



April 2014

Central West LHIN Board of Directors: Maria Britto - Chair, John McDermid - Vice Chair, Lorraine Gandolfo - Director, Suzan Hall - Director, Winston Isaac - Director, Gerry Merkley - Director, Pardeep Singh-Nagra - Director, Ken Topping - Director.

SURVEY SAYS... | Local residents notice improvements to their health care

An increasing number of local Central West LHIN residents feel their health care has changed for the better, including access to and quality of local health care services.

“The health needs of local communities are best understood by those who live in them,” said Maria Britto, Board Chair, Central West LHIN. “This makes our local residents the best source to tell us if we are on the right track, and these results help to confirm that our planning and investments in high quality, patient-centred care are on the right track.”

According to results of the LHIN’s latest public poll, there has been a steady increase, over the past seven years, in the number of residents who are satisfied with accessibility to their local health care programs and services. Noticeably, 88 percent of residents indicated satisfaction with the quality of their local health care in the Central West LHIN, an 11 percent improvement over the previous public poll conducted in 2009.

In collaboration with Health Service Providers and community partners, these results reflect the valuable work being done to improve the local health care system and provide important insights regarding areas for continued improvement.

Conducted by an independent social research firm, 600 randomly selected local residents were surveyed by phone in October 2013.

“The Central West LHIN is a mosaic of cultural diversity. As a result, the ability to effectively understand the needs of our local communities rests with meaningful community engagement and the ability to reach our residents in their first languages. That is why we offered this poll in a variety of languages... to ensure all of our local residents had an opportunity to participate, and to feel comfortable with their responses.”

88% satisfaction with the **quality** of local health care

78% satisfaction with fair and **equitable** services for all

82% satisfaction with system’s capacity to accommodate **diversity**



This is the third such poll in seven years, an indication of the importance placed by the LHIN on the ongoing assessment of local resident satisfaction with their health services, their confidence in the health care system and their views of local health priorities.

Over the years, LHIN decisions regarding the planning, funding and integration of local health care services have been informed by the voices of patients, family caregivers, residents, local health service providers and those organizations not funded by the LHIN but who play an important role in the design and integration of their local health care system. Ongoing community engagement will continue to be a LHIN priority to ensure the health care needs of local residents are being met.

A detailed copy of [poll results](#) can be found on the Central West LHIN website, where you will also find public poll results for 2006 and 2009.

HIGHLIGHTS

Better Quality and Improved Accessibility

Respondents revealed directional improvement with respect to the quality of and access to their local health care system. In collaboration with Health Service Providers and community partners the system is working more like a system including:

- better access to care
- improved transitions between health service providers
- shorter wait times
- a stronger focus on seniors' care and chronic disease management
- improved linkages with primary care
- more integrated approaches to care.

Equity and Diversity

78 percent of local residents were very or somewhat satisfied with the health care system's ability to provide services that are fair and equitable to all. Meanwhile, 82 percent were very or somewhat satisfied with the system's capacity to accommodate the needs of the LHINs highly diverse population.

Most important Health Care Services

Asked to indicate the importance of a variety of health care services, primary health care, health care for seniors and cancer care were cited as being the most important overall for local LHIN residents.

Local Health Care Priorities

A noted priority in 2009, access to doctors and specialists has improved. Emerging priorities for local LHIN residents now include seniors care and wait times.

The **Central West Local Health Integration Network (LHIN)** plans, funds and integrates health care services for the communities of Brampton, Caledon, Dufferin County, Malton, north Etobicoke and west Woodbridge. For more information on your **Central West LHIN** please contact Harry Sahota, Communications Support Specialist – harry.sahota@lhins.on.ca - or visit www.centralwestlhins.on.ca