

# Your Voice Matters

## What we heard from Spiritwood and Area

People in North West 5 pointed to numerous positive aspects of the care that is provided in the area and reported on many positive interactions with their care providers.



"All health care providers have been great!"



"Local physician was very thorough."



"Our local pharmacy goes above and beyond to inform and assist their clients. I also am very happy with the referrals I have gotten for specialists."

"Technology has been very helpful for accessing information and for continuity of care between providers - helps with turnover."



### What made it easy to access the care you needed?



"I think I have a general practitioner who is very attentive to my needs, I have been lucky to see specialists quickly, I think that my needs are addressed quickly, and I haven't experienced any undue delays."

### What is going well?



With the lack of nurses, having CCAs is very helpful. They have the most contact with patients.



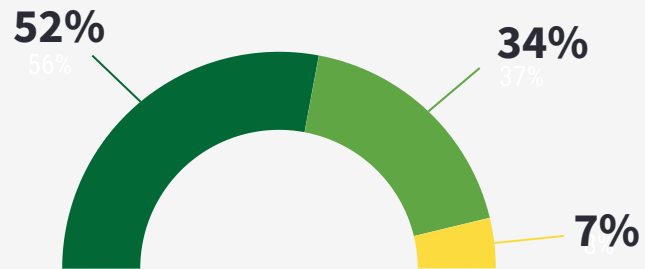
"The CCAs bless their heart. They have the most contact with people"

In places with long wait times to see a healthcare provider, being able to access lab results online is very helpful.

"Being able to access the results online is a great improvement"



### To what extent were you treated in a manner that makes you feel confident in the care that you receive?



● Always ● More often than not ● To some extent



## Positive Experiences

Responses included = 29  
Responses collected  
August to November 2023



### What are we doing to help?

Physician recruitment with incentives over 5 years to provide service in rural communities

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

Working closely with digital health to improve provider workflow and communication

Active recruitment for Nursing, Therapies, combined laboratory and x-ray technology and medical laboratory technology positions

Listening to the voice of patients to help improve their experiences

Regular team building conversations to make sure our commitment to a philosophy of patient and family centred care is at the heart of everything we do