



Central East Local Health Integration Network "Accessing Health Care" Opinion Poll

The logo for NRC Picker Canada features a stylized green and purple graphic above the text. The text "NRC PICKER" is in a large, bold, teal font with a small "SM" trademark symbol. Below it, a red maple leaf icon is positioned to the left of the word "CANADA", which is also in a teal font.

NRC PICKERSM
CANADA

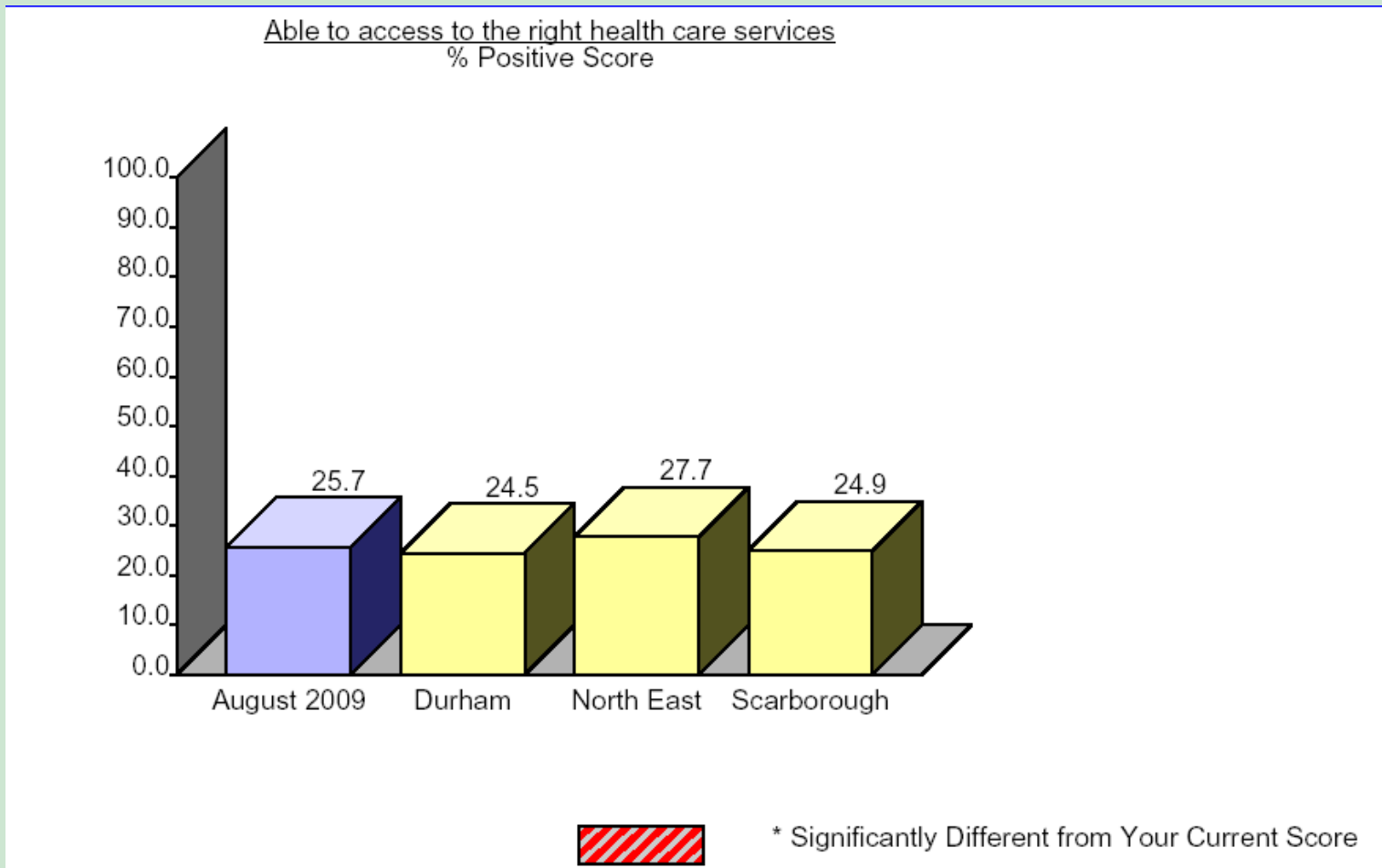
www.NRCPicker.ca

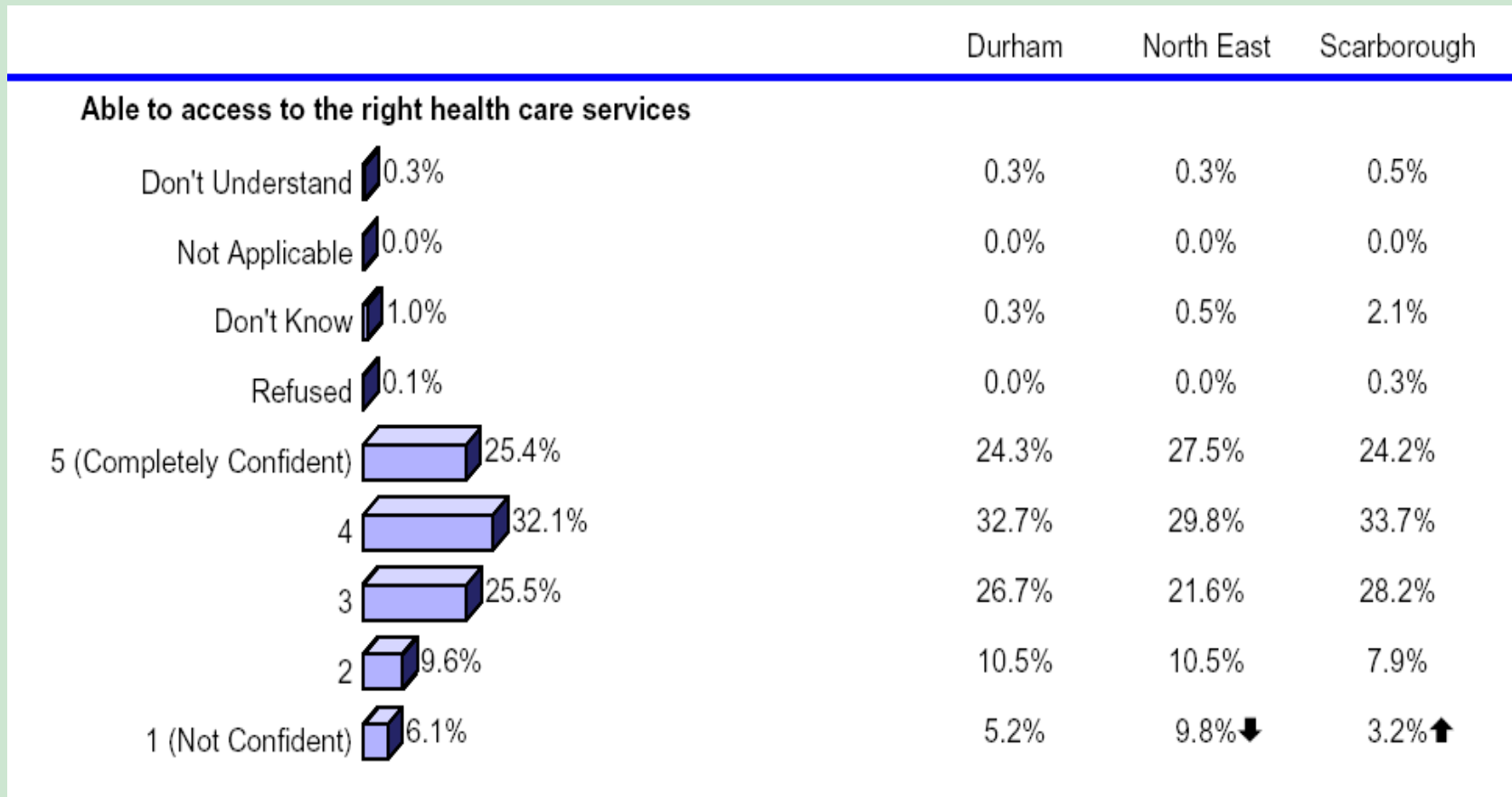
- **The response numbers**
- **The results- overall and by cluster**
- **The Comments**
- **The Next Steps**

- Homes were called in August, 2009
- Clusters were defined by postal codes
- Overall, 1151 residents responded
- Durham: n = 382
- North East: n = 389
- Scarborough: n = 380
- No significant differences between male/female scores





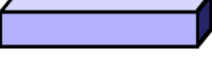








- **In a scale of 1-5, how confident are you that you and your family can access the health care services in your area at the right place, at the right time, and receive the right care (1 = not confident and 5 = completely confident)?**

The Results - Overall and By Cluster cont'd














Top 3 HC Services that need Improvement

	Durham	North East	Scarborough
Top three health care services that need improvement			
Emergency Services - Emergency Medical Services 	54.7%	51.5%	59.0%
In-hospital Services 	21.3%	16.2%	26.3%↓
Rehabilitation 	14.7%	13.1%	14.4%
Specialists 	43.7%	36.9%	37.0%
Family Doctors 	47.6%	61.3%↓	43.9%
Long-term Care or Nursing Homes 	31.1%	34.8%	30.9%
Mental Health services in the community 	23.7%	21.6%	15.2%
Home Health care or home care services 	24.7%	21.4%	28.5%
Other (Please specify) 	0.0%	0.0%	0.0%
Don't Understand 	0.0%	0.0%	0.0%
Not Applicable 	0.5%	0.5%	0.0%
Don't Know 	6.3%	4.9%	5.9%
Refused 	0.8%	0.3%	0.3%

Three most common “other” answers are;

- Walk-in clinics
- Nurses or Nurse Practitioners
- Wait times for appointments, scheduling and during visits

Visited the Emergency Department within the last year

	Durham	North East	Scarborough
Visited the Emergency Department in the past year			
Yes 	52.6% 	66.3% 	56.6%
No 	46.3%	33.7% 	43.4%
Don't Understand 	0.0%	0.0%	0.0%
Not Applicable 	0.0%	0.0%	0.0%
Don't Know 	0.8%	0.0%	0.0%
Refused 	0.3%	0.0%	0.0%

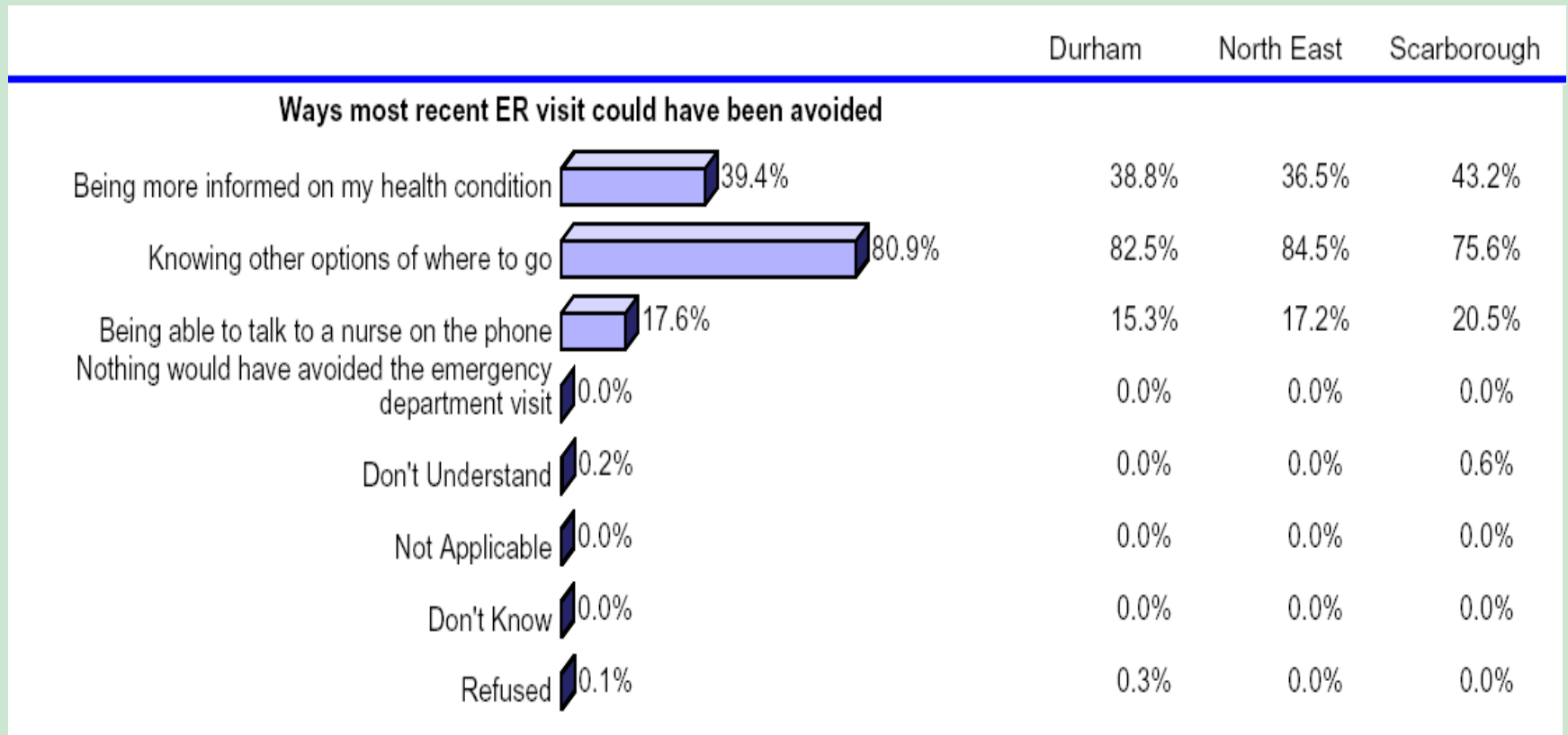
What prompted the visit to the Emergency Department?

Durham North East Scarborough







What prompted last visit to emergency department












	Durham	North East	Scarborough
Told to go to Emergency Department by health professional	27.5%	28.8%	33.4%
Told to go to Emergency Department by nurse on Telehealth	12.7%	14.7%	17.4%
There were no other options available	59.2%	61.1%	56.8%▲
Do not have a primary care provider	5.0%	12.5%▼	8.4%
Didn't know where else to go	26.2%	30.9%	26.9%
Didn't know if condition was emergency but wanted to check	37.2%	46.1%	39.9%
Didn't trust other health care professional	4.1%	4.0%	7.1%
Use the Emergency Department for all health concerns	2.5%▲	6.1%	9.2%
Was waiting to see a specialist, but condition changed	9.1%	8.5%	16.6%
Was waiting for tests, but health condition changed	9.6%	8.5%	17.4%
Was waiting for tests, but was anxious to get them sooner	7.7%	8.8%	19.3%▼
Other	6.3%	7.2%	4.9%
Never been to the emergency department	4.4%	4.3%	7.3%
Don't Understand	1.1%	1.1%	1.9%
Not Applicable	0.0%	0.0%	0.0%
Don't Know	1.9%	0.8%	1.4%
Refused	0.3%	0.3%	0.3%

Ways that ED visit could have been avoided


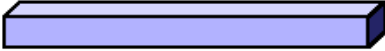






Would they consider visiting other health care professionals?

	Durham	North East	Scarborough
Would consider visiting other health care professionals			
Yes 	95.3%	97.4%↓	91.1%↑
No 	3.7%	2.3%	6.6%
Don't Understand 	0.0%	0.3%	0.5%
Not Applicable 	0.0%	0.0%	0.0%
Don't Know 	0.8%	0.0%	1.6%
Refused 	0.3%	0.0%	0.3%

	Durham	North East	Scarborough
Household has any of these health conditions			
High blood pressure 	66.2%	73.3%	64.2%
Kidney disease 	8.0%	10.7%	5.7%
Suffered a stroke 	10.5%	9.9%	11.4%
Suffered a heart attack 	16.9%	15.6%	15.9%
Dementia (memory-loss) 	5.9%	4.9%	10.2%
Diabetes 	24.9%	26.3%	30.5%
High Cholesterol 	63.3%	55.1%	56.9%
Don't Understand 	0.0%	0.0%	0.4%
Not Applicable 	0.0%	0.0%	0.0%
Don't Know 	0.8%	1.6%	3.7%
Refused 	1.7%	0.0%	0.4%

Visited ED because of this condition in past year













Yes 	15.2%	15.9%	25.5% ↓
No 	84.8%	84.1%	73.6% ↑
Don't Understand 	0.0%	0.0%	0.0%
Not Applicable 	0.0%	0.0%	0.0%
Don't Know 	0.0%	0.0%	0.9%
Refused 	0.0%	0.0%	0.0%

	Durham	North East	Scarborough
What is needed to support/deal with health conditions			
Being educated by a healthcare professional	9.1%	8.4%	7.7%
Being educated through the media	1.7%	0.4%	0.9%
Having access to a healthcare professional 24 hours a day	19.9%	20.9%	21.3%
Having a support group where patients/family could meet	2.2%	1.3%	3.0%
Having the equipment at home to monitor the disease	3.5%	2.1%	3.8%
Enrolling in physical activity programs designed for patient	1.7%	0.4%	0.9%
Having access to education materials	2.2%	2.5%	3.4%
Other	26.0%	21.3%	24.7%
Do not need any support	39.4%	41.4%	36.6%
Don't Understand	1.3%	1.3%	1.3%
Don't Know	7.8%	13.0%	11.9%
Not Applicable	0.0%	0.0%	0.0%
Refused	1.3%	0.4%	0.0%

What do they need (other) comments?















Three most common “other” answers are;












- Quicker access to care
- More access to specialists and services
- More home care

	Durham	North East	Scarborough
Preferred media to learn about healthcare options			
Television 	16.8%	14.4%	21.3%
Brochure 	14.7%	12.6%	12.9%
Newspaper 	14.4%	17.2%↓	7.1%↑
Radio 	2.6%	4.1%	2.1%
Doctors or Nurses 	19.6%	23.9%	20.0%
Internet 	19.4%	15.2%	22.1%
Other (please specify) 	8.1%	8.2%	10.3%
I do not want to learn about my healthcare options 	1.0%	1.8%	1.3%
Don't Understand 	0.5%	0.3%	0.3%
Not Applicable 	0.0%	0.0%	0.0%
Don't Know 	2.9%	2.1%	2.1%
Refused 	0.0%	0.3%	0.5%

Three most common “other” answers are;

- Mail
- Telephone or teleHealth
- Word of mouth

	Durham	North East	Scarborough
Relevance of goal to save one million hours wait time			
Yes 	89.3%	86.9%	85.3%
No 	7.3%	9.0%	9.7%
Do not understand the goal 	0.3%	1.0%	0.8%
Don't Understand 	0.0%	0.0%	0.0%
Don't Know 	3.1%	2.6%	4.2%
Not Applicable 	0.0%	0.0%	0.0%
Refused 	0.0%	0.5%	0.0%
Relevance of goal reduce the impact of vascular disease			
Yes 	91.1%	90.0%	88.9%
No 	6.8%	6.7%	8.2%
Do not understand the goal 	0.3%	0.8%	0.5%
Don't Understand 	0.0%	0.0%	0.0%
Don't Know 	1.8%	2.6%	2.4%
Not Applicable 	0.0%	0.0%	0.0%
Refused 	0.0%	0.0%	0.0%

	Durham	North East	Scarborough
Combined annual household income			
\$15,000 or less  6.4%	4.2%	5.7%	9.5%↓
\$15,001 - \$30,000  14.4%	8.1%↑	18.5%	16.6%
\$30,001 - \$45,000  12.4%	11.8%	12.6%	12.9%
\$45,001 - \$60,000  12.7%	11.8%	11.8%	14.5%
\$60,001 - \$75,000  9.6%	9.2%	10.0%	9.7%
\$75,001 - \$90,000  8.0%	8.9%	8.7%	6.3%
\$90,001 or more  21.8%	29.8%↓	15.7%↑	20.0%
Don't Understand  0.0%	0.0%	0.0%	0.0%
Not Applicable  0.0%	0.0%	0.0%	0.0%
Don't Know  1.5%	1.0%	2.3%	1.1%
Refused  13.1%	15.2%	14.7%	9.5%

	Durham	North East	Scarborough
Language spoken at home			
English	98.7% ↓	98.5% ↓	71.1% ↑
French	0.0%	0.0%	1.3%
Cantonese	0.0% ↑	0.0% ↑	3.4% ↓
Mandarin	0.0% ↑	0.0% ↑	3.4% ↓
Italian	0.0%	0.0%	0.3%
German	0.0%	0.0%	0.3%
Vietnamese	0.0%	0.0%	0.3%
Arabic	0.0%	0.0%	1.6% ↓
Spanish	0.0%	0.0%	0.5%
Aboriginal Languages	0.0%	0.3%	0.0%
Other	1.3% ↑	0.5% ↑	17.4% ↓
Don't Understand	0.0%	0.0%	0.0%
Not Applicable	0.0%	0.0%	0.0%
Don't Know	0.0%	0.3%	0.0%
Refused	0.0%	0.5%	0.5%

What do you think YOU can do to improve health care in your area?

- Nothing (top answer)
- Decrease unnecessary visits to the ED and use more walk-in clinic services
- Be personally informed/self-educated about health

What do you think YOU can do to improve health care in your area?

“Nothing”

“Only visit emergency when needed”

“Become more aware of services needed”

“Keep healthy and involved in volunteer work”

What do you think your LHIN can do to improve health care in your area?

- More doctors, nurses and nurse practitioners
- Improve waiting times for appointments, Emergency department visits and scheduled visits
- More walk-in clinics

What do you think your LHIN can do to improve health care in your area?

“Hire more nurses, more doctors and more hospitals”

“Staff more doctors in the emergency room”

“Provide a walk-in clinic”

“Speed up waiting times in ER”

“Increase all services in the rural part of the central east area”