



Taking the Pulse: A Health and Wellness Conversation Phase 2 Public Engagement Survey

In November 2018, an Independent Expert Panel was appointed to conduct a review of Yukon's health and social services systems. The panel is made up of Yukoners and health systems experts from outside the territory.

Working together, we have to figure out how we can better allocate our existing resources (people and money), improve services, make things more efficient and find creative solutions to meet our needs today and tomorrow. To do that, the panel needs to hear from Yukoners about their experiences using our health and social services system.

Are you a resident of Yukon?

Yes

No

If yes, what community do you live in?

Your answer will help us understand how opinions vary in different areas.

Beaver Creek

Burwash Landing

Carcross

Carmacks

Dawson City

Destruction Bay

Faro

Haines Junction

- Ibx Valley
- Marsh Lake
- Mayo
- Mount Lorne
- Old Crow
- Pelly Crossing
- Ross River
- Tagish
- Teslin
- Watson Lake
- Whitehorse

Other: _____

ACCESS TO CARE

Do you have a regular doctor or other health-care provider you usually go to when you are sick or need health care?

- Yes
- No

If no, how do you access health care services:

- Community Health Centre
- Walk-in clinic
- Emergency Dept.
- None, I don't access health care services in Yukon
- Other: _____

If yes, are you able to get appointments with your regular doctor or other health-care provider when you need them, at a time that is convenient for you and your family?

- Never
- Rarely
- Sometimes
- Often
- Always

How long does it typically take you to get an appointment?

- Same/next day
- Two to five days
- Six to 10 days
- 11 days or more
- Not sure/prefer not to say

HEALTH-CARE BENEFITS AND SERVICES

Do you have extended health-care benefits, paid through your employer, Non-Insured Health Benefits, or other insurance provider?

- Yes
- No

If no, how do you feel this has impacted your health?

Currently, only seniors, young children and individuals with certain diagnoses are able to access programs that pay for prescription medication.

Should the Government of Yukon consider paying for all prescription medications for all Yukoners?

- Yes
- No
- Don't know/not sure/no opinion

In many provinces, people pay a monthly or annual fee (called a premium), for their health-care program. The amount they pay is usually income tested. For example, in B.C. there is no premium if you make less than \$26,000 per year; if you make more than \$42,000, the premium is approximately \$900 per year.

To improve the range of health and social services available, would you support an income-tested premium for basic health care?

- Yes
- No
- Don't know/not sure/no opinion

Currently, prescription medications in Yukon can cost up to 40% more than in other Canadian jurisdictions. This is the result of a mark-up fee, an amount charged by the pharmacy and manufacturer on top of the base drug cost.

Should the Government of Yukon negotiate lower mark-up fees so it can fund prescription drug coverage for more Yukoners?

- Yes
- No
- Don't know/not sure/no opinion

TRAVEL AND REMOTE ACCESS

In the past year, did you have to travel out of your own community to receive health-care services?

- Yes, to another community within Yukon
- Yes, outside Yukon
- No

Telehealth is a program that uses video-conferencing technology to connect Yukoners in rural communities with a health-care provider in a larger centre. This program is available in Beaver Creek, Carcross, Carmacks, Dawson, Destruction Bay, Faro, Mayo, Old Crow, Pelly Crossing, Ross River, Teslin and Watson Lake.

Have you used Telehealth as a patient in the past year?

- Yes
- No

If yes, how would you rate the Telehealth service?

- Poor
- Fair
- Good
- Very good
- Excellent
- Don't know/not sure/no opinion

Would you prefer to use Telehealth (or a similar program on your personal device), instead of travelling to a major centre?

- Yes

No

Don't know/not sure/no opinion

Currently, Yukoners traveling by vehicle from a rural community to Whitehorse for a medical appointment may be eligible for a 30 cent per kilometre subsidy or a flat-rate subsidy, depending on the distance they need to travel.

Would you support income-testing for this subsidy? (With income-tested programs, the amount of income you claim on your tax return determines the amount of the subsidy you receive.)

Yes

No

Don't know/not sure/no opinion

OUR AGING POPULATION

Across Canada, populations are aging and existing supports and services are being stretched. Many jurisdictions have been working on innovative new ways to support seniors and elders. Appropriate housing is a key component to help people age well in their own communities.

Which of the following independent, senior-focused housing options would you support? (Select all that apply.)

Intergenerational housing (A shared-living program where seniors and students live together.)

Assisted living (Providing housing, hospitality and personal care services for adults who can live independently but need some supports.)

Lifetime neighbourhood (Neighbourhoods that are designed to be inclusive regardless of age or disability. The neighbourhoods provide resources like transportation, shopping and service access, social contact, involvement in local issues, and green space access.)

Co-housing communities (A senior co-housing community that only permits residents who are over a certain age, such as 55. This allows seniors to have a more favorable community for their needs)

None of the above

Other:

Yukon's Home Care Program provides services that help meet the medical and non-medical needs of people who need support to remain living at home.

The Government of Yukon operates six Continuing Care homes for Yukoners who are unable to remain in their own home due to their support needs.

Currently, the cost a resident pays to live in a Continuing Care home is lower than what it would cost them to live at home and receive Home Care support. Should these costs be similar?

Yes

No

Don't know/not sure/no opinion

CULTURAL SAFETY

A culturally safe system is one in which all people are able to access health and social services that reflect and honour their experiences, cultures and values. A culturally safe system is also free from any type of discrimination.

Do you agree or disagree that our health and social system in Yukon is free from racial or other types of discrimination?

Strongly disagree

Somewhat disagree

Neither agree nor disagree

- Somewhat agree
- Strongly agree
- Don't know/not sure/no opinion

If you do believe that there is discrimination in the system, and/or have experienced discrimination directly, do you have suggestions about what actions we could take to make things better?

IMPROVING HEALTH AND WELLNESS

In what areas could the Government of Yukon invest more to promote wellness and prevent disease or illness? (Select all that apply.)

- Vaccination programs
- Education and awareness programs about health and wellness
- Screening for chronic diseases
- Access to allied health professionals (massage therapists, chiropractors, physiotherapists, etc.)
- Other:

Do you have any other ideas or advice you would like to share with us about how to improve our health and social system?

How old are you?

- Under 18 years old
- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80 or older
- Prefer not to answer

Are you an Indigenous person? (First Nations, Métis or Inuit)

- Yes
- No
- Prefer not to answer

Please return your completed survey to us no later than November 30, 2019.

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