

PATIENT SATISFACTION AND QUALITY OF CARE RECEIVED

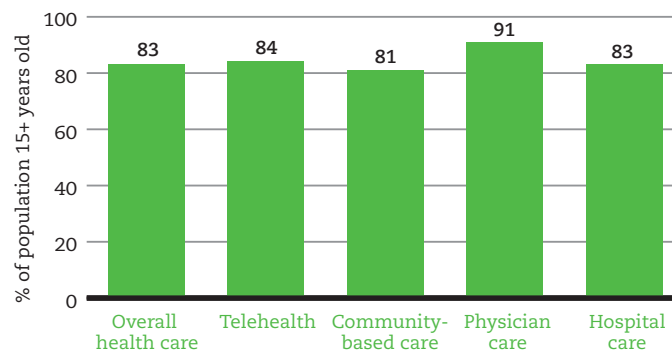
The (2003) Canadian Community Health Survey and the Health Services Access Survey included a number of questions about the perceived quality of different types of health care services, both community-based and in hospital, and patient satisfaction with these different types of care. Manitobans' responses are summarized below. Overall, a large proportion of Manitobans appear to be satisfied with the services they received and the quality of care provided.

In 2003, an estimated 95 per cent of Manitobans reported receiving some kind of health care service in the preceding 12 months. When asked to rate their satisfaction with the service, about 83 per cent said that they were very or somewhat satisfied with the way health care services were provided (Figure 28). An estimated 85 per cent of Manitobans rated the quality of care they received to be excellent or good (Figure 29).

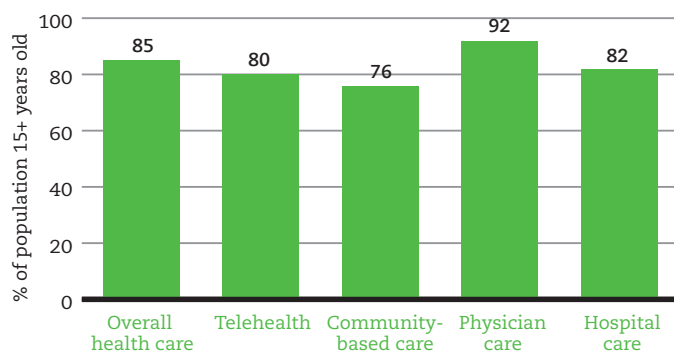
Similar questions were asked about satisfaction and quality for the following health services:

- telehealth,
- community-based care,
- physician care, and
- hospital care.

Figure 28.
Age-
standardized
Per cent of
Population
who Reported
they were
Very or
Somewhat
Satisfied
with Services
Received,
Manitoba,
2003.



Source: Statistics Canada, Canadian Community Health Survey, 2003.



Source: Statistics Canada, Canadian Community Health Survey, 2003.

Figure 29. Age-standardized Per cent of Population who Reported Quality of Care as Excellent or Good, Manitoba, 2003.

Telehealth services

In the last five years, many provinces, including Manitoba, have developed both phone-in health lines and remote health conferencing abilities with a view to providing convenient, easily accessible health information. Manitoba's health "help line," Health Links-Info Santé, is a free, confidential bilingual health advice telephone line staffed by registered nurses 24 hours a day, seven days a week.

Another telehealth initiative in Manitoba designed to improve access to health information is the Family Doctor Connection phone line. Established in 2002, the phone line connects Winnipeggers with family physicians accepting new patients. Due to the success of the Winnipeg pilot, the initiative was expanded in March 2004 to include the rest of the province.

Manitoba's telehealth network is aimed at improving access to health information for Manitobans in rural and remote areas and their health care providers. Through the use of satellite video conference technology, residents of 23 rural and remote regions can access specialist care without leaving home. Telehealth also promotes continuing medical education and information-sharing for rural and remote health care providers.

In 2003, about five per cent of Manitobans surveyed in the 2003 Health Services Access Survey indicated that they had accessed some form of telehealth service within the last 12 months. An estimated 84 per cent said that they were very or somewhat satisfied with the way health care services were provided (Figure 28), and about 80 per cent rated the quality of care they received as excellent or good (Figure 29).

Community-based care

Community-based care includes home nursing care, personal care, home-based counseling or therapy, and visits to community walk-in clinics. It excludes visits to doctor offices. The 2003 Health Services Access Survey asked Manitobans about their level of satisfaction with community-based care they received in the past 12 months. An estimated 17 per cent of Manitobans (15 per cent of Canadians) reported that they had received some kind of community-based health care in the preceding 12 months.

Of those, an estimated 81 per cent indicated that they were very or somewhat satisfied with the way services were provided for their last visit (Figure 28) and about 76 per cent rated the quality of care received as excellent or good (Figure 29).

Physician care

Physician care includes receiving some kind of care from a physician, a family doctor or medical specialist (but excludes services received in a hospital). The 2003 Health Services Access Survey asked Manitobans how satisfied they were with the physician care they received in the past 12 months. An estimated 63 per cent of Manitobans (63 per cent of Canadians) reported that they had received some kind of care from a physician in the preceding 12 months. An estimated 91 per cent of them said that they were very or somewhat satisfied with the way health care services were provided at their latest physician visit (Figure 28), and about 92 per cent rated the quality of care received as excellent or good (Figure 29).

Hospital care

Although the main focus of this report has been healthy living and prevention, there will still always be the need for hospital or acute care services. The 2003 Health Services Access Survey asked Manitobans about their experience over the preceding 12 months in receiving some form of health care services at a hospital, as an inpatient, outpatient or as an emergency room patient. An estimated 27 per cent of Manitobans (27 per cent of Canadians) reported that they had received health care services at a hospital in the preceding 12 months. Within that group, an estimated 83 per cent indicated that they were very or somewhat satisfied with the way the health care services were provided for their most recent visit (Figure 28) and 82 per cent rated the quality of care received as excellent or good (Figure 29).