

Portage District General Hospital Survey

Project Overview

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

The new \$283-million, two-storey hospital will be at least double the size of the existing facility and is expected to include:

- a minimum of 90 acute care inpatient beds;
- increased day surgery capacity so more patients can have procedures performed without needing to travel to Winnipeg, Brandon or elsewhere in the health region;
- an expanded emergency department designed to best practice standards that include treatment and assessment rooms, a trauma room, stretcher bay and an ambulance bay; and
- enhanced space for a number of programs including diagnostics, dialysis, palliative care and various outpatient services which include lab and rehabilitation.

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 Portage District General Hospital 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 184 respondents to the Portage District General Hospital 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 Portage District General Hospital, 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	Count	Percent
18-24	5	2.7%
25-34	34	18.5%
35-44	42	22.8%
45-54	49	26.6%
55-64	40	21.7%
65-74	11	6.0%
75+	3	1.6%
Total Responses	184	

Table 2 - How Do You Identify?

Answer	Count	Percent
Woman	153	83.2%
Man	30	16.3%
I prefer not to respond	1	0.5%
Non-binary	0	0%
Transgender	0	0%
Two-Spirit	0	0%
Another Gender Identity	0	0%
Total Responses	184	

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

Answer	Count	Percent
First Nation	3	4.8%
Métis	21	33.3%
Unknown	19	30.2%
Prefer not to disclose	20	31.7%
Inuit	0	0.0%
Total Responses	63	

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	Count	Percent
Chinese	2	1.1%
Francophone	5	2.7%

White	161	86.6%
Unknown	4	2.2%
Prefer Not to Answer	14	7.5%
African	0	0.0%
Black	0	0.0%
Filipino	0	0.0%
Latin American	0	0.0%
Middle Eastern	0	0.0%
South Asian	0	0.0%
Southeast Asian	0	0.0%
Total Responses	186	

Survey Questions

Survey respondents were asked to share how often they access care at Portage District General Hospital. The majority of respondents, 60.1 percent, accessed care at Portage District General Hospital 0-1 times per year. 183 total respondents completed this question. Figure 1 below details the responses.

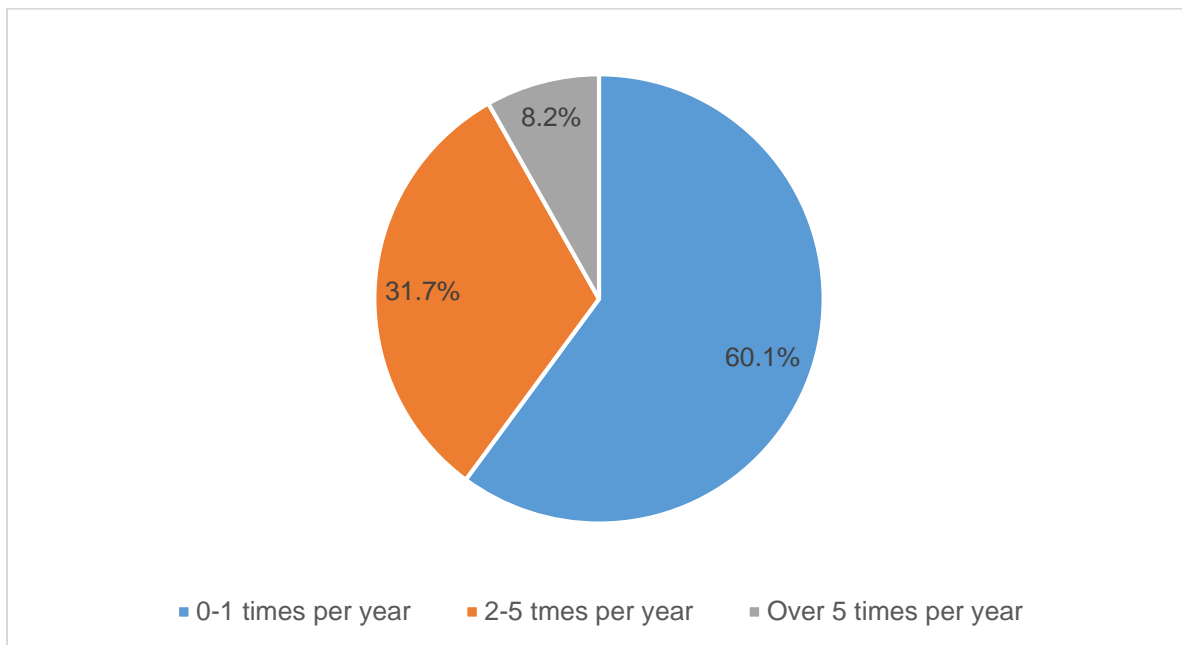


Figure 1 – How often do you access care at Portage District General Hospital

Survey respondents were then asked to answer questions regarding cultural spaces. When asked “Is having an Indigenous Cultural Space important to you or those you care for?”, 177 individuals answered the question. Figure 2 below show the responses.

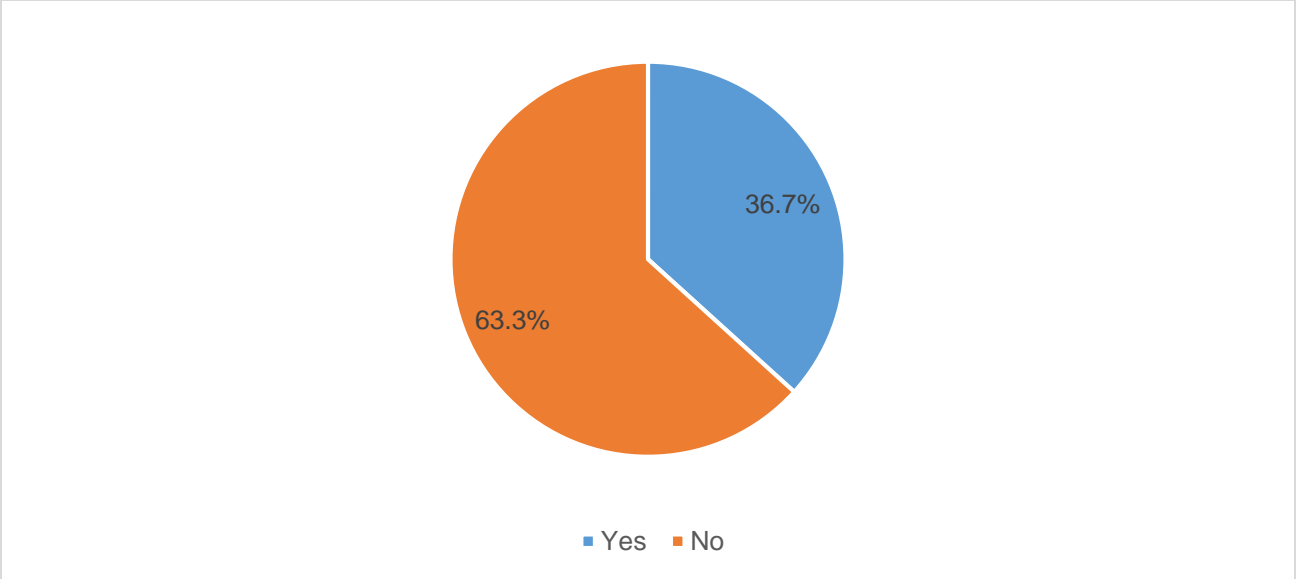


Figure 2 – Is having an Indigenous Cultural Space Important to you or those you care for?

Sixty-five respondents (36.7 percent of respondents) indicated that having an Indigenous Cultural Space was of importance to them or those that they cared for. A follow up question was asked to respondents to share what that space could include. Figure 3 details the responses below.

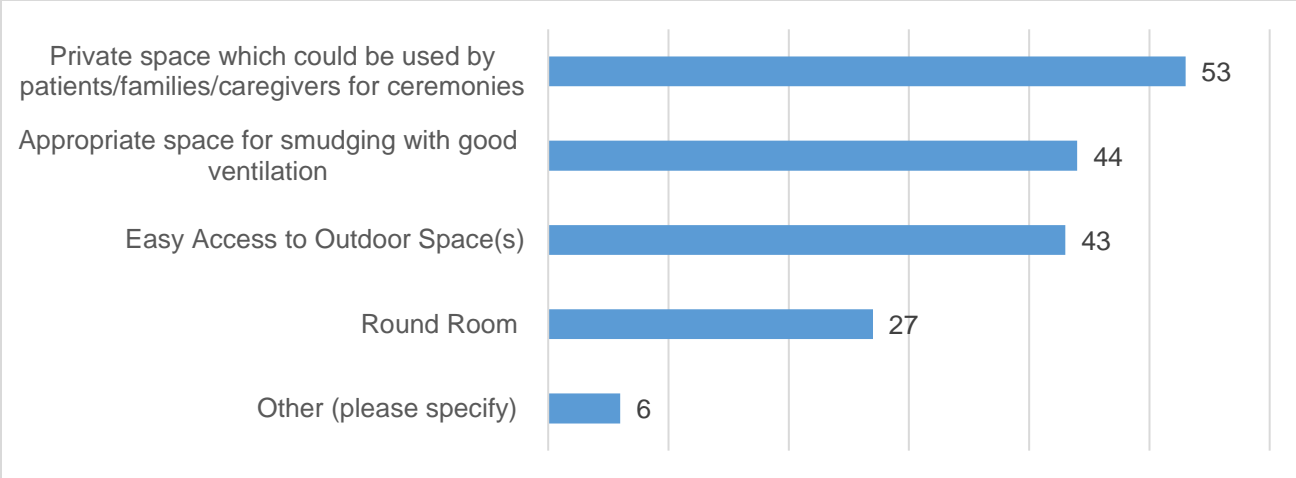


Figure 3 – If yes, what would that space include? (Select all that apply)

Fifty-three of the respondents indicated that a private space that could be used for ceremonies would be important to include. Additional answers included: 44 respondents would like to see appropriate space for smudging, 43 respondents would like to have easy access to outdoor space, and 27 respondents indicated a round room would be important them.

Survey respondents were then asked to provide their feedback on what would be important to have at Portage District General Hospital in the future. Figure 4 below shows the detailed responses.

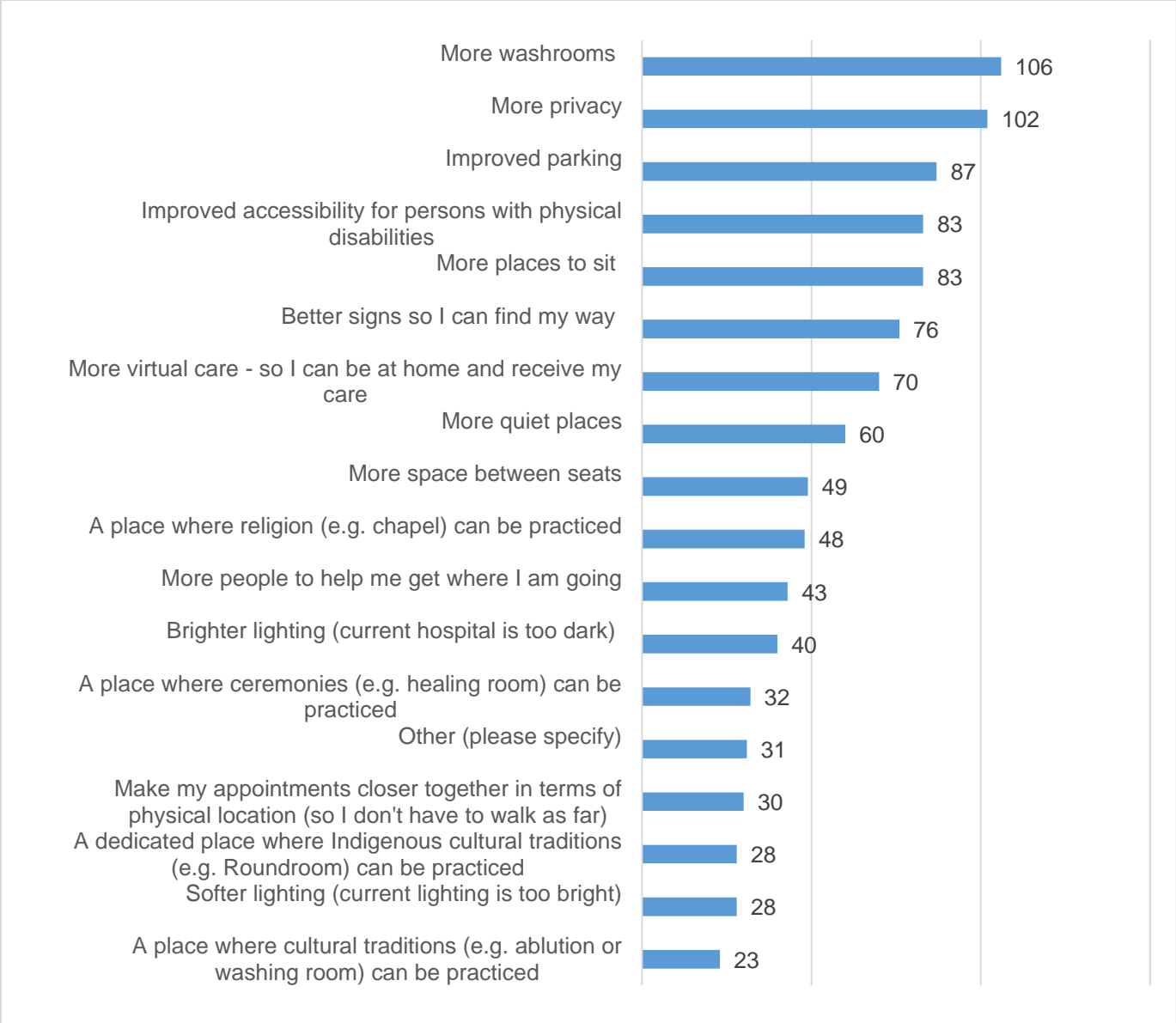


Figure 4 - What would be important for PDGH to have in the future?

One hundred and eighty total respondents answered this question. Some of the responses included: a need for more washrooms (106 respondents), more privacy (102 respondents), improved parking (87 respondents), and improved accessibility for persons with disabilities (83 respondents).

Survey respondents were then asked to provide their input on way finding in the current hospital. The responses are included in Figure 5.

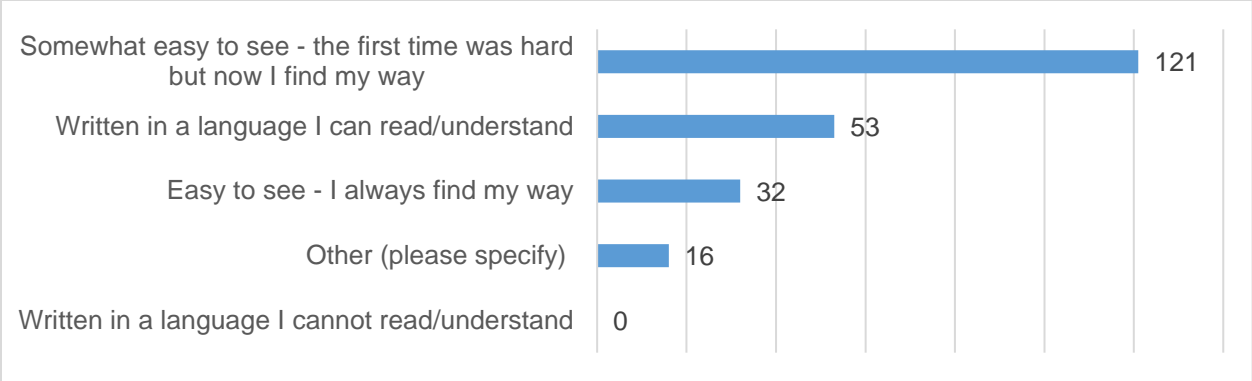


Figure 5 - In the current hospital, I find the signs telling me where I can find things are...

One hundred and eighty-one respondents provided answers to this question. The majority (121 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 Portage District General Hospital, Figure 6 below details the responses.

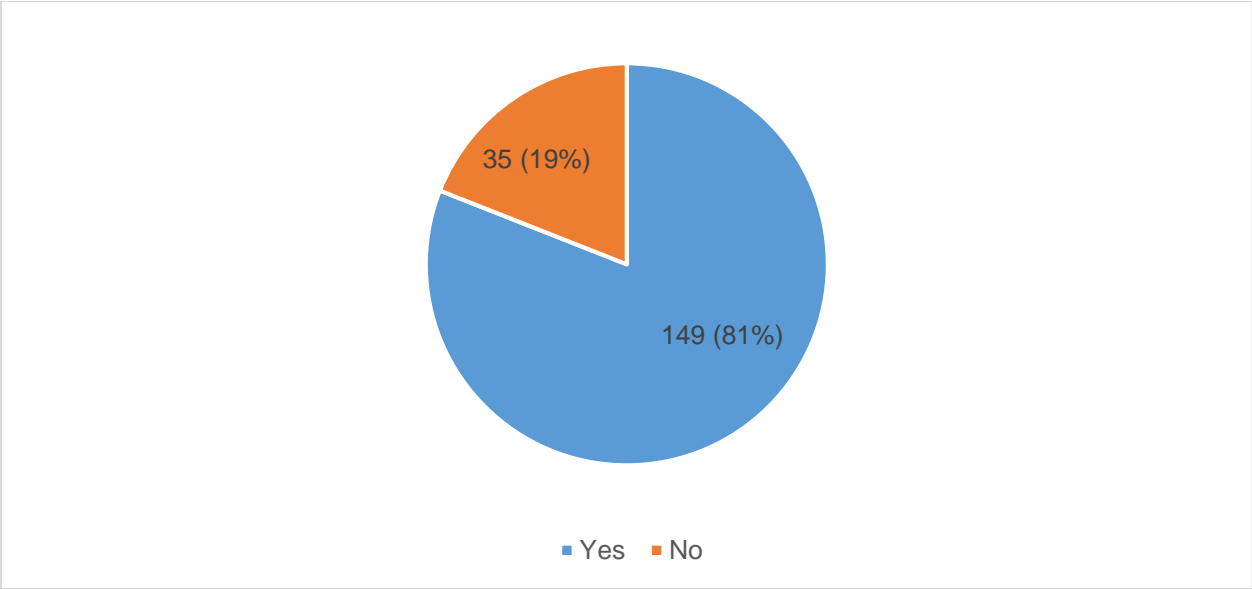


Figure 6 - I have used PDGH's Emergency Department.

One hundred and eighty-four responses were received with the majority (81 percent) of survey respondents indicating they had used the Emergency Department at Portage District General Hospital.

Respondents were then asked to provide input on their experience using the Emergency Department. Figure 7 below details the responses received.

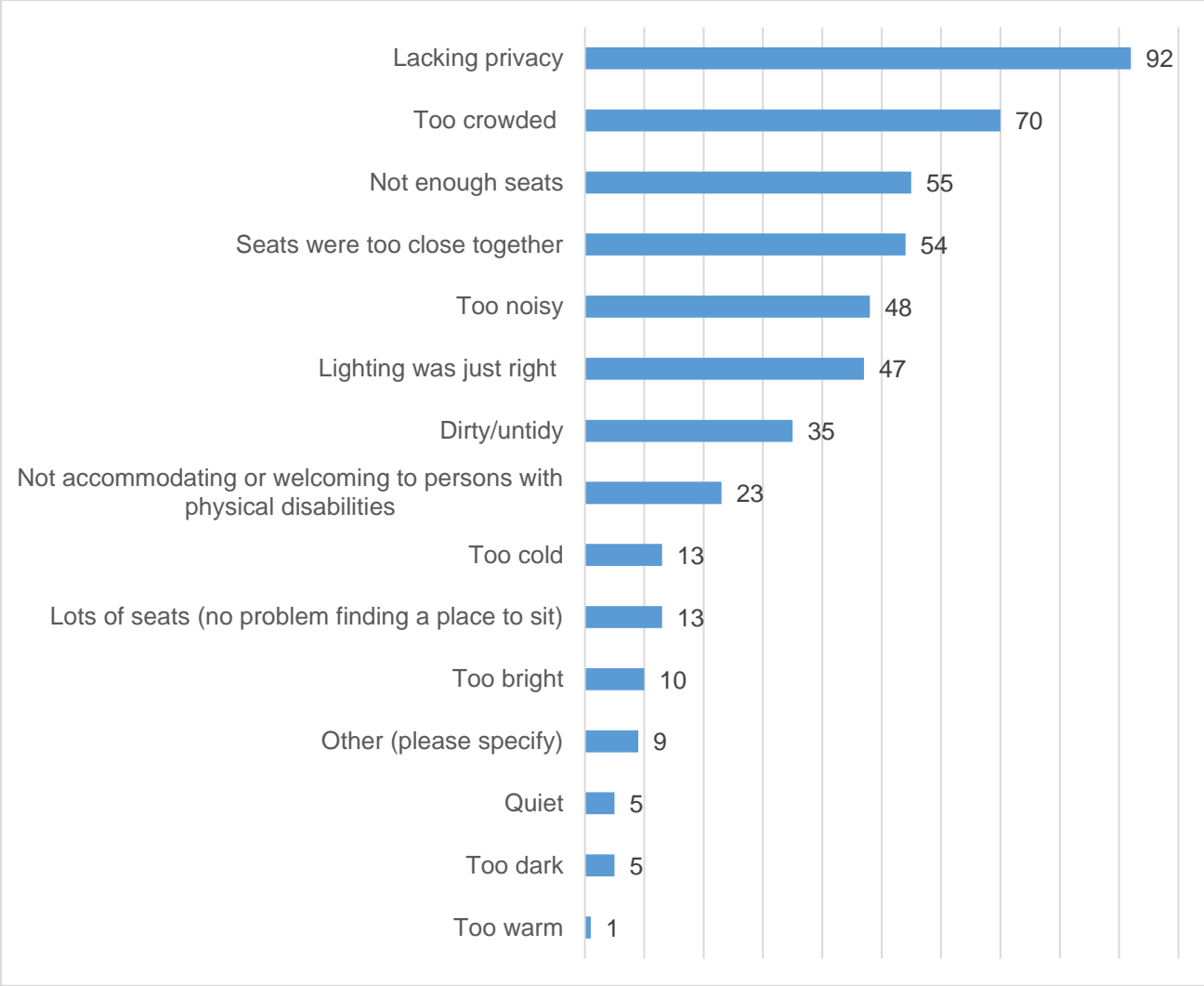


Figure 7 - I thought that the Emergency Department was... (Select all that apply)

Feedback on the Emergency Department included: that it lacked privacy (92 respondents), too crowded (70 respondents), not enough seating (55 respondents), and seats were too close together (54 respondents).

Survey respondents were then asked to share if they had attended an appointment at one of the clinics at Portage District General Hospital. Figure 8 captures the replies from the 182 respondents.

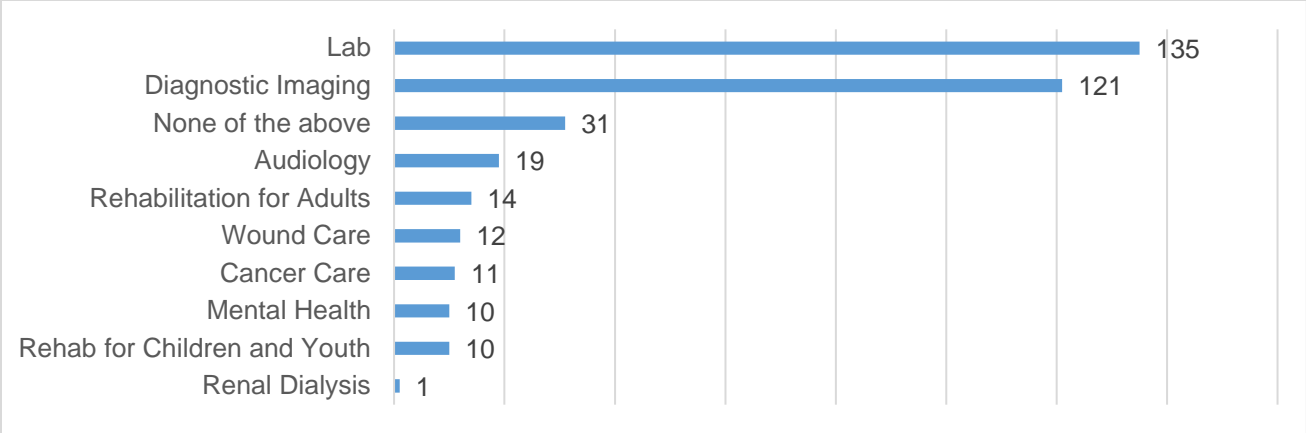


Figure 8 - I have attended an appointment at the _____ Clinic at PDGH. (Select all that apply)

Survey respondents were then asked to provide feedback on their experience when attending an appointment at Portage District General Hospital. Detailed responses are included in Figure 9 below.

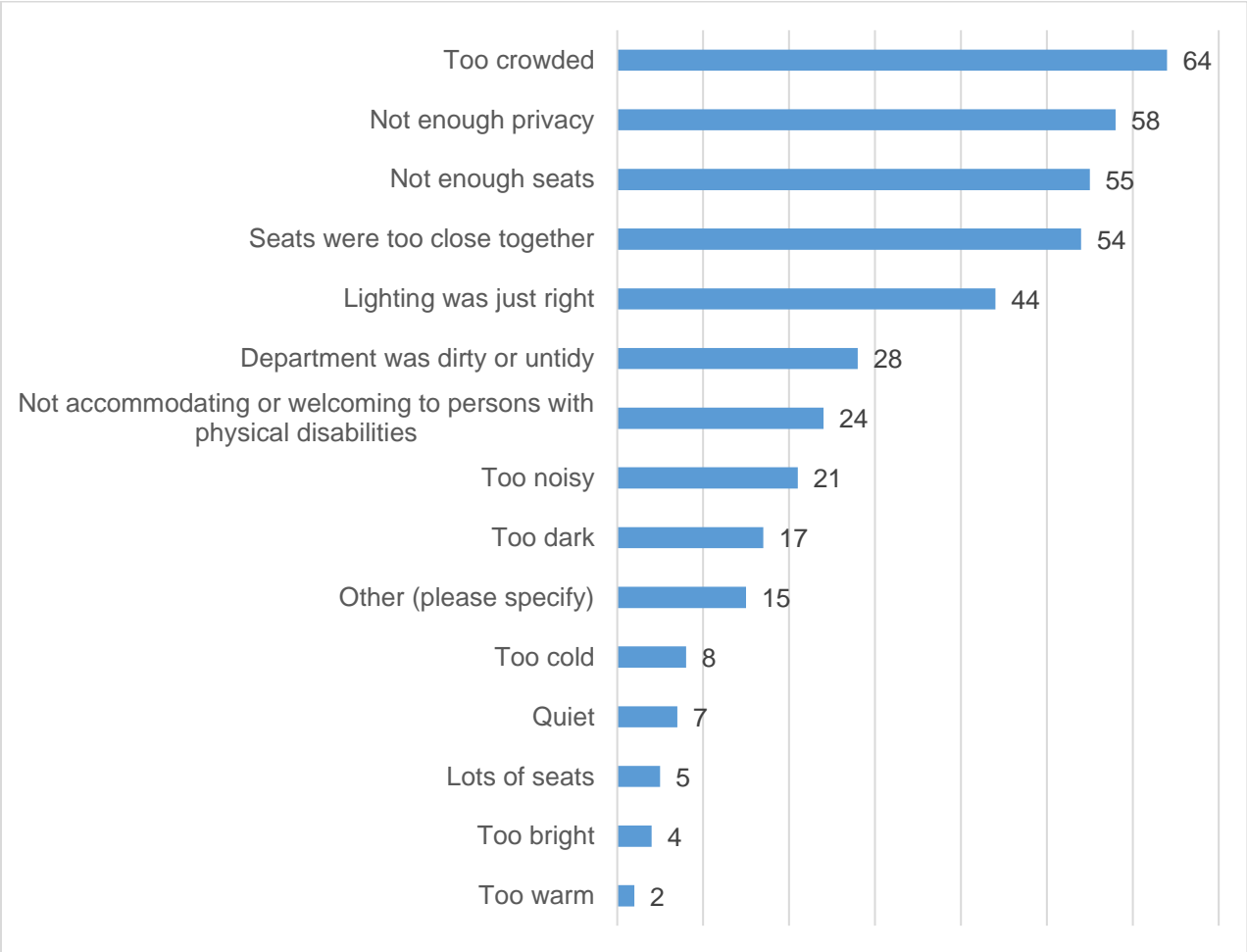


Figure 9 - When I attended this appointment at PDGH, I found it was.... (Select all that apply)

Feedback on attending appointments at Portage District General Hospital included: too crowded (64 respondents), not enough privacy (58 respondents), not enough seating (55 respondents), and seats were too close together (54 respondents).

Survey respondents were asked if they had used the parking lot at Portage District General Hospital. Figure 10 details the 181 responses below.

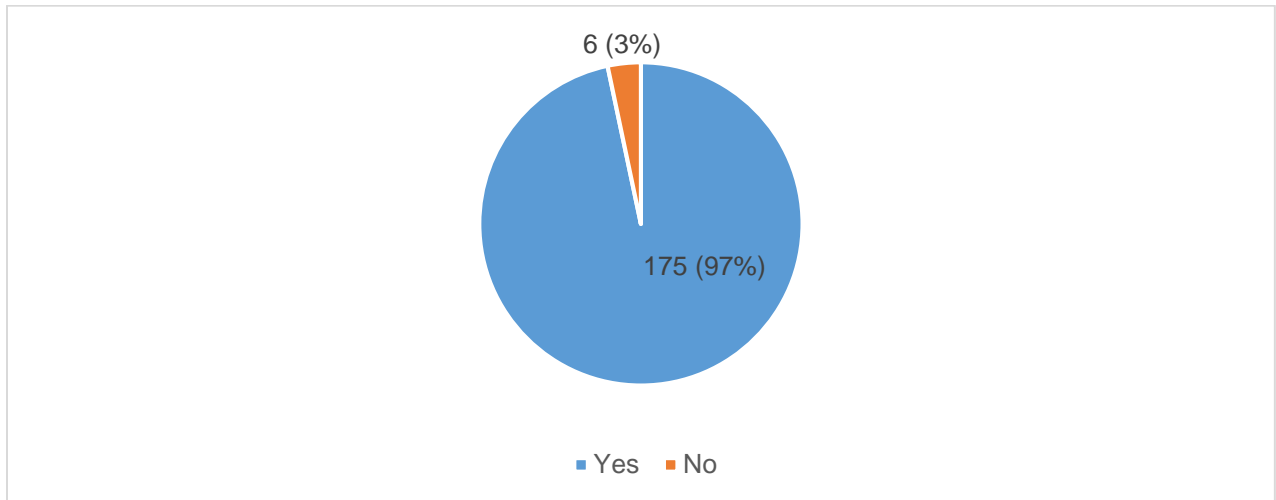


Figure 10 - I have used the Parking Lot at PDGH.

Respondents were then asked to provide their input on their experience using the parking lot. Figure 11 below captures the responses.

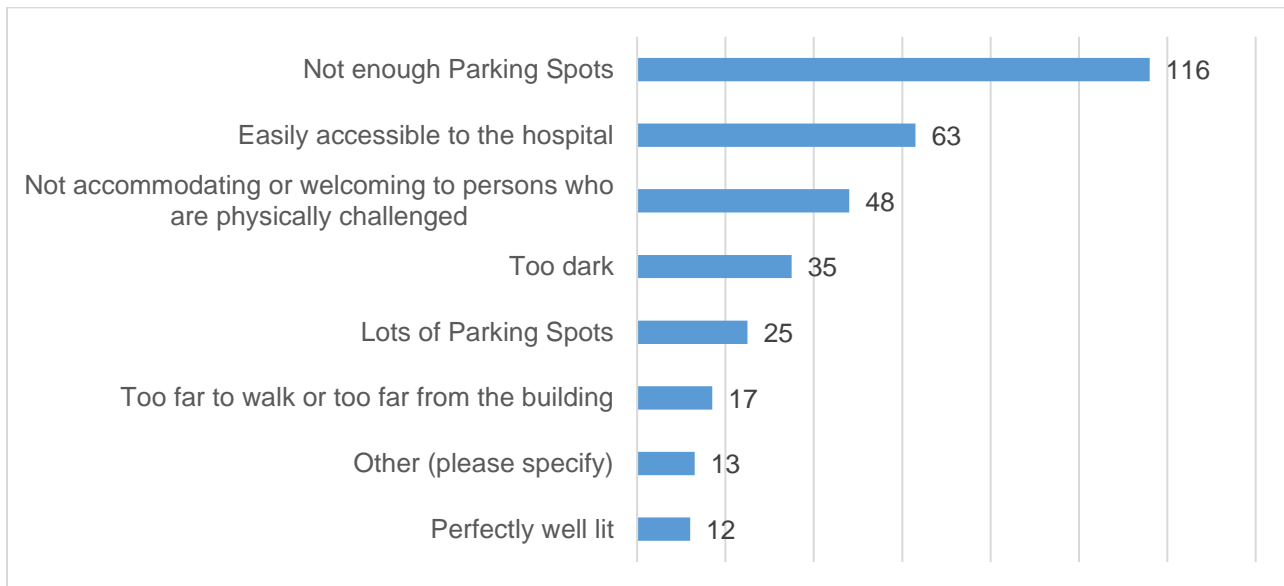


Figure 11 - I found the Parking to be... (Select all that apply)

Feedback on the parking lot at Portage District General Hospital included: not enough parking spots (116 respondents), easily accessible to the hospital (63 respondents), and not accommodating or welcoming to persons who are physically challenges (48 respondents).

Respondents were asked to share if they attend multiple appointments on the same day at Portage District General Hospital. Figure 12 below details the 182 responses.

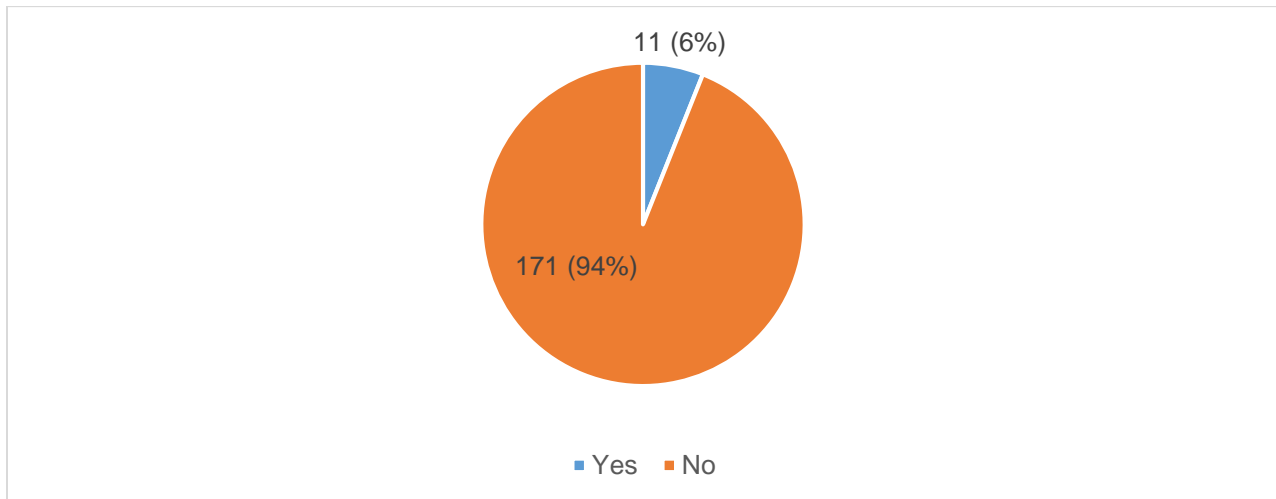


Figure 12 – When I visit Portage District General Hospital, I often have more than one appointment on the same day

Respondents were then asked to share their experience when attending multiple appointments in the same day at Portage District General Hospital. Figure 13 details the responses below.

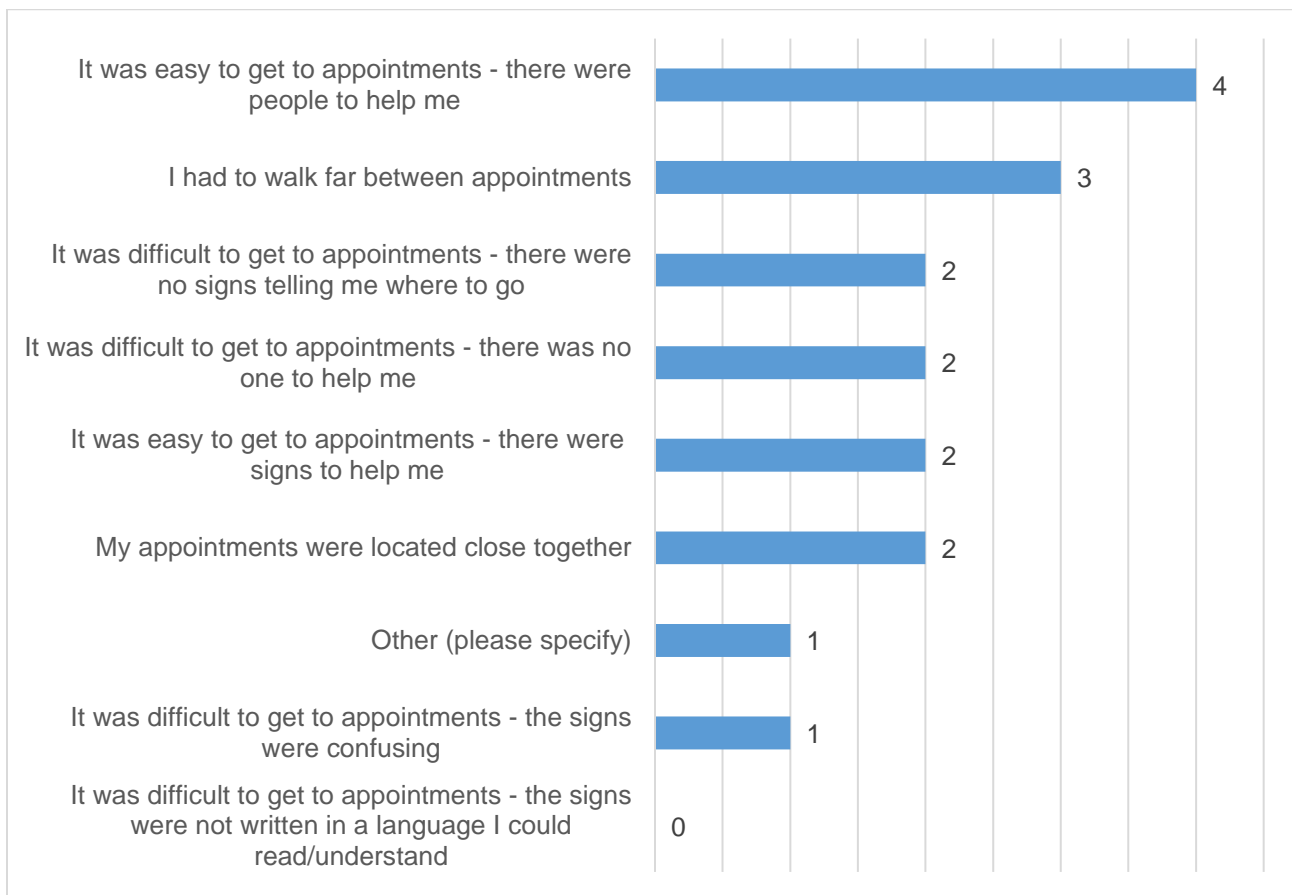


Figure 13 - Tell us about your experience at PDGH when you have had multiple visits

Feedback on the experience when attending multiple appointments at Portage District General Hospital included: it was easy to get to appointments, there were people to help me (4 respondents), I had to walk far between appointments (3 respondents), and it was difficult to get to appointments, there was no signs telling me where to go or no one to help me (2 respondents each).

Other Feedback

Survey respondents were asked to provide their overall feedback on what they like the most about Portage District General Hospital. Table 5 includes a summary of respondents feedback.

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

Key Themes	Respondents Feedback
Friendliness of Staff	Sixty-nine respondents provided feedback on the friendliness of staff. This feedback included comments like: “Staff were friendly”, “staff were knowledgeable”, “staff are super hard working”, and “staff are welcoming”.
Prompt Service	Thirteen respondents commented on prompt service received at Portage District General Hospital. Some of the feedback included: “Fast service”, “I was able to get in and out quickly to see a doctor”, “was seen fairly quickly at the ER compared to others”, and “I usually get into my appointments in good time”.
Accessibility	Thirteen respondents provided positive feedback on the accessibility of Portage District General Hospital. Some of the comments included: “Accessibility to diagnostic services from the outside, directly in. Not having to go through the hospital to get there”, “entrances are clearly marked”, and “The hospital is easily accessible being right in town”.
Location	Ten respondents provided feedback on the current location of Portage District General Hospital. Feedback included: “Conveniently located, easy to access” and “it’s in a central location”.

Survey respondents were then asked to provide feedback on what they liked the least about their experience at Portage District General Hospital. Below is a summary of the themes presented.

Table 6 – Tell us about your experience at PDGH: What did/do you like the least about it?

Key Themes	Respondents Feedback
Cleanliness	Seventeen respondents provided feedback on their experience with cleanliness at the hospital. Some of the comments included:

	“Cleanliness is lacking on an ongoing basis in common areas and in patient rooms”, “It was very untidy and dirty feeling”, and “many times common areas are unclean”.
Accessibility	Twenty-six respondents provided feedback on accessibility of the current hospital. Their feedback included: “The 'ramp' to the main entrance/ER is not comfortable to walk on in winter no matter how it's cleared of snow/ice”, “It was confusing to find where I needed to go. Hallways seemed cold and dark”, and “having to walk up the incline to get to the door with mobility issues is challenging”.
Crowded	Twenty-three respondents provided feedback on the site being crowded. Comments included: “Frequently busy emergency department with limited space”, “not enough seating in the front”, and “very small and limited space for any care”.
Slow Service	Twenty-six respondents provided feedback on the slow service at the site. Comments included: “lots of time wasted waiting for doctors”, “inefficient processes and layout”, and “long waits”.
Lack of Privacy	Nineteen respondents provided feedback on the lack of privacy. Comments included: “the lack of privacy in the wards, i.e., the maternity ward at the end of the hall from the surgical ward/ children’s ward at the end of the medical ward”, “emergency department needs more rooms and more privacy”, and “Crowded. No private space “.
Age of Building	Twenty-three respondents provided feedback on the age of the building. Comments included: “Building is falling apart”, “Difficult to navigate, dated decor, unwelcoming”, and “the hospital is far too old and too small for the communities that it services. The new build is a great thing for Portage and surrounding communities”.

Next Steps

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

Questions?

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