

Your Voice Matters

What we heard from Saskatoon South Home Care Clients

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



"No one should have to wait eight hours to see a doctor in emergency, especially if you are 97, but any age. [We] need more doctors and nurses"

Respondents emphasized that long wait times was a barrier to accessing care

"[We] need more doctors nurses and paramedics and [to] encourage doctors to stay in Saskatchewan"

"Our hospitals need more doctors and nurses"

"I am fortunate that I have access to the resources I need except that there are long wait times to see my primary care physician and specialists"

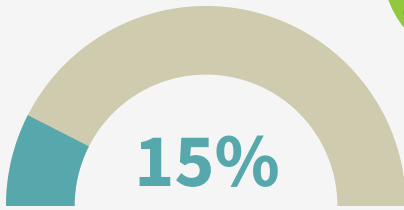
When asked, "How long do you usually have to wait before you can have an appointment with your regular health-care provider or another provider in the same office/centre?" patients indicated

18% On the same day

30% in 1 to 6 days

20% in 1 to 2 weeks

9% Between 2 weeks 1 month



15% of people who indicated that they have difficulty managing their health suggested that difficulty getting an appointment was a contributing factor

"Recently I had to support my husband when he had a leg wound. Getting proper support was challenging. We need more wound care specialists to attend to homecare wound dressings"

Three participants took part in a phone interview consisting of open ended questions. Each participant mentioned that difficulties getting timely appointments had a negative impact on them.

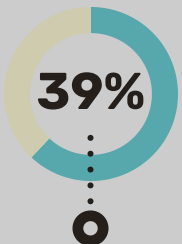
When asked, "Why was it hard for you to manage your health?" patients responded

"Access to physio, massage, acupuncture. Need facility with lift to get onto treatment table."

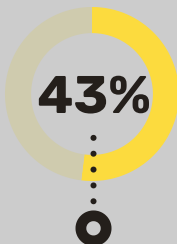
"There is not enough geriatric specialist nor occupation therapists and when we need it and can't get it."

"My dad's needs are met. Trying to schedule appointments can be challenging"

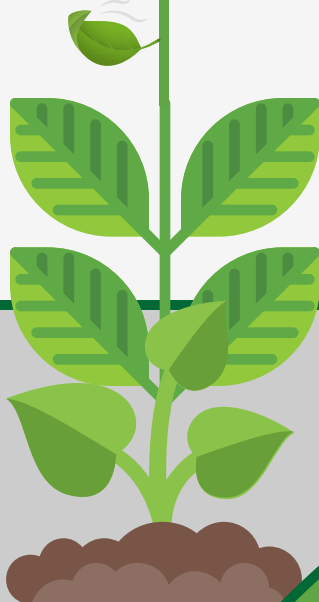
Responses included = 44
Responses collected April and May 2024



Said that they always or usually have difficulty managing their health



Said that they sometimes have difficulty managing their health



What are we doing to help?

- Improving scheduling so that patients consistently see the same care providers (such as nurses and continuing care aids).
- Creating care teams based on the network (geographic area) where patients want to receive care to better understand and respond to needs of clients receiving home services.
- Bringing together care providers such as nurses, continuing care aids and client patient access services based on patient locations in Saskatoon to better meet the unique patient needs for that area.



Saskatchewan Health Authority