



Woolwich Seniors Fair Strategic Plan Engagement Survey Results



KW4 OHT Strategic Planning

February 7, 2024



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 Woolwich Seniors Fair held on February 7, 2024, who visited the KW4 OHT booth were asked to complete a survey to help inform our planning.



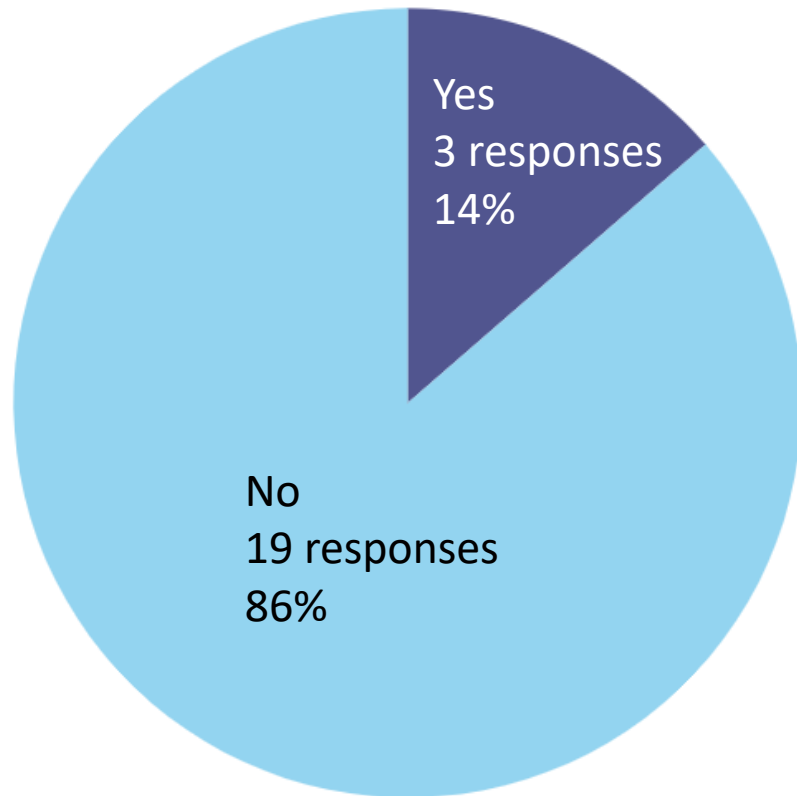
22 participants completed a paper survey.



Awareness of KW4 OHT



Have you heard of the KW4 Ontario Health Team?



Of 22 respondents, only 3 (14%) indicated that they had heard of the KW4 OHT, 19 (86%) indicated they had not heard of the KW4 OHT.

This 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 45% and 86% (70% average) for the seven different characteristics. Timely access to care and ease of transition/navigation ranked the lowest.

Characteristic:	Excellent	Good	Combined - Excellent and Good	Average	Fair	Poor
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)	41%	45%	86%	14%	0%	0%
I feel that health providers are respectful of my cultural values and respect me and my beliefs.	41%	45%	86%	14%	0%	0%
I receive high quality health care provided by caring staff (i.e. quality and compassionate care).	45%	36%	82%	18%	0%	0%
My family doctor/nurse practitioner is aware of the services being provided by others (i.e., there is adequate communication across health service providers.	45%	23%	68%	32%	0%	0%
I have access to the health care services I need to meet my health needs.	36%	32%	68%	27%	0%	5%
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)	23%	32%	55%	41%	5%	0%
I can access care when I need it (i.e., I am able to secure an appointment and obtain services quickly)	14%	32%	45%	50%	5%	0%



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, medical appointment, emergency services, imaging, surgery, mental health services, and specialists (7 respondents)



Create strategies to recruit and retain dedicated and skilled health professionals in the community including having more community health centers (CHCs) and more primary care providers (3 respondents)



Improve the coordination, navigation, and integration of services (including alternative health) among all partners to ensure patients experience smooth transitions throughout their care journey (4 respondents).



Promote/develop supports for caregivers (1 respondent)



Supports for those without internet services (1 respondent)

Supports for those who need transportation (1 respondent)