

Bethesda Regional Health Centre

Project Overview

As announced in October 2021, the Government of Manitoba will be making investments to enhance health services across Manitoba, including a significant expansion and renovation at the Bethesda Regional Health Centre. This investment towards expansion and renovation will significantly reduce the need for those living in Steinbach and surrounding communities to travel elsewhere for care, while providing the facility with the necessary capacity to continue growing in the years ahead.

The nearly \$32-million investment will:

- Include expansion and renovations for at least 15 additional acute care medicine beds and enables the site to support additional surgical capacity in targeted areas;
- Invest in the treatment of patients for a wide variety of needs on site including palliative and end of life care, chronic and cardiopulmonary disease and women's health;
- Include pharmacy upgrades that support the delivery of chemotherapy services and expand Bethesda as a regional hub for cancer services; and
- Allow for the construction of six dialysis stations to establish renal services in the community.

As part of enhancing medical services at Bethesda Regional Health Centre, 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 Bethesda Regional 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 service offerings in the community and offered an opportunity to share experiences receiving care. The input from this survey was used to help inform planning for future services in this hospital. The survey was open for participation from November 10, 2022, to February 2, 2023.

What We Heard

There was a total of 28 respondents to the Bethesda Regional 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 Bethesda Health Centre, a few demographic questions were asked. Below is a summary of the findings for each of the questions.

Figure 1 - I am a....

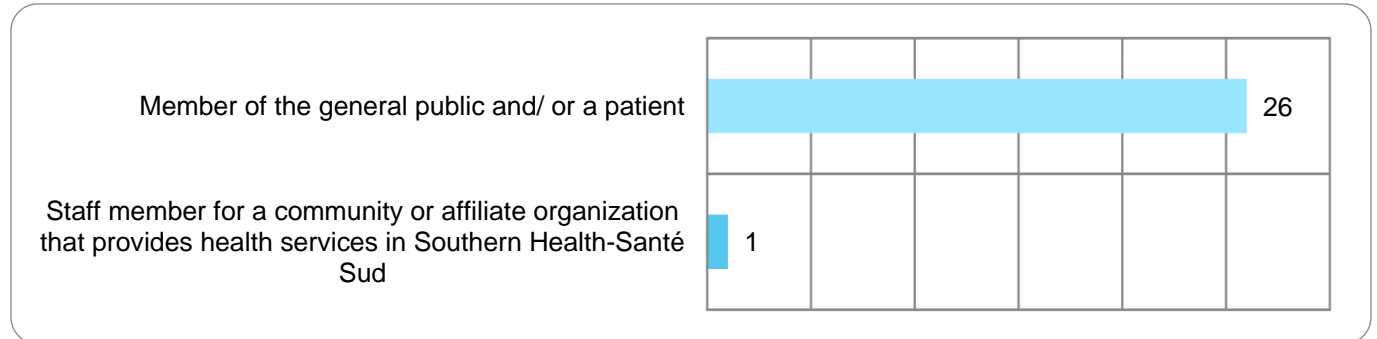


Figure 2 – How old are you?

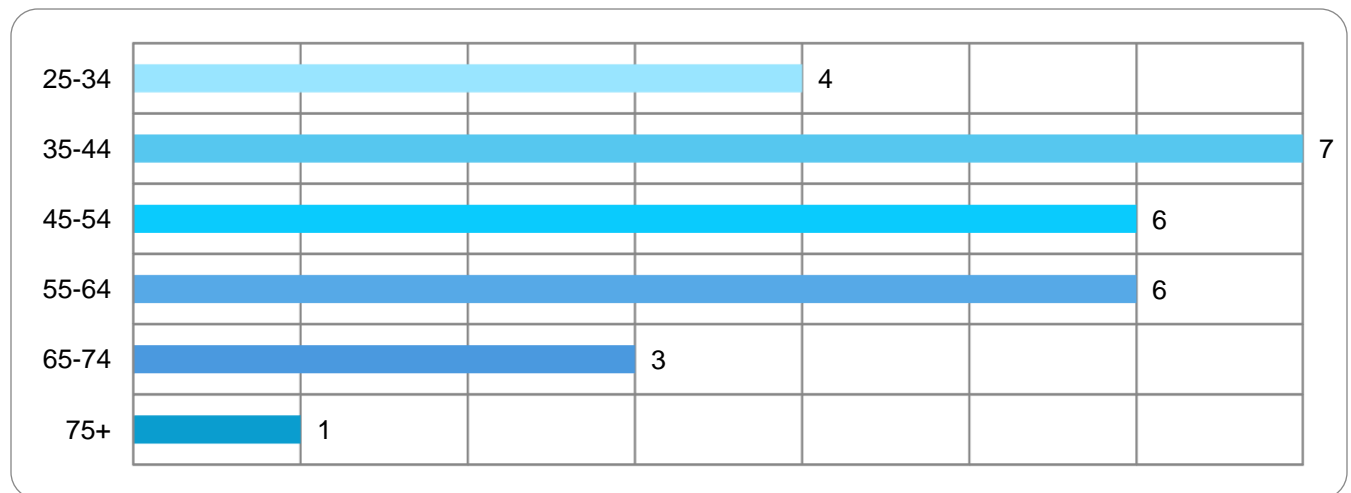


Figure 3 - How do you identify?

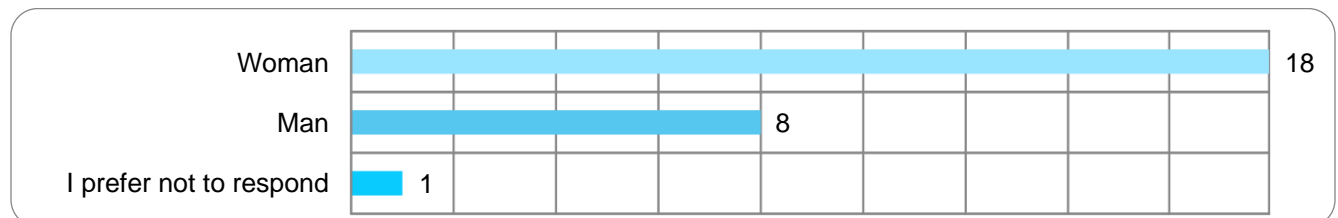


Figure 4 – In what community/geographic area do you live?

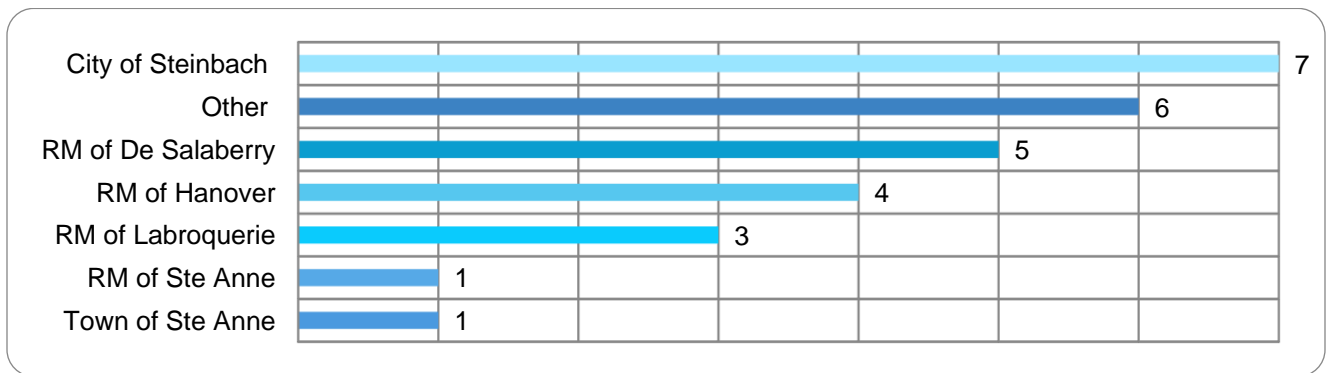


Figure 5 - Do you self-identify as Indigenous?

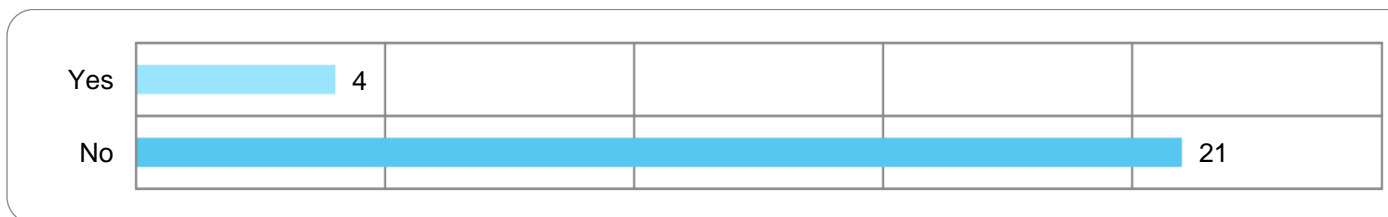


Figure 6 - If yes, please select all that apply.

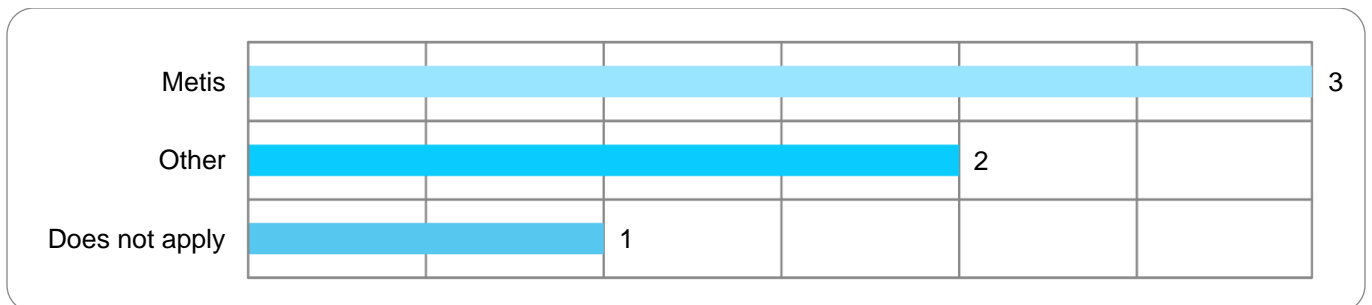


Figure 7 - Which of the following Indigenous health care services are important to have available at this site?

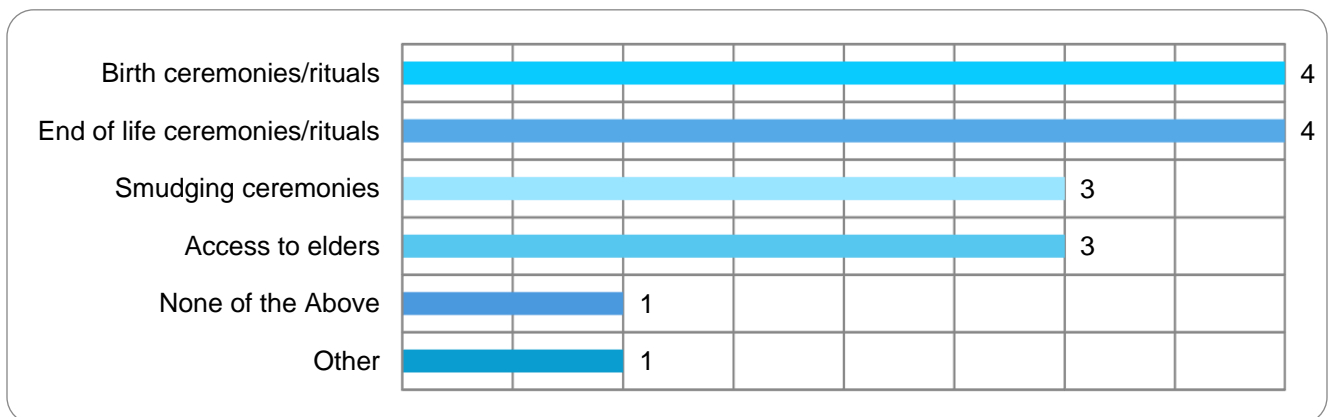


Figure 8 - Can you speak English or French well enough to conduct a conversation?

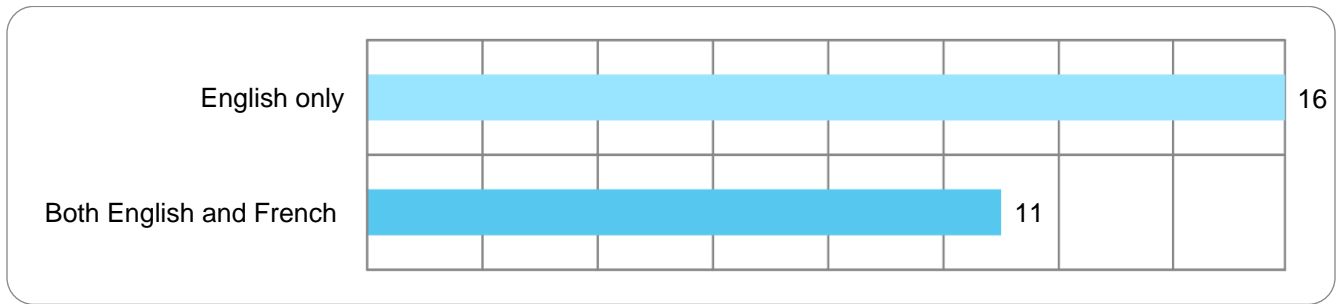


Figure 9 - How were French-language services offered to you? (Select all that apply.)

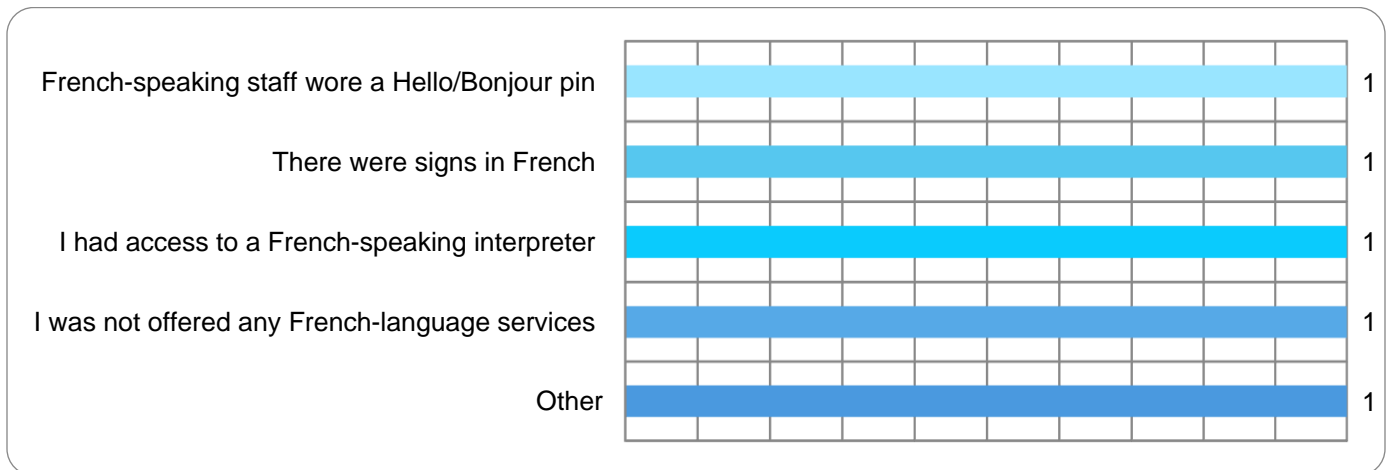


Figure 10 - Please rate your overall experience in terms of the quality of the French-language services you received during your stay (10 being excellent).

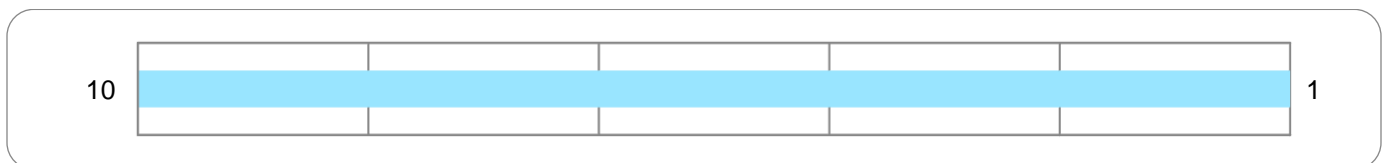
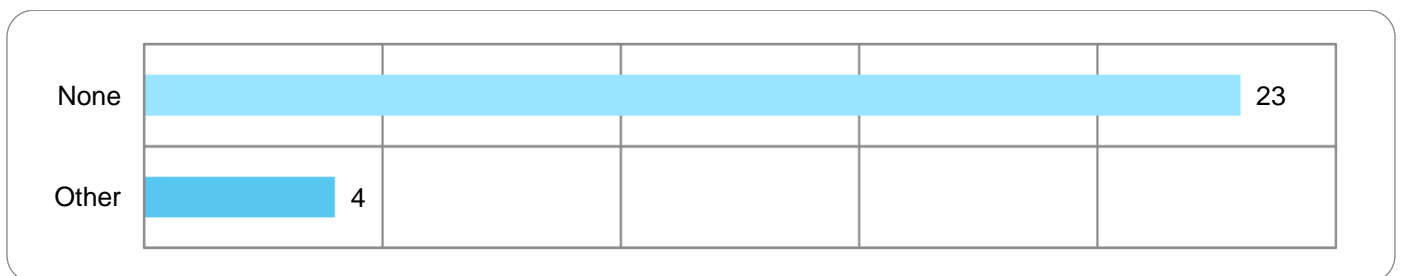


Figure 11 - What language(s), other than English or French, can you speak well enough to conduct a conversation?



Survey Questions

Survey respondents were asked to share how often they access care at Bethesda Regional Health Centre. Results included 56 percent, accessing care at Bethesda Regional Health Centre 0-1 times per year, 37 percent accessing care 2-5 times per year, and seven percent accessing care over 5 times per year. Twenty-seven respondents completed this question. Figure 12 below details the responses.

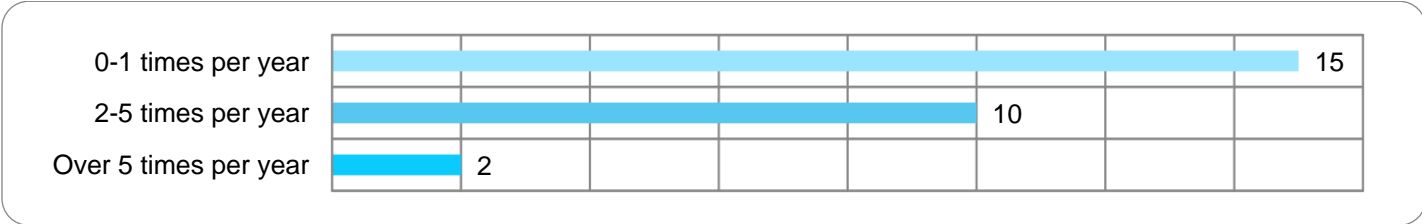


Figure 12 - How often do you access care at Bethesda Regional Health Centre?

Survey respondents were asked to share their response on which services they had recently accessed at Bethesda Regional Health Centre. When asked “I have recently used one of the following services at Bethesda Regional Health Centre in the past year”, 41 responses were provided. Figure 13 below features the responses.

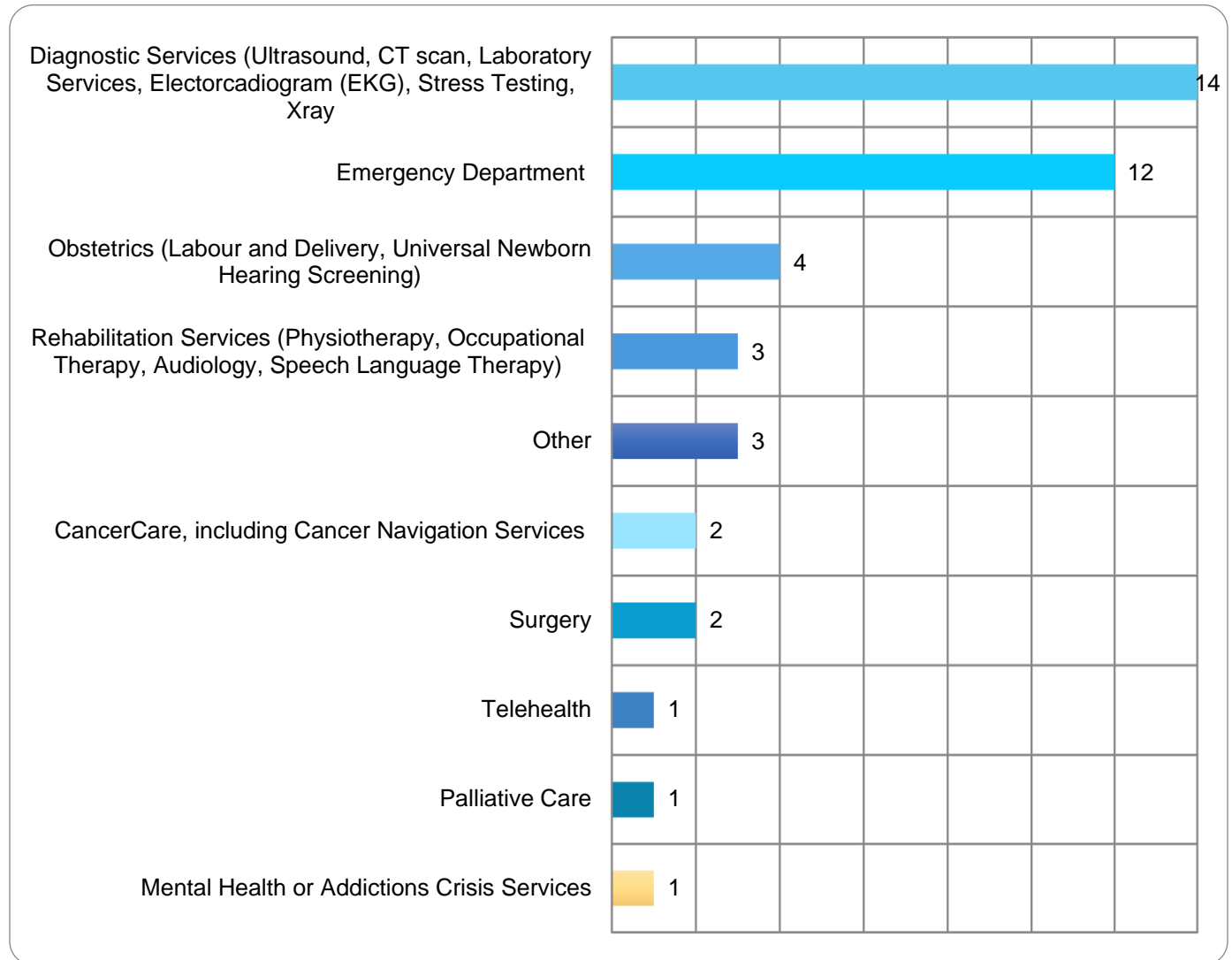


Figure 13 - I have recently used one of the following services at Bethesda Regional Health Centre in the past year.

Survey respondents were then asked to rate their experience using each of the services they accessed. The below figures detail the responses for each service.

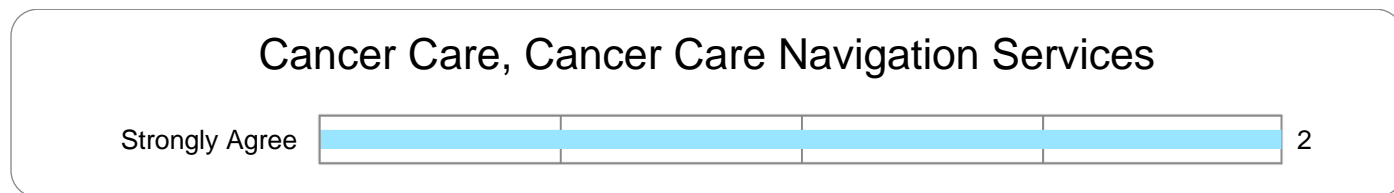


Figure 14 - I was satisfied with the quality of services I received from CancerCare, including Cancer Navigation Services.

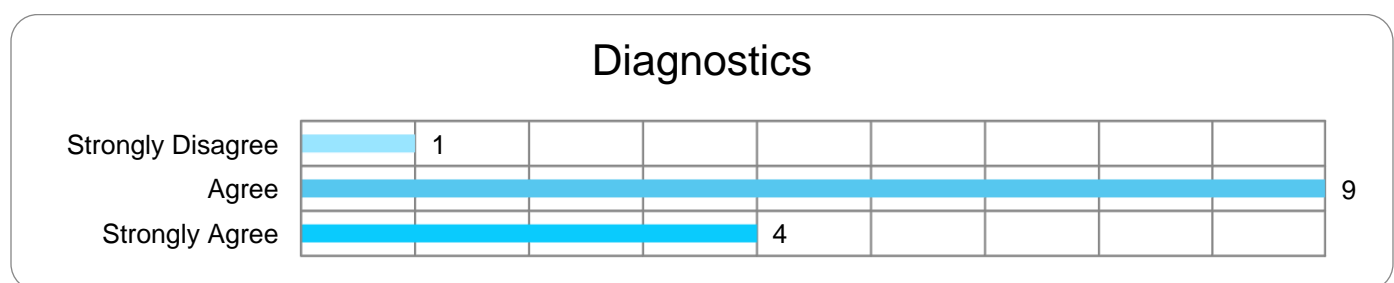


Figure 15 - I was satisfied with the quality of services I received from Diagnostic Services (Ultrasound, CT scan, Laboratory Services, Electorcardiogram (EKG), Stress Testing, Xray).

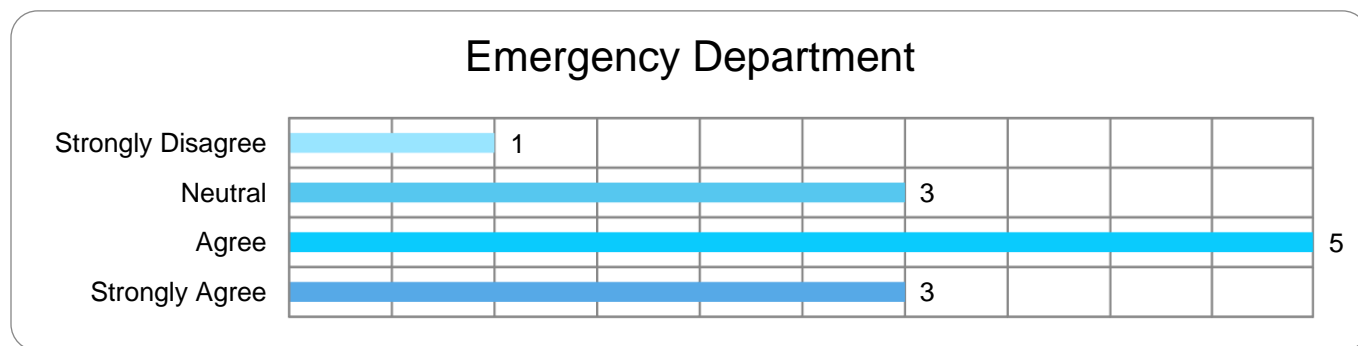


Figure 16 - I was satisfied with the quality of services I received from the Emergency Department.

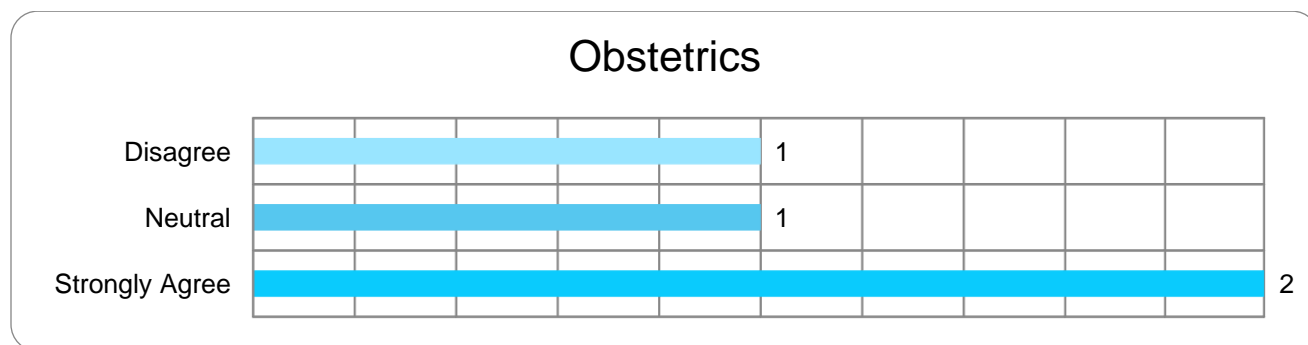


Figure 17 - I was satisfied with the quality of services I received from Obstetrics (Labour and Delivery, Universal Newborn Hearing Screening).

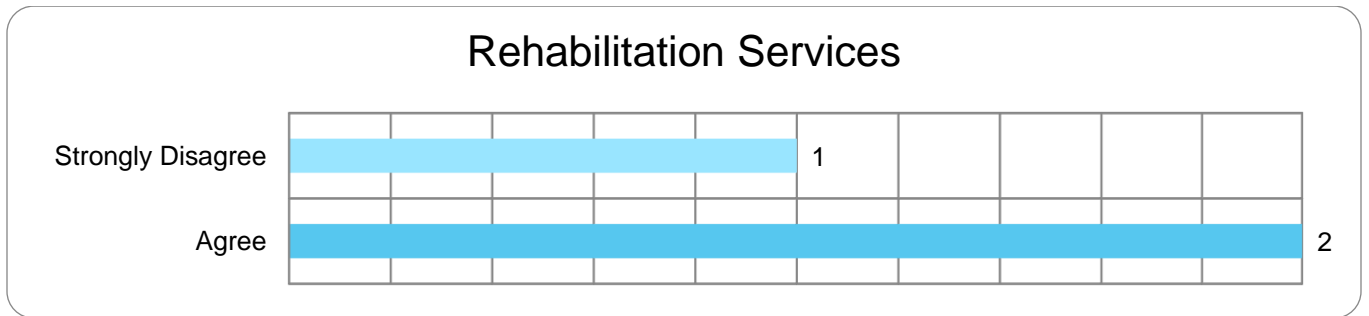


Figure 18 – I was satisfied with the quality of services I received from Rehabilitation Services (Physiotherapy, Occupational Therapy, Audiology, Speech Language Therapy).

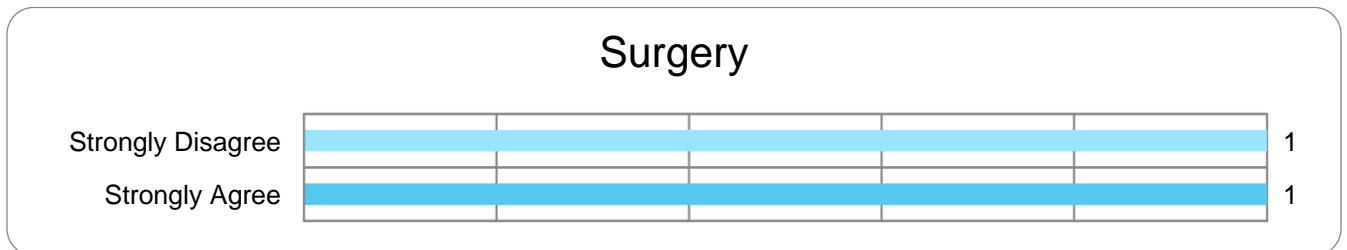


Figure 19 - I was satisfied with the quality of services I received from Surgery.

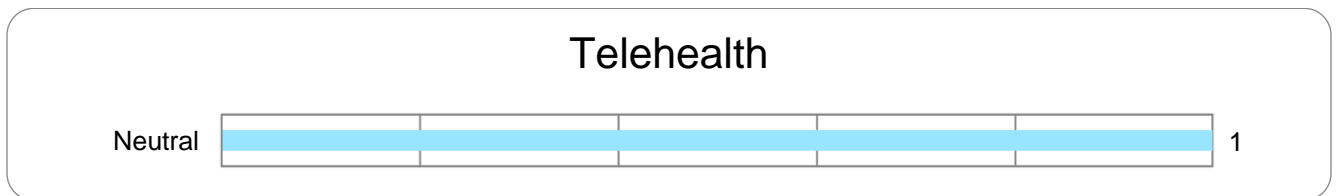


Figure 20 - I was satisfied with the quality of services I received from Telehealth.

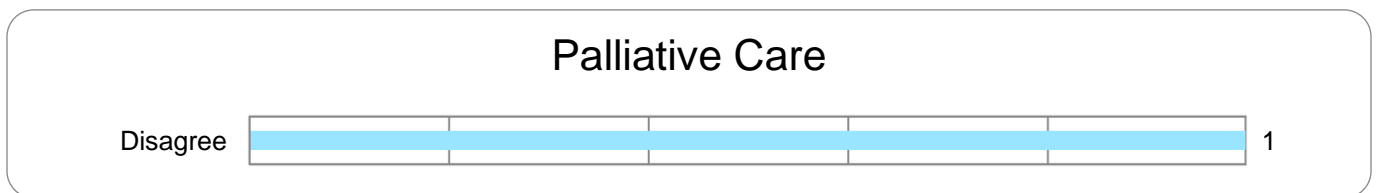


Figure 21 - I was satisfied with the quality of services I received from Palliative Care.

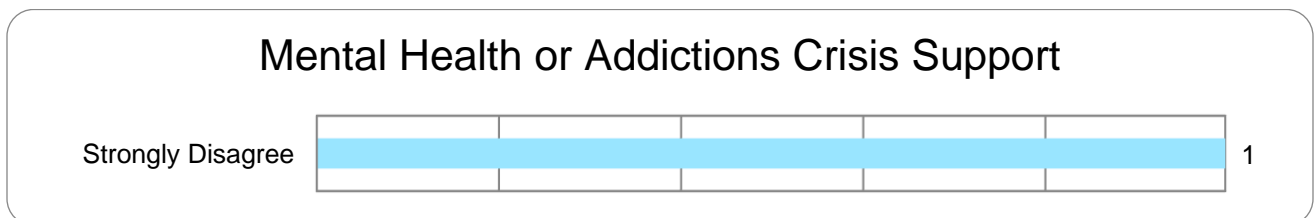


Figure 22 - I was satisfied with the quality of services I received from Mental Health or Addictions Crisis Services.

Survey respondents were then asked to share if they had received specialized services outside of their community in the past year. Figure 23 below details the responses.

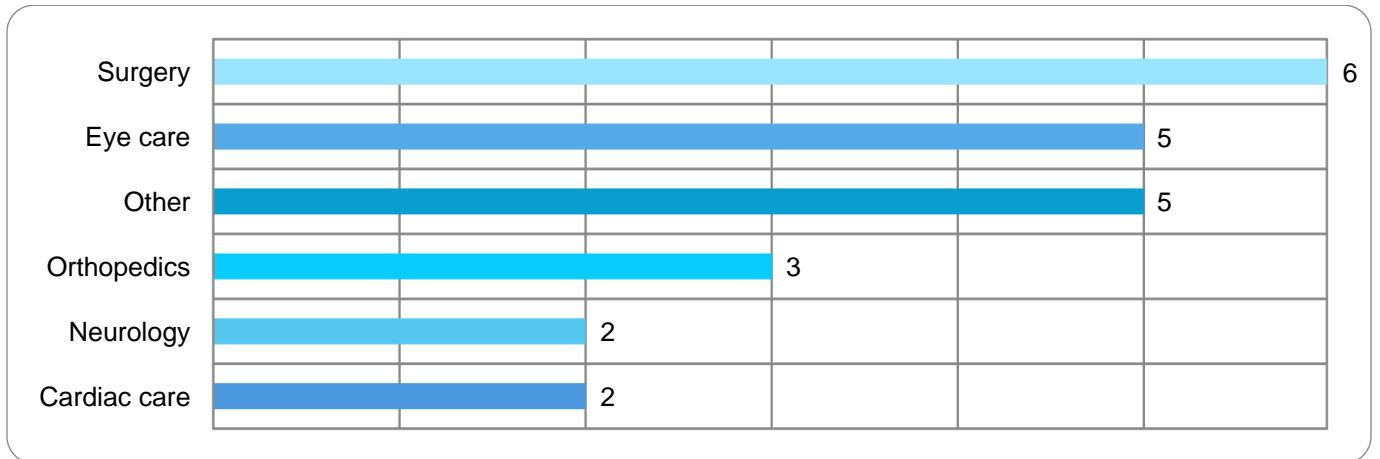


Figure 23 – I have used the following specialized services outside of my community in the past year.

The top three survey responses included surgery (6 responses), eye care (5 responses), and other (5 responses). Survey respondents were then asked to share their level of satisfaction with each of the services that they received outside of the community in the past year. The below figures detail the responses for each service.

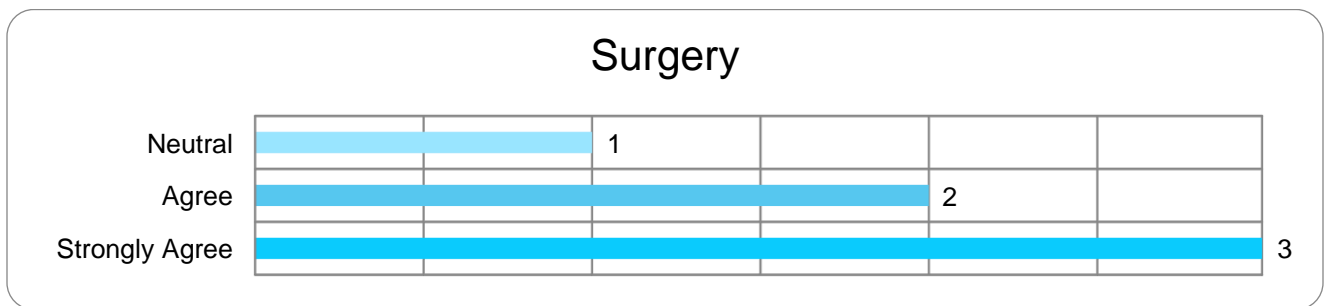


Figure 24 - I was satisfied with the quality of services I received from Surgery.

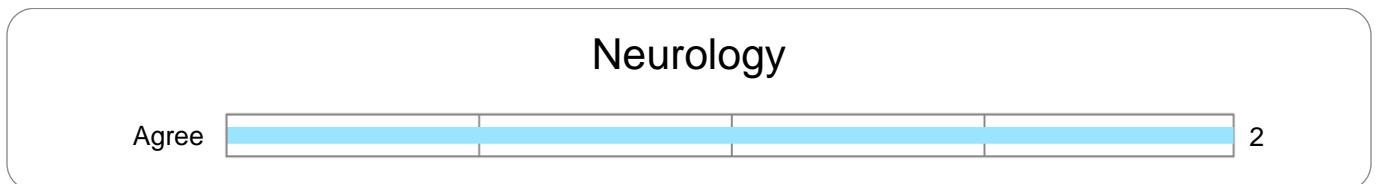


Figure 25 - I was satisfied with the quality of services I received from Neurology.

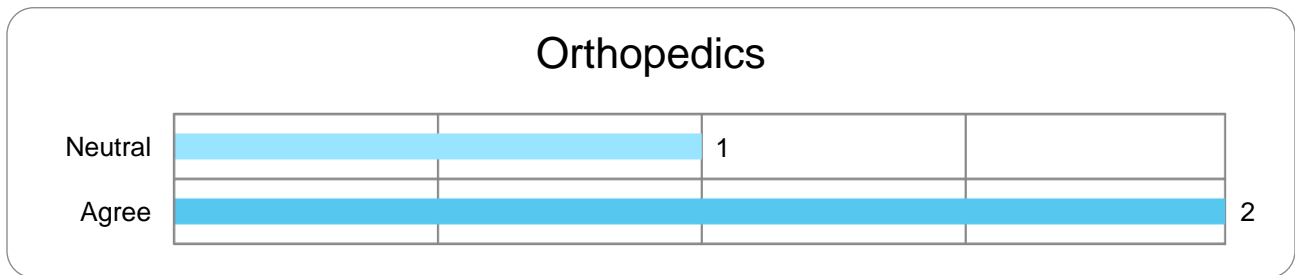


Figure 26 - I was satisfied with the quality of services I received from Orthopedics.

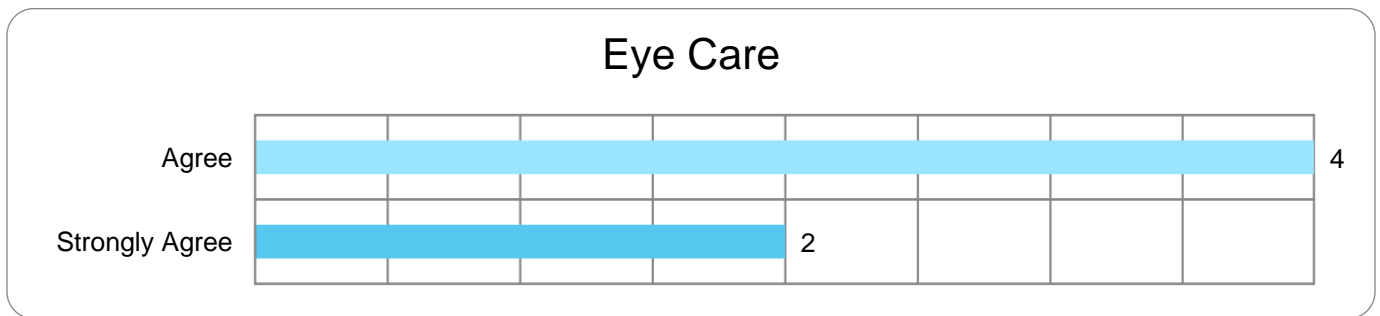


Figure 27 - I was satisfied with the quality of services I received from Eye Care.

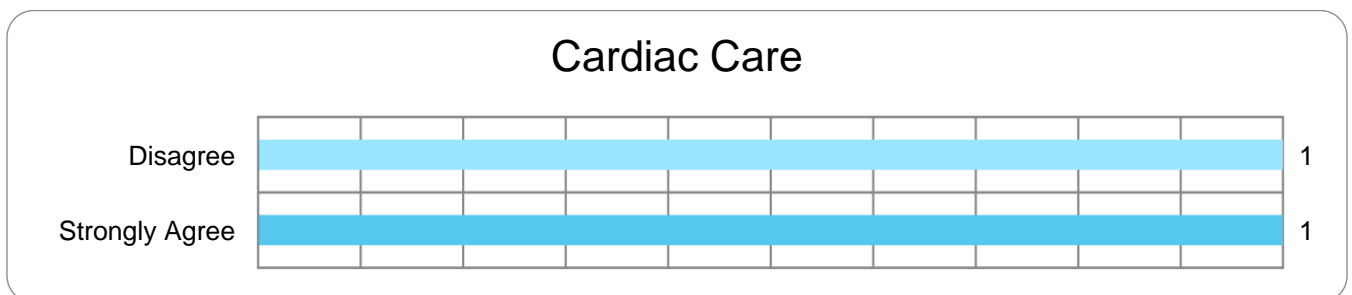


Figure 28 - I was satisfied with the quality of services I received from Cardiac Care.

Survey respondents were asked to share their input on their understanding of where to access the care needed. Twenty-five respondents answered the question, the results are detailed below in Figure 29.

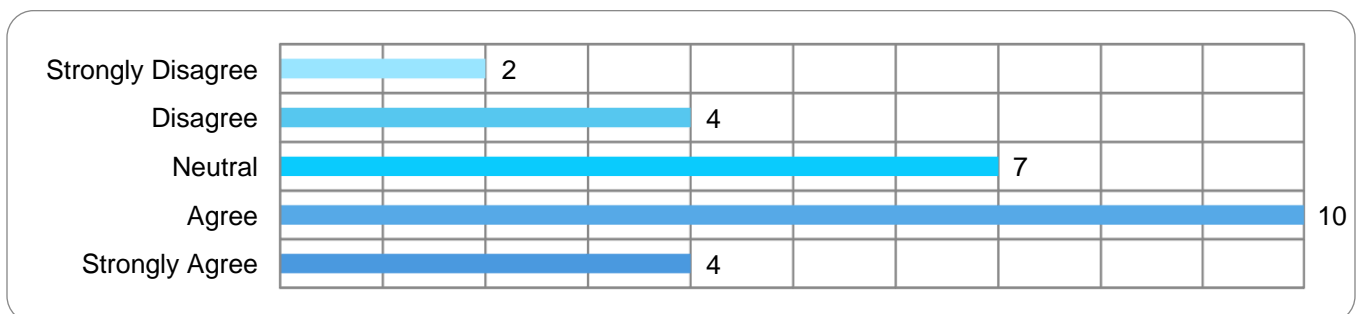


Figure 29 - When I require health care services, I have a clear understanding of where I should go to access the care I need.

Many respondents either agreed (10 respondents) or strongly agreed (4 respondents) that they had a clear understanding of where to access care when in need. Respondents were then asked to share their input on future considerations for accessing care outside of their community. Figure 30 details the responses below.

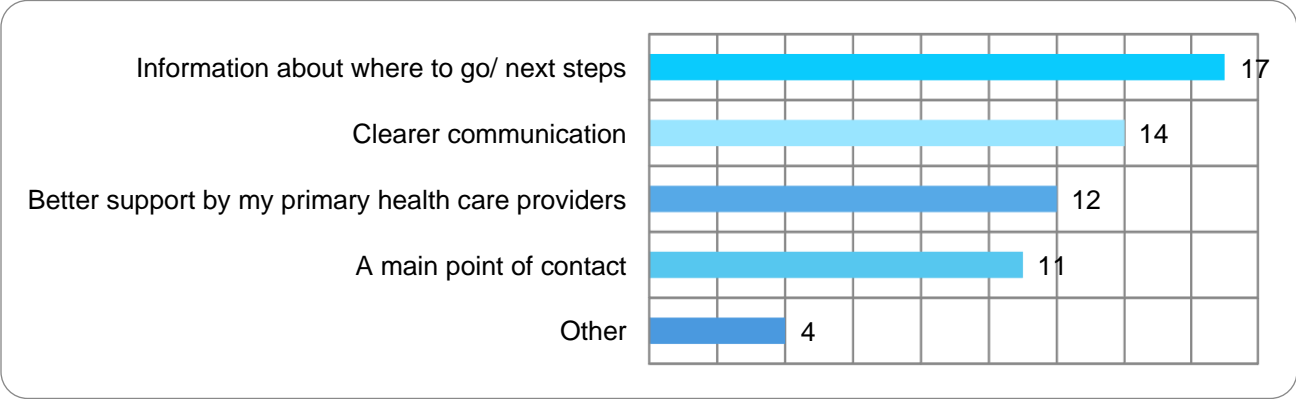


Figure 30 - In the future when I need to get care outside of my community the following are important to me. (Select all that apply)

The top responses included receiving information about where to go/next steps (17 responses), clearer communication (14 responses), and better support by my primary health care providers (12 responses). Survey respondents were then asked to provide input on whether they are currently receiving in-home care for chronic or complex health conditions or physical accommodations. Figure 31 details the responses.

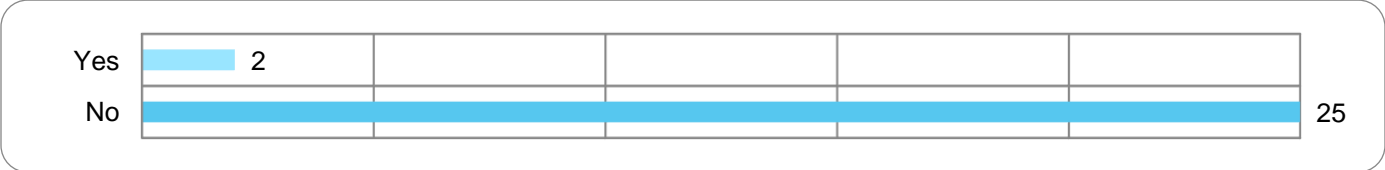


Figure 31 - Are you currently receiving in-home care for chronic or complex health conditions or physical accommodation support?

Two survey respondents indicated that they were currently receiving in-home care. Those survey respondents were asked to share their feedback on what was important to improve. Figure 32 includes the responses.

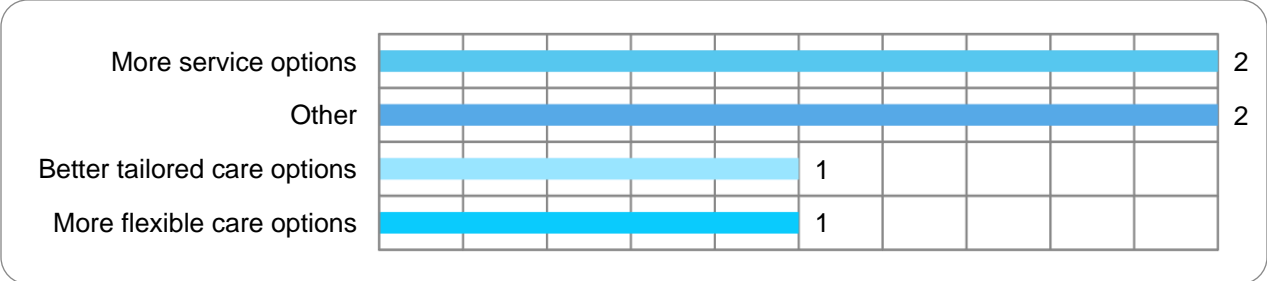


Figure 32 - If yes, which of the following do you feel is important to be improved? (Select all that may apply)

Survey respondents provided responses including more service options, better tailored care options, and more flexible care options. Survey respondents were then asked to provide their input on what they felt was important to improve at Bethesda Regional Health Centre. Figure 33 below details the responses.

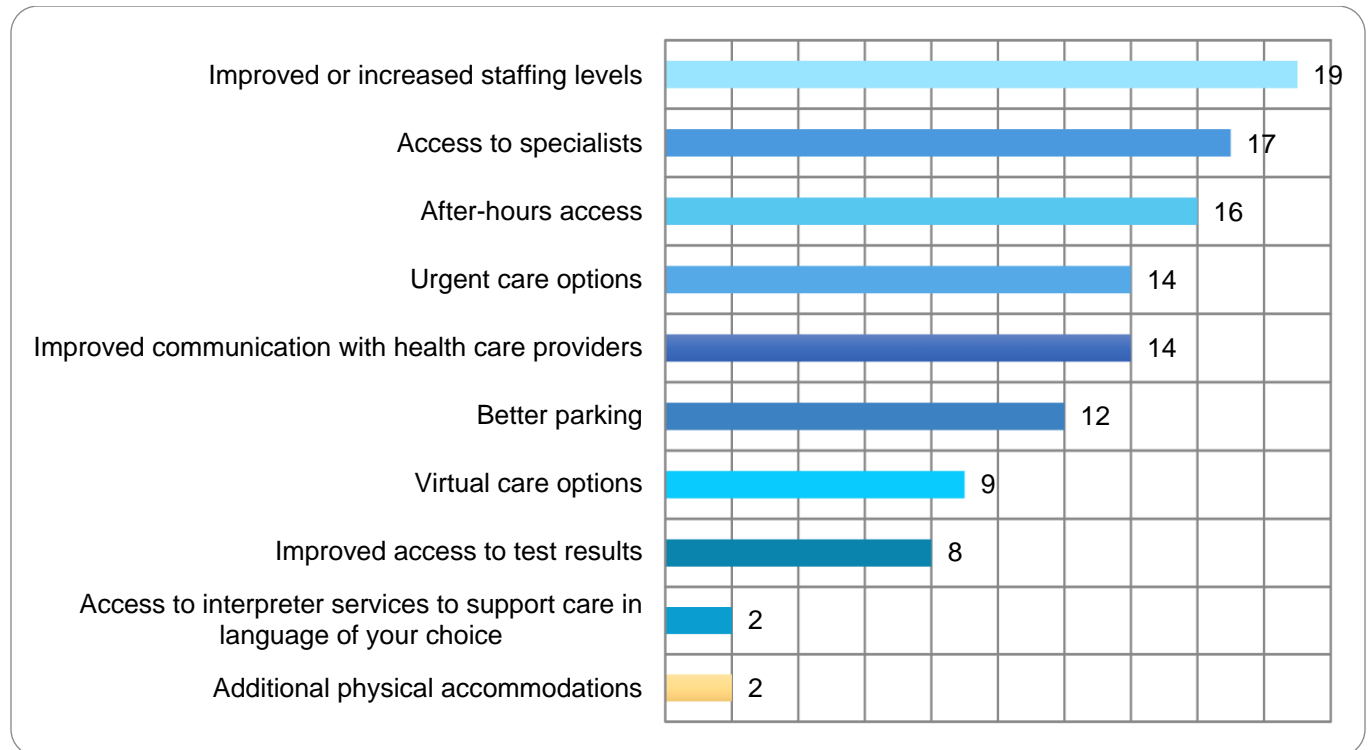


Figure 33- Which of the following do you feel is important to improve upon at Bethesda Regional Health Centre? (Select all that may apply)

The top responses received included improved or increased staffing levels (19 responses), access to specialists (17 responses), and after-hours access (16 responses). Survey respondents were then asked to share their experience receiving care from a health care provider. The below figures detail the responses.

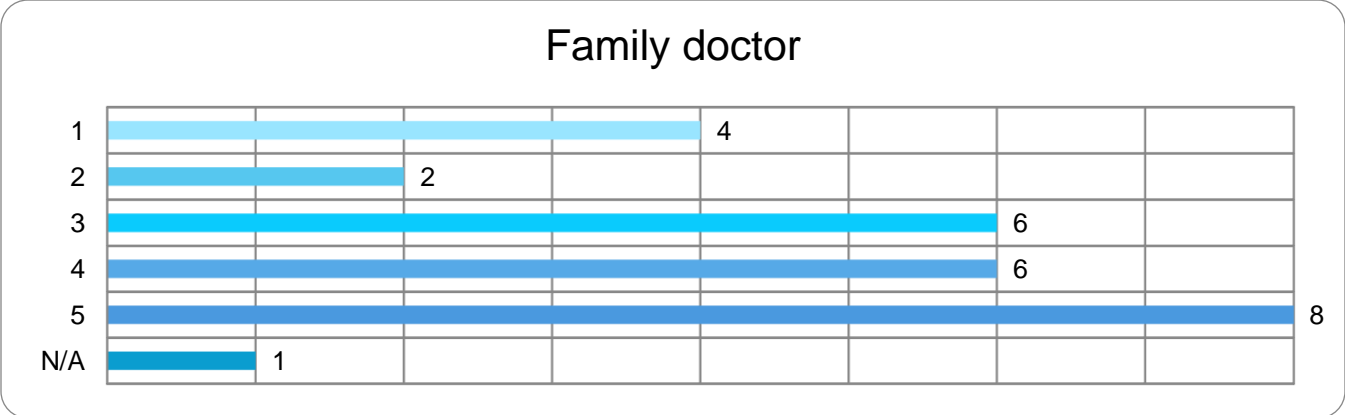


Figure 34 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (5 being excellent) how has your experience in receiving care been with the following health care providers?

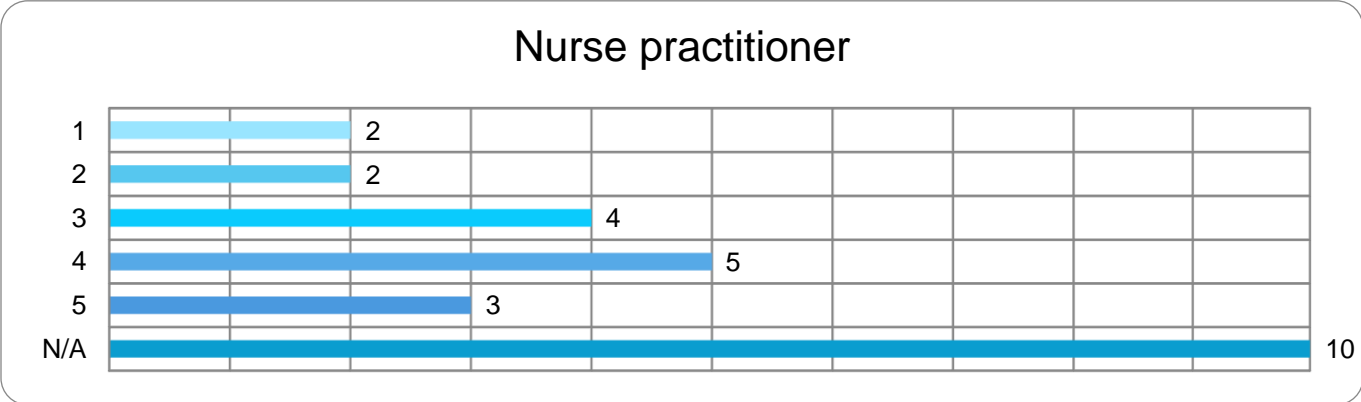


Figure 35 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (5 being excellent) how has your experience in receiving care been with the following health care providers?

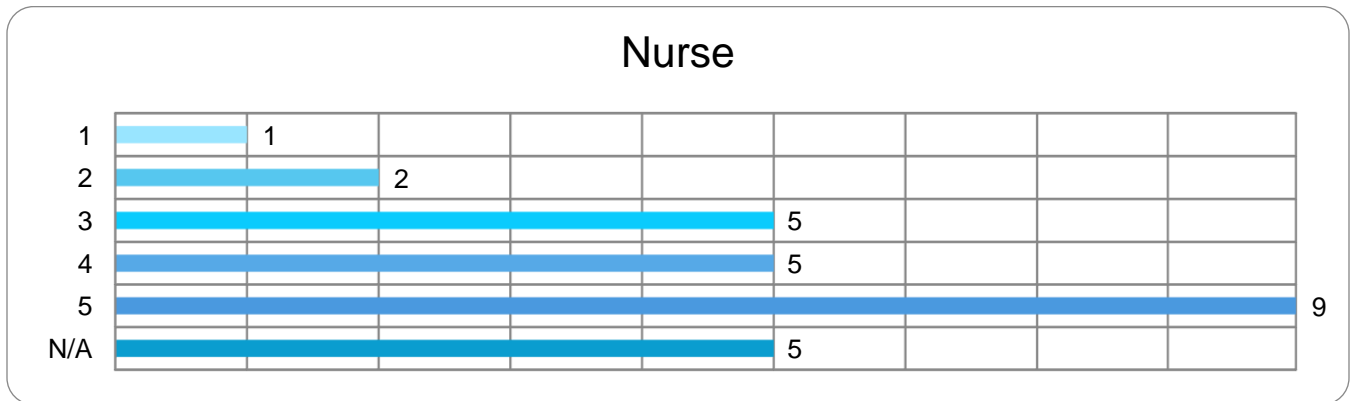


Figure 36- Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (5 being excellent) how has your experience in receiving care been with the following health care providers?

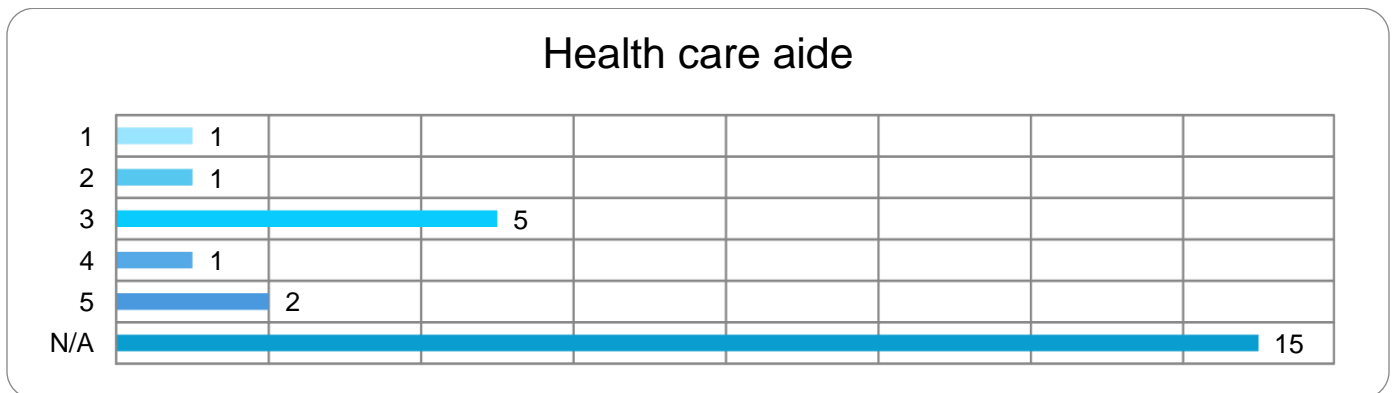


Figure 37 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (5 being excellent) how has your experience in receiving care been with the following health care providers?

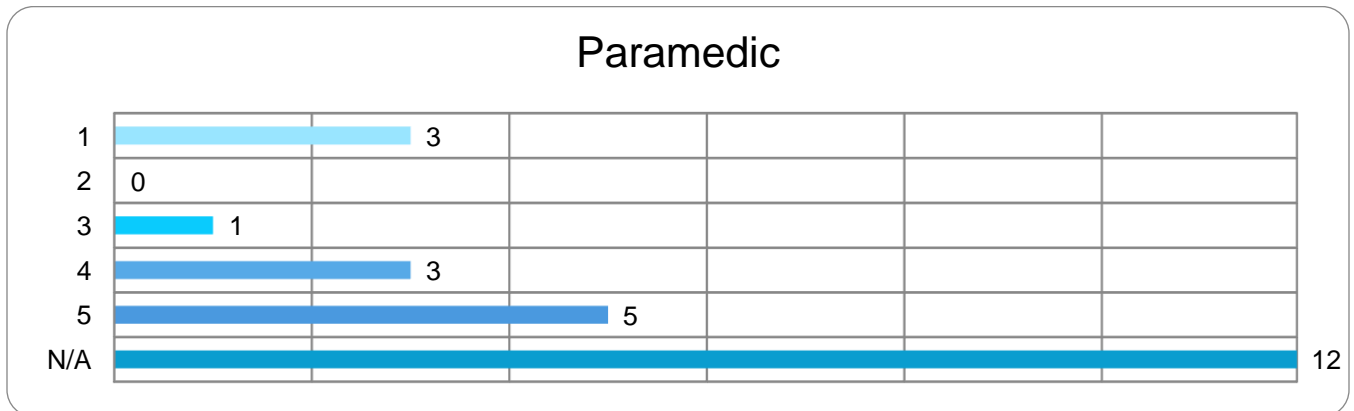


Figure 38 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (5 being excellent) how has your experience in receiving care been with the following health care providers?

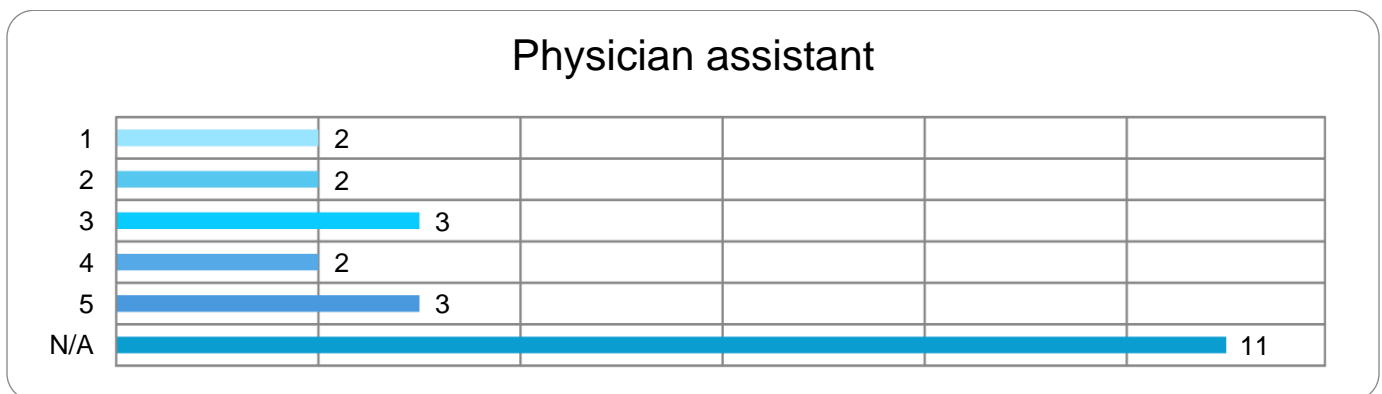


Figure 39 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (5 being excellent) how has your experience in receiving care been with the following health care providers?

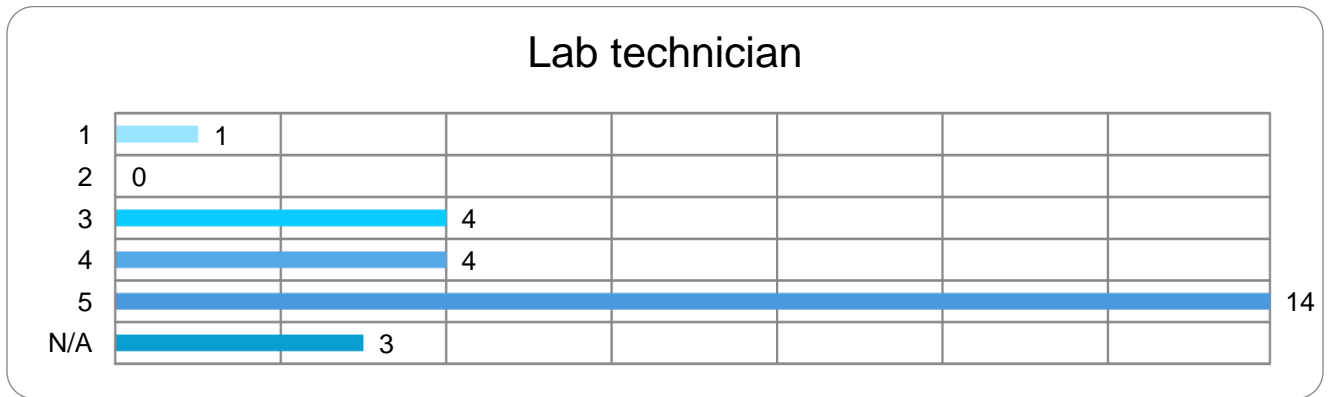


Figure 40 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (5 being excellent) how has your experience in receiving care been with the following health care providers?

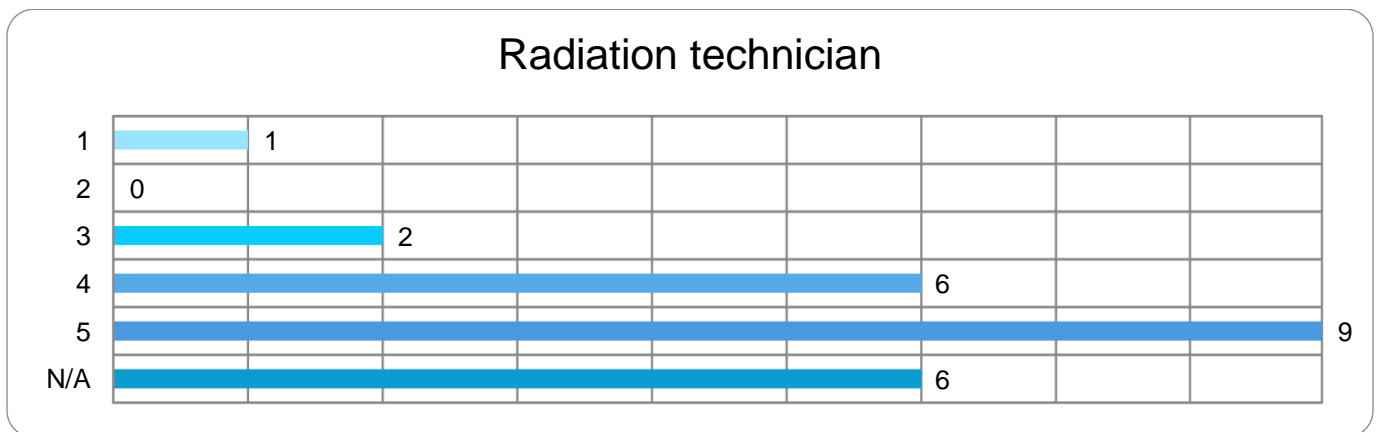


Figure 41 - Most Manitobans get regular health care from a family doctor, nurse practitioner, or other health provider in their community. When it comes to accessing care, on a scale from 1 – 5 (5 being excellent) how has your experience in receiving care been with the following health care providers?

Survey respondents were then asked to share how important they felt receiving care in the community was when safe and appropriate to do so. Figure 42 below details the 27 responses.

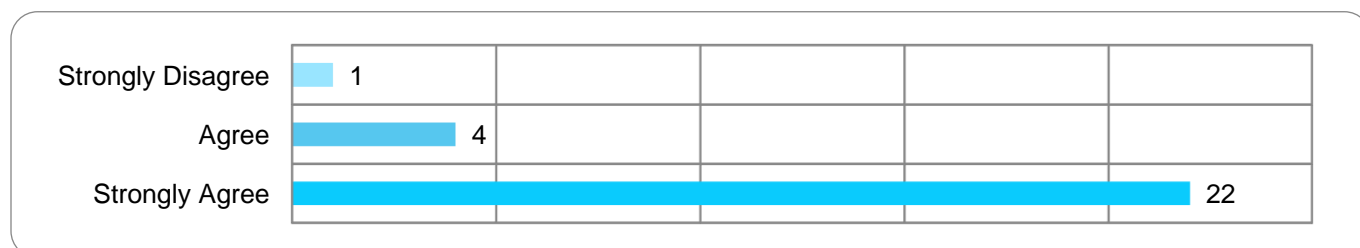


Figure 42 - It's important to me (or my loved one) to receive care in the community when safe and appropriate to do so.

The majority of respondents strongly agreed (22) or agreed (4) that it was important to receive care in the community. Survey respondents were then asked for their opinion on receiving care in the home when safe and appropriate to do so. Figure 43 below details the 26 responses.

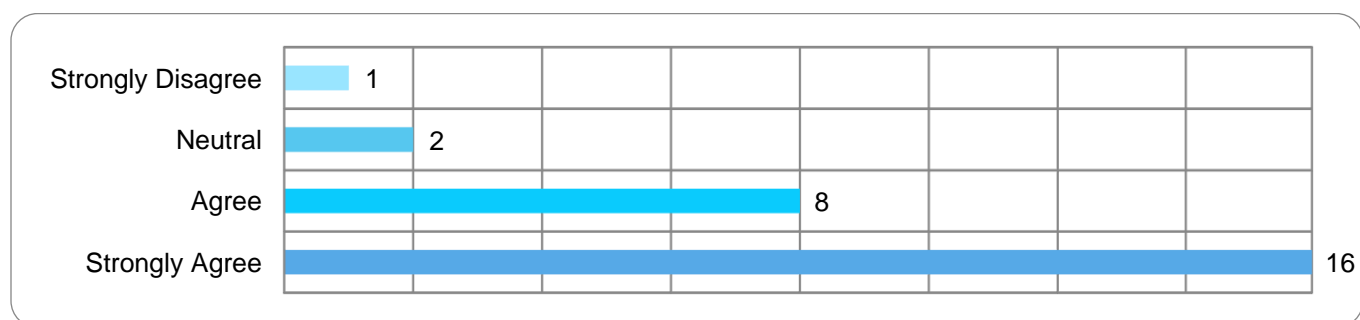


Figure 43 - It's important to me (or my loved one) to receive care in the home when safe and appropriate to do so.

The majority of respondents also strongly agreed (16) or agreed (8) that it was important to receive care in home.

Other Feedback

Survey respondents were asked to provide their overall feedback on what they like the most about Bethesda Regional Health Centre. Figure 44 includes a summary of respondent's feedback.

Figure 44 - Tell us about your experience receiving care at Bethesda Regional Health Centre: what did/do you like the most about it?

Key Themes	Respondents Feedback
Staff	Feedback included comments like “Lab technician and radiation technician are very professional and smiling and courteous”, “friendly staff”, and “staff was very kind and respectful”.
Location	Comments included: “It’s locally available”, “I liked that it is within a half hour drive”, “not a city hospital. More of a friendly feel and not as difficult to park” and “Close to home”.

Survey respondents were then asked to provide feedback on what they liked the least about their experience at Bethesda Regional Health Centre. Figure 45 below shows summary of the themes presented.

Figure 45 - Tell us about your experience receiving care at Bethesda Regional Health Centre: what did/do you like the least about it?

Key Themes	Respondents Feedback
Wait Times	Comments included: “Waiting for hours because short staffed”, and “long waiting hours”.
Staffing Shortages	Comments included: “Nurses and doctors are too busy to give proper care”, and “Long wait to see doctor”.
Old Facility	Comments included: “The facility's operating rooms are decades old”, “Older facility that is too small and has no parking”, and “Hospital room very dilapidated”.

Next Steps

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

Questions?

If you have any questions regarding the survey results, please contact info@southernhealth.ca.