



3332
Patients surveyed



27
Family Doctors



8
NPs/
PAs



7
Locations

WE ASKED PATIENTS...

What about your health matters to you most?

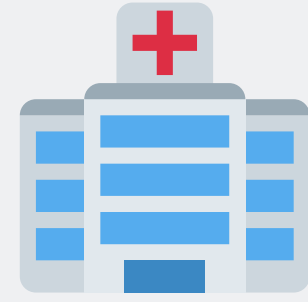
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- 1) Access/Prompt Care
 - 2) Staying Healthy
 - 3) Specific Care
(treatment of a condition/illness)
 - 4) Active Prevention
 - 5) Continuity of Care
 - 6) Having a Doctor that listens and is involved with my care

Top 3 mental health topics you would like to learn about:

Anxiety
Depression
Stress

Have you visited the ER in the past 12 months?

YES
22%

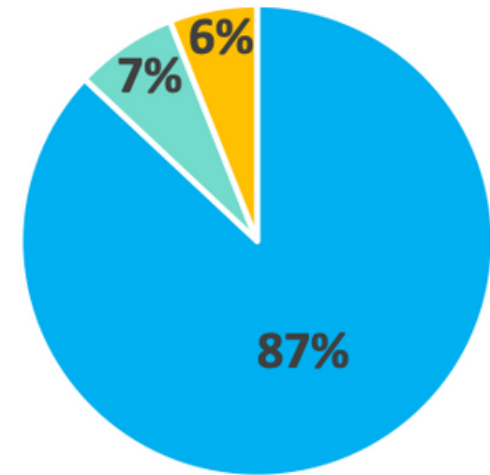


NO
78%

Top 5 most common reasons for visiting the ER:

1. Gastrointestinal/Abdominal Issues
2. Fractures/Sprains/Car Accidents
3. Pain
4. Heart and Stroke
5. Urinary

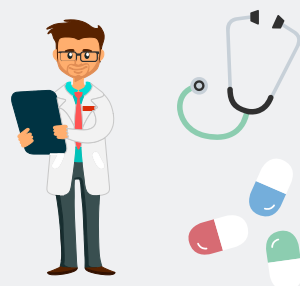
Were you aware of our urgent care clinic (after hours) for when you are sick or injured?



■ YES ■ NO ■ UNSURE

Have you visited a walk-in clinic in the past 12 months?

YES
14%



NO
86%

Top 3 most common reasons for visiting walk-in clinics:

1. Convenience/Prompt Care
2. Eyes/Ears/Nose/Throat
3. Out of town

48%

of patients said they were NOT aware that there is a Doctor on-call available by phone 24/7 when the clinic is closed or on a public holiday

One of our goals for 2020 is to increase patient awareness about our on-call Doctor service

How do you prefer to receive communication from our team?

82%
Email/Portal

21%
Website

13%
Newsletter

8%
Facebook

7%
Posters

In 2019 we implemented the Health Myself portal for 9 more providers. In 2020 we will work towards implementation for 7 more providers.

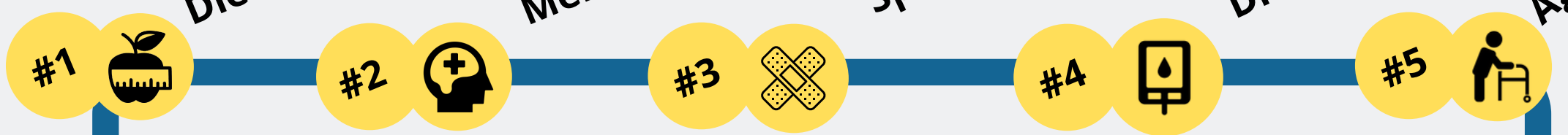
Diet/Nutrition/Weight loss

Mental Health

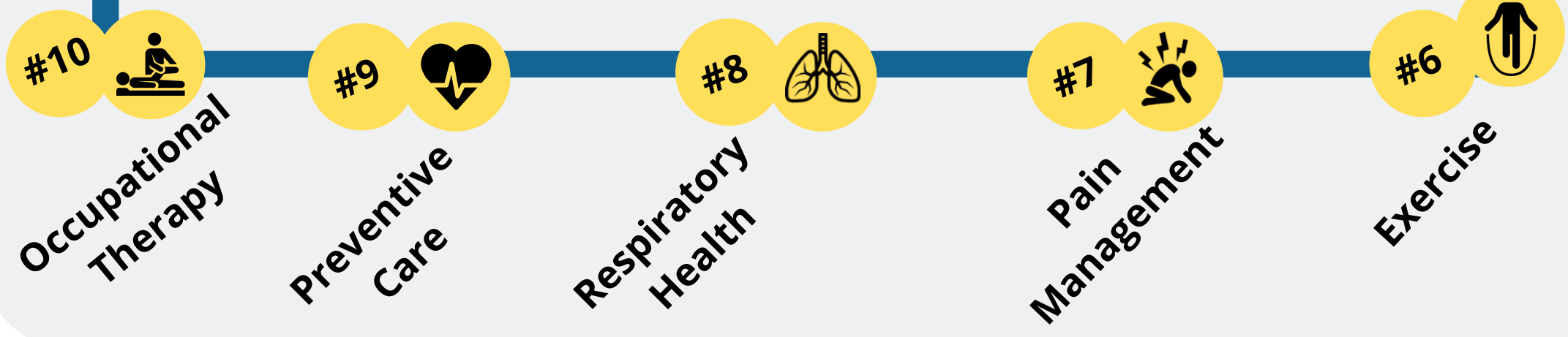
Specific Conditions

Diabetes

Aging



The top 10 healthcare topics patients said they would be interested in learning about are:



Did you know... we currently offer a variety of **NUTRITION CLASSES** and **MENTAL HEALTH CLASSES**. Check out some of our group classes below.

Nutrition Programs

Eat Well, Live Better

Craving Change

Let's Cook Together

Eat Well: Nutrition Series

Mental Health Programs

Living Life to the Fullest

CBT for Anxiety

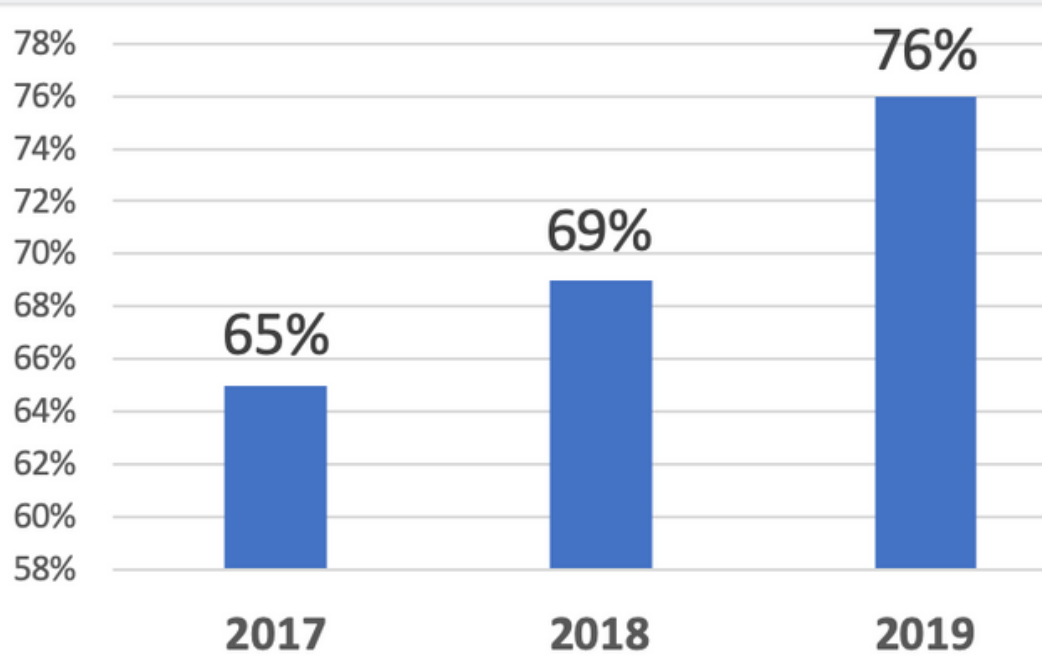
CBT for Insomnia

Mindfulness & Meditation

Check out our website for more info on all programs offered at NNFHT.

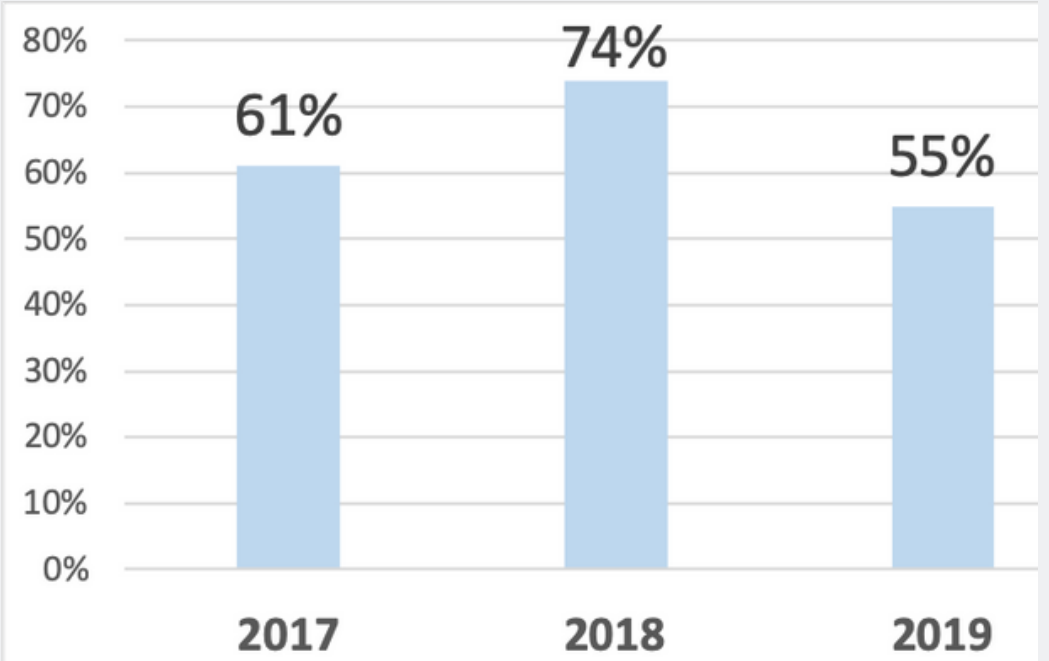
OUR CANCER SCREENING DATA OVER THE YEARS

We are steadily improving on our **PAP TEST** screening rates



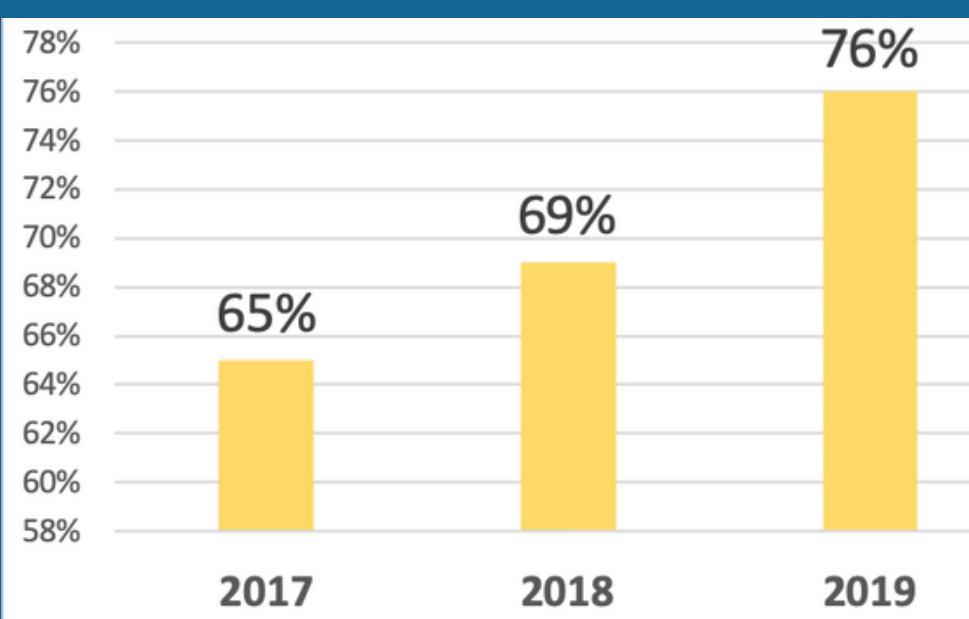
NNFHT PAP test screening rates

In 2020 our goal is to focus on **COLORECTAL** screening rates



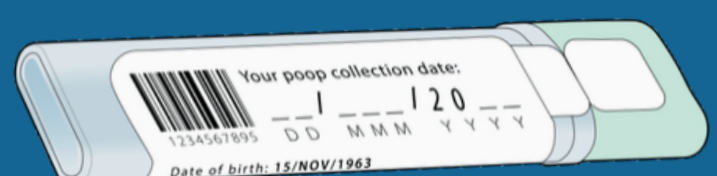
NNFHT Colorectal screening rates

Patients who were seen the same or next day when they felt they needed to be seen right away



As of **JUNE 2019** there is a new **colorectal screening test!**

The FIT (Fecal Immunochemical Test) is a **FREE** test you do at home every 2 years that is used to screen for colorectal cancer in people ages 50-74 who are considered at average risk.



Talk to your healthcare provider today about what colorectal cancer screening options are right for you.