

Selkirk 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 at Selkirk Regional Health Centre. The estimated \$31.6 million investment will fund a significant expansion of the facility, increasing acute care inpatient beds by 30, expand treatment capacity within the emergency department, and enhancing Selkirk's ability to treat and monitor patients. The site, which provides a wide variety of health services for the region, will be further established with more services, including surgical and inpatient care. The new beds will allow care to be delivered locally for an increased number of inpatients and a higher volume of surgical and endoscopy patients. Surgeries performed at the site, which include general procedures, gynecology, and urology will be increased when the renovations are complete. Endoscopy procedures will be increased prior to completion of the renovations.

As part of enhancing medical services at Selkirk 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 Selkirk 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 to February 6, 2023. The survey was promoted via Interlake-Eastern Regional Health Authority social media, website and staff communications, in person with First Nation collaboration tables and municipally elected leaders, as well as with the local newspaper.

What We Heard

There was a total of 127 respondents to the Selkirk 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 Neepawa 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....

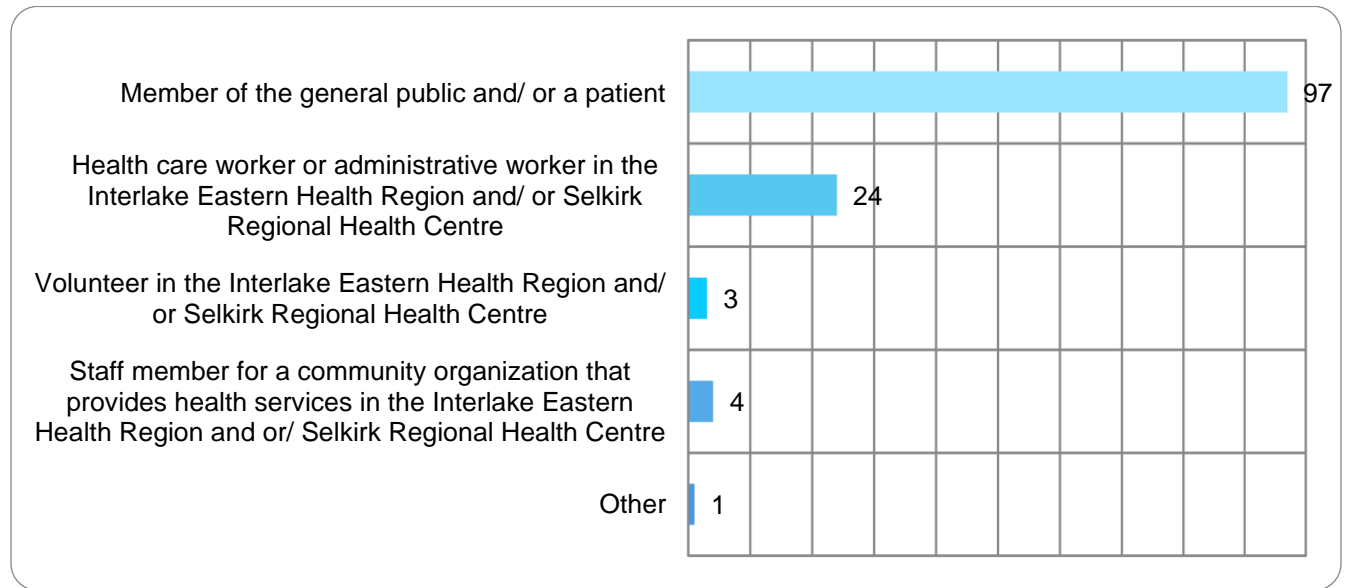


Figure 2 – How old are you?

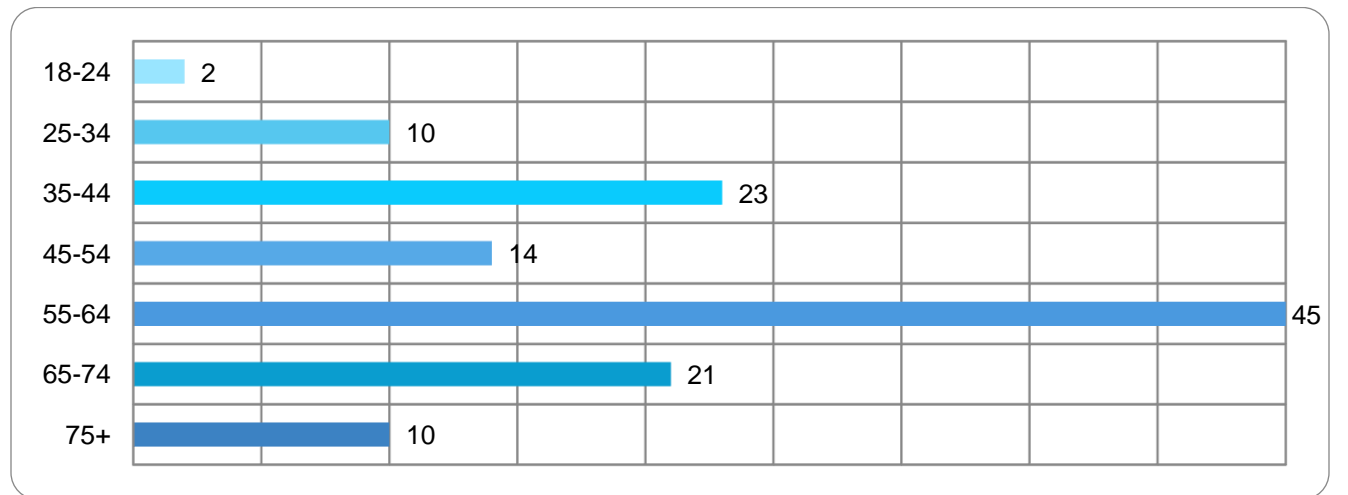


Figure 3 - How do you identify (Woman, Man, Non-binary, Transgender, another gender identity, I prefer not to respond)

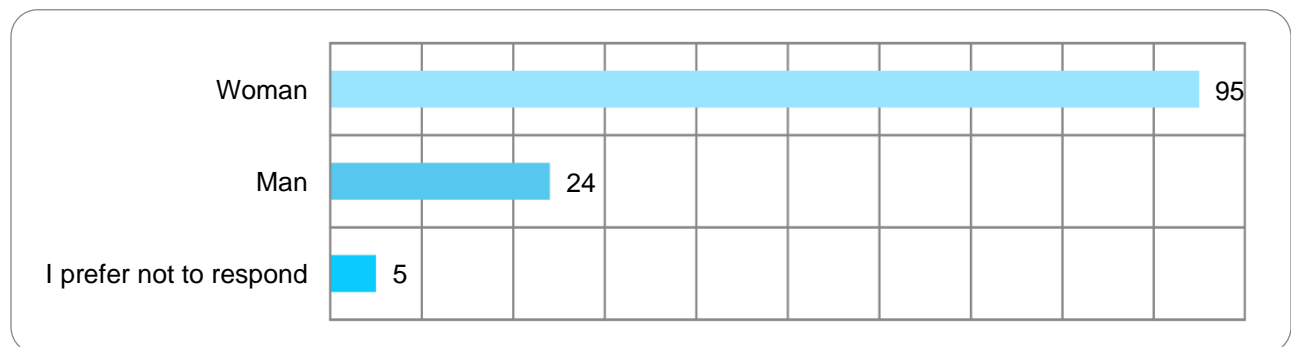


Figure 4 - Do you self-identify as Indigenous? If yes, please select all that apply.

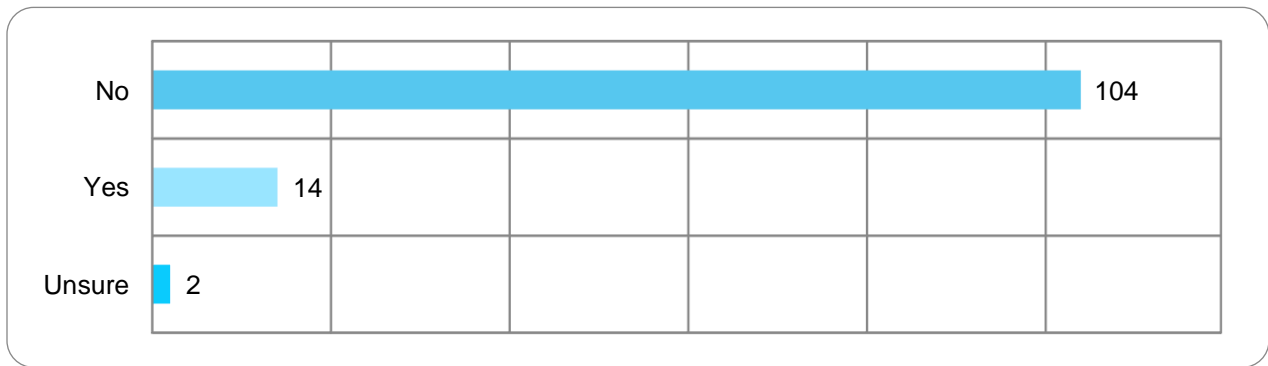


Figure 5 - If yes, please select all that apply.

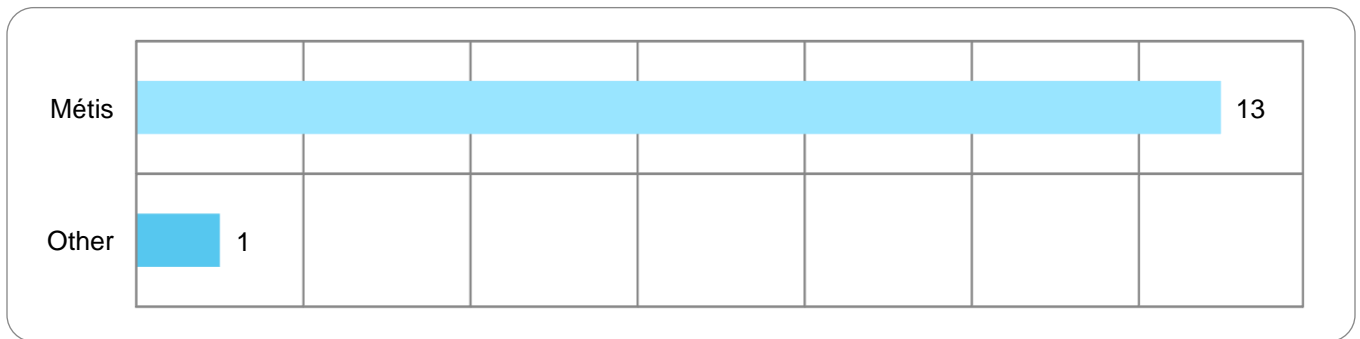


Figure 6 – Which of the following Indigenous health care services are important to have available at this site?

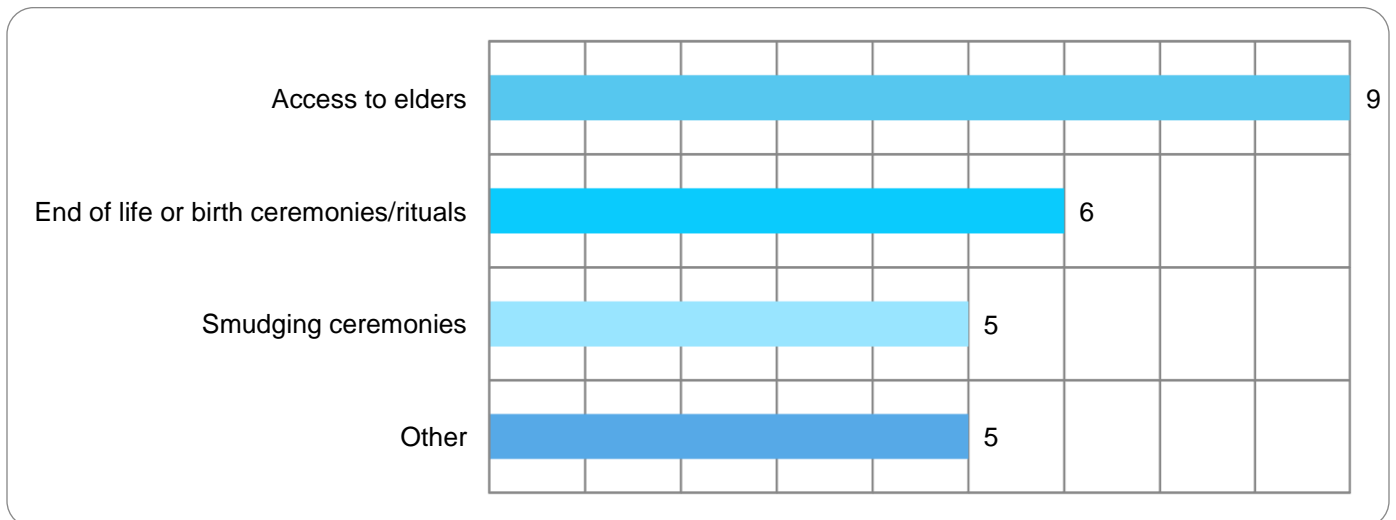
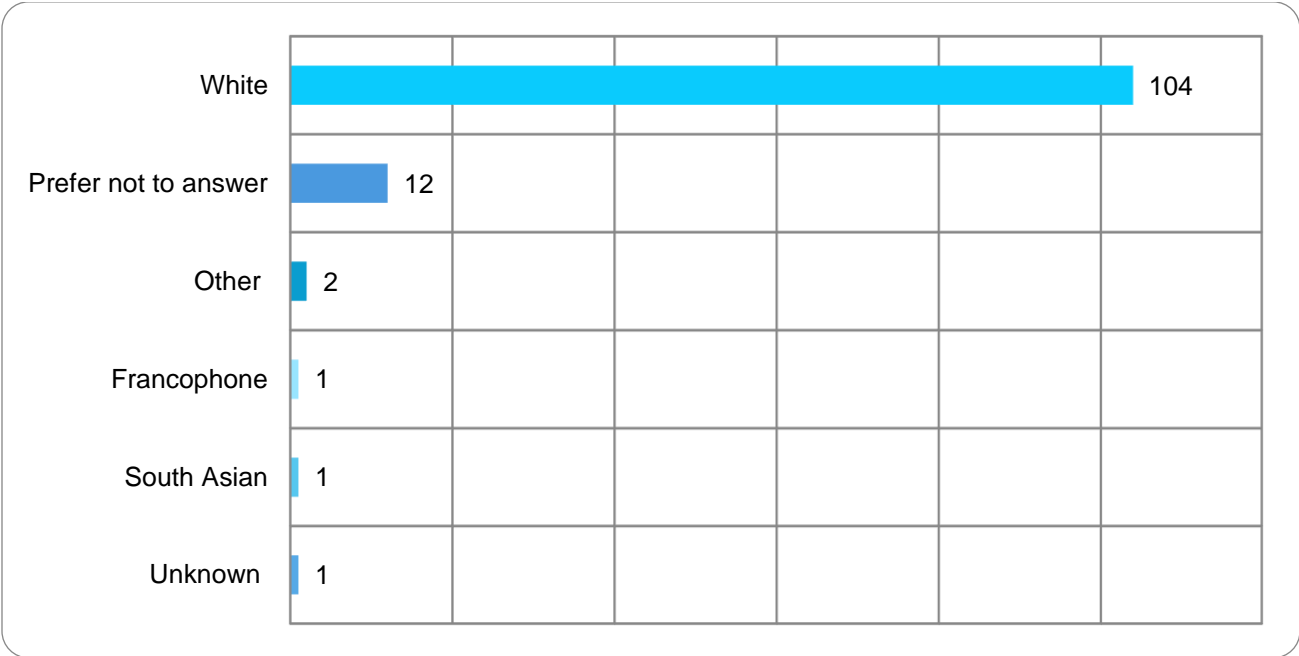


Figure 7 - We recognize this list of racial or ethnic identifiers may not exactly match how you would describe yourself. Keeping that in mind, which of the following best describes the racial or ethnic community that you belong to?



Survey Questions

Survey respondents were asked to share how often they access care at Selkirk Regional Health Centre. About half of respondents, 47 percent, accessed care at Selkirk Regional Health Centre 0-1 times per year and the other half of respondents, 44 percent attending 2-5 times per year. One hundred and twenty-four total respondents completed this question. Figure 8 below details the responses.

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

Survey respondents were asked to provide feedback on what they felt was important to improve upon at Selkirk Regional Health Centre. When asked “Which of the following do you feel is important to improve upon at Selkirk Regional Health Centre?”, 400 responses were provided. Figure 9 below features the responses.

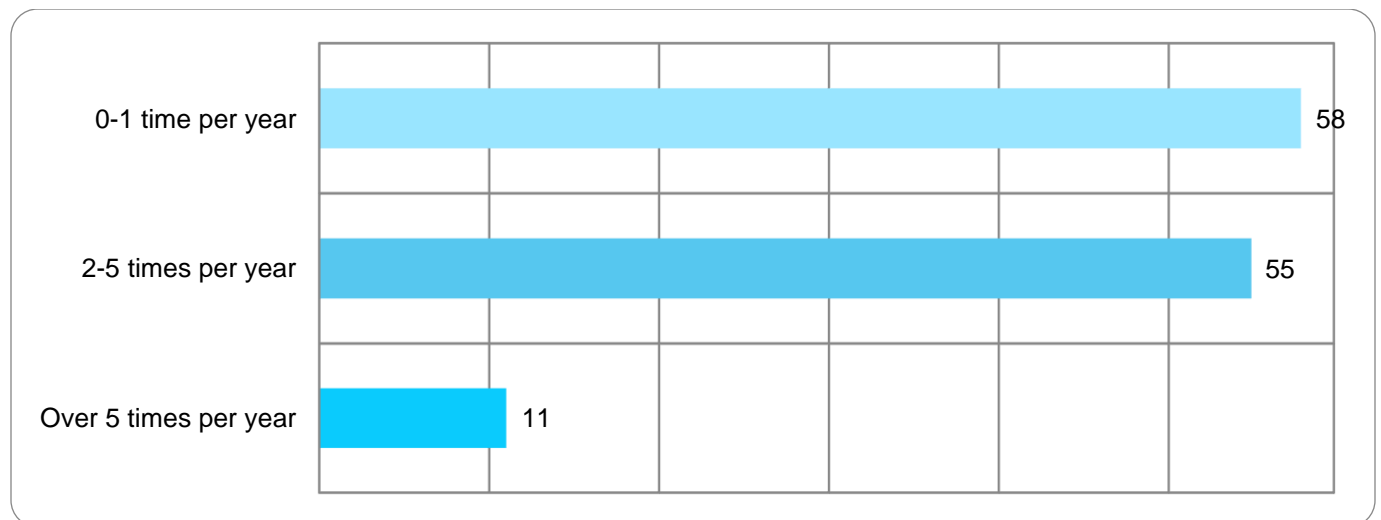


Figure 9 - Which of the following do you feel is important to improve upon at Selkirk Regional Health Centre?

Ninety-one respondents indicated that improved or increased staffing levels were most important to improve, followed by urgent care options (76 respondents), and access to specialists (75 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.

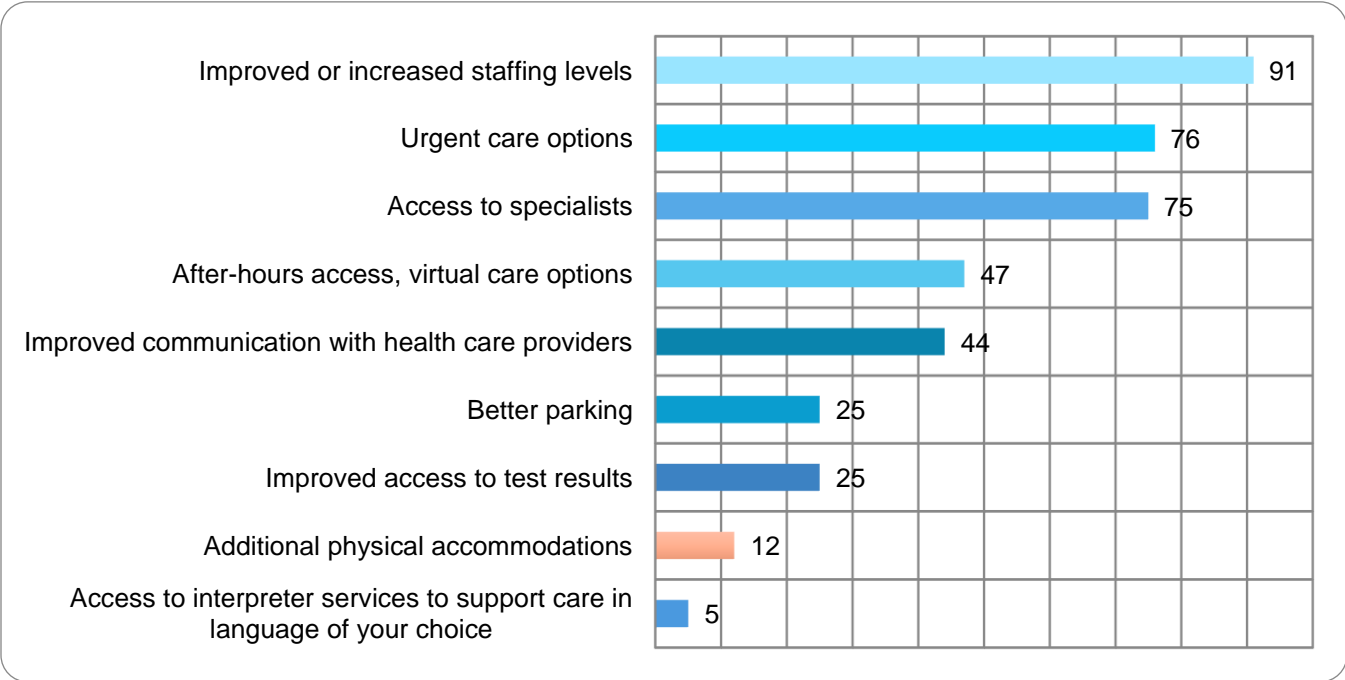


Figure 10 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

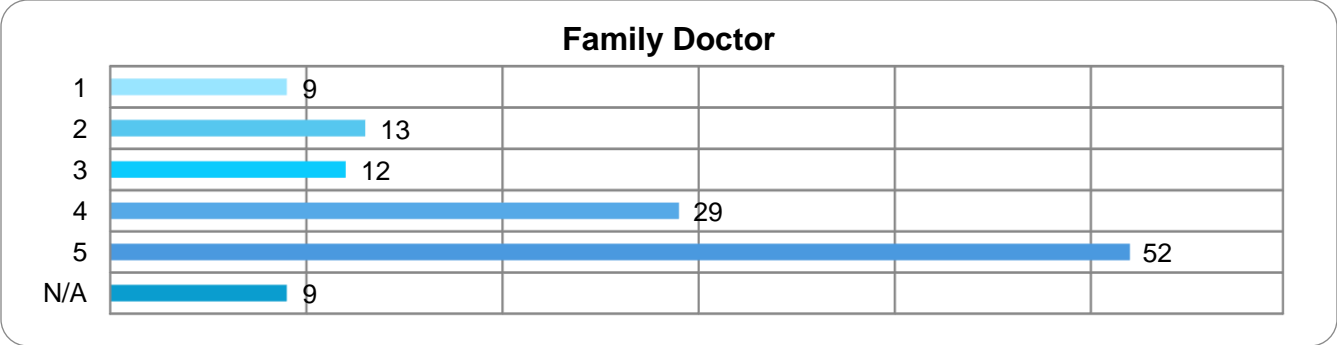


Figure 11 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

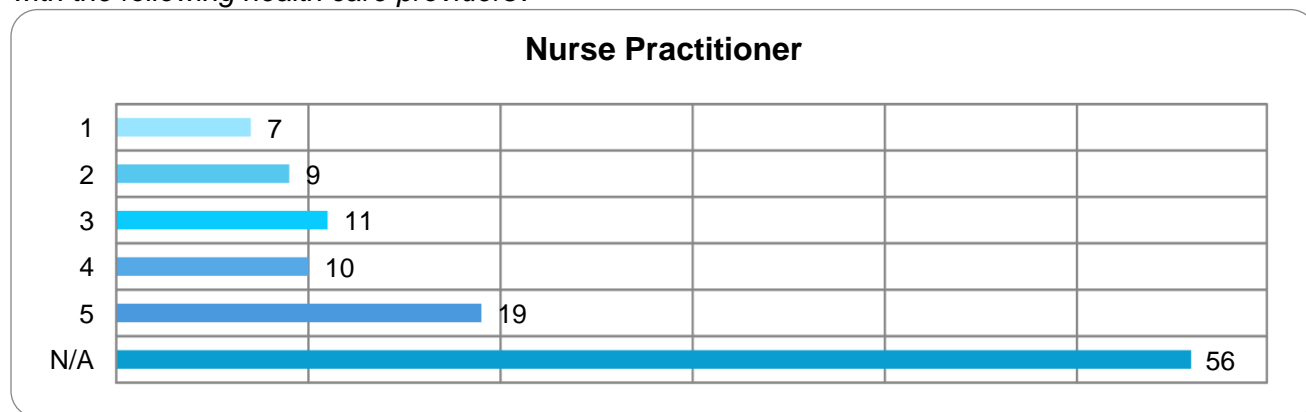


Figure 12 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

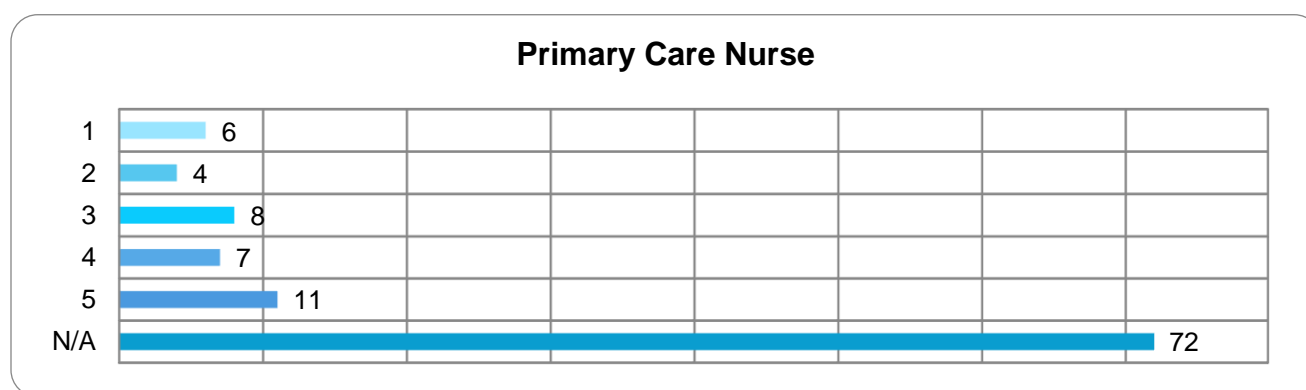


Figure 13 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

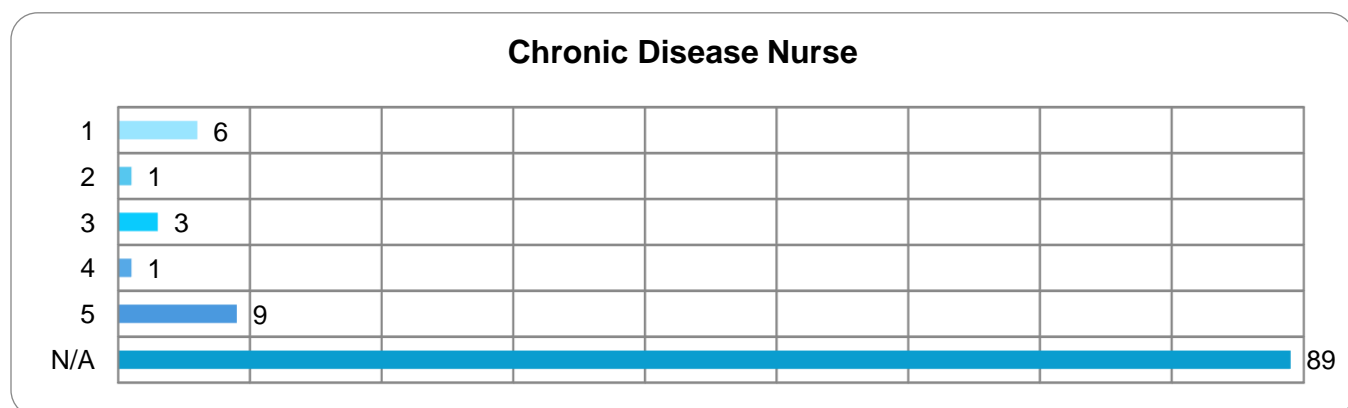


Figure 14 – Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

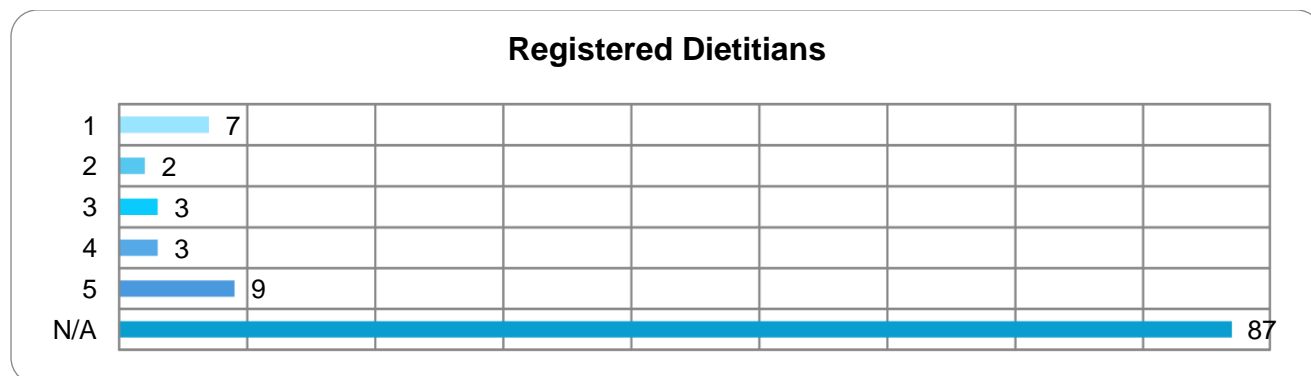


Figure 15 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (with 5 being excellent) how has your experience in receiving care been with the following health care providers?

Survey respondents were then asked to provide input on receiving care in home when safe and appropriate to do so. One-hundred twenty-three respondents provided their input detailed in Figure 16 below.

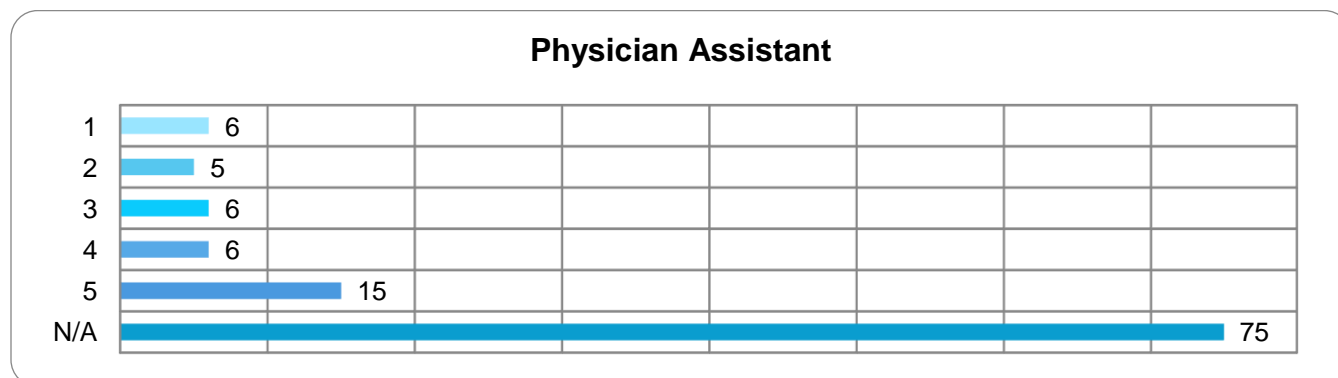


Figure 16 - It's important to me (or my loved one) to receive care in the home when safe and appropriate to do so.

The majority of respondents either strongly agreed (57 respondents) or agreed (43) 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 17 details the responses below.

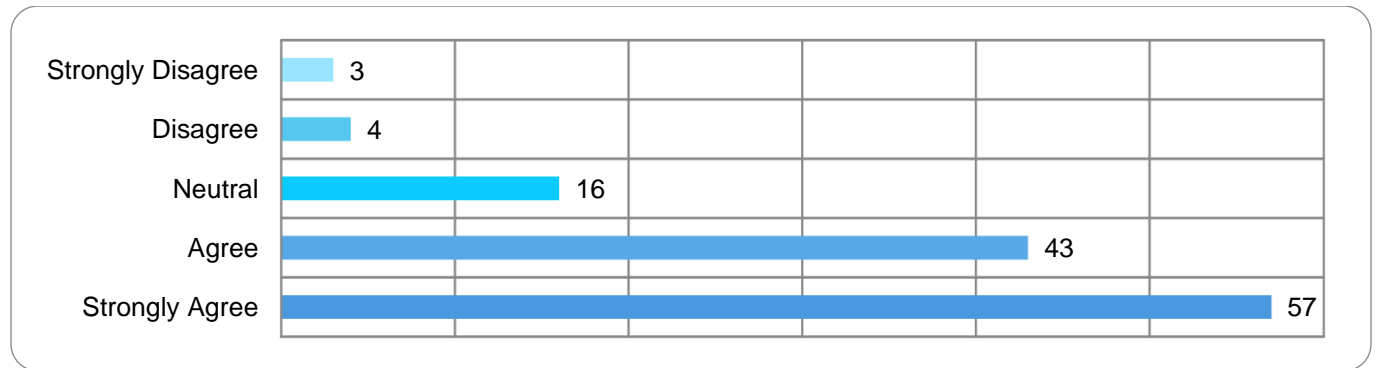


Figure 17 – It's important to me (or my loved one) to receive care in the community when safe and appropriate to do so.

The majority of respondents either strongly agreed (79 respondents) or agreed (35 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 18 indicates the responses below.

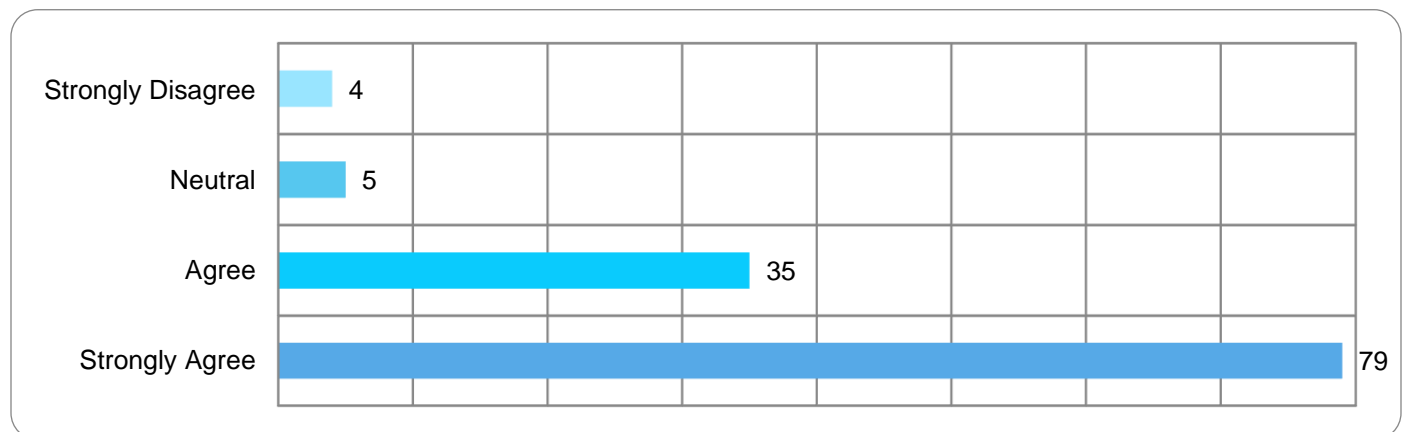


Figure 18 - Are you currently receiving in-home care for chronic or complex health conditions or physical accommodation support?

One-hundred and twenty-four respondents answered the question with four 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 19 includes the feedback below.

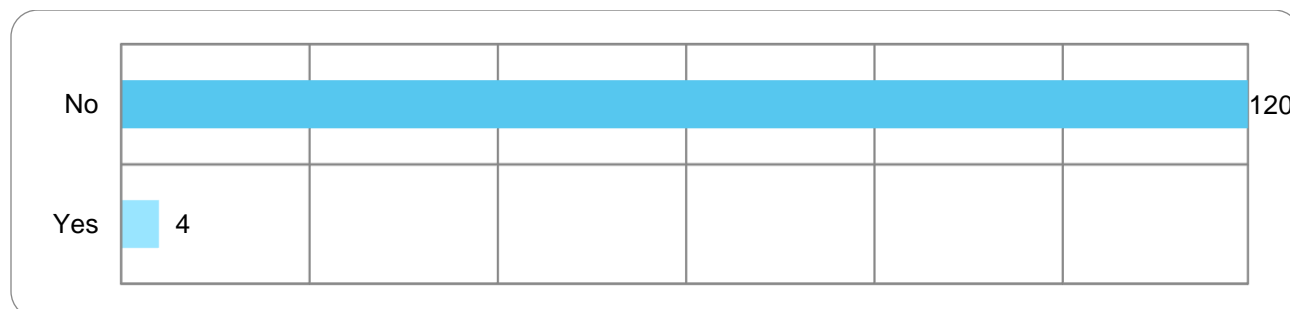


Figure 19 - If yes, which of the following do you feel is important to be improved?

Respondents were then asked to provide their input on their understanding of where to go to access care they need. Figure 20 details the response below.

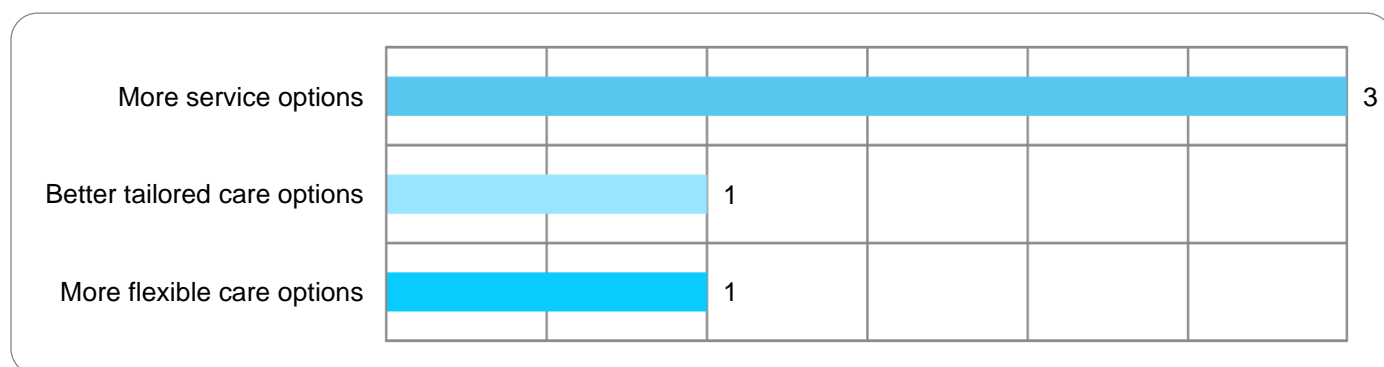


Figure 20 - When I require health care services, I have a clear understanding of where I should go to access the care I need.

One-hundred and twenty-four respondents answered this questions. Responses were varied, 57 respondents agreed that they had a clear understanding, while 21 respondents disagreed. Survey respondents were then asked to share their input on their understanding of when they can access the care that they need. Figure 21 details the responses below.

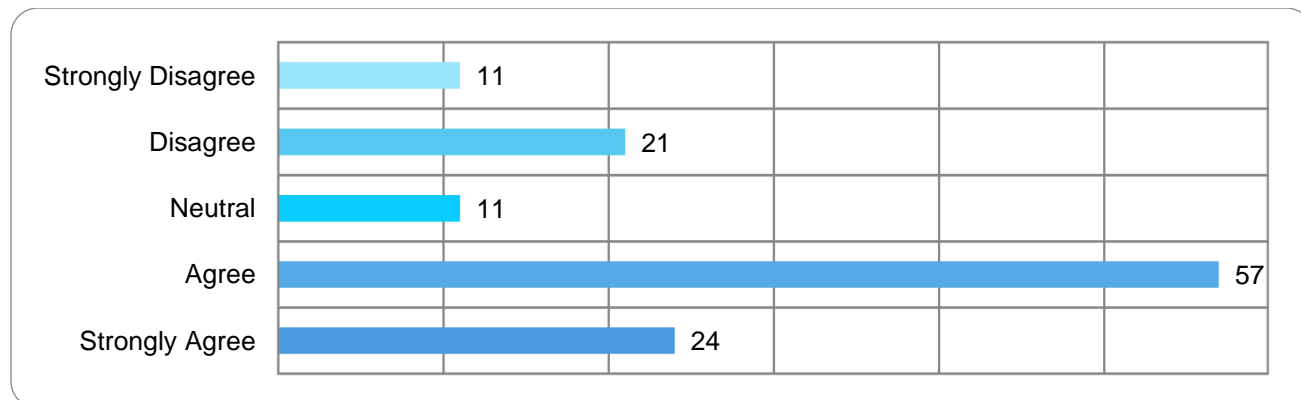


Figure 21 - When I require health care services, I know when I can access the care I need (e.g. where I have 24/7 care available, where I can book an appointment, where I can drop in during specific hours).

One-hundred and twenty-two respondents answered this question. Most respondents (53 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 specialized services outside of the community in the past year. Figure 22 below details the responses.

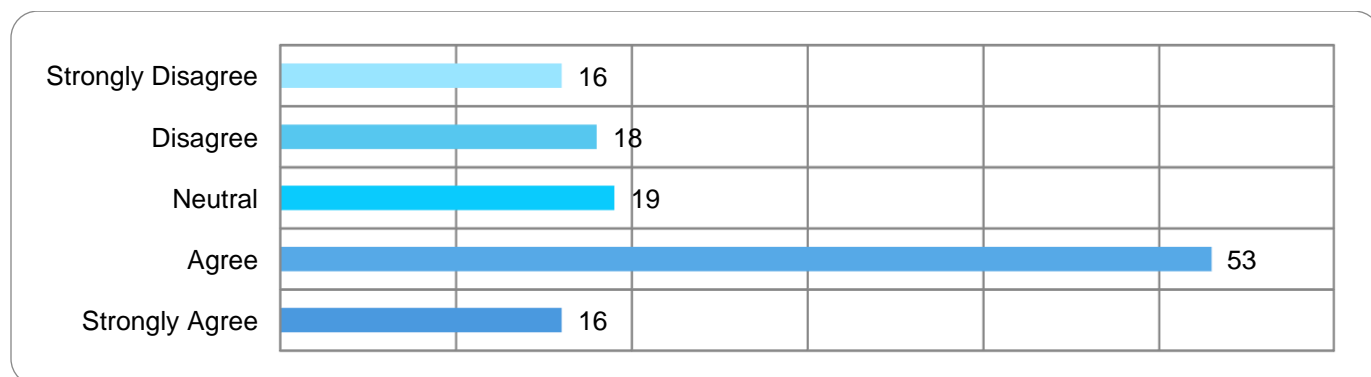


Figure 22 - I have used the following specialized services outside of my community in the past year.

Of the 127 respondents who indicated they had received specialized care outside of the community, most had traveled for surgery or other services. These respondents were then asked to provide their input on the experience they received, the below figures detail the responses by department.

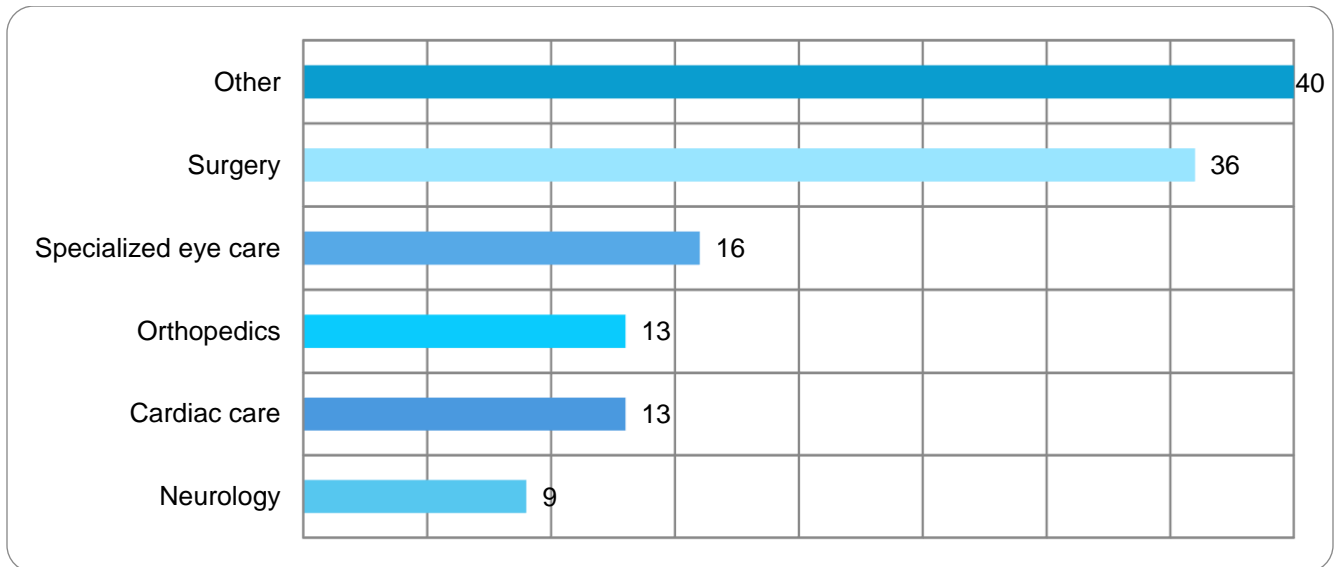


Figure 23 - I was satisfied with the quality of services I received from Surgery.

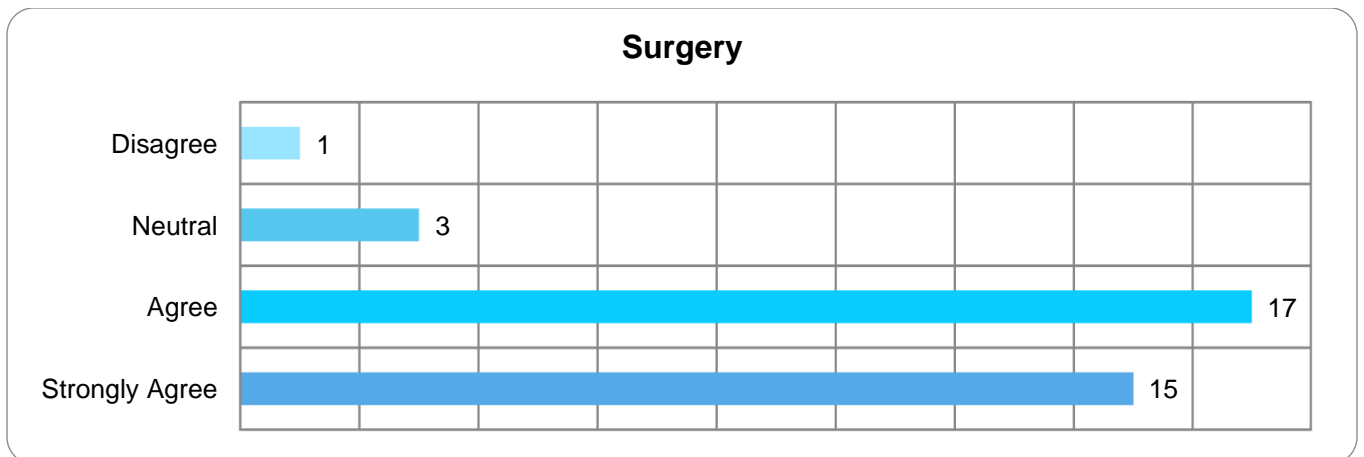


Figure 24 - I was satisfied with the quality of services I received from Neurology.

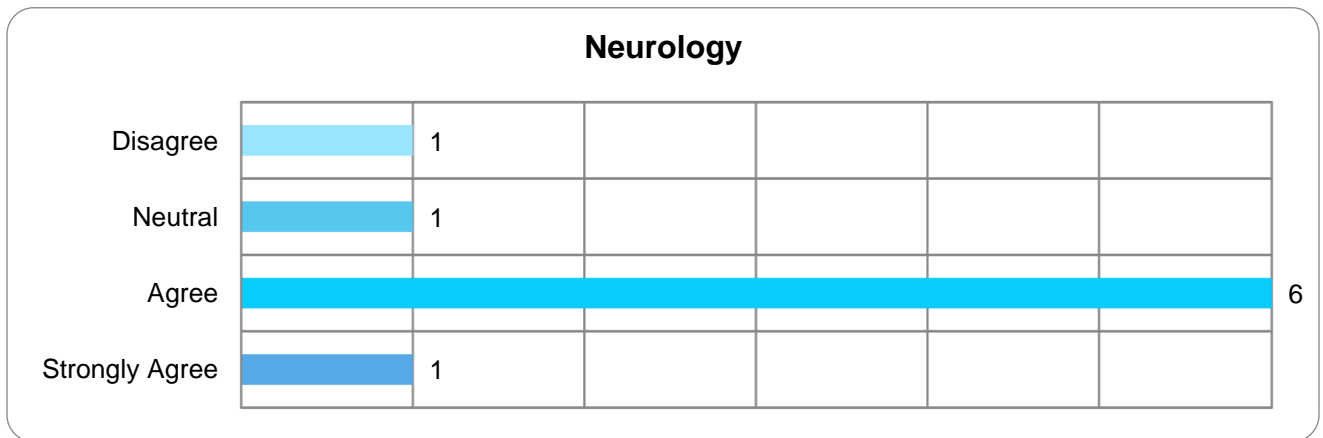


Figure 25 - I was satisfied with the quality of services I received from Orthopedics.

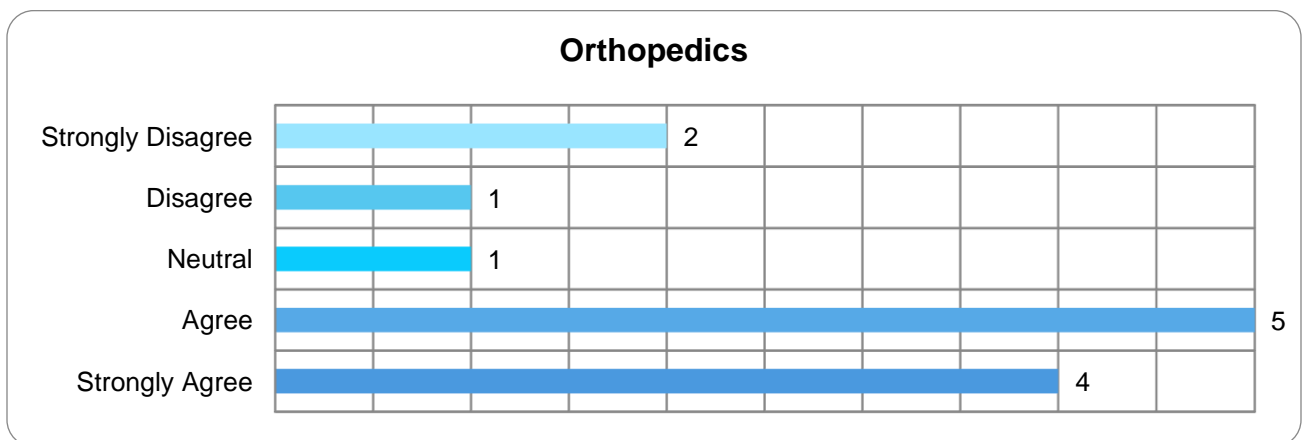


Figure 26 - I was satisfied with the quality of services I received from Specialized Eye Care.

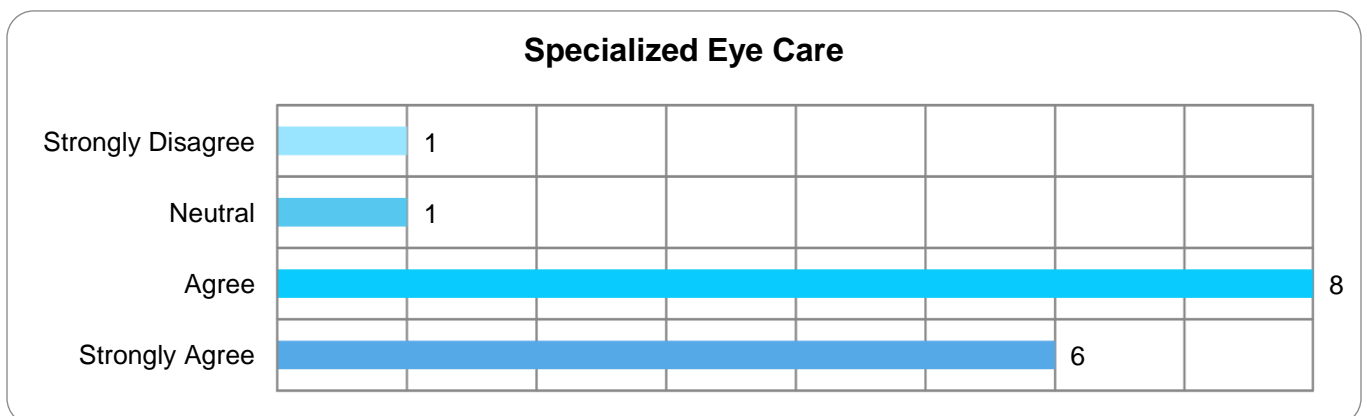


Figure 27- I was satisfied with the quality of services I received from Cardiac Care.

Survey respondents were then asked to share what they would like when accessing specialized care outside of the community in the future. Figure 28 details the responses below.

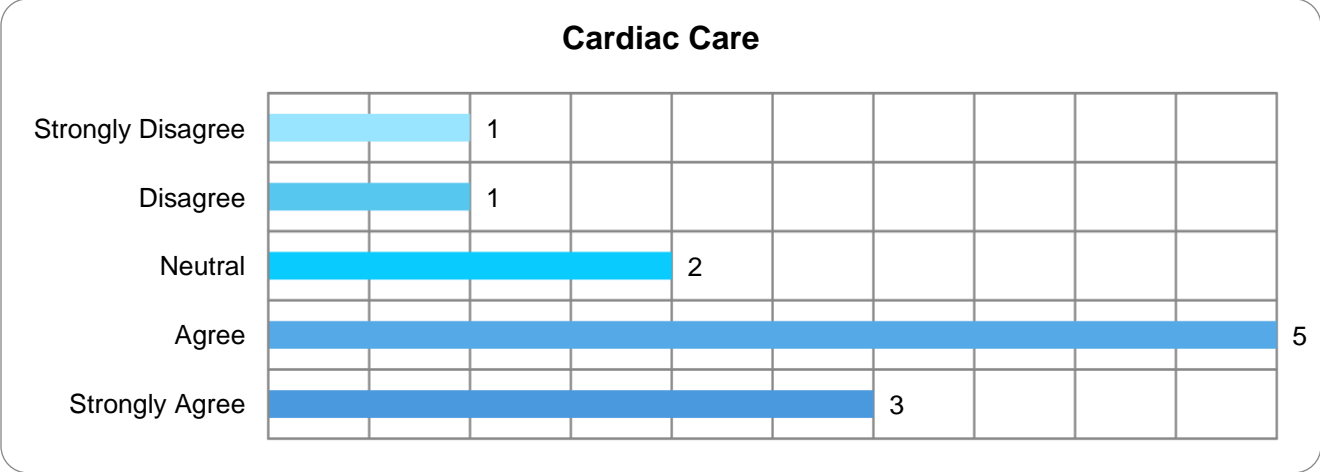


Figure 28- In the future when I need to get specialized care outside of my community, the following are important to me: (select all that apply.)

Two-hundred and sixty-two responses were provided with the top responses being: information about where to go/next steps (87 responses) and having a main point of contact (67 responses). Survey respondents were asked to share if they had used one of the following services in the community in the past year, primary care, emergency department, 911 and EMS, Cancer Care, Diagnostics, Home Care, and Labour and Delivery. Figure 29 details the responses below.

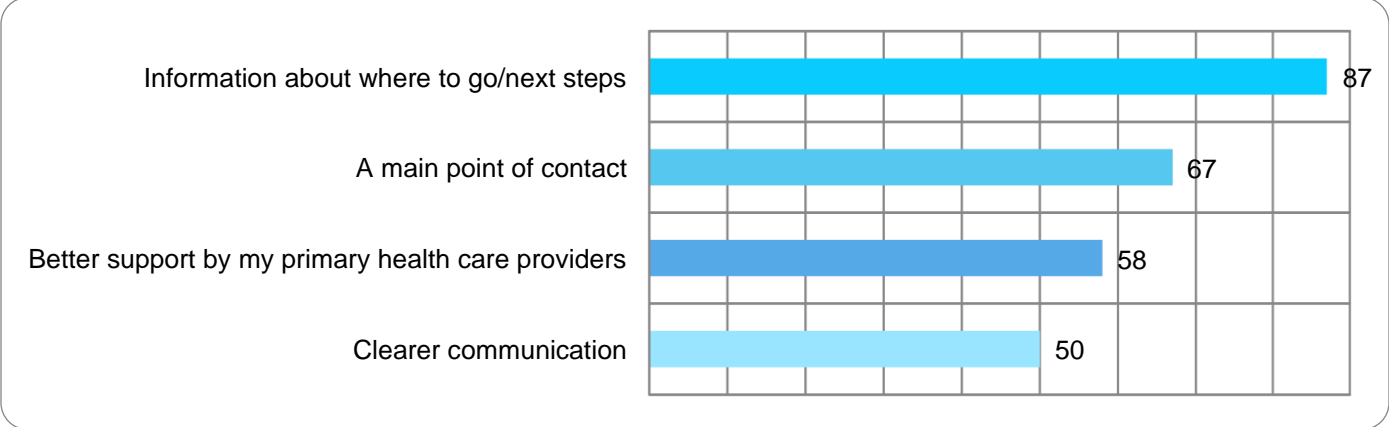


Figure 29- I have used one of the following services in my community in the past year.

Two-hundred and thirty responses were provided to this question. Survey respondents were then asked to share their experience with each of the services. The below figures detail the responses for each service.

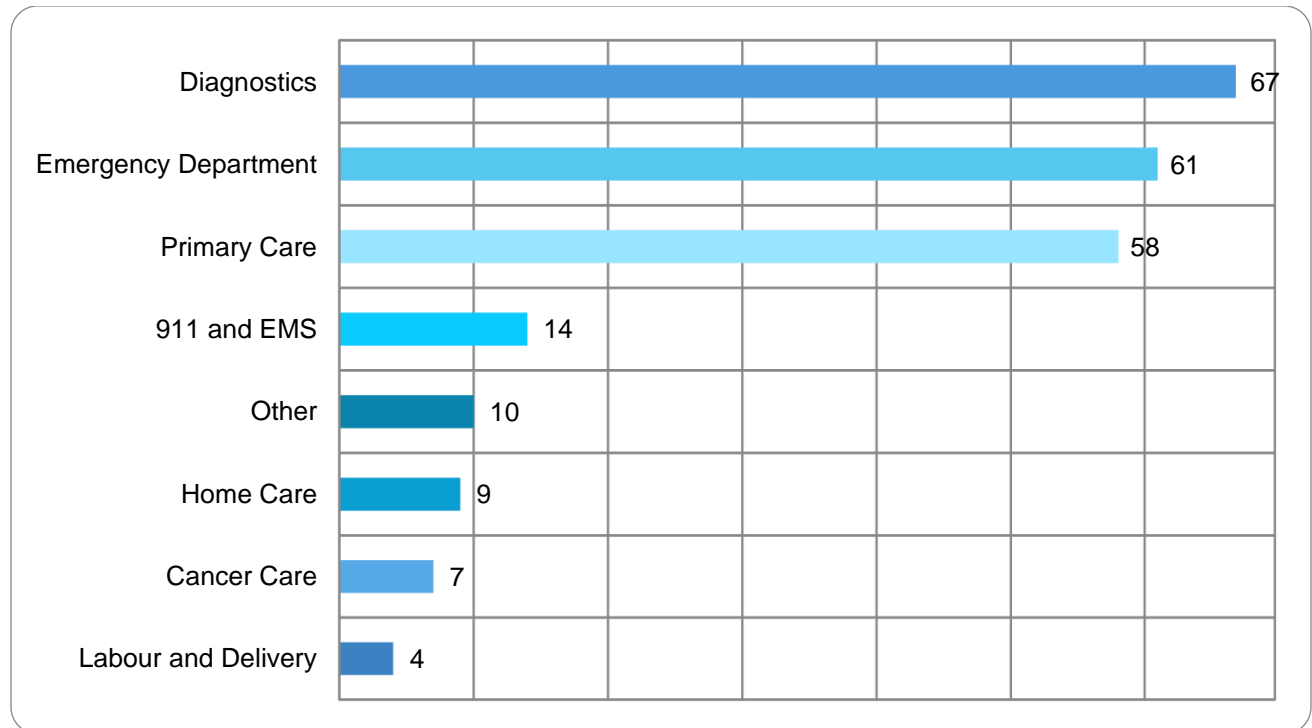


Figure 30 - I was satisfied with the quality of services I received from Primary Care.

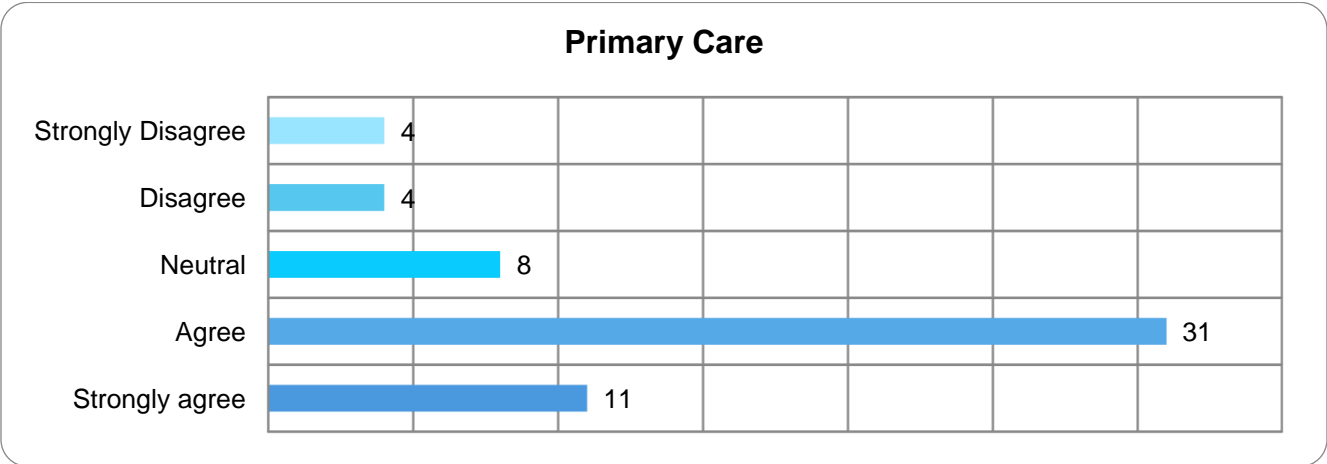


Figure 31- I was satisfied with the quality of services I received from the Emergency Department.

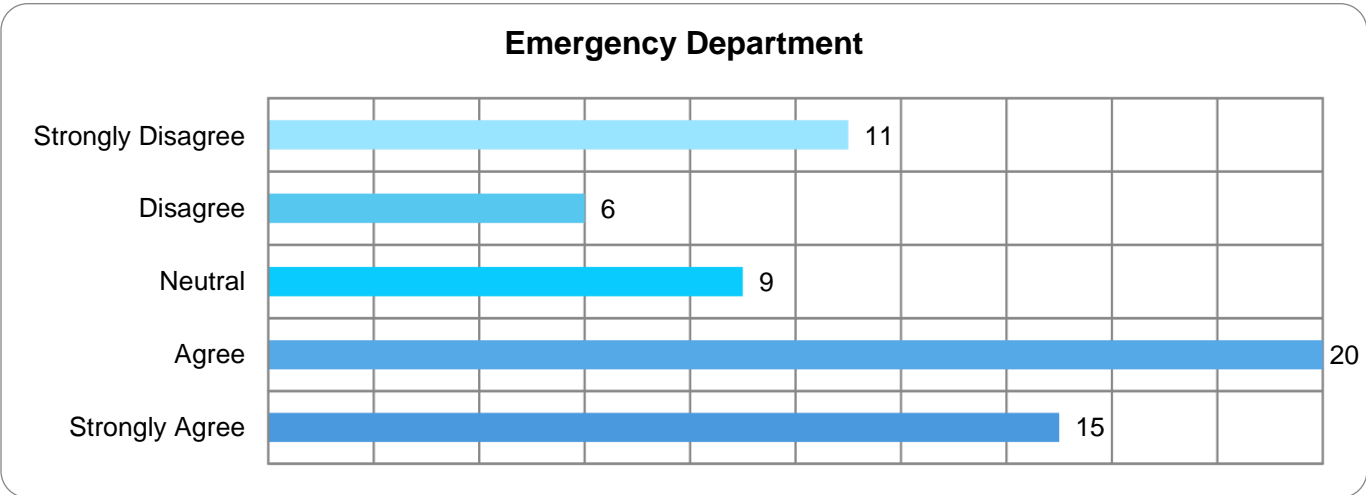


Figure 32 - I was satisfied with the quality of services I received from 911 and EMS.

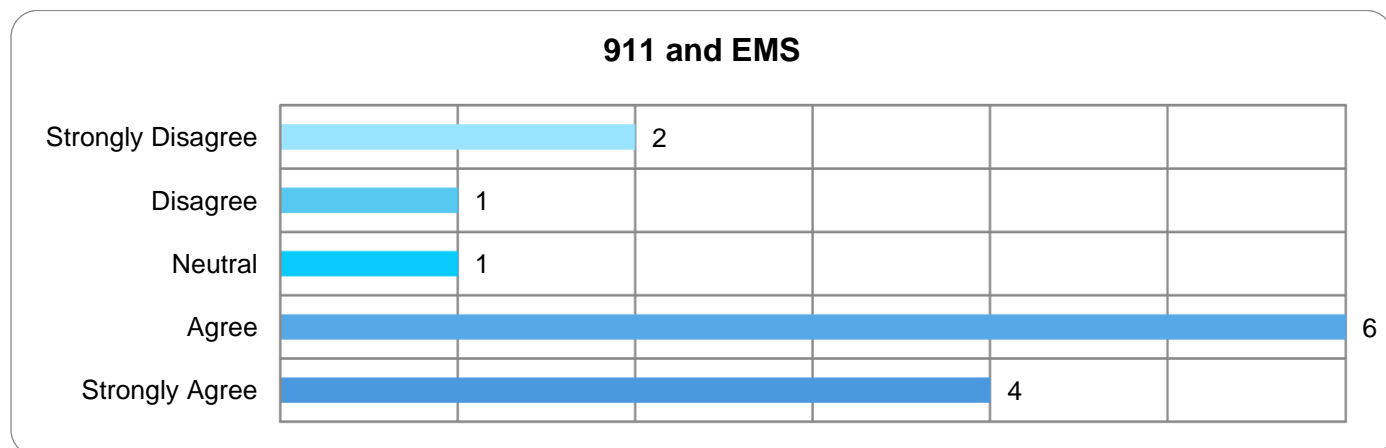


Figure 33 - I was satisfied with the quality of services I received from Cancer Care.

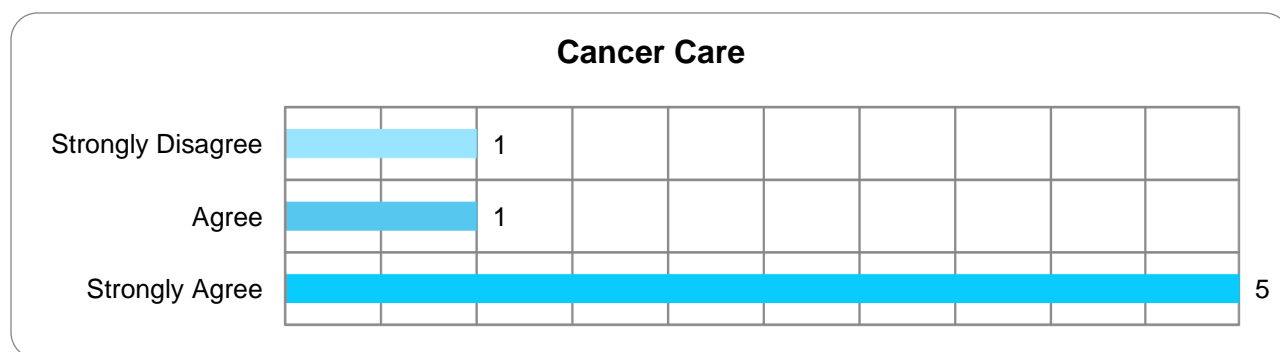


Figure 34 - I was satisfied with the quality of services I received from Diagnostics.

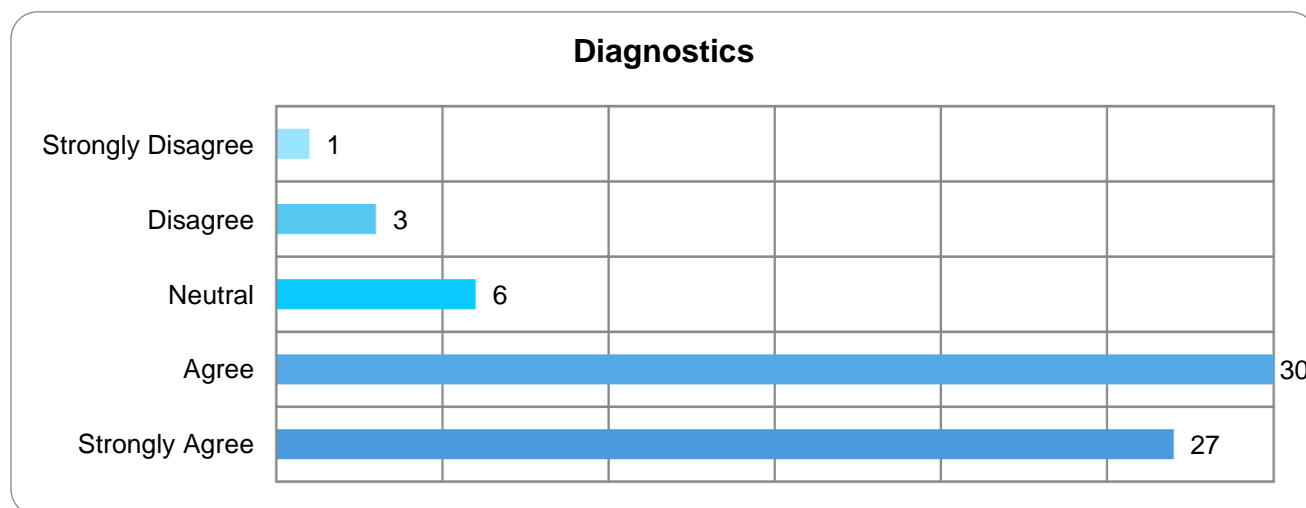


Figure 35 - I was satisfied with the quality of services I received from Home Care.

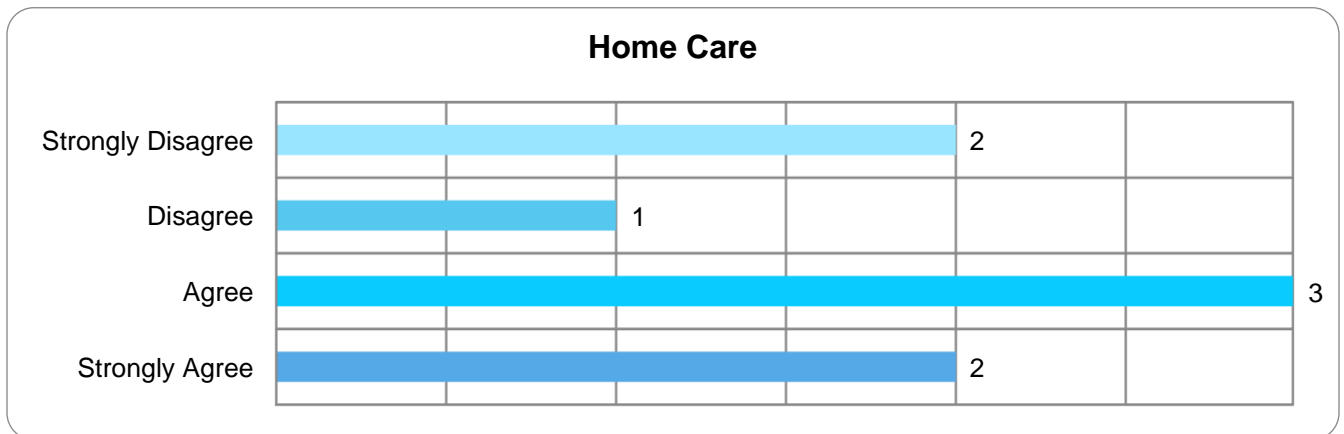
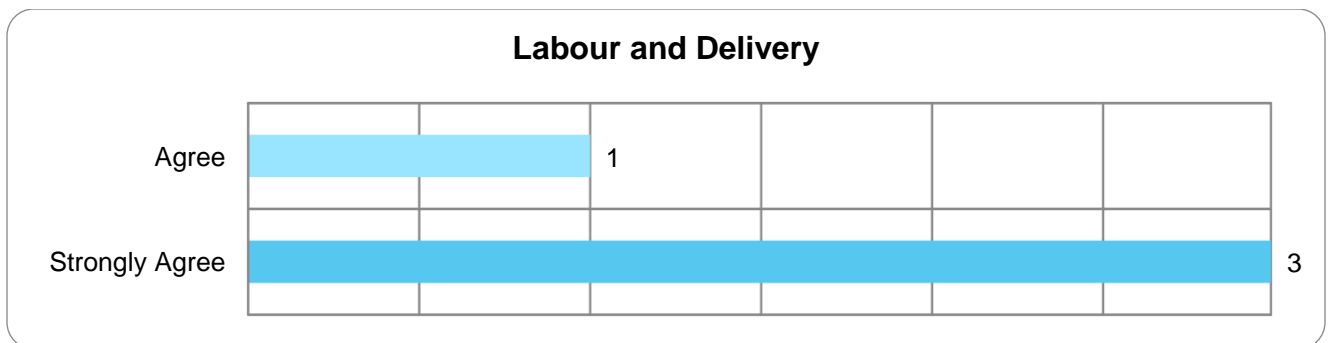


Figure 36 - I was satisfied with the quality of services I received from Labour and Delivery.



Other Feedback

Survey respondents were asked to provide their overall feedback on what they like the most about Selkirk Regional Health Centre. Figure 38 includes a summary of respondent's feedback.

Figure 37 - Tell us about your experience receiving care at Selkirk Regional Health Centre: what did/do you like the most about it?

Key Themes	Respondents Feedback
Staff	Feedback included comments like "positive staff", "courtesy of most staff who are doing their best", "friendly and knowledgeable staff", and "pleasant and attentive staff".
Facility	Comments included: "nice facility", "modern bright facility" and "beautiful facility".
Location	Comments included: "Nice to have an option outside of Winnipeg", "proximity to care when needed", and "easy to get to".
Number of Services Available	Comments included: "I like that I have a really good hospital in my community for pretty much all my health care needs", "proximity to care when needed, and most diagnostics available on site", and "Diagnostic Imaging and lab services are wonderful".

Survey respondents were then asked to provide feedback on what they liked the least about their experience at Selkirk Regional Health Centre. Figure 39 below shows summary of the themes presented.

Figure 38 - Tell us about your experience receiving care at Selkirk Regional Health Centre: what did/do you like the least about it?

Key Themes	Respondents Feedback
Wait Times	Comments included: "It was the only option available to us at the time, had to wait way too long", "Waiting times in diagnostics are very lengthy", and "Very long wait times in ER".
Lack of Communication	Comments included: "no communication or follow up from staff while waiting", "Lack of communication from doctor and nurses.", and "lack of communication from anyone in emergency was frustrating".
Lack of Staff	Comments included: "Not enough staff", "only one doctor available.", and "the staff are over worked and spread to thin".
Parking	Feedback included: "Make parking free", "paying for parking", and "Parking could be a problem. Especially when you need handicap parking".

Next Steps

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

Questions?

If you have any questions regarding the survey results, please contact info@ierha.ca.