

# Your Voice Matters

## What we heard from Spiritwood and Area

What do you feel would help the health system to provide the type of care that matters to you?



"Long wait times at day surgery seem unnecessary."

"I do not like the fact that I have to phone for an appointment for bloodwork. Drop ins are not allowed and this is inconvenient when I live [far] away from the lab. The lab is located in my doctor's clinic and if I am ordered to get bloodwork I have to phone and make an appointment and go back another day to do this."

**Long wait times can be frustrating for patients:** "It takes a month or 6 weeks to meet a doctor."

**This can take an emotional toll on patients and cause anxiety and large amounts of stress:** "I fell and thought I broke my shoulder. I went into emergency and it took 5 hours for someone to look at me before getting an x-ray. I thought I had a broken shoulder for 5 hours."

Respondents noted that there is limited physician availability in rural areas

### When asked about access to the following services, patients responded:

10%

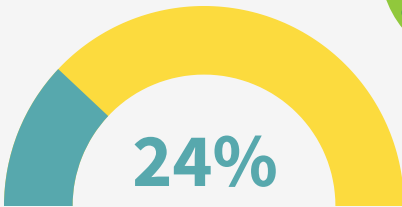
"I need access to a Complimentary Medicine Provider but I do not have access to it."

10%

"I need access to a Nurse Practitioner but I do not have access to it."

28%

"I need access to a Physician - Specialist but I do not have access to it."



24% of people who indicated that they have difficulty managing their health suggested that difficulty getting an appointment was a contributing factor"

"I try not to overburden the health care system unless I absolutely need to because I have chronic conditions. I appreciate the services in the community but feel they are stretched."

"There is a communication problem with emergency care, lab results and primary health care providers."

"I am retired and I take full-time care of my husband...because I live in a rural area I have homecare come twice a week and they wash him...I have to do everything for him. Take him to appointments, chop his food and clean his body. I need help. I have no one to help me. I am getting burnt out. Because I live in a rural area, there are no services out here. And so, my husband lost out on physiotherapy appointments."

"More doctors needed. Hard to find a doctor taking new patients."

Respondents noted the toll that challenges with access to care was taking on them

Responses included = 29  
Responses collected  
August to November 2023

### What are we doing to help?

Adding physicians to our practice.

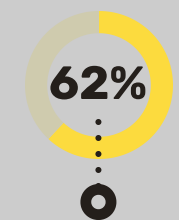
Meeting with the First Nations and Metis Health Directors and staff from SHA Indigenous Services to learn more about how the Indigenous cultures affect care, and how we can make our facilities more culturally safe and comfortable, so clients can get better care and will seek regular care

Contracting nurse practioners on a regular basis while stepping up efforts to recruit permanent nurse practioners with incentives

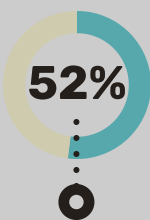
Preparing the nurse practitioner to see clients in the collaborative emergency care centre so that the physicians can see more clients in the clinic

Adding a chronic disease nurse on a trial basis, to free up provider time

Monthly team meetings to address the gaps in our process to improve health care delivery



Said they have a doctor or nurse they regularly go to for health care or health advice



Said that they often have difficulty managing their health