

Your Voice Matters

What we heard from Saskatoon West*

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

"CCAs are always available whenever I call, [they are] courteous, friendly and professional."

"Care worker is amazing. I could not work or care without home care."

"A few care providers are personable and caring. One we think should be a nurse practitioner. She is so good... She is a care aide who is excellent."

"Second ENT diagnosed correctly and took quick action to get him the procedures he needed ASAP."

"I had my toes on my left foot removed due to diabetic ulcer. The nurses at West Winds Clinic are great at monitoring my foot and explaining what needs to be done."

"Our physician neurologist went beyond to assist and obtain help with support."

"Healing arts in St Paul's Hospital was a huge benefit to me... found painting and music therapeutic and now comfortable going to SPH"

43% always
38% more often than not

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

76% always
14% to some extent

Were you involved as much as you wanted to be in decisions about your care?

71% Said that they have access to immunization / public health when they need it.

*The majority of the responses came from home care clients who were contacted for a phone interview.

Positive Experiences

What are we doing to help?

🌱 We are enhancing interdisciplinary team based care to support better care and communication across teams

🌱 Hiring more staff to support continuity of care

🌱 Providing access to a medical team for people discharged from hospital who do not have a family doctor

Responses includes = 22