

Neepawa Health Centre

Project Overview

As announced in December 2021, the Government of Manitoba will be making investments to enhance health services across Manitoba, including building a new hospital in Neepawa. This investment will strengthen clinical services for residents of Neepawa and surrounding communities and mark a significant step toward more consistent, equitable and high-quality care for all Manitobans.

Features of the new facility, which will replace the existing Neepawa Health Centre, include:

- at least 60 acute care inpatient beds, up from 35 at the current Neepawa site;
- an expanded emergency department designed to best practice standards that includes treatment and assessment rooms, a trauma room, stretcher bay and an ambulance bay; and
- enhanced space for a number of programs, such as surgery, diagnostics and palliative care as well as various outpatient services including dialysis and chemotherapy.

The new facility is expected to be at least twice the size of the current site. Construction is tentatively slated for completion in 2025.

As part of building a new hospital that is designed to meet the needs of health-care workers, patients, and their families, capturing input from individuals and groups that access care at the facility is an important priority.

Engagement Overview

Health care workers, and patients and their families that access care at Neepawa Health Centre were invited to participate in a questionnaire that was designed to gather feedback from their perception and experiences at the current facility. The survey aimed to seek input on the physical and environmental matters, such as parking, lighting, wayfinding, etc. The input from this survey was used to help inform planning for the construction of this new hospital. The survey was open for participation from April 30 to June 19, 2022.

What We Heard

There was a total of 267 respondents to the Neepawa Health Centre survey submitted through the EngageMB portal. The following data provides an overview of the perspectives of the respondents. Some demographic information has also been provided for each of the below questions if shared by respondents.

Demographic Profile

To better understand the individuals completing the survey and accessing services at Neepawa Health Centre, a few demographic questions were asked. Below is a summary of the findings for each of the questions.

Table 1 - How Old Are You?

| Answer | Reponses | Percentage |
|------------------------|------------|------------|
| 18-24 | 8 | 3.0% |
| 25-34 | 49 | 18.4% |
| 35-44 | 69 | 25.8% |
| 45-54 | 57 | 21.3% |
| 55-64 | 51 | 19.1% |
| 65-74 | 24 | 9.0% |
| 75+ | 9 | 3.4% |
| Total Responses | 267 | |

Table 2 – How Do You Identify?

| Answer | Reponses | Percentage |
|-------------------------|------------|------------|
| Woman | 234 | 88% |
| Man | 29 | 11% |
| I prefer not to respond | 4 | 1% |
| Non-binary | 0 | 0% |
| Transgender | 0 | 0% |
| Two-Spirit | 0 | 0% |
| Another Gender Identity | 0 | 0% |
| Total Responses | 267 | |

Table 3 - Do you self-identify as Indigenous? If yes, please specify which nation you identify with. (Select all that apply)

| Answer | Responses | Percentage |
|------------------------|-----------|------------|
| Inuit | 0 | 0% |
| First Nation | 3 | 4% |
| Metis | 9 | 13% |
| Unknown | 26 | 37% |
| Prefer not to disclose | 32 | 46% |
| Total Responses | 70 | |

Table 4 - We recognize this list of racial or ethnic identifiers may not exactly match how you would describe yourself. Keeping that in mind, which of the following best describes the racial or ethnic community that you belong to? (Select all that apply)

| Answer | Responses | Percentage |
|------------------------|------------|------------|
| Chinese | 0 | 0% |
| Francophone | 0 | 0% |
| White | 252 | 93% |
| Unknown | 2 | 1% |
| Prefer Not to Answer | 11 | 4% |
| African | 0 | 0% |
| Black | 0 | 0% |
| Filipino | 4 | 1% |
| Latin American | 1 | 0% |
| Middle Eastern | 0 | 0% |
| South Asian | 0 | 0% |
| Southeast Asian | 0 | 0% |
| Total Responses | 270 | |

Survey Questions

Survey respondents were asked to share how often they access care at Neepawa Health Centre. About half of respondents, 55 percent, accessed care at Neepawa Health Centre 0-1 times per year. Two hundred and sixty-two total respondents completed this question. Figure 1 below details the responses.

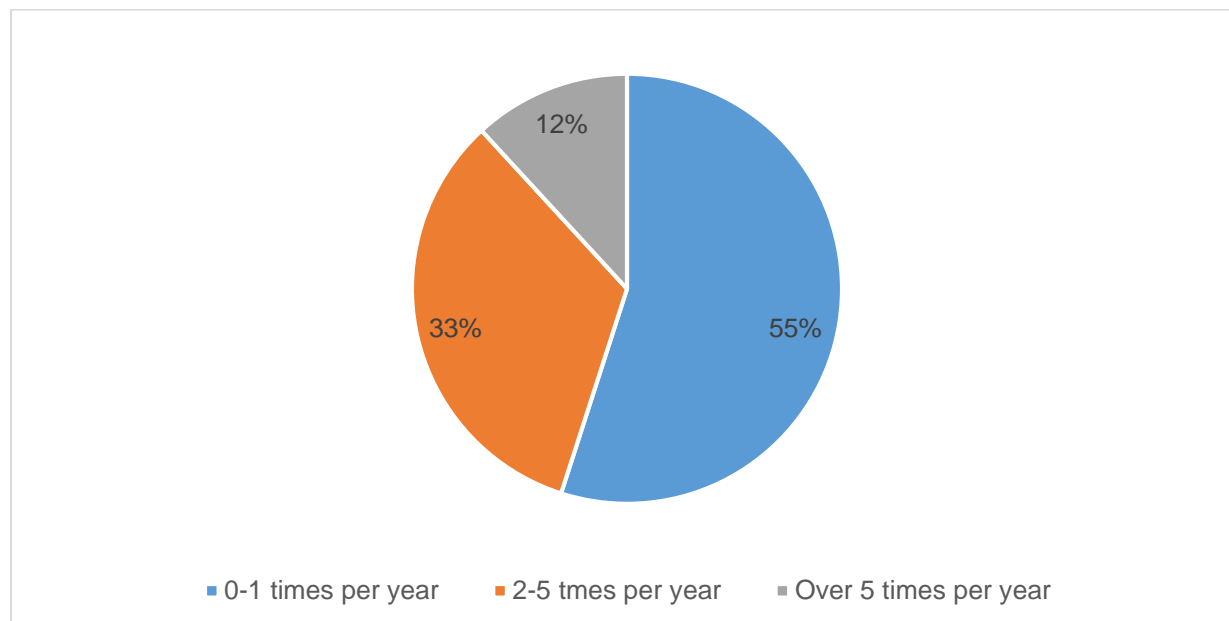


Figure 1 - How often do you access care at Neepawa Health Centre?

Survey respondents were asked to answer questions regarding cultural spaces. When asked “Is having an Indigenous Cultural Space important to you or those you care for?”, 261 individuals provided responses. Figure 2 below features the responses.

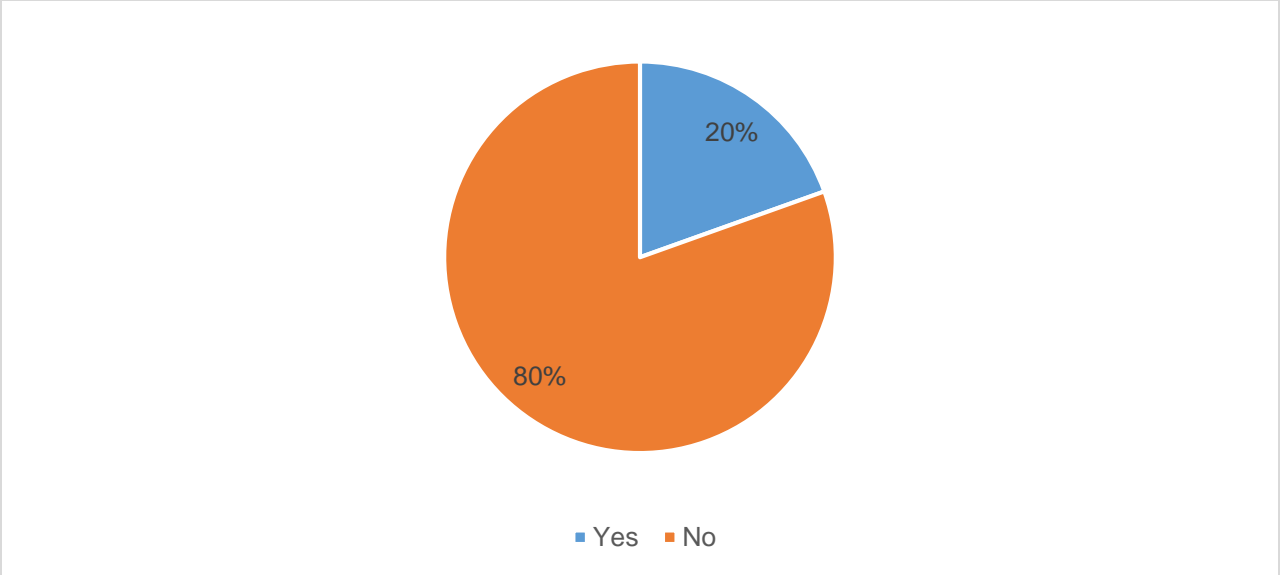


Figure 2 - Is having an Indigenous Cultural Space Important to you or those you care for?

Fifty-one respondents (20 percent) indicated that having access to an Indigenous Cultural Space was of importance to them or those that they cared for. Residents were asked to provide feedback on what the cultural space should include. Responses are included below in Figure 3.

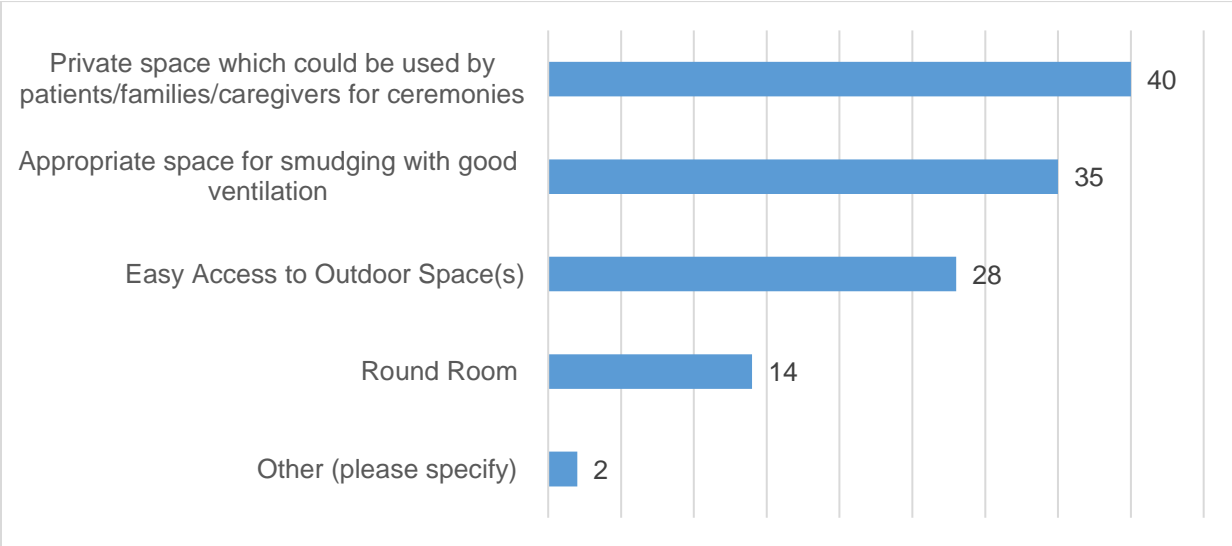


Figure 3 - If yes, what would that space include? (Select all that apply)

Forty respondents indicated that a private space for ceremonies would be important to them. Additional answers included: 35 respondents would like an appropriate space for smudging with good ventilation, 28 respondents indicated that access to outdoor space is important, and 14 respondents indicated that a Round Room would be important.

Survey respondents were then asked to share their feedback on what would be important for Neepawa Health Centre to have in the future. Figure 4 shows the feedback received.

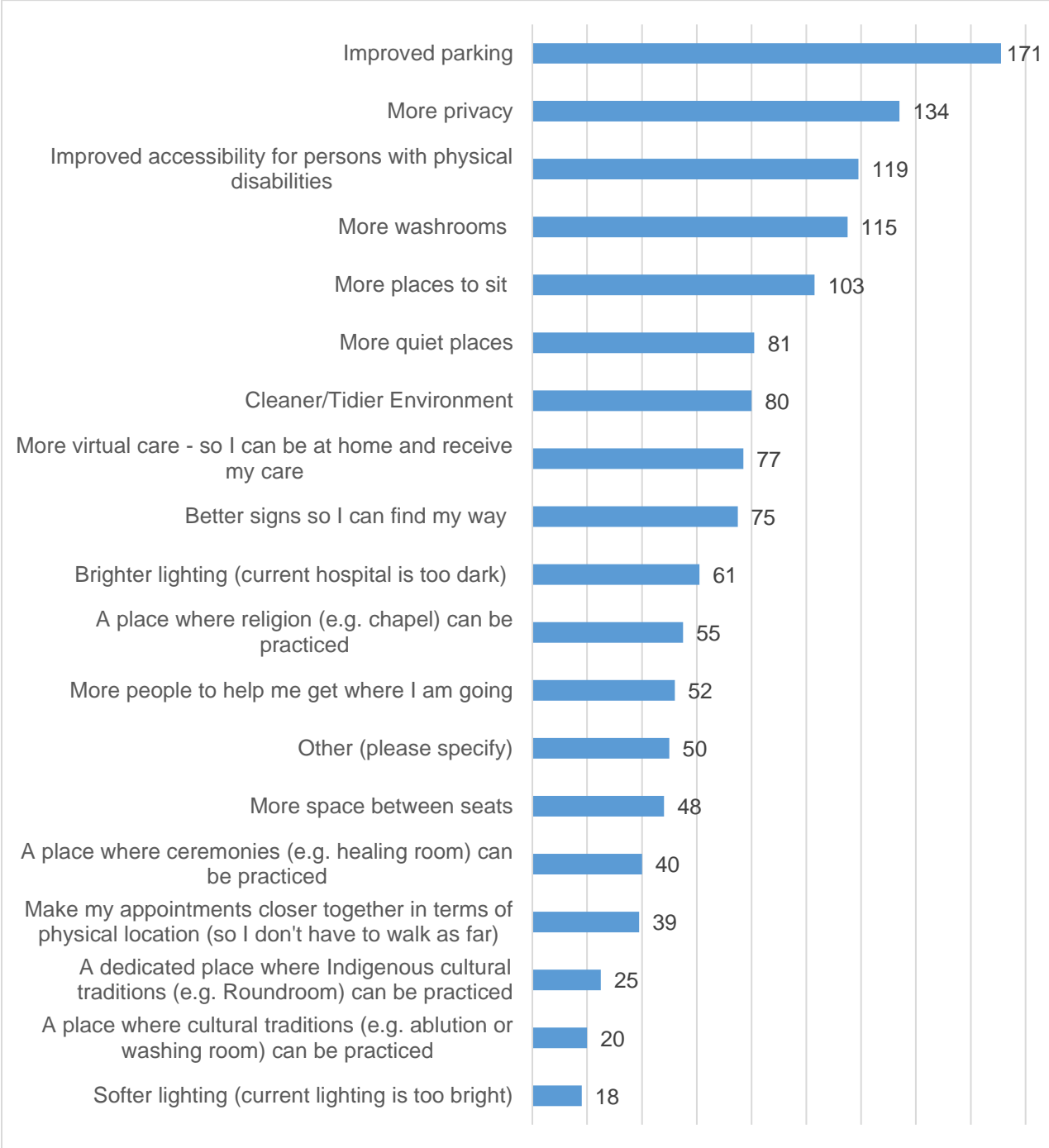


Figure 4 - What would be important for Neepawa Health Centre to have in the future?

Two hundred and fifty-nine total respondents answered this question. Some of the main responses included: improved parking (171 respondents), more privacy (134 responses), improved access for persons with disabilities (119 responses), more washrooms (115 responses), and more places to sit (103 responses).

Survey respondents were then asked to provide their feedback on way finding at the current hospital. Responses are included below in Figure 5.

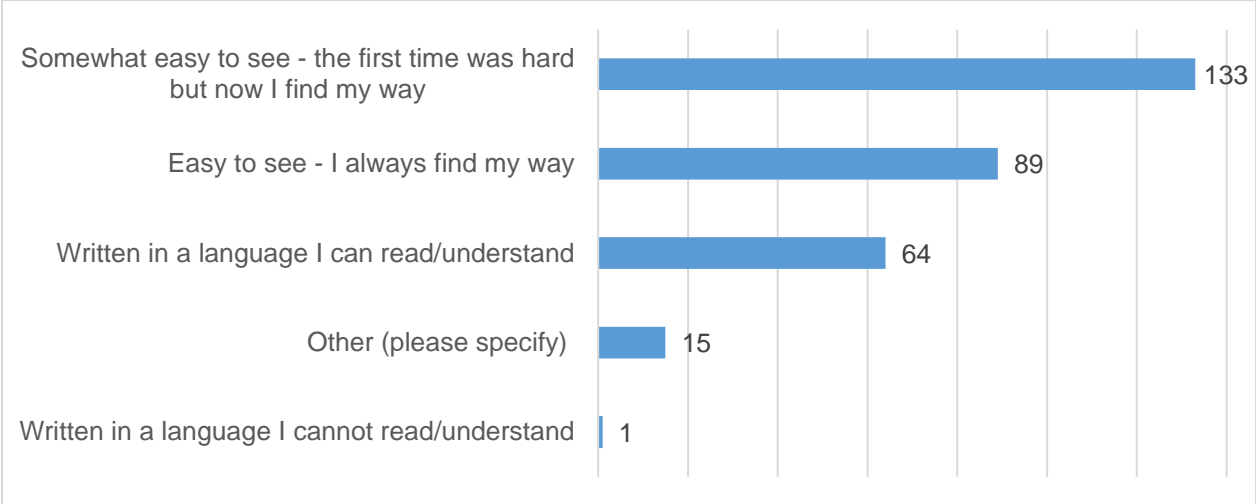


Figure 5 - In the current hospital, I find the signs telling me where I can find things are...

Two hundred and fifty-two respondents provided answers to this question. The majority (133 respondents) indicated that they find the current hospital somewhat easy to see, although the first time was difficult to navigate.

Respondents were asked to identify if they have accessed the Emergency Department at Neepawa Health Centre, Figure 6 below details the 263 responses.

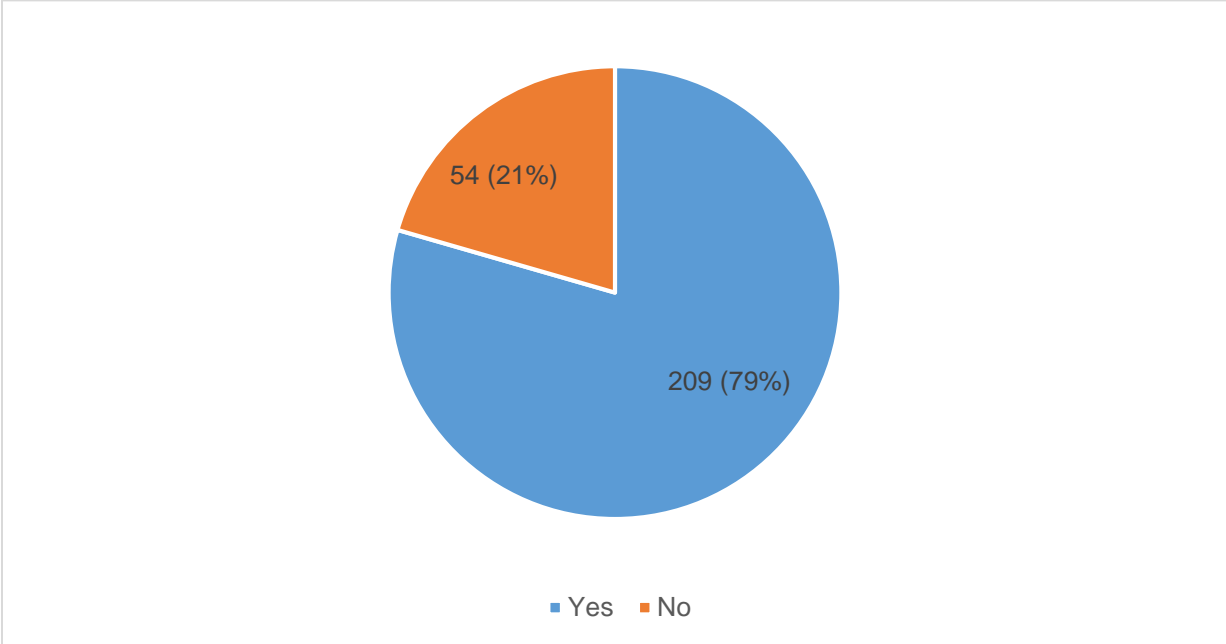


Figure 6 - I have used Neepawa Health Centre's Emergency Department.

Respondents were then asked to provide their input on the Emergency Department. Figure 7 below showcases the responses.

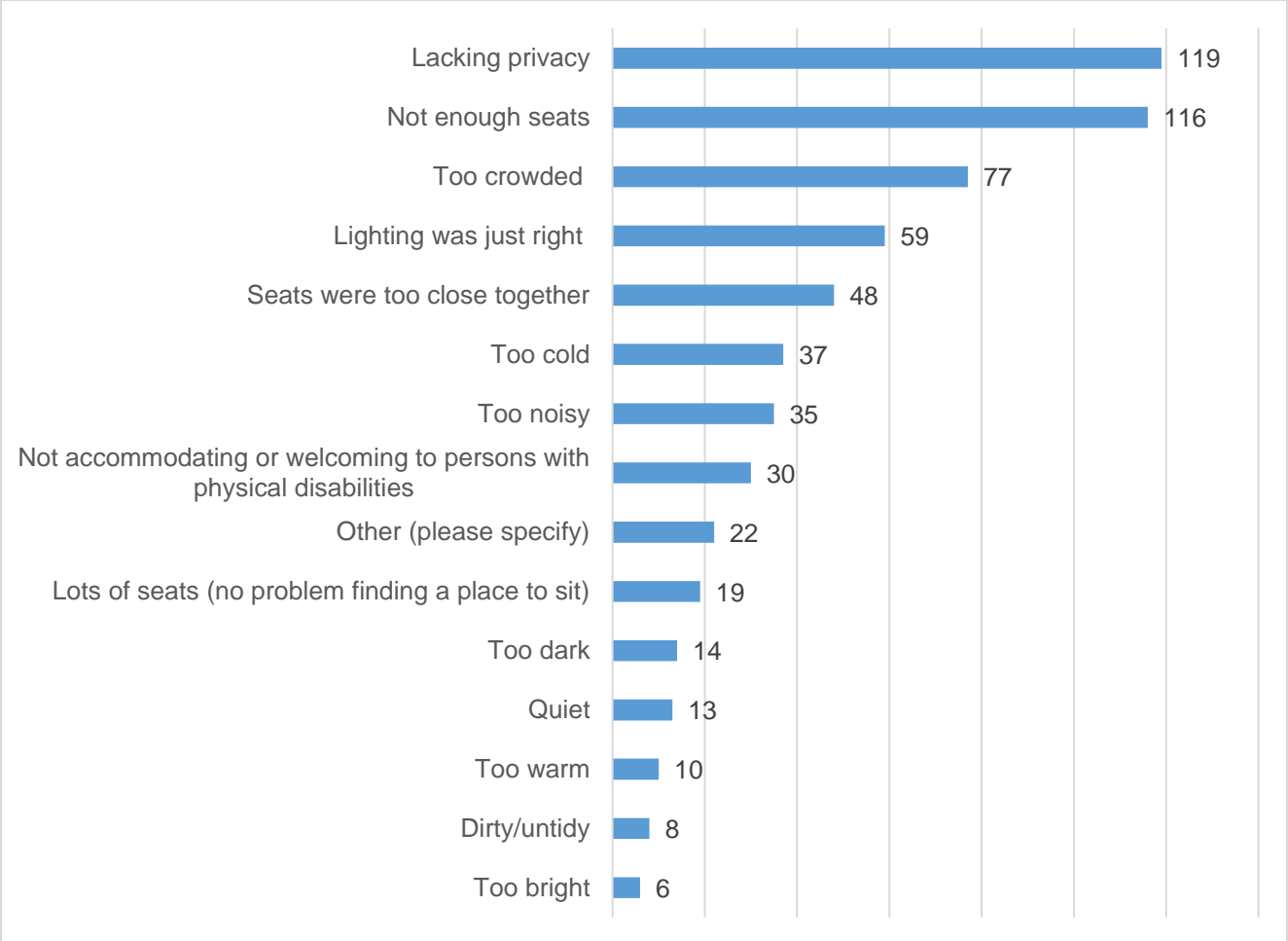


Figure 7 – I thought that the Emergency Department was... (Select all that apply)

Feedback on the Emergency Department included: that it lacked privacy (119 respondents), not enough seating (116 respondents), too crowded (77 respondents), and the lighting was just right (59 respondents).

Survey respondents were then asked to share if they had attended an appointment at one of the clinics at Neepawa Health Centre. Figure 8 captures the replies from the 256 respondents.

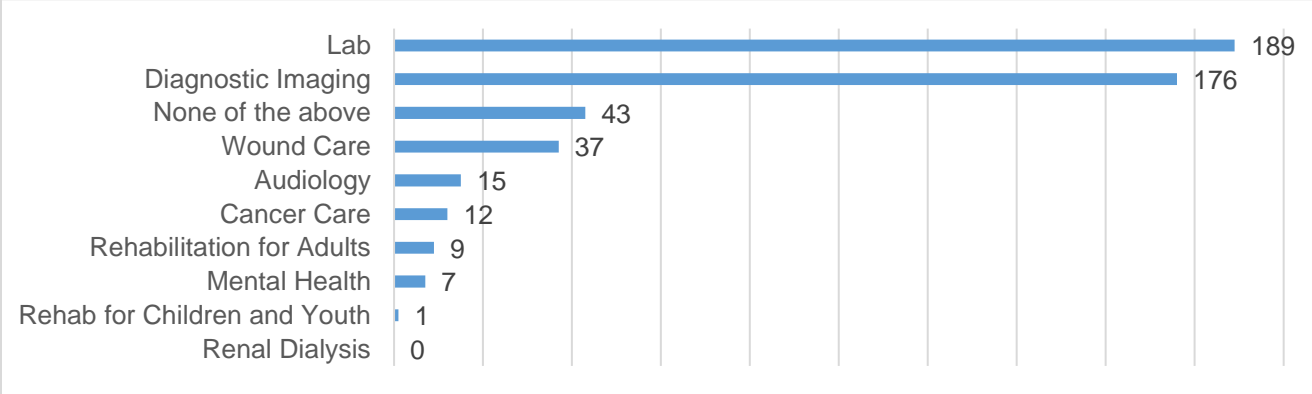


Figure 8 - I have attended an appointment at the _____ Clinic at Neepawa Health Centre. (Select all that apply)

Survey respondents were then asked to provide feedback on their experience when attending an appointment at Neepawa Health Centre. Detailed responses are included in Figure 9 below.

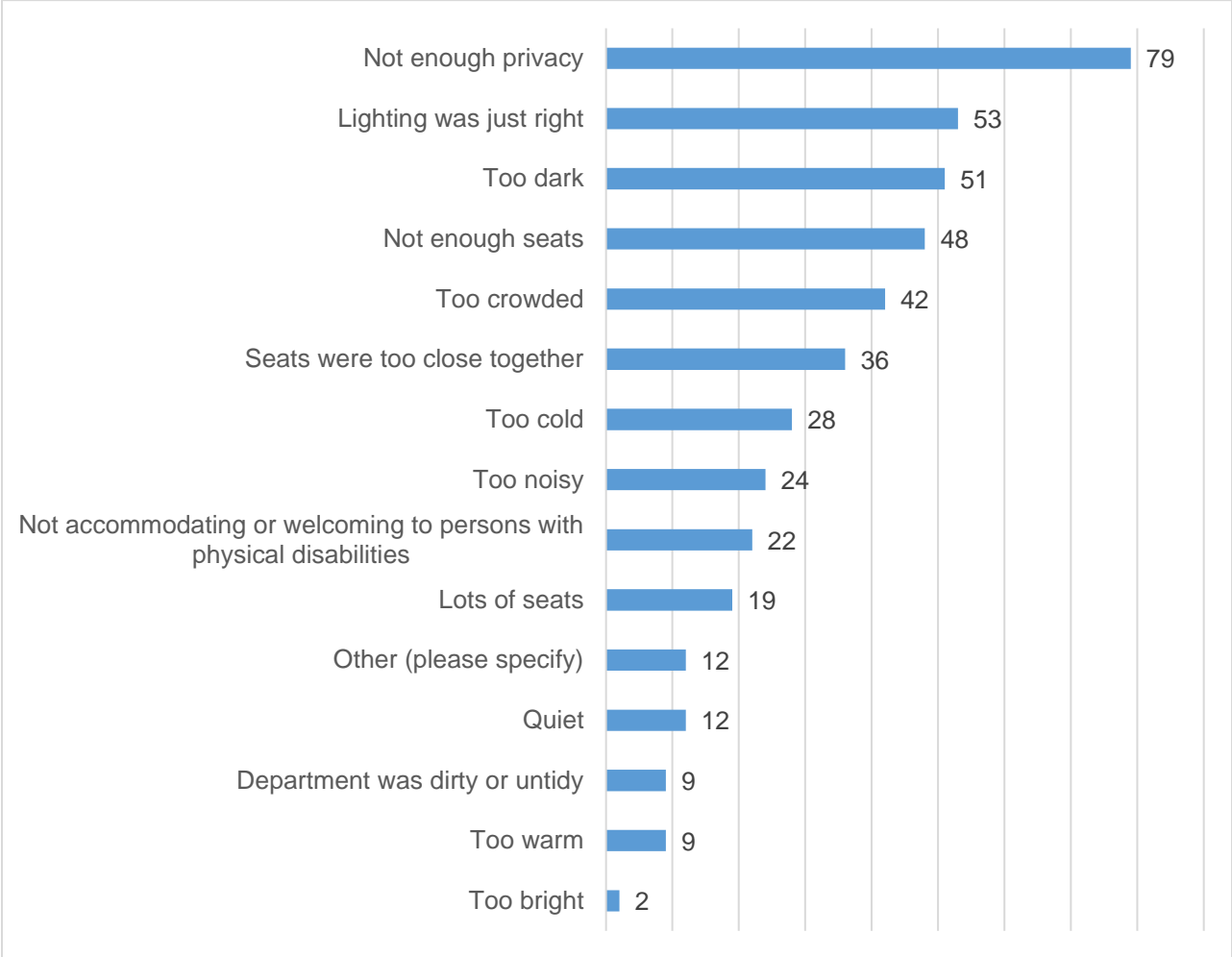


Figure 9 - When I attended this appointment at Neepawa Health Centre, I found it was....
(Select all that apply)

One hundred and eighty-nine respondents provided feedback on their experience when attending an appointment at Neepawa Health Centre. Feedback included: not enough privacy (79 respondents), lighting was just right (53 respondents), too dark (51 respondents), and not enough seats (48 respondents).

Survey respondents were asked if they had used the parking lot at Neepawa Health Centre. Figure 10 details the 260 responses below.

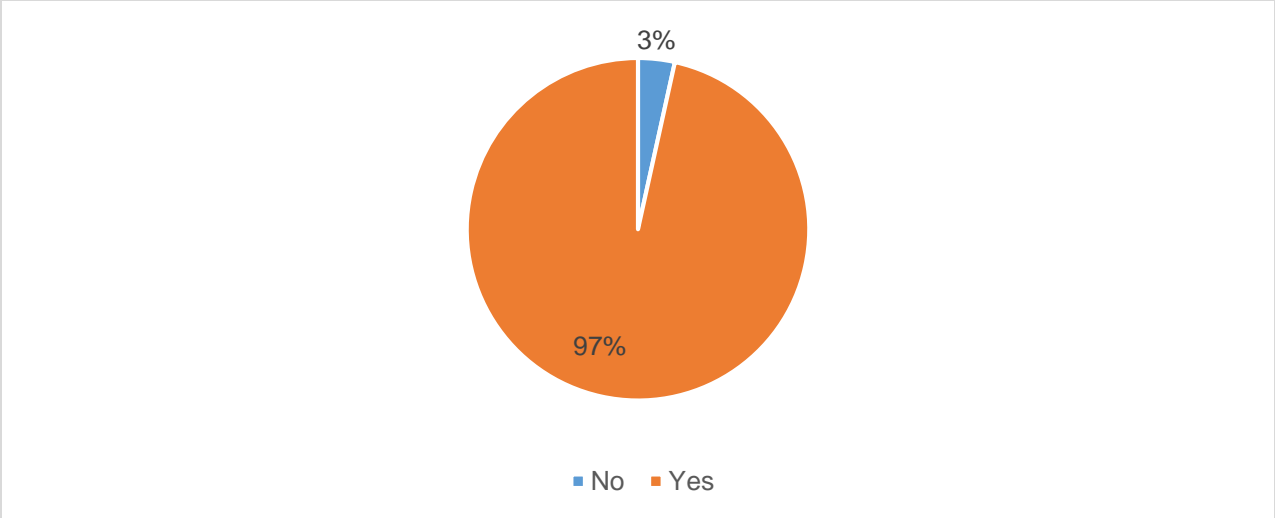


Figure 10 – I have used the Parking Lot at Neepawa Health Centre.

Respondents were then asked to provide their input on their experience using the parking lot. Figure 11 below captures the feedback from 243 respondents.

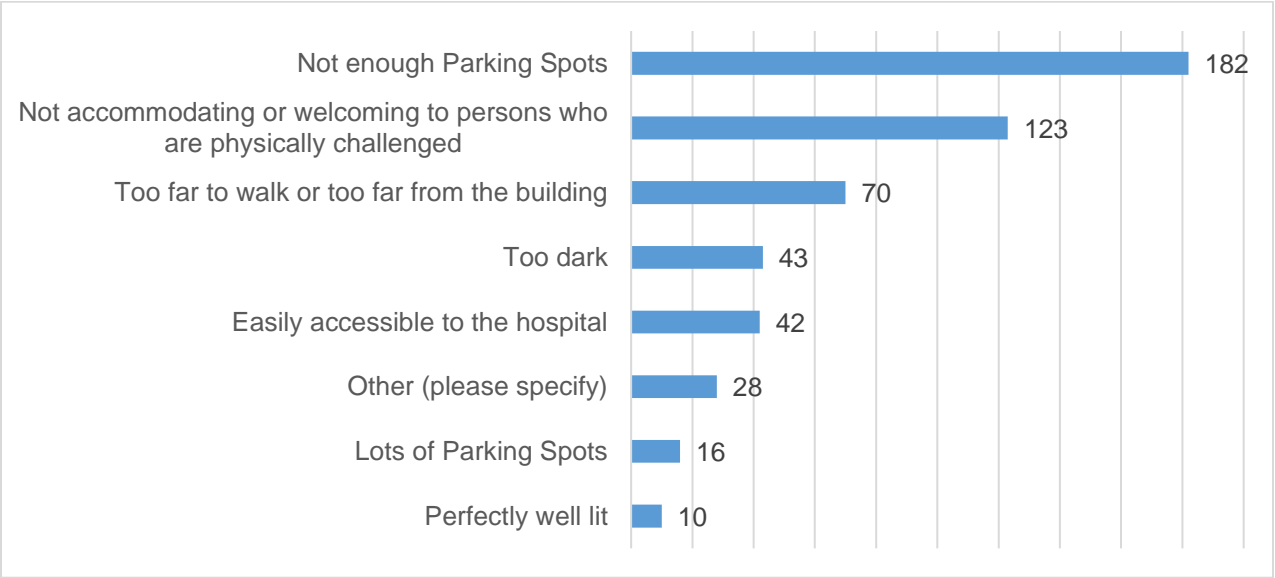


Figure 11 - I found the Parking to be... (Select all that apply)

Feedback on the parking lot at Neepawa Health Centre included: not enough parking spots (182 respondents), not accommodating or welcoming to persons who are physically challenges (123 respondents), and too far to walk or too far from the building (70 respondents).

Respondents were asked to share if they attend multiple appointments on the same day at Neepawa Health Centre. Figure 12 below details the 246 responses.

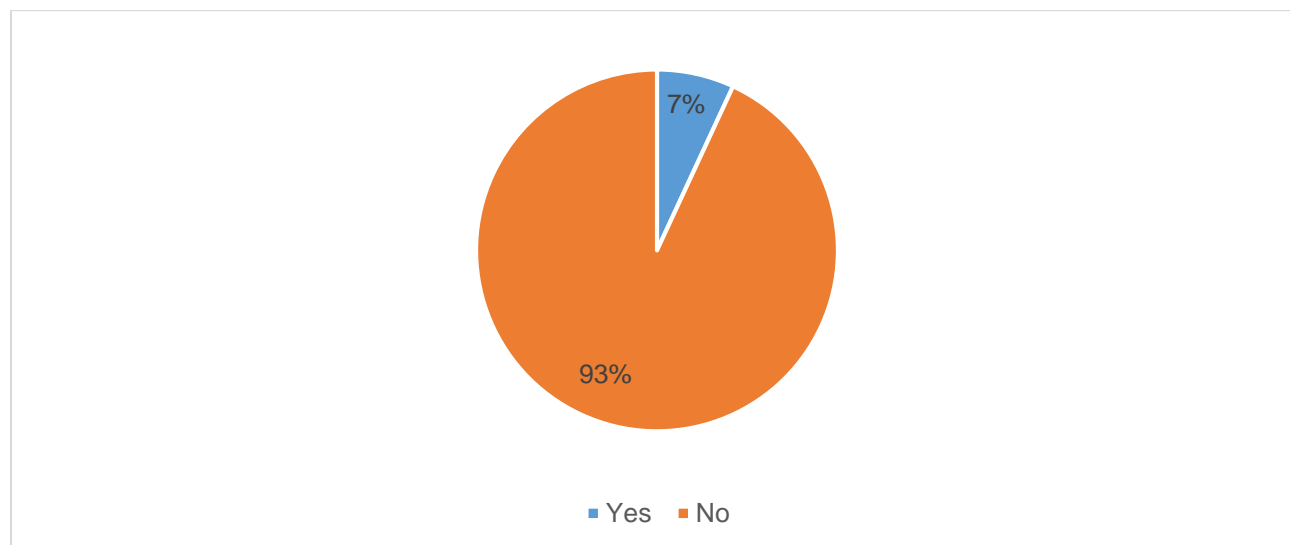


Figure 12 - When I visit Neepawa Health Centre, I often have more than one appointment on the same day

Respondents were then asked to share their experience when attending multiple appointments in the same day at Neepawa Health Centre. Figure 13 details the responses below.

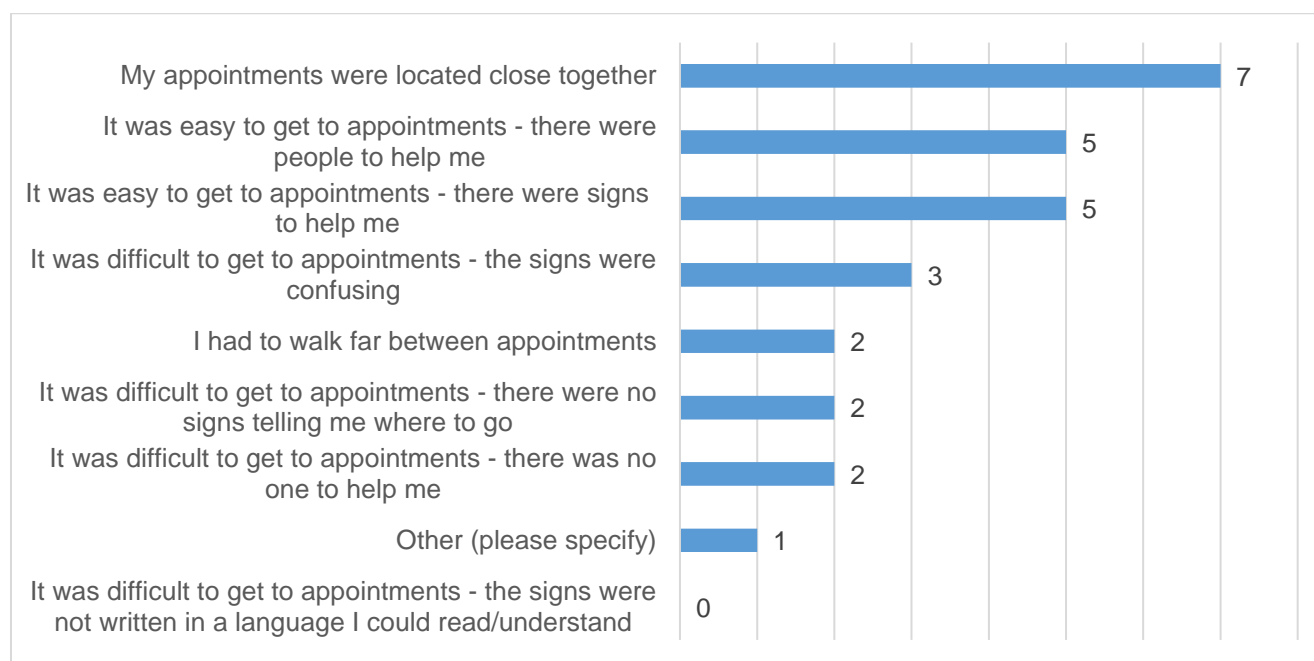


Figure 13 - Tell us about your experience at Neepawa Health Centre when you have had multiple visits

Feedback on the experience when attending multiple appointments at Neepawa Health Centre included: my appointments were located close together (7 respondents), it was easy to get to appointments I had people and signs to help me (5 respondents each), and it was difficult to get to appointments, the signs were confusing (3 respondents).

Other Feedback

Survey respondents were asked to provide their overall feedback on what they like the most about Neepawa Health Centre. Table 5 includes a summary of respondent's feedback.

Table 5 - Tell us about your experience at Neepawa Health Centre: what did/do you like the most about it?

| Key Themes | Respondents Feedback |
|------------------------------|--|
| Friendliness of Staff | Seventy-seven respondents provided feedback on the friendliness of staff. Feedback included comments like "the staff went above and beyond caring for my family", "staff are caring", and "the staff are very friendly and caring". |
| Attentive Care | Forty-eight respondents provided feedback on the attentive care they received at Neepawa Health Centre. Comments included: "staff are friendly and responsive to needs", "excellent care and bedside manner" and "someone comes to see what you need right away". |
| Waiting Times | Nineteen respondents provided feedback on waiting times at Neepawa Health Centre. Comments included: "I was in and out in reasonable time", "short wait time", and "was seen quickly through emergency". |
| Number of Services Available | Twelve respondents provided input on the number of services available. Comments included: "variety of services offered are fantastic", "so fortunate to have a full service emergency department and lab and X-ray services", and "the options for care were extensive which was nice for a smaller town". |

Survey respondents were then asked to provide feedback on what they liked the least about their experience at Neepawa Health Centre. Table 6 below shows summary of the themes presented.

Table 6 - Tell us about your experience at Neepawa Health Centre: what did/do you like the least about it?

| Key Themes | Respondents Feedback |
|-------------------|---|
| Cramped Space | Forty-four respondents provided input on the space being cramped at the hospital. Comments included: "hospital is small, bathrooms are small, patient rooms are small, not enough space for family support", "Building is old; space is too small; staff tripping over one-another", and "the rooms are too small for patient care and equipment that is often needed". |

| | |
|-------------------------------|---|
| Age of Facility and Equipment | Twenty-four respondents provided feedback on the age of facility and equipment. Comments included: “very old equipment”, “the building is old and needs updates”, and “found the interior of the building old”. |
| Lack of Privacy | Twenty-four respondents provided feedback on the lack of privacy. Comments included: “not enough privacy for check-in, waiting room and emergency rooms”, “ER should not be at the entrance where you walk through for all other inpatient services. ER needs separate entrance”, and “small waiting room, lack of privacy.” |
| Busy and Understaffed | Twenty-two survey respondents provided comments on the busy and understaffed environment. Feedback included: “short staffing. Nurses are run off their feet, and have to many patients to care for”, “lack of staff per patient”, and “need more doctors and nurses were understaffed so my treatment was taking longer than it should have”. |
| Waiting Times | Twenty-one respondents provided feedback on the wait times experienced. Comments included: “long wait times”, “small rooms and long waits”, and “too long of waiting times”. |

Next Steps

Respondents’ participation in the survey was appreciated and valuable to inform design of the new Neepawa Health Centre. Further opportunities to provide feedback on service delivery at Neepawa Health Centre will be available in 2023.

Questions?

If you have any questions regarding the survey results, please contact communications@pmh-mb.ca.