

2006
NWT
HOSPITAL
SATISFACTION
QUESTIONNAIRE

Inuvik



OVERVIEW

Measuring client satisfaction is seen as a means of gauging the effectiveness of existing services and guiding future developments. The Northwest Territories (NWT) Hospital Satisfaction Questionnaire was developed to measure consumer's satisfaction with the four hospitals in the NWT. The first hospital satisfaction questionnaire was conducted in the fall of 2004 and summary reports were provided to each hospital in March 2005. The reports were also made available on the Department of Health and Social Services website.

The Department of Health and Social Services and the four hospital authorities decided to conduct the NWT Hospital Satisfaction Questionnaire again in the fall of 2006. By using the same questionnaire and similar methodology, results are comparable between the two questionnaires.

This report provides a summary of the 2004 and 2006 findings and is specific to the hospital in Inuvik.

PROJECT METHODOLOGY AND DATA LIMITATIONS

A hospital satisfaction working group was established with a project lead from the Department of Health and Social Services and representatives from each hospital. In consultation with senior management, hospital staff, the NWT Bureau of Statistics and staff from the Department of Health and Social Services, the working group developed the NWT Hospital Satisfaction Questionnaire.

The NWT Hospital Satisfaction Questionnaire was distributed at the four hospitals in the Northwest Territories during the month of November 2006. Patients were provided a self-administered questionnaire and encouraged to complete it by front-line hospital staff. Completed questionnaires were returned to the Department where data entry, analysis and the final reports were completed.

The voluntary and self-administered methodology of the questionnaire resulted in valuable feedback from those who responded to the questionnaire, but does not provide a representative sample. As a result, data from each hospital must be interpreted with caution, response rates cannot be calculated and the data cannot be analyzed from a territorial perspective.

The findings from these questionnaires can be used to:

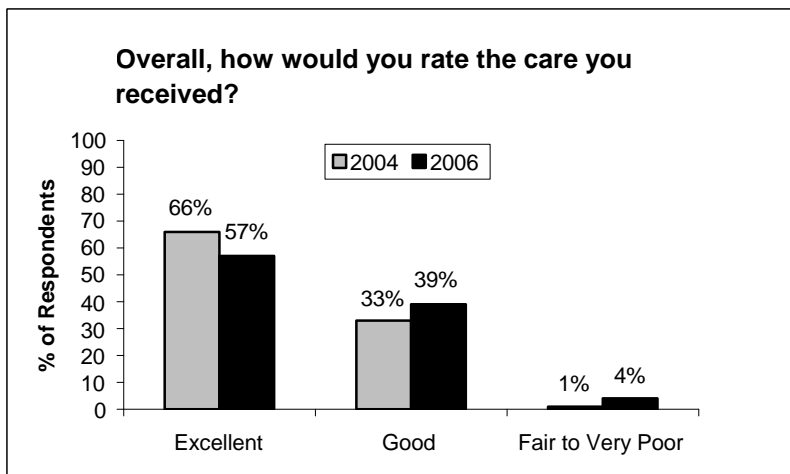
- provide feedback to senior management and hospital staff;
- recognize areas that are working well;
- indicate areas for improvement;
- provide a component of the hospital accreditation process;
- serve as comparison between the 2004 and 2006 client satisfaction measurements.

- A total of 283 completed questionnaires were received from people utilizing the hospital in Inuvik during the month of November 2006, compared to 282 in 2004.
- Not all respondents answered all questions: n=the number of responses for that particular question.
- Some percentages may not add up to 100% due to rounding.

MEASURES OF HOSPITAL SATISFACTION

Overall Satisfaction

The question that asked, “**Overall, how would you rate the care you received?**” provides a concise summary of the overall findings of the NWT Hospital Satisfaction Questionnaire. The vast majority of respondents provided ratings of excellent or good.

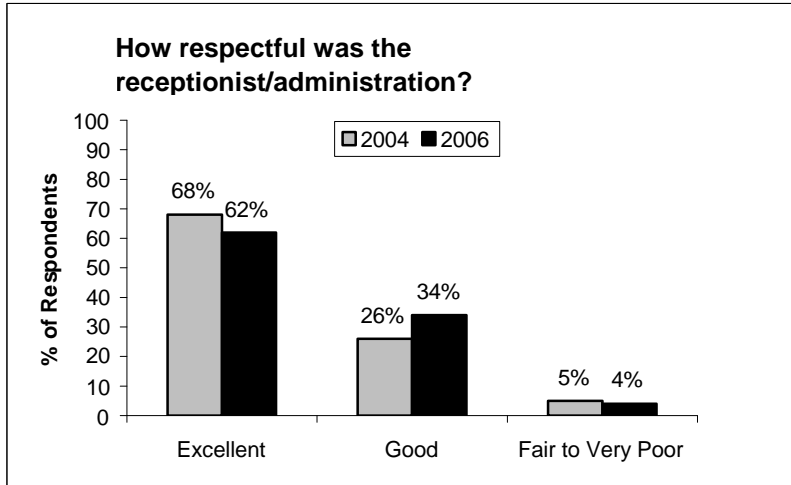


2004 n=270
2006 n=269

- In 2006, approximately 96% of respondents rated the overall care they received as good or excellent, a finding slightly lower than in 2004 (99%).
- Ratings of excellent declined in 2006 as more respondents selected good or fair ratings than in 2004.

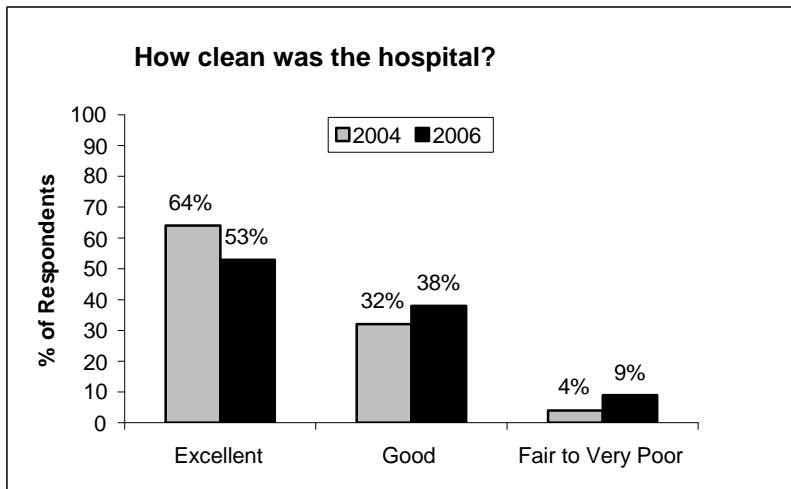
General Questions

This section of the questionnaire asked five questions relating to general services provided by the hospital.



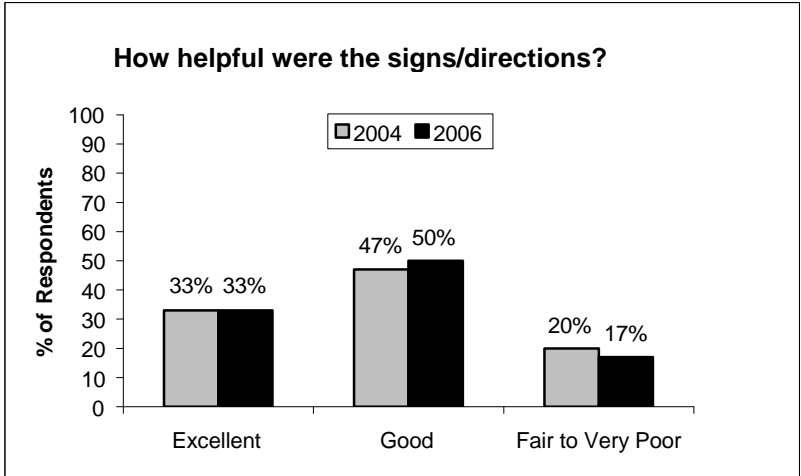
2004 n=276
2006 n=281

- Findings between the two years were similar, with 96% of people rating receptionist/administration respectfulness as excellent or good in 2006 compared to 94% in 2004.
- Ratings of excellent declined in 2006 (62%) compared to 2004 (68%).
- In 2006, two respondents gave ratings of very poor and in 2004 no respondents gave ratings of very poor.



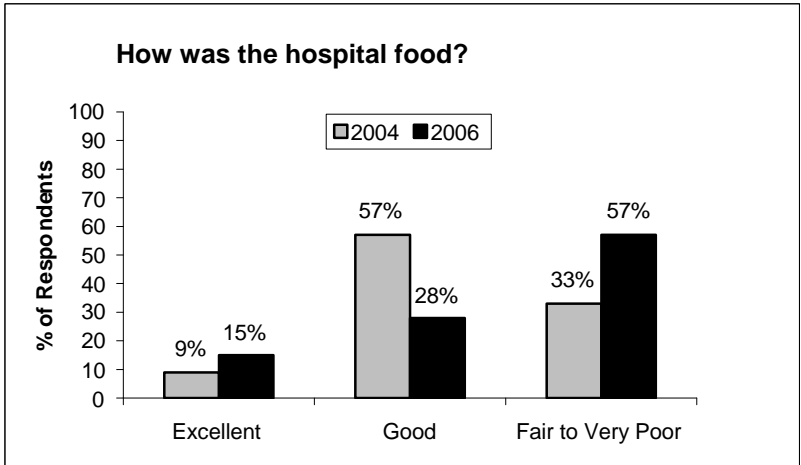
2004 n=282
2006 n=283

- There was a decrease in the number of 2006 respondents selecting excellent for hospital cleanliness.
- In 2006, one respondent gave a rating of very poor for hospital cleanliness and in 2004 two respondents gave ratings of very poor.



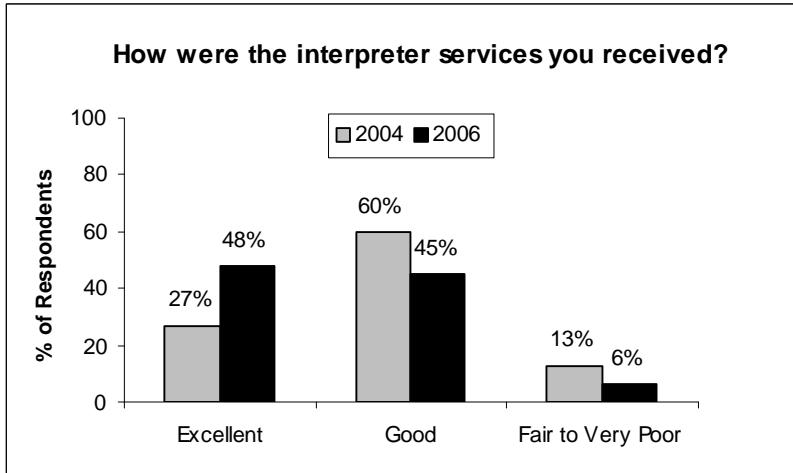
2004 n=275
2006 n=269

- Respondents from every service area provided ratings of fair or lower for hospital signage.
- The category of fair to very poor decreased in 2006 (17%) compared to 2004 (20%).
- In 2006, one respondent gave a rating of very poor and in 2004 eight respondents gave ratings of very poor.



2004 n=122
2006 n=145

- The lowest level of satisfaction appears to be with hospital food. In 2006, 57% of respondents gave ratings of fair to very poor compared to 33% in 2004.
- In 2006, eight respondents gave ratings of very poor and in 2004 three respondents gave ratings of very poor.



2004 n=70
2006 n=88

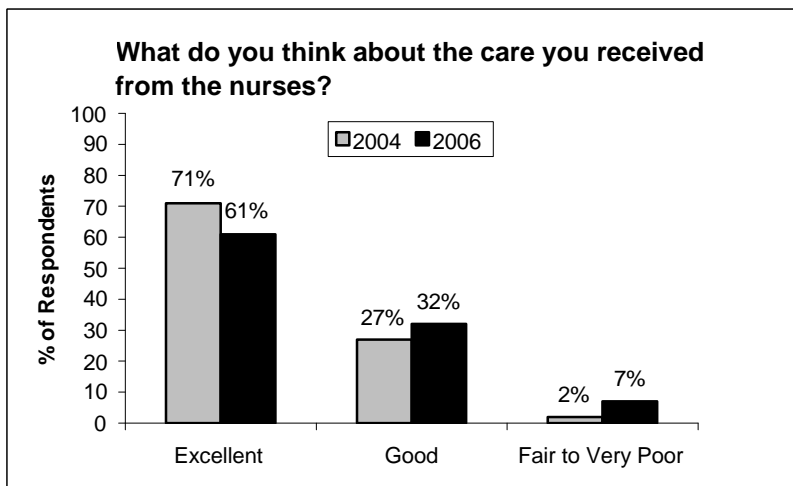
- Interpreter services saw an increase in satisfaction ratings at the hospital – ratings of excellent rose from 27% in 2004 to 48% in 2006.
- In both 2006 and 2004, one respondent gave ratings of very poor.

Health Care Providers

The Health Care Provider section of the questionnaire was divided into nurses, doctors and specialized health care providers. Similar questions were asked of each.

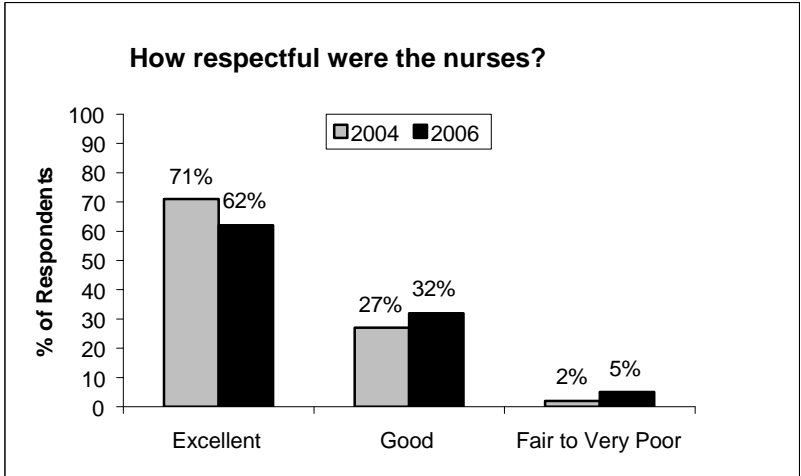
Nurses

There was a high level of respondent satisfaction in the three questions directly related to nursing with 92% or higher of respondents in 2004 and 2006 providing ratings of good or excellent. However, excellent ratings decreased in 2006.



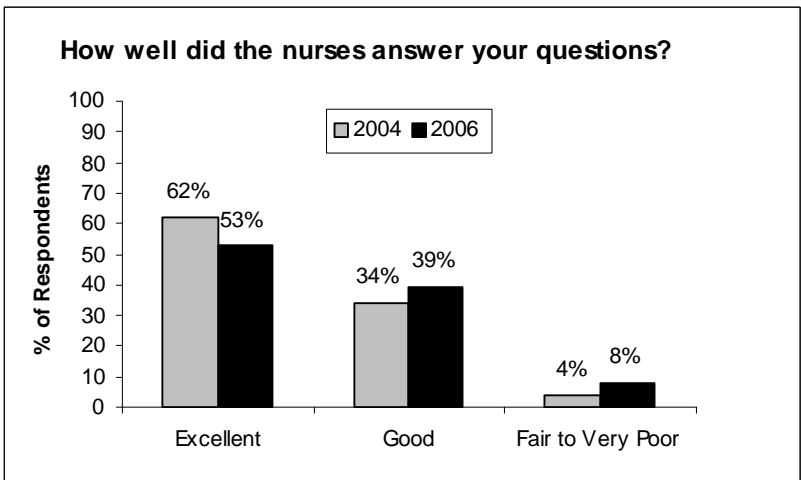
2004 n=176
2006 n=227

- In 2006, excellent ratings declined as more respondents selected ratings of good or fair than in 2004.



2004 n=174
2006 n=230

- In 2006, there was also a drop in excellent ratings for the question, "How respectful were the nurses?"
- In 2006, no respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.

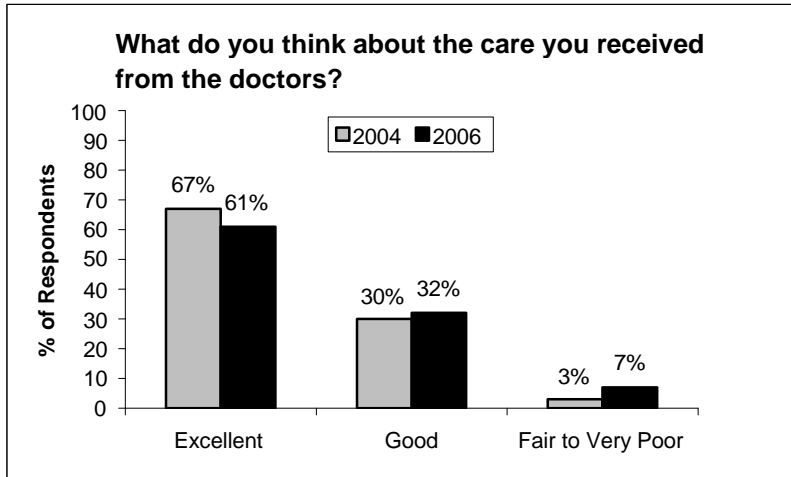


2004 n=170
2006 n=223

- As with all three questions related to nurses, excellent ratings decreased in 2006.
- However, 92% of respondents selected excellent or good ratings for how well nurses answered questions.

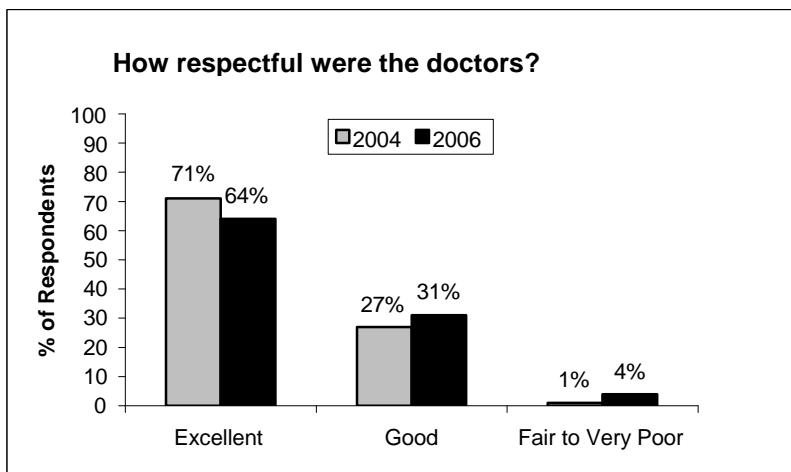
Doctors

While 90% or more of respondents selected good or excellent ratings for all three questions related to doctors, excellent ratings did drop in 2006.



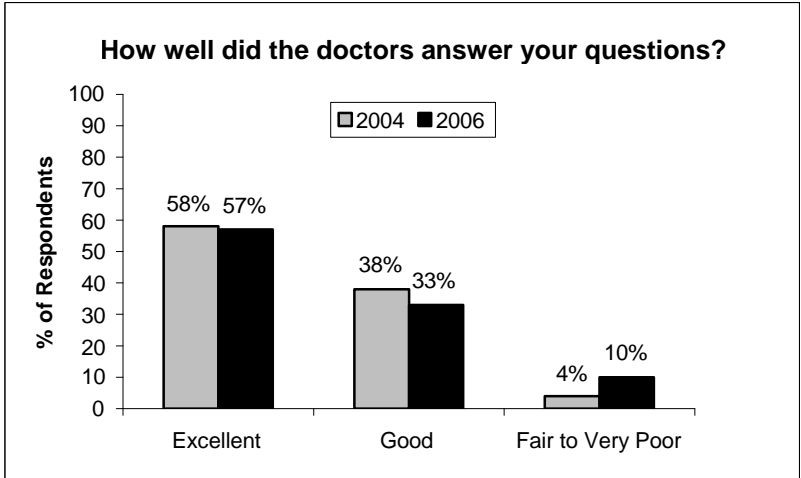
2004 n=178
2006 n=233

- In 2006, respondents selected good or fair ratings more frequently than in 2004.



2004 n=182
2006 n=240

- As with all three questions related to doctors, excellent ratings were lower in 2006 (64%) than in 2004 (71%).
- In 2006, one respondent gave a rating of very poor and in 2004 no respondents gave ratings of very poor.

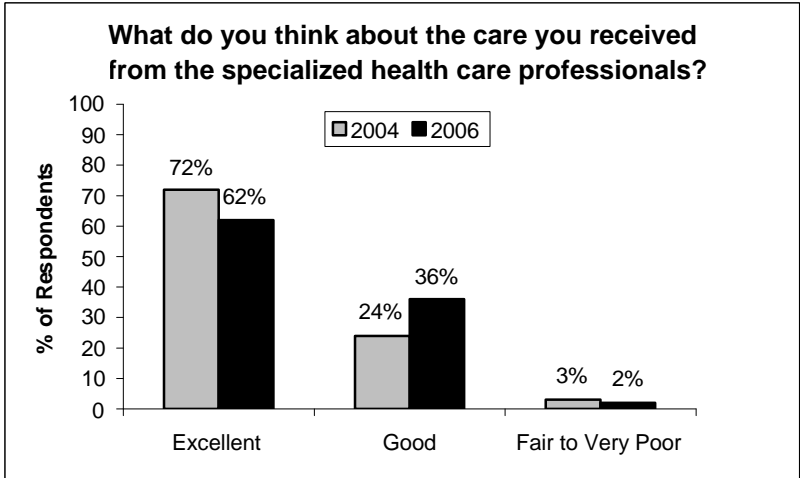


- In 2006, respondents were more likely to select ratings of fair or poor than in 2004 as to how well the doctors answered questions.

2004 n=181
2006 n=237

Specialized Care (for example: blood work, x-ray, physiotherapy, stress test etc.)

Questions on the care, respect and how well specialized care providers answered questions received very high ratings of satisfaction. Although declines were noted in excellent ratings, 96% or higher of respondents in 2004 and 2006 gave ratings of good or excellent for all three questions directly related to health care providers.



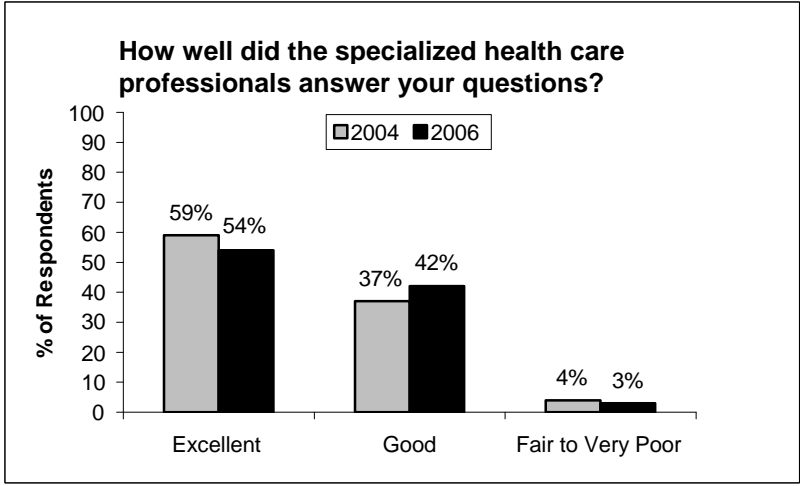
- In 2006, there was a drop in excellent ratings and an increase in the number of respondents selecting good.
- In 2006, no respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.

2004 n=232
2006 n=242



2004 n=238
2006 n=248

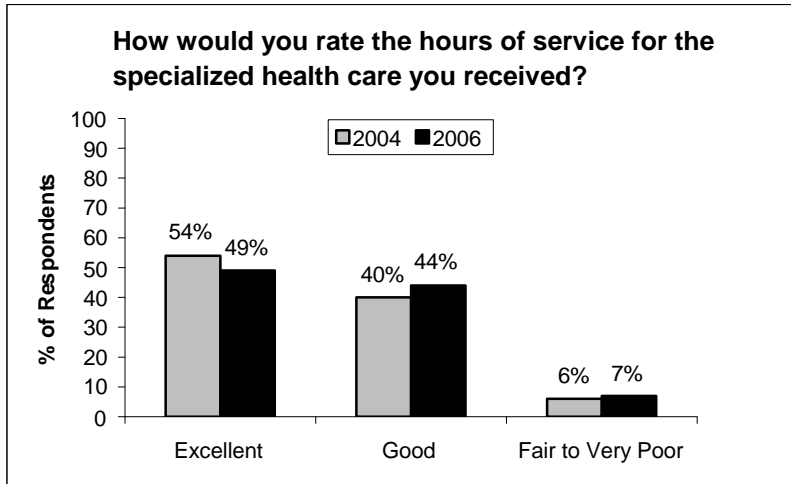
- In 2004, 99% of respondents rated the respectfulness of the specialized health care professional as excellent or good – the highest satisfaction rating of the questionnaire.
- In 2006, 96% of respondents provided excellent or good ratings.
- In 2006, no respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.



2004 n=231
2006 n=235

- As with all three questions related to specialized health care providers, excellent ratings were lower in 2006 (54%) than in 2004 (59%).

The specialized health care provider section of the questionnaire also asked respondents to rate the hours of service for the specialized health care they received (for example, blood work, x-ray, physiotherapy, stress test, etc.).

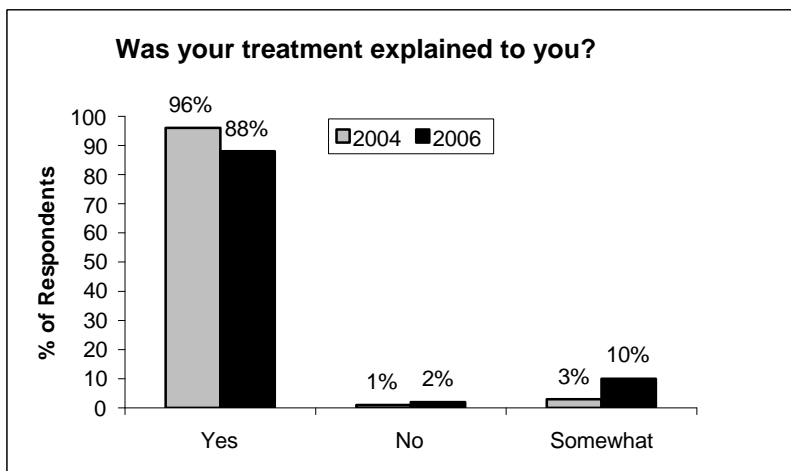


2004 n=225
2006 n=240

- A lower percentage of people rated the hours of specialized health care services as excellent in 2006 (49%) than in 2004 (54%).
- In 2006, no respondents gave ratings of very poor and in 2004 one respondent gave a rating of very poor.

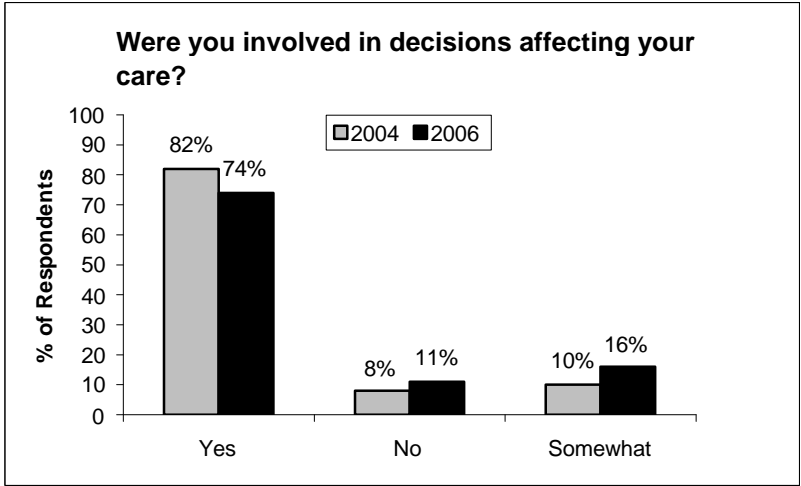
Treatment Procedure

The questionnaire asked respondents three questions related to their treatment/procedure. In 2006, a lower proportion of respondents indicated that their treatment was explained to them, that they were involved in decisions and that they were kept informed than in 2004.



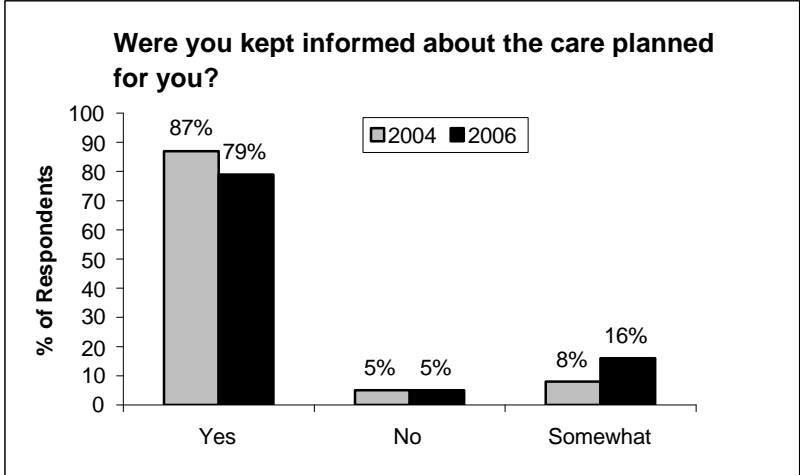
2004 n=216
2006 n=252

- In 2006, 88% of respondents said their treatment was explained to them compared to 96% in 2004.



2004 n=197
2006 n=231

- In both 2006 and 2004, fewer respondents indicated that they were involved in decisions affecting their care than they were about having their treatment explained or being kept informed about the care planned for them.



2004 n=197
2006 n=238

- In 2006, fewer respondents said they were kept informed about the care planned for them (79% compared to 87% in 2004).

FEEDBACK

The NWT Hospital Satisfaction Questionnaire asked two open-ended questions to gather more detailed information from respondents:

- **Tell us about the things we are doing well; and**
- **Tell us about the areas in which we could improve.**

In response to the question “Tell us what we are doing well”, comments addressing staff appeared the most often in both 2006 and 2004. General comments included praise for things like staff being friendly, professional, knowledgeable, caring and helpful.

Praise was also directed towards staff in specific service areas as well as towards specific staff members. Respondents included the names of individual nurses, doctors and specialized health care professionals in noting exceptional service.

In 2006, minimal wait times was another theme that emerged to the question of what was being done well. Respondents commented on the quick, timely and efficient service provided.

However, the question of “Tell us what we could improve” indicated similar numbers of respondents in 2006 suggesting that wait times needed improving. Closely related to wait times, were suggestions of the need for more staff, specifically long-term doctors and nurses.

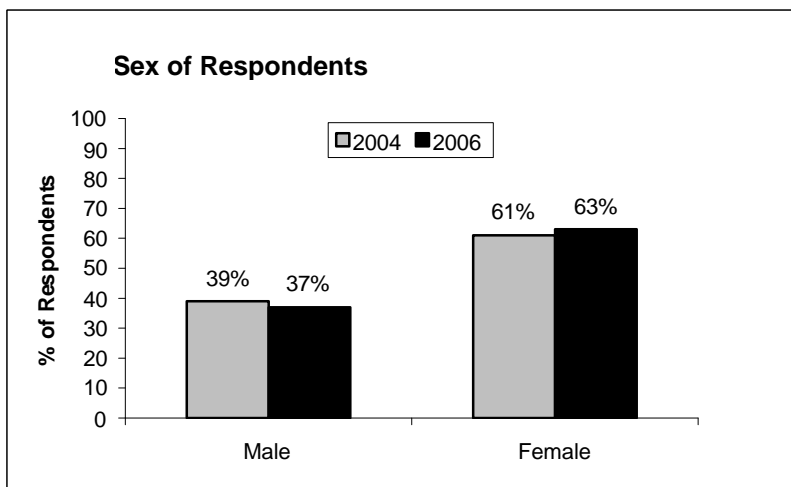
Unlike the 2004 questionnaire where the greatest number of comments were directed at how staff could improve, in 2006 no clear theme emerged. Respondents offered a range of suggestions for improvement including communication by medical professionals, cleanliness, signage and improved attitudes by certain hospital staff.

DEMOGRAPHICS

Demographic questions were asked in order to provide more detailed analysis and comparisons of responses where applicable. The demographic section also provided information on the 282 respondents who completed questionnaires in Inuvik in 2004 and the 283 who completed it in 2006.

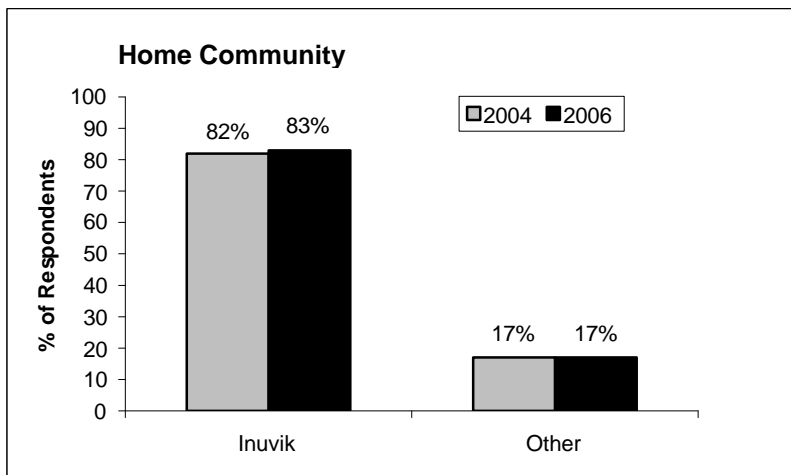
Comparisons between the two years indicate similar respondent demographics in 2004 and 2006.

Respondents were asked to indicate their sex, home community, ethnicity and age.



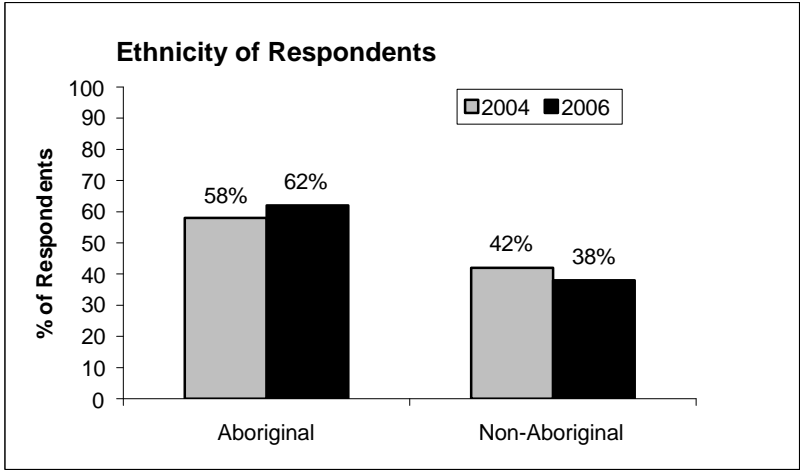
- Similar proportions of males and females completed the questionnaire in 2004 and 2006.

2004 n=269
2006 n=270



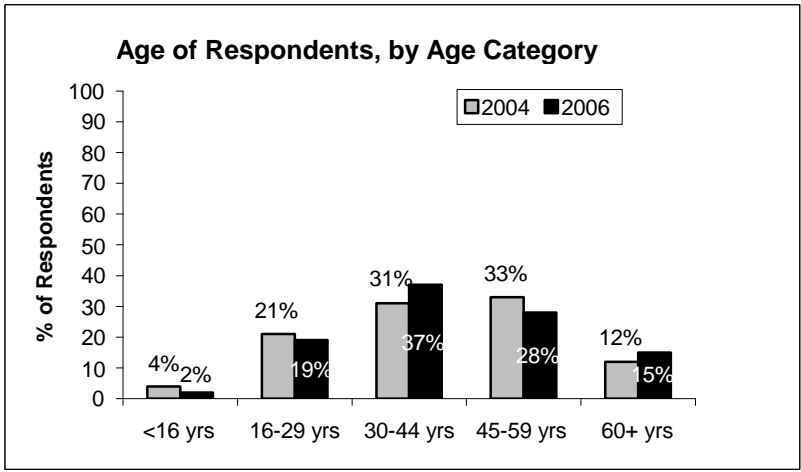
- Similar proportions of respondents from Inuvik and other communities completed the questionnaire in 2004 and 2006.

2004 n=267
2006 n=270



2004 n=205
2006 n=202

- The proportion of Aboriginal respondents increased slightly in 2006.



2004 n=257
2006 n=247

- The original intent of the questionnaire was that if be distributed those over the age of 16. However, questionnaires were received with the age filled in under 16 years. In some cases, parents completed the questionnaire on behalf of a child receiving the hospital services and put in the child's age (for example 1 year old).
- All completed questionnaires were included in the analysis.
- There was an increase in respondents from the 30-44 year old age category in 2006.

CONCLUSION

The NWT Hospital Satisfaction Questionnaire asked respondents general questions relating to reception/administration, hospital cleanliness, signage, hospital food and interpreter services. Respondents also provided ratings relating to the care, respect and communication experienced in their treatment/procedure and dealings with health care professionals.

In many of the questions in these sections - General, Health Care Providers and Treatment/Procedure – the proportion of respondents selecting excellent ratings declined in 2006. However, the majority of respondents remain satisfied with the care they received from the hospital in Inuvik. This satisfaction was evident with the first questionnaire in 2004 where 99% of respondents said that overall, the care they received was excellent or good. Similar results were present in the 2006 NWT Hospital Satisfaction Questionnaire with 96% of respondents saying the overall care they received at the hospital was excellent or good.

The majority of comments provided by respondents also reflected the quality of service provided. Hospital staff in particular received numerous comments praising their professionalism and caring attitudes. While some respondents offered suggestions for change and the need for improvement, the majority of comments reflected the high levels of satisfaction found throughout the hospital system in Inuvik.