

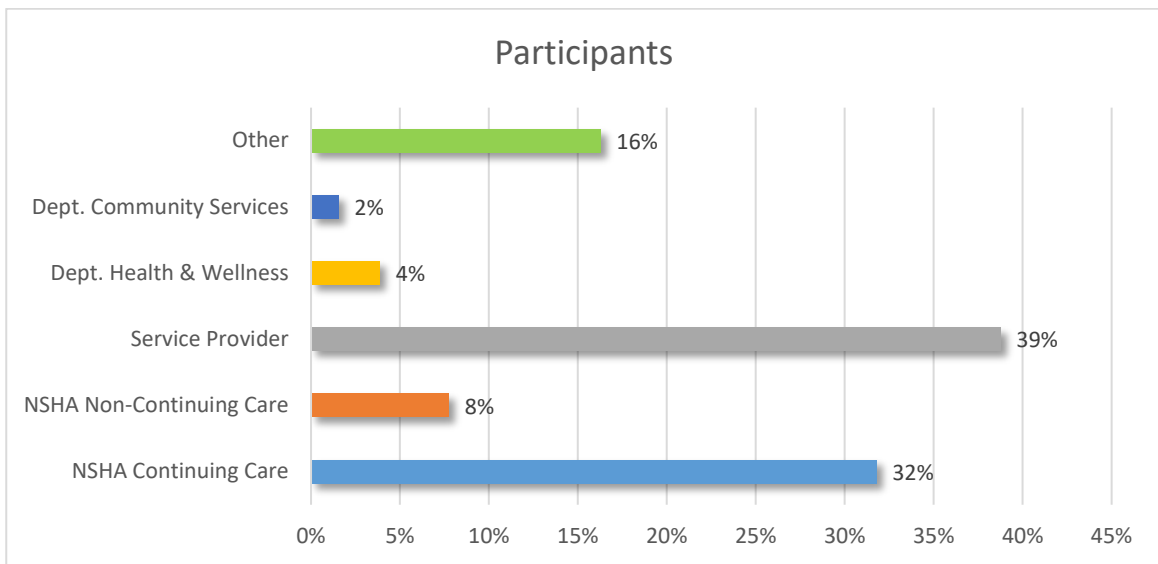
# Continuing Care Spring Forum Evaluation Summary Report

July 2019

A total of 242 people (combined) attended the 2019 Continuing Care Spring Forums across the province. A total of 57% completed / partially completed the evaluation. Below is a summary of the evaluations collected.

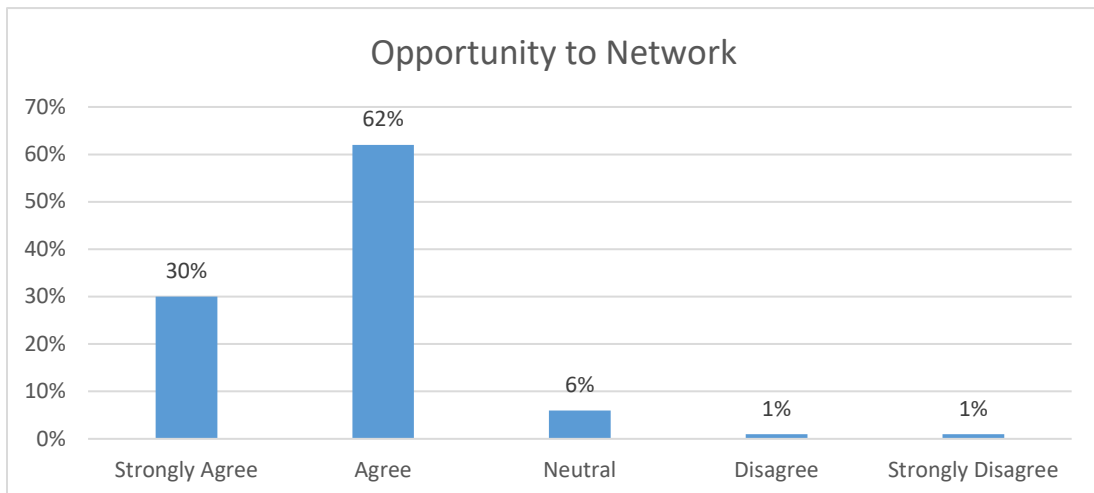
## OVERALL FEEDBACK

*Type of participant (based on completed Evaluation Forms):*



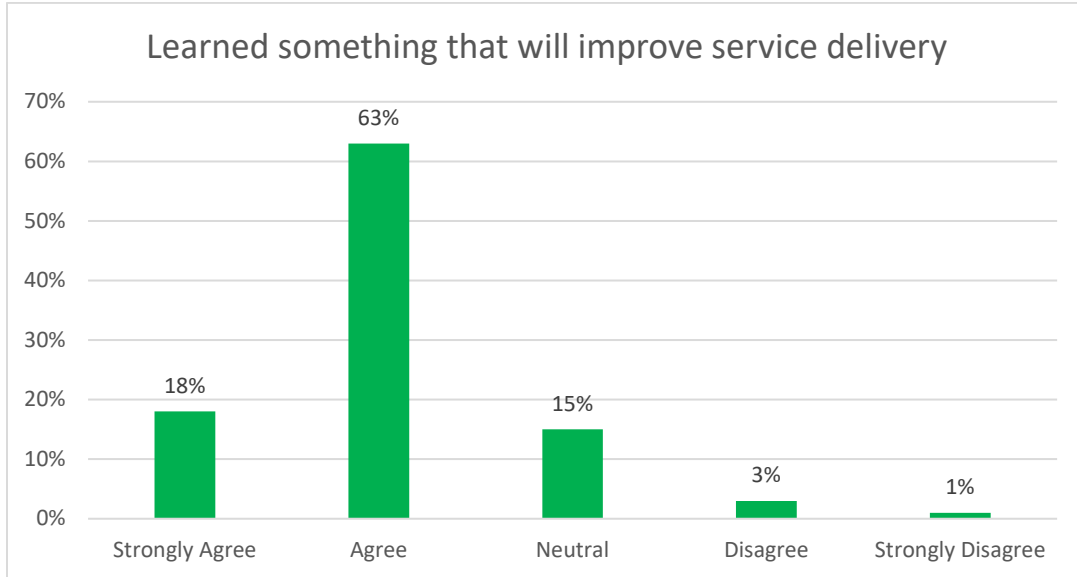
### Networking

- 92% of the survey respondents indicated they had the opportunity to network and discuss issues and practices within the sector (agree and strongly agree).



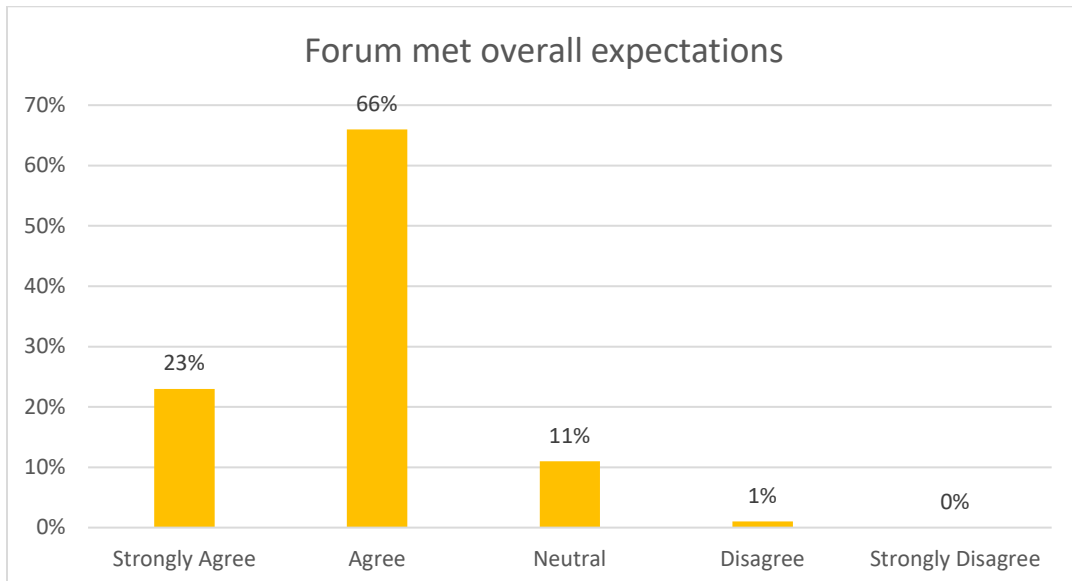
### Improving Service Delivery

- 81% of the survey respondents indicated they learned something that will help them (agree and strongly agree).

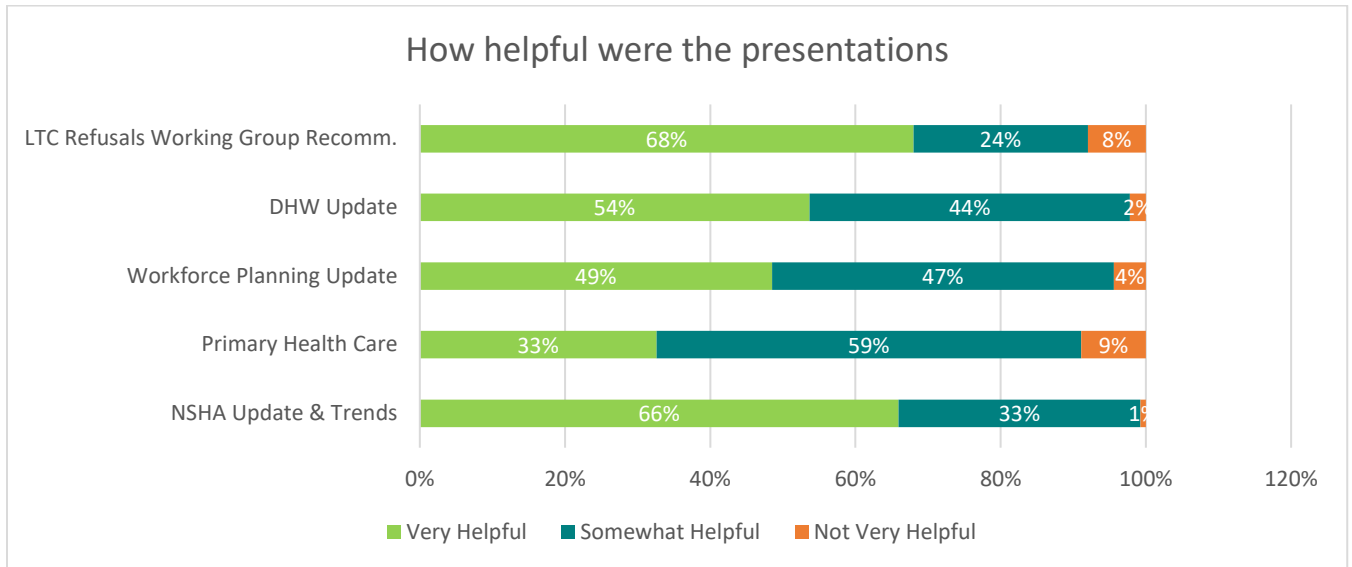


### Expectations

- 89% of survey respondents indicated that their overall expectations were met (agree and strongly agree)



## PRESENTATIONS



## Respondent Feedback by Presentation

### NSHA Update & Trends Analysis:

- Susan gave an excellent, detailed presentation that was warm and client focused.
- Great content, very engaged and relevant.
- Appreciated the positive tone. Nice way to set up the day.
- Excellent stories.
- Informative and gives big perspective.
- Helpful to hear the stats.
- As NSHA CC staff, I was pleased to see our work being shared.

### Primary Health Care:

- Would like to discuss what we are doing to attract RNs to LTC.
- Enjoyed seeing numbers/results for family doctor needs.
- It provided context & insight about their work in relation to Continuing Care.
- High level information, but further discussion may be needed on how to apply the information in the workplace.

### Workforce Planning Update:

- Data helps ask questions and further consultation may be useful to find solutions.
- Great stats and strategies to increase CCAs in workforce.
- Enjoyed the interaction and provision of resources/tools for service providers.
- Great idea to incorporate immigration into the presentation.
- No plans discussed about nursing shortage, only CCAs.
- Very interesting data. Would appreciate more data on high injury rates in HC and LTC, High Sick Time, and retention issues.

### DHW Update:

- Vision was shared and presentation provided a good overview, but would have liked to learn more about initiatives coming this year.
- Would have liked to have heard about excluded/management compensation.
- Helpful that NSHA & DHW recognize both the challenges and the positives, and are here to partner on solutions.
- Very informative and shows lots of progress.
- Interesting to hear DHW's perspectives.

### LTC Refusals Working Group Recommendations:

- Aligned with access and flow, as well as the person centered care philosophy of NSHA.
- Some lack of understanding of challenges.
- Very interesting and provided a good table discussion.
- Presented in a negative light for LTC facilities.
- Applicable to challenges of a LTC Facility Manager.
- Addressed the true issues.

## GENERAL FEEDBACK

### Forum Highlights

- NSHA presentation. It ties in with our mission to make our facility "a place where people want to live and work". Susan is an inspiring speaker.
- Venues.
- Networking with different aspects of Continuing Care and meeting people that I speak to on the phone but never meet.
- LTC assistant update.
- Reviewing reasons for LTC refusals and sharing recommendations.
- Always beneficial to obtain a status of what DHW and NSHA are up to. Good collaborative future prospects.
- Good lunch.
- Workforce planning update.
- Well organized, kept to schedule well, and topics were very field sensitive/timely.

### What we did well

- Well organized day and kept to time schedule.
- Used microphone at all times.
- Presenters spoke well and were quite knowledgeable about their topics.
- Topics were interesting and not in too much detail - just enough
- Lots of great, relevant info.
- Very [good] to hear from immigration about the new pathway occupations in demand.
- Continue to invite other NSHA department/function areas to improve on mutual exposure to a broader healthcare sector.
- Plenty of time for questions, including during breaks.
- A real sense of engagement and inclusion between NSHA and LTC.
- Established empathy with relatable stories/examples, gave overall picture well.

### What we didn't do well

- Too much use of acronyms which decreased my understanding of what was being discussed.
- Some slides had too much information on them, making it hard to follow the information being presented.
- Some speakers spoke too quickly, which did not give enough time to reflect/offer feedback on data.
- Very heavy on LTC info and lacking information on home care.
- Sound system challenging
- A/C is loud - hard to hear presenter.
- A lot of stats - would prefer to have more of a conclusion statement.
- Presentation by Skype is not ideal.

### Recommendations for future forums

- Would be great to have a presentation from the sector.
- A suggestion box: to allow those who are quiet a chance to contribute.
- Small group work and consider [Disability Support Program] perspective.
- More focus on home care.
- Generate conversations from service providers.
- Facilitated discussion should be more prominent.
- Interesting information shared briefly from facilities.
- Shared resource opportunities with NSHA clinical program.
- Status update on LTC refusals recommendations and progress.
- Encourage CCAs to attend.
- Warmer rooms (in each zone).
- More representation from DHW and other influencing bodies.
- Minimum of one representative per facility.
- Assigned seating.
- Discussion panel on retention.

### Additional Comments

- Great day! Thank you!
- Very in tune with current issues in community care - great agenda.
- Great range of participant background.
- Invite Immigration back for an update.
- Focus on new approaches to transform our system.