



Community Health Assessment Survey

Bonne Bay Area

Erica Parsons MSc., RD
Manager of Primary Health Care
and Rural Medical Clinics North

August 19, 2020

Table of Contents

Introduction2

Methodology.....3

Results5

 Demographics5

 Primary Health Care.....5

 Health Care6

 Community Health and Wellness8

 Health Status9

 Health Care Planning.....10

 Concluding Remarks10

Successes and Limitations.....12

Conclusion.....13

Appendix A: Full Survey Results14

Appendix B: Western Health Community Health Assessment Survey30

Introduction

A Community Health Assessment (CHA) is a dynamic and on-going process undertaken to identify the strengths and needs of a community, and to establish its health and wellness priorities. CHAs provide information about local areas as well as contribute to a broader understanding of health and wellness in Newfoundland and Labrador. Western Health uses CHAs to help prioritize, plan and act on unmet community needs to improve the health of residents of the Western region.

The CHA process involves:

- Gathering information about health and wellness (facts and opinions)
- Collecting information about health and community resources (assets)
- Evaluating the information to determine strengths, needs, and the community's priorities
- Building partnerships and strategizing together to address health and wellness needs using assets and resources within the community.

In keeping with provincial direction, Western Health followed the *Community Health Assessment Guidelines*- a draft provincial framework for conducting CHAs. In the past, CHAs in Newfoundland and Labrador were conducted according to the unique policies and practices of each regional health authority (RHA). In a partnered effort to standardize the CHA process, the RHAs, the Newfoundland and Labrador Centre for Health Information (NLCHI), and the Department of Health and Community Services (HCS) have agreed on CHA guidelines. This includes common indicators, methodology, data sources, and 39 unique and defined geographic regions across the province.

Methodology

The Western Health CHA survey was used to collect quantitative and qualitative data from residents of the region about where they find health-related information, where they go for care, satisfaction with health care services, community concerns, satisfaction with health and wellness resources, and health behaviors. The survey was available for completion between May 1 and June 30, 2019 and the target audience was individuals residing in the Western region, aged 18 and older.

A robust communication plan was developed to disseminate survey information and promote uptake. To encourage survey completion, Western Health's community partners were provided the survey information and asked to share within their networks and on social media. In addition, Western Health tweeted the survey link multiple times, a public service announcement was issued, the survey link was posted on the Western Health website, and Community Health staff distributed survey information at various events and community programs across the region. To promote uptake among Western Health staff, an article was included in the @Western Health newsletter, an email was sent to all staff, and the survey information was posted on the internal intranet site. A survey information poster was also developed and posted across the region in waiting rooms, community organizations, public areas, and Western Health facilities. To ensure all residents were able to complete the survey, both paper and electronic versions of the survey were provided.

Survey goal response rates were calculated based on each of Western Health's seven Primary Health Care (PHC) area's population, and a sample size based on an 85% confidence level was determined. A survey implementation team was established, and the team met weekly to review the response rates for the region and each PHC area. The implementation team worked together to ensure all PHC areas met the target response rates and address any survey concerns.

Following the survey completion deadline, the survey data was compiled from the Get Feedback survey program and transferred it to Statistical Package for Social Sciences (SPSS) data file. SPSS was then used to analyze the data frequencies by PHC area and the overall region. The following results section highlights the main themes and areas of interest for the Bonne Bay PHC Area as identified by the CHA survey. The Bonne Bay PHC Area includes 17 rural communities from Trout River north to Bellburns. These communities include: Trout River, Woody Point (including Curzon Village), Winter House Brook,

GBS (Glenburnie, Birchy Head, Shoal Brook), Wiltondale, Norris Point, Rocky Harbour, Sally's Cove, St. Paul's, Cow Head, Three Mile Rock, Parsons Pond, Portland Creek, Daniel's Harbour, and Bellburns.

Unless otherwise noted, data tables do not include missing data. To view full detailed survey results, refer to Appendix A. A copy of the CHA survey can be found in Appendix B.

Results

Demographics

A total of 139 surveys were completed throughout the Bonne Bay PHC Area which includes communities such as Winter House Brook, Glenburnie-Birchy Head-Shoal Brook, Woody Point, Trout River, Rocky Harbour, Norris Point, St. Pauls, Cow Head, Parsons Pond, Portland Creek, Daniels Harbour, Bellburns.

The following is a profile of survey respondents from the Bonne Bay PHC Area. The majority of survey respondents:

- Were from the Norris Point/Rocky Harbour (47%) and Trout River/Woody Point area (36%)
- Lived in their community for more than 20 years (53.6%)
- Were in the 36-45 and 46-55 age group (24.3% each), followed closely by the 56-65 age group (22.8%)
- Identify as female (74.5%)
- Reported their highest level of education completed as high school (28.5%), followed by technical, vocational, or community college program (24.1 %)
- Were employed full time (53.3%)
- Reported a household income between \$30,000 and \$49,999 (32%), followed by \$75,000 and \$99,999 (25.8%)

Primary Health Care (family doctor, nurse practitioner and routine care)

The first section of the CHA survey focused on questions related to access to PHC and level of satisfaction with the quality of services received. According to the survey results, when respondents are looking for health-related information, the majority:

1. Ask a family doctor (68.3%)
2. Search the internet (56.1%)
3. Ask a pharmacist (38.1%)

Respondents were asked if they currently have a family doctor or nurse practitioner and their level of satisfaction with their provider. Results indicate:

- 87.8% have a family doctor or nurse practitioner. Of the 87.8%,
 - 83.6% reported being satisfied or very satisfied with their family doctor or nurse practitioner
 - 8.2% reported being dissatisfied or very dissatisfied with their family doctor or nurse practitioner and indicated the following reasons:
 - Wait list for an appointment is too long (5.8%)
 - Communication barrier (2.9%)
 - Wait time in clinic/facility is too long (2.2%)
 - They do not have trust or confidence in their health care provider (2.2%)
- 12.2% do not have a family doctor or nurse practitioner

The last time respondents needed care for a minor health problem (e.g., fever or unexplained rash), the majority went to:

1. Family doctor/nurse practitioner (66.9%)
2. Hospital emergency department (18.0%)
3. Walk in clinic (9.4%)

When asked if they were able to get same or next day care for a minor health problem, 59.4% reported yes, and 40.6% reported no.

Health Care

The health care system includes physical and mental health care services provided by Western Health and private health care providers (e.g., pharmacy, family practice/dental/vision clinics). Survey respondents were asked about access to the health care system and satisfaction with the quality of services received. According to survey results, the majority of respondents (64.3%) were satisfied or very satisfied with the health care services they have used in the past 12 months, while 19.0% of respondents were dissatisfied or very dissatisfied. The respondents that indicated they were dissatisfied or very dissatisfied with the health care services they used in the past 12 months, were asked to indicate the reasons why, and to indicate which services they were unable to access. The following are the top three reasons and the most common services respondents were dissatisfied with:

1. Wait list for an appointment was too long (57.7%)

Services:

- 1.1 Family doctor
- 1.2 Specialist services
- 1.3 Tests and procedures

2. Wait time in the clinic/facility was too long (38.5%)

Services:

- 2.1 Family doctor
- 2.2 Clinic
- 2.3 Hospital/Emergency Department

3. Too far to travel (34.6%)

Services:

- 3.1 Specialists
- 3.2 Tests and procedures
- 3.3 Hospital/Emergency Department

When asked about accessing health care services, the majority of respondents (67.2%) indicated they were able to access health services when required, while 32.8% of respondents indicated they were not able to access health services when required. The 32.8% of respondents that indicated they were not able to access a required health service were asked to indicate reasons why there weren't able to access a required health service, and to indicate which services they were unable to access. The following are the top three reasons respondents were unable to access a required health service, and the most common services they were unable to access:

1. Wait time for service was too long (61.5%)

Services:

- 1.1 Specialists
- 1.2 Physician
- 1.3 Clinic

2. Too far to travel (25.6%)

Services:

2.1 Physician

2.2 Specialist

2.3 Hospital

3. Transportation issues (18.0%)

Services:

1.1 Physician

1.2 Specialist

1.3 Mental Health

Community Health and Wellness

Survey respondents were asked questions about the health and wellness of their community as well as their satisfaction with the resources and services available within their community. Respondents were provided a list of various areas/issues and were asked to indicate which ones they were most concerned about in their community. The most commonly selected areas/issues were:

1. Addictions (e.g. alcohol and/or drug abuse, gambling, etc.) (51.1%)
2. Road quality (46.8%)
3. Cost of living (46.0%)
4. Chronic diseases (e.g. prevalence of diabetes, high blood pressure, cancer, etc.) (44.6%)
5. Mental health of community residents (43.2%)

Of the issues/areas that respondents selected, they were then asked to rank their top three areas/issues they are most concerned about. The top three ranked answers were:

1. Addictions (30.9%)
2. Mental health of residents (25.2%)
3. Cost of living (19.4%)

There are many different groups and resources that aim to improve the health and wellness of a community. These include Western Health, private health clinics, churches, schools, town councils, resource centers, Community Advisory Committees, and other community groups. Respondents were asked to rate their level of satisfaction with the resources available to help deal with the health and wellness challenges in their communities. The majority of respondents (35.6%) who answered this question, were satisfied or very satisfied with the resources available, while 34.7% were neither satisfied nor dissatisfied, and 29.7% were dissatisfied or very dissatisfied. Respondents who indicated they were either dissatisfied or very dissatisfied were asked to explain which aspects of the health and wellness resources they are dissatisfied with. The following were the most common responses:

1. Access to mental health and addiction services including wait times, lack of service in the community, not enough mental health promotion and addiction prevention initiatives in the community.
2. Access to primary care (physicians/nurse practitioners) including lack of family physicians in the community, wait times for appointments are too long, and no afterhours access.
3. Lack of police presence and support in the Woody Point and Trout River area.

Health Status

The following section of the CHA survey asked questions to determine the health of respondents who completed the survey. The majority of respondents reported that their physical health was excellent or very good/good (6.3% and 81.2% respectively). The majority of respondents also reported that their mental health was excellent or very good/good (17.0% and 59.8% respectively).

Survey respondents were asked what they feel they should do to improve their physical and/or mental health and what are the barriers to making the change. The following are the top three responses and the most common barriers to making the change:

1. Start/increase exercise, sports or physical activity (99.0%)
 - a. Lack of will power/self-discipline (41.0%)
 - b. I am too busy (30.2%)
 - c. Not enough resources in the community (26.6%)

2. Eat healthier/eat more fruits and vegetables (79.6%)
 - a. Too costly (29.5%)
 - b. Not enough resources in the community (27.3%)
 - c. Lack of will power/self-discipline (18.7%)

3. Reduce stress (68.0%)
 - a. I am too busy (20.1%)
 - b. Unsure how to make this improvement (14.4%)
 - c. Lack of will power/self-discipline (12.2%)

Health Care Planning

Western Health is currently in the process of developing its Strategic Plan for 2020-2023. The plan will outline the main priorities and focus areas for Western Health over the next three years. To seek public feedback on potential priorities of the strategic plan, the CHA survey asked respondents to report the one thing Western Health could do to make a difference in their care. The most common responses were:

1. Improve access to primary care (physician and nurse practitioner) services throughout the Bonne Bay area; reduce wait times for appointments, provide afterhours and weekend access, and walk-in clinics.
2. Improve access and wait times for specialist services; reduce travel to specialist appointments; increase usage of telehealth.
3. Improve access to mental health and addiction programs, services, and resources – counseling, groups programs, support for families, increase awareness, reduce travel.

Concluding Remarks

To conclude the survey, respondents were asked if there was anything else they would like to add. The most common responses were:

- Improve access to primary care providers (physician and nurse practitioner) at rural medical clinics, mental health and addiction services and supports for Woody Point and

Trout River, and improved access to blood collection. This could be done through same day appointments, walk in clinics, afterhours access, and increased staffing levels.

- Improve access, reduced wait times for specialist appointments; also reduce travel through increased use of telehealth.
- Improve access to services such as dialysis, MRI, and other important tests and procedures.
- Improve access to long-term care and personal care homes.
- More health promotion and community-based programs that focus on chronic disease management. Comments were made recognizing the value and positive impact of health promotion and chronic disease prevention and management programs and the importance of having these initiatives in the community.
- Strengthen partnerships with schools and focus more on families, children and youth.

Successes and Limitations

The CHA survey implementation team experienced success in promotion and uptake of the survey with a 107% increase in survey completion from the previous CHA survey cycle implemented in 2016. In addition, the Bonne Bay PHC area met its target response rate. This was the first time a provincially standardized survey tool was used.

Despite these successes, there were some limitations to note. While the implementation team made efforts to promote the survey to all residents, the characteristics of the survey participants is not found to be representative of the population of the region for all characteristics (ex. income level, education, etc.). For example, the majority of respondents for the Bonne Bay PHC area and the region identified as female (74.5% and 80% respectively). To mitigate this in the future, specific strategies should be included in the survey communication plan to target survey completion among male residents as well. Initial feedback on the survey from the public indicated the survey was too long, especially if it was completed in the paper format. Other feedback suggested that some of the questions were structured and worded in a way that was confusing and unclear to respondents. To avoid this in the future, the survey could be developed in partnership with the public (e.g. Advisors) to create more reader-friendly questions.

Conclusion

The CHA survey is an important step in determining the needs and resources of residents in the Western region. The survey included qualitative and quantitative questions, providing residents with an opportunity to express their views of the health and community services offered in the region. Overall for the Bonne Bay PHC Area findings from the survey indicated that residents have concerns about addictions, mental health of residents, the cost of living, and chronic disease. Themes identified from the comments indicated respondents were also concerned about access to primary care (physician and nurse practitioner services), access and wait times for specialist services, and access to mental health and addiction services. The survey also demonstrated positive feedback including a high percentage of respondents that indicated they have a family physician or nurse practitioner, of those who have a family physician/nurse practitioner the majority were very satisfied or satisfied with their provider, over half of respondents were able to get same day or next day care, a high percentage of respondents were satisfied with health care services received in the past 12 months, and the majority of respondents reported that they have excellent or very good/good physical and mental health.

Data obtained from the CHA for the region and each PHC area will support planning at the local PHC area level as well as organizational strategic, branch, and program planning. Survey results will be used by service providers/programs, community advisory committees and primary health care teams to determine key priorities and to inform planning. Results will also be shared with relevant community partners to inform their planning and service delivery processes.

Appendix A: Full Survey Results

Question 1. If you needed to find health-related information for yourself or someone else today, how would you get that information (select all that apply)?

Information Source	Percentage (%)	Frequency (n)
Ask a family doctor	68.3	95
Ask a nurse practitioner	34.5	48
Ask a pharmacist	38.1	53
Ask a social worker	7.2	10
Call a hospital/clinic	31.7	44
Ask a community or public health nurse	31.7	44
Search the internet (e.g. WebMD, Google search)	56.1	78
Western Health website	15.1	21
Social media (e.g., Facebook, Twitter)	7.2	10
Use 811 HealthLine	31.7	44
Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community or church group	4.3	6
Ask a friend or family member	29.5	41
Other	Most common responses: <ul style="list-style-type: none"> • Cancer Navigator • Aboriginal Navigator 	

Question 2. Do you currently have a regular family doctor or nurse practitioner?

Response	Percentage (%)	Frequency (n)
Yes	87.8	122
No	12.2	17

Question 3. Overall, how satisfied are you with your family doctor/nurse practitioner?

Level of Satisfaction	Percentage (%)	Frequency (n)
Very satisfied	46.7	57
Satisfied	36.9	45
Neither satisfied nor dissatisfied	8.2	10
Dissatisfied	8.2	10
Very dissatisfied	0	0

Question 4. Why are you dissatisfied with your family doctor/nurse practitioner (select all that apply)?

Reason	Percentage (%)	Frequency (n)
Wait list for an appointment is too long	5.8	8
Wait time in clinic/facility is too long	2.2	3
Too far to travel	0	0
Hours of service are inconvenient	1.4	2
Communication barrier	2.9	4
Facility and/or equipment quality is poor	0.7	1
Health care provider (s) do not give you a chance to ask questions	1.4	2
You do not have trust and confidence in your health care provider (s)	2.2	3
Health care provider (s) do not treat you with respect	0	0
Health care provider (s) do not explain things in a way that is easy to understand	0.7	1
Health care provider (s) do not involve you in decisions about your care	0.7	1
Other	Most common responses: <ul style="list-style-type: none"> Not enough access to doctor; wait time for an appointment is too long 	

Question 5. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go?

Location	Percentage (%)	Frequency (n)
Family doctor/nurse practitioner	66.9	93
Walk-in clinic	9.4	13
Hospital emergency department	18.0	25
Pharmacist	0.7	1
HealthLine 811	0.7	1
I do not have a place to get care for a minor health problem	4.3	6
Other	Most common responses: <ul style="list-style-type: none"> Nothing identified 	

Question 6. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), were you able to get same day or next day care?

Response	Percentage (%)	Frequency (n)
Yes	59.4	82
No	40.6	56

Question 7. Overall, how satisfied were you with the health care services that you used during the past 12 months?

Level of Satisfaction	Percentage (%)	Frequency (n)
Very satisfied	21.2	29
Satisfied	43.1	59
Neither satisfied nor dissatisfied	14.6	20
Dissatisfied	13.9	19
Very dissatisfied	5.1	7
I have not used any health care services	2.2	3

Question 8. Why were you dissatisfied with the health care services that you used during the past 12 months (select all that apply)? For each reason selected, please list the services you were dissatisfied with.

Reason	% (n)	Services
<input type="checkbox"/> Wait list for an appointment was too long	57.7 (15)	Family doctor (10) Specialist (3) - including dermatology, eye specialist Tests and procedures (2) – including CT Scan
<input type="checkbox"/> Wait time in the clinic/facility was too long	38.5 (10)	Family doctor (3) Clinic (3) ED/hospital (2) Outpatient services (2) – including x-ray and lab
<input type="checkbox"/> Too far to travel	34.6 (9)	Specialists (2) Hospital/Emergency department (2) Outpatient services (2) – including x-ray and lab Tests and procedures (3)
<input type="checkbox"/> Hours of service were inconvenient	11.5 (3)	Clinic (3)
<input type="checkbox"/> Cost of service	3.8 (1)	Travel to access services
<input type="checkbox"/> Communication barrier	19.2 (5)	Poor communication between providers (3) Clinic (2) – information pertaining to hours and appointments
<input type="checkbox"/> Facility and/or equipment quality was poor	3.8 (1)	Lack of equipment

Reason	% (n)	Services
<input type="checkbox"/> Health care provider(s) did not give you a chance to ask questions	11.5 (3)	Physician (2) Staff
<input type="checkbox"/> You did not have trust and confidence in your health care provider(s)	15.4 (4)	Physician (2) Staff (2)
<input type="checkbox"/> Health care provider(s) did not treat you with respect	11.5 (3)	Specialist Staff (2)
<input type="checkbox"/> Health care provider(s) did not explain things in a way that was easy to understand	3.8 (1)	Staff
<input type="checkbox"/> Health care provider(s) did not involve you in decisions about your care	0	
<input type="checkbox"/> Other reason not listed above (please specify): Hard to access Poor Communication (e.g. disrespectful, rude, lack on concern, not helpful)		Services: Specialist Staff, Secretary (3)

Question 9. Sometimes we require health care services but are unable to access them. Have you required any health care services that you were unable to access during the past 12 months?

Response	Percentage (%)	Frequency (n)
Yes	32.8	39
No	67.2	80

Question 10. Why were you unable to access services that you required during the past 12 months (select all that apply)? For each reason selected, please list the services you required but were unable to access.

Reason	% (n)	Services
<input type="checkbox"/> Wait time for service was too long	61.5 (24)	Physician (6) Nurse Practitioner Specialist (8) inc. Dermatologist, Ophthalmologist Mental Health (2) Clinic (5) Emergency Department (2)

Reason	% (n)	Services
<input type="checkbox"/> Cost of service	5.1 (2)	Dental Physiotherapy
<input type="checkbox"/> Transportation issues	18.0 (7)	Physician (3) Specialist (2) including dermatology Mental Health Hospital
<input type="checkbox"/> Too far to travel	25.6 (10)	Physician (2) Specialists (3) Hospital (3) Tests Mental Health
<input type="checkbox"/> Unable to leave house due to health problems	0	
<input type="checkbox"/> Unable to access the services during scheduled time/hours of service	12.8 (5)	Physician (3) Clinic (2)
<input type="checkbox"/> Unable to get referral	12.8 (5)	Specialist (4) including dermatologist, urologist, gynecologist Hearing Assessment
<input type="checkbox"/> Could not contact service	7.7 (3)	Physician Clinic (2)
<input type="checkbox"/> Communication barrier	10.3 (4)	Physician Secretary Clinic Pap tests
<input type="checkbox"/> Did not know service was available	0	
<input type="checkbox"/> Service not available	15.4 (6)	Physician (3) Clinic (2) Specialist including an Anesthesiologist
<input type="checkbox"/> Other reason not listed above (please specify): Appointments are rescheduled often		Physician, Clinic

Question 11. Please select the areas/issues that you are most concerned about in your community (select all that apply).

Issue/Area	Percentage (%)	Frequency (n)
I am not concerned about the health and wellness of my community	5.8	8
Addictions (e.g., alcohol and/or drug abuse, gambling, etc.)	51.1	71
Bullying	32.4	45
Childcare (including affordability, lack of accessibility)	31.7	44
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	44.6	62
Crime and violence	13.7	19
Cost of living	46.0	64
Clean water supply	20.1	28
Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	41.0	57
Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)	41.7	58
Education system	26.6	37
Emergency services	23.0	32
Environmental issues (e.g., contaminants in the air, water and soil)	17.3	24
Food security (access to sufficient, affordable, nutritious food)	28.8	40
Homelessness (including couch surfing)	7.2	10
Housing conditions	11.5	16
Illiteracy	9.4	13
Mental health of community residents	43.2	60
Outmigration	17.3	24
Physical health of community residents	21.6	30
Poverty	16.5	23
Public transportation (including affordability, lack of accessibility)	18.0	25
Recreational programs/spaces	25.2	35
Resources for people with disabilities (e.g., accessible buildings)	16.5	23
Road quality	46.8	65
Seniors' resources/programs	24.5	34
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	10.8	15
Social isolation and lack of community involvement	18.7	26

Issue/Area	Percentage (%)	Frequency (n)
Suicide	23.0	32
Tobacco use/smoking	21.6	30
Unemployment	30.2	42
Violence in the home (e.g., child abuse/neglect, domestic)	18.7	26
Working conditions (e.g., risks for injury on the job)	0	0
Other- most common responses: <ul style="list-style-type: none"> • Public intoxication, disruption to the public • Drugs and alcohol 	6.0	8

Question 12. Of the issues you selected in question 11, please select up to 3 areas/issues that you are most concerned about in your community.

Issue/Area	Percentage (%)	Frequency (n)
1. Addictions	30.9	43
2. Mental health of residents	25.2	35
3. Cost of living	19.4	27
4. Chronic Disease	17.4	24

Question 13. Overall, how satisfied are you with the resources available to help deal with the health and wellness challenges in your community?

Level of Satisfaction	Percentage (%)	Frequency (n)
Very satisfied	4.2	5
Satisfied	31.4	37
Neither satisfied nor dissatisfied	34.7	41
Dissatisfied	21.2	25
Very dissatisfied	8.5	10

Question 14. What aspects of the health and wellness resources are you dissatisfied with?

Overall themes:

1. Access to mental health and addictions services including wait times, lack of services in the community, not enough mental health promotion and addiction prevention initiatives in the community.
2. Access to primary care (physicians/nurse practitioners) including lack of family physicians in the community, wait times for appointments are too long, and no afterhours access.
3. Lack of police presence and support in the Woody Point and Trout River area.
4. Lack of social and wellness programs in the community.

Question 15. In general, would you say your physical health is...?

Rating	Percentage (%)	Frequency (n)
Excellent	6.3	7
Very good	44.6	50
Good	36.6	41
Fair	9.8	11
Poor	2.7	3

Question 16. In general, would you say your mental health is...?

Rating	Percentage (%)	Frequency (n)
Excellent	17.0	19
Very good	32.1	36
Good	27.7	31
Fair	17.0	19
Poor	6.3	7

Question 17. What do you feel you should do to improve your physical and/or mental health (select all that apply)? For each health behavior selected, please tell us what is stopping you from making this change.

Health Behavior	Barrier to Making Change % (n)											
	Not applicable to me	Unsure how to make this improvement	Not enough resources in the community	Community resources are not effective	I am too busy	I am too stressed	Addiction	Too costly	Disability	Transportation problems	Lack of will power/self-discipline	Other
Start/increase exercise, sports or physical activity	0.7 (1)	7.2 (10)	26.6 (37)	8.6 (12)	30.2 (42)	9.4 (13)	2.2 (3)	7.9 (11)	7.2 (10)	4.3 (6)	41.0 (57)	<i>*see below for most common responses</i>
Eat healthier/eat more fruits and vegetables	15.1 (21)	2.9 (4)	27.3 (38)	5.0 (7)	7.2 (10)	2.2 (3)	1.4 (2)	29.5 (41)	1.4 (2)	2.9 (4)	18.7 (26)	
Drink less alcohol	57.6 (80)	0	0	0	1.4 (2)	2.2 (3)	0.7 (1)	0	0	0	10.8 (15)	
Reduce smoking (not including cannabis)	62.6 (87)	1.4 (2)	2.2 (3)	0	0.7 (1)	1.4 (2)	2.9 (4)	0	0	0.7 (1)	2.2 (3)	
Reduce vaping (not including cannabis)	68.3 (95)	0	0	0	0	0	0	0	0	0	0	

Health Behavior	Barrier to Making Change % (n)											
	Not applicable to me	Unsure how to make this improvement	Not enough resources in the community	Community resources are not effective	I am too busy	I am too stressed	Addiction	Too costly	Disability	Transportation problems	Lack of will power/self-discipline	Other
Reduce cannabis use (in any form)	66.2 (92)	0	0	0	0	2.2 (3)	0.7 (1)	0	0	0	2.2 (3)	<i>*see below for most common responses</i>
Reduce illegal drug use	68.3 (95)	0	0	0	0	0	0	0	0	0	0	
Reduce prescription drug misuse	66.9 (93)	1.4 (2)	0.7 (1)	0	0	0	0	0	0.7 (1)	0	0.7 (1)	
Gamble less	66.2 (92)	0	0	0	0	0	0	0	0	0	1.4 (2)	
Reduce stress	23.7 (33)	14.4 (20)	10.1 (14)	2.9 (4)	20.1 (28)	7.2 (10)	0	0.7 (1)	3.6 (5)	0.7 (1)	12.2 (17)	

Health Behavior	Barrier to Making Change % (n)											
	Not applicable to me	Unsure how to make this improvement	Not enough resources in the community	Community resources are not effective	I am too busy	I am too stressed	Addiction	Too costly	Disability	Transportation problems	Lack of will power/self-discipline	Other
Reduce screen time	40.3 (56)	4.3 (6)	2.2 (3)	0.7 (1)	1.4 (2)	1.4 (2)	0.7 (1)	0	0.7 (1)	0	16.5 (23)	<i>*see below for most common responses</i>
Get flu shot	56.1 (78)	1.4 (2)	1.4 (2)	0.7 (1)	2.9 (4)	0	0	0	0	0	0.7 (1)	
Seek physical or mental health treatment	33.8 (47)	10.1 (14)	20.1 (28)	5.0 (7)	7.9 (11)	2.2 (3)	0	4.3 (6)	0.7 (1)	2.9 (4)	3.6 (5)	
Connect more with family, friends or community	39.6 (55)	3.6 (5)	3.6 (5)	4.3 (6)	15.1 (21)	3.6 (5)	0	1.4 (2)	0	0.7 (1)	7.9 (11)	
Other	<i>*see below for most common responses</i>											

*” Other” most common responses to barriers to making behavior change:

Start/increase exercise, sports, or physical activity

- Need a regular routine; consistency
- Lack of group support and activities/exercise classes
- No exercise facility/community center
- Mental health issues and depression
- No childcare
- Lack of family support

Eat healthier/eat more fruits and vegetables

- Access to fresh fruits and vegetables is limited. Limited selection.
- Cost of healthy food is too high
- Access to specialty foods limited e.g. gluten free, lactose free etc.
- No grocery store in community
- No public transportation

Drink less alcohol

- No additional comments

Reduce smoking (not including cannabis)

- No additional comments

Reduce vaping (not including cannabis)

- No additional comments

Reduce cannabis use (in any form)

- No additional comments

Reduce illegal drug use

- No additional comments

Reduce prescription drug misuse

- Stigma associated with opioid use; there are people who take prescription drugs responsibly

Gamble less

- No additional comments

Reduce stress

- Everyone experiences stress, it is how you choose to deal with it that matters
- Environmental factors such as the high cost of living, no childcare, lack of community programs, work related stress, maintaining work life balance
- Lots of change in one's life – not enough support to help cope
- Biological factors such as chronic diseases, mental health issues and trying to management them

Reduce screen time

- Job requires working with computers
- Screen time is a way to reduce stress, relaxing past time
- We live in a technical age – everything requires a screen now just to do daily tasks such as banking, paying bills, communicating with family and friends, getting information, participating in survey's, etc.
- Not a lot of programs or opportunities in the community for social interaction

Get flu shot

- Perception and person view - do not believe in getting the flu shot, not convinced it works, concerns about its safety
- Bad experiences with getting the flu shot in the past

Seek physical or mental health treatment

- Lack of supports in the community
- Lack of family/friend support
- Long wait times to access required services
- Limited afterhours access and no weekend access e.g. doctor
- Long wait times in the emergency department
- Stereotypes and lack of confidentiality in small communities

Connect more with family, friends or community

- Family and friends can sometimes be the cause of stress
- Family lives away so cannot see them much
- Lack of community/social support
- Lack of recreation opportunities in my community
- Main gathering place in some communities supports an unhealthy environment e.g. lots of drinking and gambling

Other health behaviors that would improve physical and/or mental health and most common reported barriers to making change:

- Caring for aging parents and sick loved ones – stressful, lack of support, having to travel long distances for medical care.
- Work-life balance – hard to balance work and home life and still have time for self-care
- Family related responsibilities – self care is hard when you have to take care of family and everyone else’s needs
- Lack of support groups in the area
- No access to mental health supports in my community
- Doctor not taking any new patients in my community
- Lack of community programs like healthy eating programs
- Road and weather conditions in the winter make it unsafe to walk outdoors

Question 18. What is the one thing Western Health can do to make a difference in your care?

Overall themes:

1. Improve access to Primary Care (Physician and Nurse Practitioner) services throughout the Bonne Bay area; reduce wait times for appoints, provide afterhours and weekend access, and walk-in clinics.
2. Improve access and wait times for specialist services; reduce travel to specialist appointments; increase usage of telehealth.
3. Improve access to Mental Health and Addiction programs, services, and resources – counseling, groups programs, support for families, increase awareness, reduce travel.

Question 19. Respondents by PHC area

PHC Area	Percentage (%)	# Responses
Bonne Bay	100	139

Question 20: Identified respondent communities

Winter House Brook, Glenburnie-Birchy Head-Shoal Brook, Woody Point, Trout River, Rocky Harbour, Norris Point, St. Pauls, Cow Head, Parsons Pond, Portland Creek, Daniels Harbour, Bellburns

Question 21. Respondent years lived in community

Years	Percentage (%)	Frequency (n)
Less than 2 years	7.2	10
2-5 years	8.7	12
6-10 years	7.2	10
11-20 years	23.2	32
More than 20 years	53.6	74

Question 22. Respondent age groups

Age Group	Percentage (%)	Frequency (n)
18-25	2.9	4
26-35	14.0	19
36-45	24.3	33
46-55	24.3	33
56-65	22.8	31
66-75	11.0	15
76+	0.7	1

Question 23. Respondent reported gender

Gender	Percentage (%)	Frequency (n)
Male	22.6	31
Female	74.5	102
Transgender male	0	0
Transgender female	0	0
Non-binary	0	0
Prefer not to say	2.9	4

Question 24. Respondent highest level of education completed

Education	Percentage (%)	Frequency (n)
Did not complete high school	10.2	14
Completed high school	28.5	39
Started university or college	8.0	11
Completed a technical, vocational, or community college program	24.1	33
Completed a bachelor's degree	15.3	21
Completed a graduate or professional degree	13.9	19

Question 25. Respondent employment status

Employment Status	Percentage (%)	Frequency (n)
Employed full time	53.3	72
Employed part time	7.4	10
Seasonal worker	17.8	24
Commuting/rotational worker	0.7	1
Student	2.2	3
Unemployed and looking for work	0	0
Unable to work due to a long-term sickness or disability	0.7	1
Looking after my home/family	3.0	4
Retired from paid work	14.8	20

Question 26. Respondent household income

Income	Percentage (%)	Frequency (n)
Under \$15,000	7.2	7
Between \$15,000 and \$29,999	15.5	15
Between \$30,000 and \$49,999	32.0	31
Between \$50,000 and \$74,999	2.1	2
Between \$75,000 and \$99,999	25.8	25
Between \$100,000 and \$150,000	12.4	12
Over \$150,000	5.2	5

Question 27. Is there anything else you would like to add?

Overall themes:

- Improve access to primary care providers (physician and nurse practitioner) at rural medical clinics, mental health and addiction services and supports for Woody Point and Trout River, and improved access to blood collection. This could be done through same day appointments, walk in clinics, afterhours access, and increased staffing levels.
- Improved access, reduced wait times for specialist appointments; also reduced travel through increased use of telehealth.
- Improved access to services such as dialysis, MRI, and other important tests and procedures.
- Improved access to long-term care and personal care homes.
- More health promotion and community-based programs that focus on chronic disease management. Comments were made recognizing the value and positive impact of health promotion and chronic disease prevention and management programs and the importance of having these initiatives in the community.
- Strengthen partnerships with schools and focus more on families, children and youth.

Appendix B: Western Health Community Health Assessment Survey

Western Health Community Health Assessment Survey

Western Health is seeking your input. Your participation in our **2019 Community Health Assessment Survey** will provide us with valuable information that will help us understand and focus on the health-related needs of our communities. This information will also be used to inform future health-care planning.

- This survey is for people living in the Western Health region who are **18 years or older**.
- This survey will take about **10-15 minutes** to complete.
- This survey is **voluntary**.
- Your **privacy is very important**. Your answers will be **anonymous** and **confidential**. Survey responses will be analyzed and reported at the regional or primary health care service area level. It will be impossible to identify individuals.
- Please only complete the survey **once**.
- If you have any questions or concerns, please contact Mariel Parcon, Regional Manager Research and Evaluation at marielparcon@westernhealth.nl.ca or (709) 784-6806.

Primary Health Care

The following questions ask about your **access** to primary health care (family doctor, nurse practitioner, and routine care) and your satisfaction with the **quality of services** received.

1. If you needed to find health-related information for yourself or someone else today, how would you get that information (select all that apply)?

- Ask a family doctor
- Ask a nurse practitioner
- Ask a pharmacist
- Ask a social worker
- Call a hospital/clinic
- Ask a community or public health nurse
- Search the internet (e.g., WebMD, Google search)
- Western Health website
- Social media (e.g., Facebook, Twitter)

- Use 811 HealthLine
- Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community or church group
- Ask a friend or family member
- Other (please specify): _____

2. Do you currently have a regular family doctor or nurse practitioner?

- Yes
- No (**SKIP TO QUESTION 5**)

3. Overall, how satisfied are you with your family doctor/nurse practitioner?

- Very satisfied (**SKIP TO QUESTION 5**)
- Satisfied (**SKIP TO QUESTION 5**)
- Neither satisfied nor dissatisfied (**SKIP TO QUESTION 5**)
- Dissatisfied
- Very dissatisfied

4. Why are you dissatisfied with your family doctor/nurse practitioner (select all that apply)?

- Wait list for an appointment is too long
- Wait time in the clinic/facility is too long
- Too far to travel
- Hours of service are inconvenient
- Communication barrier
- Facility and/or equipment quality is poor
- Health-care provider(s) do not give you a chance to ask questions
- You do not have trust and confidence in your health-care provider(s)
- Health-care provider(s) do not treat you with respect
- Health-care provider(s) do not explain things in a way that is easy to understand
- Health-care provider(s) do not involve you in decisions about your care
- Other (please specify): _____

5. **The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go?**

- Family doctor/nurse practitioner
- Walk-in clinic
- Hospital emergency department
- Pharmacist
- HEALTHLINE 811
- I do not have a place to get care for a minor health problem
- Other (please specify): _____

6. **The last time you needed care for a minor health problem (e.g., fever or unexplained rash), were you able to get same day or next day care?**

- Yes
- No

Health Care

The health care system includes physical and mental health care services provided by Western Health and private health care providers (e.g., pharmacy, family practice/dental/vision clinics). The following questions ask about your **access** to the health care system and your satisfaction with the **quality of services** received.

7. **Overall, how satisfied were you with the health-care services that you used during the past 12 months?**

- Very satisfied (SKIP TO QUESTION 9)
- Satisfied (SKIP TO QUESTION 9)
- Neither satisfied nor dissatisfied (SKIP TO QUESTION 9)
- Dissatisfied
- Very dissatisfied
- I have not used any health care services (SKIP TO QUESTION 9)

8. **Why were you dissatisfied with the health care services that you used during the past 12 months (select all that apply)? For each reason selected, please list the services you were dissatisfied with.**

Reason	Services
<input type="checkbox"/> Wait list for an appointment was too long	
<input type="checkbox"/> Wait time in the clinic/facility was too long	
<input type="checkbox"/> Too far to travel	
<input type="checkbox"/> Hours of service were inconvenient	
<input type="checkbox"/> Cost of service	
<input type="checkbox"/> Communication barrier	
<input type="checkbox"/> Facility and/or equipment quality was poor	
<input type="checkbox"/> Health care provider(s) did not give you a chance to ask questions	
<input type="checkbox"/> You did not have trust and confidence in your health care provider(s)	
<input type="checkbox"/> Health care provider(s) did not treat you with respect	
<input type="checkbox"/> Health care provider(s) did not explain things in a way that was easy to understand	
<input type="checkbox"/> Health care provider(s) did not involve you in decisions about your care	
<input type="checkbox"/> Other reason not listed above (please specify): _____	

9. Sometimes we require health care services but are unable to access them. Have you required any health-care service that you were unable to access during the past 12 months?

- Yes
- No (SKIP TO QUESTION 11)

10. Why were you unable to access services that you required during the past 12 months (select all that apply)? For each reason selected, please list the services you required but were unable to access.

Reason	Services
<input type="checkbox"/> Wait time for service was too long	
<input type="checkbox"/> Cost of service	
<input type="checkbox"/> Transportation issues	
<input type="checkbox"/> Too far to travel	
<input type="checkbox"/> Unable to leave to house due to health problems	
<input type="checkbox"/> Unable to access the services during scheduled time/hours of service	
<input type="checkbox"/> Unable to get a referral	
<input type="checkbox"/> Could not contact the service	
<input type="checkbox"/> Communication barrier	

Reason	Services
<input type="checkbox"/> Did not know the service was available	
<input type="checkbox"/> Service not available	
<input type="checkbox"/> Other reason not listed above (please specify): <hr/>	

Community Health and Wellness

The following questions ask about the **health and wellness** of your community, as well as your satisfaction with the **resources and services available within your community**.

11. Please select the areas/issues that you are concerned about in your community (select all that apply).

- I am not concerned about the health and wellness of my community (SKIP TO QUESTION 13)**
- Addictions (e.g., alcohol and/or drug abuse, gambling, etc.)
- Bullying
- Childcare (including affordability, lack of accessibility)
- Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)
- Crime and violence
- Cost of living
- Clean water supply
- Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)
- Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)
- Education system
- Emergency services
- Environmental issues (e.g., contaminants in the air, water and soil)
- Food security (access to sufficient, affordable, nutritious food)

- Homelessness (including couch surfing)
- Housing conditions
- Illiteracy
- Mental health of community residents
- Outmigration
- Physical health of community residents
- Poverty
- Public transportation (including affordability, lack of accessibility)
- Recreational programs/spaces
- Resources for people with disabilities (e.g., accessible buildings)
- Road quality
- Seniors' resources/programs
- Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)
- Social isolation and lack of community involvement
- Suicide
- Tobacco use/smoking
- Unemployment
- Violence in the home (e.g., child abuse/neglect, domestic)
- Working conditions (e.g., risks for injury on the job)
- Other (please specify): _____

12. Of the issues you selected in question 11, please select up to 3 areas/issues that you are **MOST concerned about in your community.**

1. _____
2. _____
3. _____

There are many different groups and resources that aim to improve the health and wellness of a community. These include Western Health, private health clinics, churches, schools, town councils, resource centers, Community Advisory Committees, and other community groups.

13. Overall, how satisfied are you with the resources available to help deal with the health and wellness challenges in your community?

- Very satisfied (**SKIP TO QUESTION 15**)
- Satisfied (**SKIP TO QUESTION 15**)
- Neither satisfied nor dissatisfied (**SKIP TO QUESTION 15**)
- Dissatisfied
- Very dissatisfied

14. What aspects of the health and wellness resources are you dissatisfied with?

Health Status

This section will help us describe the health of the population who completed the survey.

15. In general, would you say your physical health is...?

- Excellent
- Very good
- Good
- Fair
- Poor

16. In general, would you say your mental health is...?

- Excellent
- Very good
- Good
- Fair
- Poor

17. What do you feel you should do to improve your physical and/or mental health (select all that apply)? For each health behavior selected, please tell us what is stopping you from making this change.

Health Behavior	What is stopping you from making this change?
<input type="checkbox"/> I do not think there is anything else I should do	
<input type="checkbox"/> Start/increase exercise, sports or physical activity	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Eat healthier/eat more fruits and vegetables	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Drink less alcohol	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce smoking (not including cannabis)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce vaping (not including cannabis)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce cannabis use (of any form)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce illegal drug use (e.g., cocaine, ecstasy, etc.)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce prescription drug misuse (e.g. opioids)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Gamble less	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Reduce stress	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____

Health Behavior	What is stopping you from making this change?
<input type="checkbox"/> Reduce screen time (computer, cell phone, TV)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Get the flu shot (influenza immunization)	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Seek physical or mental health treatment	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Get more sleep	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Connect more with family, friends or community	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule)

Health Behavior	What is stopping you from making this change?
	<input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Other (please specify): _____ _____	<input type="checkbox"/> Unsure how to make this improvement <input type="checkbox"/> Not enough resources available in the community <input type="checkbox"/> Community resources are not effective <input type="checkbox"/> I am too busy (e.g., family responsibilities, work schedule) <input type="checkbox"/> I am too stressed <input type="checkbox"/> Addiction <input type="checkbox"/> Too costly/financial constraints <input type="checkbox"/> Disability/health condition <input type="checkbox"/> Transportation problems <input type="checkbox"/> Lack of will power/self-discipline <input type="checkbox"/> Other (please specify): _____

Health Care Planning

Western Health is in the process of developing its **Strategic Plan for 2020-2023**. The plan will outline the **main priorities and focus areas for Western Health** over the next three years.

18. What is the one thing Western Health can do to make a difference in your care?

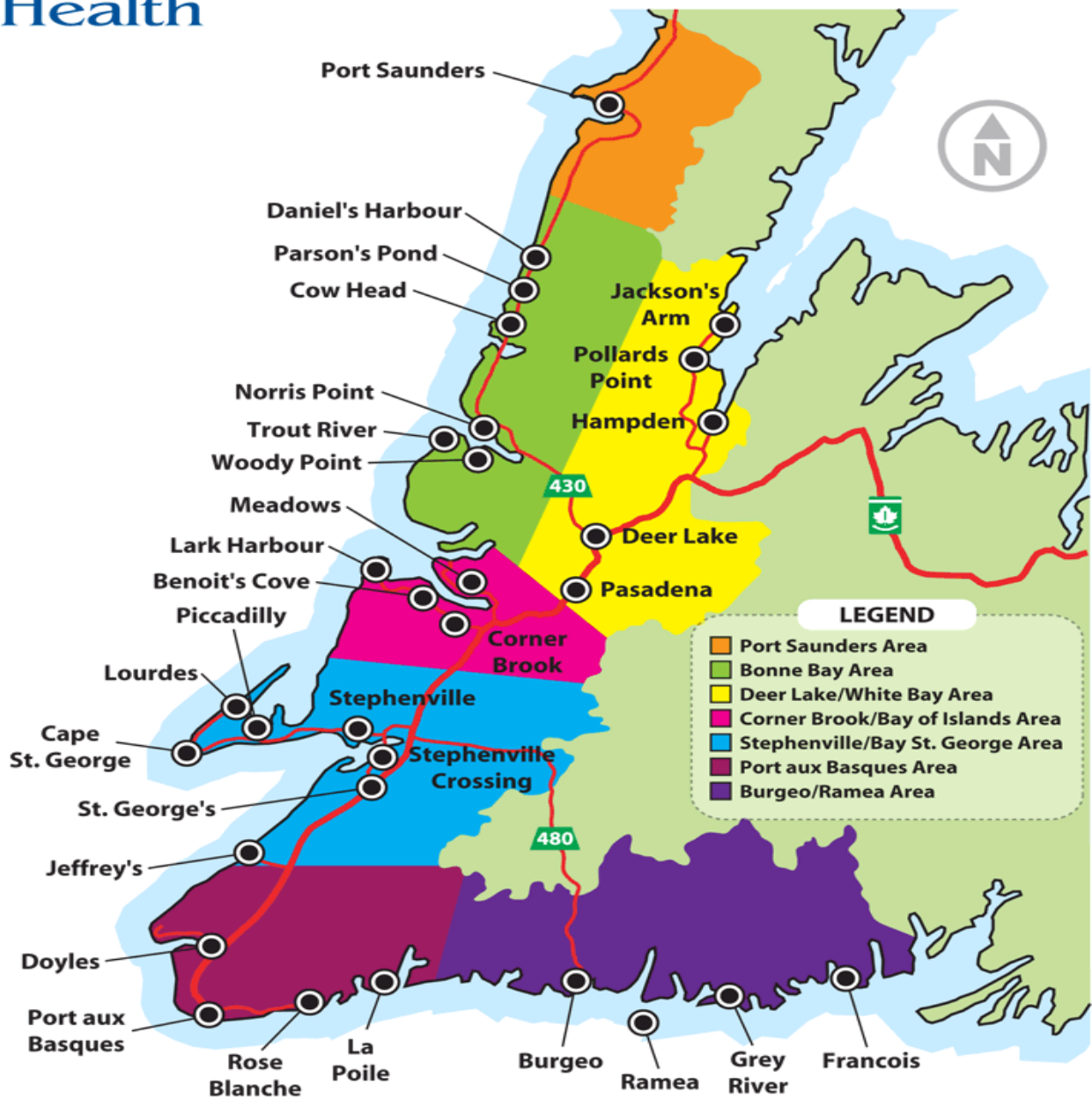
Community

The Western Health region is divided into 7 primary health-care service areas. These areas are indicated on the map below.



Western Health Regional Map

Primary Health Care Team Areas



updated July 2013

19. In which of the following areas do you live?

- Burgeo/Ramea Area
- Port aux Basques Area
- Stephenville/Bay St. George Area
- Corner Brook/Bay of Islands Area
- Deer Lake/White Bay Area
- Bonne Bay Area
- Port Saunders Area

20. What is the name of your community?

21. How long have you lived in your current community?

- Less than 2 years
- 2 - 5 years
- 6 - 10 years
- 11 - 20 years
- More than 20 years

Demographics

This section will help us **describe the population who completed the survey**. You can skip any question you do not wish to answer.

22. What year were you born?

— — — —

23. What gender do you most identify with?

- Male
- Female
- Transgender male
- Transgender female
- Gender Variant/Non-conforming
- Non-Binary

- Not listed
- Prefer not to say

24. What is the highest level of education you have completed?

- Did not complete secondary school or high school
- Completed secondary school or high school
- Started university or college education but did not complete it
- Completed a technical, vocational or community college program
- Completed a bachelor's degree
- Completed a graduate or professional degree

25. Which of the following describes your employment status?

- Employed full time (including self-employed or on a work training program)
- Employed part time (including self-employed or on a work training program)
- Seasonal worker
- Commuting/rotational worker
- Student
- Unemployed and looking for work
- Unemployed and not looking for work
- Unable to work due to a long-term sickness or disability
- Looking after my home/family
 - Retired from paid work

26. What is your household income?

- Under \$15,000
- Between \$15,000 and \$29,999
- Between \$30,000 and \$49,999
- Between \$50,000 and \$74,999

- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000

27. Is there anything else that you would like to add?