the gandalf group

Central West LHIN

Survey with Health Care Service Organization Representatives

2016 – Survey Findings

Central West LHIN

Methodology

- Grosso McCarthy & the Gandalf Group conducted an online survey with Central West LHIN HSP's.
- The survey was available from January 12th to the 29th 2016.
- 53 respondents completed the entire survey, or 56% of those invited.
  - This is an increase from 42 complete responses received in a 2014 survey.
  - Representatives were invited by email from a total list of 94 records provided.
  - 63 people commenced the survey, 56 completed the first 10 questions, 53 completed all questions. For all questions %s are calculated based on total responses to each question, to capture as many views as possible.
- Survey questions were mostly aligned with a similar survey conducted in March 2014.
- The margin of error on this data is nearly +/- 9% 19 times out of 20.
  - Comparisons between the 2014 survey and this must be done with some caution. I.e the margin of error for BOTH surveys must be considered. Shifts over time would have to be fairly substantial to be statistically verifiable, i.e. in the range of 18% or greater. Any shift that is less than that can only be said to be directional.

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Methodology

- The following is the number of people in each sector attempting the survey:
  - Hospitals – n=6
  - Long-Term Care – n=19
  - CCAC & Community Support Services – n=20
  - Mental Health & Addiction Services – n=9
  - Community Health Centre – n=3
  - Other – n=6
- By sub-portion of the Central West LHIN the organizations worked in one or more of the following:
  - Bolton-Caledon – n=24
  - Brampton & Area – n=30
  - Bramalea & Area – n=21
  - Dufferin & Area – n=22
  - North Etobicoke-Malton-West Woodbridge – n=29

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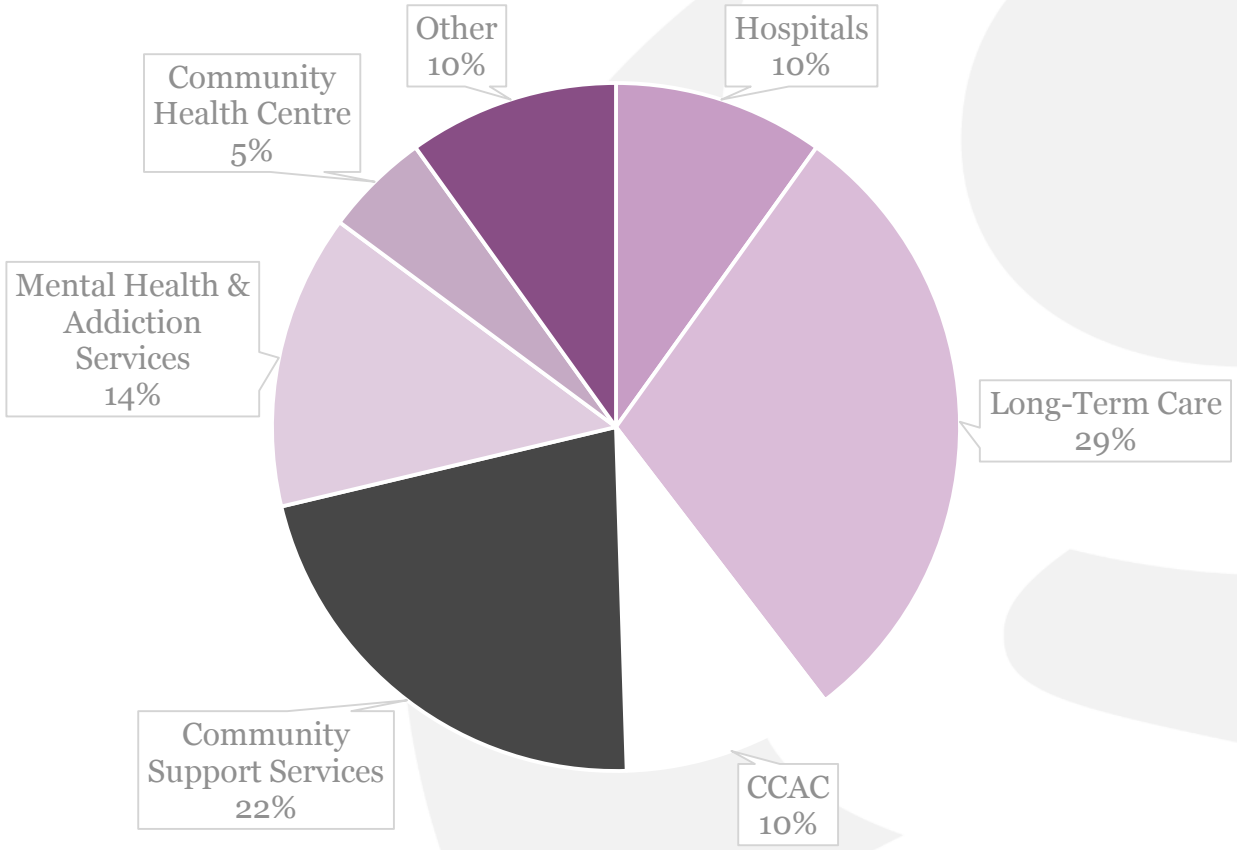
Sector

"Please state what sector you represent."



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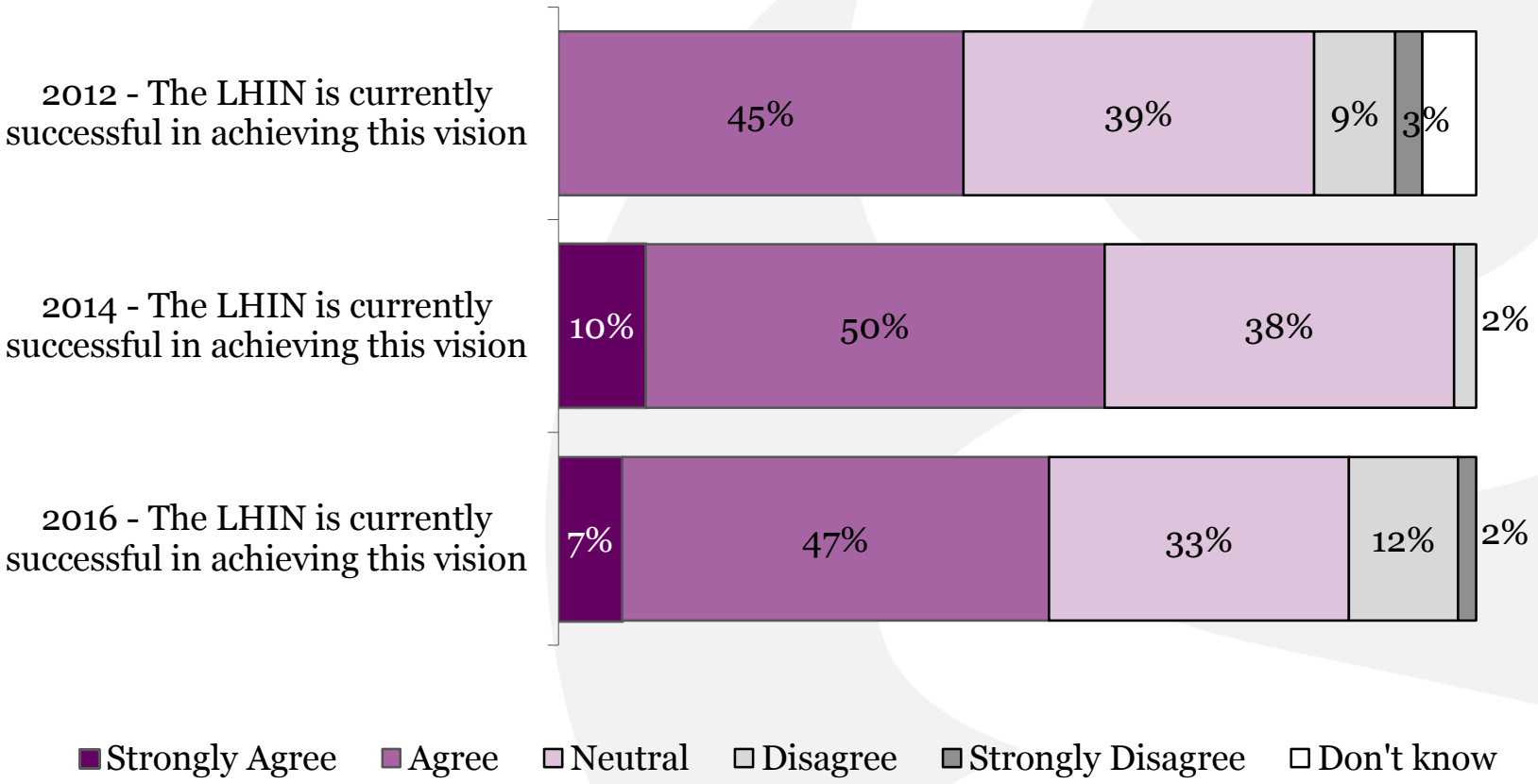
Meeting the Vision Statement

"To create a local health system that helps people stay healthy, delivers good care when they need it and will be there for their children and grandchildren"
"Please indicate your level of agreement with the following statement:
The LHIN is currently successful in achieving this vision."



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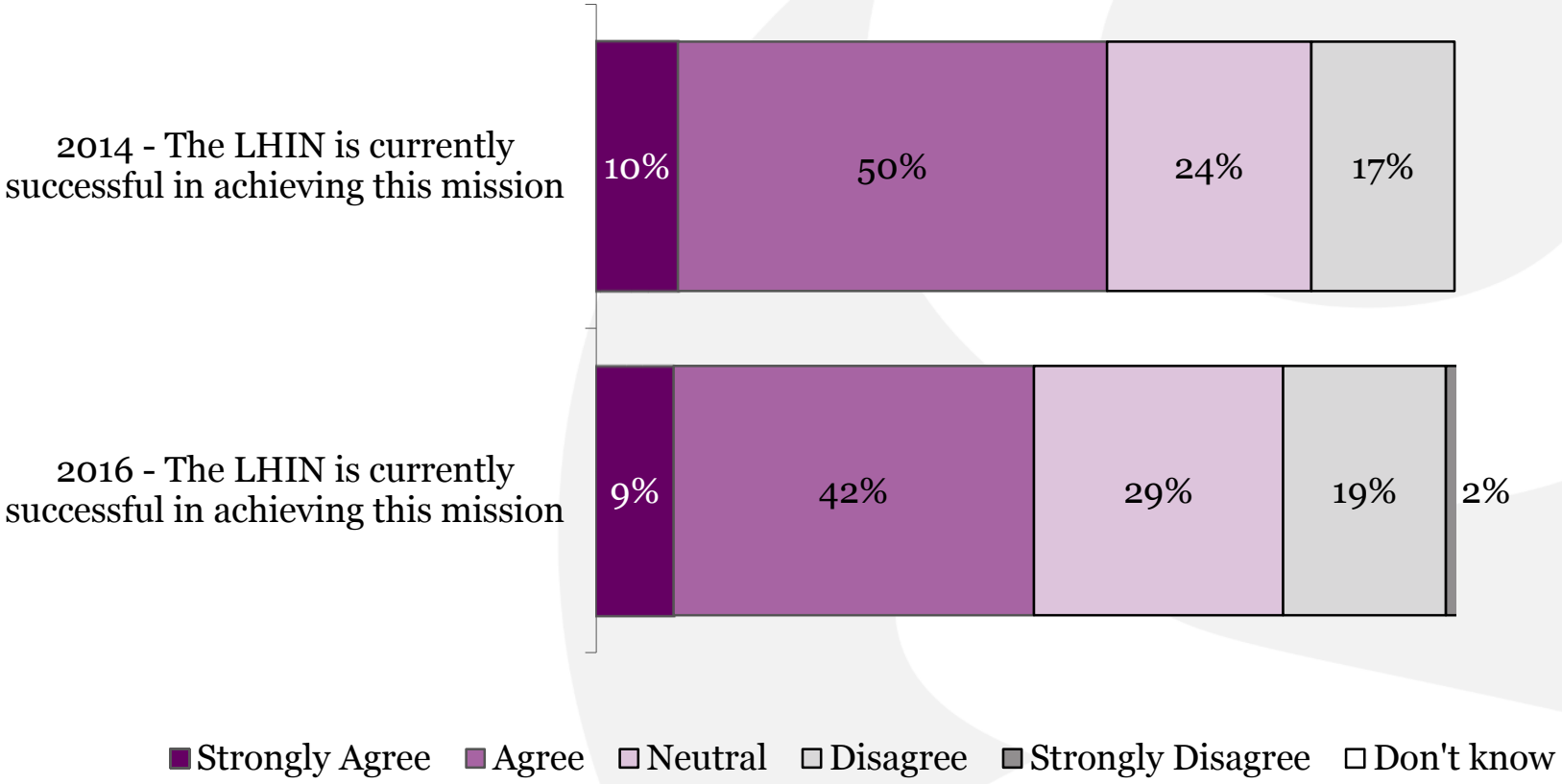
Meeting the Mission Statement

"To improve access to, and the quality of, health services for the residents of the Central West LHIN through strengthened integration and coordination of health services"
"Please indicate your level of agreement with the following statement:
The LHIN is currently successful in achieving this mission."



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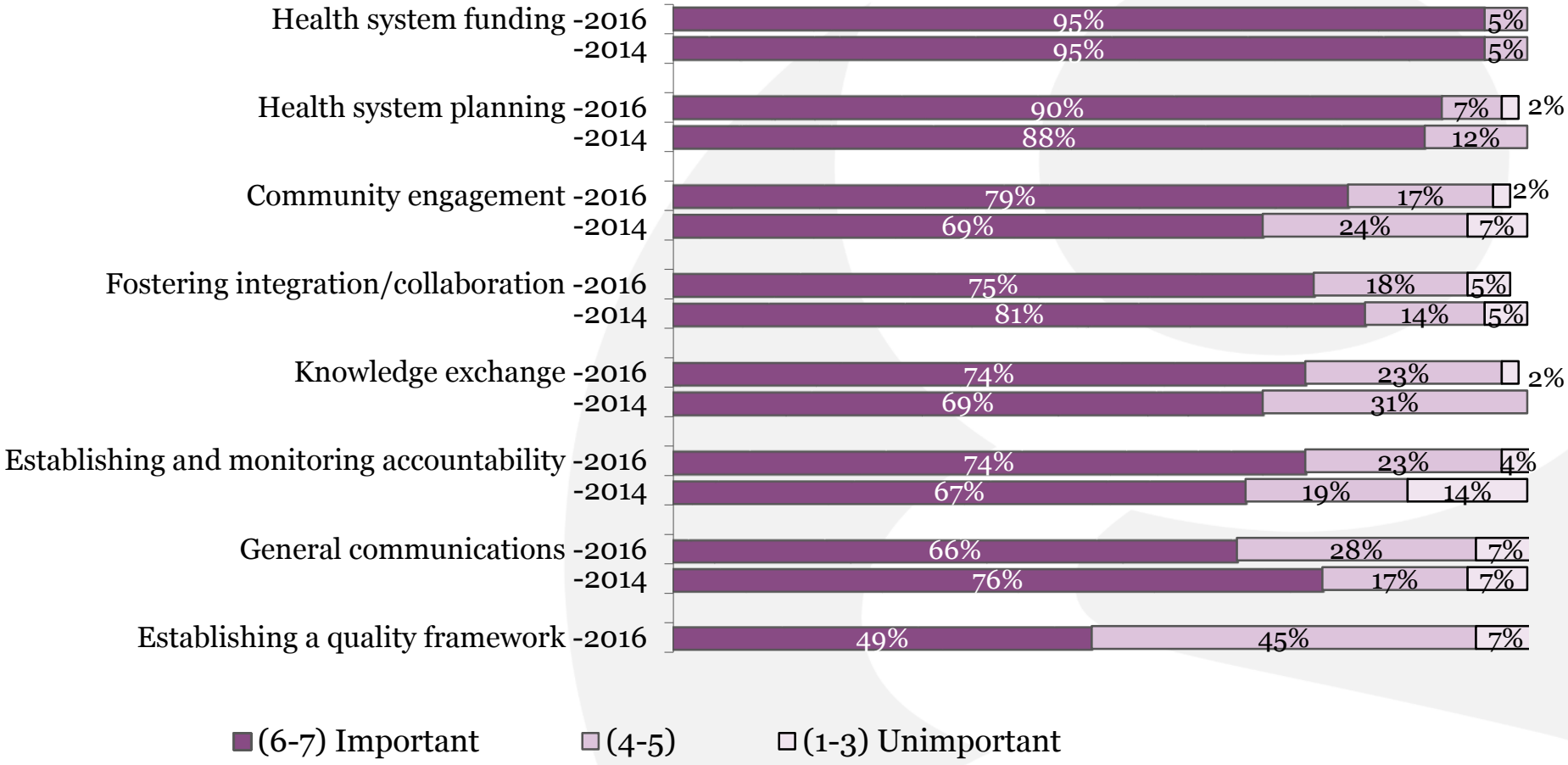
Importance of areas of activity

"When it comes to each of the following areas of activity that the LHIN is active in or could be active in, how important are each to your organization?"



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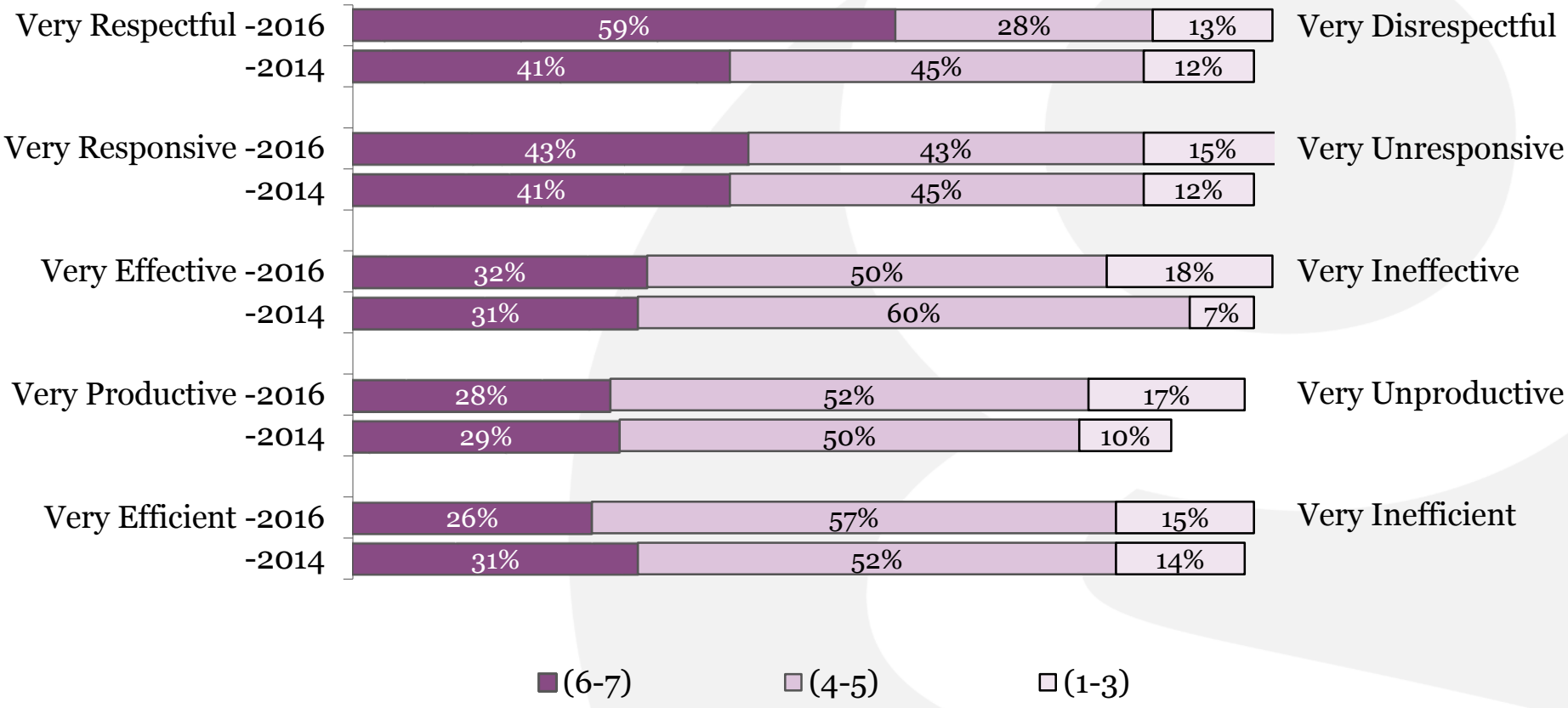
Day to day experience

"Based on your day to day experience with the Central West LHIN, would you say the LHIN is…?"



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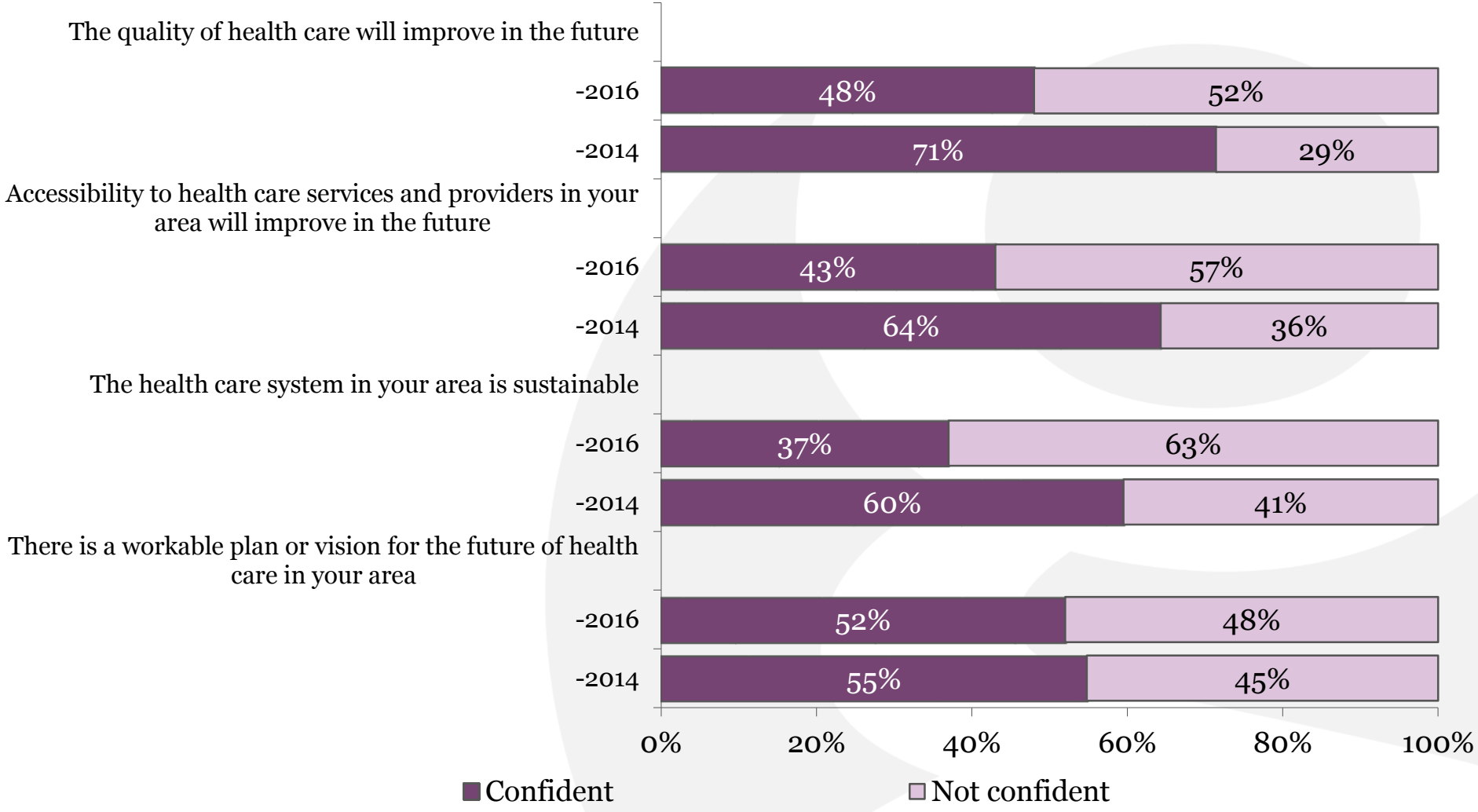
HSP's Confidence In System

2016 Results "Are you confident or not confident that…?"



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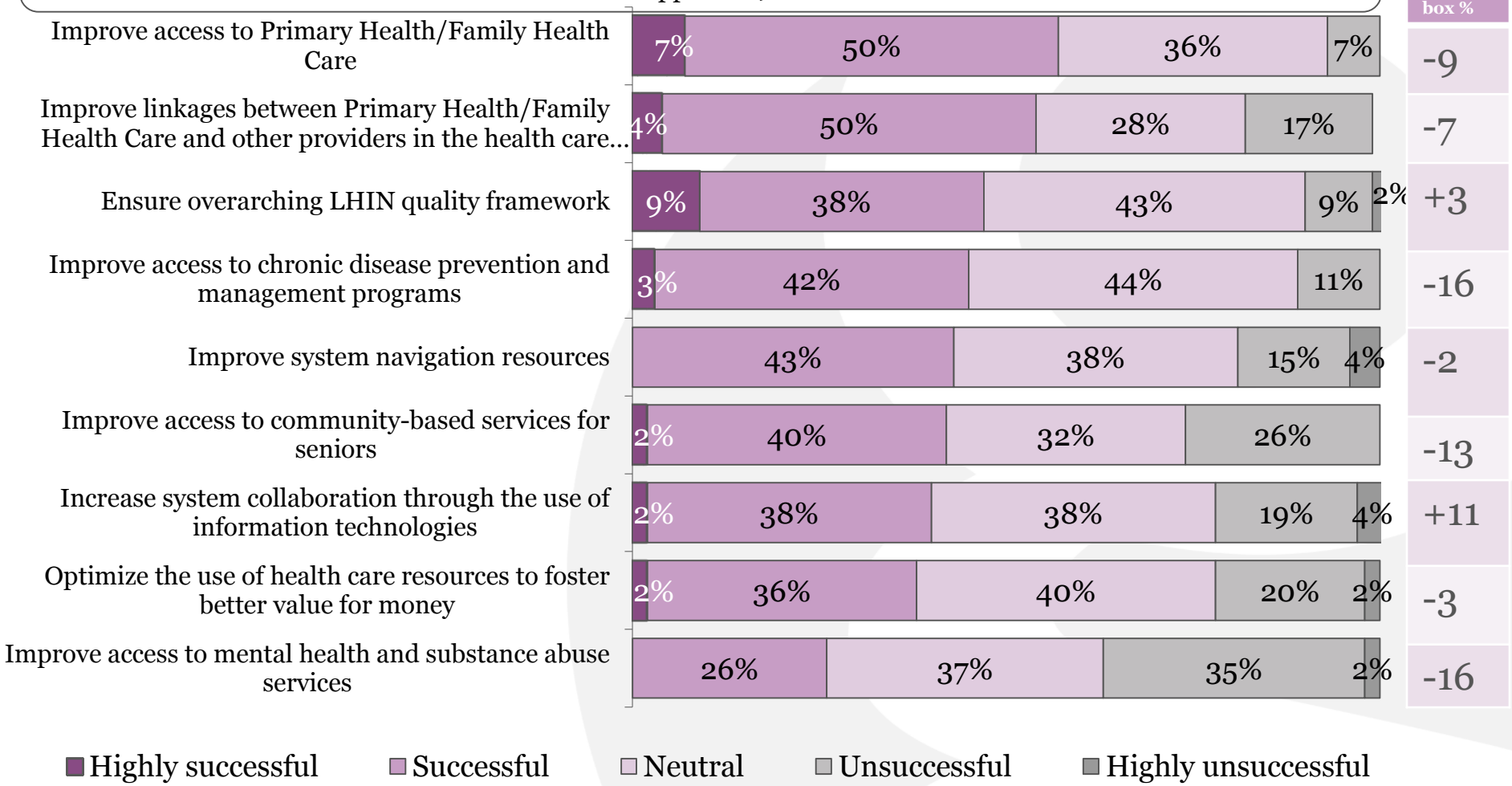
Success

"We would like you to tell us how successful we, working collaboratively as the LHIN and community of health service providers, are doing at each initiative." (With Don't know/not applicable suppressed)



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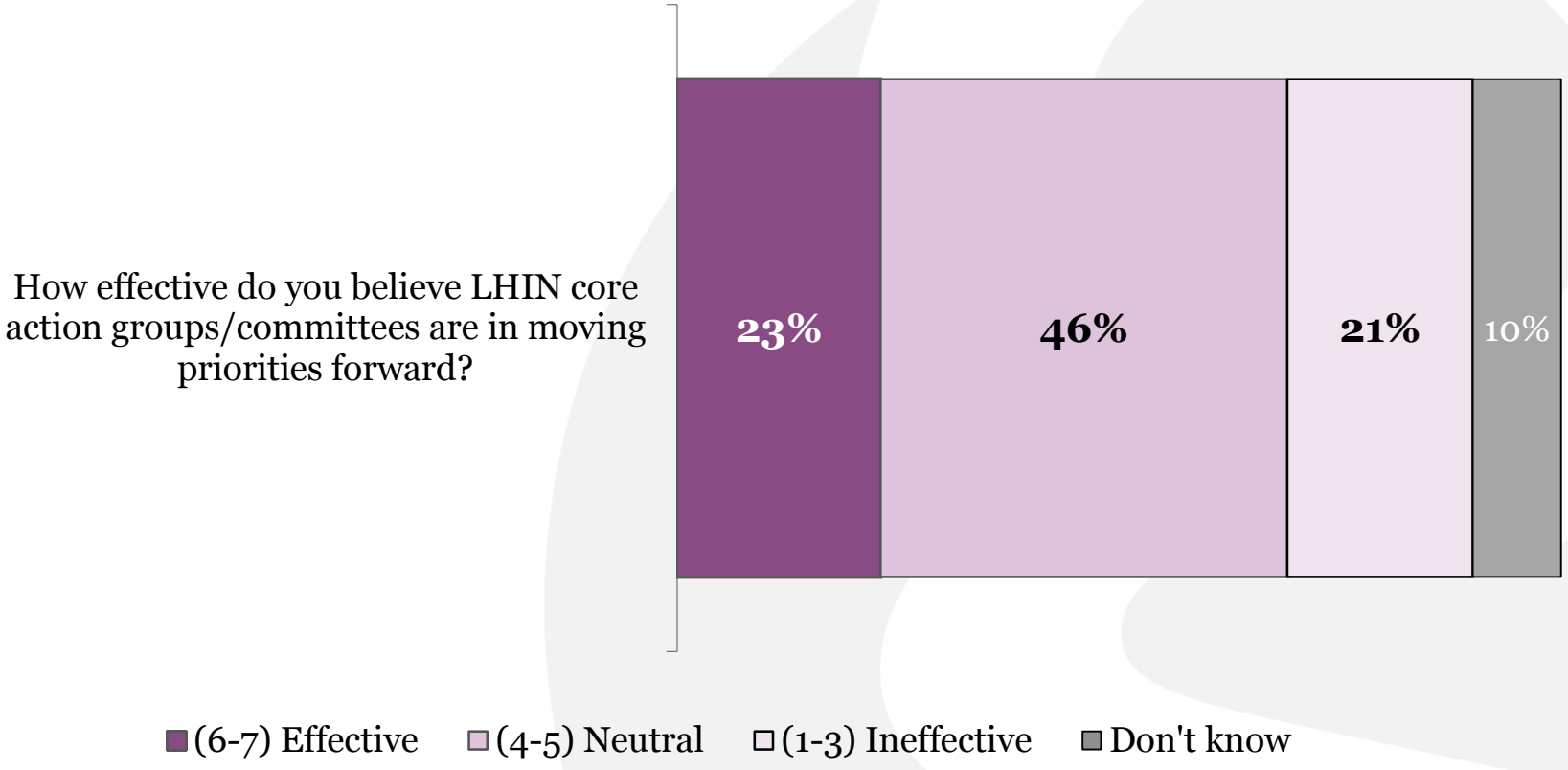
Effectiveness of Action Groups/ Committees

Finally how effective do you believe LHIN core action groups/committees are in moving priorities forward? Please tell us on a one to seven scale where one means very ineffective and seven means very effective.



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Qualitative Interviews

- 15 minute phone interviews conducted with 12 priority stakeholders identified by the LHIN
    - Caledon Community Services
    - Canadian Mental Health Association Peel Branch
    - CANES Community Care
    - Central West Community Care Access Centre
    - Dufferin County Community Support Services
    - Headwaters Health Centre
    - Kipling Acres
    - Peel Region Health Services
    - Punjabi Community Health Services
    - Rexdale Community Health Centre
    - Supportive Housing in Peel
    - William Osler Health System
- 8 questions asked based on results of online survey to provide greater context and support analysis of results

Qualitative Interviews

Key Findings:

- 11 of 12 respondents identified LHIN communications as being very good overall
- 6 of 12 felt integration and coordination has improved in the past few years
  - However Integration and coordination is a divisive issue with providers demonstrating a wide range of sometimes contradictory opinions on how to improve in this area
- The LHIN quality framework is important but providers need clarity on where this fits within the broader quality environment
- Opinions on core action group effectiveness differ depending on the group but effectiveness of groups could be improved with more consistent formal structures
- 9 of 12 respondents said that they have a very good relationship with the LHIN
- 10 of 12 respondents identified the biggest challenge the LHIN faces in the next year as the transformation agenda and bringing the CCAC mandate into the LHINs

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Questions?