

# Healthcare survey by: MLA's HAWKINS & TESTART

## Your Healthcare Patient Experiences in the Northwest Territories (NWT)

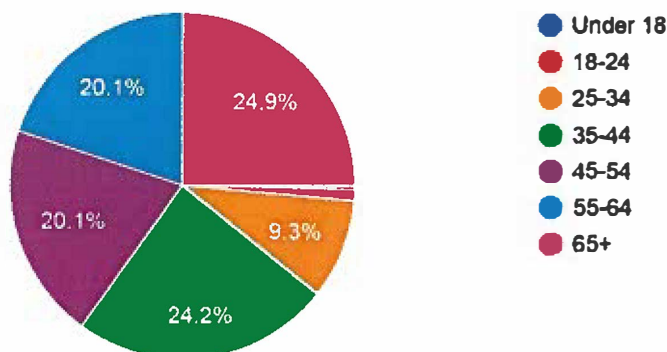
289 responses

### General Information

#### Age

289 responses

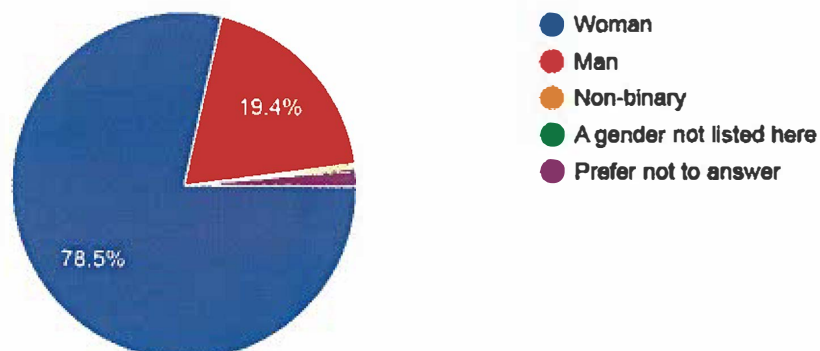
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#### Which of the following options most closely aligns with your gender?

289 responses

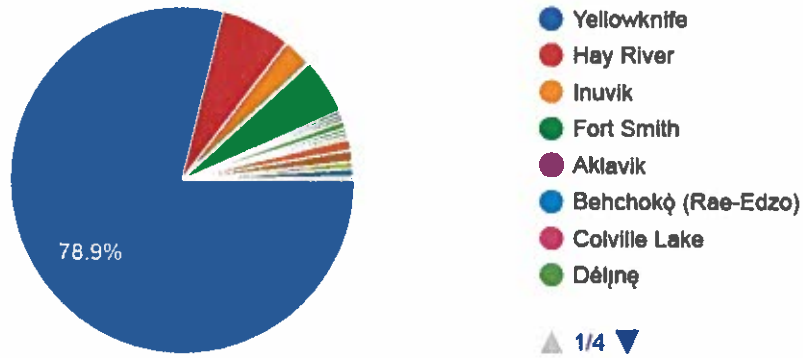
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### What community do you live in?

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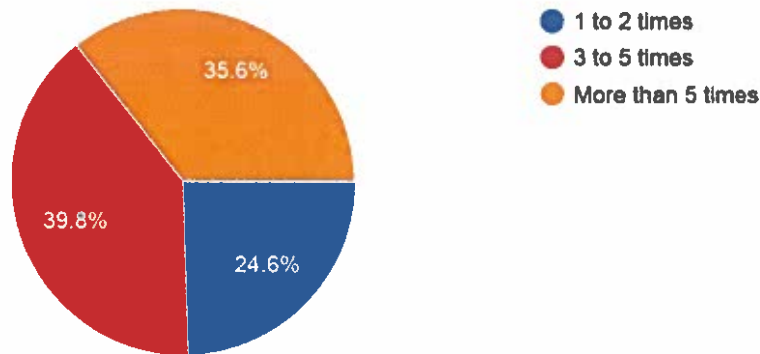
289 responses



### Frequency of healthcare visits in the past year

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289 responses

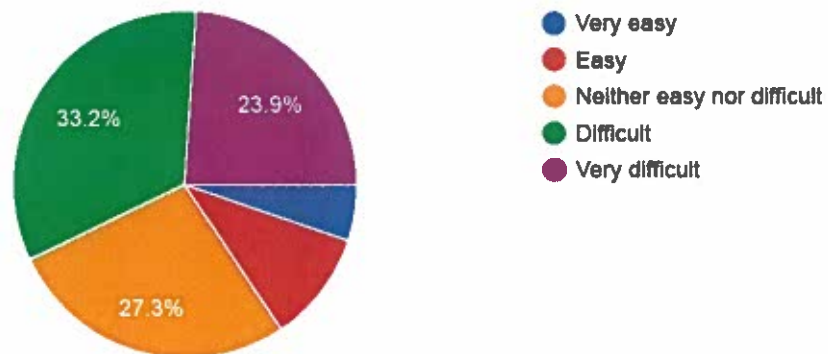


### Access to Healthcare

### How easy was it to access healthcare services in your community?

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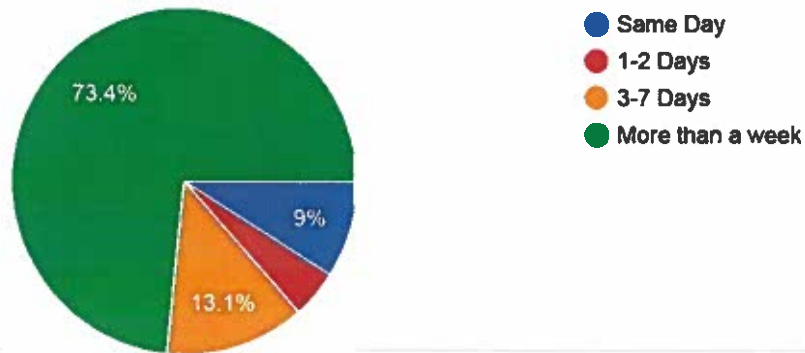
289 responses



### How long did you wait to get an appointment?

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289 responses



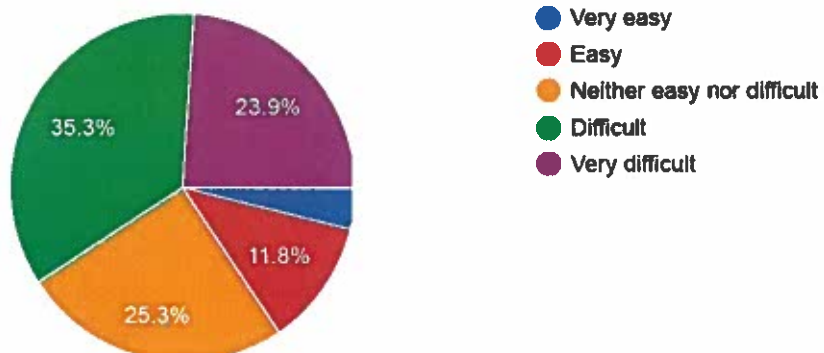
### Quality of Care

### Access to Healthcare

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### How easy was it to access healthcare services in your community?

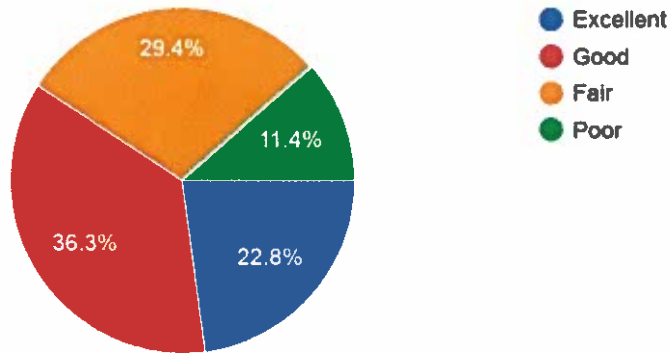
289 responses



### How would you rate the quality of care you received?

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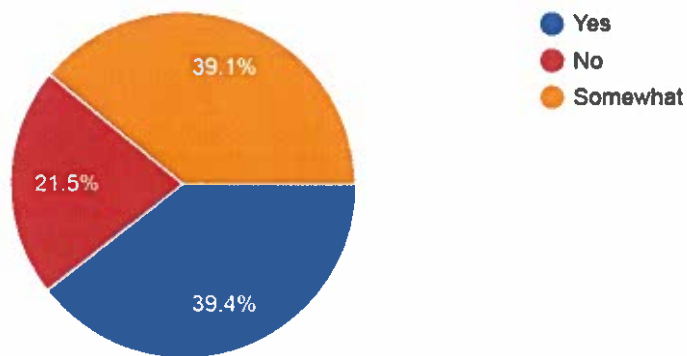
289 responses



### Were your concerns and questions adequately addressed by healthcare providers?

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289 responses

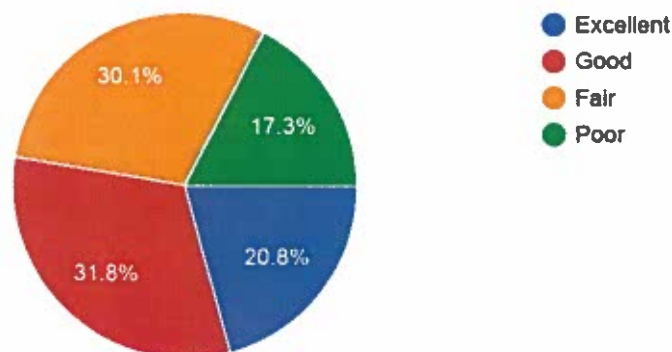


### Communication

### How well did healthcare providers communicate with you about your condition and treatment options?

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289 responses

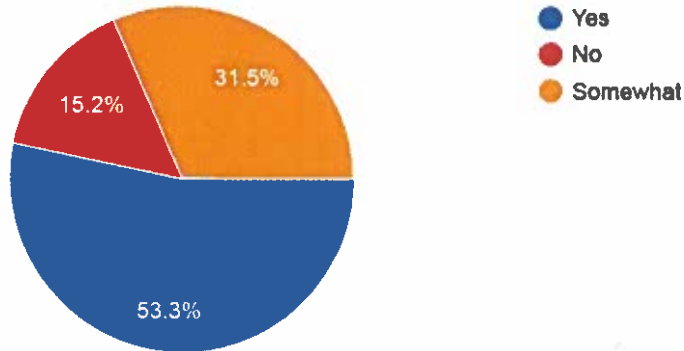




### Did you feel respected and listened to by your healthcare provider?

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289 responses

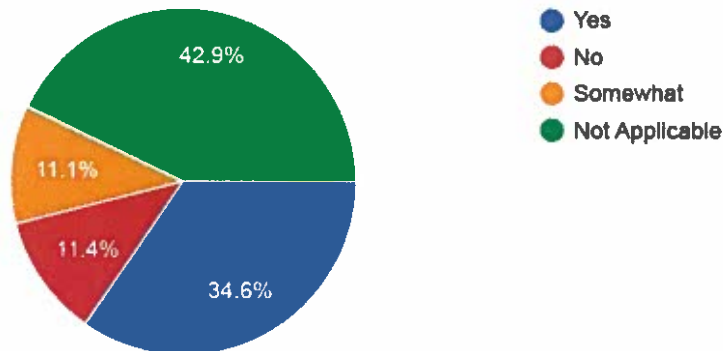


### Cultural Sensitivity

### Did you feel that your cultural background was respected during your healthcare experience?

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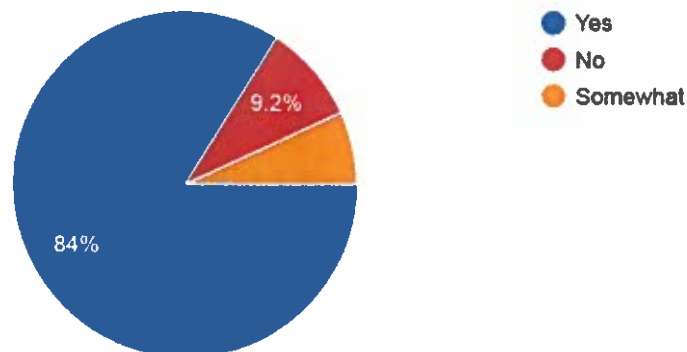
289 responses



### If applicable, were there services available in your preferred language?

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206 responses



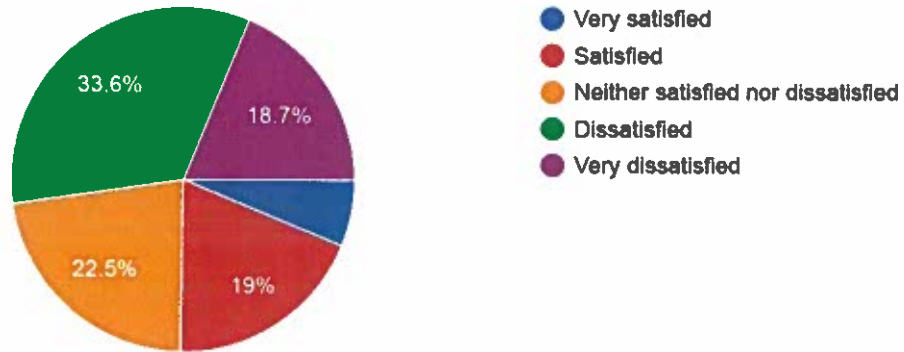
### Overall Experience



## How satisfied are you with your overall healthcare experience in the NWT?

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289 responses



## What could be improved in your healthcare experience?

289 responses

### More staff

I have GI issues and the GI clinic relies on a nurse practitioner and he's a great guy but he's sort of useless and I find seeing him a waste of time as I have to say everything all over again to the specialist. And I never see the same specialist twice. So I'm pretty frustrated

Having a local doctor and trained/patient personal to really understand my concerns

Stop saying it's a staffing issue for all of health care and properly staff. This starts right from the primary clinic to all the way up. There is not enough staff. But never see any job postings. Get people in the right jobs. You have managers who have no idea how to manage. They never listen to the staff who do the work. If you can you need to really talk to the staff who work at the clinic that place is a mess. But the focus has been on the hospital. Yes they are a mess as well.

More staffing in the budgets get rid of random management jobs

### Better availability

The whole health care system is falling apart. There are no appts available and when you have one you can feel that it's a rushed appt and not listen to. The doctors are burnt out. I feel like when they do try to hep the system is so failed that the specialist that we should be referred to are 5 year wait listed. How are we spending money on all these locums and not out local employees if the healthcare system is in this much of a mess maybe go down to emergency services only.

Being able to have a call answered when trying to make an appointment, getting an appointment in a timely manner and subsequent follow up care that is required regardless of when if whether that be in NT or AB!!

Shorter wait to get apt. Usually 6to 8 weeks or if lucky some day apt. I am a senior 79 year old and should not have to wait that long! Thank you.

### Better access, better follow-up

Improved performance and wait times along with referrals to appropriate specialists

Timely access to appropriate care (ie. primary care and/or specialist care); communication (particularly related to changes); flexibility (willingness to think outside of the box)



Test results aren't being provided for weeks/months, results are going missing, waiting months for an appointment and no continuity of providers. It's a horrible thing to feel desperate that you will not receive care for serious issues and are missing weeks of work because you have an infection, can't get an appointment and are misdiagnosed and refused an antibiotic in emerg and then your test results are lost for weeks.

It would be nice not to have to wait months to get an appointment to see my family doctor. No fault of theirs of course, just too many patients and too few physicians. I will be the first to say that we need more healthcare workers, but will also say I have no ideas how to attract them. I have to travel to Edmonton every three months and it is a huge inconvenience however I know that I am fortunate to have my travel covered. Healthcare all across Canada is in crisis and how it can be fixed is a mystery.

Cultural competency

Kidney transplant team

Walk in clinics 6 days a week. No appointment just wait your turn.

Drop in clinics 6 days a week

Quicker Access to your Doctor and Referrals. Shorter wait times for appointments.

Communication to patient

hire more health professionals

I havnt been able to visit Dr in 4 yrs. No assistance available

It's very challenge to get an appointment for a minor thing. Calling for an appointment for a UTI I was told I'd have to wait 6 weeks. No female can live with a UTI for 6 weeks. It is extremely uncomfortable.

More time available per visit

The QUALITY of the care was excellent; however, the wait time for an appointment does suck.

—

Access. Seriously considered private clinics in BC through the process of addressing a health concern.

24/ 7 customer service

The ability to see doctor sooner than waiting for a long time for appointment!



Probably more health practitioners but that's needed everywhere

C

Health professionals should stick to scheduled appointment times, not make patients wait for such a long time to be seen. Show some courtesy...

Not having an electronic option to book appointments is ridiculous. For weeks I would set alarms at 8:00 AM to call the healthcare office to not get in. I would be happier to book months ahead of time rather than needing to call everyday.

Doctors also need to use email instead of calling.

Once following an ER visit I received a voice mail from the doctor that saw me. I returned the call and was put on hold by the nurse on duty. The hold lasted for 4 hours as a shift change happened and they didn't even know who I was calling to speak to. To this day I do not know what the Dr was calling about. Just email me.

If I could access my health data online, make online appointments, utilize Telehealth and get reminders for yearly checkups I would be happy with the NWT healthcare system.

Easier access to appointments

Online, immediate access to my medical file.

Update training for health professionals on current guidelines.

Clear explanation on choice of treatments.

General cleanliness of facilities.

Reduce steps to register/check in.

"Treat the patient not the numbers"

Consistent policy. Staff apply it as they see fit.

Consistent locations/hours/ways we access.

Free parking.

Do not use "quality control" to push back on patients.

Quality control is not the client's responsibility. Not only do \*external clients\* not have the policy and procedures to produce a quality control report, it's also not our role. Quality is an internal process.

When we visit 3 or 4 times a year, how can we keep up to new phone numbers, new locations, new hours, new ways to register. Insiders seem to have a distinct advantage, over those of us working outside "the system" on how to access it.

When we visit, we have no access to our medical file so we are forced to make personal health decisions without key data. But when we ask for treatment options, we are given a number to report to quality control. Make sense, please.

The individual health care workers are great but for people with complex health concerns there seems to be no connective tissue to hold the overall system together and provide healthcare in

an informed and coordinated way. Access in terms of scheduling or getting in touch is getting harder, records management in terms of access to records for both the patient and the HC provider is getting more difficult. In short, the individual HC workers are great, the system they work in, not so much so. Stovepipes should be broken down, better coordination and openness between different parts of the system are need and how about repurposing things that worked in the past (for example, during the pandemic we could schedule vaccination appointments in line-why can they expand this for vaccinations and now bloodwork?)

The craziness of trying to get specialist appointments- call for hearing test - must get dr referral or refer yourself online - online referral no response in 6 months

Once in the system it is great. Gaining access to doctors and other medical services is difficult to impossible.

Regular doctors. Resident doctors would be even better

Removing the near- impossibility of making doctor appointments since there is no longer anyone answering phones. Getting in for lab work requires a 7 am line-up so maybe online appointments could be made available. The waiting room at the ER is populated by aggressive drunks so it would feel a lot safer if the "security guards" actually provided security for those who are there for medical reasons. If there was a way for referrals not to get lost that would be great too.

Faster access to Specialists and diagnostic equipment such as an MRI.

During my serious illness from May 2024 until present the healthcare I received in Hay River & YK was excellent. The issues with the healthcare system is no fault of the of the hospital staff & or care helpers but with the system itself, specifically communication between Alberta & NWT regarding treatment & policies around medical travel.

Better attention from nurses and doctors!!

The laboratory appointment is ridiculous

Women's health

Improve on incentives to lure Doctor 2 lots of errors occurring and no recourse. 3. Those who have chronic conditions are not followed in a timely and professional manner 4. Realizing that some conditions are not treatable in the north. Ex. I had an ingrown toenail operated in the north. It had to be done 4 times as it was not good. I finally paid my way south and saw a podiatrist who operated on 2 toes. I put my shoes on when he was finished and went shopping. Have had no problems with the toe he operated on but will have to have the one operated on in Hay River done again. A total then of 6 surgeries. 5 I was injured by a locum cleaning my ear. It caused a bad case of vertigo and I had to beg to be sent out. Royal Alex has a vertigo clinic and had it not been for them I would be still clinging to the wall. Took 1 year to get a referral out and only then because I became angry. I was so desperate I even volunteered to pay my own way out but was informed I could not do this. How do you justify a cost

effective method ? Learned I have arthritis so for 2 years I would go to the clinic At one point the locum gave me hell because I should not have taken the medicine so long. I became so frustrated that I asked the CEO to get me an appointment which she did. I went out and was told I should not have stopped the medicine and to take it for at least 6 months did not have an attack in at least 3 years. To that point I stayed at home as going out was impossible as I was in so much pain. 7. Presently dealing with warfarin. I went Monday to have my blood checked. Nobody called so finally phoned Thursday after leaving messages to call back. When I called Thursday I said " I am staying on the line till someone tells me my INR. Got a nurse who said she would call me back. She didn't so waited Friday for the callback. Nothing came so I called again. This should not be happening 8. Today I am in a dispute with Canadian Life who sent me a bill for 1200. As they claimed it was not covered. I have notified Canada life plus our 2 MLA. No Response from anyone. [REDACTED] presented my letter to the health minister a few months back seems because they feel it is a gov plan it doesn't affect them. Sure does. I get my oxygen from Northair located in Yellowknife and he has managed to keep me alive for 20 years he has set up an office in BC and hopefully does not move the rest of his staff there He has more respiratory therapist working for him than Stanton. His therapists visit HR regularly so if he leaves do we go without or do they send in someone from the south. Right now I give our health system a failing mark I am willing to talk to you regarding my comments as should I not get a response from my first letter will be pursuing it with PSAC or Cabin Radio.

Pick up medicine from pharmacy for busy working patients that can't travel during working hours, no pharmacy in our community, it's 1 hour out

Permanent Dr's and Nurse Practitioners so that they know their patients and can provide knowledgeable treatments and not locums who haven't got any patient histories but just want act on their opinions without reading your chart.

I waited a long time to see a gastroenterologist (18 month+), while waiting I had a terrible experience with a general surgeon. My family doctor suggested I see a naturopath. Seeing the naturopath was expensive and I'm not sure if it helped anything but it for sure created new issues. Going through the government website I self-referred to a dietitian, I don't know why my family doctor didn't send me that service, seeing her is helping more than anything else so far a

Be able to see a decent doctor without waiting a month

I had a family physician but not sure why every time I book an appointment, it is always with a locum. The locum Dr. always try to change your medications, etc based on their preference. There is no continuity of care. Also, cannot get in a specialist (neurologist) that used to be accessible and no one will tell you why or when it will ever happen. No communication at all.

Wait times.

More doctors, nurses, and dentists are needed to serve the communities.



More access to appointments. You shouldn't have to go stand at Primary Care to try and win the lottery of getting a same day appointment.

### Staffing

Better appointment booking system

Lack of physicians and shortage of staff. This seems to be the issue right across Canada though.

Give doctors more time with patients. Each time I have gone to emergency they first look at me as I'm wasting their time. Then they look at my file see that I am in emergency for a serious issue. The experience is so bad that we wait longer than we should to see a doctor.

This survey needs a second area about the service we receive. Most nurses/ staff are excellent, but one can ruin the entire visit.

We need shorter waiting list for procedures ex joint replacement 2+ years is far to long

You can get rid of all the top heavy over paid workers that occupy management positions! You can make things like X-rays and blood test and other special appointments be 7 days a week instead of bankers hours money to Friday 9 to 5! Workers at these facilities do rotate shifts! There is no doctor required for these appointments! Doctors should work shifts as well and be available until 9!

Shorter wait times to see a doctor. There is a need of more doctors.

More doctors, I had to go to emergency to be looked at and receive care. My doctor is booked two months ahead

It would be nice to have stable care. We have to deal with locums. They try but information can fall between the cracks. When we had nurse practitioners, service was much better!

Patient should not have to be a link in Medical travel. I had to talk to Edm Clinic then back to Med Travel for each of my appts, sometimes 3 or 4 calls satisfactory arrangements. The Clinic took 5 min to Xray me after my clothes were off, 15 min at Stanton. We need more medical staff, sure, but there are lots of ways to improve lab work and X rays, get twice as much done without making people wait for hours. Prioritise emergencies schedule others. Proactive work with homeless to free up emerg for emergencies, not for chronic issues caused by being underhoused. Medical intervention is the most expensive way to deal with citizens who mainly need a dry bed, a good meal and compassionate understanding

NA

Not so long wait times to see my dr when I am having issues that need to be addressed.





More people to answer the phones. I've called over 18 times one morning at 0805 to be told that all the same day appointments are booked already. I had to call the lab 5 times on 5 different days before they would answer to make an appointment.

Nurses and doctors are overworked and under paid. It is difficult to give 100% to every patient when you are running on a half empty tank. We just need more practitioners.

Cannot get an appointment at primary care. Trying for months.

More primary care appointments, walk in clinics that are not ER

Better services. Waiting over a year to see neurologist. But we don't have one and won't send me south to see on  
They changed team based care and didn't tell me I switched from a team I was comfortable to mostly strangers

Wait times for appointments, also, medical travel assistance for those that have higher income households. Just because higher income household doesn't mean we can pay tickets hotels meals while on medical travel. Also, rentals or u era taxis etc while in Edmonton, due to no access to Largoa etc

Listen to doctors, nurses about their needs to provide better care. We are failing providers and patients.

The way appointments are booked. Way too many drunk people in emergency causing disruption and sometimes forcing others to leave because of the ongoing nonsense

Doctors that stay long term

More walk in access, online booking, text appointment reminders, direct messaging with providers

I don't understand the new scheme for appts. I worry that when I need help it won't be there.

shift and change negative racist attitudes in health care providers towards Indigenous residents. need professional development in health care programs and professions from year 1 in post secondary and continuing through duration of careers.

provide health care access to northern residents

stop designing policies used as weapons towards residents

widely known health care providers in YK refer to residents from outlying communities in derogatory manner



hire indigenous people in decision making roles

Do not know

Still waiting on MRI from injury LAST august, currently scheduled for Nov, took 8 months to get physio

More appropriate long term resident health care providers ...ie retention of providers allowing for better continuity of care

When you return a call from the clinic it takes about a week for them to get back to you and then if it was for an apt that week you have already missed it. If you have a serious condition and you have to wait to be seen after the doc said to book a follow up and you have to wait a month. We just flew south to get better results and the bill goes to GnwT

Availability of healthcare professionals needs improvement, although I understand this is a nationwide problem. Thankful we do get locums but it's not good for continuity of care. We have some excellent nurses but we also have a number of nurses that don't seem to like their jobs very much and don't treat people very well in emerg.

The long waits for life-threatening care requiring a medivac is unacceptable -having to wait for some clerk in YK to give approval, for the flight, when the doctor should be the one making that decision.

I know you're not asking about this but medical travel is an absolute nightmare.

None

Shorter wait times

The writh time. For the answer of my test and got in for my point.

If health care providers could advocate publicly

Get rid of the concept of family doctor, accept the reality of locums providing services ( use the "employed docs as the oversight" if needed for continuity ) and allow online scheduling of appts by the public. Most clients can't access their family doctors anyways. Allow online access to the clients health record by the client, allow self referral to specialists if certain criteria are met, which could be based on information in the health record - that could be a simple AI validation. Ultimately if the contract physician model isn't working, if between the doctors and management they can't figure out panel size, # of patients per clinic day, hospitalist services and on call under the contract model then terminate the contracts and go back to a fee for service model.

More appointments, more physicians, more same day appointments on Saturday. Instead of running same day -Saturday- clinic with one physician , make more physicians available and



run the SDA clinic so that more people can access the care and ER will not be flooded with non emergency patients.

The system is broken. The concept of a family physician and/or team based treatment is nothing more than lip service in the NWT. That approach, while theoretically best practice, is not practiced in the NWT.

An attempt to see a family physician is most often met with a minimum of a six week wait. I truly cannot understand why that is the case when the system generally appears to be fully staffed.

I suggest not just looking at how many patients a physician is assigned but digging into the requirements and needs of those patients, because frankly having 2,000 patients like me, who happily has few health items of concern, is completely misleading. In a fee for service environment that physician would not make living wage, let alone a very generous six figure salary.

Nurses n nonaboriginals staff are prejudice/racist towards Indigenous n provide poor healthcare to invalids, and the very sick patients. History speaks louder n no lies, Go check History of Indigenous who been in the hospital and I have been and experienced prejudice n racist from non Indigenous hospital staff.

Availability of primary care appointments.

If there were access to specialists like neurologist. I am 2 years behind on my annual appointment with a neurologist. I am left with out a plan of care given the recent shut down to the NWT neurology program.

Answering their phones, returning calls (not take a week to return calls) getting appointments and told to be on a waiting list

Easier access to the appropriate provider, providers here rather than Edmonton (more and more it seems we have to go out-hard when you are chronically ill) and a better system that would allow triaging or your concerns

I have no solutions to the many problems that have existed for probably many years. I do know that decisions are made by people who are furthest away from the clients and caregivers.

Maintain needed funding

More services and better records keeping. I keep having to start from scratch because doctors can't find my information. I've given up because it feels pointless to keep waiting for an appointment just to keep starting over. I remember a time when health care in the NWT was great. I don't know what the answer is but I have a chronic illness, a family doctor, but yet I'm getting worse care than ever before. Very rarely can I see my family doctor and even when I do, they can't find any information that previous doctors have done. I can't even imagine how it is

for someone without a family doctor. I have just given up going because nothing gets accomplished. I just end up wasting time. Why should I waste my days trying to get lab work done if it just keeps getting lost? Why would I keep going to the doctor if no follow up can happen because my information keeps getting lost? How many of the same invasive tests should I take if I just keep having to get redone? How much money is wasted because nothing gets recorded properly?

Using more telephone or video calls for some of the specialist visits.

In Yellowknife , I had to phone many times just to get a medical receptionist to answer the phone to make an appointment with my family doctor and then when they did answer they were not always helpful or polite! I have been in Yellowknife for over 60 years and this is the worst ever... just a simple request to schedule a family doctor's appointment! Could not imagine what other people are frequently or infrequently experiencing in their more complex medical needs!

Access to a family physician

Better access to lab services

More receptionists.

If you are putting all services in yellowknife at one location, put them all there.

185 more responses are hidden

Google



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**Please Indicate Which of the Following Health Care Concerns Have Impacted Your Quality of Care:**

*Extended Health Benefit Changes* ✓

*Surgery Cancellations* ✓

*Strict Medical Travel Rules* ✓

*Emergency Room Wait Times* ✓

*Specialized Care Moving Down South*

*Lack of NWT Disability Act* ✓

*Lab Work Appointments* ✓

*Lack of Family Doctor*

*Wait Times for Doctor Appointments* ✓

*System Navigation*

*Lack of Culturally Appropriate Care*

*Unfamiliar Out of Territory Staff*

*Other:* \_\_\_\_\_

This survey aims to gather feedback on healthcare experiences in the Northwest Territories (NWT). Your responses will help improve the quality of healthcare services. The survey is divided into two sections: one for patients and one for healthcare professionals. Please answer the questions that apply to you.

### Section 1: Patient Feedback

1. **General Information:**

- Age: 56
- Gender: F
- Community: YK
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times
  - More than 5 times

2. **Access to Healthcare:**

- How easy was it to access healthcare services in your community?
  - Very easy
  - Somewhat easy
  - Neutral
  - Somewhat difficult
  - Very difficult
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days
  - More than a week

3. **Quality of Care:**

- How would you rate the quality of care you received?
  - Excellent
  - Good
  - Fair
  - Poor
- Were your concerns and questions adequately addressed by healthcare providers?
  - Yes
  - No
  - Somewhat

4. **Communication:**

- How well did healthcare providers communicate with you about your condition and treatment options?
  - Excellent
  - Good

Fair

- Poor

- Did you feel respected and listened to by your healthcare provider?

- Yes

- No

- Somewhat

5. **\*\*Cultural Sensitivity:\*\***

- Did you feel that your cultural background was respected during your healthcare experience?

- Yes

- No

- Somewhat

- If applicable, were there services available in your preferred language?

- Yes

- No

- Somewhat

6. **\*\*Overall Experience:\*\***

- How satisfied are you with your overall healthcare experience in the NWT?

- Very satisfied

- Satisfied

- Neutral

- Dissatisfied

- Very dissatisfied

- What could be improved in your healthcare experience? (Open-ended)

access to primary healthcare. Continuity (regular local health care workers)

#### Section 2: Healthcare Professional Feedback

1. **\*\*General Information:\*\***

- Role (e.g., nurse, physician, support staff, etc.): ---

- Years of experience in the NWT healthcare system: 29

- Community where you practice: YK

2. **\*\*Work Environment:\*\***

- How would you describe your work environment?

- Very supportive

- Supportive

- Neutral

- Unsupportive

- Very unsupportive

- Do you feel you have the necessary resources to provide quality care?

- Yes

- NO

- Somewhat



3. \*\*Training and Professional Development:\*\*

- How satisfied are you with the training and professional development opportunities available?
  - Very satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very dissatisfied
- What additional training or resources would help you in your role? (Open-ended)

4. \*\*Patient Care:\*\*

- How often do you feel able to provide the level of care you aspire to?
  - Always
  - Often
  - Sometimes
  - Rarely
  - Never
- Do you feel that patient needs are adequately met in your healthcare setting?
  - Yes
  - No
  - Somewhat

5. \*\*Cultural Competency:\*\*

- Do you feel equipped to provide culturally sensitive care to a diverse patient population?
  - Yes
  - No
  - Somewhat
- What additional support or resources would enhance your ability to deliver culturally competent care? (Open-ended)

6. \*\*Challenges and Opportunities:\*\*

- What are the biggest challenges you face in your role? (Open-ended)
- What improvements would you suggest for the healthcare system in the NWT? (Open-ended)

competitive wages + benefits  
for staff who choose to live  
here

### Conclusion

No accountability  
or  
transparent  
with  
decision  
being made  
at  
NTHSSA

Please email or text your responses to [taylor\\_pagotto@ntassembly.ca](mailto:taylor_pagotto@ntassembly.ca) / 867-445-4637

Accountability

- why are 3rd party?  
reviews kept secret?

This survey aims to gather feedback on healthcare experiences in the Northwest Territories (NWT). Your responses will help improve the quality of healthcare services. The survey is divided into two sections: one for patients and one for healthcare professionals. Please answer the questions that apply to you.

### ### Section 1: Patient Feedback

#### 1. \*\*General Information:\*\*

- Age: 79
- Gender: F
- Community: UK
- Frequency of healthcare visits in the past year:  
 1-2 times
- 3-5 times
- More than 5 times

#### 2. \*\*Access to Healthcare:\*\*

- How easy was it to access healthcare services in your community?  
 Very easy
- Somewhat easy
- Neutral
- Somewhat difficult
- Very difficult
- How long did you wait to get an appointment?  
 Same day
- 1-2 days
- 3-7 days
- More than a week

#### 3. \*\*Quality of Care:\*\*

- How would you rate the quality of care you received?  
 Excellent
- Good
- Fair
- Poor
- Were your concerns and questions adequately addressed by healthcare providers?  
 Yes
- No
- Somewhat

#### 4. \*\*Communication:\*\*

- How well did healthcare providers communicate with you about your condition and treatment options?  
 Excellent
- Good

- Fair
- Poor
- Did you feel respected and listened to by your healthcare provider?  
- Yes
- No
- Somewhat

5. ~~\*\*Cultural Sensitivity:\*\*~~

- Did you feel that your cultural background was respected during your healthcare experience?  
- Yes
- No
- Somewhat
- If applicable, were there services available in your preferred language?  
- Yes
- No
- Somewhat

6. ~~\*\*Overall Experience:\*\*~~

- How satisfied are you with your overall healthcare experience in the NWT?  
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- What could be improved in your healthcare experience? (Open-ended)

### Section 2: Healthcare Professional Feedback

1. ~~\*\*General Information:\*\*~~

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_\_
- Years of experience in the NWT healthcare system: \_\_\_\_
- Community where you practice: \_\_\_\_

2. ~~\*\*Work Environment:\*\*~~

- How would you describe your work environment?  
- Very supportive
- Supportive
- Neutral
- Unsupportive
- Very unsupportive
- Do you feel you have the necessary resources to provide quality care?  
- Yes
- No
- Somewhat

3. ~~\*\*Training and Professional Development:\*\*~~

- How satisfied are you with the training and professional development opportunities available?  
✓ - Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- What additional training or resources would help you in your role? (Open-ended)

4. ~~\*\*Patient Care:\*\*~~

- How often do you feel able to provide the level of care you aspire to?  
✓ Always
- Often
- Sometimes
- Rarely
- Never
- Do you feel that patient needs are adequately met in your healthcare setting?  
- Yes
- No
- Somewhat

5. ~~\*\*Cultural Competency:\*\*~~

- Do you feel equipped to provide culturally sensitive care to a diverse patient population?  
- Yes
- No
- Somewhat
- What additional support or resources would enhance your ability to deliver culturally competent care? (Open-ended)

6. ~~\*\*Challenges and Opportunities:\*\*~~

- What are the biggest challenges you face in your role? (Open-ended)
- What improvements would you suggest for the healthcare system in the NWT? (Open-ended)

### Conclusion

Please email or text your responses to [taylor\\_pagotto@ntassembly.ca](mailto:taylor_pagotto@ntassembly.ca) / 867-445-4637



This survey aims to gather feedback on healthcare experiences in the Northwest Territories (NWT). Your responses will help improve the quality of healthcare services. The survey is divided into two sections: one for patients and one for healthcare professionals. Please answer the questions that apply to you.

### #### Section 1: Patient Feedback

#### 1. \*\*General Information:\*\*

- Age: 38
- Gender: F
- Community: YKC
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times
  - More than 5 times

#### 2. \*\*Access to Healthcare:\*\*

- How easy was it to access healthcare services in your community?
  - Very easy
  - Somewhat easy
  - Neutral
  - Somewhat difficult
  - Very difficult
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days
  - More than a week

#### 3. \*\*Quality of Care:\*\*

- How would you rate the quality of care you received?
  - Excellent
  - Good
  - Fair
  - Poor
- Were your concerns and questions adequately addressed by healthcare providers?
  - Yes
  - No
  - Somewhat

#### 4. \*\*Communication:\*\*

- How well did healthcare providers communicate with you about your condition and treatment options?
  - Excellent
  - Good

✓ Fair

- Poor

- Did you feel respected and listened to by your healthcare provider?

- Yes

- No

✓ - Somewhat

5. \*\*Cultural Sensitivity:\*\*

- Did you feel that your cultural background was respected during your healthcare experience?

- Yes

- No

- Somewhat

- If applicable, were there services available in your preferred language?

- Yes

- No

- Somewhat

6. \*\*Overall Experience:\*\*

- How satisfied are you with your overall healthcare experience in the NWT?

- Very satisfied

- Satisfied

✓ - Neutral

- Dissatisfied

- Very dissatisfied

- What could be improved in your healthcare experience? (Open-ended)

### Section 2: Healthcare Professional Feedback

1. \*\*General Information:\*\*

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_\_\_

- Years of experience in the NWT healthcare system: \_\_\_\_\_

- Community where you practice: \_\_\_\_\_

2. \*\*Work Environment:\*\*

- How would you describe your work environment?

- Very supportive

- Supportive

- Neutral

- Unsupportive

- Very unsupportive

- Do you feel you have the necessary resources to provide quality care?

- Yes

- No

- Somewhat

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### ### Section 1: Patient Feedback

#### 1. \*\*General Information:\*\*

- Age: 68
- Gender: M
- Community: Yukon
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times
  - More than 5 times

#### 2. \*\*Access to Healthcare:\*\*

- How easy was it to access healthcare services in your community?
  - Very easy
  - Somewhat easy
  - Neutral
  - Somewhat difficult
  - Very difficult
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days
  - More than a week

#### 3. \*\*Quality of Care:\*\*

- How would you rate the quality of care you received?
  - Excellent
  - Good
  - Fair
  - Poor
- Were your concerns and questions adequately addressed by healthcare providers?
  - Yes
  - No
  - Somewhat

#### 4. \*\*Communication:\*\*

- How well did healthcare providers communicate with you about your condition and treatment options?
  - Excellent
  - Good

- Fair
- Poor
- Did you feel respected and listened to by your healthcare provider?
  - Yes
  - No
  - Somewhat

5. \*\*Cultural Sensitivity:\*\*

- Did you feel that your cultural background was respected during your healthcare experience?
  - Yes
  - No
  - Somewhat
- If applicable, were there services available in your preferred language?
  - Yes
  - No
  - Somewhat

6. \*\*Overall Experience:\*\*

- How satisfied are you with your overall healthcare experience in the NWT?
  - Very satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very dissatisfied
- What could be improved in your healthcare experience? (Open-ended)

### Section 2: Healthcare Professional Feedback

1. \*\*General Information:\*\*

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_\_
- Years of experience in the NWT healthcare system: \_\_\_\_
- Community where you practice: \_\_\_\_

2. \*\*Work Environment:\*\*

- How would you describe your work environment?
  - Very supportive
  - Supportive
  - Neutral
  - Unsupportive
  - Very unsupportive
- Do you feel you have the necessary resources to provide quality care?
  - Yes
  - No
  - Somewhat



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### ### Section 1: Patient Feedback

#### 1. \*\*General Information:\*\*

- Age: 19
- Gender: M
- Community: —
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times ✓
  - More than 5 times

#### 2. \*\*Access to Healthcare:\*\*

- How easy was it to access healthcare services in your community?
  - Very easy
  - Somewhat easy
  - Neutral
  - Somewhat difficult
  - Very difficult ✓
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days
  - More than a week ✓

#### 3. \*\*Quality of Care:\*\*

- How would you rate the quality of care you received?
  - Excellent ✓
  - Good
  - Fair
  - Poor
- Were your concerns and questions adequately addressed by healthcare providers?
  - Yes ✓
  - No
  - Somewhat

#### 4. \*\*Communication:\*\*

- How well did healthcare providers communicate with you about your condition and treatment options?
  - Excellent
  - Good ✓

- Fair
- Poor

- Did you feel respected and listened to by your healthcare provider?

- Yes ✓
- No
- Somewhat

5. \*\*Cultural Sensitivity:\*\*

- Did you feel that your cultural background was respected during your healthcare experience?

- Yes ✓
- No
- Somewhat

- If applicable, were there services available in your preferred language?

- Yes ✓
- No
- Somewhat

6. \*\*Overall Experience:\*\*

- How satisfied are you with your overall healthcare experience in the NWT?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

- What could be improved in your healthcare experience? (Open-ended)

### Section 2: Healthcare Professional Feedback

1. \*\*General Information:\*\*

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_\_
- Years of experience in the NWT healthcare system: \_\_\_\_
- Community where you practice: \_\_\_\_

2. \*\*Work Environment:\*\*

- How would you describe your work environment?

- Very supportive
- Supportive
- Neutral
- Unsupportive
- Very unsupportive

- Do you feel you have the necessary resources to provide quality care?

- Yes
- No
- Somewhat

- Fair
- Poor
- Did you feel respected and listened to by your healthcare provider?
- Yes
- No
- Somewhat

5. \*\*Cultural Sensitivity:\*\*

- Did you feel that your cultural background was respected during your healthcare experience?
- Yes
- No
- Somewhat
- If applicable, were there services available in your preferred language?
- Yes
- No
- Somewhat

6. \*\*Overall Experience:\*\*

- How satisfied are you with your overall healthcare experience in the NWT?
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- What could be improved in your healthcare experience? (Open-ended)

### Section 2: Healthcare Professional Feedback

1. \*\*General Information:\*\*

- Role (e.g. nurse, physician, support staff, etc.):
- Years of experience in the NWT healthcare system:   2
- Community where you practice: YK

2. \*\*Work Environment:\*\*

- How would you describe your work environment?
- Very supportive
- Supportive
- Neutral
- Unsupportive
- Very unsupportive
- Do you feel you have the necessary resources to provide quality care?
- Yes
- No
- Somewhat

3. \*\*Training and Professional Development:\*\*

- How satisfied are you with the training and professional development opportunities available?
  - Very satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very dissatisfied

- What additional training or resources would help you in your role? (Open-ended)

*Adequate time to complete "mandatory" certifications. An ashift worker, two 7.5hr days every 2 weeks are designated as "education" hours. Due to staffing shortages/system strains, many have not ~~had~~ had even ONE of these days allotted to education in a year or longer as we are instead needed for patient care.*

4. \*\*Patient Care:\*\*

- How often do you feel able to provide the level of care you aspire to?
  - Always
  - Often
  - Sometimes
  - Rarely
  - Never
- Do you feel that patient needs are adequately met in your healthcare setting?
  - Yes
  - No
  - Somewhat

5. \*\*Cultural Competency:\*\*

- Do you feel equipped to provide culturally sensitive care to a diverse patient population?
  - Yes
  - No
  - Somewhat

- What additional support or resources would enhance your ability to deliver culturally competent care? (Open-ended)

*Staffing and support  
- training and education  
- staff support  
- burnout  
- patient mix  
- patient ratios  
- patient mix*

6. \*\*Challenges and Opportunities:\*\*

- What are the biggest challenges you face in your role? (Open-ended)
- What improvements would you suggest for the healthcare system in the NWT? (Open-ended)

*- Nurse: patient ratios  
- Conclusion - Appropriate auxiliary staff (Nursing Aides are mandatory)  
- Appropriate compensation when compared to living wages -> competitive  
- Competent decision makers*

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*[Handwritten signature]*



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### Section 1: Patient Feedback

1. **General Information:**

- Age: 50
- Gender: F
- Community: YK
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times
  - More than 5 times

2. **Access to Healthcare:**

- How easy was it to access healthcare services in your community?
  - Very easy
  - Somewhat easy
  - Neutral
  - Somewhat difficult
  - Very difficult
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days
  - More than a week

3. **Quality of Care:**

- How would you rate the quality of care you received?
  - Excellent
  - Good
  - Fair
  - Poor
- Were your concerns and questions adequately addressed by healthcare providers?
  - Yes
  - No
  - Somewhat

4. **Communication:**

- How well did healthcare providers communicate with you about your condition and treatment options?
  - Excellent
  - Good

- Fair
- Poor
- Did you feel respected and listened to by your healthcare provider?
  - Yes
  - No
  - Somewhat

5. **\*\*Cultural Sensitivity:\*\***

- Did you feel that your cultural background was respected during your healthcare experience?

- Yes
- No
- Somewhat
- If applicable, were there services available in your preferred language?
  - Yes
  - No
  - Somewhat

6. **\*\*Overall Experience:\*\***

- How satisfied are you with your overall healthcare experience in the NWT?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

- What could be improved in your healthcare experience? (Open-ended) **More consistent, Comprehensive healthcare services - Best person for Job is**  
 #### Section 2: Healthcare Professional Feedback **might be Dr or NP or ...**

1. **\*\*General Information:\*\***

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_\_\_
- Years of experience in the NWT healthcare system: 25
- Community where you practice: YK

2. **\*\*Work Environment:\*\***

- How would you describe your work environment?
  - Very supportive
  - Supportive
  - Neutral
  - Unsupportive
  - Very unsupportive
- Do you feel you have the necessary resources to provide quality care?
  - Yes
  - No
  - Somewhat

3. \*\*Training and Professional Development:\*\*

- How satisfied are you with the training and professional development opportunities available?
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied *kkk*
- What additional training or resources would help you in your role? (Open-ended)

4. \*\*Patient Care:\*\*

- How often do you feel able to provide the level of care you aspire to?
- Always
- Often
- Sometimes
- Rarely
- Never
- Do you feel that patient needs are adequately met in your healthcare setting?
- Yes
- No
- Somewhat

5. \*\*Cultural Competency:\*\*

- Do you feel equipped to provide culturally sensitive care to a diverse patient population?
- Yes
- No
- Somewhat
- What additional support or resources would enhance your ability to deliver culturally competent care? (Open-ended)

6. \*\*Challenges and Opportunities:\*\*

- What are the biggest challenges you face in your role? (Open-ended)
- What improvements would you suggest for the healthcare system in the NWT? (Open-ended)

### Conclusion

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*fine resources. controllable  
training occurs is  
extra work*

*when already*

*very short*

*entire.*

**Please Indicate Which of the Following Health Care Concerns Have Impacted Your Quality of Care:**

*Extended Health Benefit Changes*

*Surgery Cancellations*

*Strict Medical Travel Rules*

*Emergency Room Wait Times*

*Specialized Care Moving Down South*

*Lack of NWT Disability Act*

*Lab Work Appointments*

*Lack of Family Doctor*

*Wait Times for Doctor Appointments*

*System Navigation*

*Lack of Culturally Appropriate Care*

*Unfamiliar Out of Territory Staff*

Other: \_\_\_\_\_



Please Indicate Which of the Following Health Care Concerns Have Impacted Your Quality of Care:

Extended Health Benefit Changes

Surgery Cancellations

Strict Medical Travel Rules

Emergency Room Wait Times

Specialized Care Moving Down South

Lack of NWT Disability Act

Lab Work Appointments

Lack of Family Doctor

Wait Times for Doctor Appointments

System Navigation

Lack of Culturally Appropriate Care

Unfamiliar Out of Territory Staff

Other:

lack of continuity of care.

dangerously

- Exceptionally short staffed

- Inadequate resources to provide appropriate care.

- Insufficient amount of support staff (e.g. Nursing Aides)

↳ leads to increased falls, worsening health outcomes,

longer recovery times, inability to provide basic

health care let alone holistic care, basic quality

of life aspects delayed/ignored (showers, feeding, etc.)

**Please Indicate Which of the Following Health Care Concerns Have Impacted Your Quality of Care:**

*Extended Health Benefit Changes*

*Surgery Cancellations*

*Strict Medical Travel Rules*

*Emergency Room Wait Times*

*Specialized Care Moving Down South*

*Lack of NWT Disability Act*

*Lab Work Appointments*

*Lack of Family Doctor*

*Wait Times for Doctor Appointments*

*System Navigation*

*Lack of Culturally Appropriate Care*

*Unfamiliar Out of Territory Staff*

*Other:* \_\_\_\_\_

**Please Indicate Which of the Following Health Care Concerns Have Impacted Your Quality of Care:**

Extended Health Benefit Changes ✓✓✓✓

Surgery Cancellations

Strict Medical Travel Rules

Emergency Room Wait Times ✓

Specialized Care Moving Down South ✓✓✓✓✓

Lack of NWT Disability Act ✓

Lab Work Appointments

Lack of Family Doctor

Wait Times for Doctor Appointments ✓

System Navigation

Lack of Culturally Appropriate Care

Unfamiliar Out of Territory Staff ✓

Other: lack of care by Gov about how staff in system working

feel

Please Indicate Which of the Following Health Care Concerns Have Impacted Your Quality of Care:

*Extended Health Benefit Changes*

*Surgery Cancellations*

*Strict Medical Travel Rules*

*Emergency Room Wait Times*

*Specialized Care Moving Down South*

*Lack of NWT Disability Act*

*Lab Work Appointments*

*Lack of Family Doctor*

*Wait Times for Doctor Appointments*

*System Navigation*

*Lack of Culturally Appropriate Care*

*Unfamiliar Out of Territory Staff*

*Other: \_\_\_\_\_*

**Please Indicate Which of the Following Health Care Concerns Have Impacted Your Quality of Care:**

*Extended Health Benefit Changes* ✓

*Surgery Cancellations*

*Strict Medical Travel Rules* ✓

*Emergency Room Wait Times* ✓

*Specialized Care Moving Down South* ✓

*Lack of NWT Disability Act* ✓ ✓ ✓ ✓ ✓

*Lab Work Appointments* ✓

*Lack of Family Doctor*

*Wait Times for Doctor Appointments* ✓

*System Navigation* ✓

*Lack of Culturally Appropriate Care*

*Unfamiliar Out of Territory Staff* ✓

*Other:* \_\_\_\_\_

This survey aims to gather feedback on healthcare experiences in the Northwest Territories (NWT). Your responses will help improve the quality of healthcare services. The survey is divided into two sections: one for patients and one for healthcare professionals. Please answer the questions that apply to you.

### Section 1: Patient Feedback

1. **General Information:**

- Age: 72\_\_
- Gender: \_f\_\_
- Community: \_YK\_\_
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times X
  - More than 5 times

2. **Access to Healthcare:**

- How easy was it to access healthcare services in your community?
  - Very easy XX
  - Somewhat easy
  - Neutral
  - Somewhat difficult
  - Very difficult
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days XX
  - More than a week

3. **Quality of Care:**

- How would you rate the quality of care you received?
  - Excellent XX
  - Good
  - Fair
  - Poor
- Were your concerns and questions adequately addressed by healthcare providers?
  - Yes XX
  - No
  - Somewhat

4. **Communication:**

- How well did healthcare providers communicate with you about your condition and treatment options?
  - Excellent XX
  - Good

- Fair
- Poor
- Did you feel respected and listened to by your healthcare provider?
- Yes XX
- No
- Somewhat

5. **Cultural Sensitivity:**

- Did you feel that your cultural background was respected during your healthcare experience?
- Yes XX
- No
- Somewhat
- If applicable, were there services available in your preferred language?
- Yes
- No
- Somewhat

6. **Overall Experience:**

- How satisfied are you with your overall healthcare experience in the NWT?
- Very satisfied XX
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- What could be improved in your healthcare experience? (Open-ended)

### Section 2: Healthcare Professional Feedback

1. **General Information:**

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_\_
- Years of experience in the NWT healthcare system: \_\_\_\_
- Community where you practice: \_\_\_\_

2. **Work Environment:**

- How would you describe your work environment?
- Very supportive
- Supportive
- Neutral
- Unsupportive
- Very unsupportive
- Do you feel you have the necessary resources to provide quality care?
- Yes
- No
- Somewhat

3. **Training and Professional Development:**

- How satisfied are you with the training and professional development opportunities available?
  - Very satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very dissatisfied
- What additional training or resources would help you in your role? (Open-ended)

4. **Patient Care:**

- How often do you feel able to provide the level of care you aspire to?
  - Always
  - Often
  - Sometimes
  - Rarely
  - Never
- Do you feel that patient needs are adequately met in your healthcare setting?
  - Yes
  - No
  - Somewhat

5. **Cultural Competency:**

- Do you feel equipped to provide culturally sensitive care to a diverse patient population?
  - Yes
  - No
  - Somewhat
- What additional support or resources would enhance your ability to deliver culturally competent care? (Open-ended)

6. **Challenges and Opportunities:**

- What are the biggest challenges you face in your role? (Open-ended)
- What improvements would you suggest for the healthcare system in the NWT? (Open-ended)

### Conclusion

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### ### Section 1: Patient Feedback

#### 1. \*\*General Information: \*\*

- Age: 75
- Gender: F
- Community: Yellowknife
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times [X]
  - More than 5 times

#### 2. \*\*Access to Healthcare:\*\*

- How easy was it to access healthcare services in your community?
  - Very easy
  - Somewhat easy
  - Neutral
  - Somewhat difficult
  - Very difficult [X]
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days
  - More than a week ( three or more weeks each time)

#### 3. \*\*Quality of Care:\*\*

- How would you rate the quality of care you received?
  - Excellent
  - Good
  - Fair
  - Poor I have some thing wrong since having the flu in march I saw about five doctors and they did blood work but never followed up in any way other than saying we think it is a virus here I am in August and finally getting other tests done today and another in Edmonton in future and got a referral to an internal medicine specialist in YK in September. It is a very long time to be in chronic pain.
- Were your concerns and questions adequately addressed by healthcare providers?
  - Yes
  - No (Not really as soon as blood work did not show anything I had to make appointment after appointment to address it and always saw some one else
  - Somewhat last doctor was concerned and is now dealing with this.

#### 4. \*\*Communication:\*\*

- How well did healthcare providers communicate with you about your condition and treatment options?

- Excellent Finally they are getting some treatment options after six months of pain but no diagnosis yet

- Good

- Fair

- Poor

- Did you feel respected and listened to by your healthcare provider?

- Yes [X]

- No

- Somewhat

5. **Cultural Sensitivity:**

- Did you feel that your cultural background was respected during your healthcare experience?

- Yes {X}

- No

- Somewhat

- If applicable, were there services available in your preferred language? N

N/A

- Yes

- No

- Somewhat

6. **Overall Experience:**

- How satisfied are you with your overall healthcare experience in the NWT?

- Very satisfied

- Satisfied

- Neutral

- Dissatisfied

- Very dissatisfied {x}

- What could be improved in your healthcare experience? (Open-ended)

### ### Section 2: Healthcare Professional Feedback

1. **General Information:**

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_\_

- Years of experience in the NWT healthcare system: \_\_\_\_

- Community where you practice: \_\_\_\_

2. **Work Environment:**

- How would you describe your work environment?

- Very supportive

- Supportive

- Neutral

- Unsupportive
- Very unsupportive
- Do you feel you have the necessary resources to provide quality care?
  - Yes
  - No
  - Somewhat

3. **\*\*Training and Professional Development:\*\***

- How satisfied are you with the training and professional development opportunities available?
  - Very satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very dissatisfied
- What additional training or resources would help you in your role? (Open-ended)

4. **\*\*Patient Care:\*\***

- How often do you feel able to provide the level of care you aspire to?
  - Always
  - Often
  - Sometimes
  - Rarely
  - Never
- Do you feel that patient needs are adequately met in your healthcare setting?
  - Yes
  - No
  - Somewhat

5. **\*\*Cultural Competency:\*\***

- Do you feel equipped to provide culturally sensitive care to a diverse patient population?
  - Yes
  - No
  - Somewhat
- What additional support or resources would enhance your ability to deliver culturally competent care? (Open-ended)

6. **\*\*Challenges and Opportunities:\*\***

- What are the biggest challenges you face in your role? (Open-ended)
- What improvements would you suggest for the healthcare system in the NWT? (Open-ended)

### Conclusion

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This survey aims to gather feedback on healthcare experiences in the Northwest Territories (NWT). Your responses will help improve the quality of healthcare services. The survey is divided into two sections: one for patients and one for healthcare professionals. Please answer the questions that apply to you.

### ### Section 1: Patient Feedback

#### 1. **General Information:**

- Age: 75
- Gender: F
- Community: Yellowknife
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times
  - More than 5 times

#### 2. **Access to Healthcare:**

- How easy was it to access healthcare services in your community?
  - Very easy
  - Somewhat easy
  - Neutral
  - Somewhat difficult
  - Very difficult
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days
  - More than a week

#### 3. **Quality of Care:**

- How would you rate the quality of care you received?
  - Excellent
  - Good
  - Fair
  - Poor
- Were your concerns and questions adequately addressed by healthcare providers?
  - Yes
  - No
  - Somewhat

#### 4. **Communication:**

- How well did healthcare providers communicate with you about your condition and treatment options?
  - Excellent
  - Good

- Fair
- Poor X
- Did you feel respected and listened to by your healthcare provider?
- Yes
- No
- Somewhat X

5. **Cultural Sensitivity:**

- Did you feel that your cultural background was respected during your healthcare experience?
- Yes
- No
- Somewhat NA
- If applicable, were there services available in your preferred language?
- Yes
- No
- Somewhat

6. **Overall Experience:**

- How satisfied are you with your overall healthcare experience in the NWT?
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied X
- Very dissatisfied
- What could be improved in your healthcare experience? (Open-ended)

### Section 2: Healthcare Professional Feedback

1. **General Information:**

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_\_
- Years of experience in the NWT healthcare system: \_\_\_\_
- Community where you practice: \_\_\_\_

2. **Work Environment:**

- How would you describe your work environment?
- Very supportive
- Supportive
- Neutral
- Unsupportive
- Very unsupportive
- Do you feel you have the necessary resources to provide quality care?
- Yes
- No
- Somewhat

3. **Training and Professional Development:**

- How satisfied are you with the training and professional development opportunities available?
  - Very satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very dissatisfied
- What additional training or resources would help you in your role? (Open-ended)

4. **Patient Care:**

- How often do you feel able to provide the level of care you aspire to?
  - Always
  - Often
  - Sometimes
  - Rarely
  - Never
- Do you feel that patient needs are adequately met in your healthcare setting?
  - Yes
  - No
  - Somewhat

5. **Cultural Competency:**

- Do you feel equipped to provide culturally sensitive care to a diverse patient population?
  - Yes
  - No
  - Somewhat
- What additional support or resources would enhance your ability to deliver culturally competent care? (Open-ended)

6. **Challenges and Opportunities:**

- What are the biggest challenges you face in your role? (Open-ended)
- What improvements would you suggest for the healthcare system in the NWT? (Open-ended)

### Conclusion

Please email or text your responses to [taylor\\_pagotto@ntassembly.ca](mailto:taylor_pagotto@ntassembly.ca)

This survey aims to gather feedback on healthcare experiences in the Northwest Territories (NWT). Your responses will help improve the quality of healthcare services. The survey is divided into two sections: one for patients and one for healthcare professionals. Please answer the questions that apply to you.

### ### Section 1: Patient Feedback

#### 1. \*\*General Information:\*\*

- Age 81
- Gender: F
- Community: YK
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times
  - More than 5 times

#### 2. \*\*Access to Healthcare:\*\*

- How easy was it to access healthcare services in your community?
  - Very easy
  - Somewhat easy *✓ for ankle surgery*
  - Neutral
  - Somewhat difficult *✓ for general practitioner*
  - Very difficult
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days
  - More than a week *- for primary care*

#### 3. \*\*Quality of Care:\*\*

- How would you rate the quality of care you received?
  - Excellent *orthopaedic surgeon, Dr Cook (GP)*
  - Good
  - Fair *- locum GP*
  - Poor
- Were your concerns and questions adequately addressed by healthcare providers?
  - Yes *- orthopaedic surgeon & Dr Cook (GP)*
  - No *- locum GP*
  - Somewhat

#### 4. \*\*Communication:\*\*

- How well did healthcare providers communicate with you about your condition and treatment options?
  - Excellent *orthopaedic surgeon & Dr Cook (GP)*
  - Good

- Fair *locum GP*

- Poor

- Did you feel respected and listened to by your healthcare provider?

- Yes

- No

- Somewhat

- **\*\*Cultural Sensitivity:\*\***

- Did you feel that your cultural background was respected during your healthcare experience?

- Yes

- No

- Somewhat

- If applicable, were there services available in your preferred language?

- Yes

- No

- Somewhat

- **\*\*Overall Experience:\*\***

- How satisfied are you with your overall healthcare experience in the NWT?

- Very satisfied *orthopedics + Dr (GP)*

- Satisfied

- Neutral

- Dissatisfied

- Very dissatisfied

- What could be improved in your healthcare experience? (Open-ended)

*I do not currently have an assigned GP. I am waiting three months plus for an app't with Dr.*

### Section 2: Healthcare Professional Feedback

1. **\*\*General Information:\*\***

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_

- Years of experience in the NWT healthcare system: \_\_\_

- Community where you practice: \_\_\_

*• Scott Robertson has done some cost benefit analysis for some procedures being done in the south*

2. **\*\*Work Environment:\*\***

- How would you describe your work environment?

- Very supportive

- Supportive

- Neutral

- Unsupportive

- Very unsupportive

*• CBC interview - H. Bird with Scott Robertson agency staff re: locum - this is worth a listen to*

- Do you feel you have the necessary resources to provide quality care?

- Yes

- No

- Somewhat

*FYI - Metis benefits are GNWT not federal*

*N/A*



3. **\*\*Training and Professional Development:\*\***

- How satisfied are you with the training and professional development opportunities available?
  - Very satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very dissatisfied
- What additional training or resources would help you in your role? (Open-ended)

4. **\*\*Patient Care:\*\***

- How often do you feel able to provide the level of care you aspire to?
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- What additional support or resources would enhance your ability to deliver culturally competent care? (Open-ended)

6. **\*\*Challenges and Opportunities:\*\***

- What are the biggest challenges you face in your role? (Open-ended)
- What improvements would you suggest for the healthcare system in the NWT? (Open-ended)

### Conclusion

Please Indicate Which of the Following Health Care Concerns Have Impacted Your Quality of Care:

Extended Health Benefit Changes

Surgery Cancellations

Strict Medical Travel Rules

Emergency Room Wait Times

Specialized Care Moving Down South

Lack of NWT Disability Act

Lab Work Appointments

\* Lack of Family Doctor

\* Wait Times for Doctor Appointments

System Navigation

Lack of Culturally Appropriate Care

\* Unfamiliar Out of Territory Staff

Other: \_\_\_\_\_

- My orthopaedic surgeon who has been coming to YK for years was not offered permanent employment despite wanting to work & bring his family- he is

leaving for good

- His wife applied for work 2 years or so ago & it took HR over 4 months to reply / confirm work!

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#### 1. **General Information:**

- Age: \_\_78\_\_
- Gender: \_M\_\_
- Community: \_\_Yk\_\_
- Frequency of healthcare visits in the past year:
  - 1-2 times
  - 3-5 times
  - X - More than 5 times

#### 2. **Access to Healthcare:**

- How easy was it to access healthcare services in your community?
  - Very easy
  - Somewhat easy
  - X - Neutral
  - Somewhat difficult
  - Very difficult
- How long did you wait to get an appointment?
  - Same day
  - 1-2 days
  - 3-7 days
  - X - More than a week

#### 3. **Quality of Care:**

- How would you rate the quality of care you received?
  - X - Excellent
  - Good
  - Fair
  - Poor
- Were your concerns and questions adequately addressed by healthcare providers?
  - X - Yes
  - No
  - Somewhat

#### 4. **Communication:**

- How well did healthcare providers communicate with you about your condition and treatment options?
  - X - Excellent
  - Good
  - Fair
  - Poor
- Did you feel respected and listened to by your healthcare provider?

- X - Yes
- No
- Somewhat

5. **Cultural Sensitivity:**

- Did you feel that your cultural background was respected during your healthcare experience?

- X - Yes
- No
- Somewhat

- If applicable, were there services available in your preferred language?

- Yes
- No
- Somewhat

6. **Overall Experience:**

- How satisfied are you with your overall healthcare experience in the NWT?

- Very satisfied
- Satisfied

X - Neutral

- Dissatisfied
- Very dissatisfied

- What could be improved in your healthcare experience? (Open-ended)

### Section 2: Healthcare Professional Feedback

1. **General Information:**

- Role (e.g., nurse, physician, support staff, etc.): \_\_\_\_
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- Supportive
- Neutral
- Unsupportive
- Very unsupportive

- Do you feel you have the necessary resources to provide quality care?

- Yes
- No
- Somewhat

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- Dissatisfied
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### Conclusion

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