

MAYNE ISLAND HEALTH CENTRE ASSOCIATION COMMUNITY CONSULTATION SURVEY 2022

FINAL REPORT



October 2022

Mayne Island Health Centre Association Survey 2022

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Background

Established in 1976 to build the Mayne Island Health Centre, MIHCA is an incorporated non-profit society (comprised of an elected board of community volunteers) that has been uniquely instrumental to the ongoing delivery of health care on Mayne for more than 45 years. We work collaboratively with local health professionals, Island Health, other community organizations and Mayne Islanders to identify current and future needs, ensuring our community has reasonable access to necessary and sustainable health and wellness services and advocating for — and attracting— additional complementary services.

MIHCA also spearheads campaigns to raise funds for operating expenses, new technologies, and equipment and services not provided by Island Health, but beneficial to rural remote communities like ours, where in-place care is key to our residents' well-being. A large-scale capital campaign funded the emergency treatment room at the Health Centre.

In addition to supporting the Health Centre medical team, MIHCA provides health and wellness-enhancing services directly to the community. Examples of this work include: helping to organize COVID-19 vaccine and flu clinics; organizing first aid training courses; providing educational forums on a variety of health-related subjects, both personal and social; and maintaining the Automatic External Defibrillator (AED) program.

Conducting this survey was part of our commitment to incorporating input into our planning for the future from a variety of community stakeholder groups, including health care providers and consumers.

Goal of the Community Consultation Process

MIHCA agreed that a community consultation to inform the upcoming strategic planning cycle was necessary in light of the context of 1., changing healthcare service models due to COVID-19, 2., changing Island demographics with a 37% increase in full time population and 3., effects of human resource challenges in the health care sector as evidenced by serious staffing issues leading to health clinic closures in rural and remote settings in British Columbia.

The purpose of the consultation was to gather data to help MIHCA continue to support the health and wellness needs of Mayne islanders.

There were three aspects to the consultation:

- 1) Understanding the needs and concerns of the health care team at the health clinic;
- 2) Understanding the needs and concerns of community members regarding health care services and wellness support; and,
- 3) Gaining insight into the perceived role of MIHCA with respect to supporting the community and the health care centre in order to prioritize realistic key aspects for future direction.

Gaining information and insight into the perceived priorities and concerns regarding health and wellness for members of our community enhances MIHCA’s mission and informs our strategic direction. The last community consultations of this nature took place in 2007 and 2016 and before recent demographic trends suggesting changing population needs – for example, more young families and increasing full time population working from home.

Key Indicators from the 2021 Census

The Government of Canada undertook a Census in the spring of 2021. These census results are publicly available and give a picture of Mayne Island which have implications for health care service and delivery.

Population

The number of people calling Mayne Island home in 2021 was 1305. This indicates a 37% rise in full time residents since 2016.

Dwellings

There were 1292 private dwellings on Mayne, 705 of which were usually occupied. Of those, 680 were single family dwellings and the remainder (25) were movable dwellings. The majority of these dwellings were privately owned rather than rented. The vast majority of these dwellings were populated by one or two people with the average household size being 1.8 persons. Seventy-five households on the island had children living in them on a full-time basis.

Age

While there was an increase in children 14 years or less (to 85), the majority of the population were adults aged 15 to 64 (645) or seniors over 65 (580). Almost half the population, 49.4%, was between the age of 15 and 64, and the average age of the population was 56.

Gender

The population is fairly evenly split between men and women.

Income (2020 data)

The median total income for those 15 and above was \$34,000 in 2020. The total income levels for Mayne Island show that much of the population is receiving less than \$50,000 of total income per year.

Income bracket (\$)	Number of Mayne Island residents
Under 10,000	105
10,000 to 49,999	725
50,000 to 99,999	280
100,000 to 149,999	65
Above 150,000	45

General Findings

Overall, the general trend for the 2022 survey indicated that people have peace of mind with access to emergency care on Mayne (88%) and satisfaction with the quality of that care is high (77%). Qualitatively, respondents reported professional, knowledgeable and compassionate care. Lived experiences described exemplary care, for example, at the end of life and in cases of life-threatening illness and injury.

However, access to ongoing primary care during the past three years has at times been limited, with 65% reporting having access to health care on Mayne when they needed it and 35% reporting limitations to access when they had a perceived need for urgent care.

The overarching concern for respondents arising from the 2022 survey is access to care. This is something parents of pediatric clients, newcomers to the island and those not registered to the Mayne Island Health Centre Clinic worried about. Some respondents experienced difficulty seeking health care on island and had to arrange off-island travel for health care services.

Recommendations

As of September 2022, the Mayne Island Health Centre Clinic is at capacity and is not currently accepting new patients. Without investment in additional human resources or alternative practice models which support holistic virtual care options (such as primary care networks), the burden continues for many to seek ongoing primary health care and urgent care off-island.

MIHCA will use the results of this 2022 survey for strategic planning locally with the health professional team on Mayne as well as with other service groups supporting Islanders' health and wellness, such as the Mayne Island Assisted Living Society (MIALS) and the Mayne Island Early Childhood Society (MIECS).

Survey results will also guide our advocacy role in partnership with our health professional team as we continue to lobby Island Health for resources and support that provide quality, safe and equitable health care access. And we will share survey result data as part of our continuing collaboration with similar societies supporting Health Centres on the other Southern Gulf Islands.

Methodology

The initial steps of the community consultation process saw an Appreciative Inquiry (AI) approach to determining the strengths of health care services on Mayne Island. The AI approach focuses on strengths and what is working well, while determining what could be enhanced through improvement and/or innovation.

<https://appreciativeinquiry.champlain.edu/learn/appreciative-inquiry-introduction/>

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Pre-survey interviews with key stakeholders, clients and members of the community were undertaken and aided in building the overall scope and direction of the survey and specific survey questions to be asked. The emphasis of both the pre-survey interviews and the resulting survey was on health care service access and quality of care. Following conducting the survey, we also interviewed key health care providers on Mayne.

In November 2021, MIHCA Board members conducted 21 standardized conversational pre-survey interviews with a broad group of Mayne Island community members. As best as possible we attempted to gain access to a diverse range of people within our community and used a peer referral approach to do this. We invited members of service groups, varied islanders across the lifespan and socio-economic groups, as well as clients served by health services on Mayne to take part in conversational interviews lasting 45 to 90 minutes.

An online survey was then developed based on the themes arising from the interviews which built upon identified strengths and focused on health care service access and quality of care. Following the survey, we also conducted eight separate interviews with Mayne Island Health Care professionals.

The online survey was administered through a link on the MIHCA website between early December 2021 and the end of January 2022. The survey was designed to collect descriptive data as well as qualitative, narrative input. Paper copies were available at two locations, but only three were used. Mayne Island Assisted Living Society volunteers assisted some community member respondents to enter responses electronically. Invitations to participate were posted around the community, in the *MayneLiner* monthly magazine, on our MIHCA website (<https://www.mayneislandhealth.ca>) and on community Facebook sites. Local organizations were asked to share the survey link with their membership. Full- and part-time residents were invited to participate with any number of respondents per household. Confidentiality was protected using the anonymous function on the online survey tool and IP addresses were not collected. The average time to complete the survey was 13 minutes. The total number of respondents was 356.

The number of respondents (N=356) represents a valid sample of the total population of Mayne Island (95% confidence level with 5% margin of error).

Interviews with eight key members of the health care team were held in February and March 2022.

Limitations

Where possible, through peer referral, we attempted to connect with a diverse group of Mayne Island residents for pre-survey interviews and to invite online survey participation. We did not collect socio-economic demographic data and therefore cannot report that the survey sample is representative of a diverse socio-economic group. But the pre-survey conversational interview process with residents and service organization representatives did offer qualitative insights

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into the lived experiences of low-income members of our community and will inform MIHCA's future planning and health care service advocacy mandate.

The respondent group represented a valid sample, however the distribution of responses from the age groups 19 and under, 20-24 and 25-34 was poorly sampled. Ages 65 to 74 represented the largest respondent group at 36%, compared to the population average age of 56 on Mayne (Statistics Canada, 2021). Females comprised 67% of the sample, compared to evenly split male/female population distribution on Mayne (Statistics Canada, 2021).

In designing the online survey, we were also interested in sampling from an under 19 age range with respect to mental health care and access. However, the response rate was low for this demographic group and therefore descriptive results are not reported here in order to protect confidentiality.

All survey respondents did not answer every question.

Details were removed from some comments to protect the writer's identity.

Using the methods described above, the survey design was led by MIHCA board member Abigail Hain (a trained health care system researcher), who also analyzed the qualitative and quantitative data, and with input from the MIHCA board, created this final report.

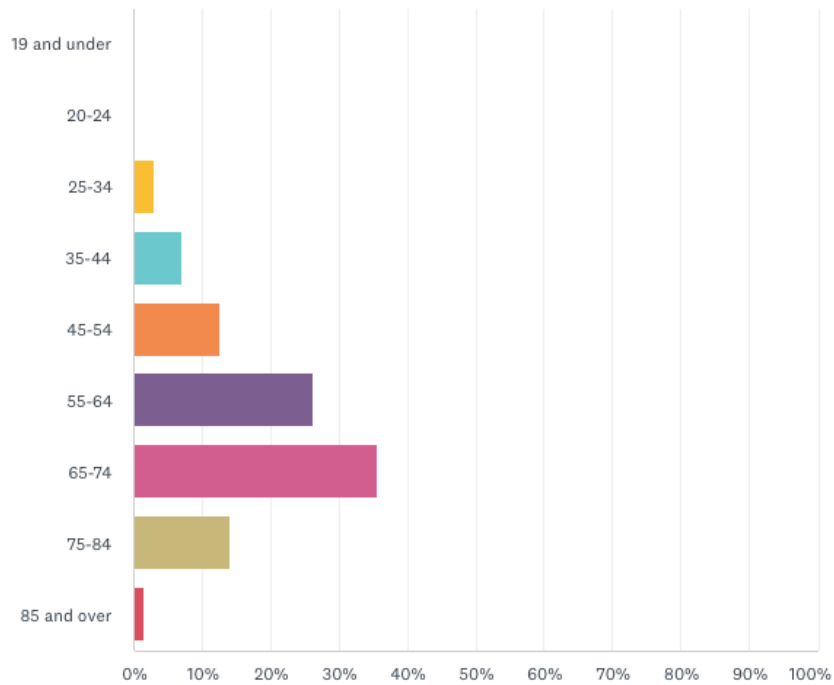
Detailed Findings

The following detailed results combine analysis of descriptive and qualitative data. Where possible, qualitative comparisons to 2016 descriptive data are offered. No correlative or inferential analysis was undertaken.

Survey Participant Demographics

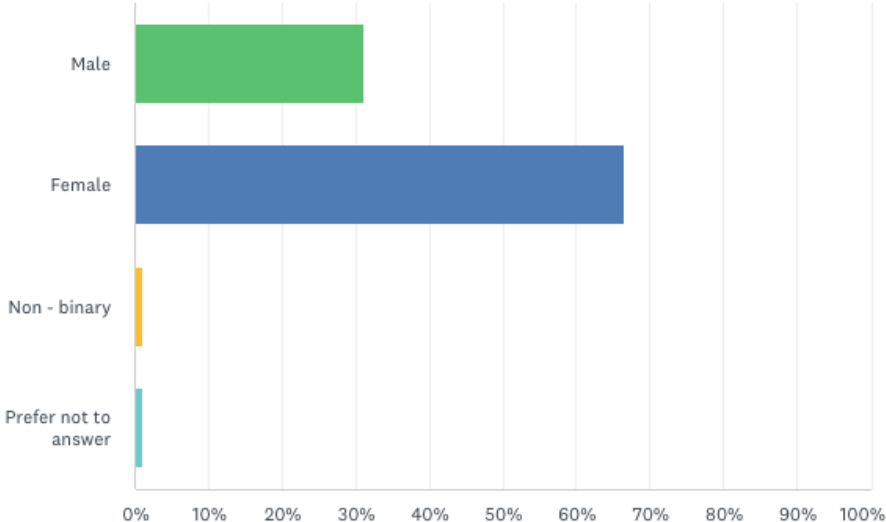
Your age group

Answered: 356 Skipped: 0



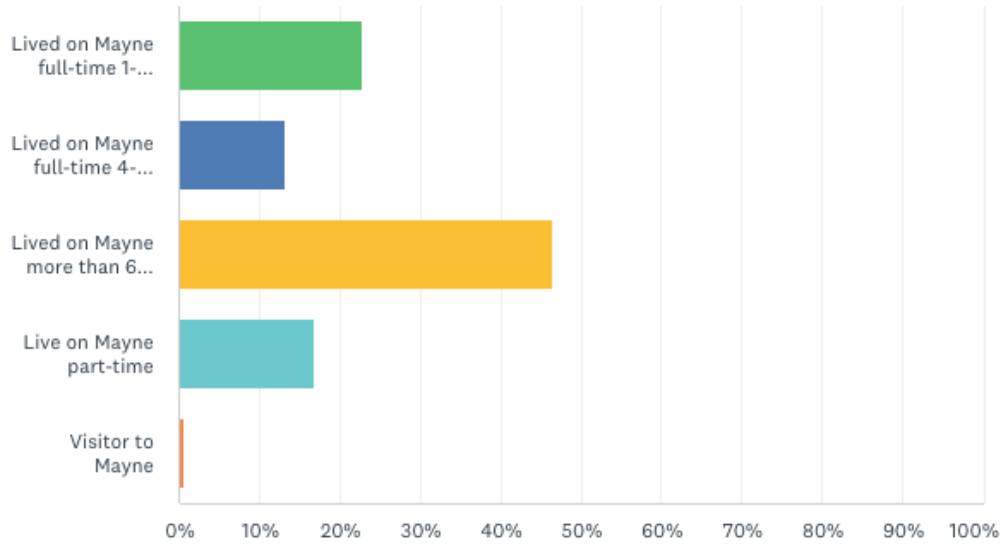
Your gender

Answered: 353 Skipped: 3



Your residency

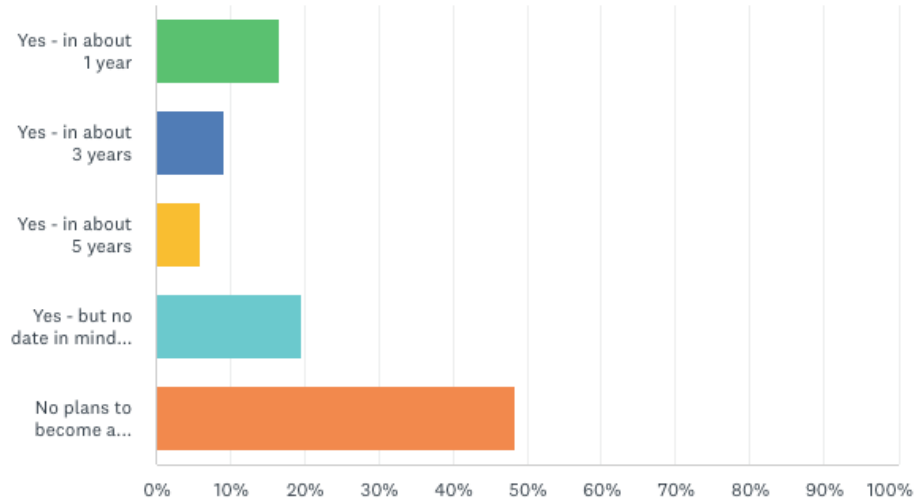
Answered: 355 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Lived on Mayne full-time 1-3 years	22.82%
▼ Lived on Mayne full-time 4-6 years	13.24%
▼ Lived on Mayne more than 6 years	46.48%
▼ Live on Mayne part-time	16.90%
▼ Visitor to Mayne	0.56%

If you are a part-time resident, do you intend to live on Mayne full-time some point?

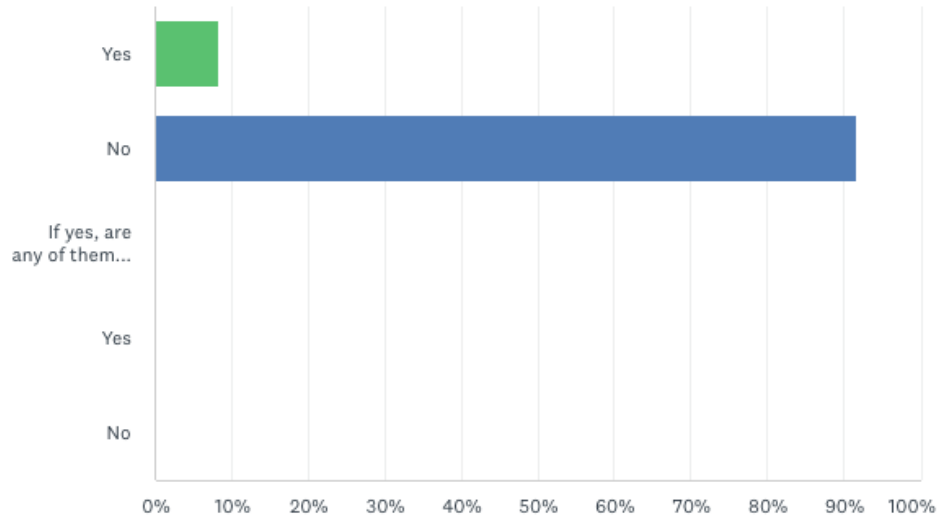
Answered: 66 Skipped: 290



ANSWER CHOICES	RESPONSES
▼ Yes - in about 1 year	16.67%
▼ Yes - in about 3 years	9.09%
▼ Yes - in about 5 years	6.06%
▼ Yes - but no date in mind yet	19.70%
▼ No plans to become a full-time resident at this time	48.48%

Do you have children under the age of 18 living at home?

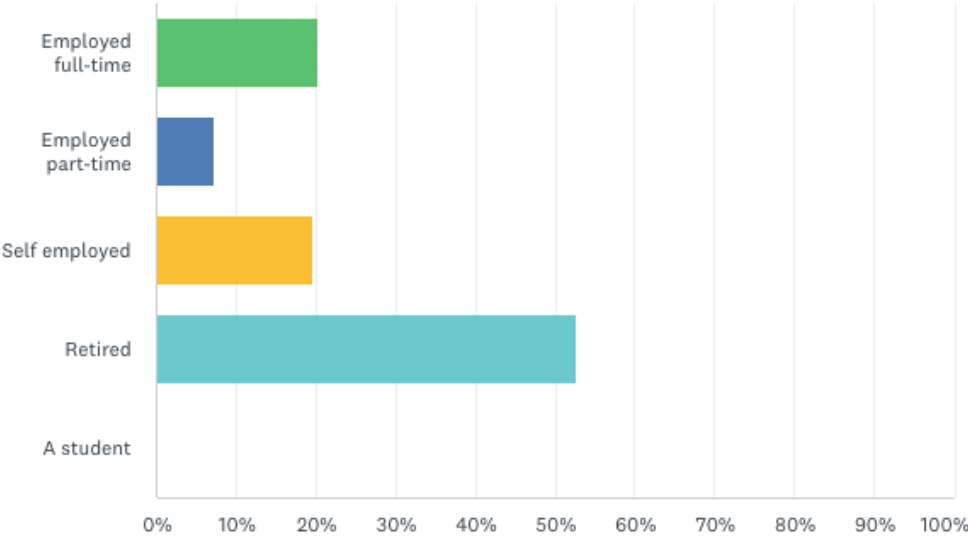
Answered: 350 Skipped: 6



ANSWER CHOICES	RESPONSES
▼ Yes	8.29%
▼ No	91.71%
▼ If yes, are any of them under 5 years old?	0.00%
▼ Yes	0.00%
▼ No	0.00%

Employment

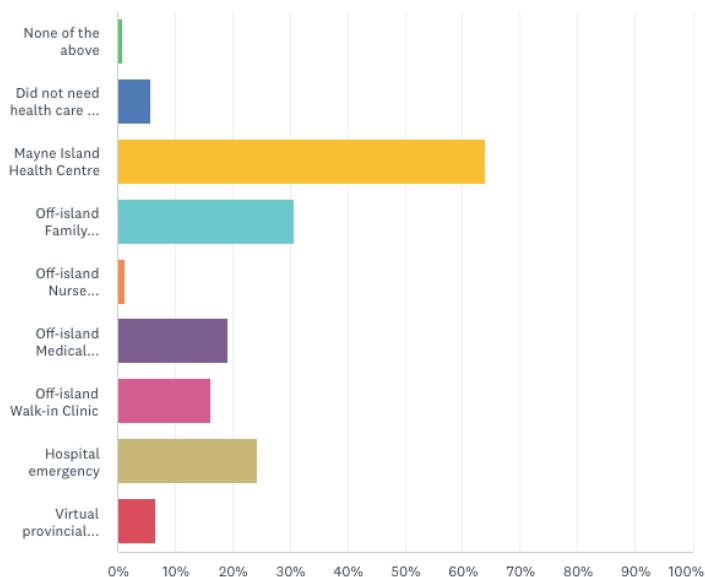
Answered: 347 Skipped: 9



Health Care Use

If you were ill and needed health care treatment or health care advice within the last three years, where did you go? (Please check all that apply)

Answered: 328 Skipped: 28



ANSWER CHOICES	RESPONSES
None of the above	0.91%
Did not need health care in the past three years	5.79%
Mayne Island Health Centre	64.02%
Off-island Family Physician	30.79%
Off-island Nurse Practitioner	1.22%
Off-island Medical Specialist	19.21%
Off-island Walk-in Clinic	16.16%
Hospital emergency	24.39%
Virtual provincial health line - 811	6.71%

The majority of respondents seeking health care during the past three years (64%) received care at the Mayne Island Health Centre. Of note, almost one third of respondents sought care from an off-island family physician or nurse practitioner (32%).

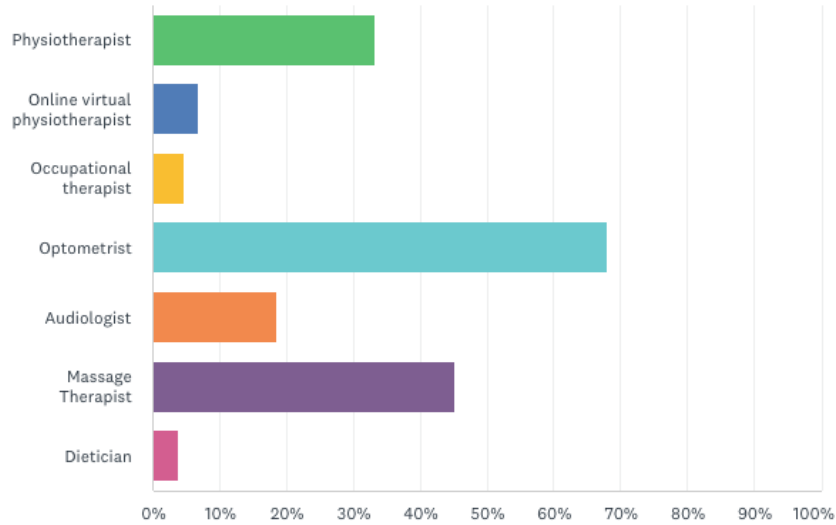
The need for hospital emergency services reported in the 2022 survey (25%) increased slightly from 2016 (22%) while off-island medical specialist visits dropped from 2016 (39%) to 2022 (19%). The drop in off-island medical specialist visits may be related to the effects of COVID-19 on in-person care. Of note, 8% of respondents accessed advice from the provincial health line.

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This metric was not measured in 2016, but may indicate a positive trend toward service user comfort levels with online and telehealth platforms.

Did you attend an allied health care provider within the last three years?
(Please check all that apply)

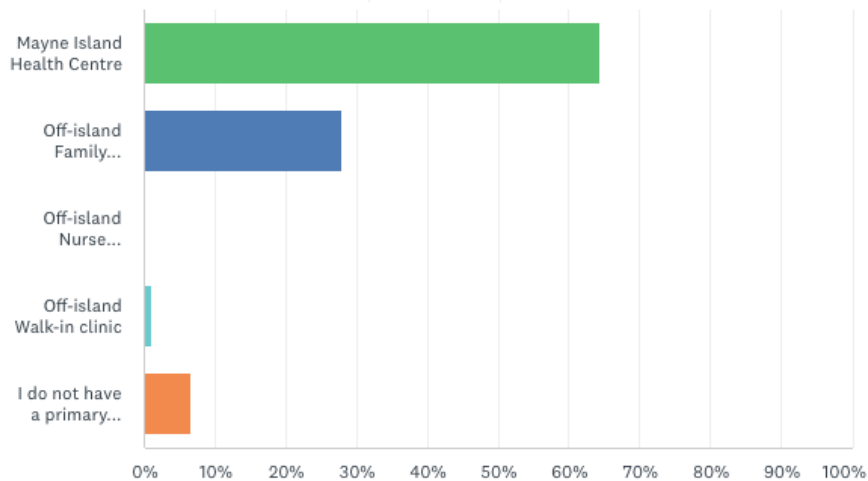
Answered: 237 Skipped: 119



Primary Health Provider (Full Time Residents)

If you live on Mayne full time, where is your primary health care provider?

Answered: 289 Skipped: 67



ANSWER CHOICES	RESPONSES
▼ Mayne Island Health Centre	64.36% 1
▼ Off-island Family Physician	28.03%
▼ Off-island Nurse Practitioner	0.00%
▼ Off-island Walk-in clinic	1.04%
▼ I do not have a primary health care provider	6.57%

The majority of full-time respondents (64%) reported having a primary care provider (family physician or nurse practitioner) at the Mayne Island Health Centre. However, more than one third of the respondent group (36%) travelled off-island to receive ongoing family health care with an off-island family physician (28%); or, having no access to a primary care provider, sought off-island primary health care through walk-in clinics or hospital emergency services (7%).

A growing number of British Columbians are without a primary health care provider. Statistics Canada (2019) reported 17.7 % of British Columbians are without a regular care provider. Comparatively, this full-time Mayne resident sample indicates that islanders are faring better with 7% reporting no regular primary care provision. However, an additional 28% of full-time residents also reported seeking care from an off-island family practice physician.

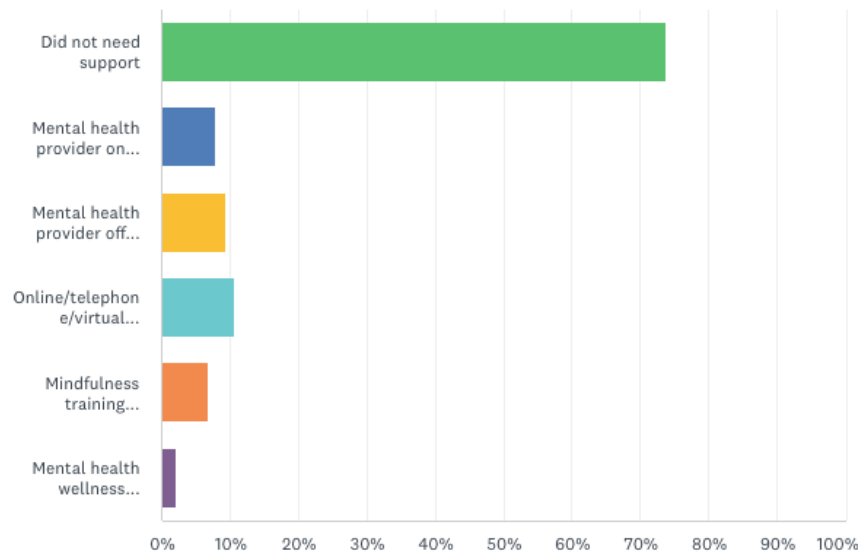
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Off-island care is more expensive for clients with costs incurred through ferry travel and possible overnight stays off-island. The burden of an all-day travel experience while unwell is less than optimal. Follow-up diagnostics as the result of family physician referrals while under off-island care can also contribute to additional ferry travel time, cost and significant client discomfort.

The Mayne Island Health Centre offers urgent care capacity for clients who may not be registered to the clinic. This additional urgent care coverage for non-registered clients is a valued strength offered to the community by the Health Centre that enhances quality of care and patient safety for Mayne islanders as well as visitors. However, providing this kind of additional and unpredictable urgent care coverage can be challenging with the health clinic fully booked with regular appointments and limited additional casual/part time health professional (physician and/or nurse practitioner) coverage.

If you needed mental health care/support within the last three years where did you go? (Please check all that apply)

Answered: 279 Skipped: 77



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ANSWER CHOICES	RESPONSES
▼ Did not need support	73.84% 206
▼ Mental health provider on Mayne	7.89% 22
▼ Mental health provider off island	9.32% 26
▼ Online/telephone/virtual mental health care provider	10.75% 30
▼ Mindfulness training program	6.81% 19
▼ Mental health wellness program	2.15% 6

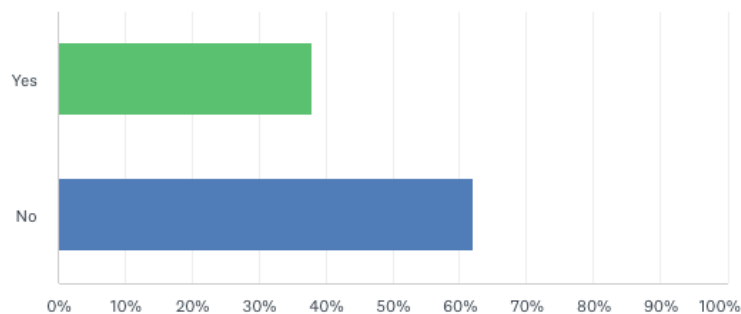
Twenty-four percent of respondents sought mental health support over the past three years. For this group, mental health professional care was provided on Mayne Island by a trained health provider (8%), by a mental health provider off-island (9%) and through virtual care (10%). Through short term funding, mental health care was available in person on Mayne Island and was well received with a fully booked clinic.

The qualitative themes that emerged from narrative feedback include:

- unable to access on island mental health care;
- tried to cope on my own; and,
- family gave me care.

If you are a parent of a child or children under 18, did you seek health care treatment and/or health care advice for any of them within the last three years?

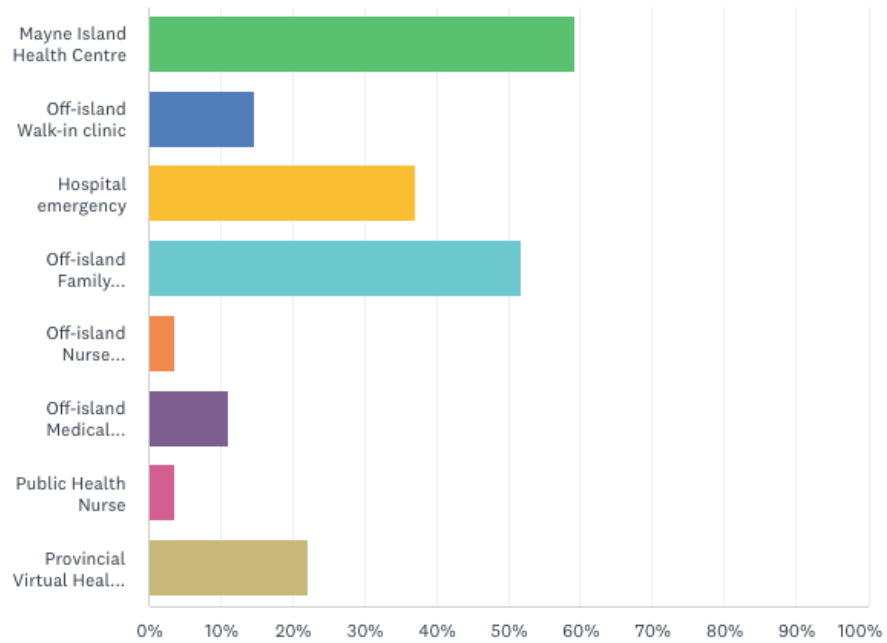
Answered: 66 Skipped: 290



ANSWER CHOICES	RESPONSES
▼ Yes	37.88% 25
▼ No	62.12% 41

If you answered yes to Q11, where did you seek care for your child? (Please check all that apply)

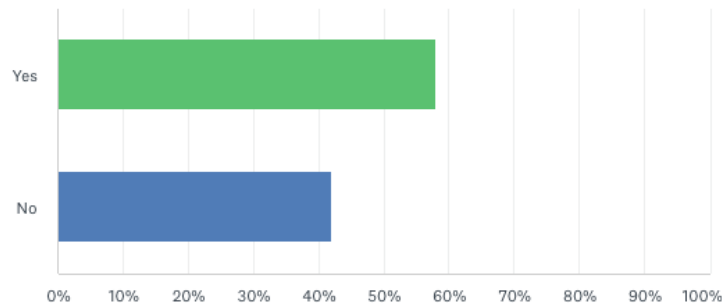
Answered: 27 Skipped: 329



ANSWER CHOICES	RESPONSES
▼ Mayne Island Health Centre	59.26% 16
▼ Off-island Walk-in clinic	14.81% 4
▼ Hospital emergency	37.04% 10
▼ Off-island Family Physician	51.85% 14
▼ Off-island Nurse Practitioner	3.70% 1
▼ Off-island Medical Specialist	11.11% 3
▼ Public Health Nurse	3.70% 1
▼ Provincial Virtual Health line - 811	22.22% 6

If you are the parent of children under 18, do you worry about health and wellness care services being available for your child?

Answered: 38 Skipped: 318



ANSWER CHOICES	RESPONSES
Yes	57.89% 22
No	42.11% 16

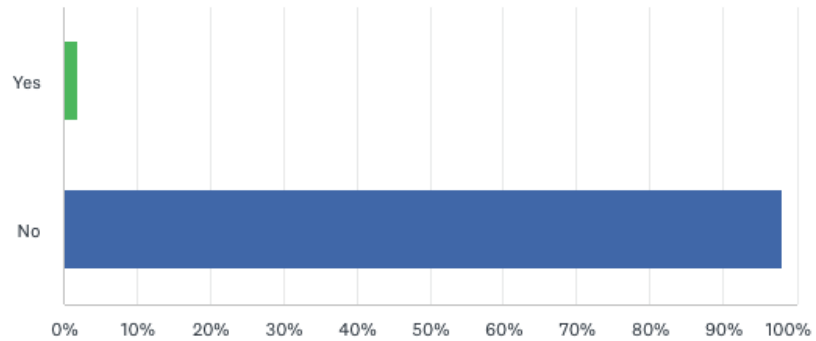
Fifty-eight percent of parents who responded (N=38) worried about health and wellness services being available for their children. In remote settings, risk management and patient safety concerns require anticipating a worsening condition and moving a client off-island sooner than later. This can mean parents are advised to take their child to an emergency room off-island before illness progresses. This can cause a significant client burden in the case of less severe conditions.

The themes within the qualitative feedback for parents reporting worry were:

- virtual care for off-island pediatric consults is more difficult to achieve with pediatric patients;
- going off-island for COVID-19 testing was a significant burden on families;
- often no access to health care provider on the island on evenings and weekends for urgent care/bumps and cuts; and,
- difficult to get an appointment at the Health Centre for less urgent acute illness; many new parents on the island are not registered patients with the Health Centre.

Have you needed antenatal or postnatal care in the past three years?

Answered: 204 Skipped: 152

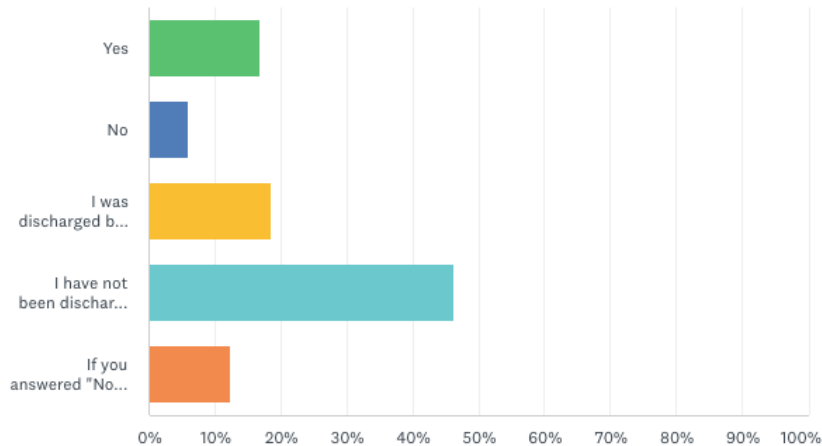


ANSWER CHOICES	RESPONSES
▼ Yes	1.96%
▼ No	98.04%
TOTAL	

The main theme from narrative, qualitative feedback from respondents receiving antenatal or postnatal care over the past three years was access to a visiting midwife on the island.

If you or a family member came home to Mayne Island after being discharged from hospital within the past three years, were the services you required available when you returned?

Answered: 249 Skipped: 107



ANSWER CHOICES	RESPONSES
Yes	16.87% 42
No	6.02% 15
I was discharged but did not require services when I came home	18.47% 46
I have not been discharged from hospital within the past three years	46.18% 115
If you answered "No", what gaps in service did you experience?	Responses 12.45% 31

Thirty-five percent of the respondent group received hospital services for themselves or a family member over the past three years. The majority of this group who required follow-up care (17%) received the post hospital support and services they needed and qualitatively reported good to excellent transitions in care teams. Respondents reported having to plan to stay off-island for periods of time with family or friends to recuperate and had prepared for this part of their recovery.

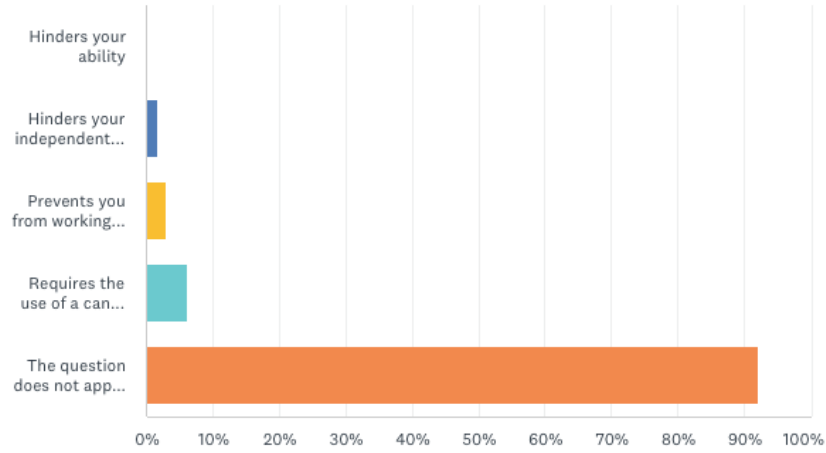
Of the 6% who experienced gaps in service post hospitalization, qualitative themes reported were:

- no in person physiotherapy available on island;
- intravenous therapy for antibiotics not available requiring off-island travel while still recovering;
- no pharmacy services available for adjustments to prescriptions (delay in dosing);
- no staple or stitches removal available for non-registered clients requiring off-island trip;
- not aware of/not counselled at point of discharge about what services were available for recovery at home (i.e. community care nursing visits to help with transition).

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Do you live with a condition that: (Please check all that apply)

Answered: 307 Skipped: 49

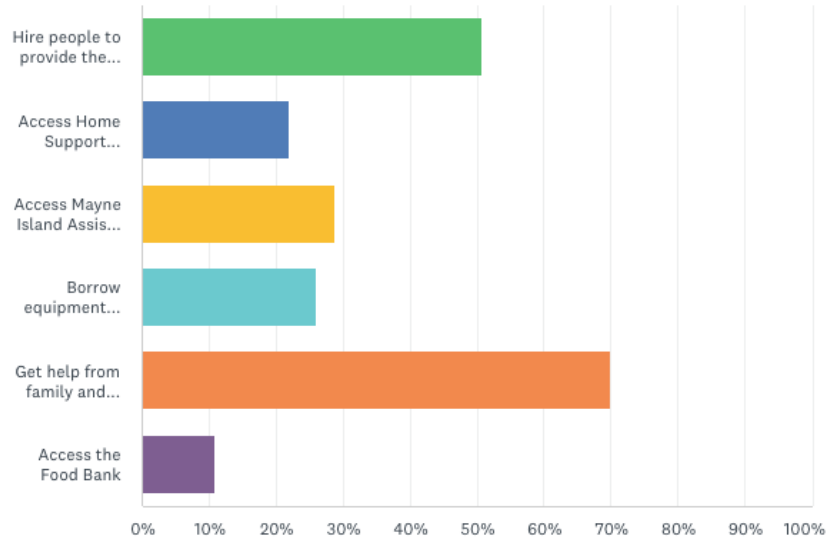


ANSWER CHOICES	RESPONSES
▼ Hinders your ability	0.00% 0
▼ Hinders your independent living (for example you require home care)	1.63% 5
▼ Prevents you from working, but you are able to live independently	2.93% 9
▼ Requires the use of a cane, walker, scooter or wheelchair	6.19% 19
▼ The question does not apply to me	92.18% 283

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If your health/ability means you require help to continue to live independently on Mayne, do you: (Please check all that apply)

Answered: 73 Skipped: 283



ANSWER CHOICES	RESPONSES
▼ Hire people to provide the help you need	50.68%
▼ Access Home Support Services	21.92%
▼ Access Mayne Island Assisted Living Society (MIALS) services	28.77%
▼ Borrow equipment through the loan equipment program	26.03%
▼ Get help from family and friends	69.86%
▼ Access the Food Bank	10.96%

Respondents reported through narrative feedback that they highly valued both the Mayne Island Assisted Living and Foodbank organizations and noted these two organizations provide essential services for island residents.

Caring for Ourselves: Health and Wellbeing

	YES	NO	TOTAL
Do you believe you have enough social support in the community?	84.54% 268	15.46% 49	317
Do you feel a sense of belonging to the community?	89.23% 290	10.77% 35	325
Do you volunteer?	65.43% 212	34.57% 112	324
If you don't volunteer do you intend to in the future?	73.76% 104	26.24% 37	141
Do you talk to your health care provider about health questions or concerns?	87.31% 282	12.69% 41	323
Do you maintain a healthy diet?	93.92% 309	6.08% 20	329
Do you exercise regularly?	84.19% 277	15.81% 52	329
Do you get enough sleep?	76.00% 247	24.00% 78	325
Do you engage in outdoor activities?	93.90% 308	6.10% 20	328
Do you have creative hobbies or pursuits?	88.65% 289	11.35% 37	326
Do you connect with others socially?	90.83% 297	9.17% 30	327
Do you use the internet to stay connected socially?	88.11% 289	11.89% 39	328

What does Health Mean to You

Five themes reflected respondents' narrative of what health means to them:

- 1. Mental and emotional health, relationships, soul and spirit;**
- 2. Independence;**
- 3. Self-Care;**
- 4. Physical Ability;**
- 5. Access to health services, wellness education and assisted living on Mayne.**

1. Mental and emotional health, relationships, Soul and Spirit

Show up in my relationships, work and in service to the community

Clear of mind

Positive and balanced mind body and soul

It means being able to access nature every day and do things that nurture my soul. It means not needing care from the medical model but I am appreciative it is present for us on island if needed.

Peace of mind

Free from anxiety and feeling good

Physical, emotional and spiritual wellbeing

Living the best life physically and mentally

2. Independence

Being able to continue to live independently and being of sound mind, body, and spirit.

Live in my own home

Being able to look after myself and enjoy living without too many aches and pains.

Living relatively pain free

Independent living

Being able to live on Mayne independently

Independent care on daily activities with joy and energy

Rest, nutrition, shelter, exercise

3. Self-Care to Maintain Health

Good understanding of my own health

Being active (walking, kayaking, paddle boarding, gardening), getting a decent night's sleep (6-7 hours), maintaining low blood pressure through diet and exercise, minimizing weight-gain.

Feeling energetic, happy with my life, able to take care of myself, having good friends, eating well, living in nature, remaining curious and interested in people and the planet and learning new things

Health is optimal physical, mental, and emotional wellbeing not just the absence of disease. It is a goal.

Happy and self-reliant

Eating veggies, fish, fallow deer, getting sunshine and exercise, laughing and challenging myself

4. Physical Ability

Resilient strong immune system, able to recover from illness or injury quickly

Ability to enjoy life, be active, live pain free, thrive

Being independent. Having mobility. Being able to work and play without pain. Having friends and family near by. Eating good organically grown food, whenever possible. Hearing live music. Seeing children playing freely. Enjoying nature.

Feeling fit and strong

No physical ailments but over all a sense of well-being

Feeling strong physically and mentally

Fit and active and eating well, interacting with friends

5. Access to health services, wellness education and assistance on Mayne

Having the normal degradations of aging and being able to cope with them
Being able to access health services locally, eating well and exercising regularly
Manage ongoing conditions that come with age, but remain feeling well
Ability to access care that prevents damage to health.

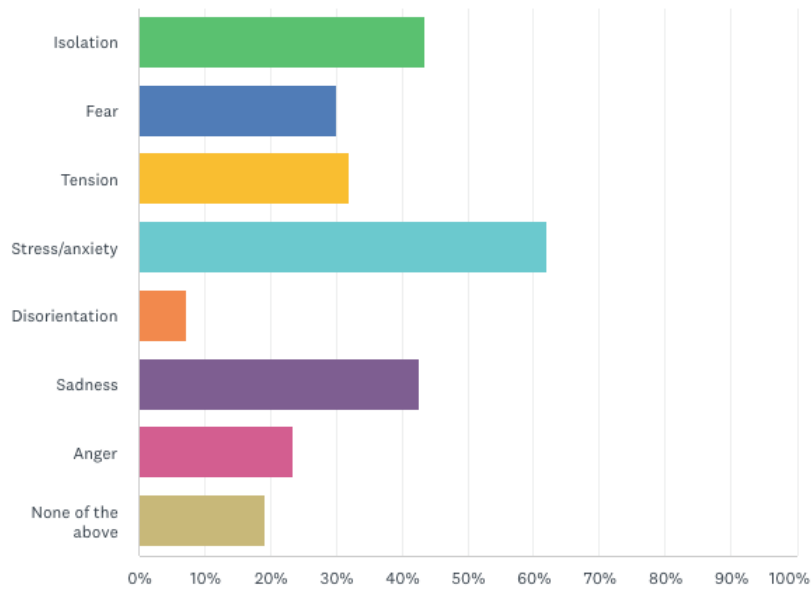
The following is a “word cloud” (frequency count) reflecting what health means to Mayne Islanders:



COVID-19 Experience

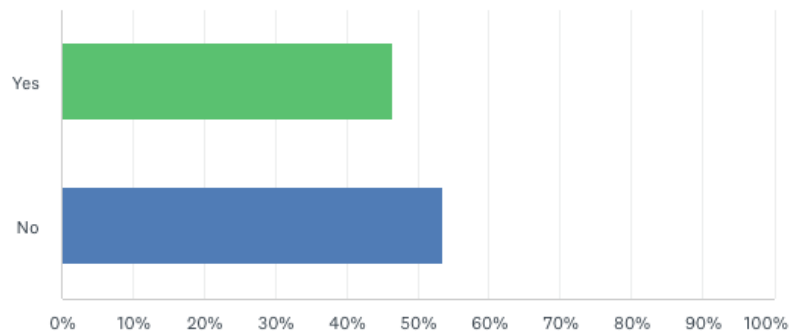
Did you experience any of the following during the height of the initial COVID lockdown period ? (Please check all that apply)

Answered: 319 Skipped: 37



Has COVID affected your health and well being negatively?

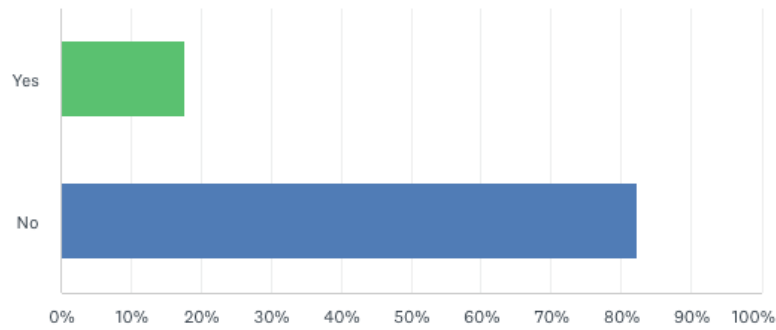
Answered: 319 Skipped: 37



Negative effects of living through COVID were reported by respondents. Social isolation and loss of relationships in daily life was a serious hardship with respondents reporting extended stress on themselves and their families. Being unable to see health care providers as regularly was also an issue and respondents reported weight gain, increased alcohol intake and relationship stress. Respondents also acknowledged the negative overall effect of the COVID experience on the community. Evolving COVID public health regulations and differing personal interpretations of these regulations caused friction. Respondents reported mistrust and frustration with varied interpretations of the public health orders which caused interpersonal difficulties within the community.

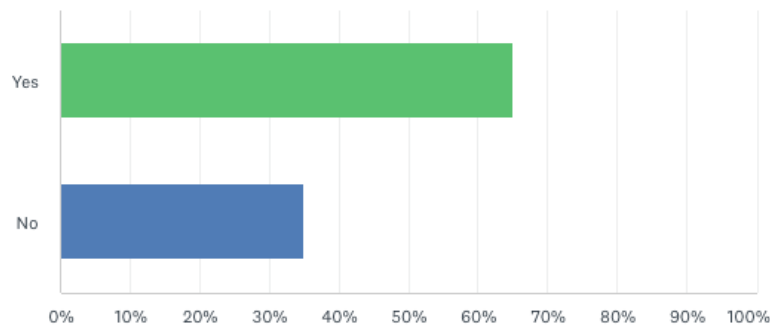
Has COVID affected your ability to work and earn a livelihood?

Answered: 318 Skipped: 38



Have you had any positive experiences during COVID?

Answered: 301 Skipped: 55

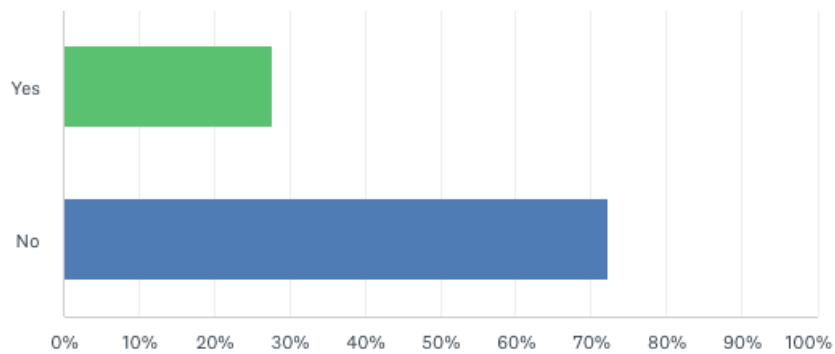


Qualitative themes from respondent narrative feedback:

Positive experiences included being isolated with family members and being able to slow down to spend long periods of time with close family. Respondents found that enhanced online access to classes and other activities, such as work, as a result of COVID, brought more options to those living in remote communities like Mayne Island. Respondents reported “neighbours helping neighbours” was a strength within the community. As COVID public health requirements limited movement for some, others looked out for their neighbours.

During COVID, have you sought support to help you cope?

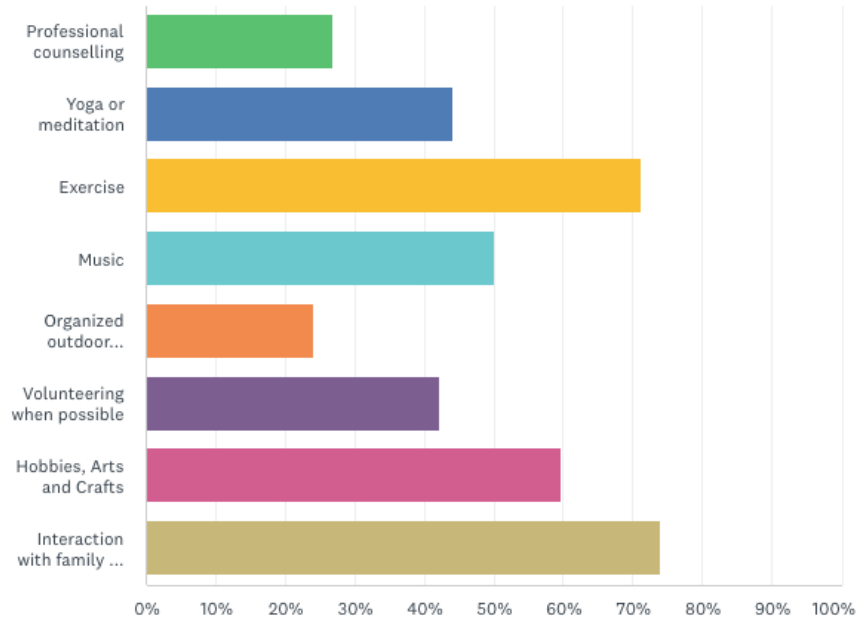
Answered: 320 Skipped: 36



ANSWER CHOICES	RESPONSES
▼ Yes	27.81%
▼ No	72.19%

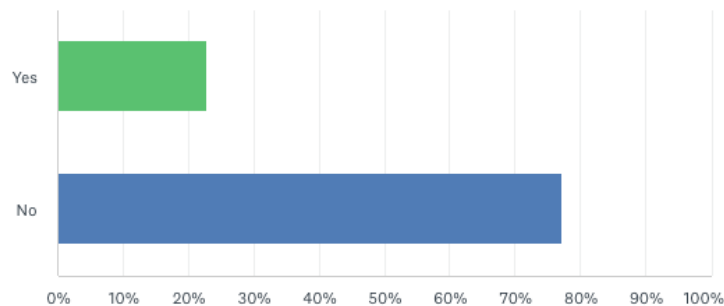
If you answered yes to Q27, have any of the following helped you? (Please check all that apply)

Answered: 104 Skipped: 252



Were there any sources of help you would have liked but didn't have access to?

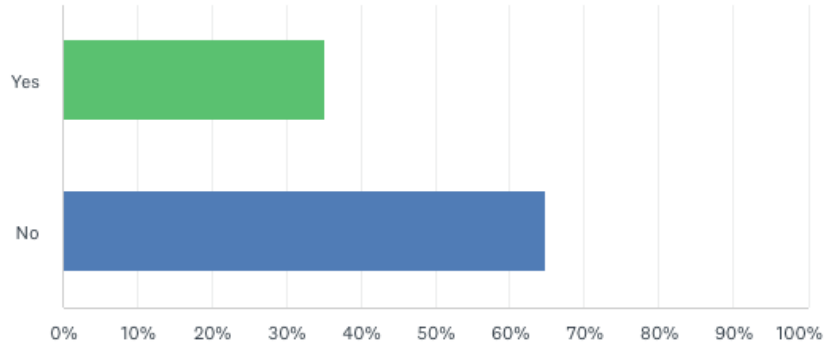
Answered: 271 Skipped: 85



Narrative feedback from respondents indicated there were challenges with access to health care during lockdown periods: mental health care, laboratory services, rapid COVID testing, face to face medical care, being able to volunteer for one's own personal mental health and social support for young families were minimal.

Have you accessed COVID testing during the pandemic?

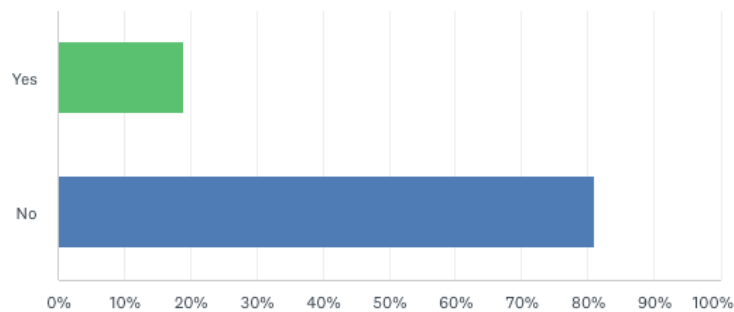
Answered: 321 Skipped: 35



COVID testing on Mayne Island in the early lockdown period was onerous and expensive for Mayne Islanders who had to leave the island for testing when testing initially became available. Respondents reported having to take the day off work to travel on the ferry with ill children to get testing. As testing processes and procedures evolved, our health team strongly advocated for testing kits and islanders were able to access COVID testing here on Mayne.

Did you or are you now avoiding seeking health care due to worries about COVID?

Answered: 312 Skipped: 44

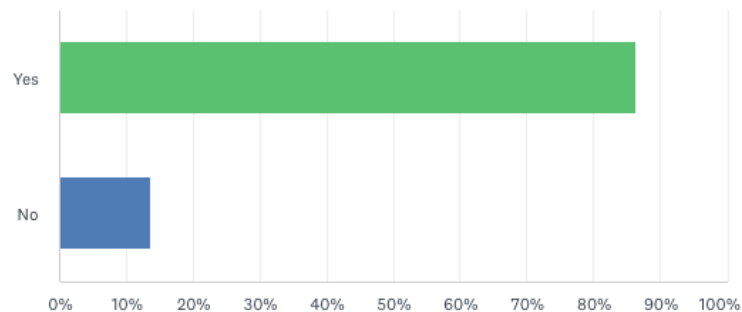


Access to and Satisfaction with Health Care Services

Peace of Mind: Access to Urgent Care Health Centre and Emergency Care on Mayne Island

Does having the Health Centre and access to Emergency Care on Mayne Island give you peace of mind?

Answered: 309 Skipped: 47



The majority of respondents (86%) were very confident in the systems in place for this kind of care while living remotely on Mayne Island.

These respondents reported that having emergency care available on island in the event of serious, urgent and emergent care issues gives them peace of mind. Qualitative responses indicated appreciation to the health care team for emergent and urgent care administered to part-time residents and visitors not registered to the clinic.

Having access to emergent/urgent care to supplement 911 capacity is an important quality and patient safety indicator for islanders. It is vital for islanders to know that serious injuries will be assessed and triaged in a timely manner and that the appropriate level of off-island transport will be activated when necessary.

Respondents with peace of mind about access to urgent care, shared:

“We have had to leave the island for emergency care a few times which can be frightening. We always feel confident our local health care providers are highly skilled and provide excellent care and advice.”

“Needed an ambulance to bring me to the Health Centre. I was seen by the health care professional there and then air lifted to the Victoria hospital.”

“Everyone was amazing.”

“The care has been amazing.”

“Shortly after moving to Mayne, I needed the emergency services of the Health Centre, including evacuation by water taxi. I received stellar support throughout. I do wish, in hindsight, that I could have gotten follow up support on returning home instead of having to travel to the mainland to see my GP.”

Sixteen percent of respondents, however, did not have peace of mind with the systems in place for emergency/urgent care and reported experience with not being able to access urgent care when they perceived it was needed. Similarly, the 2016 community consultation survey found access to a physician or nurse practitioner during after-hours and weekends was perceived to be insufficient, with coverage provided virtually by an off-island on call physician. Thirty-five percent of respondents in the 2016 survey identified increased physician and/or nurse practitioner coverage as their #1 priority.

Respondents who didn't have peace of mind about access to urgent care, shared:

“I haven't been able to access the Health Centre on multiple occasions. Most recently told that the centre wasn't accepting new patients and to call 811. The centre cannot accept (does not have the capacity for) walk ins (for non-emergent care).”

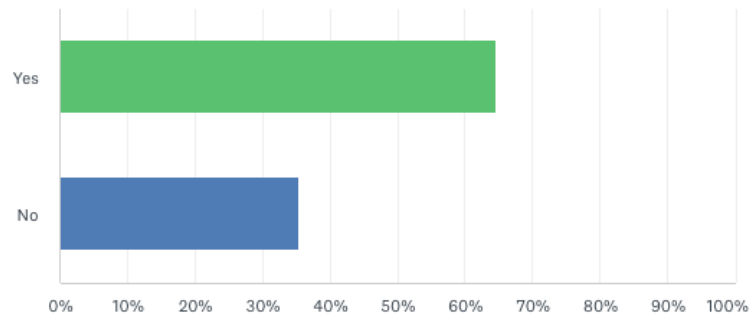
“My wife had a bad fall and the ambulance attendants advised she should be checked over, but there was no health professional available to do this assessment at the Health Centre. We then traveled in to a hospital by water taxi along with "on call attendants" from Salt Spring and accessed an urgent care assessment there.”

“The Health Clinic is still very limiting for non-life threatened injuries still requiring attention. A clinic and pharmacy would give me much more peace of mind.”

Access to Health Centre Mayne Island

Have you been able to access the Mayne Island Health Centre when you needed it?

Answered: 291 Skipped: 65



While the majority of respondents reported being able to access the Health Centre when needed (64%), over one third of respondents reported that they were not (36%).

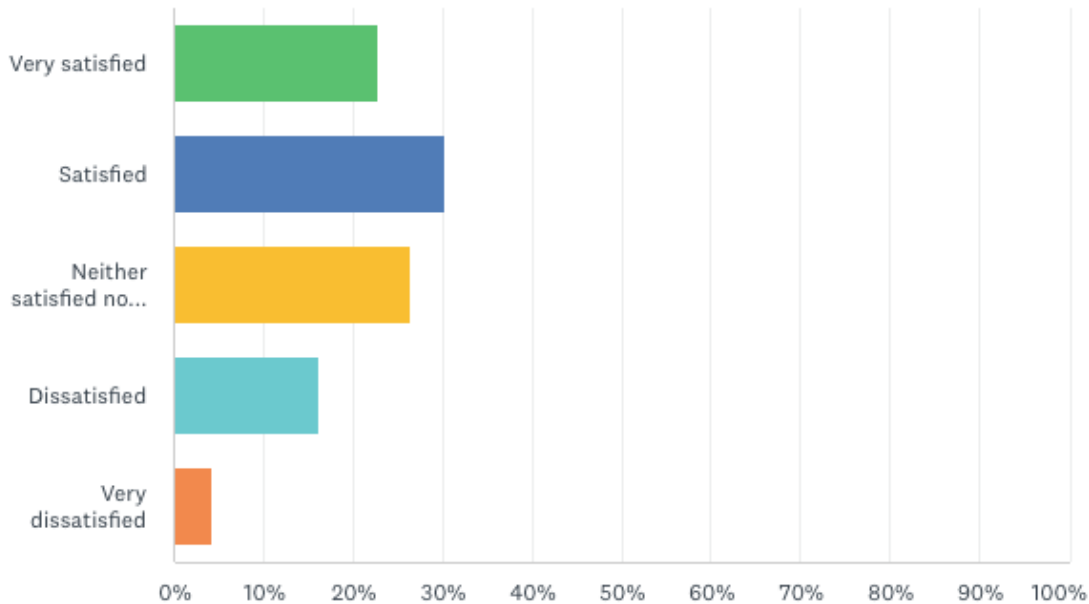
Themes for those who reported challenges accessing Health Centre include:

- Access to laboratory services is a challenge with long waiting times
- Long waits for appointments at the Health Centre (up to 3-6 weeks)
“There has been difficulty in accessing bookings for blood work or getting the results of the bloodwork. Seems exceptionally long and arduous.”
- Waitlist for new patients to the Health Centre is now closed (Sept. 2022)
- A need for clearer communication to the community on mandates and processes for triage of urgent care calls to the clinic
- A need for clearer processes to protect positive client experience and confidentiality at triage for appointments
- More allied health and other health care providers covering to relieve pressures on physician and nurse practitioner (Registered nurse, social worker, occupational therapy)
- Improved communication process to the community on who can access the Health Centre and when they can
- Requests for the return of more in person visits with the health professional team
- Need to enhance communication on telehealth service available to islanders through 811
- Ongoing telephone care/telehealth, less access to in-person care.

Satisfaction with Health Care Provided on Mayne

What is your satisfaction with the health care services available on Mayne?

Answered: 303 Skipped: 53



The majority of respondents (51%) were very satisfied (21%) or satisfied (30%) with the health care services available on Mayne, with 25% remaining neutral. The remaining respondents (14%) reported dissatisfaction (12%) or are very dissatisfied (2%).

Qualitative feedback on satisfaction with availability of health care services was mixed.

Respondents reporting satisfaction (53%) shared:

“Immunization clinics on island have been fabulous and the information provided very useful and timely.”

“We are extremely satisfied with the care given. Response was quick, the health team was in touch with the Hospital right away. Decisions made saved my husband’s life. We are both so grateful to the team on the island.”

“On a professional level, I know how hard our medical team works - the community nurses play a crucial role on the island (and highly respected), the medical centre admin staff are great, the one thing I continue to hear is that the services are not accessible to everyone.”

“The care provider team on the island are incredible. My only concern would be that they have enough support to navigate these times.”

“I think we are very lucky to have our healthcare team. The practitioners have complementary styles and skills and I appreciate that I can see who I need when needed. The front desk crew are all excellent—discreet and professional. It can be frustrating when equipment is broken (ex. The Holter Monitor or ECG machine).

Respondents reporting dissatisfaction (14%) shared:

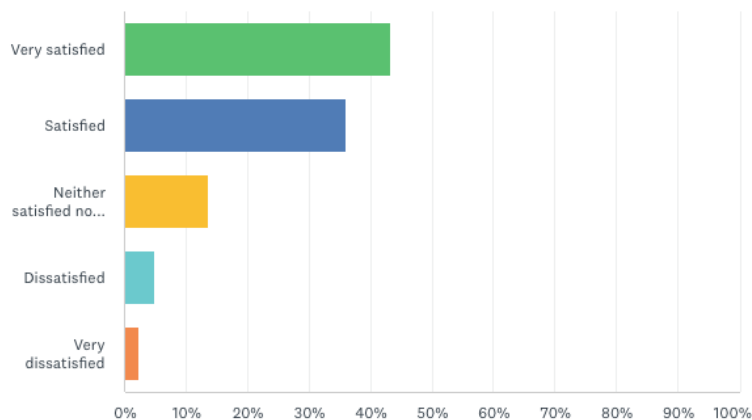
“Can’t get accepted as a patient. Need another provider or more hours in the day so more islanders can be seen on the island.”

“There appears to be no access for semi-urgent medical care available to people who are not registered patients. We have been part time residents for 50 years. In the past we were able to get help with semi urgent medical problems. Now, if asked, I would tell people to consider the medical coverage when deciding about living or visiting on Mayne Island.”

“... an increase in the hours of the present (health professional) coverage are urgently needed. Having to wait six weeks to get an appointment is not acceptable. Having to book appointments so far in advance for follow ups or to request prescription renewals is inadequate. The population of Mayne has grown rapidly in the past couple of years... the [health team] at the medical centre are being challenged to keep pace. Hope there is some planning to alleviate this situation.”

If you have received health care services on Mayne in the past three year: how satisfied were you with the care provided?

Answered: 250 Skipped: 106



Of those who received care in the past three years, 77% of respondents are very satisfied (43%) or satisfied (34%) with the health care they received. 12 % were neutral and the remaining 4 % were dissatisfied (3%) or very dissatisfied (1%).

Themes arising from respondent narrative feedback reporting satisfaction with care provided in the past three years (77%):

- Thorough and professional care given; caring team
- Available emergency care for clients who are registered patients of the Health Centre Clinic, as well as clients who are not registered, is a strength and a valued asset to the community. This kind of available care, beyond a usual family practice, greatly enhances patient safety in our remote community setting
- Access to COVID vaccines and boosters on island is greatly appreciated by the community – clinic well organized and well executed

Qualitative comments reporting satisfaction (77%) with care provided:

“We have fantastic health care providers on the island that care personally.”

“Care provided by great paramedics. Very satisfied with great ambulance service and water taxi as well as air support service too.”

“Always excellent care from the staff at the health centre.”

“What I have read and seen in regards to the Mayne clinic has made me feel confident of the great health care provided here but.... can we access it when we move here?”

“I count myself very lucky that I live somewhere that my healthcare provider treats me as a valued person. Never feel rushed, always feel listened to.”

“The care itself is excellent, however getting that care is a challenge, too many people not enough care providers.”

“The few times I have had to access the health services on Mayne have all been very positive and thorough - UTI, broken leg, removal of stitches.”

“When my wife was dying of cancer, the help I received and the care she received were exemplary.”

Themes arising from respondent narrative feedback reporting dissatisfaction with care provided in the past three years (4%):

- Requests for return to face-to-face contact with health professionals
- Enhanced client experience at triage
- Appointment booking challenges (blood work, prescription renewals and check-up)

Qualitative comments reporting dissatisfaction (4%) with care provided:

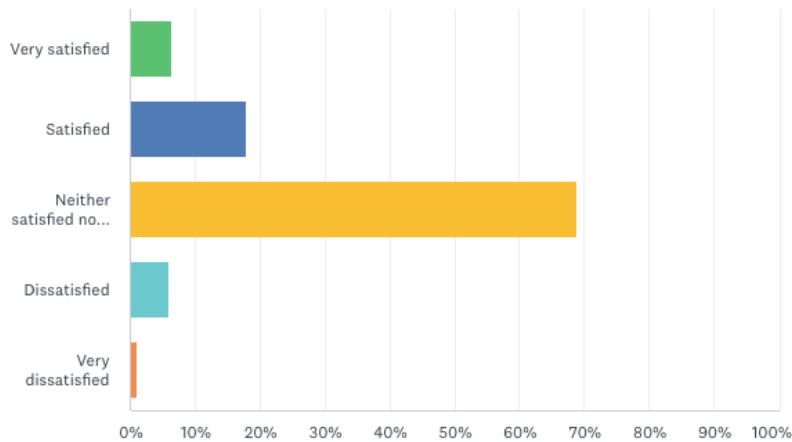
“Care is adequate as long as you are a long-term resident. I object to others being turned away because they are not a patient of the clinic. We have too many people here to do otherwise. I had a friend who lives here full-time turned away when she really needed care, even though the on-call doctor had made her an appointment.”

“The medical team on Mayne are incredibly caring and thorough. A little uncertain though about the "new normal" of virtual visits and the wait times for telephone appointments.”

Access to Health and Wellness Information, Learning and Education

Are you satisfied with access to wellness learning and education on Mayne?

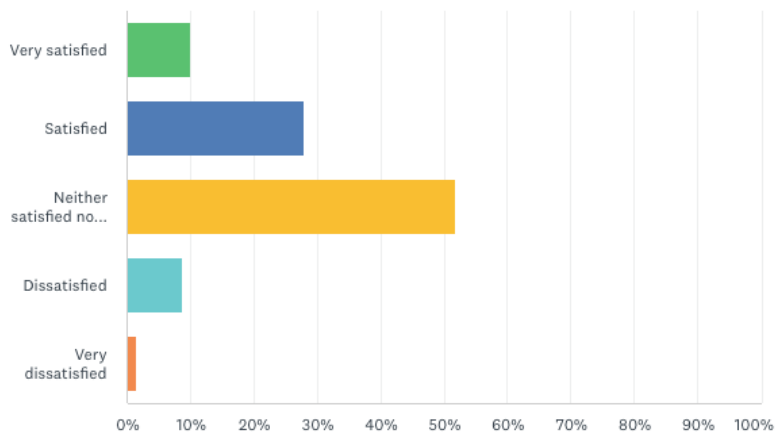
Answered: 285 Skipped: 71



Access to Wellness Activities

Are you satisfied with access to wellness activities on Mayne?

Answered: 287 Skipped: 69



Survey respondents recognized that the public health guidelines during the height of the COVID outbreak required in-person, organized fitness activities and wellness learning events could not be hosted. Respondents welcome a return of many organized offerings for health and wellness.

Respondents acknowledged that many of the health and wellness activities available on the island are sustained by a volunteer base.

Some examples:

- Senior lunch
- Bridge
- Nia
- Yoga
- Programs offered by Mayne Island Assisted Living
- Speakers' series on health and wellness

Themes arising from respondent feedback on access to health and wellness activities:

- Re-opening the gym at the community centre (with access to the equipment)
- Fitness offerings in the evening (for mothers and those working in the daytime hours)
- Balance of activity for older clients and young families
- Regular mindfulness and/or meditation
- Mental health care

Respondents shared:

“Most wellness learning classes are aimed for the elderly. The community is rapidly changing to young couple and families so it would be nice to see the focus shift as well as continuing to support seniors.”

“The health centre updates are very important and in particular advisories.”

“I would like to see more public meditation and mindfulness offerings.”

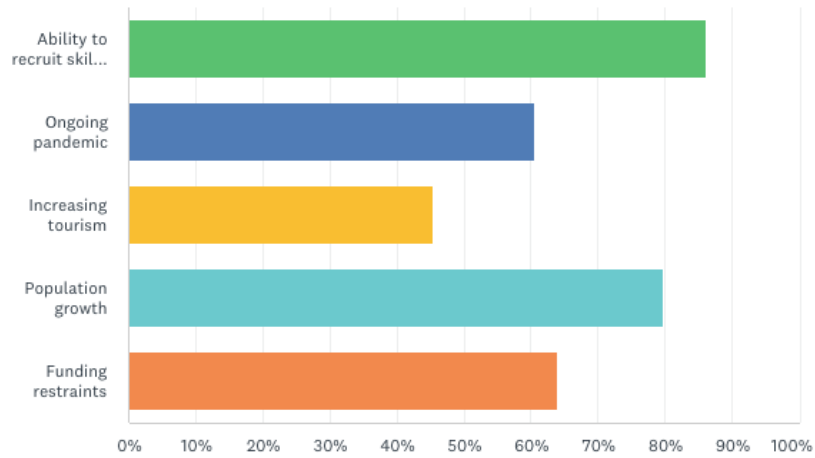
“We could use training in areas of need in the community. As a volunteer I would attend trainings that support a deeper understanding of Alzheimer's, working with those on the spectrum, and addiction.”

“I think there is an enormous need in this area, in two ways. To educate on health & wellness (preventative) for sure. Further, part of a preventative care model is to cultivate awareness and tools to meet those in our community who have specific issues or needs. To offer insights and tools that allow someone with dementia or Alzheimers to attend social situations safely, to communicate with someone who is feeling depressed or autism in a language style that makes them feel seen (non-violent communication style). Any mindfulness platform that teaches the simple skills and tools, that instil a progressive community that is inclusive. A corner stone of preventative health.”

Future Pressures on Health Services for Mayne Island

Where might there be pressures on health and wellness services on Mayne in the future? (Please check all that apply)

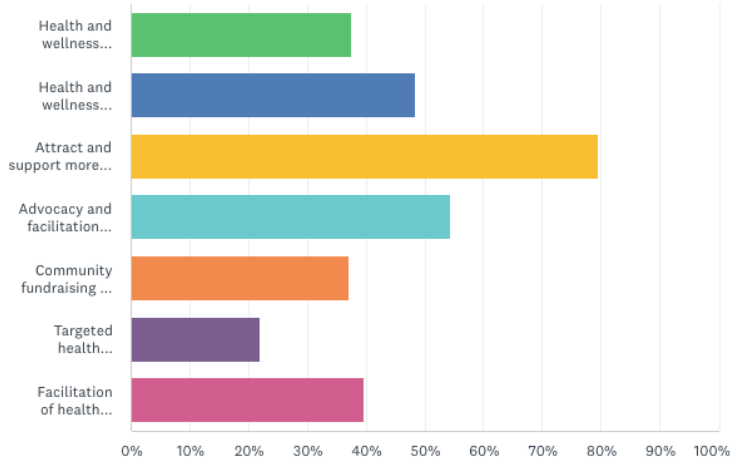
Answered: 297 Skipped: 59



Mayne Island Health Centre Association Role

To find out what MIHCA does please click here [What would you like to see more of from MIHCA? \(Please check all that apply\)](#)

Answered: 250 Skipped: 106



ANSWER CHOICES	RESPONSES
Health and wellness education	37.60%
Health and wellness training to build on island capability (e.g. AED training, First Aid Training)	48.40%
Attract and support more health and wellness services on Mayne	79.60%
Advocacy and facilitation of creative solutions (such as Telehealth) to fill gaps in service	54.40%
Community fundraising for future technology needs	37.20%
Targeted health promotion and wellness information on the MIHCA website	22.00%
Facilitation of health workshops and seminars	39.60%

MIHCA will continue to focus on the key issues respondents identified:

- Attracting more health and wellness services to Mayne
- Advocating for creative solutions to fill service gaps
- Health and Wellness training to build on-island capability
- Health and wellness education, workshops and seminars
- Fund-raising for future technology needs.

There are local opportunities to enhance our primary care through improvement initiatives (Division of Family Practice, 2022). MIHCA has a role to play in advocacy in these kinds of areas to serve our community and to also, importantly, support our health care professionals.

An area of promise is in collaborating with our partner Health Centre societies in the Southern Gulf Islands (Pender, Galiano and Saturna). What is working at one site may not be one size fits all. However, by exchanging information on funding resources, recruitment and retention

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practices, patient-centered improvement ideas and allocation of resource models we gain information, learn and are able to support the design of locally relevant programs that enhance the health and wellness of our community. The MIHCA Board is represented at inter-island forums of this nature.

In conclusion: Thank you to everyone who participated in the design and development of this survey. And special thanks to everyone who took the time to complete it. Your engagement provided rich qualitative and quantitative information that will set the stage for future health care delivery on Mayne.

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Statistics Canada (2021) <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/details/page.cfm?Lang=E&SearchText=Mayne%20Island&DGUIDlist=2021A0006590008&GENDERlist=1,2,3&STATISTIClist=1&HEADERlist=0>

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October 16, 2022