

Our Health Centre - Effectiveness and Engagement Survey

For the past four years, we have embarked on activities to strengthen relationships with our health system and our community and academic partners. OHC is participating in several initiatives that are helping us learn more about the populations we serve, helping us to identify gaps and then to build projects that help address those gaps. This work is designed to better address how we can collectively learn from, about and with communities, to support their needs. In early 2021, we will continue with more detailed conversations and learning activities.

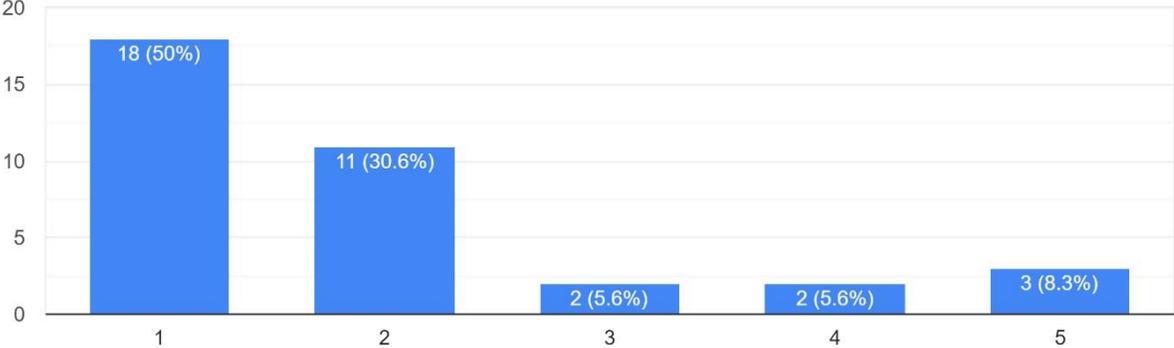
For each statement, please indicate whether you 1. Strongly Agree; 2. Agree; 3. Are Neutral; 4. Disagree; or 5. Strongly Disagree.

Results at 2.24.2021

N=36 (90 partners)

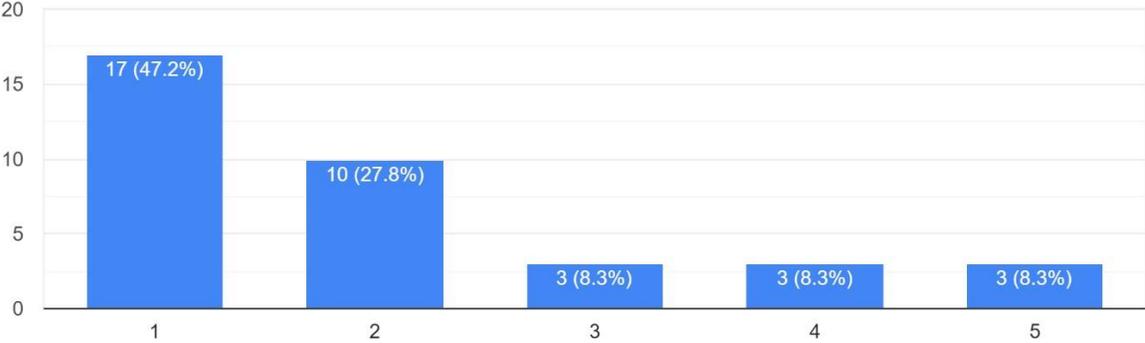
1. The OHC has done a good job at identifying community health needs and priorities.

36 responses



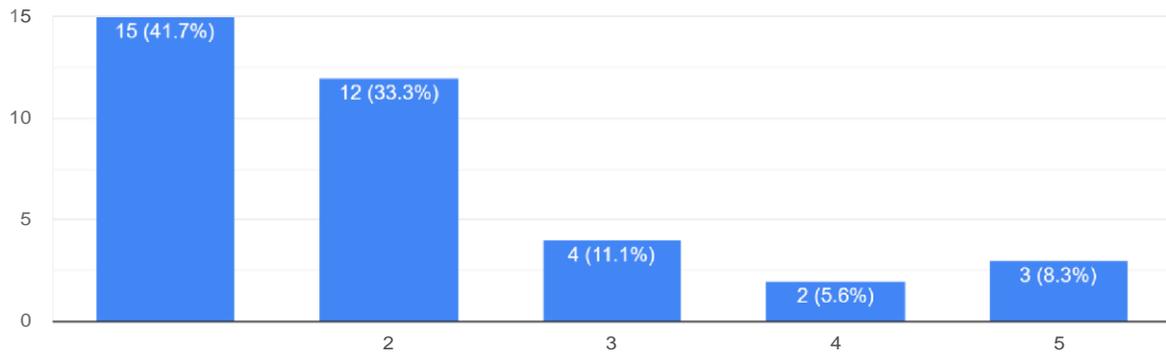
2. The OHC has done a good job at engaging citizens and community organizations in the planning and delivery of programs and services.

36 responses



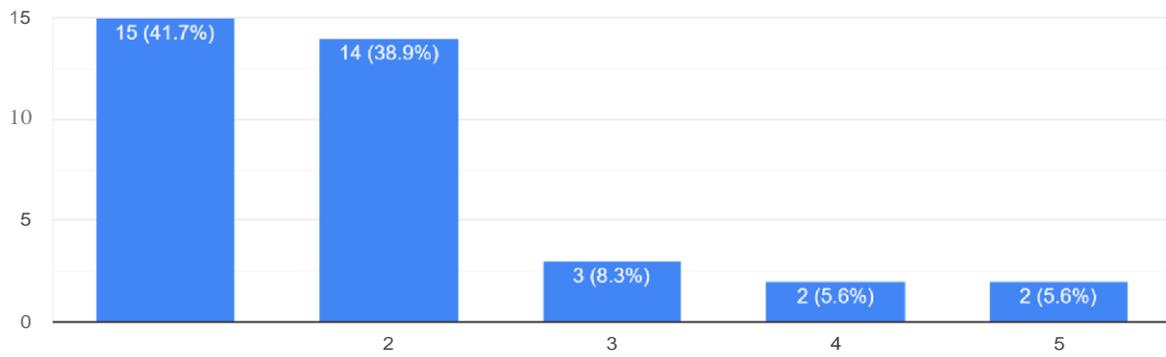
3. The programs and services developed by the OHC have been equitably made available to communities across the Municipality.

36 responses



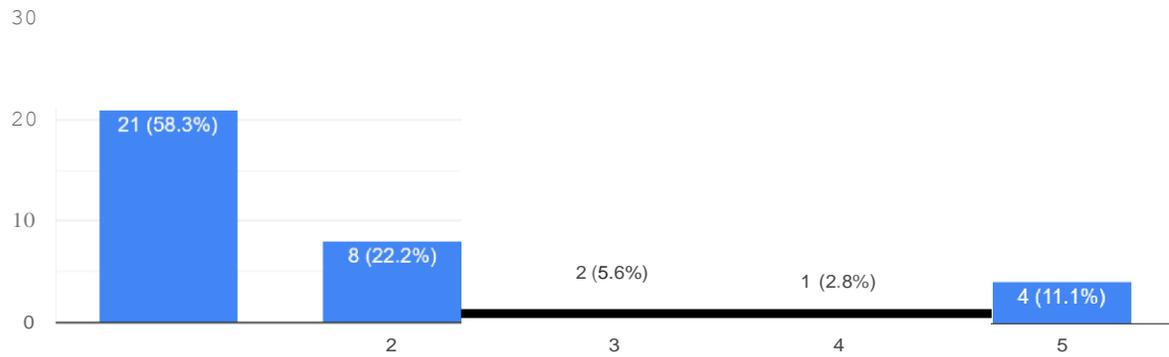
4. The OHC has been effective at responding to critical and emerging needs in our communities.

36 responses



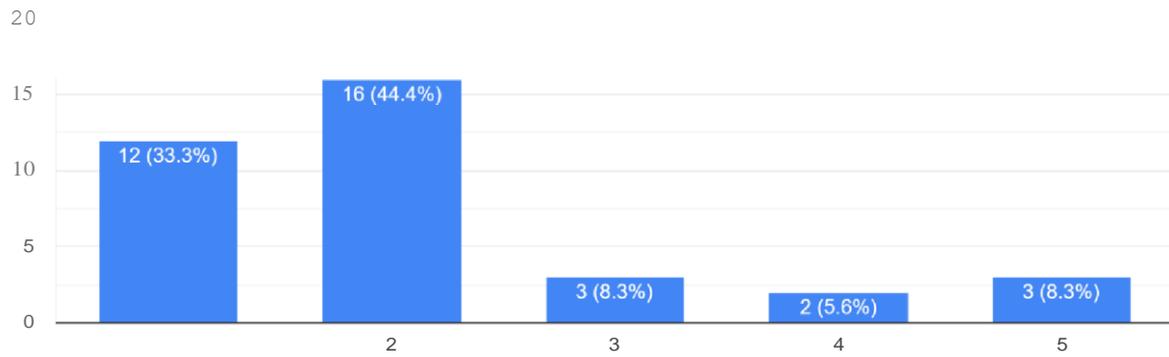
5. The OHC is an important and effective partner that helps other local organizations achieve their community health goals.

36 responses



6. The breadth of programs and services offered by the OHC take into account ALL of the social variables (shown below) that determine population health outcomes.

36 responses



7. If you feel some of the determinants of health illustrated above have NOT been sufficiently attended to, please offer them below.

Early Childhood Development; Social exclusion; Social Safety net; Aboriginal status
OHC has nothing to do with my biology (ever) , air quality or civic infrastructure (nor should it at this point) I think we are doing our best to meet Health Care needs but, we should not be satisfied. The 50% relating to my life would be individual situations over which OHC would have little capacity to generally make a difference.
Not enough hours in the day or money in any budget to attend to everything - always more to aspire to. And, I'm not intimately familiar with all the programming or interior working conditions so can't speak to everything on the list.
Happy
We need to be able to get blood taken at the OHC again. That's a big loss.
Follow-up re wait times for surgeries, tests, etc.
Very difficult to attend to all the determinants of health- most especially those for which OHC has no jurisdiction. However, it is my experience that ALL that OHC undertakes is always with as many determinants of health in mind as is possible..
eldercare, effects of isolation, nutrition, coping with chronic illness with spouse or themselves.
Health care system wait times, housing/homelessness/aboriginal status would be the ones I would choose.
Covid certainly has had an effect on all programs- OHC has done a wonderful job but we all have a lot of work left to do to cover more- we are headed in the right direction
OHC is doing a great job.
I think OHC is doing a terrific job at making healthcare available as well as supporting collaborations with colleagues.

8. Feel free to share any thoughts you have on the OHC's provision of programs, and our interactions with community members and organizations - what to maintain, where to focus, and how to improve.

Find a way to get more community feedback; continue outreach to all community organizations; mental health supports; parenting sessions ; pre- natal classes; boys & girls programs in healthy sexuality and setting boundaries in collaboration with community organizations; nutrition support sessions ; outreach to combat isolation & loneliness
The more reasons ,whether it be programs or direct health care , that we can provide to citizens to come to the facility, the more we become woven into and evolve as an integral part of our communities. I see the clinic as a vital part of making our case to the communities.
I'm always pleasantly surprised when in need of an extended health service, or to recommend a service to a friend, and OHC is already providing it! And OHC is already of sponsor of or in partnership with most organizations that provide important service in the community. In reviewing the Canada's social determinants of health graph, I realize a gap in my own knowledge of OHC's mandate is wrt to affordable housing, which is an enormous challenge in the municipality. Maybe OHC is already involved but if not, perhaps it could play a greater role in the future. Really just looking for something to comment on because giving an organization 100% isn't very motivating!! And regarding Question 3, I don't know the answer, so my response reflects that rather than a mediocre performance.
I filled out the first responses with 5's because I am so used to having the affirmative on the right and be the highest number. I caught it in time but wonder if others will do the same?
Please, please, please get back the blood clinic!!
Just the Blood Clinic (I realize this is COVID related but it has a bit impact on the community)
The major obstacle in preventing OHC from delivering on its plan is lack of funding
Seniors programs, ie Textiles & Tea, Friday am crafts are wonderful to bring folk together in difficult Covid times. Would like to see exercise programs returning. Thanks! ...missing the Caregivers NS monthly meetings in person.
It is my experience that OHC is continually assessing its programs and services and making adjustments to it's offerings based on needs, available resources and within its mandate. Keep doing the great work you are doing.-OHC is a shining light in our province

Great community partner!

Thank you for ALL you are doing!

None at this time

Poverty remains a large issue for this community as well as the province. So many projects have worked on this - we have food banks and breakfast programs etc. Somehow these good things then become supports for poverty to continue! An unexpected and unwanted consequence. Education is strongest lever to effect change - lots of adult education programs prove that - should OHC look at this as part of its mandate?

Food security programs need to be maintained/expanded. Perhaps more on Homelessness and mental health (especially teens).

I would like to see outreach programs in surrounding serviced communities once Covid is under control. Many, many areas we can work on- but only so many volunteers!

Keep up the good work

I think OHC is doing a terrific job at making healthcare available to the community as well as supporting collaborations with colleagues.

I feel the OHC is doing the best they can with all the red tape in regard to Doc recruitment. It would be nice if they kept the website up for the walk in clinic.