



# Waterloo Seniors Fair Strategic Plan Engagement Survey Results



KW4 OHT Strategic Planning

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November 16, 2023



# Background



KW4 OHT is developing its first-ever Strategic Plan, which is a road map that will set goals to guide our work over the next five years.



The plan will articulate the 'what' and 'why' of our existence and help us to identify priorities within the healthcare system.



Community member input is crucial in planning for the future of health and wellness in the KW4 Region.



Participants of the Waterloo Seniors Fair held on November 16<sup>th</sup> who visited the KW4 OHT booth were asked to complete a survey to help inform our planning.

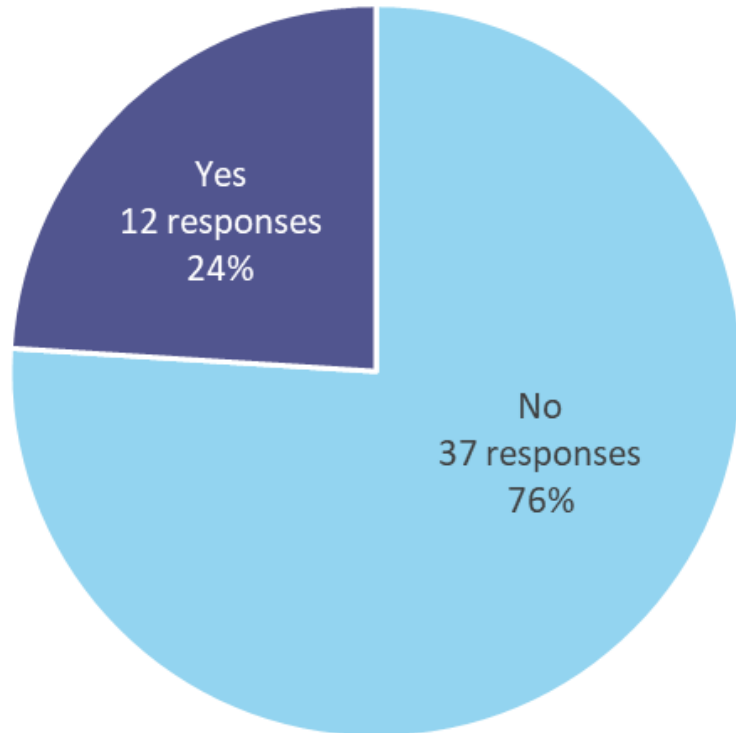


A paper copy of the survey along with a digital options were available. 49 participants completed a paper survey. 0 respondents completed the digital survey.



# Awareness of KW4 OHT

## Have you heard of the KW4 Ontario Health Team?



Of 49 respondents, only 12 (24%) indicated that they had heard of the KW4 OHT, 37 (76%) indicated they had not heard of the KW4 OHT.

These results are opposite of the earlier community engagement survey conducted in August and September of this year, where 72% of respondents had heard of the KW4 OHT.

Although the results are different, it does support the need to continue to engage the community in various ways including connecting with them in the community to ensure a diverse range of perspectives.

This new data further highlights the opportunity to increase community awareness regarding the purpose and work of the KW4 OHT.



# Current experience in KW4 – specific characteristics

When asked to rate their current health care experience in the KW4, the results for excellent/good varied between 49% and 86% (73% average) which is significantly higher than the previous survey which varied between 26% and 58% (43% average) for the seven different characteristics. Timely access to care and ease of transition/navigation ranked the lowest in both surveys.

Characteristic:	Excellent	Good	Combined - Excellent and Good	Average	Fair	Poor
I feel that health providers are respectful of my cultural values and respect me and my beliefs.	51%	35%	86%	10%	2%	2%
I have access to the health care services I need to meet my health needs.	41%	39%	80%	12%	4%	4%
My family doctor/nurse practitioner is aware of the services being provided by others (i.e., there is adequate communication across health service providers).	47%	33%	80%	12%	2%	6%
I receive high quality health care provided by caring staff (i.e. quality and compassionate care).	35%	43%	78%	16%	6%	0%
Care is available close to homes (i.e., I do not need to travel outside of KW4 for services, health care services are close to where I live)	31%	45%	76%	14%	8%	2%
I can access care when I need it (i.e., I am able to secure an appointment and obtain services quickly)	25%	35%	60%	16%	16%	8%
It is easy to find the health care service I require, and have more than one health care provider involved in my care (i.e., I am able to easily navigate and transition across health service providers)	22%	27%	49%	33%	12%	6%



# Opportunities for Improvement

When asked if there was one thing they would like to see improved as it relates to healthcare in the region the most common themes were:



Increase timely access to care, imaging, specialists, support care services, MH&A (15 respondents)



Improve the coordination, navigation, and integration of services among all partners to ensure patients experience smooth transitions throughout their care journey (12 respondents).



Increase timely access to Primary Care services (family doctors or nurse practitioners) and provide alternative service options for those without a primary care provider (7 respondents)



Support opportunities to improve health equity and access to inclusive, culturally safe health care services and resources (4 responses)



Create strategies to recruit and retain dedicated and skilled health professionals in the community (2 responses)