



Tele-Care NWT

June/July 2005



Tele-Care NWT is:

- a 24 hrs/day, 7 days/week telecare (telephone) service that provides callers with access to registered nurses providing a family health and support line over the telephone
- Toll free (1-888-255-1010)
- a service that helps callers assess severity of their symptoms and can refer callers to audio tape library for additional information

Total Number of Calls

| HSS Authority | June 05 | July 05 | Total |
|----------------|------------|------------|------------|
| Inuvik | 22 | 28 | 50 |
| Sahtu | 13 | 11 | 24 |
| Deh Cho | 9 | 10 | 19 |
| Dogrib | 13 | 8 | 21 |
| Yellowknife | 340 | 248 | 588 |
| Hay River | 20 | 32 | 52 |
| Fort Smith | 9 | 9 | 18 |
| None Specified | 5 | 2 | 7 |
| Total | 431 | 348 | 779 |

Sources: Tele-Care NWT Administrative Statistics and NWT Bureau of Statistics

Summary of Repeat Callers

| HSS Authority | June 05 | July 05 | Total |
|---------------|------------|------------|------------|
| Inuvik | 11 | 15 | 26 |
| Sahtu | 9 | 6 | 15 |
| Deh Cho | 3 | 4 | 7 |
| Dogrib | 11 | 6 | 17 |
| Yellowknife | 209 | 129 | 338 |
| Hay River | 11 | 15 | 26 |
| Fort Smith | 2 | 5 | 7 |
| Total | 256 | 180 | 436 |

Interesting Tele-Care NWT Facts

- Average time spent with a caller - 10 mins
- Percentage of cases that need no further referrals - 26%
- Percentage of Callers intending to comply with the recommendation - 90%
- Percent that are repeat callers - 55%
- Percent of basic health information requests - 12%

Most common symptoms of callers are:

- Cough;
- Diarrhea;
- Vomiting;
- Trauma;
- Abdominal pain.

Most common health information topics requested by callers are:

- Pediatric and child health;
- Fever;
- Immunizations;
- Medications.

Callers are asked how they heard about the Tele-Care NWT service. Most common answers were from:

- Health & Social Services provider (nurse, community health representative);
- Mail (promotional material such as brochure, magnet, poster);
- Family or friend;
- Hospital;
- Phonebook.

Calls per 1000 Population

| HSS Authority | Population Estimate | June 05 | July 05 |
|---------------|---------------------|-------------|------------|
| Inuvik | 7,088 | 3.1 | 4.0 |
| Sahtu | 2,591 | 5.0 | 4.3 |
| Deh Cho | 3,438 | 2.6 | 2.9 |
| Dogrib | 2,811 | 4.6 | 2.9 |
| Yellowknife | 20,209 | 16.8 | 12.3 |
| Hay River | 3,956 | 5.0 | 8.0 |
| Fort Smith | 2,514 | 3.6 | 3.6 |
| Total | 42,810 | 10.1 | 8.2 |

Satisfaction Survey

June/July 05 Summary

29 Callers were called back to complete a satisfaction survey

- Overall quality of the service:
24 Very satisfied; 5 Somewhat satisfied;
- Over all expectation of service
14 As expected; 14 better than expected; 1 Less than Expected
- Who was the caller calling for:
15 Calling for Self; 1 Calling for Another adult; 13 Calling for Child
- Age of Callers: 17 - 18 to 34; 12 - 34 to 64 ; Other 0
- Did the caller follow the advice 20 yes; 2 no
- Final Instructions that lead to self care approx 25%

Where to find information about Tele-Care NWT and it's resources:

- Visit the Health and Social Services Website to download posters www.hlthss.gov.nt.ca
 - The first page in the **NWT Phone Book**
 - Call HSS Tele-Care NWT Coordinator at **(867) 920-6907**
 - Call Clinidata NWT Liaison **(867) 873-5525**
- or Call Tele-Care NWT yourself 1-888-255-1010**

Tele-Care NWT

Info-Soins TNO

1-888-255-1010

1-888-255-8211 (TDD/TTY)

