

Online Community Survey & Results

Planning for Durham Region's Health Future Care Needs

Lakeridge Health is Durham Region's acute care provider and one of the largest hospital systems in the province, operating five hospitals and over 20 community locations. Lakeridge Health is working to become a fully integrated system, delivering high quality, patient and family-centred care wherever patients need to access programs and services.

As Durham Region continues to grow and demand for health care increases, Lakeridge Health is planning for an additional 1,000 hospital beds over the next 25 years.

To help meet this need, Lakeridge Health is redeveloping and expanding the Bowmanville Hospital. Lakeridge Health's Master Plan also proposes that a new hospital be built to add existing services, particularly in the areas of critical care and emergency medicine.

Planning for this new hospital matches the longer term, multi-generational horizon for the hospital's strategic plan and is a multi-year process. The first step is to identify and protect land for the proposed hospital that will benefit all Durham Region residents right now and into the future.

There are some factors we know must be looked at in selecting a site, such as the size of the property, not too close to industrial uses that might disrupt a hospital or be too far from major roadways. You can view a complete list of the draft criteria by visiting the Lakeridge Hospital web site.

Lakeridge Health is consulting with various experts to advise on these criteria. An Independent Expert Panel is leading this site selection process. Once a site is identified through this process, a recommendation will be made to the Lakeridge Health Board of Trustees who will make the recommendation to the Ministry of Health.

This decision must also include the perspectives of the people who live in Durham Region. The purpose of this survey is to get your feedback on what is important to you when considering a site for a new hospital. It will help inform the Panel's work as they look to create the criteria they will use to determine the best site.

For more information about the site selection process, please visit the [project webpage](#).

Community Input on Site Selection

1. What community do you currently reside in? (Multiple Choice)

ANSWER CHOICES	RESPONSES	
Ajax	4.85%	616
Brock	0.35%	45
Clarington	4.61%	586
Mississaugas of Scugog Island First Nation	0.09%	11
Oshawa	13.53%	1,719
Pickering	10.06%	1,278
Scugog	1.35%	172
Uxbridge	0.30%	38
Whitby	63.68%	8,089
Prefer not to answer	1.17%	148
TOTAL		12,702

2. What is your age?

ANSWER CHOICES	RESPONSES	
Under 18 years old	0.43%	54
18-24 years old	3.67%	466
25-34 years old	15.71%	1,995
35-44 years old	25.44%	3,232
45-54 years old	20.71%	2,630
55-64 years old	17.80%	2,261
65+ years old	15.65%	1,988
Prefer not to answer	0.60%	76
TOTAL		12,702

3. Gender: How do you identify?

ANSWER CHOICES	RESPONSES	
Man	31.08%	3,948
Woman	67.09%	8,522
Non-binary	0.28%	35
Prefer not to answer	1.48%	188
Prefer to self-describe	0.07%	9
TOTAL		12,702

4. For validation purposes, please provide your email address. Unless you opt-in to receiving ongoing updates below, this information will be stored securely and irreversibly destroyed by May 31, 2022.

NOTE: No data to show for this question as it required respondents to enter their email.

5. If you would like to receive email updates about the site selection process from Lakeridge Health, please select “yes” below, to consent to the use of your email address for the purposes of communicating about the potential development of a new hospital in Durham Region.

You will be able to unsubscribe from receiving updates at any time by checking

“unsubscribe” from an email communication from Lakeridge Health or by emailing lakeridge.health@strategycorp.com.

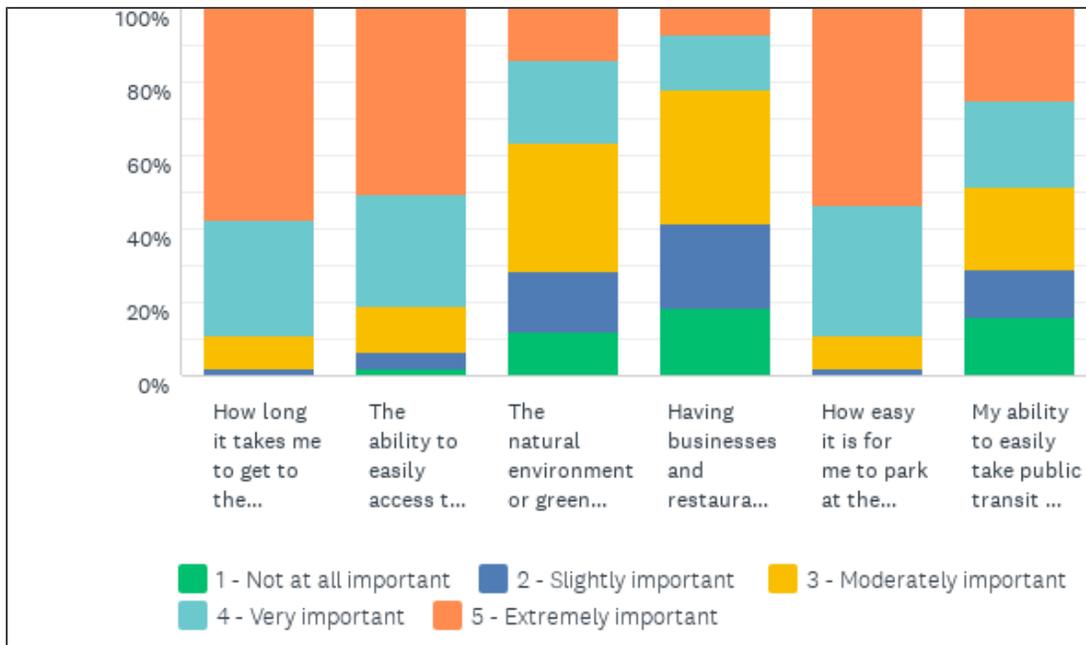
ANSWER CHOICES	RESPONSES	
Yes, I would like to receive email updates about this project.	59.28%	6,576
No, I would not like to receive email updates about this project.	41.06%	4,555
Total Respondents: 11,094		

6. Imagine you need to visit this new hospital. Here are some of the most important factors about the hospital’s location that others have said might affect their experience.

On a scale of 1 to 5, with 1 being not important at all, and 5 being extremely important, please rank how the following things might affect your experience:

	1 - NOT AT ALL IMPORTANT	2 - SLIGHTLY IMPORTANT	3 - MODERATELY IMPORTANT	4 - VERY IMPORTANT	5 - EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
How long it takes me to get to the hospital	0.47% 52	1.56% 171	9.14% 1,003	31.57% 3,463	57.25% 6,280	10,969	4.44
The ability to easily access the hospital if you have mobility considerations	2.19% 240	4.52% 496	12.10% 1,327	30.69% 3,366	50.51% 5,540	10,969	4.23
The natural environment or green spaces around the hospital	12.04% 1,321	16.40% 1,799	35.15% 3,856	22.31% 2,447	14.09% 1,546	10,969	3.10
Having businesses and restaurants around the hospital for me to visit	18.27% 2,004	23.17% 2,542	36.62% 4,017	14.81% 1,625	7.12% 781	10,969	2.69
How easy it is for me to park at the hospital	0.57% 62	1.52% 167	8.78% 963	35.72% 3,918	53.41% 5,859	10,969	4.40
My ability to easily take public transit to get to the hospital	16.00% 1,755	12.85% 1,409	22.51% 2,469	23.67% 2,596	24.98% 2,740	10,969	3.29

Matrix breakdown of all responses and weighted average.



Stacked vertical bar chart showing percentage breakdown of responses.



Word cloud showing most frequently used words in additional comment box provided.

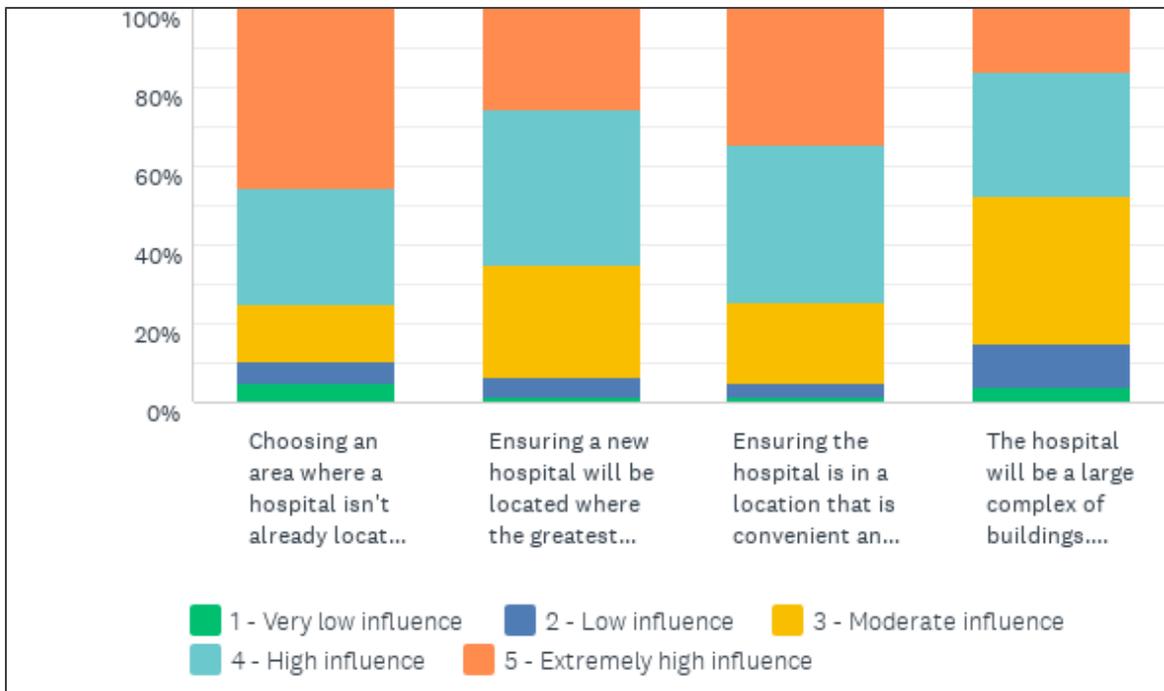
- Finding the best location for a new hospital in Durham Region is a complex process and may mean making hard decisions about competing priorities. We would like your feedback on how much you think the following items should be factored into the Independent Expert Panel’s decision-making process.

On a scale of 1 to 5, with 1 meaning a very low influence, and 5 meaning a very high influence, how much influence do you think each of these factors below should have on the site selection process? We have also provided a comment box so you can elaborate on each

factor in greater detail if you wish. The hospital's location within the Region of Durham should be influenced by:

	1 - VERY LOW INFLUENCE	2 - LOW INFLUENCE	3 - MODERATE INFLUENCE	4 - HIGH INFLUENCE	5 - EXTREMELY HIGH INFLUENCE	TOTAL	WEIGHTED AVERAGE
Choosing an area where a hospital isn't already located in Durham Region	5.01% 523	5.53% 577	14.31% 1,494	29.81% 3,111	45.34% 4,732	10,437	4.05
Ensuring a new hospital will be located where the greatest amount of population growth is expected to occur	1.43% 149	4.86% 507	28.64% 2,989	39.73% 4,147	25.34% 2,645	10,437	3.83
Ensuring the hospital is in a location that is convenient and attractive for skilled health care workers and medical professionals to get to	1.39% 145	3.61% 377	20.27% 2,116	40.18% 4,194	34.54% 3,605	10,437	4.03
The hospital will be a large complex of buildings. Ensuring a campus of these buildings complements the surrounding neighbourhood and community where it's located	4.16% 434	10.77% 1,124	37.76% 3,941	31.24% 3,261	16.07% 1,677	10,437	3.44

Matrix breakdown of all responses and weighted average.



Stacked vertical bar chart showing percentage breakdown of responses.



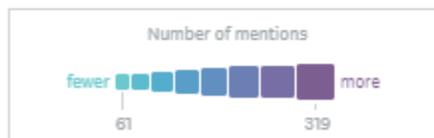
Word cloud for 'choosing an area where a hospital isn't already located' comment box.

community_{Oshawa} people_{one} important_{makes sense}
 Whitby_{growth} need_{access} hospital_{new hospital}
 area_{close} population growth_{need hospital}
 services_{location} population_{build} also



Word cloud for 'ensuring a new hospital will be located where the greatest amount of population growth is expected to occur' comment box.

area_{will} access_{people} workers_{Durham} location_{attract best}
 need_{easy access} work_{good} hospital
 medical professionals_{want} staff_{health care} commute
 important_{easy} Whitby professionals



Word cloud for 'ensuring the hospital is in a location that is convenient and attractive for skilled health care workers and medical professionals to get to' comment box.



Word cloud for ‘the hospital will be a large complex of buildings. Ensuring a campus of these buildings complements the surrounding neighbourhood and community where it’s located’ comment box.

8. What other factors do you think should influence the location decision?



Word cloud showing most frequently used words in response to this open-ended question.

Thank you for taking the time to complete this survey and contribute to the hospital site selection process. if you have additional feedback or comments, contact the expert panel at: siteselection@lh.ca. For more information about the site selection process, or to find a full list of the draft site selection criteria, please visit the [project webpage](#).



**Durham Region's opinions on
importance of factors regarding
experience and location for Lakeridge
Health's new hospital**
August 2021

Methodology

The analysis in this report is based on results of a survey conducted on July 19th-30th, 2021 among a sample of 1602 adults, 18 years of age or older, living in Durham Region. The survey was conducted using live agent calling using computer-assisted telephone interviewing (CATI) and online samples drawn from two panel providers. In the case of telephone interviews, respondents were interviewed on landlines and cellular phones.

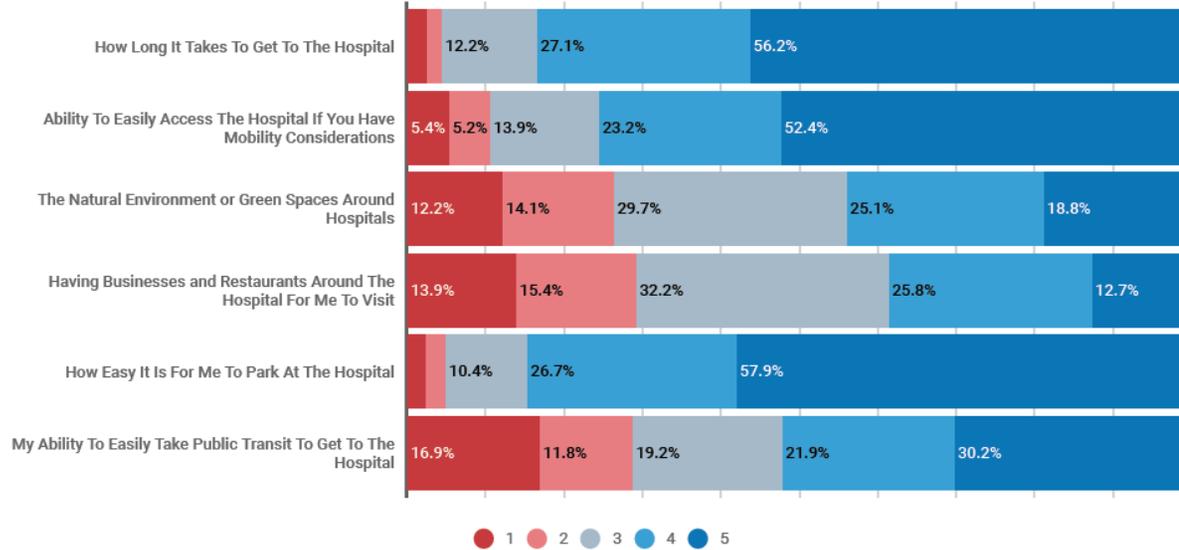
The survey is intended to represent the adult population in Durham Region.

As this survey used non-probability sampling to collect this sample, a margin of error cannot be applied to this sample. However, the margin of error for a probability sample of this size would be +/- 2.5% at the 95% confidence level. Margins of error are higher in each subsample.

Totals may not add up 100% due to rounding.

Imagine you need to visit this new hospital. We would like you rate the most important factors about the hospital’s location that others have said might affect their experience.

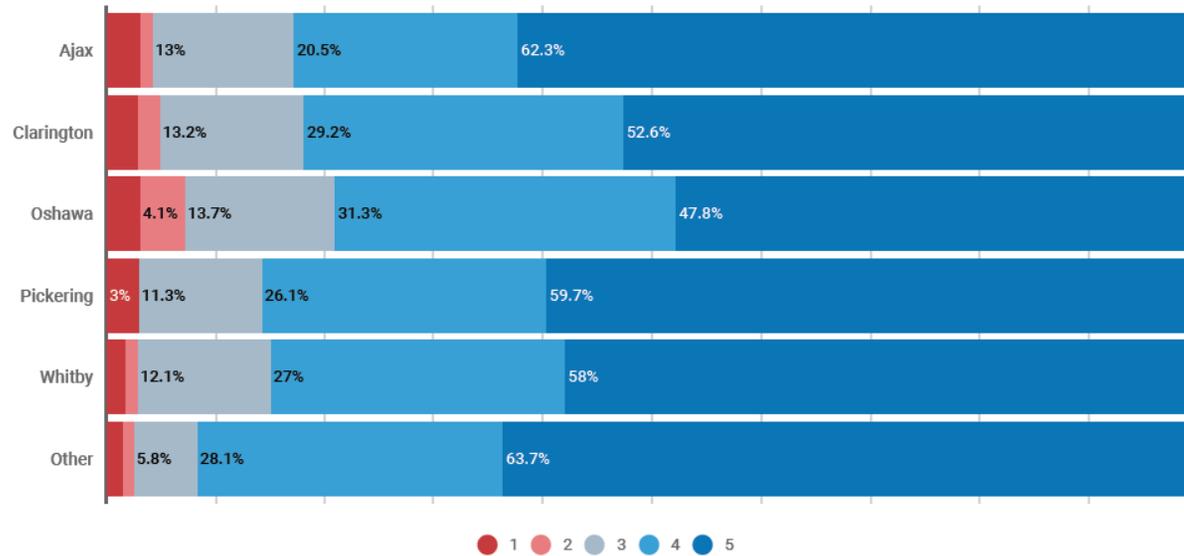
On a scale of 1 to 5, with 1 being not important at all, and 5 being extremely important, please rank how the following things might affect your experience.



Durham Region residents think ease of parking is the most important factor that would affect their experience at the new hospital. Just under 58% gave ease of parking a “5” - the top ranking - and a total of 84.6% ranked it among the top two rankings.

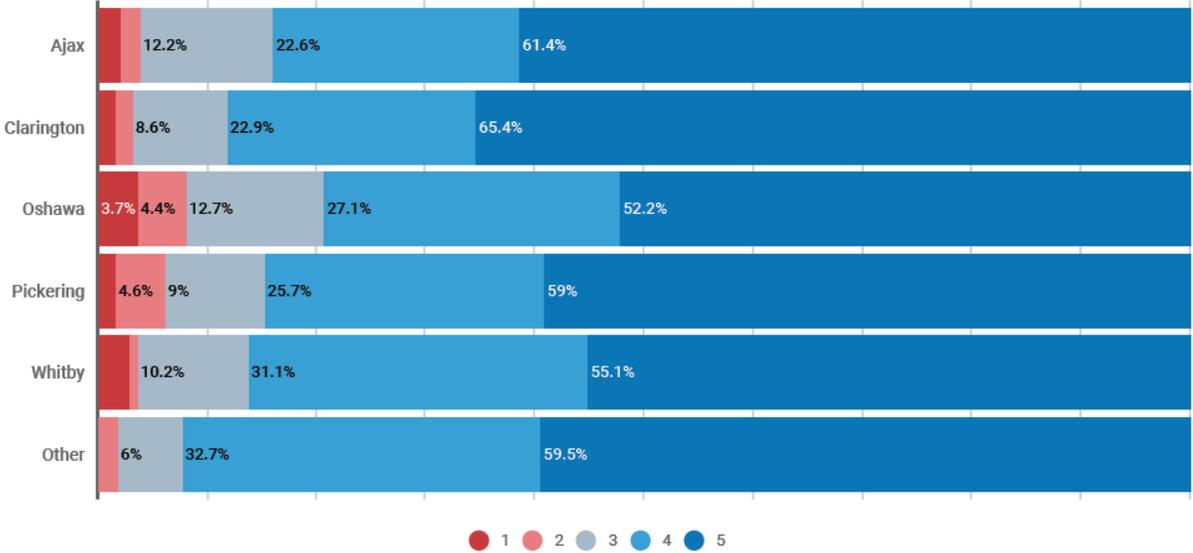
Over 50% thought how long it takes to get to the hospital and access for those who have mobility issues were extremely important factors as well. Less important factors were having businesses and restaurants near the hospital and having the green spaces around the hospital.

On A Scale Of 1 to 5, With 1 Being Not Important At All, and 5 Being Extremely Important, Please Rank How The Following Things Might Affect Your Experience On How Long It Takes To Get To The Hospital (broken out by region)



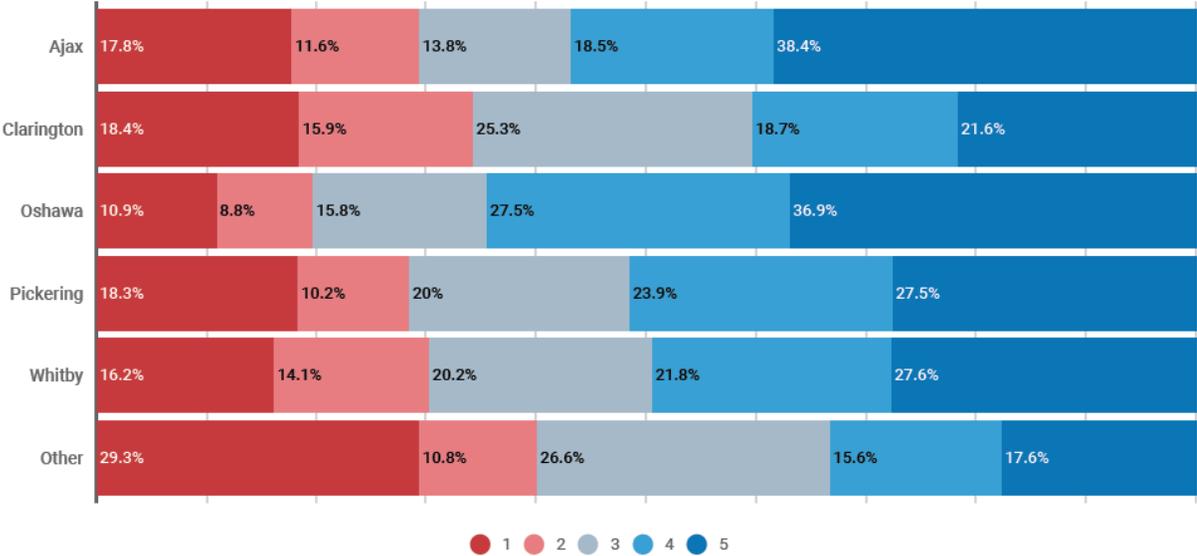
Over 50% of residents in all regions - except for Oshawa - think how long it takes to get to the hospital is extremely important. That said, a total of 79.1% of Oshawa residents ranked this factor in the two most important rankings, indicating that this is nonetheless an important factor for Oshawa residents as well, as there is already a hospital in Oshawa.

On A Scale Of 1 to 5, With 1 Being Not Important At All, and 5 Being Extremely Important, Please Rank How The Following Things Might Affect Your Experience On How Easy It Is For Me To Park At The Hospital (broken out by region)



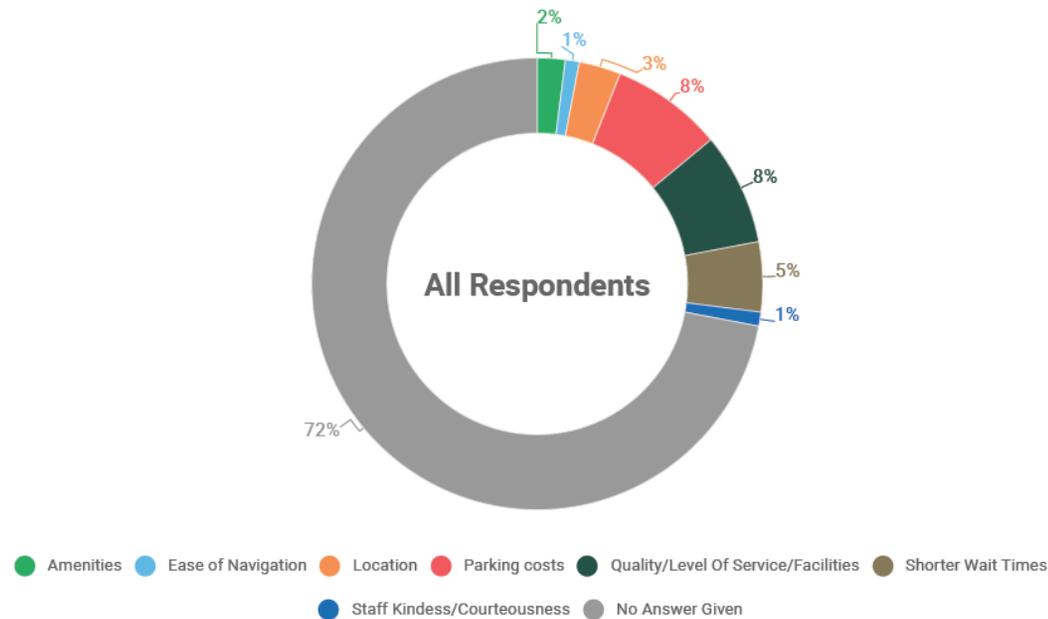
Ease of parking is ranked as extremely important by over 50% by residents across all regions. Sentiment is strongest among residents of Ajax and Clarington, but weakest in Oshawa and Pickering.

On A Scale Of 1 to 5, With 1 Being Not Important At All, and 5 Being Extremely Important, Please Rank How The Following Things Might Affect Your Experience On My Ability To Easily Take Public Transit To Get To The Hospital (broken out by region)



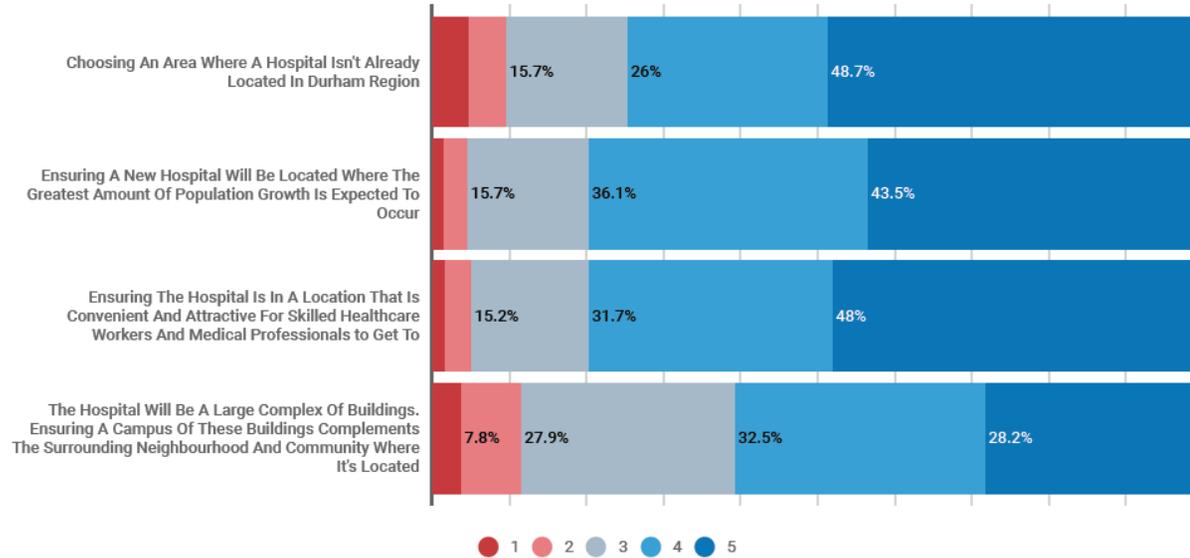
We find regional disparity in regards to the importance of easily taking public transit to get to the hospital. In this case, it is ranked by more people in Ajax and Oshawa as extremely important, followed by Pickering and Whitby. This should not be a surprise, given as these areas in Durham Region have higher public transit use than the others.

Please Offer any Other Factor That Would Affect Your Experience (Open Ended Question)



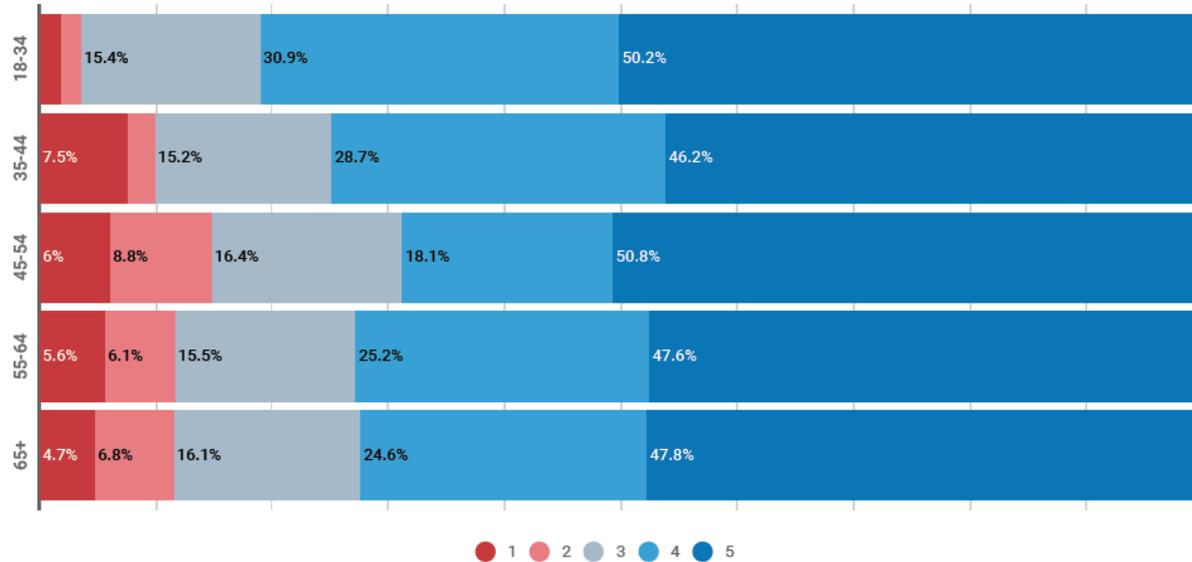
When asked about other factors that could affect their experience, Durham Region residents most mentioned parking costs and having a hospital with high-quality services and facilities. This highlights that parking is an extremely important issue for residents beyond merely having accessible parking. The cost of parking in hospitals can be high and can pile up for frequent visitors. Having sufficient and affordable parking is a factor that should be front of mind when selecting the location for the new Lakeridge Health hospital.

Finding the best location for a new hospital in Durham Region is a complex process and may mean making hard decisions about competing priorities. On a scale of 1 to 5, with 1 meaning a very low influence, and 5 meaning a very high influence, how much influence do you think each of these factors below should have on the site selection process?



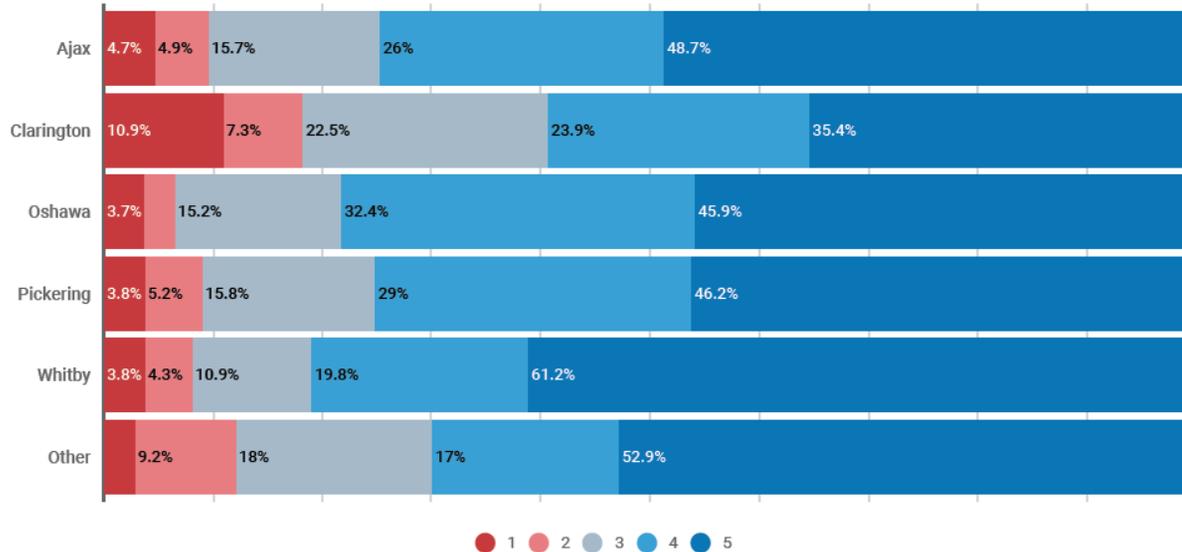
The most important factors according to Durham Region residents that should influence the site selection process are 1) choosing an area where there isn't a hospital already, 2) building the hospital where the greatest amount of population growth is expected, and 3) choosing a location that is convenient for medical professionals to get to. This is clear evidence that along with general accessibility (i.e. being near a highway or a main road), Durham Region residents want the new hospital to be in a place that doesn't already have a hospital.

On A Scale Of 1 to 5, With 1 Being Not Important At All, and 5 Being Extremely Important, Please Rank How The Following Things Might Affect Your Experience On Choosing An Area Where A Hospital Isn't already Located In Durham Region (broken out by age)



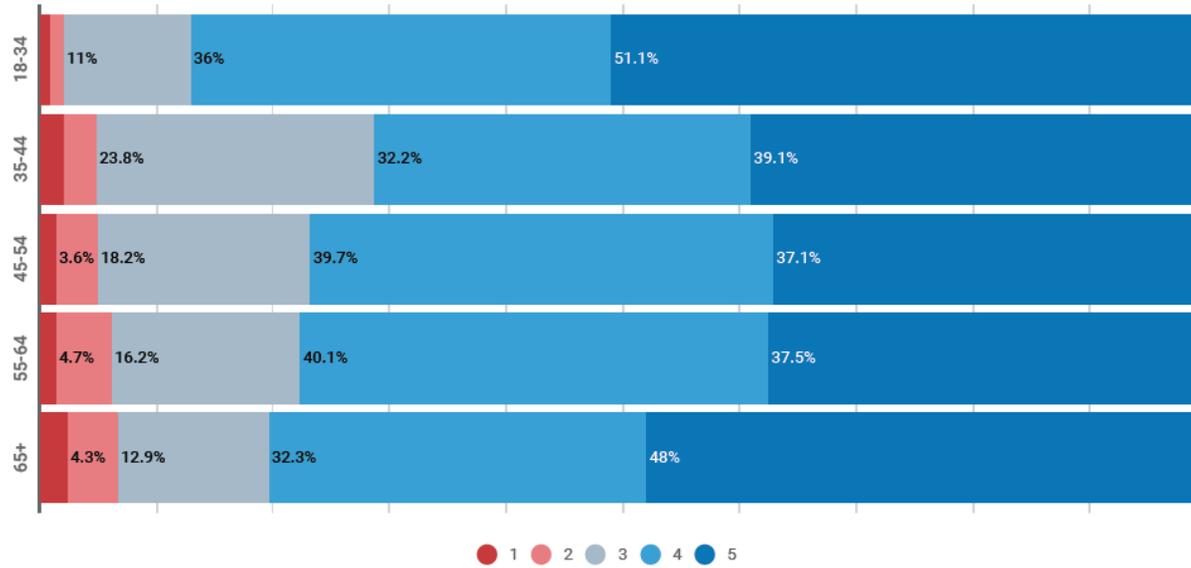
Looking at the age breakouts for the importance of building the new hospital in a place that doesn't already have one stresses the importance of this factor. The 18-34 cohort has the highest percentage ranking this factor in the top two categories (81.1%). This group of respondents are the most likely to leave Durham Region for better and more convenient services (health care being key among them), so it is notable to see this factor being ranked so strongly by this age group.

On A Scale Of 1 to 5, With 1 Being Not Important At All, and 5 Being Extremely Important, Please Rank How The Following Things Might Affect Your Experience On Choosing An Area Where A Hospital Isn't already Located In Durham Region (broken out by region)



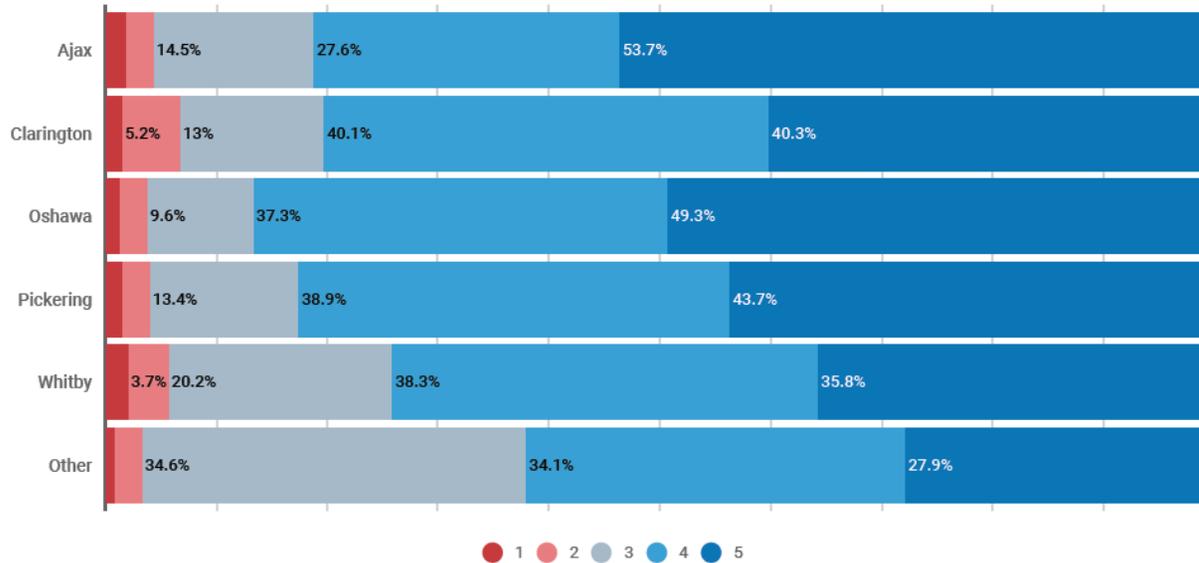
Looking at the regional breakouts for the importance of building the new hospital in a place that doesn't already have one, we see Whitby residents ranking this factor as extremely important more than other regions. This is not a surprise as Whitby does not have a hospital. However, respondents in every region in Durham rank this factor as important (giving it either a 4 or 5) by a large margin, with the lowest being residents in other regions (Orono, Scugog, etc.) at 69.9%. Durham Region residents understand the need to build a hospital in a city that does not already have one.

On A Scale Of 1 to 5, With 1 Being Not Important At All, and 5 Being Extremely Important, Please Rank How The Following Things Might Affect Your Experience On Ensuring A New Hospital Will Be Located Where The Greatest amount Of Population Growth Is Expected To Occur (broken out by age)



We find similar patterns in age with respect to ensuring that a new hospital will be located where the greatest amount of population growth is expected to occur. The 18-34 cohort find this factor critical, as they are the only cohort to have over 50% rank this factor as the most important, more than the older age groups, but with the 65+ age group close behind.

On A Scale Of 1 to 5, With 1 Being Not Important At All, and 5 Being Extremely Important, Please Rank How The Following Things Might Affect Your Experience On Ensuring A New Hospital Will Be Located Where The Greatest amount Of Population Growth Is Expected To Occur (broken out by region)



In terms of region, we see ensuring that a new hospital be built where the greatest population growth is expected to occur is ranked as important by respondents in every area. That said, the strength of importance is less than for building the hospital in a place that doesn't already have one (that is to say, less 5's). We note that the level of importance is high in the most populous areas of Durham Region - again indicating that respondents are looking beyond narrow self-interest (such as having a hospital close by) and are thinking about the needs of the Region as a whole.

