

# Staff experience with barriers to collaboration across the healthcare system

April 2019

# The best improvement ideas always come from frontline team members

A key objective of the newly announced health system reforms in Ontario is to identify and eliminate barriers to collaboration across the system.

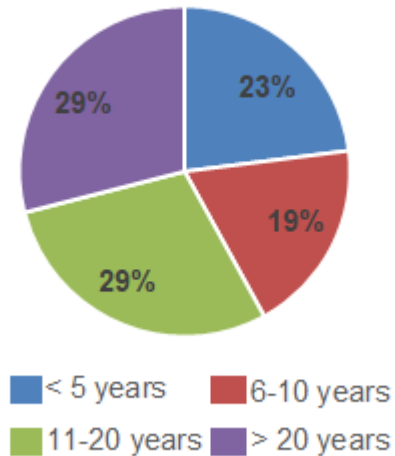
Southlake sent an electronic survey to all staff to better understand the challenges they faced when trying to work with other parts of the system, from minor process frustrations to broader systemic roadblocks to providing more connected care.

These could be small things that lead to delays for patients, excessive reporting, or evidence of silos. These could be things staff often hear from patients and families before they come to Southlake, while they're here, or after they leave (as we know transitions and care coordination are among the highest sources of frustration). We also asked about what bugs our staff most as providers, as we know that patient experience and staff satisfaction are two sides of the same coin.

550 staff responded.

# Results

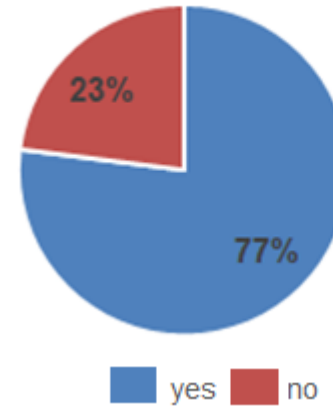
How long have you worked in healthcare?



**Key Takeaways:**

Almost 60% of respondents have worked in healthcare for over 10 years.

In your role at Southlake do you work directly with patients?



**Key Takeaways:**

The respondents are predominantly staff who work directly with patients.

## Results (continued)

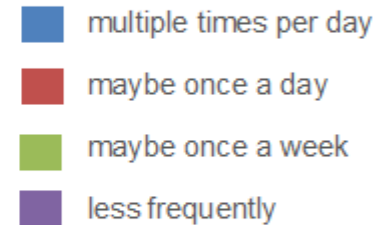
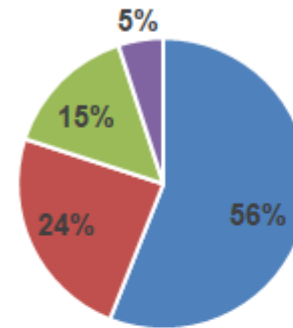
How often do you come across an issue at work that appears to be caused by a lack of coordination, integration, or collaboration between different parts of the healthcare system.

### Key Takeaways:

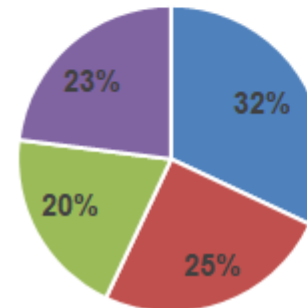
80% of staff who work with patients experience these challenges at least once per day.

57% of staff who do not work with patients still experience these challenges at least once per day.

For those who work directly with patients...

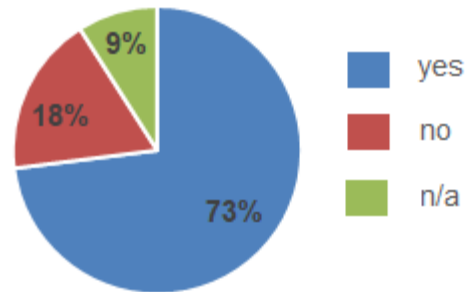


For those who do not work directly with patients...



## Results (continued)

Have you personally experienced challenges in the healthcare system due to a lack of collaboration and connected care?



Key Takeaways:

Almost three-quarters of respondents have experienced challenges personally in navigating the system with their families.