

Dauphin Regional Health Centre

Project Overview

As announced in December 2021, the Government of Manitoba will be making investments to enhance health services across Manitoba including an investment to enhance health services Dauphin Regional Health Centre. The estimated \$5 million investment will include relocation of all endoscopy procedures out of the operating rooms, creating opportunity to increase surgical capacity. The renovation will also include the relocation of the chemotherapy department and additional inpatient capacity.

As part of enhancing medical services at Dauphin Regional Health Centre, capturing input from individuals and groups that access care at the facility is an important priority.

Engagement Overview

Health care workers, and patients and their families that access care at Dauphin Regional Health Centre were invited to participate in a questionnaire that was designed to gather feedback from their perception and experiences at the current facility. The survey aimed to seek input on the service offerings in the community and offered an opportunity to share experiences receiving care. The input from this survey was used to help inform planning for future services in this hospital. The survey was open for participation from November 10, 2022, to February 8, 2023.

What We Heard

There was a total of 55 respondents to the Dauphin Regional Health Centre survey submitted through the EngageMB portal. The following data provides an overview of the perspectives of the respondents. Some demographic information has also been provided for each of the below questions if shared by respondents.

Demographic Profile

To better understand the individuals completing the survey and accessing services at Dauphin Regional Health Centre, a few demographic questions were asked. Below is a summary of the findings for each of the questions.

Figure 1 - I am a....

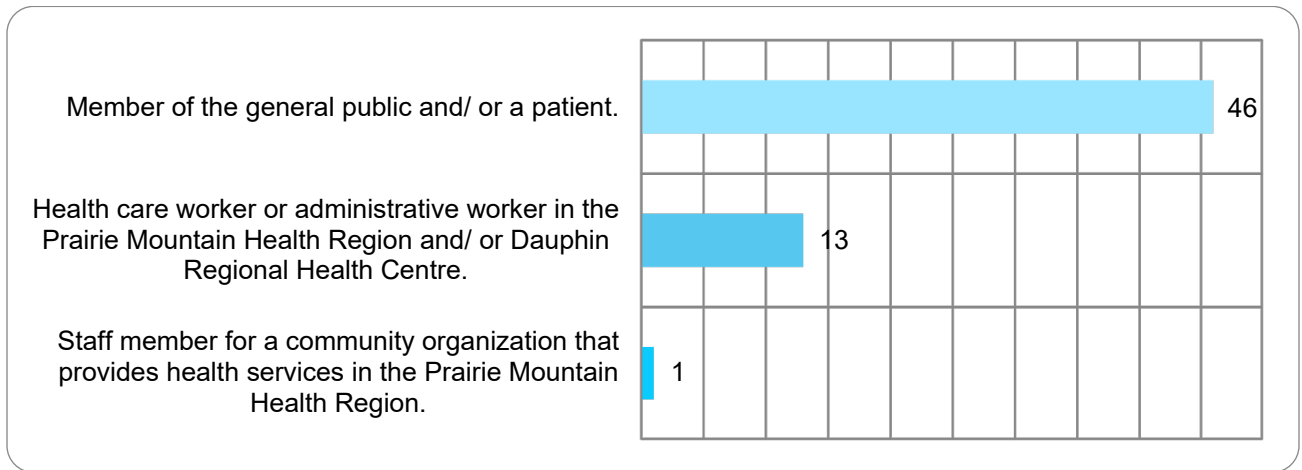


Figure 2 – How old are you?

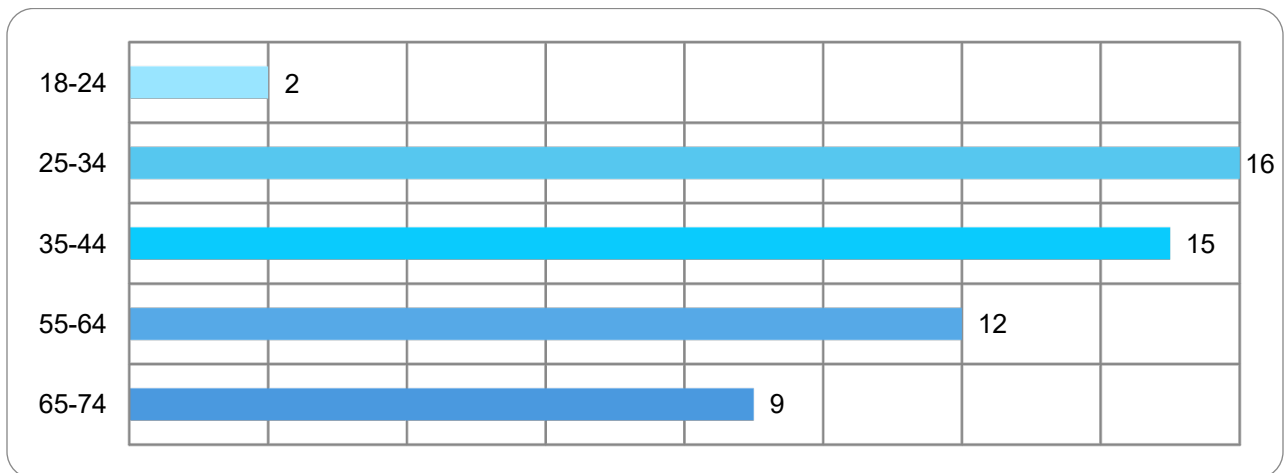


Figure 3 - How do you identify (Woman, Man, Non-binary, Transgender, another gender identity, I prefer not to respond)

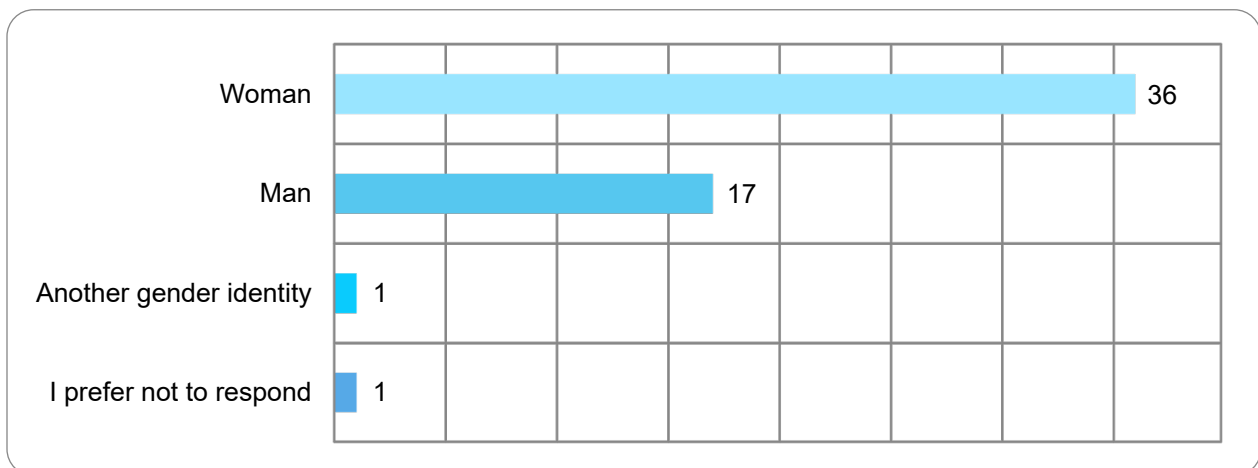


Figure 4 - We recognize this list of racial or ethnic identifiers may not exactly match how you would describe yourself. Keeping that in mind, which of the following best describes the racial or ethnic community that you belong to?

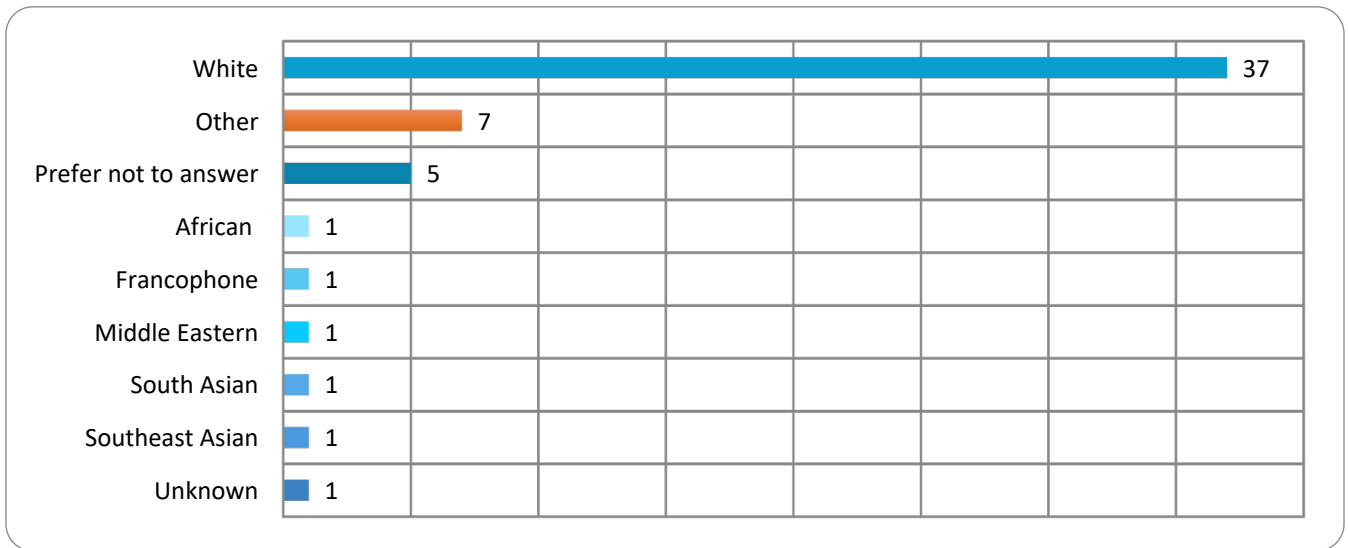


Figure 5 - Do you self-identify as Indigenous? If yes, please select all that apply.



Figure 6 - If yes, please select all that apply.

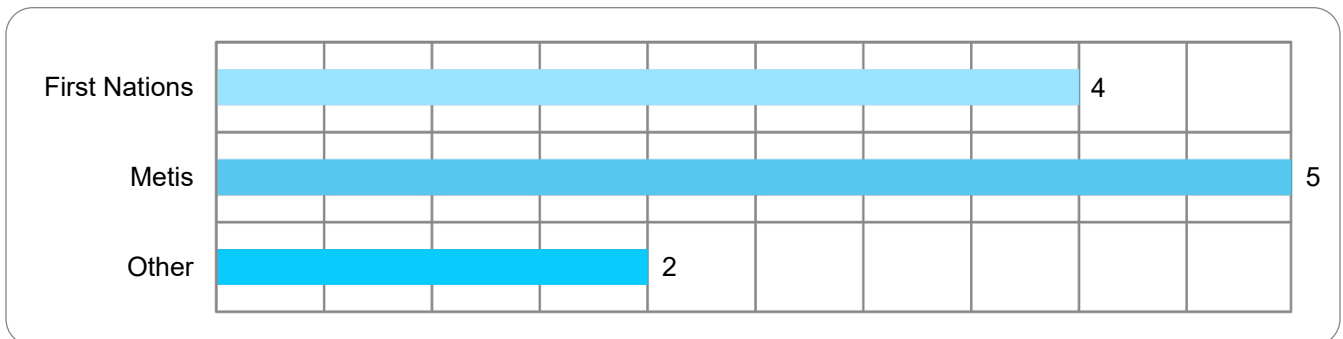
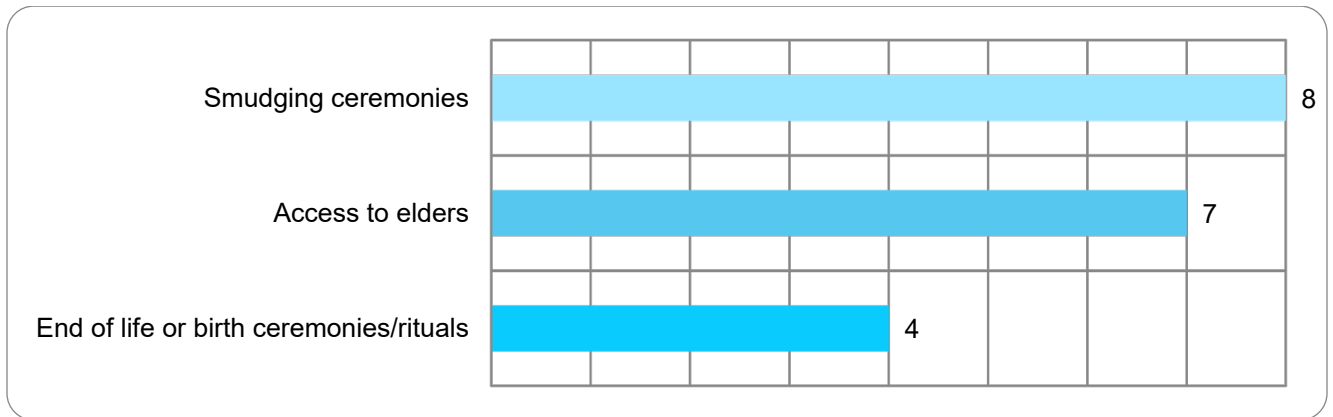


Figure 7 – Which of the following Indigenous health care services are important to have available at this site?



Survey Questions

Survey respondents were asked to share how often they access care at Dauphin Regional Health Centre. Results were almost even between each category with 35 percent, accessing care at Dauphin Regional Health Centre 0-1 times per year, 38 percent accessing care 2-5 times per year, and 27 percent accessing care over 5 times per year. Fifty-five total respondents completed this question. Figure 8 below details the responses.

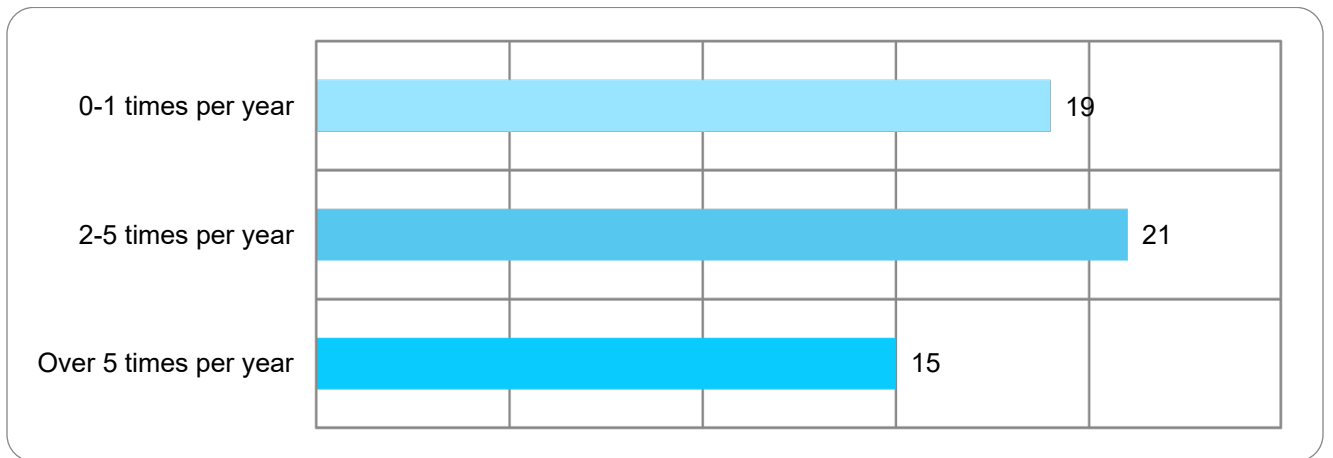


Figure 8 - How often do you access care at Dauphin Regional Health Centre?

Survey respondents were asked to provide feedback on what they felt was important to improve upon at Dauphin Regional Health Centre. When asked “Which of the following do you feel is important to improve upon at Dauphin Regional Health Centre?”, 194 responses were provided. Figure 9 below features the responses.

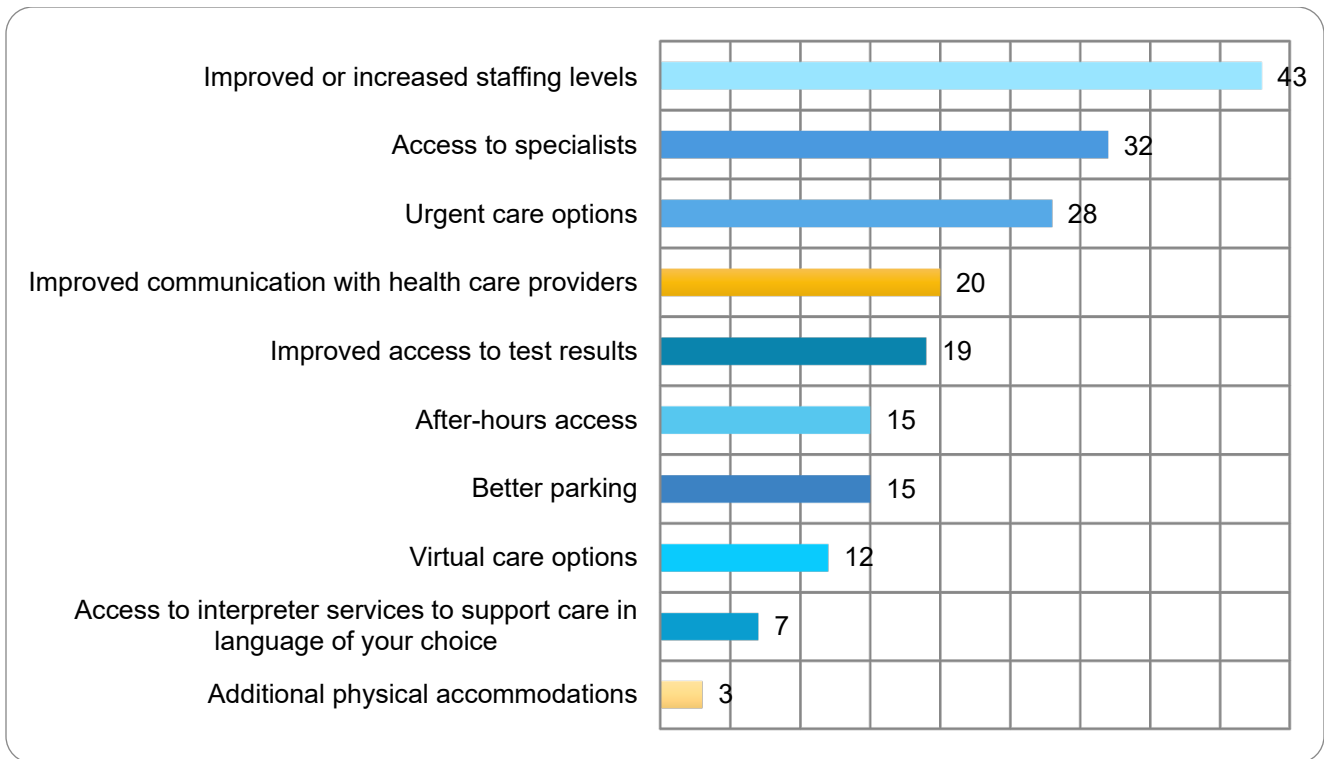


Figure 9 - Which of the following do you feel is important to improve upon at Dauphin Regional Health Centre?

Forty-three respondents indicated that improved or increased staffing levels were most important to improve, followed by access to specialists (32 respondents), and urgent care options (28 respondents). Respondents were asked to provide insight on their experience receiving care from a variety of health care providers including a family doctor, nurse practitioner, or other health provider in their community. The below figures detail the responses for each health care provider.

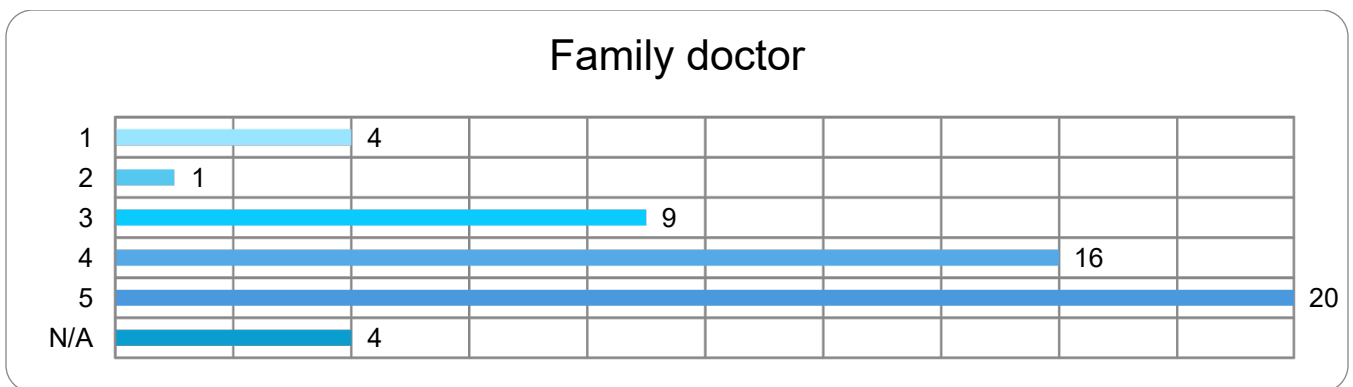


Figure 10 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

Nurse practitioner

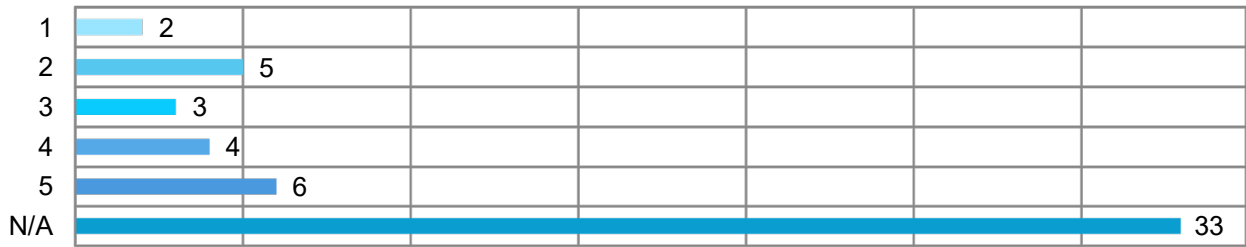


Figure 11 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

Nurse

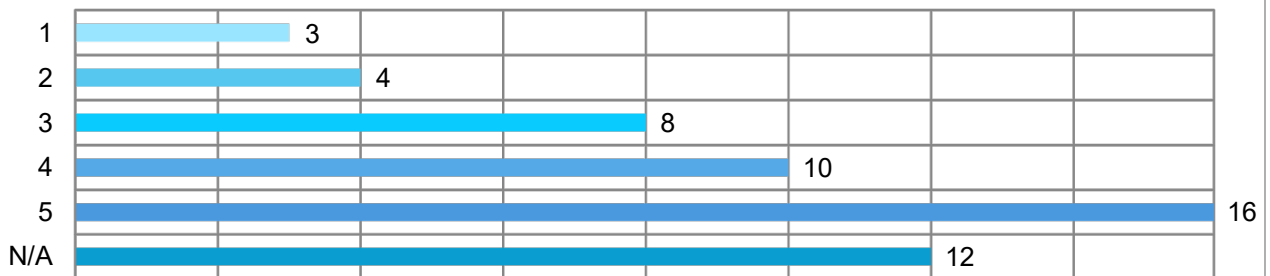


Figure 12 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

Health care aide

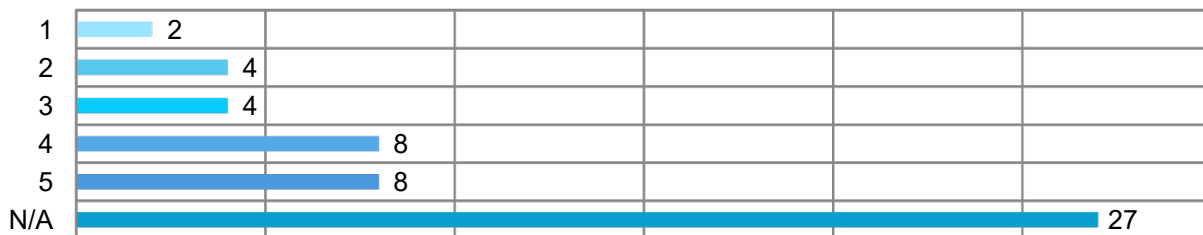


Figure 13 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

Paramedic

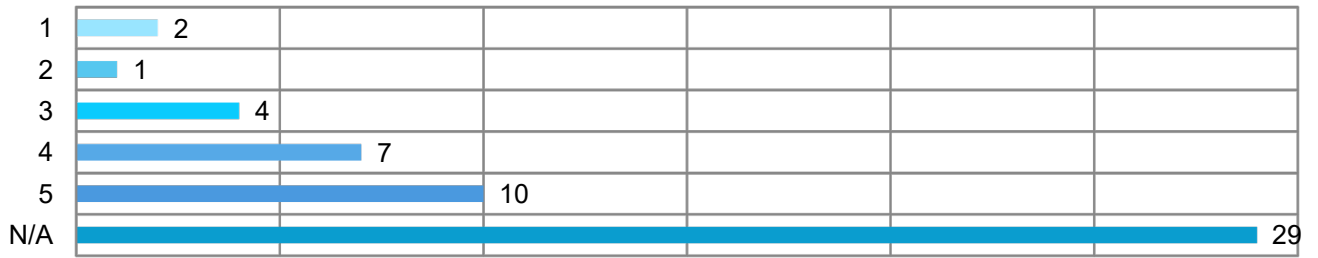


Figure 14 – Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

Physician assistant

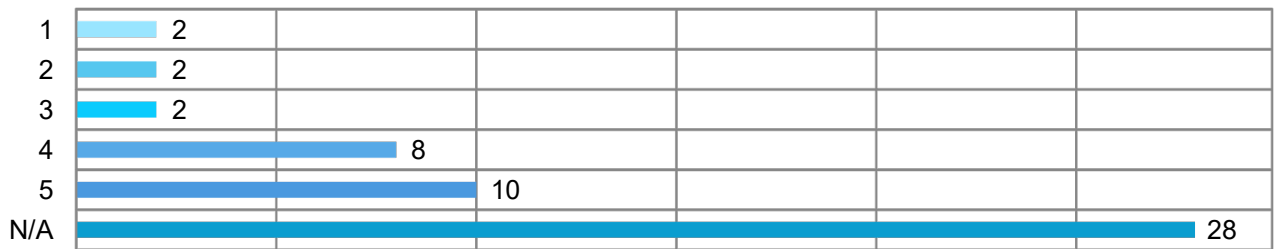


Figure 15 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

Lab technician

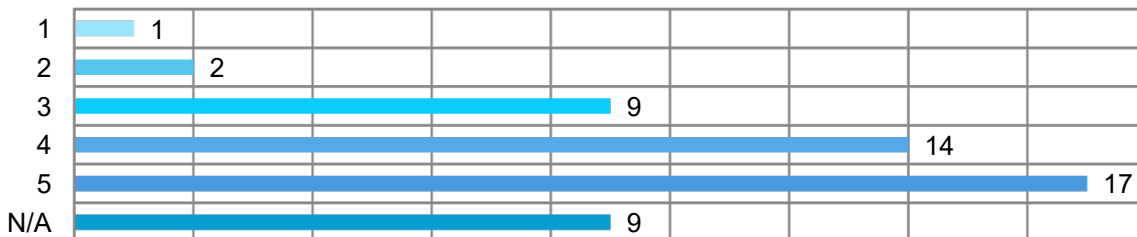


Figure 16 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

Radiation technician

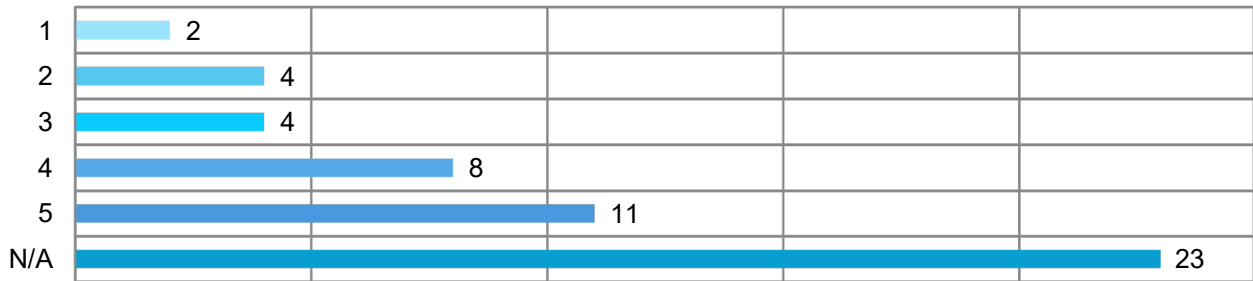


Figure 17 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

Survey respondents were then asked to provide input on receiving care in home when safe and appropriate to do so. Fifty-five respondents provided their input detailed in Figure 18 below.

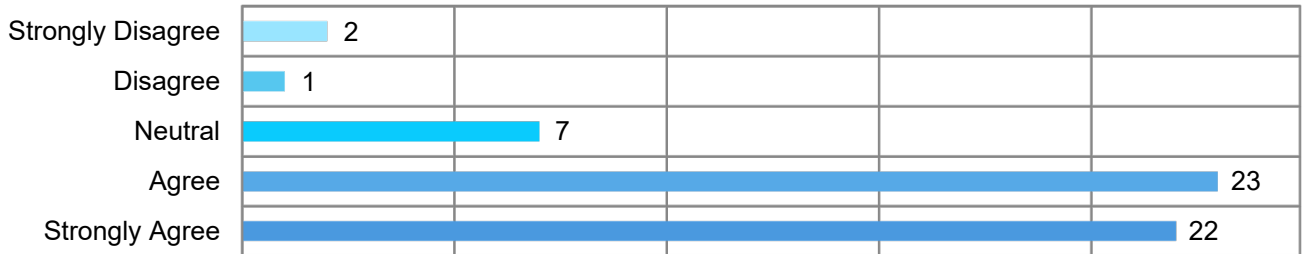


Figure 18 - It's important to me (or my loved one) to receive care in the home when safe and appropriate to do so.

The majority of respondents either strongly agreed (22 respondents) or agreed (23 respondents) that they placed importance on receiving care in home when safe and appropriate to do so. Survey respondents were then asked to provide their input on receiving care in the community when safe and appropriate to do so. Figure 19 details the responses below.

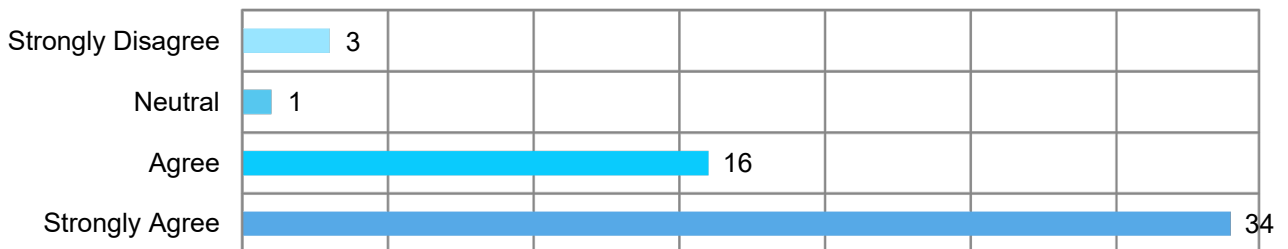


Figure 19 – It's important to me (or my loved one) to receive care in the community when safe and appropriate to do so.

The majority of respondents either strongly agreed (34 respondents) or agreed (16 respondents) that it was important to receive care in the community when safe and appropriate to do so. Respondents were then asked if they were currently receiving in-home care for chronic or complex health conditions, or a physical accommodation. Figure 20 indicates the responses below.

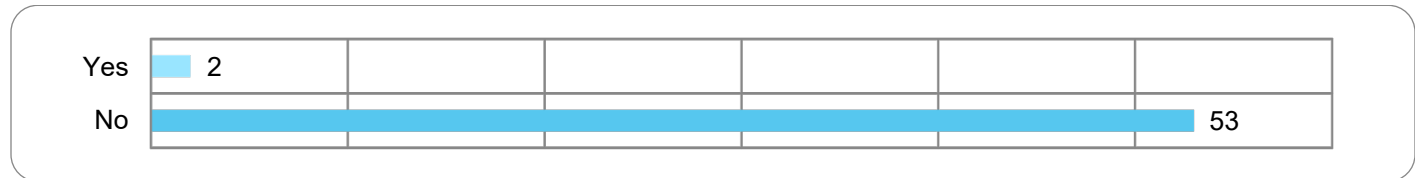


Figure 20 - Are you currently receiving in-home care for chronic or complex health conditions or physical accommodation support?

Fifty-five respondents answered the question with two indicating that they do receive in-home care for chronic or complex health conditions or physical accommodation support. Of the respondents that indicated yes, they were then asked to share their feedback on what they felt was important to be improved. Figure 21 includes the feedback below.

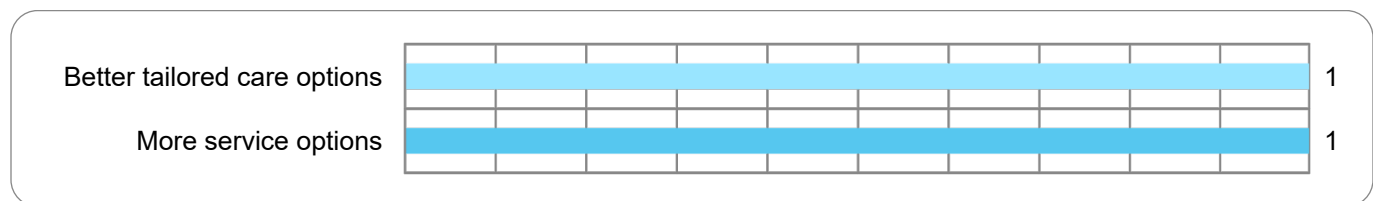


Figure 21 - If yes, which of the following do you feel is important to be improved?

Respondents were then asked to provide their input on their understanding of where to go to access care they need. Figure 22 details the response below.

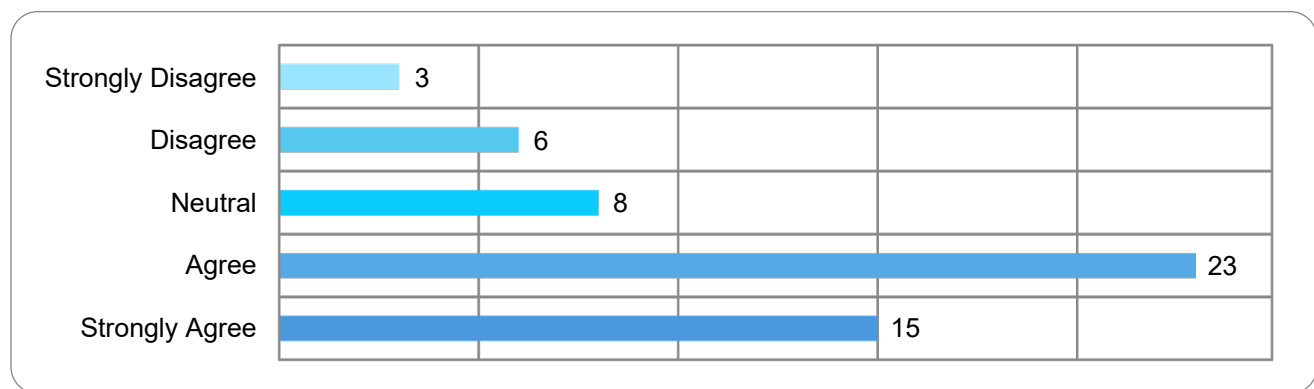


Figure 22 - When I require health care services, I have a clear understanding of where I should go to access the care I need.

Fifty-five respondents answered this question. Most respondents strongly agreed (15 respondents) or agreed (23 respondents) that they had a clear understanding of where to go for the care they need. Survey respondents were then asked to share their input on their understanding of when they can access the care that they need. Figure 23 details the responses below.

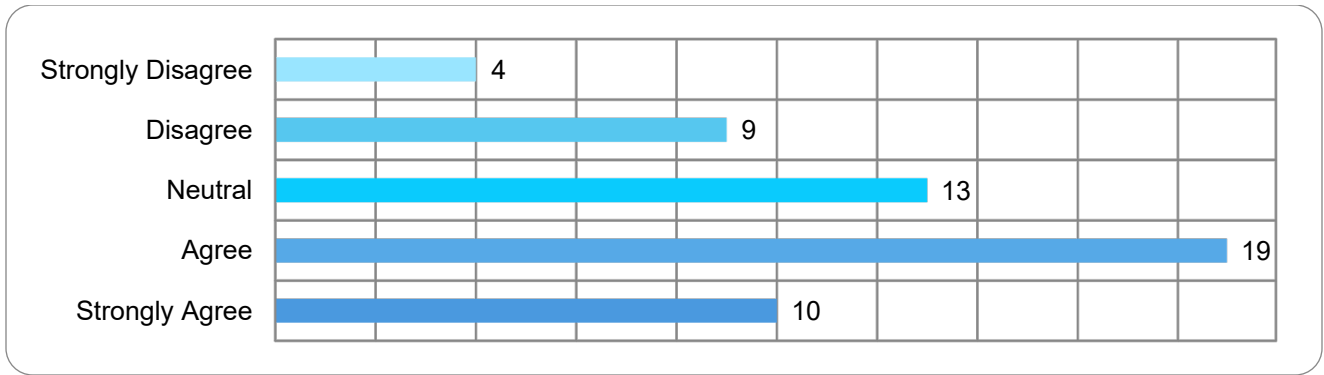


Figure 23 - When I require health care services, I know when I can access the care I need (e.g. where I have 24/7 care available, where I can book an appointment, where I can drop in during specific hours).

Fifty-five respondents answered this question. Most respondents (19 respondents) indicated that they agreed with their understanding of when they needed to access the care they needed. Survey respondents were then asked to provide response on using one of the services within the community in the past year. Figure 24 below details the responses.

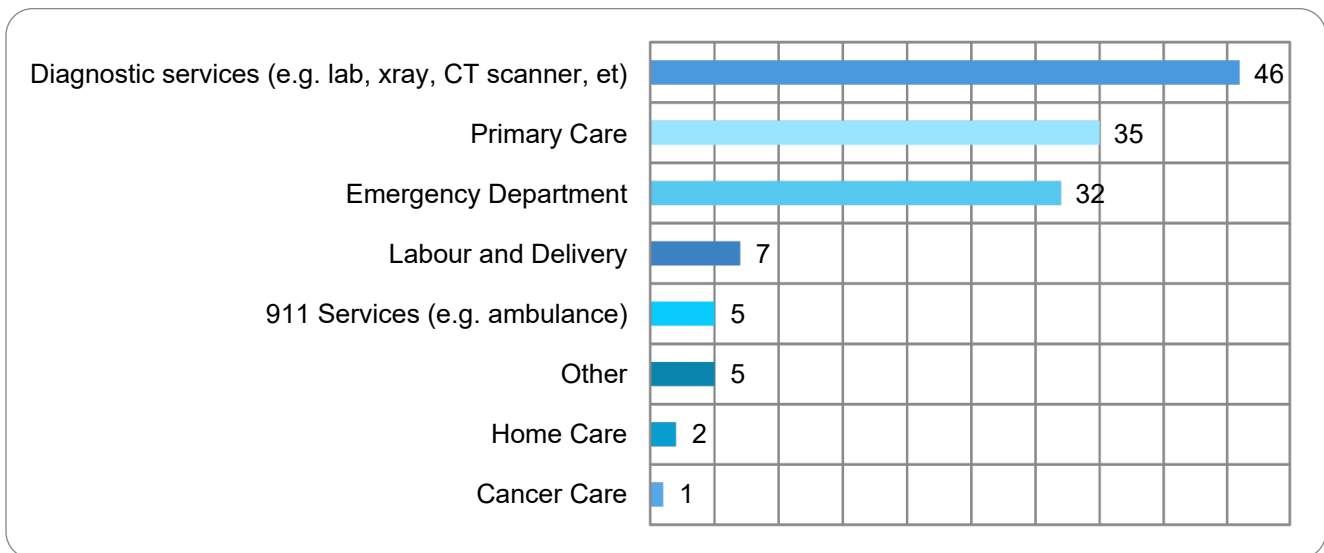


Figure 24 - I have used one of the following services in my community in the past year.

Of the 133 responses that indicated they had received care within the community, many received diagnostic services (46 responses), primary care (35 responses), or accessed the emergency department (32 responses). Respondents were then asked to provide their input on their experience with these services, the below figures detail the responses by department.

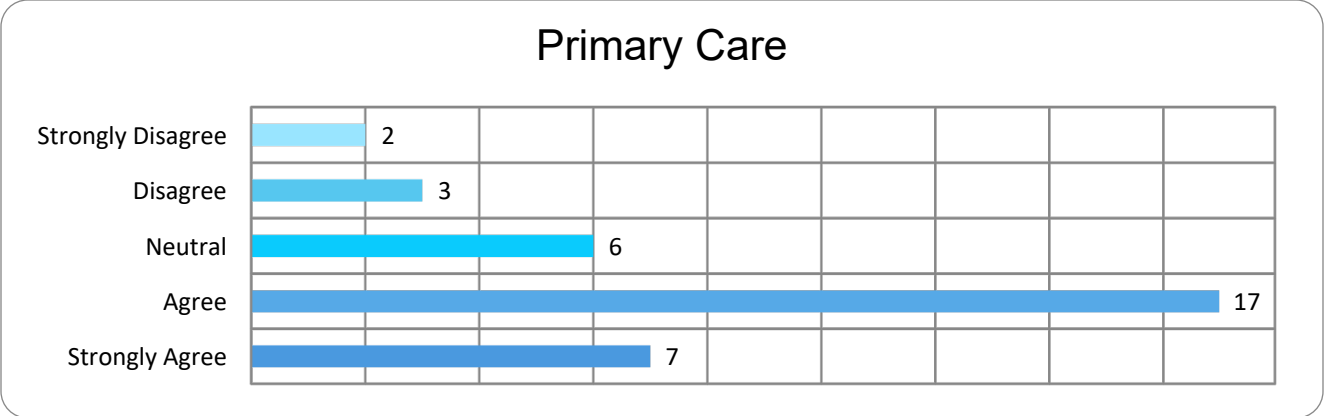


Figure 25 - I was satisfied with the quality of services I received from Primary Care.

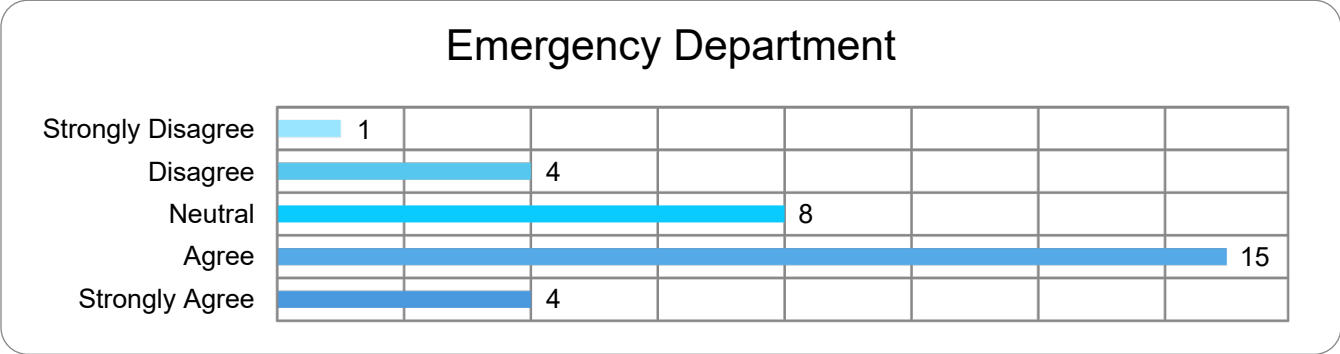


Figure 26 - I was satisfied with the quality of services I received from Emergency Department.

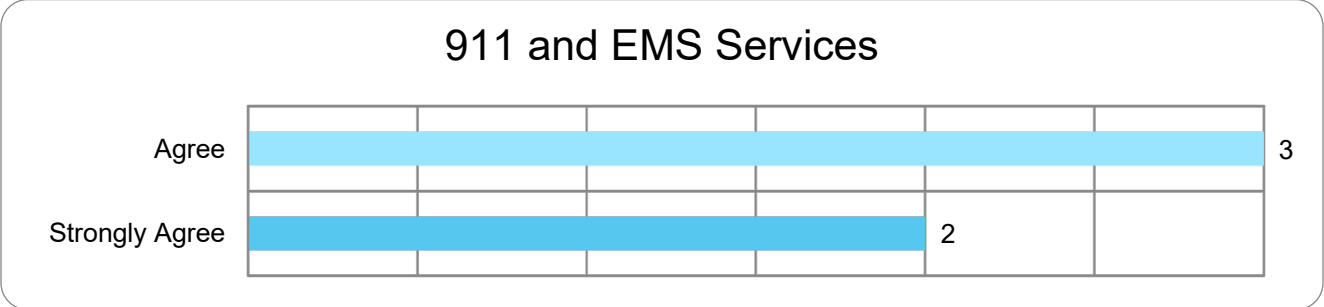


Figure 27 - I was satisfied with the quality of services I received from 911 services (e.g. ambulance).

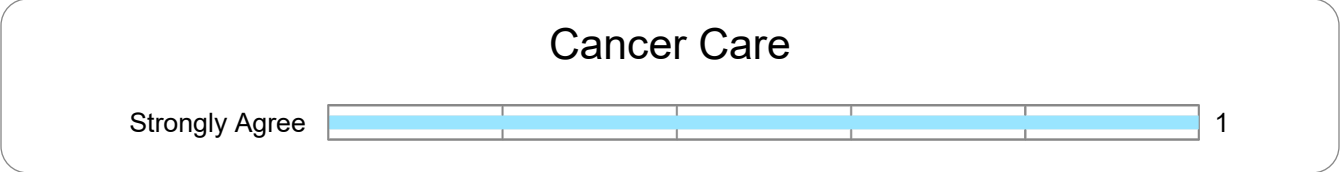


Figure 28 - I was satisfied with the quality of services I received from Cancer Care.

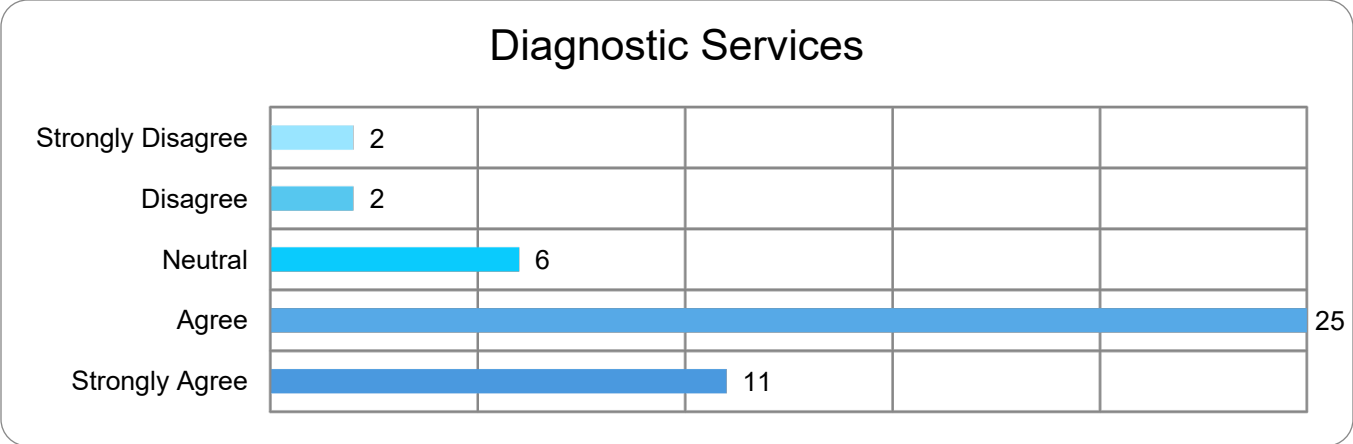


Figure 29- I was satisfied with the quality of services I received from Diagnostic Services (e.g. lab, xray, CT scanner).

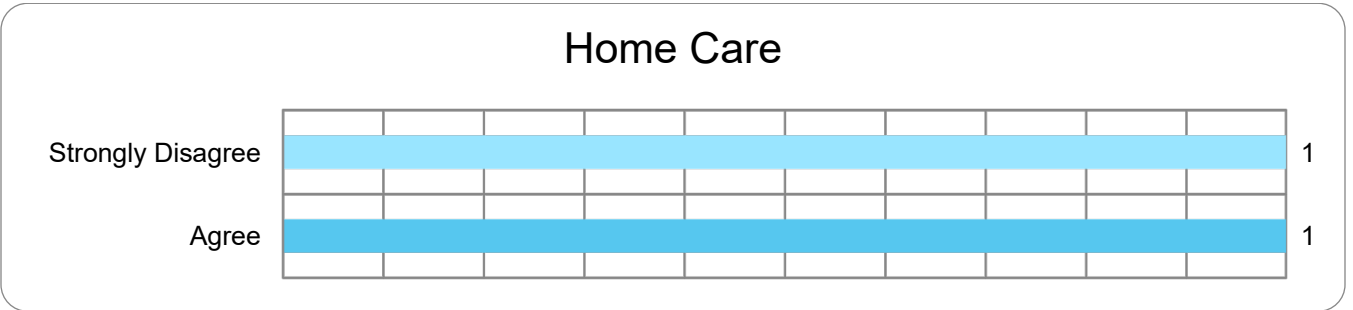


Figure 30 - I was satisfied with the quality of services I received from Home Care.

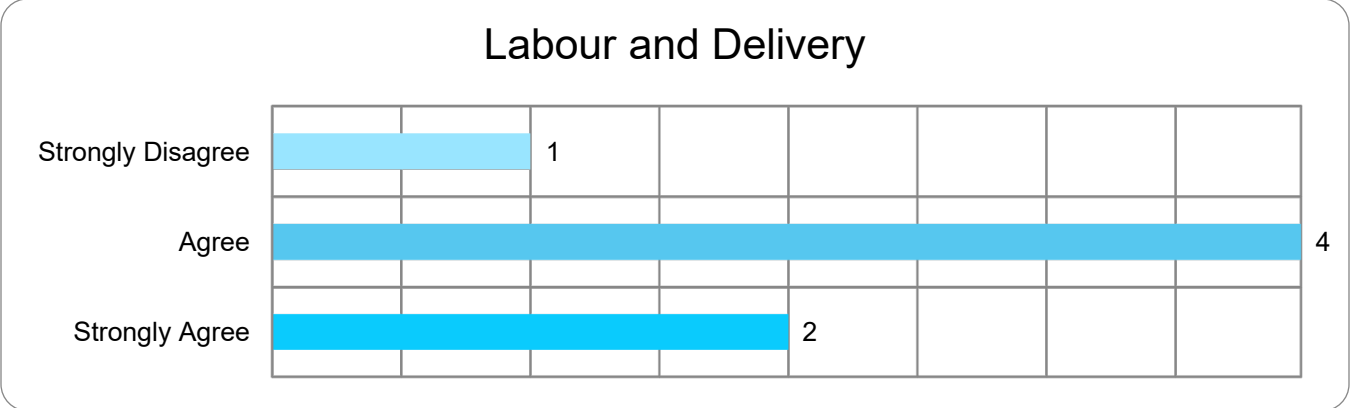


Figure 31 - I was satisfied with the quality of services I received from Labour and Delivery.

Survey respondents were then asked to provide response on using specialized services outside of the community in the past year. Figure 32 below details the responses.

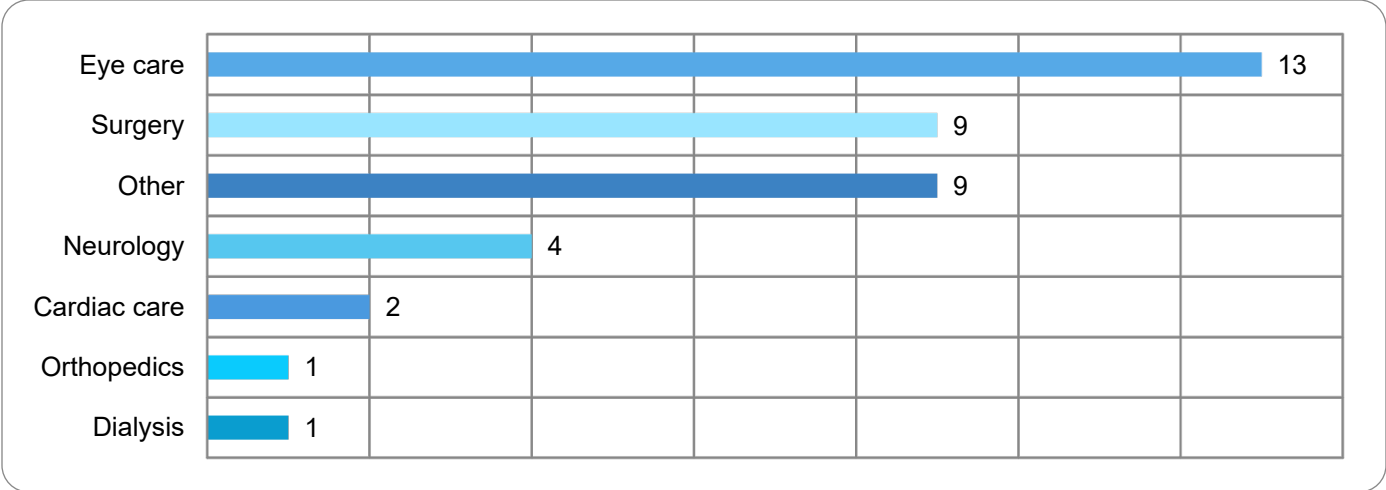


Figure 32- I have used the following specialized services outside of my community in the past year:

The top responses for receiving care outside of the community in the past year included eye care (13 responses), surgery (9 responses), and other (9 responses). Survey respondents were then asked to rate their satisfaction with the services received. The below figures detail the responses.

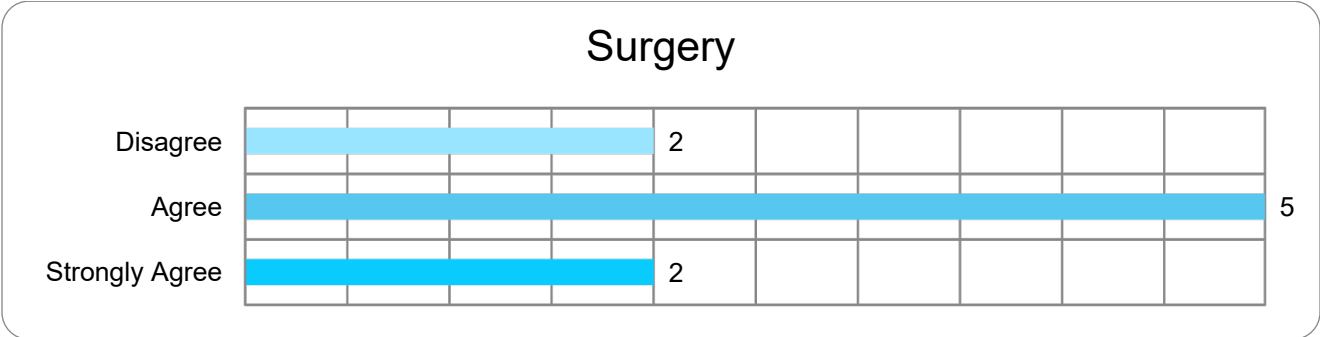


Figure 33 - I was satisfied with the quality of services I received from Surgery.

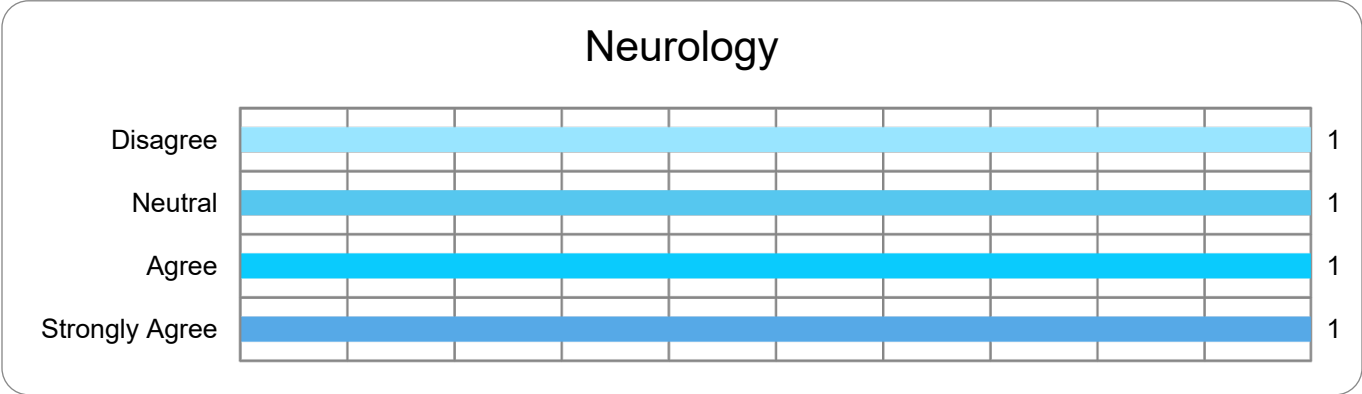


Figure 34 - I was satisfied with the quality of services I received from Neurology.

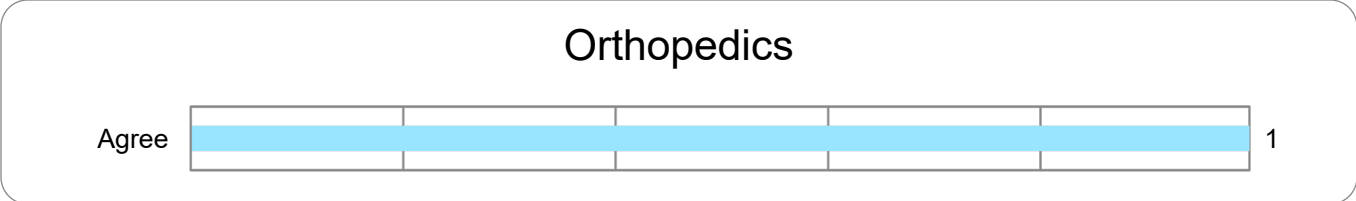


Figure 35 - I was satisfied with the quality of services I received from Orthopedics.

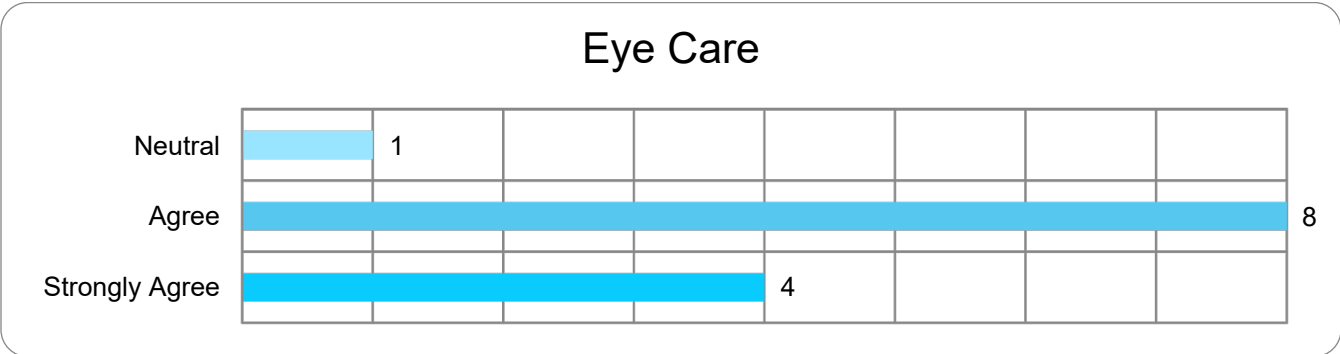


Figure 36 - I was satisfied with the quality of services I received from Eye Care.

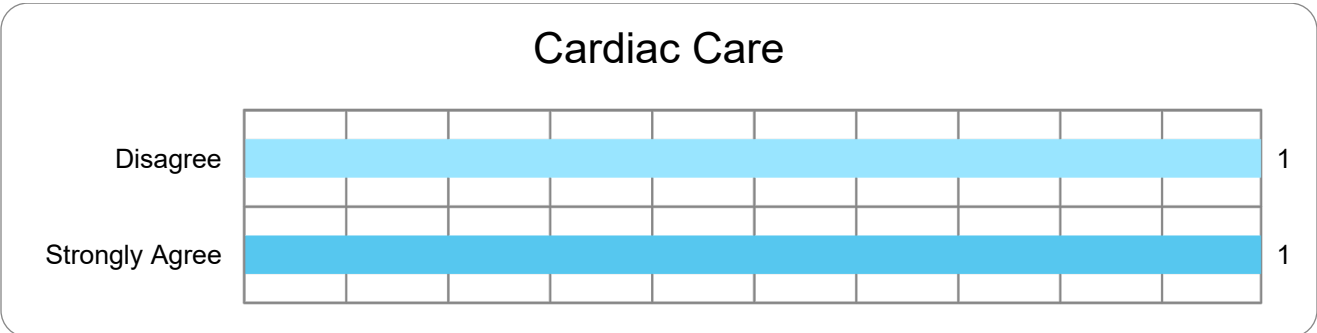


Figure 37 - I was satisfied with the quality of services I received from Cardiac Care.

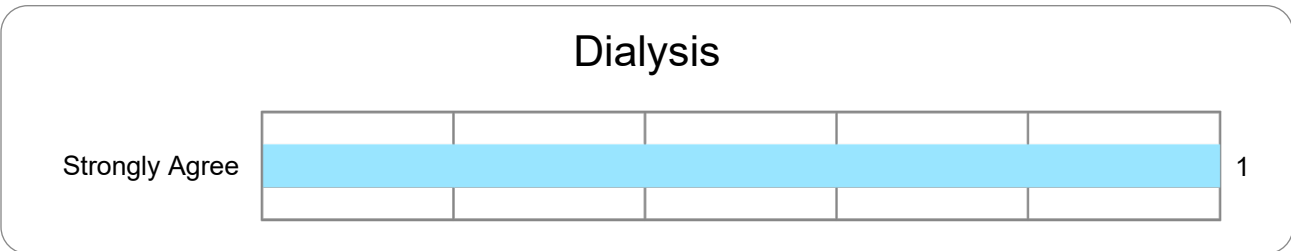


Figure 38 - I was satisfied with the quality of services I received from Dialysis.

Survey respondents were then asked to share what they would like when accessing specialized care outside of the community in the future. Figure 39 details the responses below.

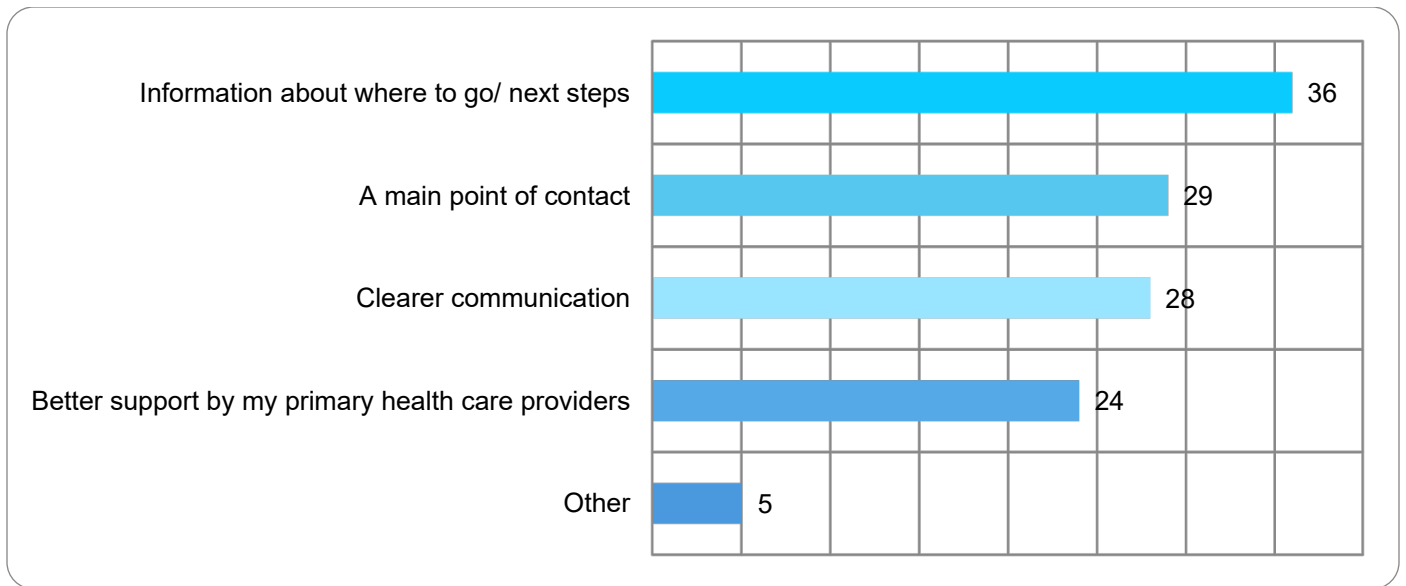


Figure 39 - In the future when I need to get specialized care outside of my community, the following are important to me.

One-hundred and twenty-two responses were provided with the top responses being: information about where to go/next steps (36 responses) and having a main point of contact (29 responses).

Other Feedback

Survey respondents were asked to provide their overall feedback on what they like the most about Dauphin Regional Health Centre. Figure 40 includes a summary of respondent’s feedback.

Figure 40 - Tell us about your experience receiving care at Dauphin Regional Health Centre: what did/do you like the most about it?

Key Themes	Respondents Feedback
Staff	Feedback included comments like “Knowledgeable and professional staff. Staff take an interest in your well being”, “intelligent and caring staff”, and “friendly staff”.
Location/Facility	Comments included: “Like that it is local and available. Very important to continue to invest in healthcare in our community”, “the renovations towards modernization will be great”, and “it was a clean and quiet facility”.

Survey respondents were then asked to provide feedback on what they liked the least about their experience at Dauphin Regional Health Centre. Figure 41 below shows summary of the themes presented.

Figure 41 - Tell us about your experience receiving care at Dauphin Regional Health Centre: what did/do you like the least about it?

Key Themes	Respondents Feedback
Wait Times	Comments included: “The wait times are brutally slow”, “Wait times in emergency and short staffed”, and “long waits for service”.
Parking	Comments included: “No parking lot”, “parking is very poor”, and “had to pay for parking”.
Staffing Shortages	Comments included: “Short staff, long wait times”, “Access to a primary care doctor is difficult as there's no one accepting new patients”, and “the wait time; the staff are over-extended”.
Communication	Comments included: “Lack of communication to primary provider in my town” and “need better communication as to where to go for treatment”.

Next Steps

Respondents' participation in the survey was appreciated and valuable to inform service delivery of the Dauphin Regional Health Centre.

Questions?

If you have any questions regarding the survey results, please contact communications@pmh-mb.ca.