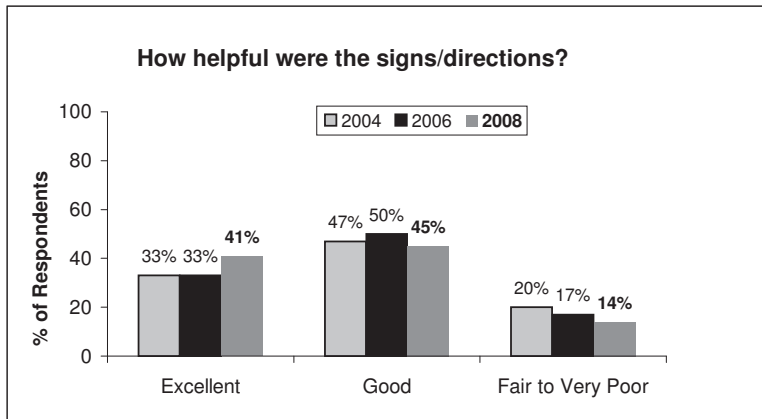
2004 n=276 2006 n=281 2008 n=681

- Findings between the three years were similar, with 97 per cent of people rating receptionist/administration respectfulness as good or excellent in 2008.
- Fewer respondents in 2008 provided ratings of poor or very poor compared to previous years. The fair ratings were consistent over the three years – three per cent.



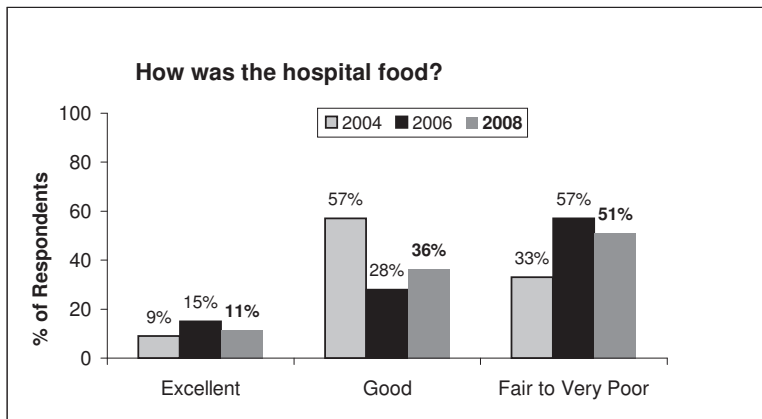
2004 n=282 2006 n=283 2008 n=682

- Excellent ratings for hospital cleanliness have decreased from 64 per cent in 2004 to 48 per cent in 2008.
- Ratings of fair, poor and very poor have increased from four per cent in 2004 to 14 per cent in 2008.



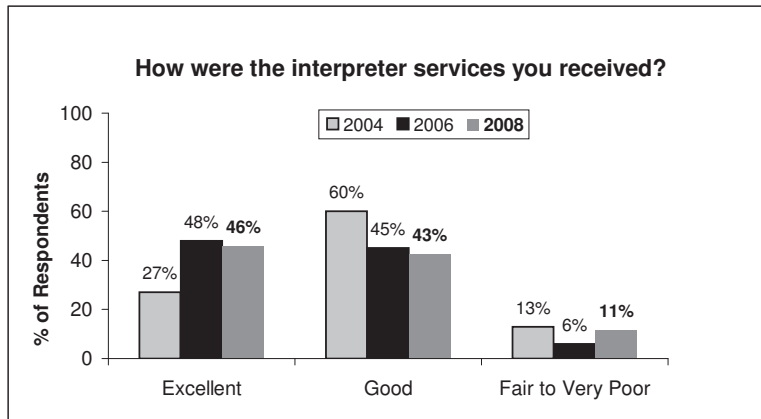
2004 n=275 2006 n=269 2008 n=675

- Excellent ratings related to hospital signage increased from 33 per cent in previous years to 41 per cent in 2008.



2004 n=122 2006 n=145 2008 n=324

- Hospital food had the lowest rating of satisfaction. In 2006 and 2008, less than half of respondents selected good or excellent ratings.
- In 2008, 47 per cent of respondents rated the hospital food as excellent or good – down from 66 per cent in 2004.
- In 2008, 51 per cent of respondents rated hospital food as poor to very poor, with 15 per cent selecting very poor – the highest number of very poor ratings in the three years.



- In 2006, 93 per cent of respondents rated interpreter services as good or excellent – higher than the 87 per cent in 2004 and 89 per cent of respondents in 2008.

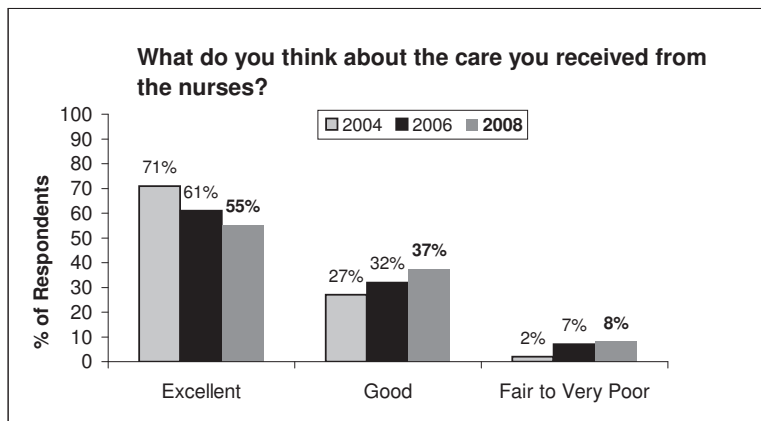
2004 n=70 2006 n=88 2008 n=201

HEALTH CARE PROVIDERS

The Health Care Provider section of the questionnaire was divided into nurses, doctors and specialized health care providers. Similar questions were asked of each.

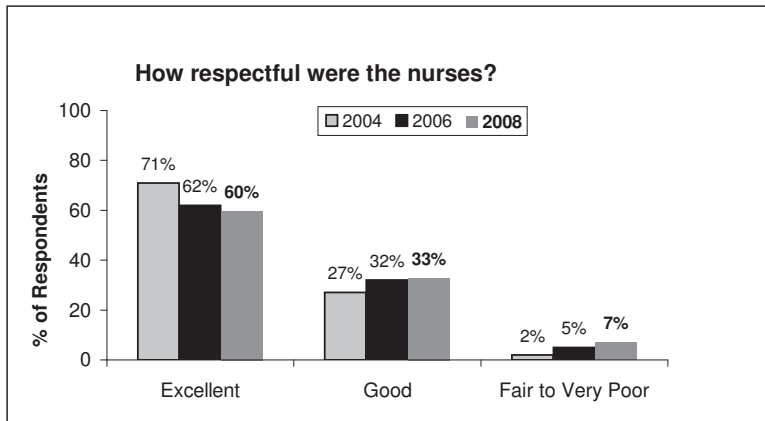
Nurses

There was a high level of respondent satisfaction in the three questions directly related to nursing. In 2004, 2006 and 2008, 91 per cent or more respondents provided ratings of good or excellent in questions directly related to nursing staff. However, excellent ratings have decreased from 2004 levels.



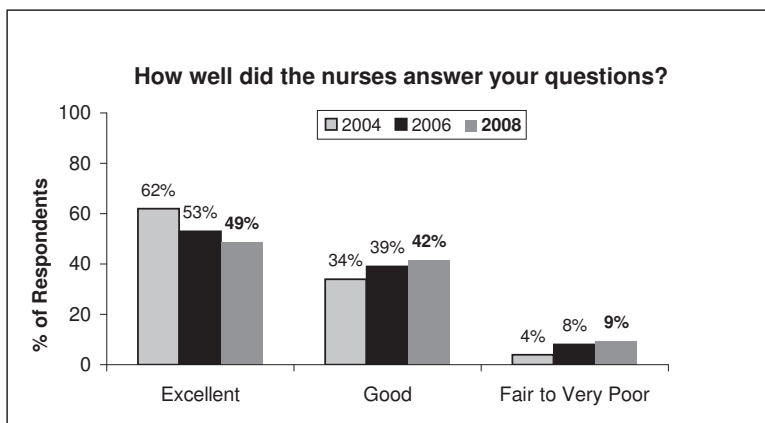
- In 2008, excellent ratings declined as more respondents selected good or fair ratings than in 2004 and 2006.

2004 n=176 2006 n=227 2008 n=529



2004 n=174 2006 n=230 2008 n=532

- In 2008, there was also a drop in excellent ratings for the question, “How respectful were the nurses?”
- Fair to very poor ratings increased to seven per cent due to an increase in ratings of fair being selected.

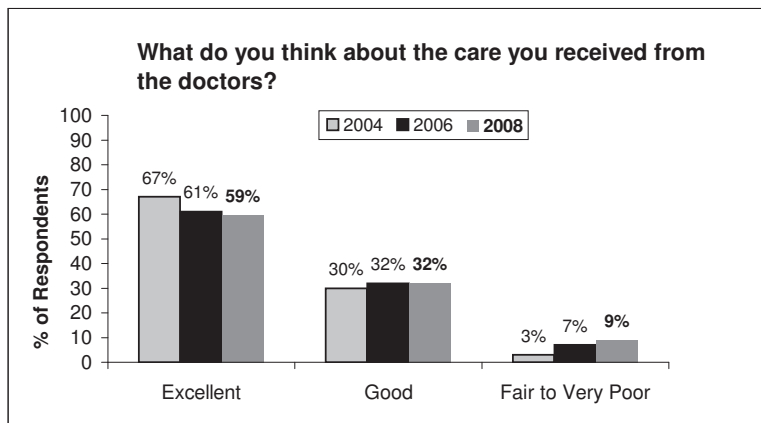


2004 n=170 2006 n=223 2008 n=506

- As with all three questions related to nurses, excellent ratings decreased from a high of 62 per cent in 2004 to 49 per cent in 2008.
- However, 91 per cent of respondents selected good or excellent ratings for how well nurses answered questions.

Doctors

While 89 per cent or more of respondents selected good or excellent ratings for all three questions related to doctors, excellent ratings continued to drop from the 2004 levels.



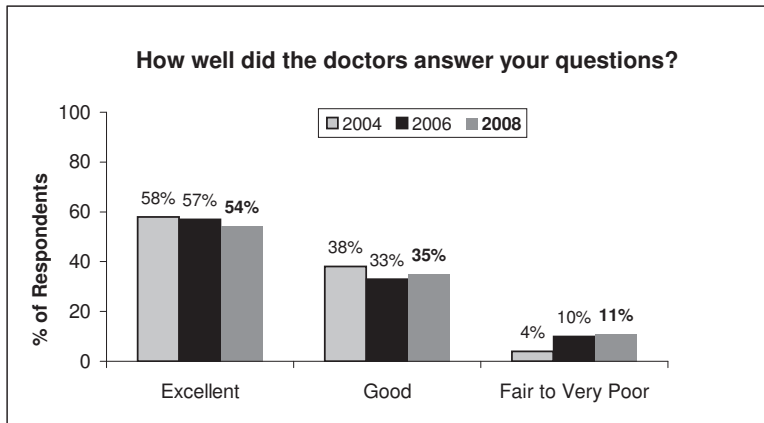
2004 n=178 2006 n=233 2008 n=585

- In 2008, 59 per cent of respondents selected excellent ratings compared to 67 per cent in 2004.
- Fair to very poor ratings increased from three per cent in 2004 to nine per cent in 2008. The increase came from more respondents selecting the rating of fair.



2004 n=182 2006 n=240 2008 n=613

- As with all three questions related to doctors, excellent ratings were lower in 2008 (63 per cent) than in 2004 (71 per cent).
- Ratings were similar between 2006 and 2008 with approximately 95 per cent of respondents indicating good or excellent ratings related to the respectfulness of doctors.

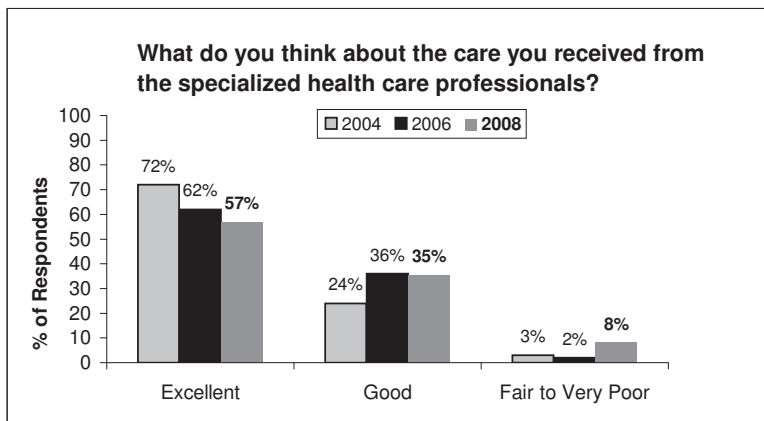


- Respondents selected excellent ratings more often for the care received (59 to 67 per cent) and respectfulness (63 to 71 per cent) than how well doctors answered their questions (54 to 58 per cent).

2004 n=181 2006 n=237 2008 n=609

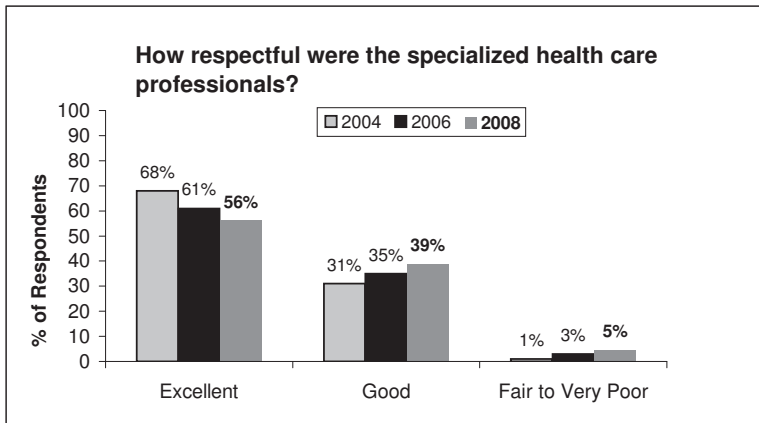
Specialized Care (for example: blood work, X-ray, physiotherapy, stress test etc.)

There was a high level of respondent satisfaction in the three questions directly related to specialized care with 92 per cent or more respondents providing good or excellent ratings in all three years of questionnaires. However, this was down from the 96 per cent (or higher) good or excellent ratings in 2004 and 2006 for care, respect and how specialized health care professionals answered questions.



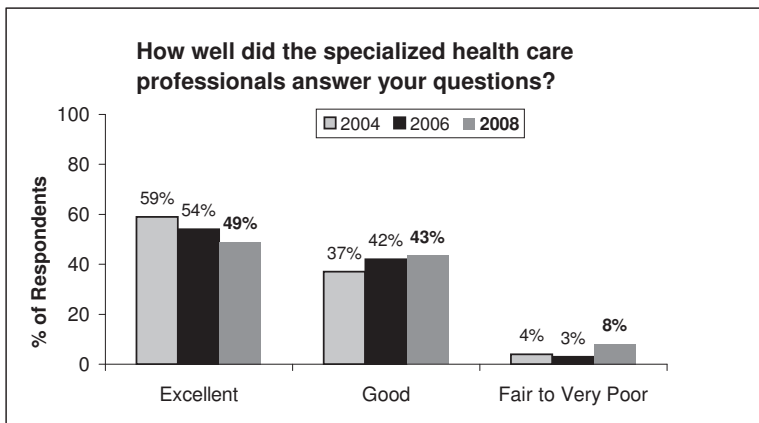
- Excellent ratings for the care received from specialized health care professionals dropped from 72 per cent in 2004 to 57 per cent in 2008.
- Fair to very poor ratings increased to eight per cent in 2008.

2004 n=232 2006 n=242 2008 n=444



2004 n=238 2006 n=248 2008 n=460

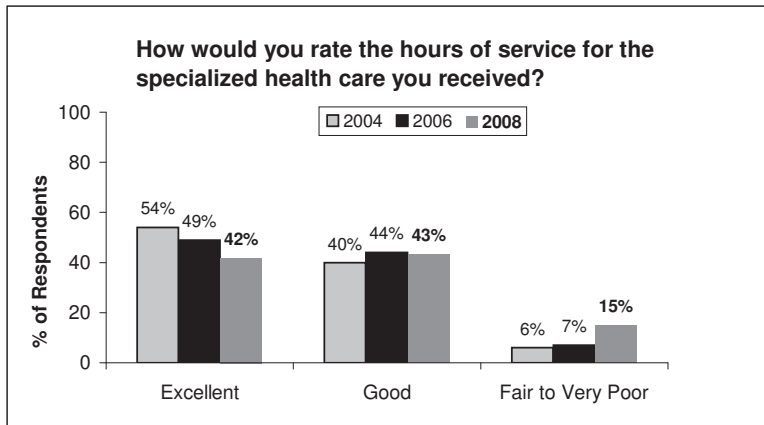
- In 2004, 99 per cent of respondents rated the respectfulness of the specialized health care professional as excellent or good – the highest satisfaction rating of the questionnaire.
- In 2008, 95 per cent of respondents provided excellent or good ratings.
- The increase of fair to very poor ratings in 2008 was the result of increases in fair ratings.



2004 n=231 2006 n=235 2008 n=452

- As with all three questions related to specialized health care providers, excellent ratings decreased in 2008 (49 per cent) compared to 2004 (59 per cent).

The specialized health care provider section of the questionnaire also asked respondents to rate the hours of service for the specialized health care they received (for example, blood work, X-ray, physiotherapy, stress test, etc.).

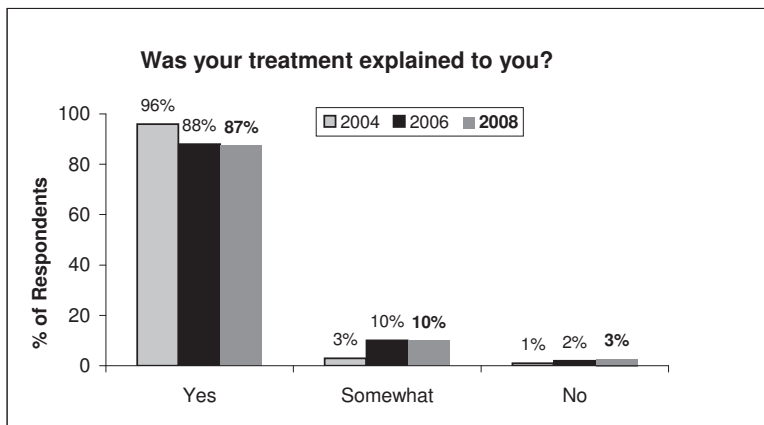


2004 n=225 2006 n=240 2008 n=455

- The percentage of respondents selecting fair, poor or very poor ratings in 2008 was two times that of 2004 and 2006.
- In 2008, 15 per cent of respondents selected fair to very poor ratings compared to six per cent and seven per cent in 2004 and 2006 respectively.

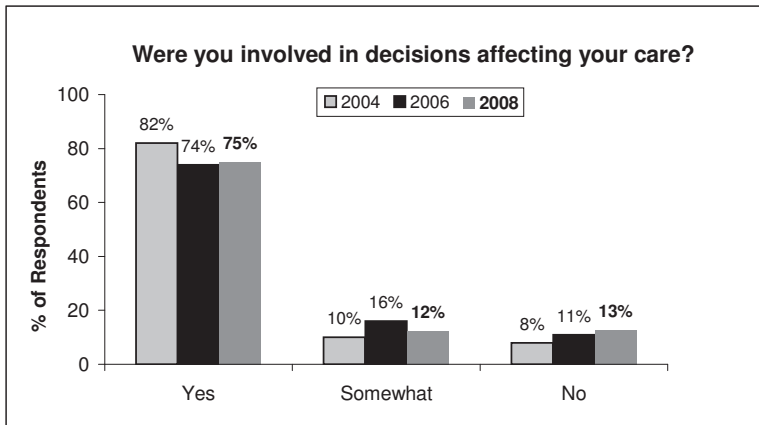
TREATMENT / PROCEDURE

The questionnaire asked respondents three questions related to their treatment/procedure. In 2004, respondents were more likely to indicate their treatment was explained to them, that they were kept involved in decisions and that they were kept informed about the care planned for them than in 2006 and 2008.



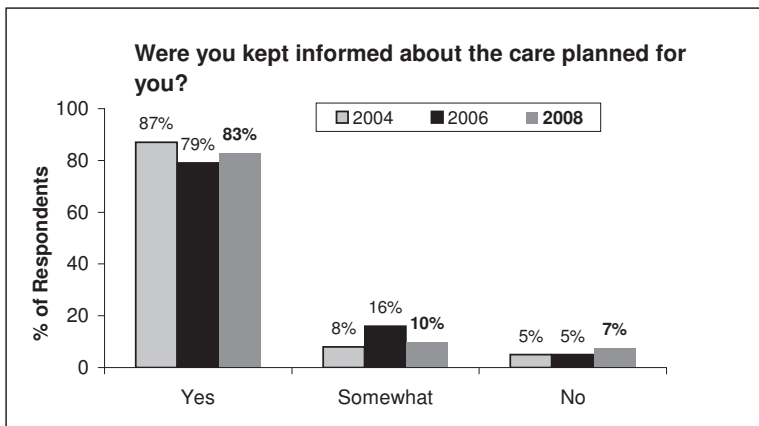
2004 n=216 2006 n=252 2008 n=564

- Respondents in 2004 were more likely to indicate that their treatment was clearly explained to them with fewer choosing “somewhat” than in 2006 and 2008.
- In 2008, three per cent of respondents indicated their treatment was *not* explained to them.



2004 n=197 2006 n=231 2008 n=524

- In 2008, 13 per cent of respondents indicated that they had *not* been involved in decisions affecting their care – compared to eight per cent in 2004 and 11 per cent in 2006.
- Compared to questions on being kept informed and having treatment explained, respondents in all three years were less likely to feel they were involved in decisions.



2004 n=197 2006 n=238 2008 n=522

- In 2008, 83 per cent of respondents indicated they were kept informed about the care planned for them – up from 2006 (79 per cent), but remaining below 2004 (87 per cent).

FEEDBACK

The NWT Hospital Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- Tell us about the things we are doing well; and
- Tell us about the areas in which we could improve.

In 2004, 2006 and 2008, comments related to staff appeared the most often as to what was being done well. General comments included praise for staff being friendly, professional, knowledgeable, caring and helpful.

Praise was also directed towards staff in specific service areas as well as towards specific staff members. Respondents included the names of individual nurses, doctors and specialized health care professionals in noting exceptional service.

Another theme that emerged was respondents indicating they were pleased with wait times. More respondents praised the quick, timely and efficient service provided at the Inuvik hospital than the number of respondents suggesting that wait times could be improved.

Issues relating to staff came up most often in answer to the question, “Tell us about the areas in which we could improve.” These included general suggestions such as changes to attitudes and specific suggestions relating to communication between staff and clients. For example, respondents expressed the desire for clear follow-up from test results and clearer directions related to medications and procedures.

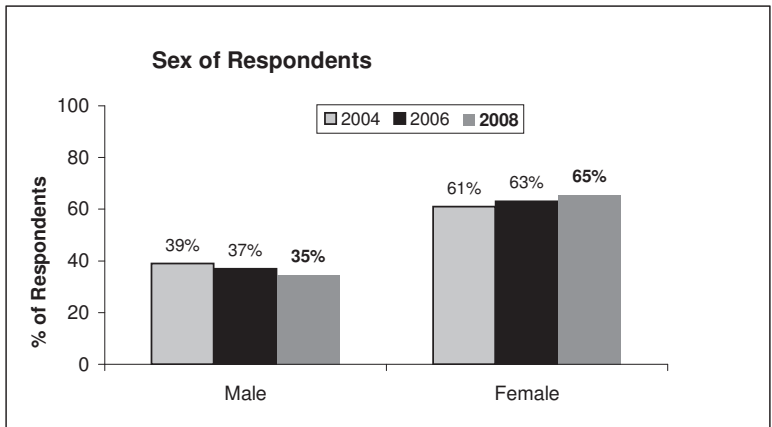
Similar to 2004 and 2006, some respondents in 2008 expressed the need for more staff and, correspondingly, the need to reduce waiting times. Hospital cleanliness and hospital food emerged in 2006 and 2008 as areas for improvement.

Emerging as a theme in 2008 were suggestions to improve the hours of service, particularly for the lab.

DEMOGRAPHICS

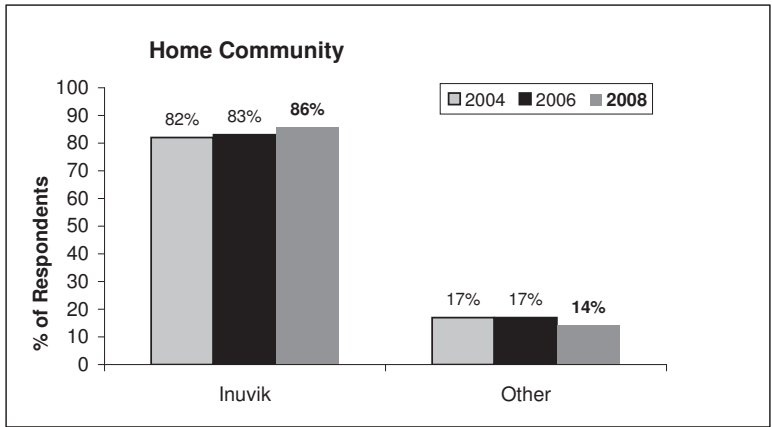
Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 282 respondents who completed questionnaires at the hospital in Inuvik in 2004, the 283 who completed it in 2006 and the 685 respondents in 2008.

Respondents were asked to indicate their sex, home community, ethnicity and age.



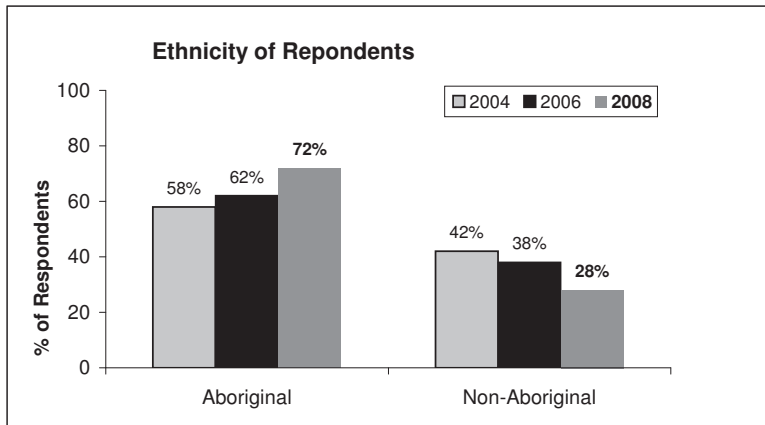
2004 n=269 2006 n=270 2008 n=650

- The percentage of males completing the questionnaires declined slightly with each questionnaire – from 39 per cent of respondents in 2004 to 35 per cent of respondents in 2008.



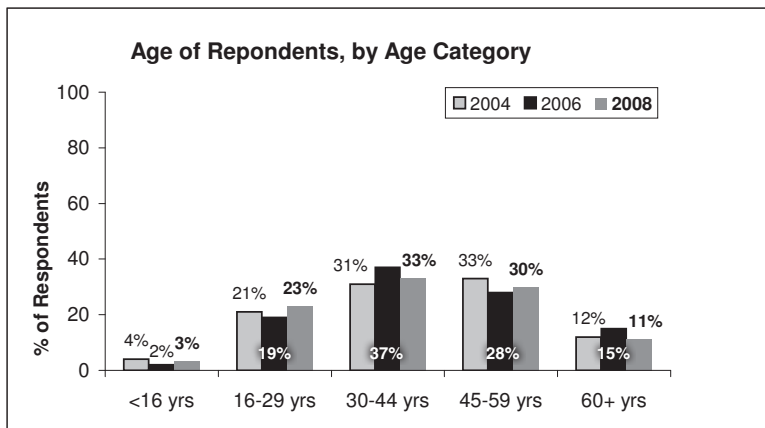
2004 n=267 2006 n=270 2008 n=650

- Similar proportions of respondents from Inuvik and other communities completed the questionnaire in 2004 and 2006, with a slight increase in respondents from Inuvik in 2008.



2004 n=205 2006 n=202 2008 n=513

- The proportion of Aboriginal respondents increased by 14 per cent between the 2004 and 2008 questionnaires – 72 per cent of respondents in 2008 identified themselves as Aboriginal.



2004 n=257 2006 n=247 2008 n=602

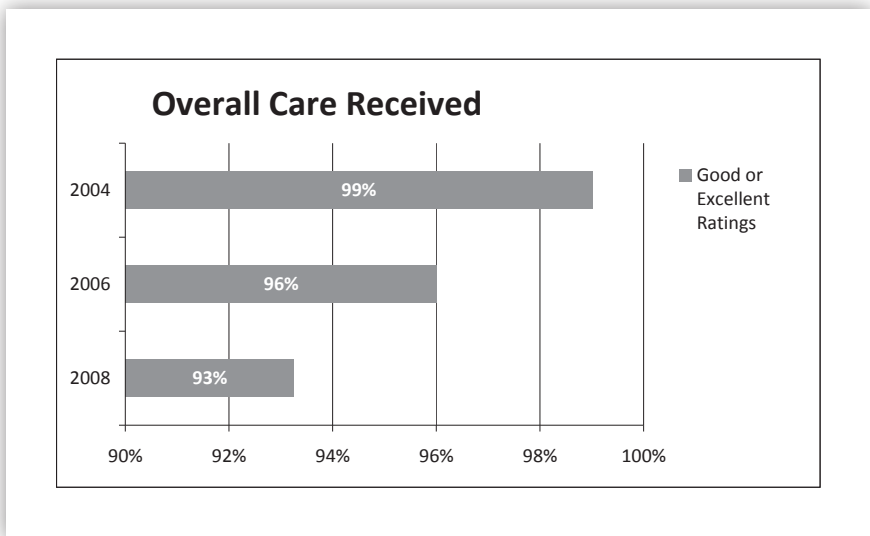
- Ages of respondents were similar between the three years with a slight increase in the 30 to 44 year old age category in 2006.
- In some cases, parents completed the questionnaire on behalf of a child receiving the hospital services and put in the child's age (for example one year old).

CONCLUSION

NWT Hospital Satisfaction Questionnaires in 2004, 2006 and 2008 have asked respondents general questions relating to reception/administration, hospital cleanliness, signage, hospital food and interpreter services. Respondents also provided ratings relating to the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals.

In many of the questions in these sections - General, Health Care Providers and Treatment/Procedure – clients have indicated their satisfaction with hospital services in Inuvik with the vast majority selecting good or excellent ratings. However, ratings of good or excellent have declined from 2004 levels.

The question, “Overall, how would you rate the care you received?” reflects this finding. In 2008, 93 per cent of respondents rated their overall care as good or excellent, down from 99 per cent in 2004.



As with the question on the overall care received, other questions showed similar patterns – decreases in good and excellent ratings and a corresponding increase in fair, poor or very poor ratings from 2004 to 2008. These included the cleanliness of the hospital, the care, respect and how well nurses answered questions, the care of doctors, the respect of specialized health care professionals and the hours of service of specialized care.

Two areas showed improvement from 2004 to 2008: the respectfulness of reception/administration and the helpfulness of signs/directions within the hospital both saw increases to good and excellent ratings.

Comments provided by respondents mirrored the data. Some respondents offered suggestions for improvement including suggestions for staff to improve communication and interactions with clients, the hiring of more staff and reduction of wait times, improving the hospital food and cleanliness and increasing the hours of service. However, the majority of comments reflected the high levels of satisfaction found throughout the hospital system in Inuvik. These include appreciation for the professionalism, compassion and service provided by hospital staff, minimal wait time and general satisfaction with the services as a whole.

Similar to the questionnaires conducted in 2004 and 2006, the findings from the 2008 NWT Hospital Satisfaction questionnaire demonstrate the satisfaction with the services provided by the hospital in Inuvik. This was evident by 93 per cent of all 2008 respondents selecting good or excellent ratings for the overall care they received. Only seven per cent of respondents selected fair – with no respondents choosing poor or very poor ratings.

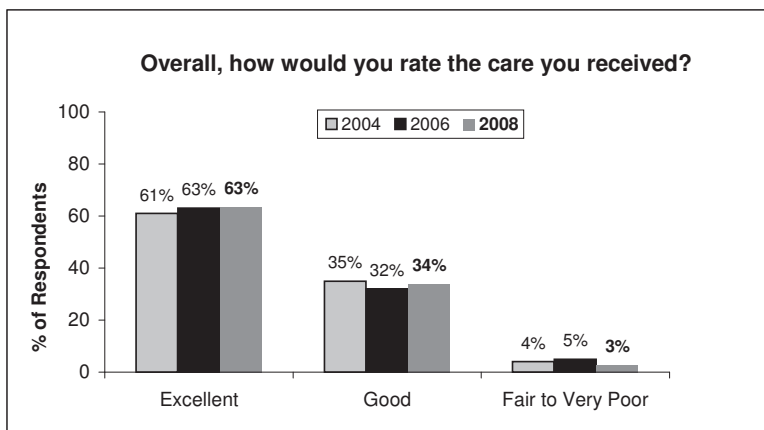


- A total of **326** completed questionnaires were received from people utilizing the hospital in Hay River during the month of November 2008. In comparison, 380 questionnaires were completed in 2006 and 398 in 2004.
- Not all respondents answered all questions: n=the number of responses for that particular question.
- Some percentages may not add up to 100 per cent due to rounding.

MEASURES OF HOSPITAL SATISFACTION

Overall Satisfaction

The question “Overall, how would you rate the care you received?” provides a concise summary of the overall findings of the NWT Hospital Satisfaction Questionnaire. The vast majority of respondents provided ratings of excellent or good – 97 per cent in 2008. It also illustrates the consistency in findings between the 2004, 2006 and 2008 questionnaires with similar results in all three years for the hospital in Hay River.



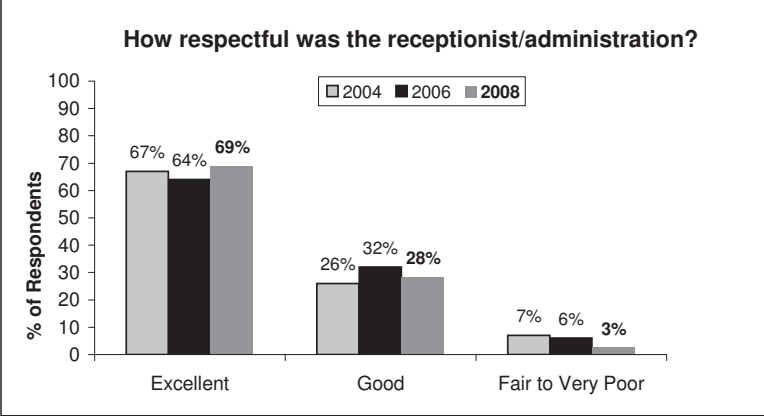
- In 2008, 97 per cent of respondents rated the overall care they received as good or excellent – slightly higher than in 2004 (96 per cent) and 2006 (95 per cent).
- No respondents in 2004 or 2008 rated the overall care as poor or very poor (four respondents did in 2006).

2004 n=356 2006 n=345 2008 n=303

HAY RIVER

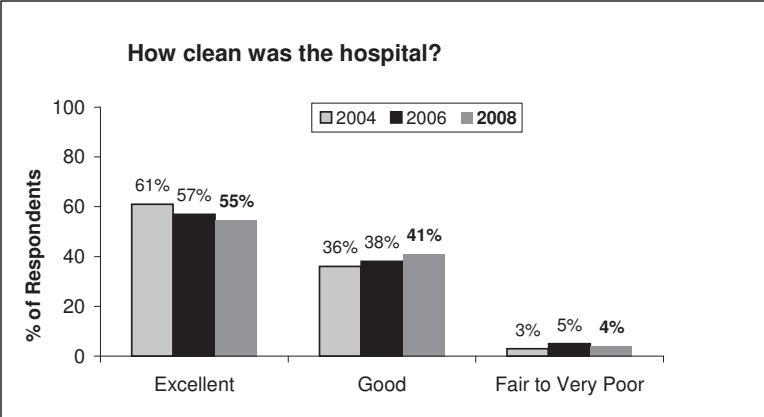
GENERAL QUESTIONS

This section of the questionnaire asked five questions relating to general services provided by the hospital.



2004 n=383 2006 n=371 2008 n=318

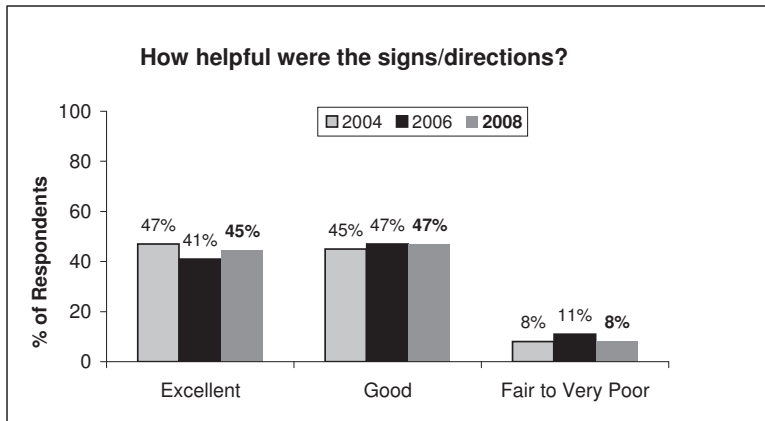
- In 2008, 69 per cent of respondents selected excellent as to the respectfulness of reception/administration – up from 64 per cent in 2006.
- Fewer respondents in 2008 provided ratings of fair, poor or very poor compared to previous years.



2004 n=385 2006 n=374 2008 n=321

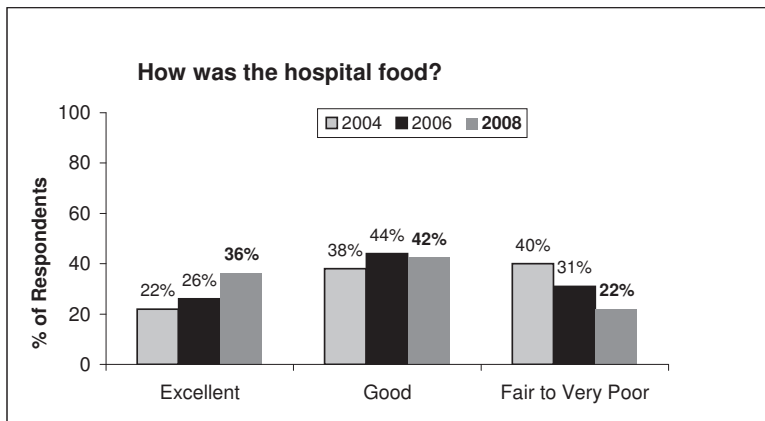
- Ratings of excellent for hospital cleanliness have decreased from 61 per cent in 2004 to 55 per cent in 2008 with more respondents selecting ratings of good.
- Ratings of fair, poor and very poor have remained consistent over the three years (between three to five per cent of respondents).

HAY RIVER



2004 n=367 2006 n=356 2008 n=301

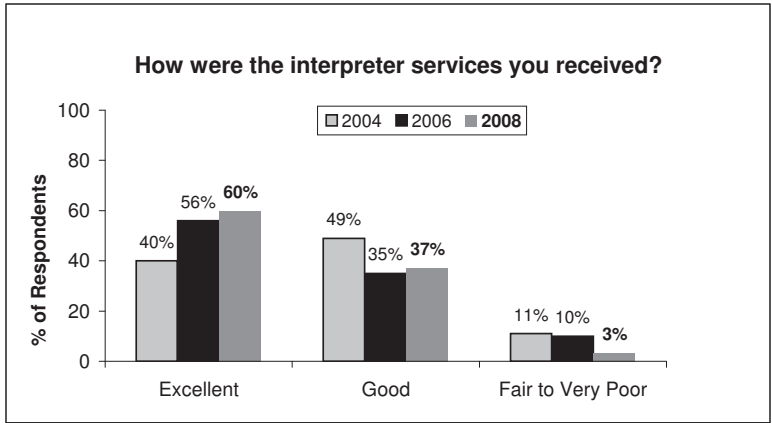
- There was little variation between 2004 and 2008 related to signage.



2004 n=65 2006 n=85 2008 n=66

- While hospital food remains with the lowest satisfaction ratings, fair, poor or very poor ratings have decreased to 22 per cent of respondents compared to a high of 40 per cent of respondents in 2004.
- In 2008, 78 per cent of respondents indicated the hospital food as good or excellent.
- The graph illustrates a desirable trend – increases in excellent ratings and decreases in the fair to very poor ratings over the three questionnaires.

HAY RIVER



2004 n=68 2006 n=66 2008 n=62

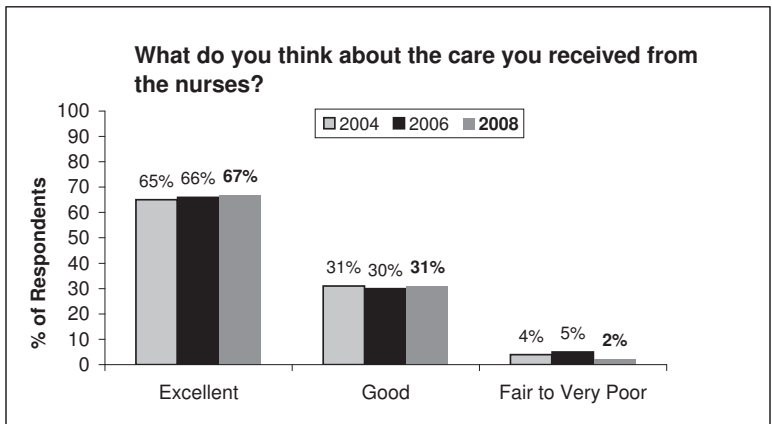
- Satisfaction with interpreter services increased in 2008 over 2004 and 2006 ratings.
- In 2008, 97 per cent of respondents selected good or excellent ratings compared to 89 per cent in 2004.

HEALTH CARE PROVIDERS

The Health Care Provider section of the questionnaire was divided into nurses, doctors and specialized health care providers. Similar questions were asked of each.

Nurses

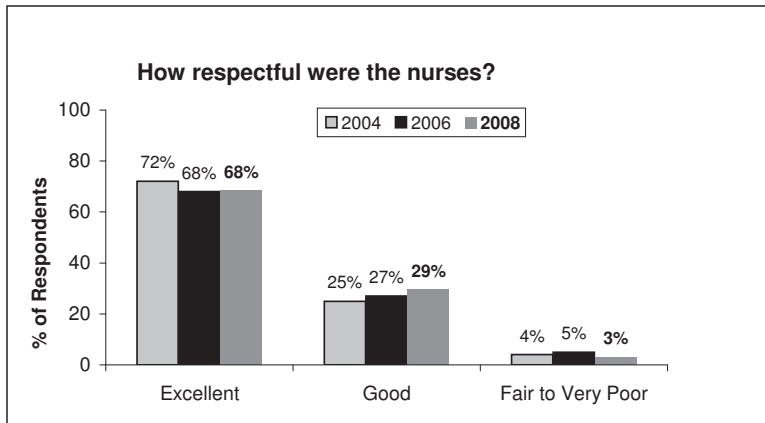
In 2004, 2006 and 2008, 93 per cent or higher of the respondents selected good or excellent ratings for all three questions related to nursing.



2004 n=152 2006 n=206 2008 n=190

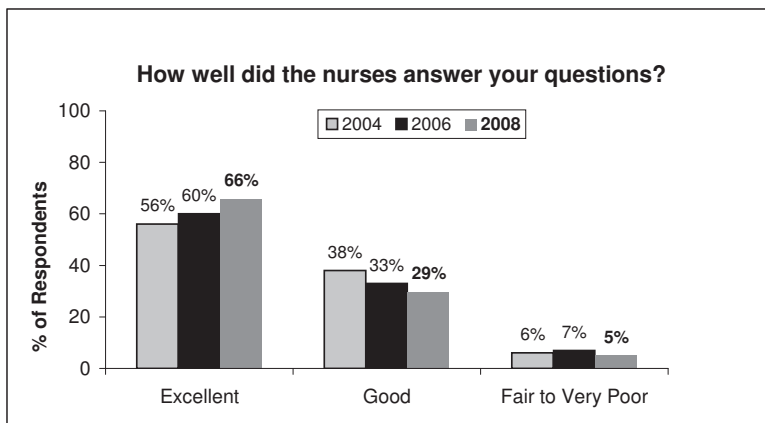
- In 2008, 98 per cent of respondents rated the care they received from nurses as good or excellent – the highest rating of the three nursing questions.

HAY RIVER



2004 n=154 2006 n=207 2008 n=190

- Excellent ratings for the question, “How respectful were the nurses?” declined slightly from 72 per cent in 2004 to 68 per cent in 2006 and 2008.
- Fair to very poor ratings were consistent between the three questionnaires (three to five per cent of respondents).



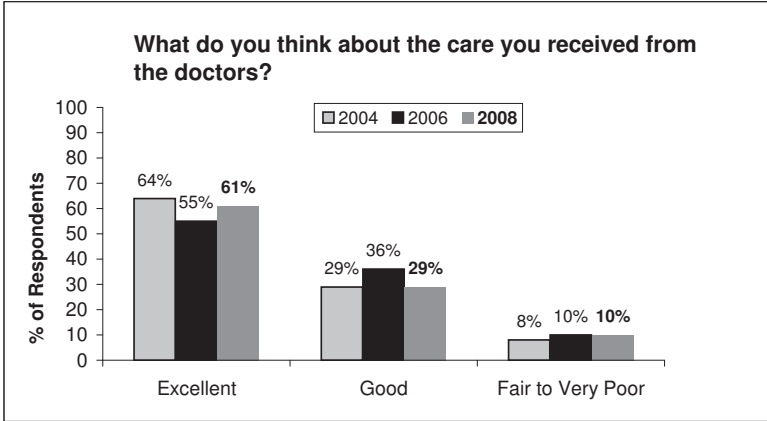
2004 n=136 2006 n=187 2008 n=173

- Excellent ratings increased in 2006 and again in 2008 for how well nurses answered respondents’ questions.
- In 2008, 66 per cent of respondents selected excellent compared to 56 per cent in 2004.
- In 2008, 95 per cent of respondents selected good or excellent.

HAY RIVER

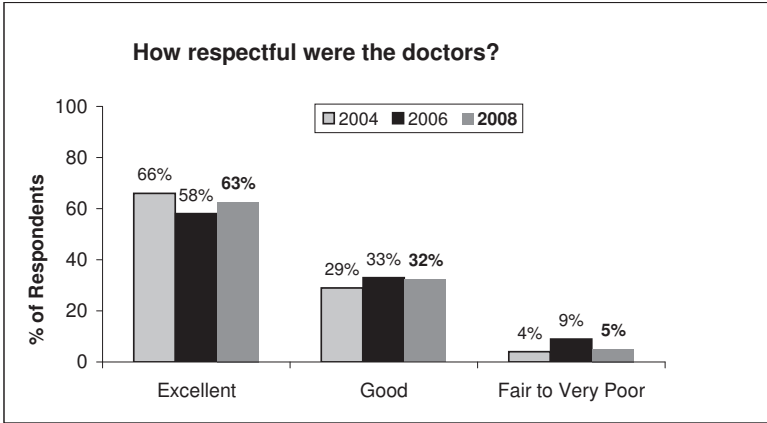
Doctors

While 89 per cent or more of respondents selected good or excellent ratings for all three questions related to doctors, excellent ratings were below 2004 levels.



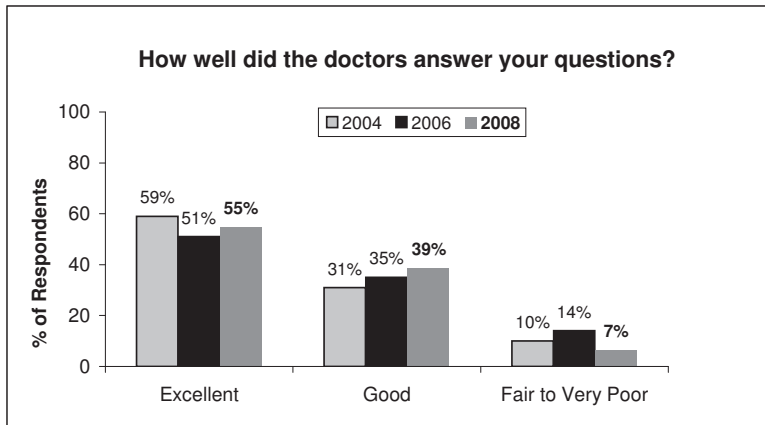
2004 n=136 2006 n=159 2008 n=138

- In 2008, 61 per cent of respondents selected excellent ratings for the care received by doctors, up from 55 per cent in 2006 and slightly below the 64 per cent in 2004.
- Selection of fair to very poor ratings was consistent over the three questionnaires (eight to 10 per cent).



2004 n=136 2006 n=167 2008 n=139

- The respectfulness of doctors also had an increase of excellent ratings in 2008 compared to 2006 results, but remained slightly below the 2004 excellent ratings
- In 2008, fair to very poor decreased to five per cent of respondents compared to nine per cent in 2006.
- In 2004 and in 2008, fair was the lowest rating selected by respondents.

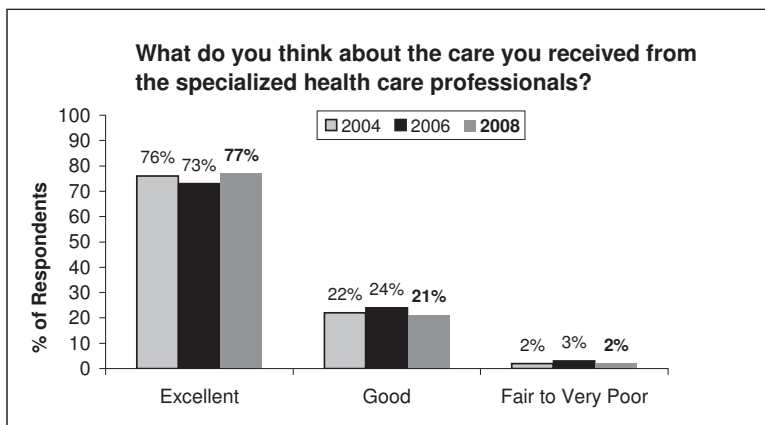


2004 n=133 2006 n=158 2008 n=137

- In 2008, 94 per cent of respondents selected good or excellent ratings as to how well doctors answered their questions compared to 86 per cent in 2006 and 90 per cent in 2004.

Specialized Care (for example: blood work, X-ray, physiotherapy, stress test etc.)

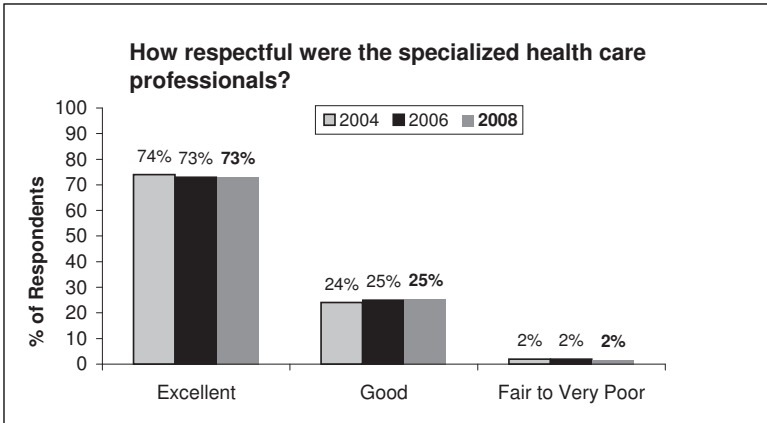
In 2008, 98 per cent of respondents consistently selected good or excellent ratings for all three questions related to specialized care. Results from 2004 and 2006 also indicate high levels of satisfaction with this group of health care providers.



2004 n=344 2006 n=332 2008 n=299

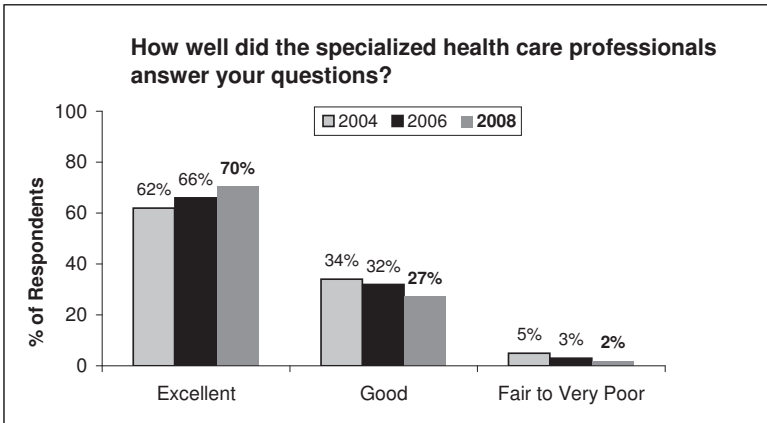
- Respondents were consistent in rating the care received by specialized health care providers during the three years with 97 to 98 per cent of respondents selecting good or excellent ratings.

HAY RIVER



2004 n=347 2006 n=333 2008 n=300

- Respondents were also consistent in rating the respectfulness of specialized health care professionals with little variation in ratings between 2004 and 2008.
- In all three questionnaires, 98 per cent of respondents selected good or excellent.
- With only two per cent of respondents selecting fair in 2004, 2006 and 2008 (no poor or very poor ratings in the three questionnaires), this question showed the highest level of satisfaction.

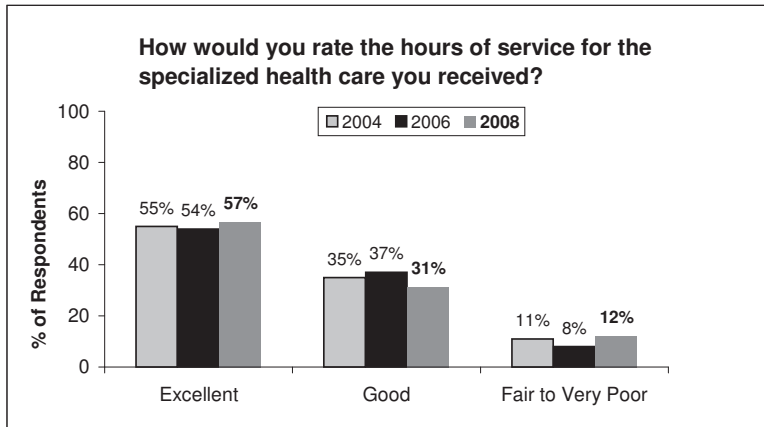


2004 n=304 2006 n=299 2008 n=273

- Excellent ratings for how well specialized health care providers answered questions increased in 2006 (66 per cent) and again in 2008 (70 per cent) compared to 2004 (62 per cent) results.
- Ratings of fair to very poor also decreased during the three year period from five per cent to two per cent – a trend that indicates greater satisfaction by respondents.

HAY RIVER

The specialized health care provider section of the questionnaire also asked respondents to rate the hours of service for the specialized health care they received (for example, blood work, X-ray, physiotherapy, stress test, etc.).

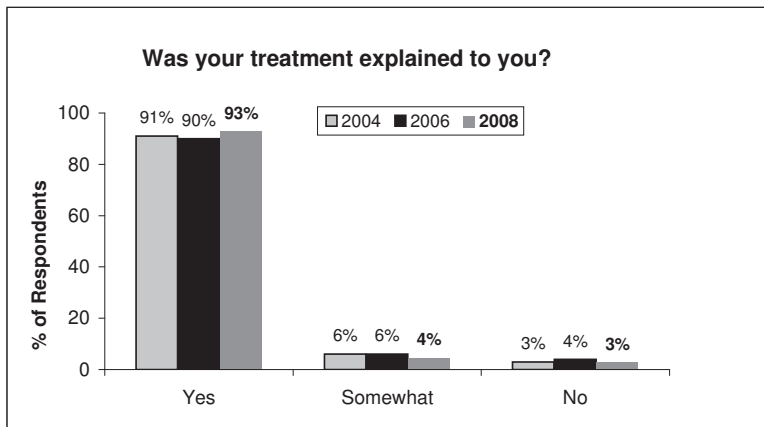


- Fair to very poor ratings were selected more often in 2004 and 2008 than in 2006.
- In 2008, 88 per cent of respondents rated the hours of service for the specialized health care they received as good or excellent.

2004 n=329 2006 n=305 2008 n=294

TREATMENT / PROCEDURE

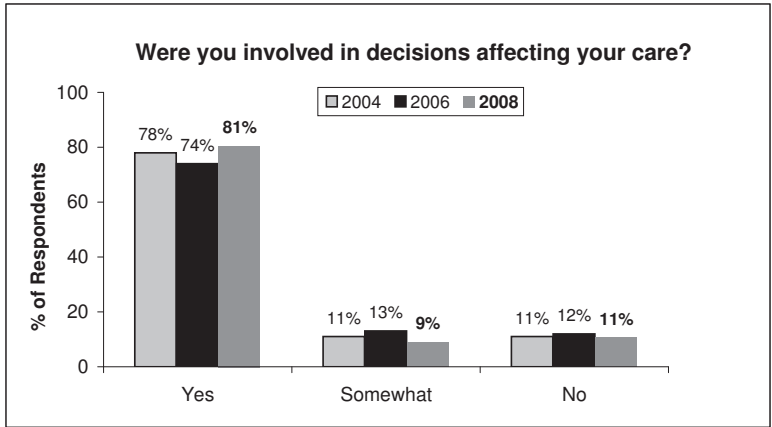
The questionnaire asked respondents three questions related to their treatment/procedure. Results were similar between 2004, 2006 and 2008 with 88 per cent or higher of respondents indicating that their treatment was explained to them, that they were involved in decisions and that they were kept informed about the care planned for them.



- In 2008, 93 per cent of respondents indicated their treatment had been explained to them with another four per cent indicating it had been somewhat explained.
- Between three to four per cent of respondents in 2004, 2006 and 2008 said, their treatment had *not* been explained to them.

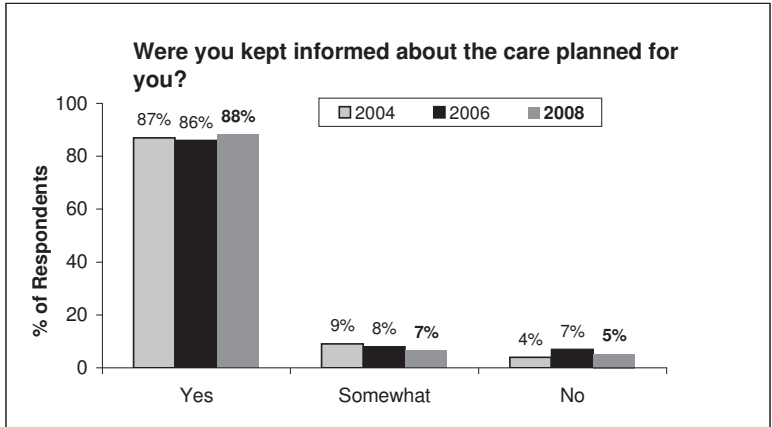
2004 n=311 2006 n=284 2008 n=245

HAY RIVER



2004 n=232 2006 n=219 2008 n=200

- Between nine to 13 per cent of respondents in 2004, 2006 and 2008 indicated that they had *not* been involved in decisions affecting their care.
- Compared to questions on being kept informed and having treatment explained, respondents in all three years were less likely to feel they were involved in decisions.



2004 n=244 2006 n=230 2008 n=213

- Again, a pattern of consistency was evident over all three years with 94 to 96 per cent of respondents saying they were kept informed or somewhat informed about the care planned for them.

HAY RIVER

FEEDBACK

The NWT Hospital Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- Tell us about the things we are doing well; and
- Tell us about the areas in which we could improve.

In 2004, 2006 and 2008, comments related to staff appeared the most often as to what was being done well. General comments included praise for staff being friendly, professional, knowledgeable, caring and helpful.

Praise was also directed towards staff in specific service areas as well as towards specific staff members. Respondents included the names of individual nurses, doctors and specialized health care professionals in noting exceptional service.

Clearly emerging in response to the question, “Tell us about the areas in which we could improve”, was the need for more doctors. Respondents in 2004, 2006 and again in 2008 indicated most often the need for more doctors in Hay River. Closely related to the hiring of more health care professionals, respondents also commented on the need to improve wait times.

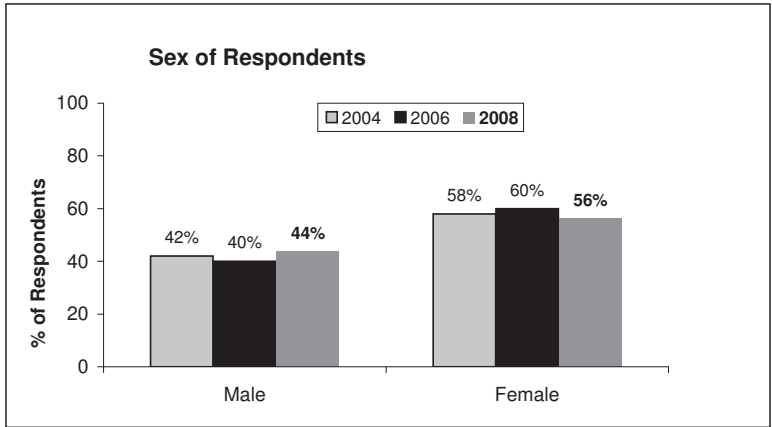
The consistency shown in the quantitative data over the three years of questionnaires in Hay River also is evident in the qualitative; respondents have consistently praised staff and suggested the hiring of more doctors as a way of improving.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 398 respondents who completed questionnaires at the hospital in Hay River in 2004, the 380 who completed it in 2006 and the 326 respondents in 2008.

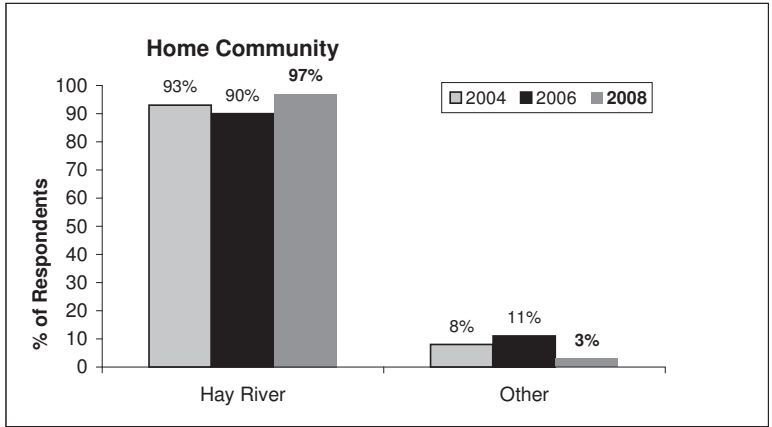
Respondents were asked to indicate their sex, home community, ethnicity and age.

HAY RIVER



2004 n=367 2006 n=362 2008 n=306

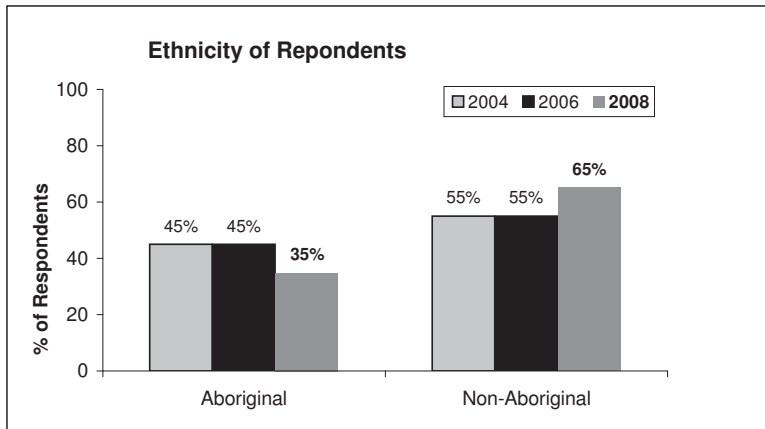
- The percentage of males completing the questionnaire increased from 40 per cent in 2006 to 44 per cent in 2008.



2004 n=361 2006 n=361 2008 n=305

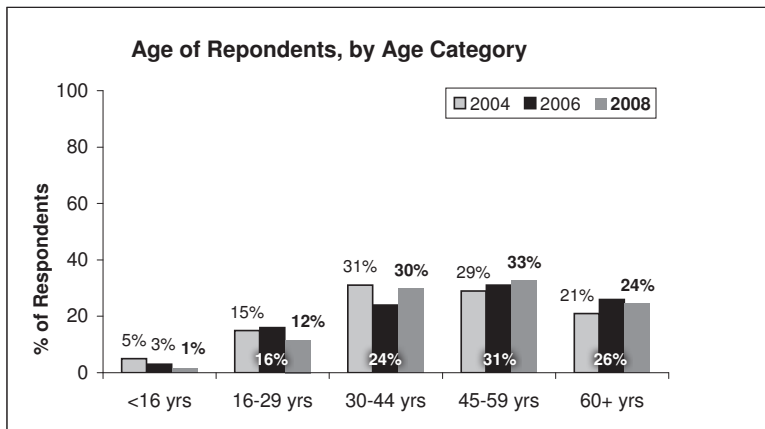
- Respondents in 2008 were more likely to be from Hay River (97 per cent) than in 2006 (90 per cent) or 2004 (93 per cent).

HAY RIVER



2004 n=267 2006 n=238 2008 n=209

- The proportion of Aboriginal respondents decreased by 10 per cent in 2008 - 35 per cent of respondents in 2008 identified themselves as Aboriginal compared to 45 per cent of respondents in 2004 and 2006.



2004 n=357 2006 n=348 2008 n=294

- In 2008, younger age categories (under 30 years of age) decreased compared to 2004 and 2006.

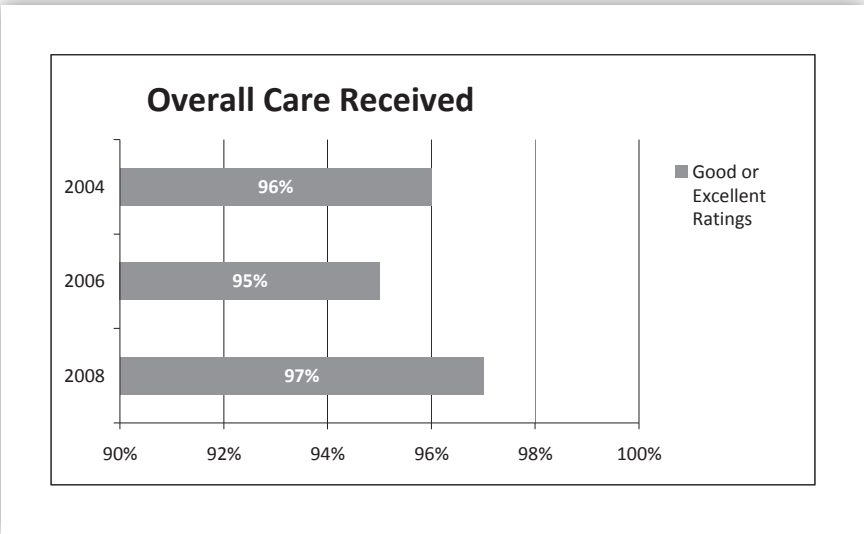
HAY RIVER

CONCLUSION

NWT Hospital Satisfaction Questionnaires in 2004, 2006 and 2008 have asked respondents general questions relating to reception/administration, hospital cleanliness, signage, hospital food and interpreter services. Respondents also provided ratings relating to the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals.

In many of the questions in these sections - General, Health Care Providers and Treatment/Procedure – clients have indicated their satisfaction with hospital services in Hay River with the vast majority selecting good or excellent ratings. Findings have been consistent in 2004, 2006 and 2008.

The question, “Overall, how would you rate the care you received?” reflects this finding. Between 95-97 per cent of respondents rated their overall care as good or excellent over the three years.



Comments provided by respondents mirrored the data and the high level of satisfaction with the services provided. Comments included appreciation for the professionalism, compassion and service provided by hospital staff and general satisfaction with the services as a whole.

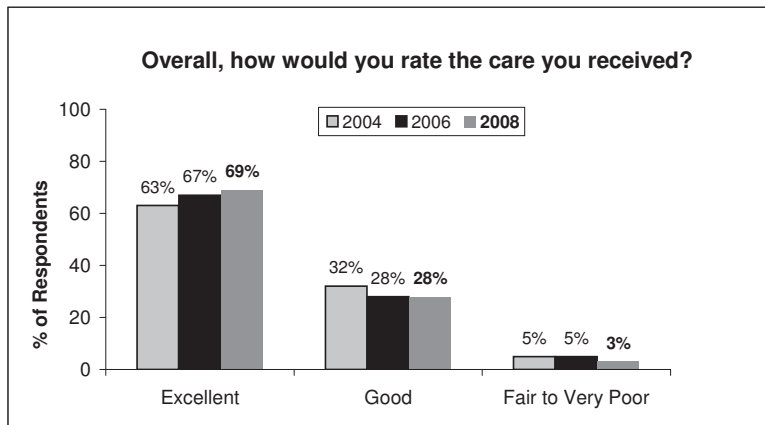
The suggestions for improvements were consistent in 2004, 2006 and again in 2008 - the hiring of more staff, specifically doctors, and reducing wait times.

- A total of 856 completed questionnaires were received from people utilizing the hospital at Stanton during the month of November 2008. In comparison, 709 questionnaires were completed in 2006 and 826 in 2004.
- Not all respondents answered all questions: n=the number of responses for that particular question.
- Some percentages may not add up to 100 per cent due to rounding.

MEASURES OF HOSPITAL SATISFACTION

Overall Satisfaction

The question “Overall, how would you rate the care you received?” provides a concise summary of the overall findings of the NWT Hospital Satisfaction Questionnaire. The vast majority of respondents provided ratings of excellent or good – 97 per cent in 2008. It also illustrates the slight increases in excellent ratings from 2004 to 2008 at Stanton for most questions on the hospital questionnaire.

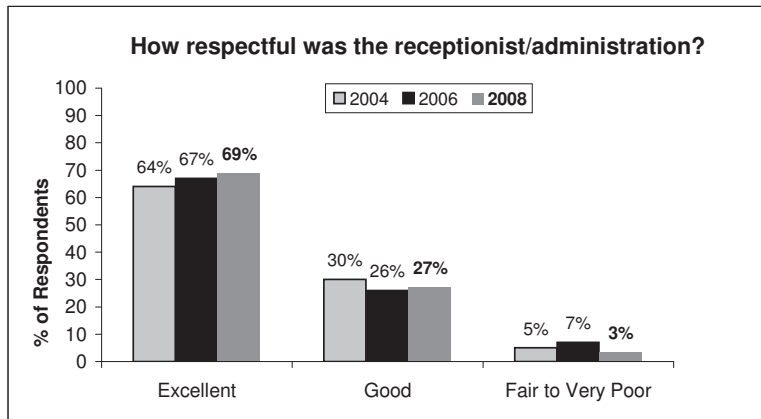


2004 n=784 2006 n=685 2008 n=826

- In 2008, 97 per cent of respondents rated the overall care they received as good or excellent – slightly higher than in 2004 and 2006 (95 per cent).

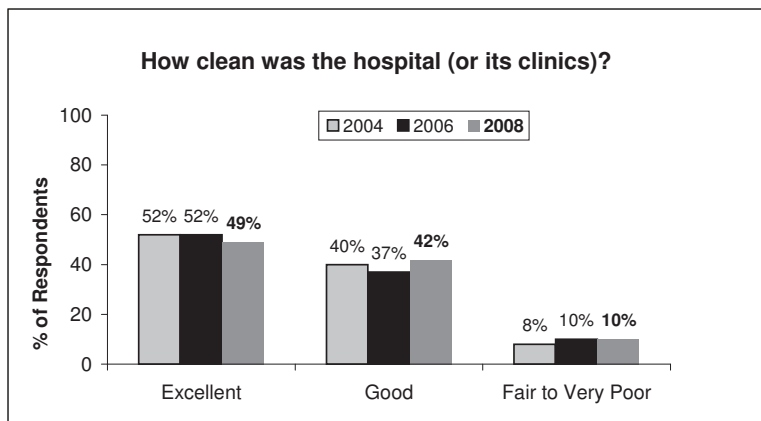
GENERAL QUESTIONS

This section of the questionnaire asked five questions relating to general services provided by the hospital.



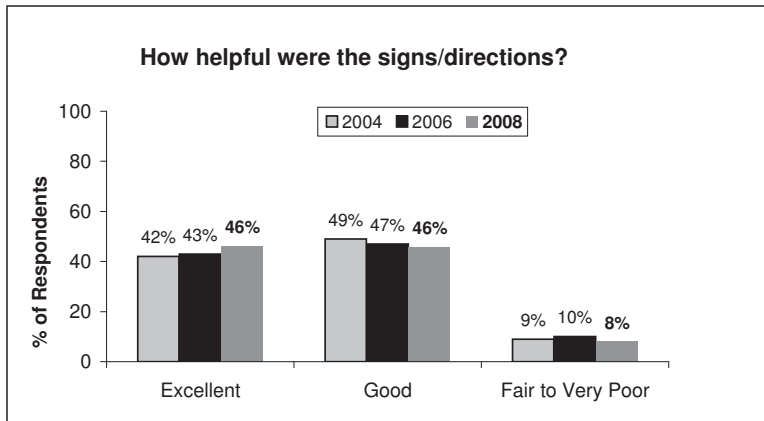
2004 n=810 2006 n=689 2008 n=842

- In 2008, 69 per cent of respondents selected excellent as to the respectfulness of reception/administration – up from 64 per cent in 2004.
- Fewer respondents in 2008 provided ratings of fair, poor or very poor compared to previous years.



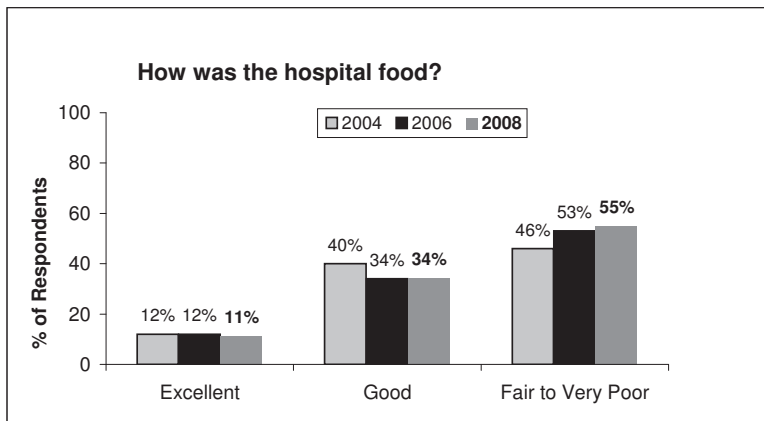
2004 n=819 2006 n=695 2008 n=846

- In 2004, 92 per cent of respondents selected good or excellent ratings for the hospital and its clinics compared to 89 per cent of respondents in 2006 and 91 per cent in 2008.
- Ratings of fair, poor and very poor have remained consistent over the three questionnaires (between eight to 10 per cent of respondents).



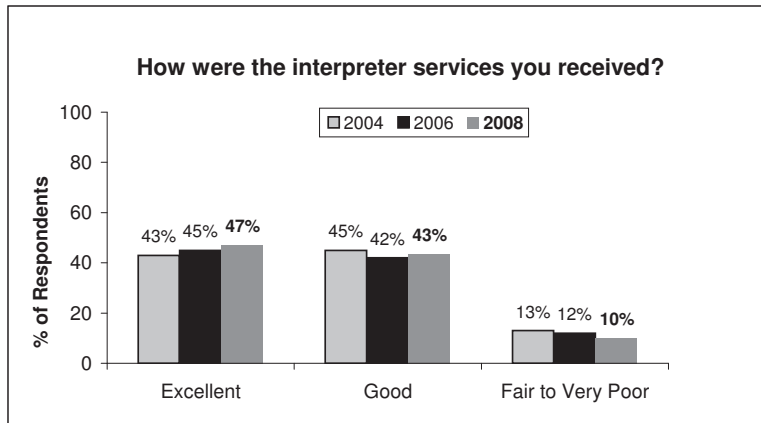
2004 n=798 2006 n=674 2008 n=824

- In 2008, 92 per cent of respondents indicated good or excellent ratings.
- Ratings of fair, poor and very poor have remained consistent over the three questionnaires (between eight to 10 per cent of respondents).



2004 n=265 2006 n=247 2008 n=259

- In 2006 and 2008, the question on hospital food was the only one where the majority of respondents selected ratings of fair to very poor.
- In 2008, 55 per cent of respondents rated the hospital food as fair to very poor, up from 46 per cent in 2004.



2004 n=127 2006 n=99 2008 n=138

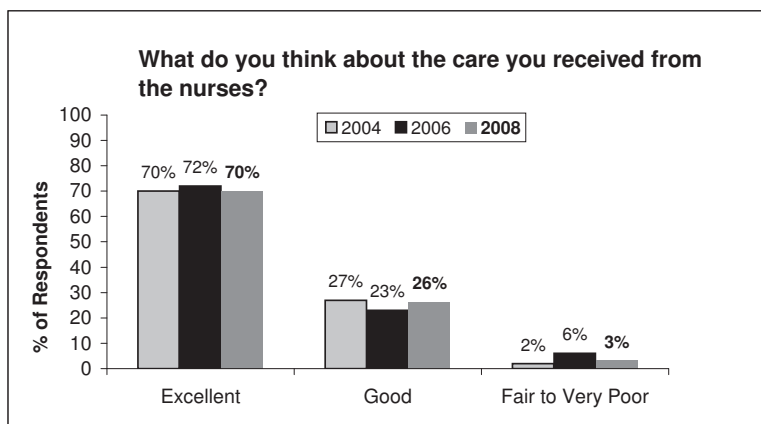
- Satisfaction with interpreter services slightly increased in 2008 over previous years.
- In 2008, 90 per cent of respondents selected good or excellent.
- The graph illustrates a desirable trend – increases in excellent ratings and decreases to the fair to very poor ratings over the three questionnaires.

HEALTH CARE PROVIDERS

The Health Care Provider section of the questionnaire was divided into nurses, doctors and specialized health care providers. Similar questions were asked of each.

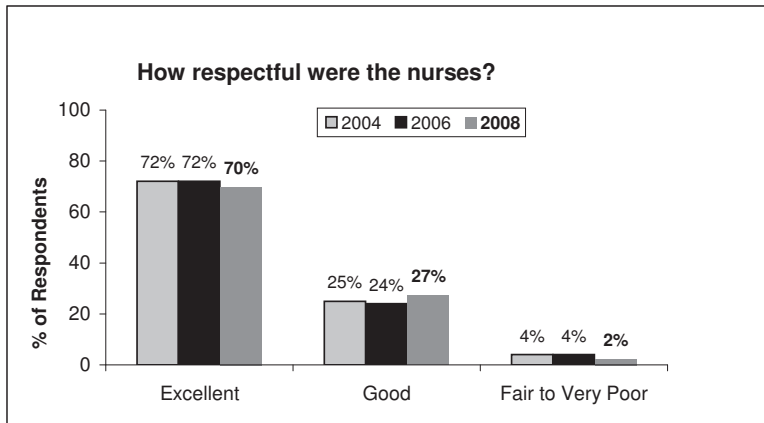
Nurses

In all three questions related to nursing, 94 per cent or more respondents in 2004, 2006 and 2008 selected good or excellent ratings.



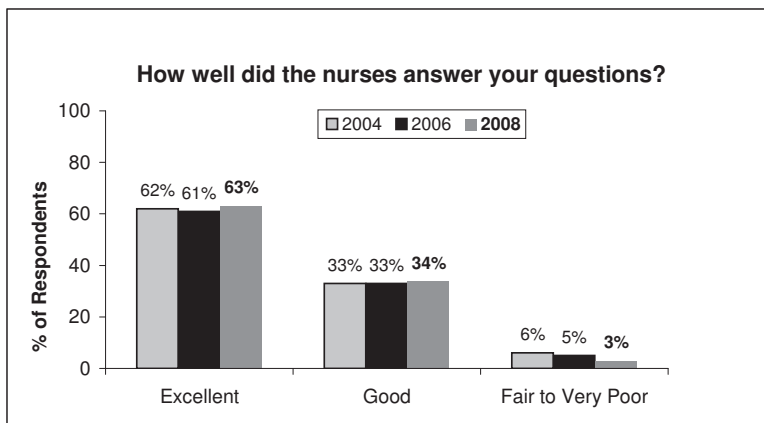
2004 n=594 2006 n=560 2008 n=607

- In 2008, 96 per cent of respondents rated the care they received from nurses as good or excellent.



2004 n=595 2006 n=566 2008 n=601

- In 2008, 97 per cent of respondents rated the respectfulness of the nurses as good or excellent.
- Fair to very poor ratings decreased in 2008 to two per cent from four per cent in 2004 and 2006.

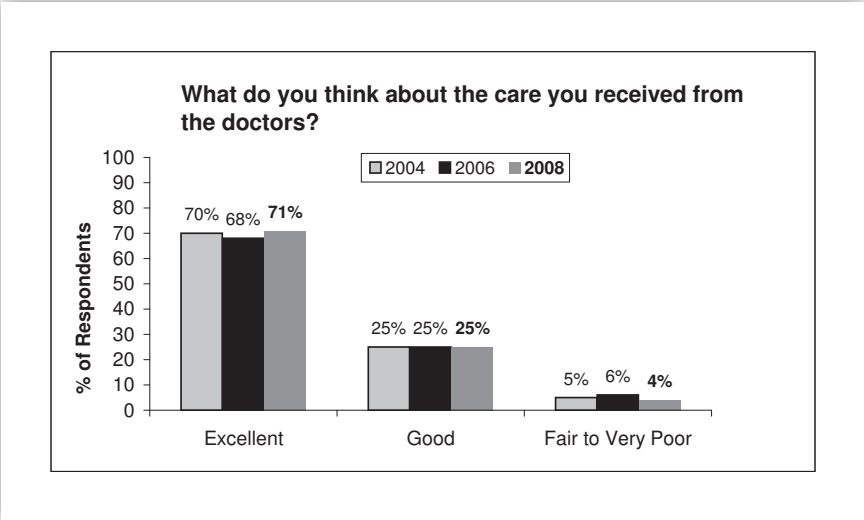


2004 n=559 2006 n=540 2008 n=586

- Respondents in 2008 also chose good or excellent ratings for how well nurses answered their questions more often than in 2004 and 2006.
- In 2008, fair to very poor ratings dropped to three per cent from six per cent in 2004.

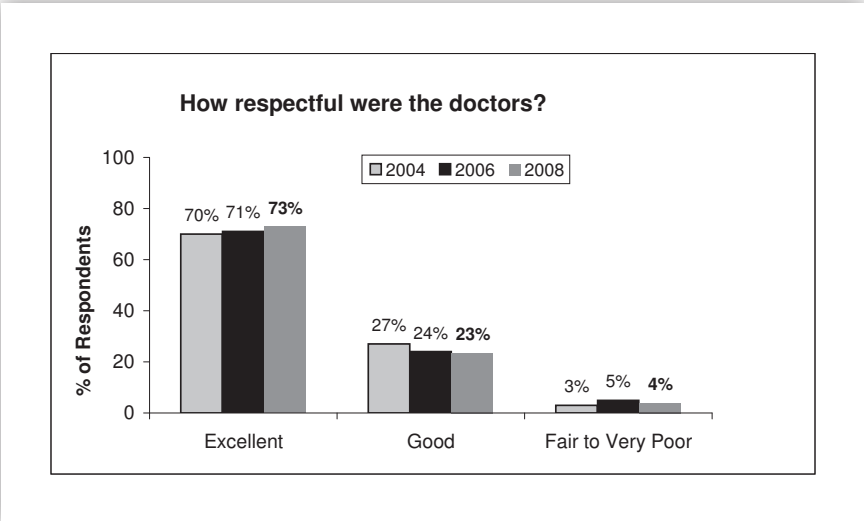
Doctors

In all three questions directly related to doctors, 92 per cent or more respondents selected good or excellent ratings in 2004, 2006 and in 2008. Excellent ratings increased slightly in 2008.



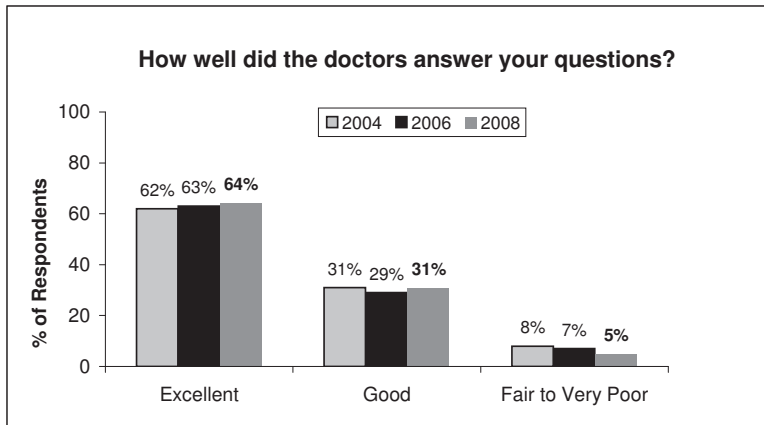
2004 n=598 2006 n=532 2008 n=581

- In 2008, 96 per cent of respondents selected good or excellent ratings for the care received by doctors.
- Selection of fair to very poor ratings was consistent over the three questionnaires (four to six per cent).



2004 n=606 2006 n=542 2008 n=592

- In 2008, excellent ratings increased slightly with 73 per cent of respondents rating the respectfulness of doctors as excellent compared to 70 per cent in 2004.
- In all three years, 95 per cent or more respondents selected good or excellent ratings.



2004 n=588 2006 n=530 2008 n=589

- In 2008, 95 per cent of respondents selected good or excellent ratings as to how well doctors answered their questions with 64 per cent of those selecting excellent.
- The graph illustrates a desirable trend – increases in excellent ratings and decreases to the fair to very poor ratings over the three questionnaires.

Specialized Care (for example: blood work, X-ray, physiotherapy, stress test etc.)

In all three questions directly related to specialized care, 94 per cent or more respondents selected good or excellent ratings in 2004, 2006 and in 2008. In 2008, excellent ratings declined slightly from the 2006 results but remained above the 2004 results.



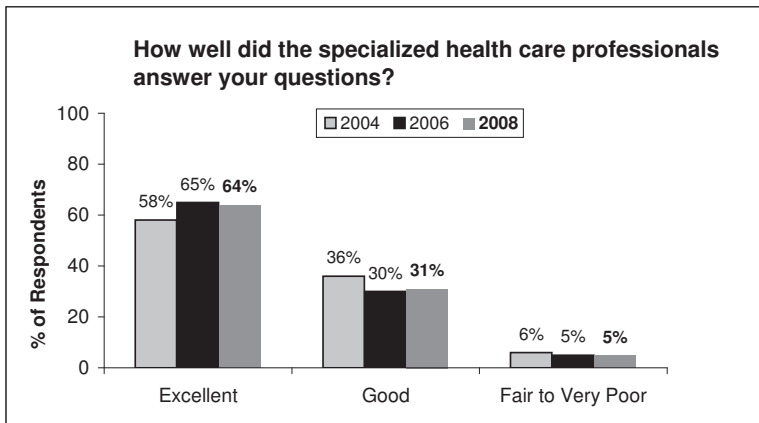
2004 n=596 2006 n=527 2008 n=659

- Respondents were consistent in rating the care received by specialized health care providers during the three years with 95 to 96 per cent of respondents selecting good or excellent ratings.



2004 n=623 2006 n=541 2008 n=683

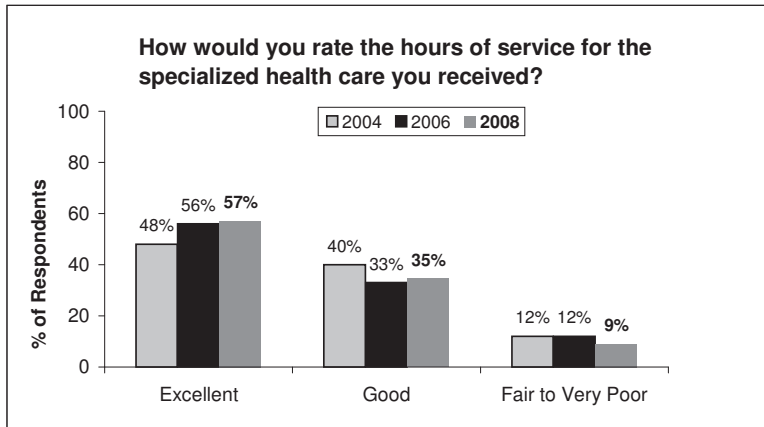
- In 2008, 97 per cent of respondents rated the respectfulness of specialized health care as good or excellent.
- Selection of fair to very poor ratings was consistent over the three questionnaires (two to four per cent).



2004 n=576 2006 n=518 2008 n=659

- Respondents were consistent in rating the care received by specialized health care providers during the three years with 94 to 95 per cent of respondents selecting good or excellent ratings.

The specialized health care provider section of the questionnaire also asked respondents to rate the hours of service for the specialized health care they received (for example, blood work, X-ray, physiotherapy, stress test, etc.).

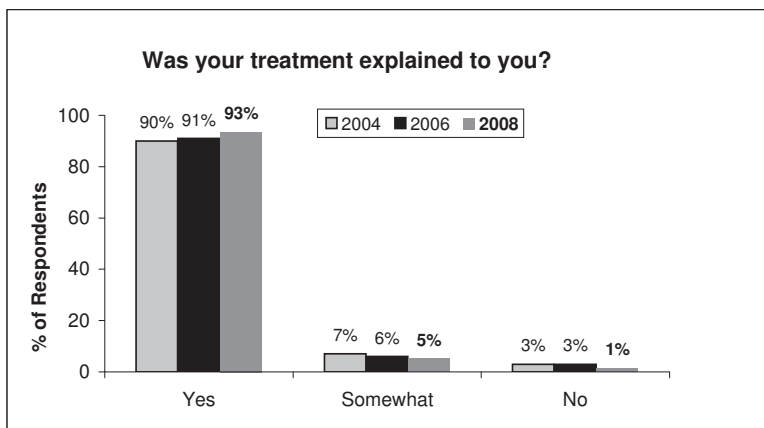


2004 n=600 2006 n=522 2008 n=663

- In 2008, 92 per cent of respondents rated the hours of service for the specialized care they received as good or excellent – up from 88 to 89 per cent in 2004 and 2006.

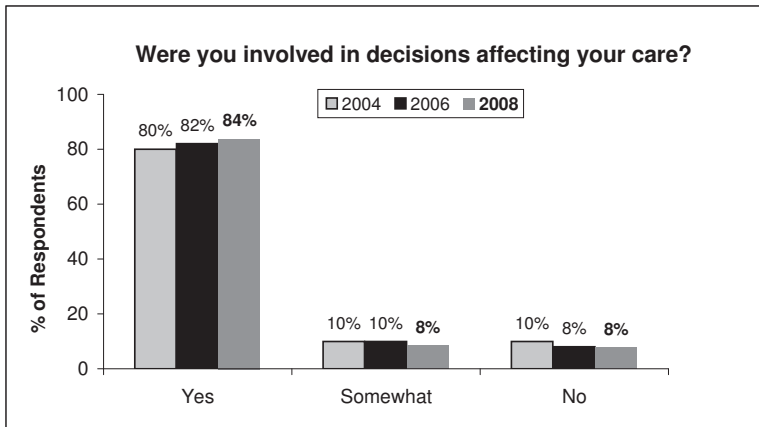
TREATMENT / PROCEDURE

The questionnaire asked respondents three questions related to their treatment/procedure. Respondents in 2008 indicated more often than in 2004 and 2006 that their treatment was explained to them, that they were involved in decisions and that they were kept informed about the care planned for them.



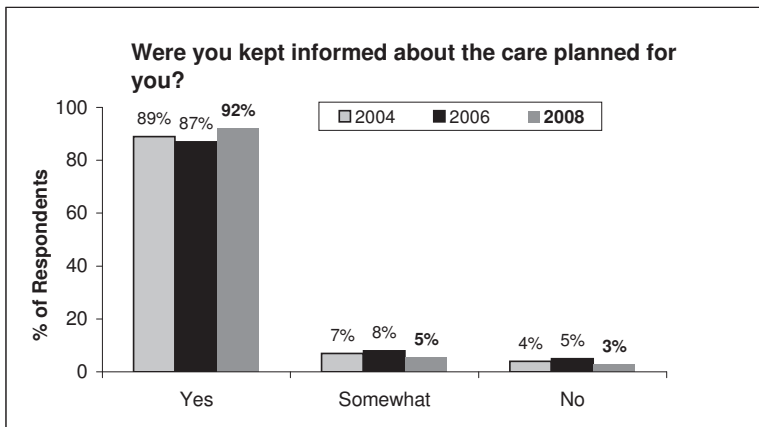
2004 n=677 2006 n=606 2008 n=729

- In 2008, 93 per cent of respondents indicated their treatment had been explained to them with another five per cent indicating it had been somewhat explained.
- Only one per cent of respondents in 2008 indicated their treatment had *not* been explained to them compared to six to seven per cent in 2004 and 2006.



2004 n=573 2006 n=525 2008 n=664

- Between eight to 10 per cent of respondents in 2004, 2006 and 2008 indicated that they had *not* been involved in decisions affecting their care.
- Compared to questions on being kept informed and having treatment explained, respondents in all three years were less likely to feel they were involved in decisions.



2004 n=597 2006 n=565 2008 n=680

- In 2008, 97 per cent of respondents indicated they were kept informed about the care planned for them.

FEEDBACK

The NWT Hospital Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- Tell us about the things we are doing well; and
- Tell us about the areas in which we could improve.

In 2004, 2006 and 2008, comments related to staff appeared the most often as to what was being done well. General comments included praise for staff being friendly, professional, knowledgeable, caring and helpful.

Praise was also directed towards staff in specific service areas as well as towards specific staff members. Respondents included the names of individual nurses, doctors and specialized health care professionals in noting exceptional service.

The need to reduce wait times came up the most often in response to the question “Tell us about the areas in which we could improve.” In 2004, 2006 and again in 2008, questionnaire respondents felt wait times for receiving appointments and while at the hospital and/or its clinics could be improved. Closely related to wait times were suggestions to hire more health care professionals.

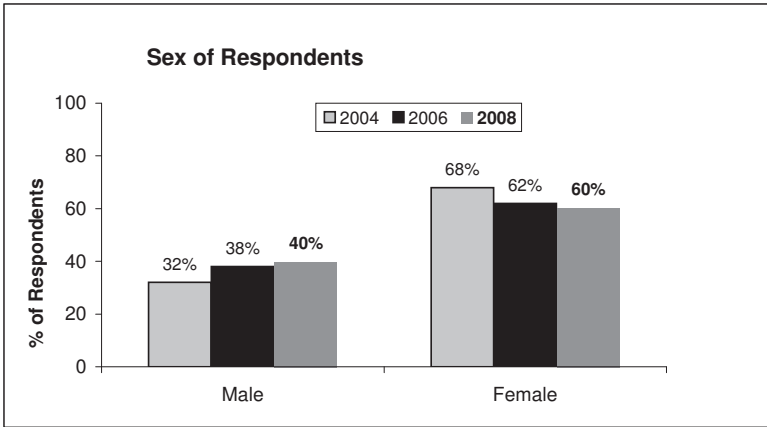
Other reoccurring suggestions for improvement included those areas on the questionnaires with lower satisfaction ratings: the hospital food and its cleanliness.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 826 respondents who completed questionnaires at the Stanton hospital in 2004, the 709 who completed it in 2006 and the 356 respondents in 2008.

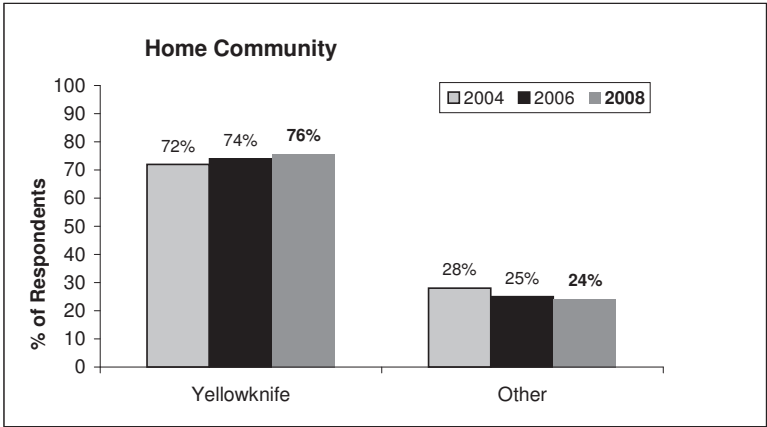
Respondents were asked to indicate their sex, home community, ethnicity and age.

STANTON



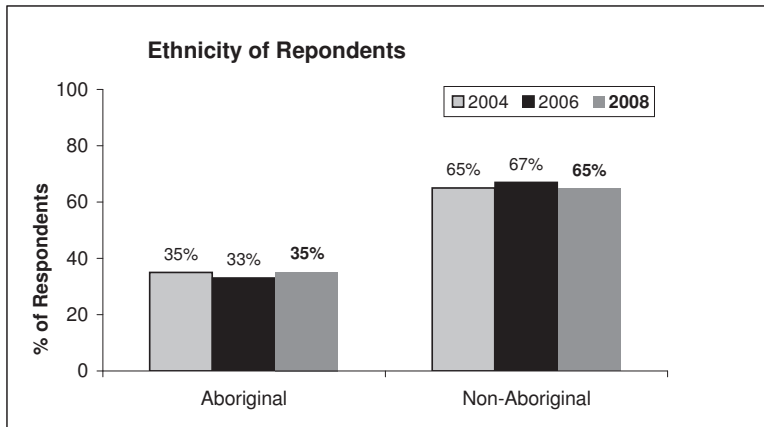
2004 n=802 2006 n=693 2008 n=828

- The percentage of males completing the questionnaire has increased from 32 per cent in 2004 to 40 per cent in 2008.



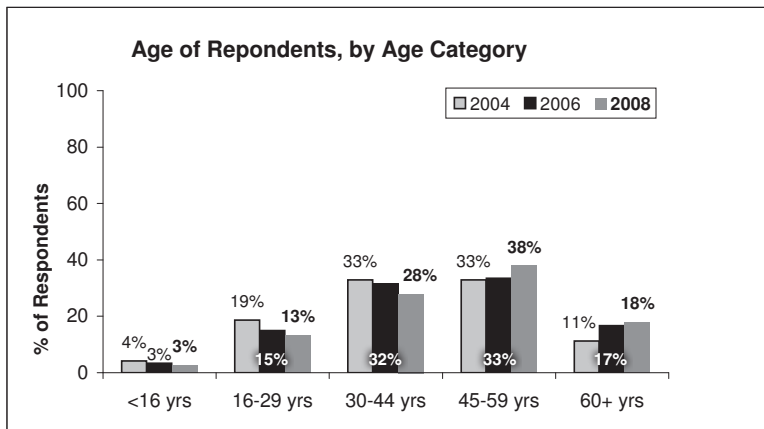
2004 n=797 2006 n=687 2008 n=824

- The proportion of respondents identifying their home community as Yellowknife increased to 76 per cent in 2008.



2004 n=660 2006 n=536 2008 n=666

- The proportion of respondents indentifying their ethnicity as either Aboriginal or Non-Aboriginal was consistent over the three questionnaires.
- Between 33 to 35 per cent of respondents were Aboriginal and 65 to 67 per cent Non-Aboriginal in 2004, 2006 and 2008.



2004 n=789 2006 n=676 2008 n=816

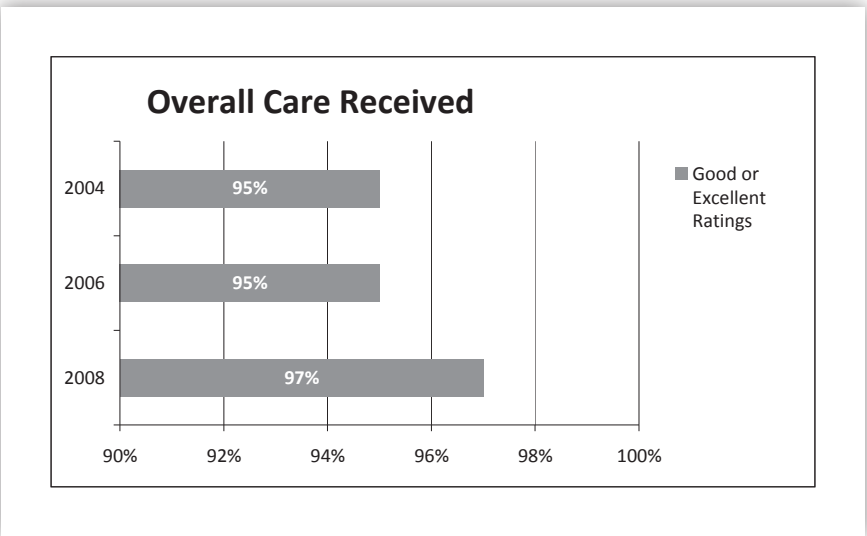
- In 2008, higher proportions of older respondents completed the questionnaire compared to 2004 and 2006.

CONCLUSION

NWT Hospital Satisfaction Questionnaires in 2004, 2006 and 2008 have asked respondents general questions relating to reception/administration, hospital cleanliness, signage, hospital food and interpreter services. Respondents also provided ratings relating to the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals.

In many of the questions in these sections - General, Health Care Providers and Treatment/Procedure –clients have indicated their satisfaction with hospital services at Stanton with the vast majority selecting good or excellent ratings with improvements from 2004 levels.

The question, “Overall, how would you rate the care you received?” reflects this finding. In 2008, 97 per cent of respondents rated their overall care as good or excellent, up from 95 per cent in 2004 and 2006.



As with the question on the overall care received, other questions showed similar patterns – increases in good and excellent ratings and a corresponding decrease in fair, poor or very poor ratings from 2004 to 2008. These included the respectfulness of reception/administration, helpfulness of signs/directions, interpreter services, respectfulness and how well nurses answered questions, care of doctors and specialized health care providers, respectfulness and how well specialized health care providers answered questions and the hours of service of specialized care.

STANTON

One specific area requiring improvement is the hospital food. Fair to very poor ratings increased from 46 per cent of respondents in 2004 to 55 per cent of respondents in 2008. This was the only area of the questionnaire where less than half of respondents did not select good or excellent ratings and is significantly higher than the next highest level of fair to very poor ratings - 10 per cent of respondents rated the hospital (or its clinics) cleanliness as fair to very poor and 10 per cent of respondents rated the interpreter services they received as fair to very poor.

Comments provided by respondents mirrored the data. Some respondents offered suggestions for improvement including suggestions for staff to improve communication and interactions with clients, improving the hospital food and cleanliness and, most commonly, respondents suggested the hiring of more staff and reducing wait times. However, the majority of comments reflected the high levels of satisfaction found throughout the hospital system. These include appreciation for the professionalism, compassion and service provided by hospital staff, noting minimal wait times and general satisfaction with the services as a whole.

Similar to the questionnaires conducted in 2004 and 2006, the findings from the 2008 NWT Hospital Satisfaction questionnaire demonstrate the satisfaction with the services provided by Stanton hospital. This was evident by 97 per cent of all 2008 respondents selecting good or excellent ratings for the overall care they received.



FORT SMITH

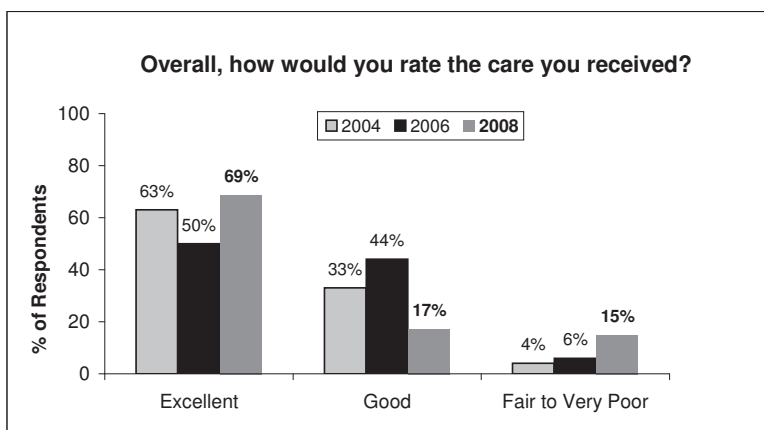
- A total of 69 completed questionnaires were received from people utilizing the hospital in Fort Smith during the month of November 2008. In comparison, 51 questionnaires were completed in 2006 and 66 in 2004.
- Not all respondents answered all questions: n=the number of responses for that particular question.
- Some percentages may not add up to 100 per cent due to rounding.

MEASURES OF HOSPITAL SATISFACTION

Overall Satisfaction

The question “Overall, how would you rate the care you received?” provides a concise summary of the findings for the NWT Hospital Satisfaction Questionnaire at the hospital in Fort Smith. Ratings of excellent increased in 2008 over 2004 and 2006 results, but the fair to very poor ratings also increased. Results from 2004 indicate higher levels of satisfaction with hospital services with 96 per cent of respondents selecting good or excellent ratings for the overall care received compared to 86 per cent of respondents in 2008.

Many of the questions followed this similar pattern when comparing the three years of results – considerable variation between the rating categories and an increase in fair to very poor ratings in 2006 and 2008.



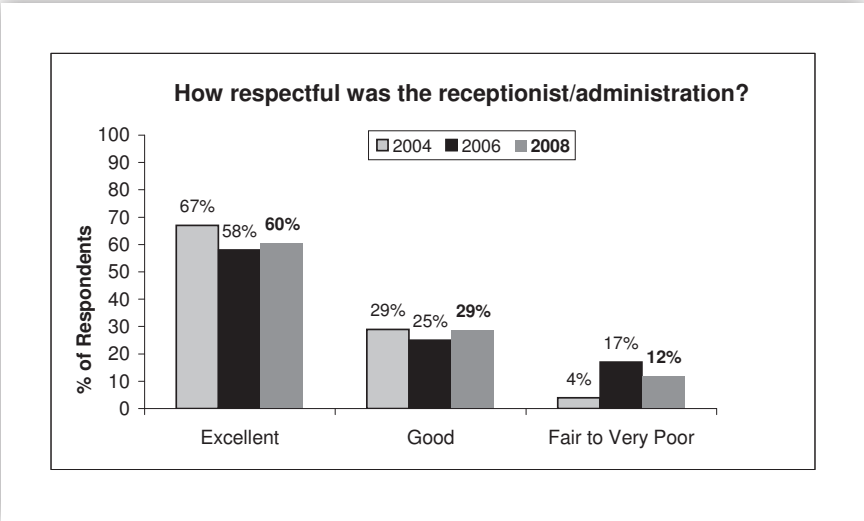
2004 n=60 2006 n=50 2008 n=64

- In 2008, approximately 86 per cent of respondents rated the overall care they received as good or excellent, compared to 96 per cent in 2004.
- More respondents in 2008 selected ratings of fair compared to 2004 and 2006.
- This was the only question where the proportion of respondents who selected fair to very poor ratings in 2008 was more than 2004 and 2006 results.

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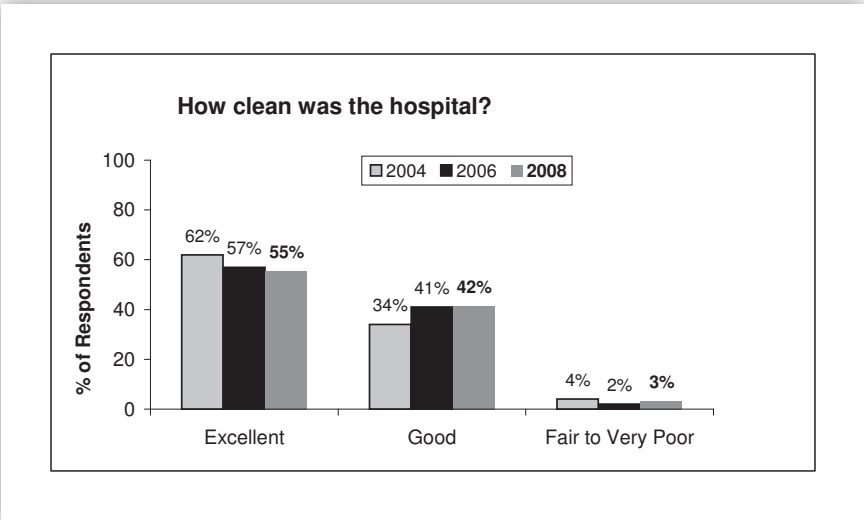
GENERAL QUESTIONS

This section of the questionnaire asked five questions relating to general services provided by the hospital.



2004 n=49 2006 n=48 2008 n=63

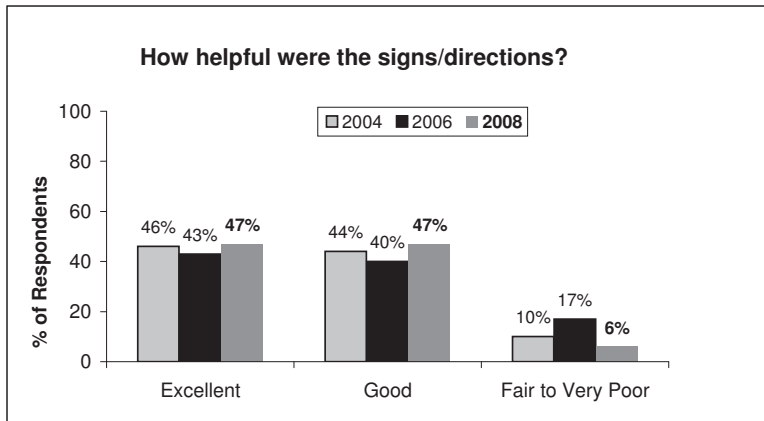
- In 2008, 89 per cent of respondents selected ratings of good or excellent for the respectfulness of reception/administration – down from 96 per cent in 2004 but above 2006 (83 per cent).



2004 n=50 2006 n=49 2008 n=65

- Excellent ratings for hospital cleanliness have decreased from 62 per cent in 2004 to 55 per cent in 2008.
- Ratings of fair, poor and very poor have remained consistent over the three years - between two to four per cent of respondents.

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- In 2008, 94 per cent of respondents selected good or excellent ratings for the signage/directions at the hospital, an increase over previous years.

2004 n=48 2006 n=47 2008 n=66

How was the hospital food?

The low number of applicable responses (15 in 2004, 11 in 2006, nine in 2008) prevents a reliable analysis for this question.

How were the interpreter services you received?

The low number of applicable responses (eight in 2004, 10 in 2006, five in 2008) prevents a reliable analysis for this question.

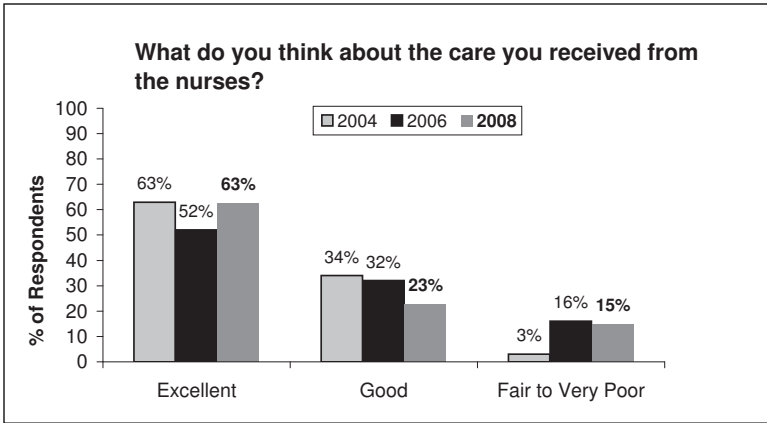
HEALTH CARE PROVIDERS

The Health Care Provider section of the questionnaire was divided into nurses, doctors and specialized health care providers. Similar questions were asked of each.

Nurses

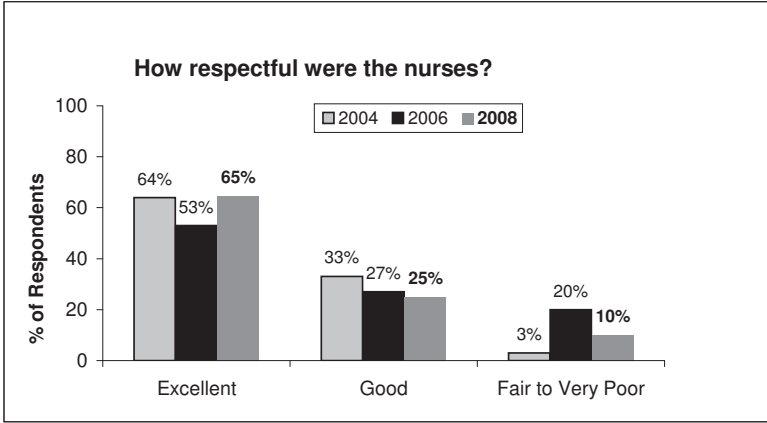
In 2004, approximately 97 per cent of respondents rated nursing care, respect and the ability to have their questions answered by nurses as good or excellent. In 2008, good and excellent ratings combined were lower than the 2004 ratings for all three questions directly related to nurses.

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2004 n=35 2006 n=31 2008 n=48

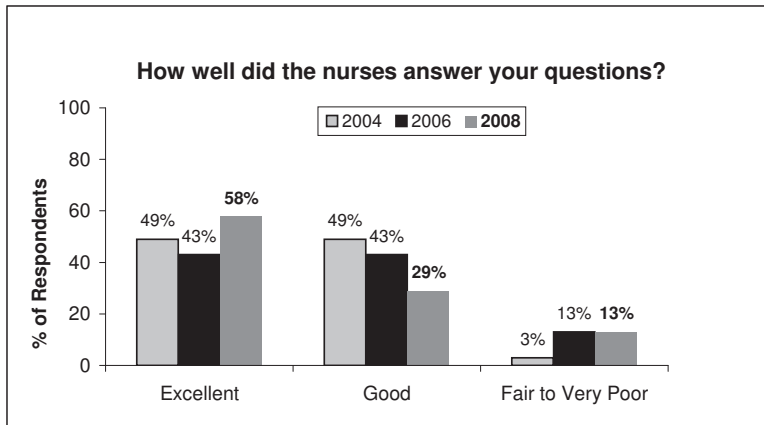
- In 2008, 85 per cent of respondents selected ratings of good or excellent for the care received by nurses – similar to 2006 results but down significantly from the 97 per cent of respondents selecting good or excellent in 2004.



2004 n=36 2006 n=30 2008 n=48

- In 2008, 90 per cent of respondents selected good or excellent ratings for the respectfulness of the nurses – up from 80 per cent in 2006 but below the 2004 results (97 per cent).

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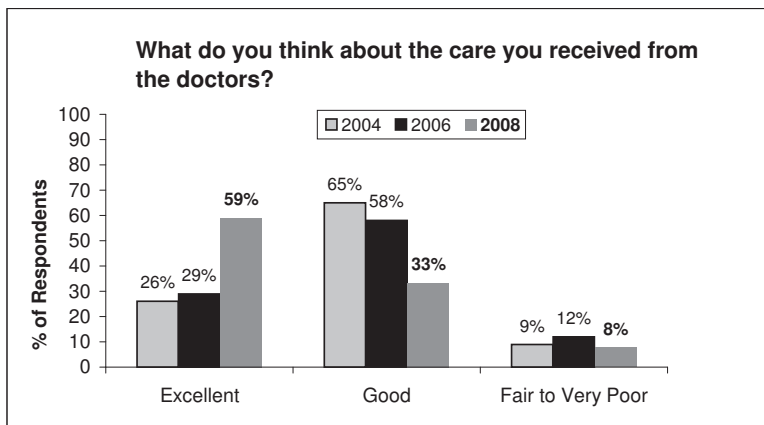


2004 n=35 2006 n=30 2008 n=45

- In 2008, excellent ratings increased to 58 per cent of respondents compared to 49 per cent in 2004 and 43 per cent in 2006.
- However, 2006 and 2008 had higher proportions of respondents selecting fair to very poor as to how well nurses answered questions – 13 per cent compared to just three per cent in 2004.

Doctors

Respondents in 2008 indicated greater satisfaction with the care and the ability for doctors to answer their questions than in 2004 and 2006. The other question directly related to doctors – relating to respect – also saw improvements over the 2004 ratings.



2004 n=31 2006 n=24 2008 n=39

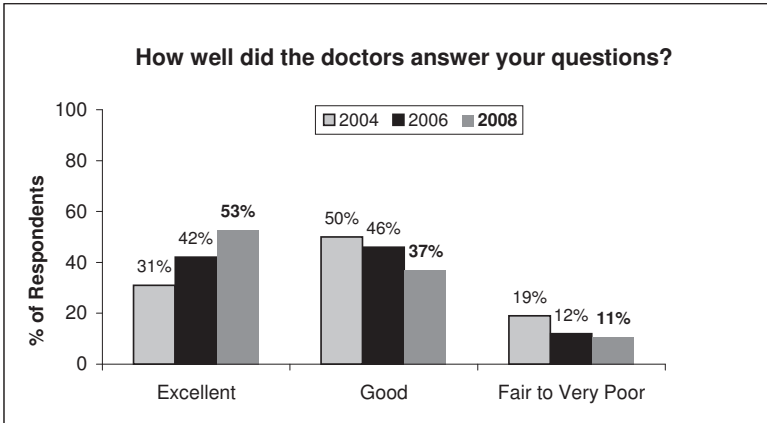
- The proportion of respondents in 2004, 2006 and 2008 choosing between ratings of excellent or good varied dramatically.
- In 2008, 59 per cent of respondents selected excellent ratings for the care received from their doctors, up from 26 per cent in 2004.
- Respondents selecting ratings from fair to very poor were more consistent between the three years (eight to 12 per cent).

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2004 n=32 2006 n=24 2008 n=39

- As with all three questions related to doctors, excellent ratings were significantly higher in 2008 than in 2004 or 2006.
- However, fewer respondents in 2008 selected the rating of good for the respectfulness of doctors resulting in fairly consistent results between the three years - 90 per cent of respondents in 2008 selected good or excellent ratings, 88 per cent in 2004 and 92 per cent in 2006.



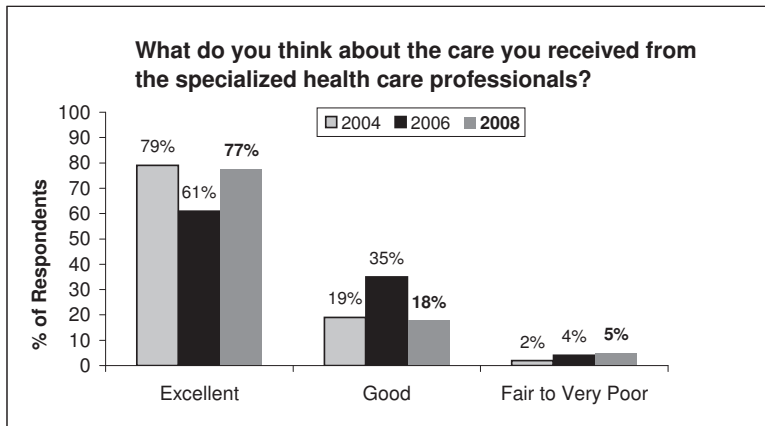
2004 n=32 2006 n=24 2008 n=38

- In 2008, the proportion of respondents selecting good or excellent ratings for how well doctors answered their questions increased to 90 per cent from 81 per cent in 2004.
- The graph illustrates a desirable trend – increases in excellent ratings and decreases in the fair to very poor ratings over the three questionnaires.

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Specialized Care (for example: blood work, X-ray, physiotherapy, stress test etc.)

There was a high level of respondent satisfaction in the three questions directly related to specialized care with 93 per cent or more respondents providing good or excellent ratings in all three years of questionnaires.



2004 n=58 2006 n=46 2008 n=62

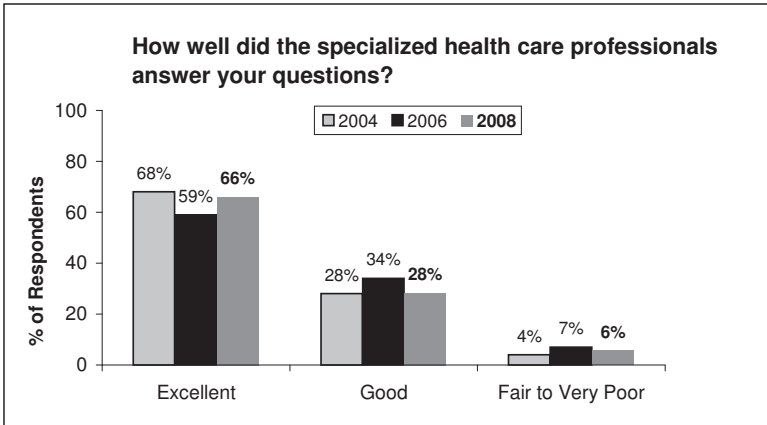
- Good or excellent ratings for the care received from specialized health care professionals dropped slightly from 98 per cent in 2004 to 95 per cent in 2008.



2004 n=59 2006 n=45 2008 n=60

- There was variation in the good and excellent ratings for the question, “How respectful were the specialized health care professionals?”
- Respondents were consistent in their fair to very poor ratings – two per cent for all three years.

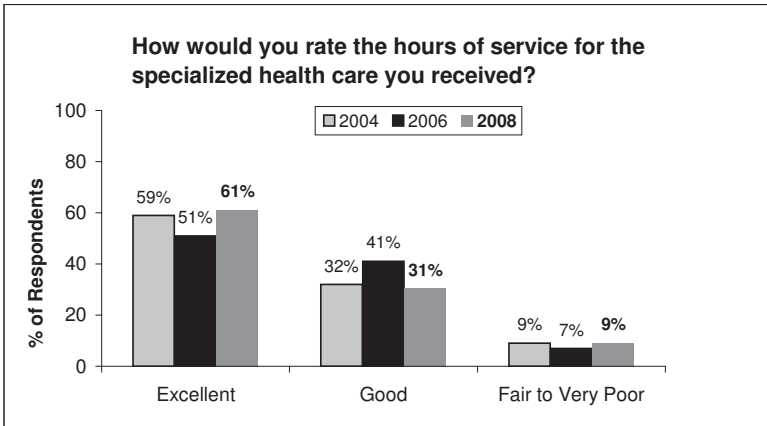
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2004 n=57 2006 n=41 2008 n=53

- As with all three questions related to specialized health care providers, excellent ratings decreased in 2008 compared to 2004 but were above 2006 levels.
- In 2008, 94 per cent of respondents selected good or excellent as to how well the specialized health care professional answered their questions.

The specialized health care provider section of the questionnaire also asked respondents to rate the hours of service for the specialized health care they received (for example, blood work, X-ray, physiotherapy, stress test, etc.).



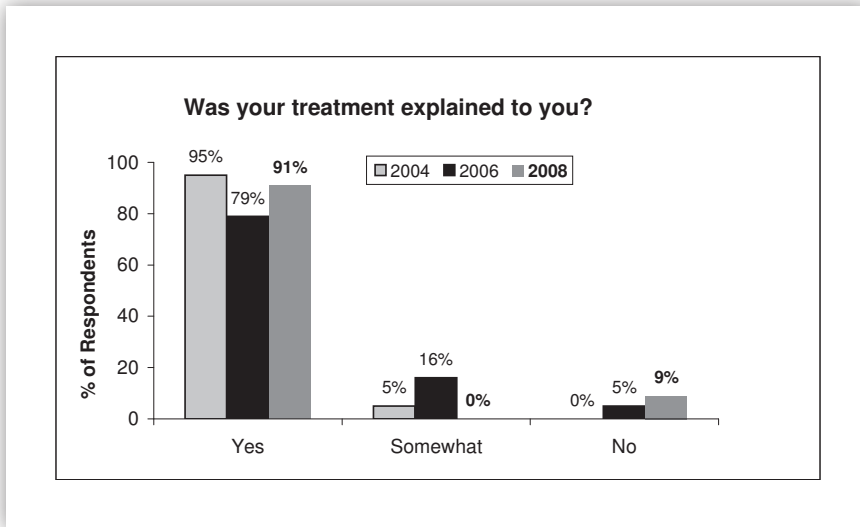
2004 n=59 2006 n=41 2008 n=59

- Ratings for the hours of service for specialized health care were fairly consistent over the three years.
- Between 91 to 92 per cent of respondents selected good or excellent ratings in 2004, 2006 and 2008.

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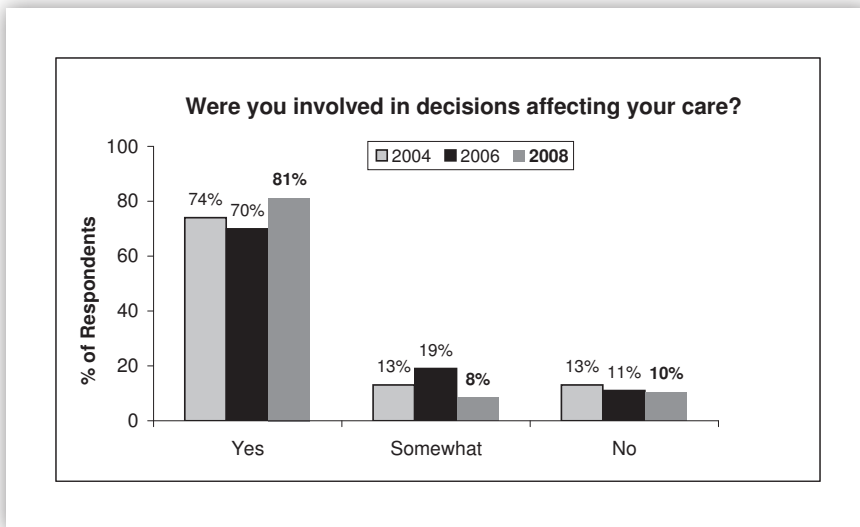
TREATMENT / PROCEDURE

The questionnaire asked respondents three questions related to their treatment/procedure.



2004 n=56 2006 n=43 2008 n=56

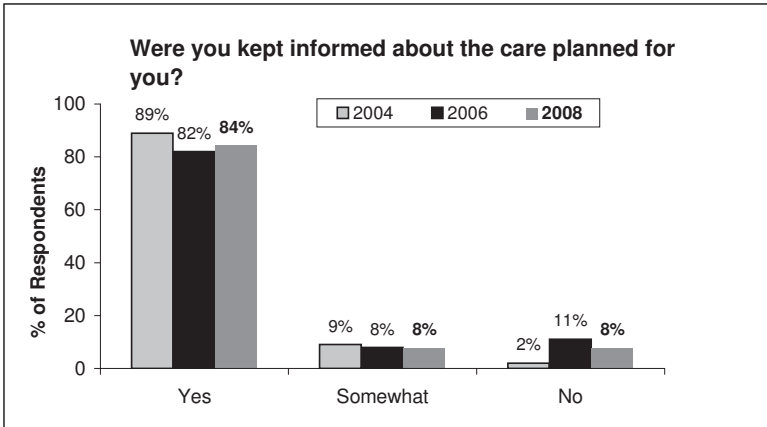
- In 2008, nine per cent of respondents said their treatment had *not* been explained to them, compared to five per cent in 2006.
- All respondents in 2004, 100 per cent, indicated that their treatment had been explained, or somewhat explained, to them.



2004 n=47 2006 n=37 2008 n=48

- The proportion of respondents indicating they were involved in decisions affecting their care increased slightly since 2004.
- In 2008, 89 per cent of respondents indicated that they were involved or somewhat involved in decisions affecting their care – compared to 87 per cent in 2004.
- Compared to questions on being kept informed and having treatment explained, respondents in all three years were less likely to feel they were involved in decisions.

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2004 n=46 2006 n=38 2008 n=51

- In 2008, 92 per cent of respondents indicated they were kept informed about the care planned for them – up from 2006 (89 per cent), but remaining below 2004 (98 per cent).

FEEDBACK

The NWT Hospital Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- Tell us about the things we are doing well; and
- Tell us about the areas in which we could improve.

In 2004, 2006 and 2008, comments related to staff appeared the most often as to what was being done well. General comments included praise for staff being friendly, professional, knowledgeable, caring and helpful.

Praise was also directed towards staff in specific service areas as well as towards specific staff members. Respondents included the names of individual nurses, doctors and specialized health care professionals in noting exceptional service.

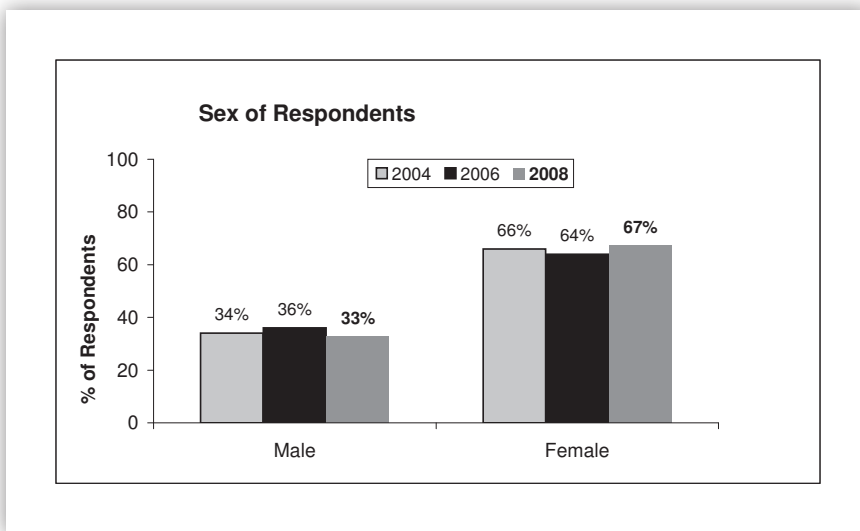
In 2008, the main issue appearing under, “Tell us about the areas in which we could improve” was the need for permanent doctors. These comments echoed similar suggestions for improvement in the 2004 and 2006 questionnaires as respondents clearly identified their desire to have permanent, long-term doctors in Fort Smith.

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DEMOGRAPHICS

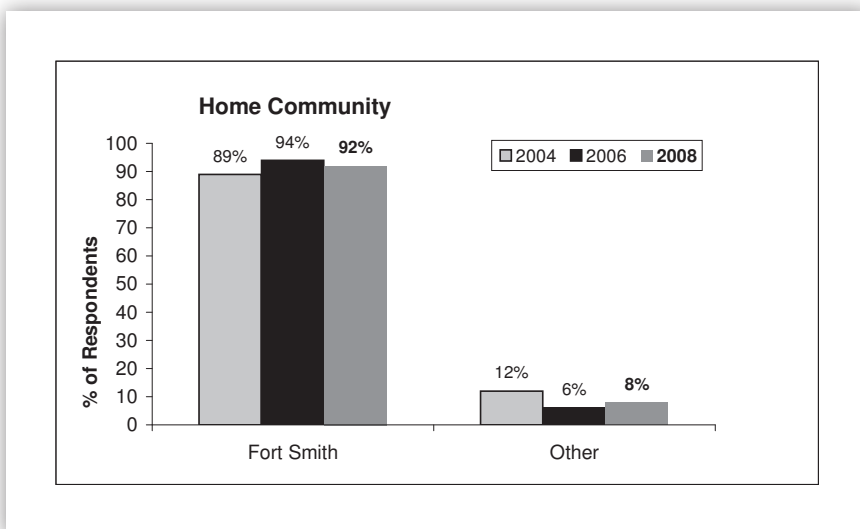
Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 66 respondents who completed questionnaires at the hospital in Fort Smith in 2004, the 51 who completed it in 2006 and the 69 respondents in 2008.

Respondents were asked to indicate their sex, home community, ethnicity and age.



2004 n=62 2006 n=50 2008 n=67

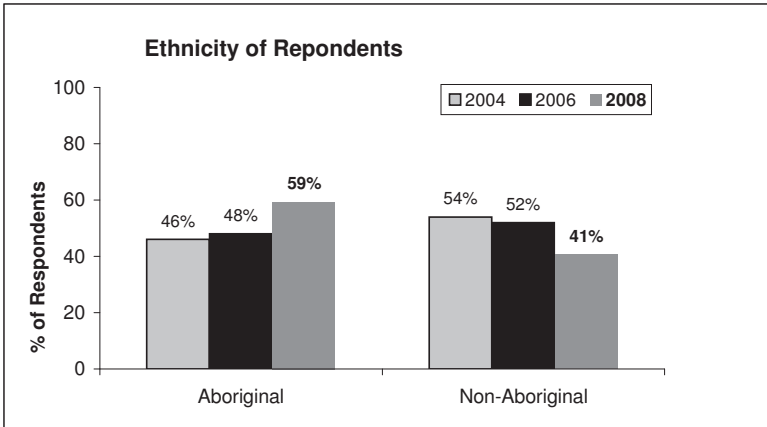
- The percentage of males and females completing the questionnaires were fairly consistent over the three years.
- Approximately one-third of the questionnaire respondents were male and two-thirds female in 2004, 2006 and 2008.



2004 n=63 2006 n=50 2008 n=66

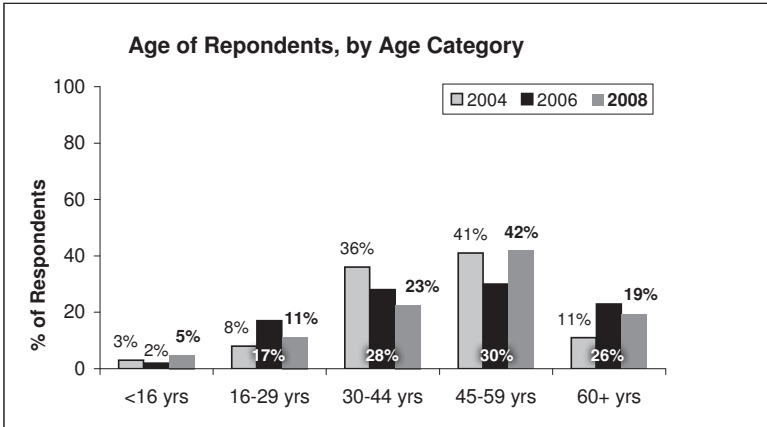
- The proportion of respondents from within Fort Smith increased slightly from 2004 levels.

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2004 n=52 2006 n=42 2008 n=54

- The proportion of Aboriginal respondents increased by 13 per cent between the 2004 and 2008 questionnaires – 59 per cent of respondents in 2008 identified themselves as Aboriginal compared to 46 per cent in 2004.



2004 n=61 2006 n=47 2008 n=62

- There was no consistency between the three questionnaires in terms of ages of respondents with 2008 respondents being higher, lower and in-between proportionally to the 2004 and 2006 age categories.

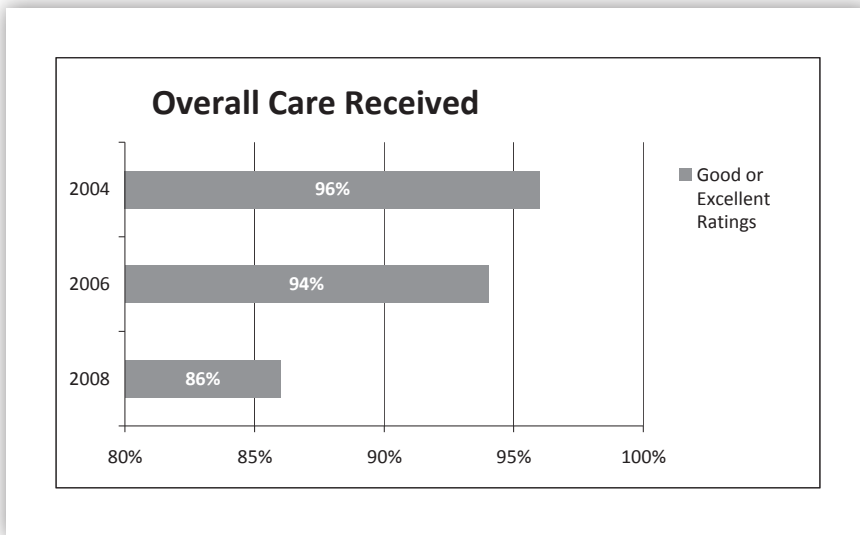
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CONCLUSION

NWT Hospital Satisfaction Questionnaires in 2004, 2006 and 2008 have asked respondents general questions relating to reception/administration, hospital cleanliness, signage, hospital food and interpreter services. Respondents also provided ratings relating to the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals.

In many of the questions in these sections - General, Health Care Providers and Treatment/Procedure – clients have indicated their satisfaction with hospital services in Fort Smith with the vast majority selecting good or excellent ratings. However, ratings of good or excellent have declined from 2004 levels for most questions.

The question, “Overall, how would you rate the care you received?” reflects this finding. In 2008, 86 per cent of respondents rated their overall care as good or excellent, down from 96 per cent in 2004.



There was considerable variability between rating categories – excellent, good, fair to very poor – and between the three years. For example, the fair to very poor ratings for the respectfulness of nurses ranged from three per cent in 2004, 20 per cent in 2006, to 10 per cent in 2008. The range for the respectfulness of doctors was less varied – between eight to 12 per cent of respondents indicated fair to very poor ratings – and the respectfulness of specialized health care professionals was rated as fair to very poor consistently by only two per cent of respondents in all three years.

The comments provided to the two open-ended questions, “Tell us about the areas in which we could improve” and “Tell us about the things we are doing well” were consistent in 2004, 2006 and 2008. Respondents clearly expressed in all three years the need for more doctors in Fort Smith and, closely related, reducing wait times. Praise towards staff appeared the most often in terms of what the hospital is doing well, followed by general statements about satisfaction with the services as a whole.



NORTHWEST TERRITORIES HOSPITAL SATISFACTION QUESTIONNAIRE



To Be Completed By Hospital Staff	
Service Area	Date d/m/y

What Do You Think?

The NWT Department of Health & Social Services and the four hospitals in the Northwest Territories are working together on this survey. You are being asked how you feel about the service you just received from the hospital (or its clinics). It will only take about ten minutes to complete. Your answers will help improve the services offered by the hospitals and the healthcare system in the NWT.

Confidentiality/Privacy

Your responses will be kept strictly confidential. Your answers will be combined with similar types of responses and used for statistical purposes only.

Completing the Survey

It is your choice to take part in the survey. If you do not want to answer the questions, it will not affect the health services you receive. Your opinion is very important to us, so we hope you will decide to complete this survey.

If you wish to participate, you can either:

- Give the completed survey back to hospital staff in the envelope provided, **or**
- Take your survey home, fill it out and mail it in the pre-paid envelope provided.

If you need help, hospital staff can help you with the survey questions.

Your comments will help us improve the services we provide.

QUESTIONS

Please check the box beside your answer and write any comments you may have in the space provided.

General

1. How respectful was the receptionist/administration?
 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply
2. How clean was the hospital (or its clinic)?
 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply
3. How helpful were the signs/directions within the hospital (or its clinic)?
 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply
4. How was the hospital food?
 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply
5. How were the interpreter services you received?
 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply
6. Comments: _____

Health Care Providers

Think about the nurses you saw during this visit.

7. What do you think about the care you received from the nurses?
 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply
8. How respectful were the nurses?
 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply
9. How well did the nurses answer your questions?
 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply
10. Comments: _____

Think about the doctors you saw during this visit.

11. What do you think about the care you received from the doctors?
 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply

12. How respectful were the doctors?

- 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply

13. How well did the doctors answer your questions?

- 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply

14. Comments: _____

Think about the specialized care you received today (for example, blood work, x-ray, physiotherapy, stress test, etc.).

15. What do you think about the care you received from the specialized health care professional (for example the lab technologist who drew your blood, the physiotherapist)?

- 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply

16. How respectful were the specialized health care professionals?

- 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply

17. How well did the specialized health care professionals answer your questions?

- 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply

18. How would you rate the hours of service for the specialized health care you received?

- 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply

19. Comments: _____

Treatment/Procedure

20. Was your treatment/procedure clearly explained to you?

- 1 Yes 2 No 3 Somewhat 4 Does Not Apply

21. Were you involved with decisions affecting your care?

- 1 Yes 2 No 3 Somewhat 4 Does Not Apply

22. Were you kept informed about the care planned for you?

- 1 Yes 2 No 3 Somewhat 4 Does Not Apply

23. Comments: _____

COMMENTS

Think about this visit to the hospital (or its clinics):

24. Overall, how would you rate the care you received?

- 1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor 6 Does Not Apply

25. Tell us about the things we are doing well: _____

26. Tell us about the areas in which we could improve: _____

DEMOGRAPHIC INFORMATION

Please check the box beside the answer that applies to you and write your age in the blank space.

27. 1 Male 2 Female

28. Home Community

- 1 Yellowknife 2 Hay River 3 Fort Smith 4 Inuvik 5 Other

29. 1 Aboriginal 2 Non-Aboriginal

30. Your Age: _____ yrs old

OTHER COMMENTS

Thank You For Completing This Survey

Please return your completed survey in the pre-paid envelope provided
either to hospital staff or in the mail.

If you have any questions about this survey, call Jill Herbert, NWT Department of Health and Social Services, at (867) 920-8965

