

NWT Health Services Patient Experience Report 2016



Why do we conduct the Patient Experience questionnaire?

The NWT Patient Experience Questionnaire is conducted regularly as part of the Department of Health and Social Services commitment to pursue continuous quality improvement. Patient satisfaction is used to measure the effectiveness of health and social programs and services and is integral to providing quality care. As part of the quality assurance and accreditation process, patient satisfaction provides another dimension in the assessment of the effectiveness and efficiency of the health care system. Versions of this questionnaire have been administered every two years since 2006.

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

How did we administer the questionnaire?

The 2016 NWT Patient Experience Questionnaire consisted of 20 questions in the categories of: Satisfaction, Treatment / Procedure, Preventative Health, and Safety. Results were then reorganized into Accreditation Canada's client experience dimensions: Quality of Service; Access to Services; Respect for Values and Preferences; and Communication and Education.

This questionnaire was administered August 1st to October 15th 2016 at all health facilities in the NWT. Any patient who had received care during the questionnaire period was provided an opportunity to complete a questionnaire.

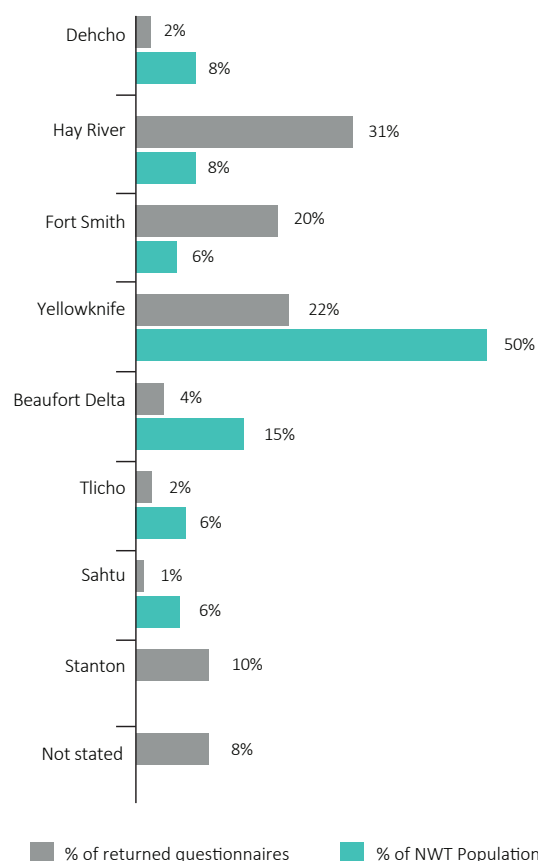
Questionnaires and prepaid self-addressed envelopes were made available to all persons over the age of 16 receiving a health care service during the questionnaire period. The GNWT Active Offer was included in the questionnaire and interpretive services were made available to those wishing to complete the questionnaire in another language.

This was also the first year that the questionnaire was available online on the Department of Health and Social Services website. This allowed patients to fill out the questionnaire during a more convenient time.

Who participated in this questionnaire?

All health centres, hospitals, clinics and public health facilities in the NWT participated in the questionnaire. During the collection period, 1585 questionnaires were returned, 139 of which were completed online. 1575 of the questionnaires were completed in English and 10 were completed in French.

Distribution of returned questionnaires by region (n=1585)



Number of questionnaires returned in previous years

2006	1873
2008	1936
2009	1471
2010	1549
2012	1749
2014	1775
2016	1585

Questionnaire Results

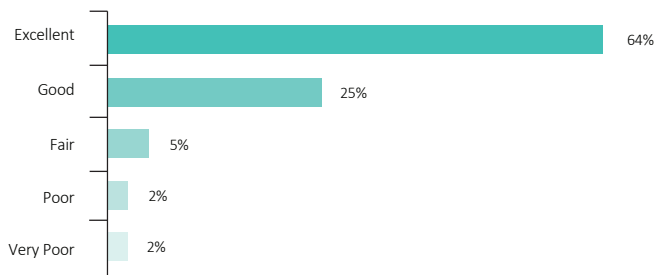
QUALITY OF SERVICE

This dimension focuses on the overall quality of care that the patient received. The question “Overall, how would you rate the care you received today?” provides a snapshot of how patients in the NWT felt about the health services they received that day. **Ninety percent of patients rated their overall care as either good or excellent.** This result is consistent with results seen in previous patient experience questionnaires.

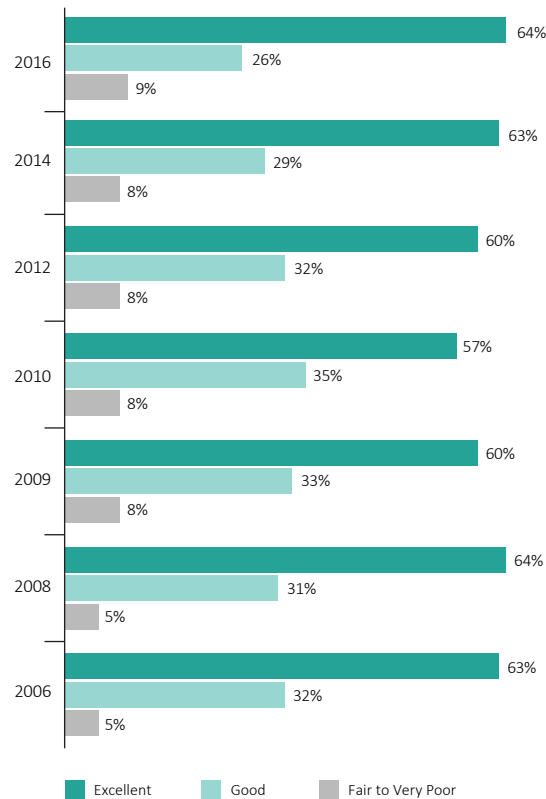
Ensuring that patient care took place within a safe environment is paramount in assuring quality of service. Practices that help to ensure patient safety include hand washing, verifying patient identity and ensuring the provider is aware of any medication the patient may be taking.

- 61% of respondents were asked about the medications they take, down from 68% in 2014
- 72% of respondents were asked to confirm their identity, up from 70% in 2014
- 85% of respondents noticed signs or posters reminding them to wash their hands, down from 90% in 2014
- 89% of respondents noticed hand washing stations at the facility they visited, down from 94% in 2014

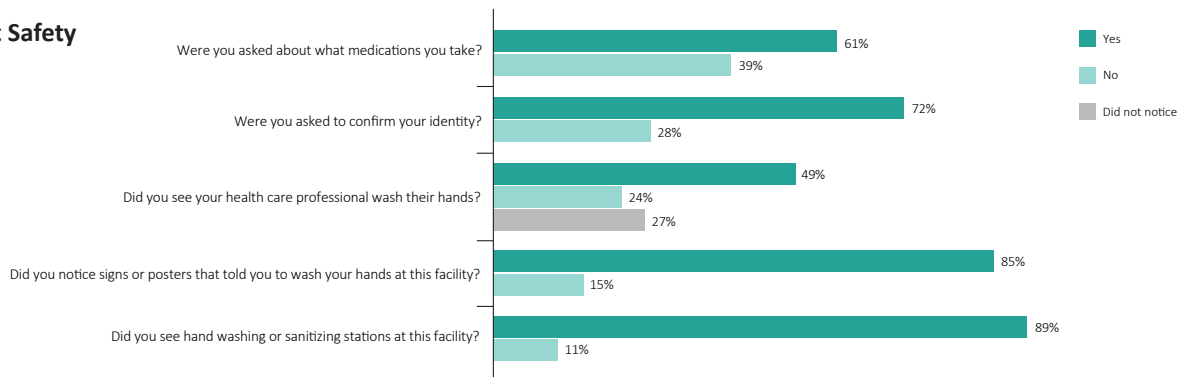
Overall, how do you rate the care you received today? (n=1534)



Trends in Care



Patient Safety



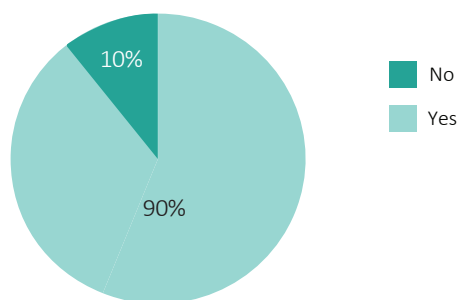
**Numbers may not add to 100% due to rounding*

ACCESS TO SERVICES

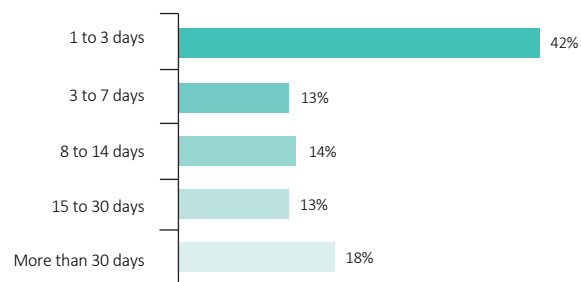
While quality of service is important, it is of little help if the patient cannot access that service. Thus, it is important to ensure that patients have access to the services that they need, when they need them. Furthermore, patients need to have access to language services in order to ensure clear communication between themselves and their health care provider.

- 85% of respondents found it easy to access services, down from 90% in 2014
- 55% of patients were able to access services within a week
- 69% of people rated the length of time it took to get their appointment as good or excellent, down from 85% in 2014
- 90% of respondents were able to access services in their preferred language

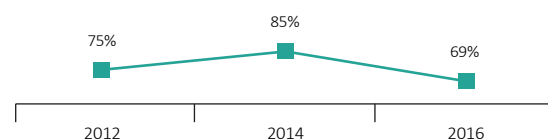
Were you able to access services in one of the official languages? (n=1322)



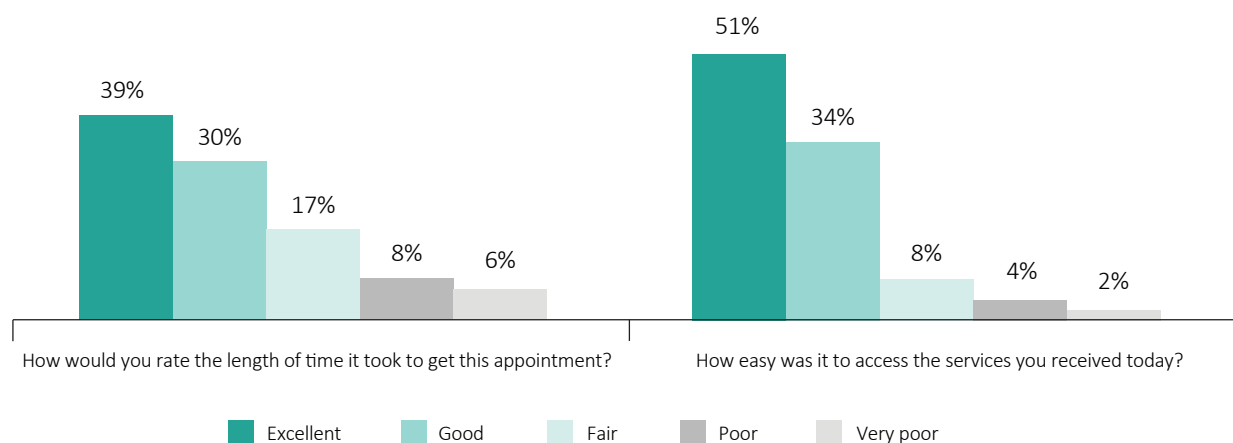
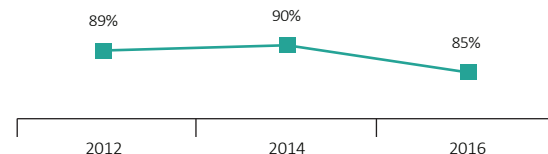
How long did it take you to get this appointment? (n=1292)



Trend in rating length of time to get appointment



Trend in ease of access to services



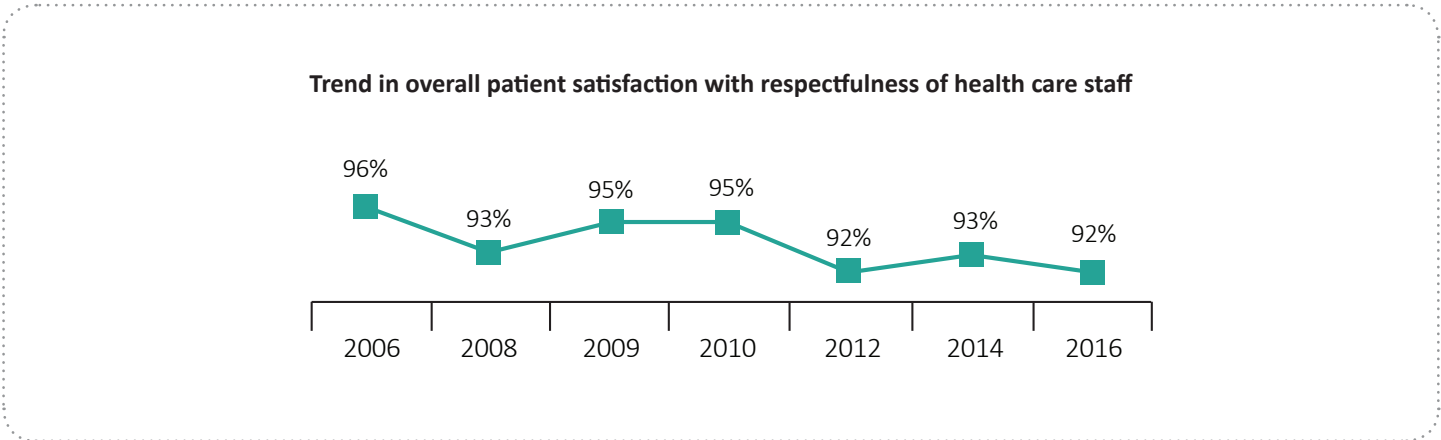
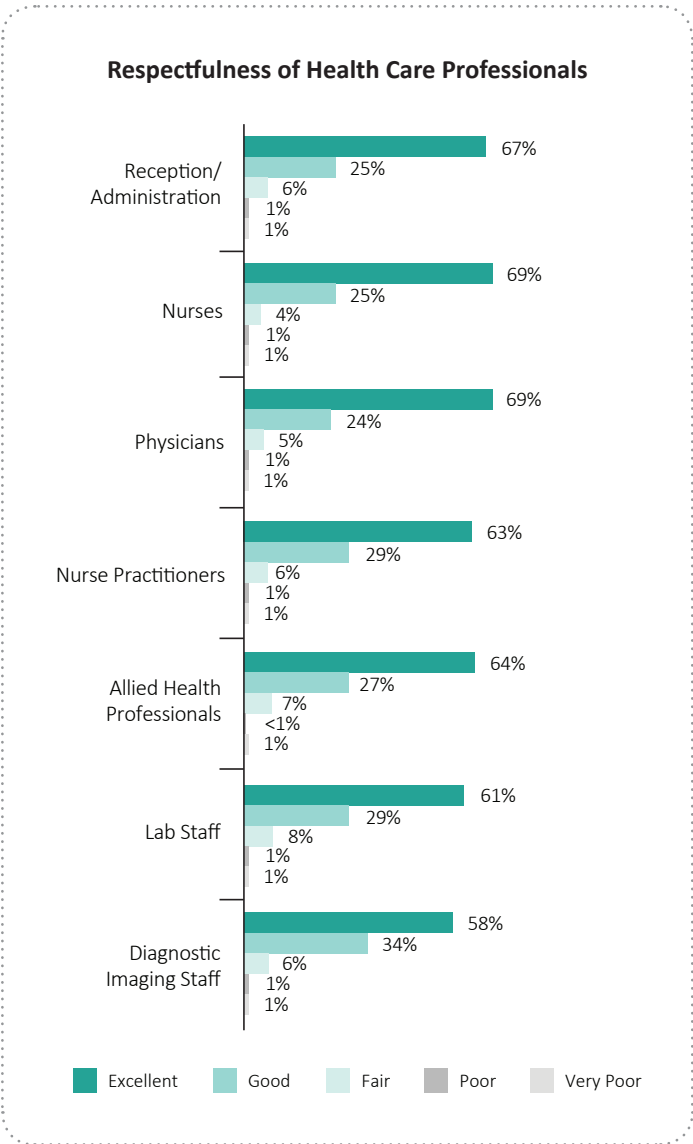
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RESPECT FOR VALUES AND PREFERENCES

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

With regard to respectfulness we interpreted ‘Good’ or ‘Excellent’ responses to indicate that the patient was satisfied with professionalism and courtesy shown by their health care professional. **Overall, 92% of people were satisfied with the respectfulness of their health care provider.**

- 92% of people were satisfied with the respectfulness of the Reception / Administration staff, down from 94% in 2014
- 94% of people were satisfied with the respectfulness of their Nurse, equalling the 2014 rate
- 93% of patients were satisfied with the respectfulness of their Physician, equalling the 2014 rate
- 92% of patients were satisfied with respectfulness of their Nurse Practitioner, up from 91% in 2014
- 91% of people were satisfied with the respectfulness of their Allied Health Professional, this category was not present in the 2014 questionnaire
- 90% of patients were satisfied with the respectfulness of the Lab Staff, down from 92% in 2014
- 92% of people were satisfied with the respectfulness of the Diagnostic Imaging Staff, down from 93% in 2014



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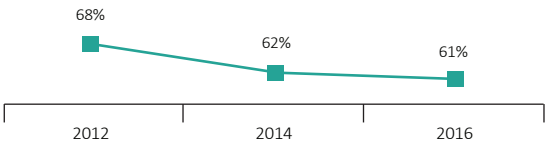
COMMUNICATION AND EDUCATION

Communication is a vital tool in ensuring that the patient receives optimal care. It is important to ensure that patients are kept informed about their health care options, are involved in decision making with regard to their care, and have their health care questions answered.

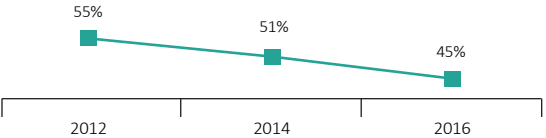
Preventative health creates a collaborative environment between patients and health care providers to increase knowledge, create patient involvement and improve health outcomes. Patients are encouraged to be active participants in their health, and health care providers are encouraged to help educate patients as well as to provide a supportive environment to make healthy choices. Through education and encouragement, patients are able to make healthy lifestyle choices, such as increased physical activity, proper nutrition, and tobacco cessation, which will impact their health and well-being.

- 90% of respondents said their procedure was clearly explained to them, equalling the 2014 rate
- 79% of respondents felt involved in decisions affecting their care, equalling the 2014 rate
- 82% of respondents were given information on follow-up care
- 84% of people felt they were kept informed about their health care plan, down from 86% in 2014
- 91% of people said their health care provider did a good or excellent job of answering their questions, down from 92% in 2014
- 48% of respondents knew how to file a complaint, down from 56% in 2014

Trend in provider discussing importance of healthy diet

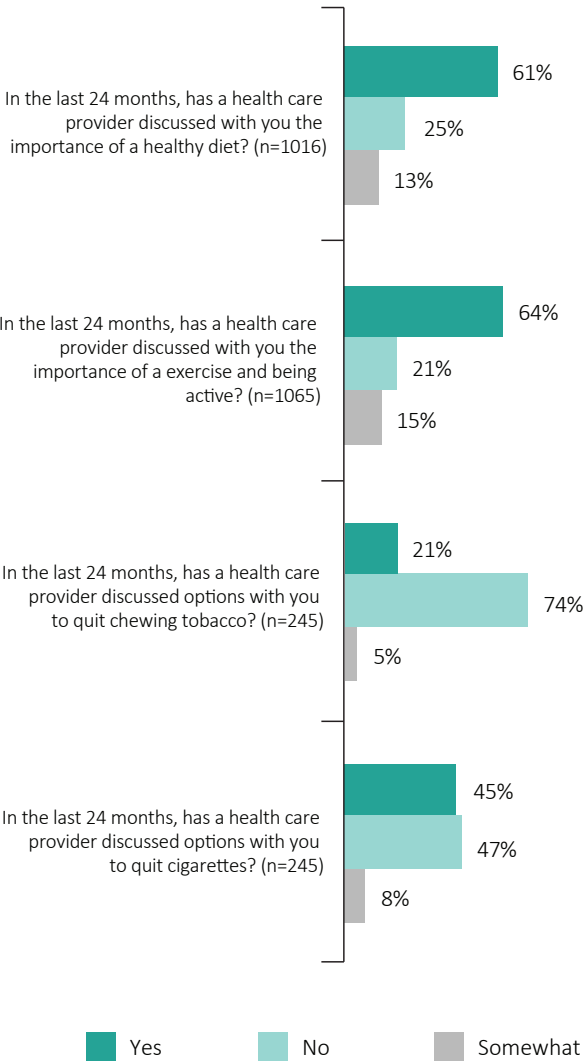


Trend in provider discussing options to quit smoking

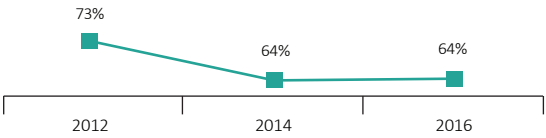


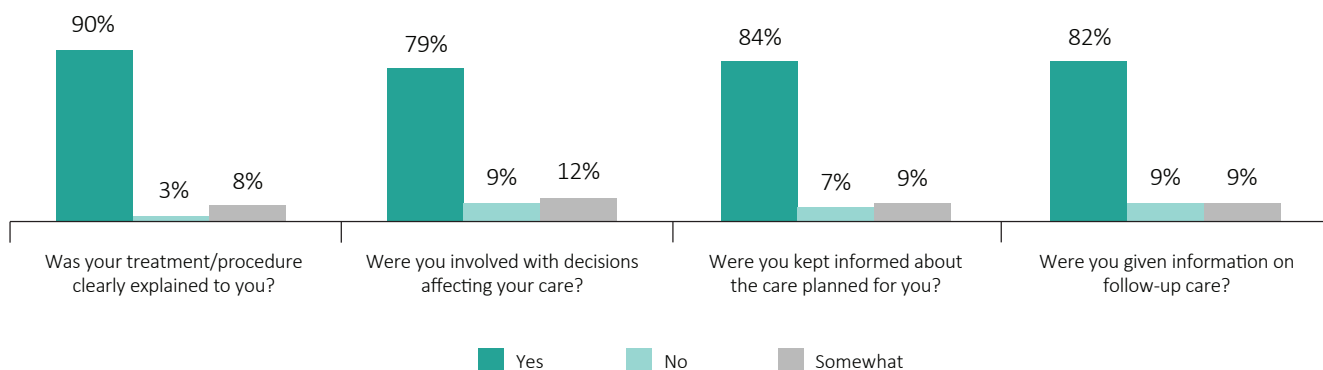
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Preventative Health

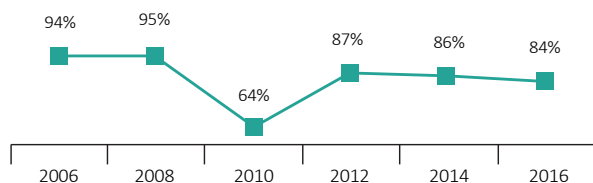


Trend in provider discussing importance of being active

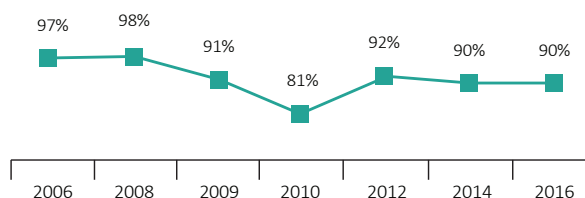




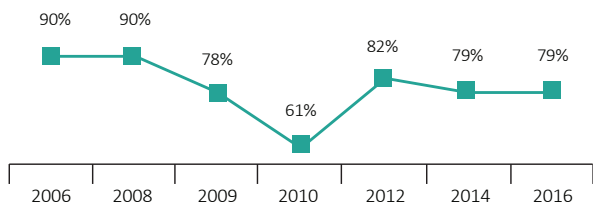
Trend in 'Yes' responses to "Were you kept informed about the care planned for you?"



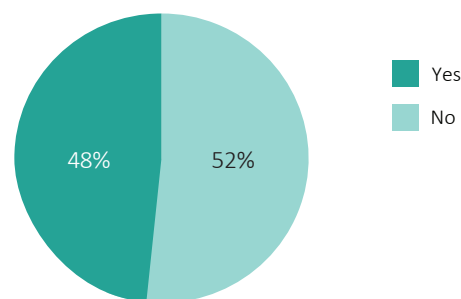
Trend in 'Yes' responses to "Was your treatment/procedure clearly explained to you?"



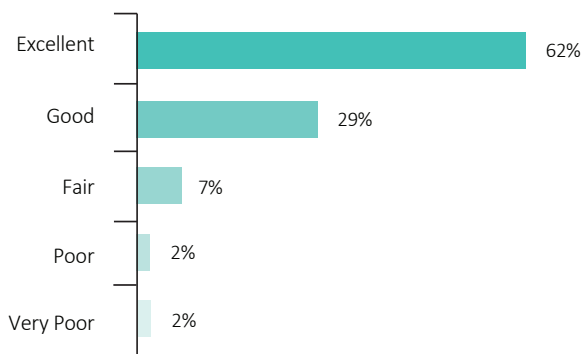
Trend in 'Yes' responses to "Were you involved with decisions made affecting your care?"



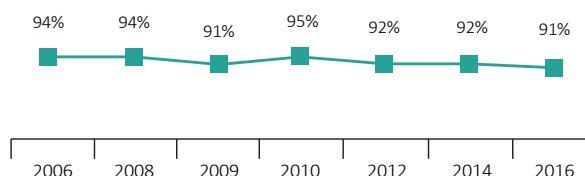
Do you know how to file a concern, complaint or compliment about the service you received? (n=1474)



How well did your health care provider answer your questions? (n=1443)



Trend in 'Excellent' or 'Good' responses to "How well did your health care provider answer your questions?"



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NEXT STEPS

The Health and Social Services System is committed to ongoing improvements with all health care services. Questionnaires such as this allow our patients to have a voice and tell us what we are doing well and where we can improve. This input will shape the Department's efforts to address concerns so that patients will continue to have access to safe, appropriate care that is responsive to their needs.

If you would like this information in another official language, contact us at 1-855-846-9601.

Si vous voulez ces informations dans une autre langue officielle, téléphonez-nous au 1-855-846-9601.