

Let's Talk Health Survey Results

CHATHAM-KENT ONTARIO HEALTH TEAM

The “Let’s Talk Health Survey” captures patient voices on how they are experiencing health systems in Chatham-Kent in regards to digital health, navigation and accessing care.

<p><u>Digital Health</u></p> <p>The top requests for digital health care services included:</p> <ul style="list-style-type: none"> • Online appointment booking & management • Virtual care • Electronic referrals 	<p><u>Navigation</u></p> <p>The top places survey participants go to find information about health care included:</p> <ul style="list-style-type: none"> • Google (63%) • Organization websites (34%) • Healthcare providers (48%) • Word of mouth (39%) 	<p><u>Accessing Care</u></p> <p>The most common barriers to accessing health care in C-K included:</p> <ul style="list-style-type: none"> • Time (47%) • Location (35%) • Finances (24%) • Transportation (20%)
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What is the CKOHT doing to improve, based on these survey results?

- [CKOHT Website](#) - We are working on redesigning the CKOHT website to be more user-friendly and host the health care information that community members are looking for (i.e. Chatham-Kent health care services, navigation portals, etc.).
- [MobileCare](#) - A clinic on wheels has been established to travel directly to communities across Chatham-Kent, supporting those who find transportation and location barriers to accessing care.
- [BridgeCare](#) - A weekend walk-in style clinic for those who do not have a primary care physician. This supports those who do not have a primary care physician in Chatham-Kent, as well as provides a walk-in option for community members.

What’s important to survey participants?	How is the CKOHT responding?
87% of participants said that it is “important” or “very important” to have increased access to primary care (family doctors or nurse practitioners)	The CKOHT has worked with partners to establish MobileCare and BridgeCare, which provides access to primary care and urgent care in the community.
86% of participants said that it is “important” or “very important” to reduce the time it takes to receive healthcare services	The CKOHT has worked with several partners to establish MobileCare and BridgeCare, which provides increased access to care in the community. We are also redesigning the “Find Services” page on our website to ensure that patients are accessing the correct level of care.
82% of participants said that it is “important” or “very important” to reduce avoidable ED visits	The CKOHT has worked with partners to establish MobileCare and BridgeCare, and is working on other supporting initiatives such as Improving Care for those with COPD and Improving Palliative Care.