

Attribute	Benchmark		CSD/DM (5915055): West Vancouver, BC		
	CSD/CY (5915051): North Vancouver, BC				
	Count: -		Count: -		
	Value	Percent	Value	Percent	Index
Population aged 12 and over	56,471		41,861		
Primary Health Care					
Usual place for immediate care for minor problem	50,113	88.74%	37,192	88.85%	100
Usual place for immediate care for minor problem - type: A doctor's office	32,559	57.66%	24,546	58.64%	102
Usual place for immediate care for minor problem - type: A hospital outpatient clinic	583	1.03%	429	1.03%	100
Usual place for immediate care for minor problem - type: A community health centre [or CLSC]	722	1.28%	541	1.29%	101
Usual place for immediate care for minor problem - type: A walk-in clinic	14,182	25.12%	10,129	24.20%	96
Usual place for immediate care for minor problem - type: A hospital emergency room	1,668	2.95%	1,251	2.99%	101
Usual place for immediate care for minor problem - type: Some other place	400	0.71%	297	0.71%	100
Usual place for immediate care - doctor's office - type: An office with one doctor working in a solo practice	13,202	23.38%	9,881	23.60%	101
Usual place for immediate care - doctor's office - type: An office with a team of health care professionals	7,949	14.08%	5,895	14.08%	100
Usual place for immediate care - doctor's office - type: An office with several doctors working independently	28,784	50.97%	21,281	50.84%	100
Usual place for immediate care - doctor's office - type: Other	178	0.32%	136	0.33%	103
Has a regular health care provider	46,624	82.56%	34,852	83.26%	101
No regular health care provider - no need	2,034	3.60%	1,456	3.48%	97
No regular health care provider - no one available in the area	1,393	2.47%	967	2.31%	94
No regular health care provider - no one is taking new patients	1,443	2.56%	1,007	2.41%	94
No regular health care provider - didn't try to find one	2,103	3.73%	1,495	3.57%	96
No regular health care provider - left/retired	1,387	2.46%	1,003	2.40%	98
No regular health care provider - other	1,486	2.63%	1,081	2.58%	98
Type of regular health care provider: Family doctor or general practitioner	45,884	81.25%	34,302	81.94%	101
Type of regular health care provider: Medical specialist such as a cardiologist or a pediatrician	250	0.44%	189	0.45%	102
Type of regular health care provider: Nurse practitioner	155	0.27%	117	0.28%	104
Type of regular health care provider: Other	335	0.59%	245	0.58%	98
Immediate care for minor problem - waiting time: On the same day	11,912	21.09%	8,890	21.24%	101
Immediate care for minor problem - waiting time: The next day	9,904	17.54%	7,421	17.73%	101
Immediate care for minor problem - waiting time: In 2 to 3 days	13,298	23.55%	9,893	23.63%	100
Immediate care for minor problem - waiting time: In 4 to 6 days	4,846	8.58%	3,555	8.49%	99
Immediate care for minor problem - waiting time: In 1 to 2 weeks	7,743	13.71%	5,653	13.51%	99
Immediate care for minor problem - waiting time: Between 2 weeks and one month	1,829	3.24%	1,332	3.18%	98

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Immediate care for minor problem - waiting time: One month or more	581	1.03%	449	1.07%	104
Regular health care provider - language of communication: English	42,191	74.71%	31,564	75.40%	101
Regular health care provider - language of communication: French	21	0.04%	16	0.04%	100
Regular health care provider - language of communication: English and French	43	0.08%	31	0.07%	88
Regular health care provider - language of communication: English and another language	530	0.94%	382	0.91%	97
Regular health care provider - language of communication: French and another language	0	0.00%	0	0.00%	
Regular health care provider - language of communication: Another language	3,839	6.80%	2,860	6.83%	100
Regular health care provider - nurses involved	11,666	20.66%	8,708	20.80%	101
Other health professionals in the same office	1,908	3.38%	1,422	3.40%	101
Other regular health care providers - another doctor/practitioner	4,154	7.36%	3,038	7.26%	99
Other regular health care providers - specialist	8,367	14.82%	6,477	15.47%	104
Other regular health care providers - nurse	1,050	1.86%	809	1.93%	104
Other regular health care providers - chiropractor	4,617	8.18%	3,385	8.09%	99
Other regular health care providers - registered dietician	487	0.86%	367	0.88%	102
Other regular health care providers - pharmacist	4,166	7.38%	3,226	7.71%	104
Other regular health care providers - physiotherapist	3,664	6.49%	2,734	6.53%	101
Other regular health care providers - psychologist	1,363	2.41%	989	2.36%	98
Other regular health care providers - social worker	425	0.75%	307	0.73%	97
Other regular health care providers - other	4,248	7.52%	3,123	7.46%	99
Other regular health care providers - none	24,072	42.63%	17,871	42.69%	100
Coordination level between regular health care provider and others: Excellent	9,825	17.40%	7,540	18.01%	104
Coordination level between regular health care provider and others: Very good	11,344	20.09%	8,658	20.68%	103
Coordination level between regular health care provider and others: Good	12,388	21.94%	9,201	21.98%	100
Coordination level between regular health care provider and others: Fair	3,927	6.96%	2,834	6.77%	97
Coordination level between regular health care provider and others: Poor	3,240	5.74%	2,320	5.54%	97
Coordination level between regular health care provider and others: Not applicable	5,901	10.45%	4,300	10.27%	98
Contacts with Health Professionals					
Used hospital emergency room - num of times - 12 mon	0.39		0.40		103
Last ER visit - reasons - it was clearly an emergency	8,320	14.73%	6,224	14.87%	101
Last ER visit - reasons - didn't know if condition was an emergency	687	1.22%	510	1.22%	100

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Last ER visit - reasons - see a health prof or get test faster	499	0.88%	364	0.87%	99
Last ER visit - reasons - was told to go for follow-up or appointment	703	1.25%	530	1.27%	102
Last ER visit - reasons - primary health care provider n/a	1,966	3.48%	1,468	3.51%	101
Last ER visit - reasons - no primary health care provider	194	0.34%	140	0.34%	100
Last ER visit - reasons - use for all health concerns	86	0.15%	60	0.14%	93
Last ER visit - reasons - other	739	1.31%	541	1.29%	98
Last ER visit - condition treatable by primary care provider	3,759	6.66%	2,828	6.76%	102
Overnight hospital patient - 12 mo	3,385	6.00%	2,541	6.07%	101
Overnight hospital patient - num of nights - 12 mon	0.35		0.36		103
Overnight hospital patient - last time - reasons: Post-surgery	1,103	1.95%	849	2.03%	104
Overnight hospital patient - last time - reasons: Was too sick to go home/ admitted from ER	1,005	1.78%	792	1.89%	106
Overnight hospital patient - last time - reasons: Waiting for care in nursing home	6	0.01%	5	0.01%	100
Overnight hospital patient - last time - reasons: Waiting for home care	9	0.02%	6	0.02%	100
Overnight hospital patient - last time - reasons: Postpartum care	471	0.83%	308	0.74%	89
Overnight hospital patient - last time - reasons: Other	791	1.40%	582	1.39%	99
Consulted with family doctor/general practitioner - 12 mo	40,872	72.38%	30,504	72.87%	101
Family doctor/general practitioner - number of consultations - 12 mo	2.83		2.85		101
Consulted with eye specialist - 12 mo	22,324	39.53%	17,124	40.91%	103
Eye specialist - number of consultations - 12 mo	0.59		0.62		105
Consulted with other medical doctor or specialist - 12 mo	16,649	29.48%	12,439	29.71%	101
Other medical doctor or specialist - number of consultations - 12 mo	1.02		1.00		98
Consulted with nurse - 12 mo	3,984	7.06%	2,944	7.03%	100
Nurse - number of consultations - 12 mo	0.22		0.22		100
Consulted with dental professional - 12 mo	39,744	70.38%	29,485	70.44%	100
Dental professional - number of consultations - 12 mo	1.55		1.56		101
Number of consultations with medical doctor/other specialists - (D)	3.89		3.90		100
Patient Satisfaction					
Received any community-based care - 12 mo	3,535	6.26%	2,635	6.29%	100
Community-based care - quality rating: Excellent	1,731	3.07%	1,294	3.09%	101
Community-based care - quality rating: Good	1,415	2.51%	1,062	2.54%	101
Community-based care - quality rating: Fair	274	0.49%	192	0.46%	94
Community-based care - quality rating: Poor	114	0.20%	86	0.21%	105
Community-based care - level of satisfaction: Very dissatisfied	55	0.10%	40	0.10%	100
Community-based care - level of satisfaction: Dissatisfied	51	0.09%	35	0.08%	89
Community-based care - level of satisfaction: Slightly dissatisfied	85	0.15%	62	0.15%	100
Community-based care - level of satisfaction: Slightly Satisfied	557	0.99%	405	0.97%	98

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Community-based care - level of satisfaction: Satisfied	934	1.65%	679	1.62%	98
Community-based care - level of satisfaction: Very satisfied	1,853	3.28%	1,414	3.38%	103
Received home nursing care - 12 months	332	0.59%	270	0.65%	110
Home nursing care - quality rating: Excellent	197	0.35%	159	0.38%	109
Home nursing care - quality rating: Good	118	0.21%	99	0.24%	114
Home nursing care - quality rating: Fair or poor	17	0.03%	12	0.03%	100
Received home-based counselling/therapy - 12 months	242	0.43%	176	0.42%	98
Home-based counselling/therapy - quality rating: Excellent	142	0.25%	102	0.24%	96
Home-based counselling/therapy - quality rating: Good	67	0.12%	47	0.11%	92
Home-based counselling/therapy - quality rating: Fair or poor	33	0.06%	27	0.06%	100
Received personal care services - 12 months	397	0.70%	314	0.75%	107
Personal care services - quality rating: Excellent	169	0.30%	136	0.32%	107
Personal care services - quality rating: Good	191	0.34%	151	0.36%	106
Personal care services - quality rating: Fair or poor	37	0.07%	27	0.07%	100
Received services from a community walk-in clinic - 12 months	1,331	2.36%	934	2.23%	94
Services from a community walk-in clinic - quality rating: Excellent	436	0.77%	307	0.73%	95
Services from a community walk-in clinic - quality rating: Good	585	1.04%	416	1.00%	96
Services from a community walk-in clinic - quality rating: Fair	257	0.45%	175	0.42%	93
Services from a community walk-in clinic - quality rating: Poor	54	0.10%	36	0.09%	90
Services from a community walk-in clinic - level of satisfaction: Very dissatisfied	29	0.05%	20	0.05%	100
Services from a community walk-in clinic - level of satisfaction: Dissatisfied	27	0.05%	16	0.04%	80
Services from a community walk-in clinic - level of satisfaction: Slightly dissatisfied	78	0.14%	49	0.12%	86
Services from a community walk-in clinic - level of satisfaction: Slightly Satisfied	245	0.44%	164	0.39%	89
Services from a community walk-in clinic - level of satisfaction: Satisfied	474	0.84%	345	0.82%	98
Services from a community walk-in clinic - level of satisfaction: Very satisfied	478	0.85%	340	0.81%	95
Patient Experiences					
Most recent consultation with a health professional: In the last 30 days	17,198	30.45%	12,897	30.81%	101
Most recent consultation with a health professional: Between 1 and 3 months ago	12,932	22.90%	9,742	23.27%	102
Most recent consultation with a health professional: More than 3 but less than 6 months ago	7,903	14.00%	5,844	13.96%	100
Most recent consultation with a health professional: Between 6 and 12 months ago	7,711	13.66%	5,674	13.56%	99
Most recent consultation with a health professional: Between 1 and 2 years ago	5,220	9.24%	3,796	9.07%	98

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Most recent consultation with a health professional: More than 2 years ago	5,507	9.75%	3,908	9.34%	96
Most recent consultation with a health professional: In the last 12 months	45,743	81.00%	34,152	81.59%	101
Last consultation with health professional - who: A general practitioner or family doctor	35,213	62.36%	26,331	62.90%	101
Last consultation with health professional - who: A medical specialist	6,005	10.64%	4,493	10.73%	101
Last consultation with health professional - who: A nurse	608	1.08%	453	1.08%	100
Last consultation with health professional - who: Another health professional	3,917	6.94%	2,876	6.87%	99
Last consultation with health professional - place: At a doctor's office working in solo practice	11,489	20.35%	8,615	20.58%	101
Last consultation with health professional - place: At a doctor's office working in a team practice	6,422	11.37%	4,827	11.53%	101
Last consultation with health professional - place: At an office with many doctors working independently	16,873	29.88%	12,721	30.39%	102
Last consultation with health professional - place: At a hospital outpatient clinic	1,841	3.26%	1,367	3.27%	100
Last consultation with health professional - place: At a community health centre [or CLSC]	703	1.24%	527	1.26%	102
Last consultation with health professional - place: At a walk-in clinic	6,056	10.72%	4,364	10.43%	97
Last consultation with health professional - place: At a hospital emergency room	648	1.15%	474	1.13%	98
Last consultation with health professional - place: Over the telephone	132	0.23%	98	0.23%	100
Last consultation with health professional - place: Other	1,580	2.80%	1,159	2.77%	99
Last consultation - place - usual place for immediate care	30,737	54.43%	22,923	54.76%	101
Last consultation - needed to make an appointment	33,655	59.60%	25,112	59.99%	101
Last consultation - timeframe of getting appointment: On the same day	4,815	8.53%	3,619	8.64%	101
Last consultation - timeframe of getting appointment: The next day	5,289	9.37%	3,981	9.51%	101
Last consultation - timeframe of getting appointment: In 2 to 3 days	7,380	13.07%	5,551	13.26%	101
Last consultation - timeframe of getting appointment: In 4 to 6 days	3,812	6.75%	2,820	6.74%	100
Last consultation - timeframe of getting appointment: In 1 to 2 weeks	6,371	11.28%	4,723	11.28%	100
Last consultation - timeframe of getting appointment: Between 2 weeks and one month	2,627	4.65%	1,957	4.68%	101

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Last consultation - timeframe of getting appointment: One month or more	3,360	5.95%	2,461	5.88%	99
Last consultation - wait time getting appointment problematic	3,216	5.70%	2,284	5.46%	96
Last consultation - appointment on scheduled time: Appointment was on time or sooner than scheduled	24,833	43.98%	18,652	44.56%	101
Last consultation - appointment on scheduled time: Appointment was late	8,822	15.62%	6,460	15.43%	99
Last consultation - wait time: Less than 15 minutes	1,602	2.84%	1,201	2.87%	101
Last consultation - wait time: 15 to less than 30 minutes	3,350	5.93%	2,466	5.89%	99
Last consultation - wait time: 30 minutes to less than one hour	2,431	4.30%	1,764	4.21%	98
Last consultation - wait time: 1 to less than 2 hours	1,219	2.16%	880	2.10%	97
Last consultation - wait time: 2 hours or more	221	0.39%	150	0.36%	92
Last consultation - wait time problematic	2,553	4.52%	1,804	4.31%	95
Last consultation - professional spent enough time	36,964	65.46%	27,496	65.69%	100
Last consultation - blood pressure checked	18,434	32.64%	14,062	33.59%	103
Last consultation - prof explained things in an easy way to understand	38,660	68.46%	28,723	68.62%	100
Last consultation - opportunity to ask questions/raise concerns	37,033	65.58%	27,518	65.74%	100
Last consultation - involved in decisions	35,945	63.65%	26,674	63.72%	100
Last consultation - involved in decisions: Did not want to be involved	733	1.30%	551	1.32%	102
Last consultation - informed on cost/lower cost alternatives	8,284	14.67%	6,117	14.61%	100
Last consultation - informed on cost/lower cost alternatives: NA, no recommended treatment or no cost implications	22,677	40.16%	16,803	40.14%	100
Last consultation - overall quality rating: Excellent	18,930	33.52%	14,207	33.94%	101
Last consultation - overall quality rating: Very good	15,336	27.16%	11,515	27.51%	101
Last consultation - overall quality rating: Good	8,856	15.68%	6,529	15.60%	99
Last consultation - overall quality rating: Fair	1,889	3.34%	1,384	3.31%	99
Last consultation - overall quality rating: Poor	733	1.30%	518	1.24%	95
Didn't fill/skipped prescription medication - because of the cost - 12 months	3,008	5.33%	2,134	5.10%	96
Access to Health Care Services					
Required visit to medical specialist - 12 months	17,748	31.43%	13,173	31.47%	100
Experienced difficulties getting specialist care - 12 months	3,556	6.30%	2,547	6.09%	97
Difficulty specialist - getting a referral	451	0.80%	318	0.76%	95
Difficulty specialist - getting an appointment	1,950	3.45%	1,392	3.32%	96
Difficulty specialist - too long between appointment and visit	1,322	2.34%	965	2.30%	98
Difficulty specialist - too long to see specialist	587	1.04%	427	1.02%	98
Difficulty specialist - service n/a at time required	272	0.48%	189	0.45%	94
Difficulty specialist - service n/a in area	192	0.34%	143	0.34%	100
Difficulty specialist - transportation	67	0.12%	47	0.11%	92
Difficulty specialist - language	10	0.02%	7	0.02%	100
Difficulty specialist - cost	67	0.12%	47	0.11%	92

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Difficulty specialist - general deterioration of health	90	0.16%	63	0.15%	94
Difficulty specialist - appointment cancelled/deferred	109	0.19%	82	0.20%	105
Difficulty specialist - unable to leave house	16	0.03%	10	0.02%	67
Difficulty specialist - other	323	0.57%	233	0.56%	98
Required non-emergency surgery - 12 months	3,349	5.93%	2,515	6.01%	101
Experienced difficulties getting non-emergency surgery - 12 months	666	1.18%	490	1.17%	99
Difficulty surgery - getting an appointment	280	0.50%	205	0.49%	98
Difficulty surgery - getting a diagnosis	62	0.11%	47	0.11%	100
Difficulty surgery - too long for a hospital bed	46	0.08%	34	0.08%	100
Difficulty surgery - too long for surgery	361	0.64%	266	0.64%	100
Difficulty surgery - service n/a at time required	45	0.08%	30	0.07%	88
Difficulty surgery - service n/a in the area	29	0.05%	23	0.06%	120
Difficulty surgery - transportation	13	0.02%	9	0.02%	100
Difficulty surgery - cost	13	0.02%	10	0.02%	100
Difficulty surgery - general deterioration of health	30	0.05%	23	0.06%	120
Difficulty surgery - appointment cancelled/deferred	50	0.09%	38	0.09%	100
Difficulty surgery - unable to leave the house/other	89	0.16%	63	0.15%	94
Required non-emergency test (MRI, CT Scan, angiography) - 12 months	6,584	11.66%	4,915	11.74%	101
Experienced difficulties getting non-emergency test - 12 months	1,201	2.13%	861	2.06%	97
Difficulty test - getting a referral	69	0.12%	48	0.12%	100
Difficulty test - getting an appointment	452	0.80%	316	0.75%	94
Difficulty test - too long to get an appointment	668	1.18%	485	1.16%	98
Difficulty test - too long to get test	239	0.42%	174	0.42%	100
Difficulty test - service n/a at time required	80	0.14%	60	0.14%	100
Difficulty test - service n/a in area	49	0.09%	35	0.09%	100
Difficulty test - transportation	18	0.03%	12	0.03%	100
Difficulty test - cost	40	0.07%	29	0.07%	100
Difficulty test - general deterioration of health	31	0.05%	23	0.06%	120
Difficulty test - didn't know where to go	17	0.03%	13	0.03%	100
Difficulty test - unable to leave the house/other	109	0.19%	80	0.19%	100
Required health information for self/family - 12 months	25,441	45.05%	18,233	43.56%	97
Health information - contact - doctor's office	12,140	21.50%	8,786	20.99%	98
Health information - contact - community health centre/CLSC	2,828	5.01%	1,996	4.77%	95
Health information - contact - walk-in clinic	4,084	7.23%	2,802	6.69%	93
Health information - contact - telephone health line	7,101	12.57%	4,820	11.51%	92
Health information - contact - Internet	5,771	10.22%	4,046	9.67%	95
Health information - contact - emergency department/room	3,268	5.79%	2,245	5.36%	93
Health information - contact - hospital outpatient clinic	2,177	3.86%	1,547	3.70%	96
Health information - contact - other	4,805	8.51%	3,500	8.36%	98
Experienced difficulty getting health information - 12 months	4,060	7.19%	2,860	6.83%	95
Experienced difficulty getting health information - regular office hours	3,254	5.76%	2,293	5.48%	95

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Experienced difficulty getting health information - regular office hours: Not required at this time	206	0.37%	148	0.35%	95
Difficulty health info - regular hours - contacting physician/nurse	1,550	2.75%	1,119	2.67%	97
Difficulty health info - regular hours - didn't have a phone number	67	0.12%	55	0.13%	108
Difficulty health info - regular hours - could not get through	595	1.05%	409	0.98%	93
Difficulty health info - regular hours - too long to speak to someone	1,012	1.79%	710	1.70%	95
Difficulty health info - regular hours - didn't get adequate info	817	1.45%	568	1.36%	94
Difficulty health info - regular hours - language	36	0.06%	25	0.06%	100
Difficulty health info - regular hours - didn't know where to go/call	196	0.35%	133	0.32%	91
Difficulty health info - regular hours - unable to leave house	26	0.05%	18	0.04%	80
Difficulty health info - regular hours - other	514	0.91%	356	0.85%	93
Experienced difficulties getting health info - evenings/we	1,687	2.99%	1,192	2.85%	95
Experienced difficulties getting health info - evenings/we: Not required at this time	1,203	2.13%	853	2.04%	96
Difficulty health info - evening/weekend - contacting physician/nurse	919	1.63%	666	1.59%	98
Difficulty health info - evening/weekend - didn't have a phone number	34	0.06%	24	0.06%	100
Difficulty health info - evening/weekend - could not get through	314	0.56%	221	0.53%	95
Difficulty health info - evening/weekend - too long to speak to someone	558	0.99%	386	0.92%	93
Difficulty health info - evening/weekend - didn't get adequate info	305	0.54%	209	0.50%	93
Difficulty health info - evening/weekend - language	15	0.03%	12	0.03%	100
Difficulty health info - evening/weekend - didn't know where to go/call	153	0.27%	103	0.25%	93
Difficulty health info - evening/weekend - unable to leave house	9	0.02%	7	0.02%	100
Difficulty health info - evening/weekend - other	190	0.34%	126	0.30%	88
Experienced difficulties getting health info - middle night	579	1.03%	388	0.93%	90
Experienced difficulties getting health info - middle night: Not required at this time	2,065	3.66%	1,476	3.53%	96
Difficulty health info - middle night - difficulty contacting	306	0.54%	205	0.49%	91
Difficulty health info - middle night - too long to speak to someone	233	0.41%	156	0.37%	90
Difficulty health info - middle night - didn't get adequate info	135	0.24%	88	0.21%	88
Difficulty health info - middle night - didn't know where to go/call	63	0.11%	41	0.10%	91
Difficulty health info - middle night - language/unable/other	68	0.12%	47	0.11%	92
Has a regular health care provider	39,900	70.66%	29,876	71.37%	101
Required routine care for self/family - 12 months	33,143	58.69%	24,397	58.28%	99
Experienced difficulties getting routine care - 12 months	5,384	9.53%	3,836	9.16%	96
Experienced difficulties getting routine care - regular office hours	4,323	7.66%	3,076	7.35%	96
Experienced difficulties getting routine care - regular office hours: Not required at this time	177	0.31%	123	0.29%	94
Difficulty routine care - regular hours - contacting health provider	1,183	2.10%	844	2.02%	96

Attribute	Benchmark CSD/CY (5915051): North Vancouver, BC		CSD/DM (5915055): West Vancouver, BC		
	Count: -		Count: -		
	Value	Percent	Value	Percent	Index
Difficulty routine care - regular hours - getting an appointment	2,399	4.25%	1,700	4.06%	96
Difficulty routine care - regular hours - no regular health care provider	712	1.26%	506	1.21%	96
Difficulty routine care - regular hours - too long to get appointment	1,117	1.98%	785	1.88%	95
Difficulty routine care - regular hours - too long to see provider	596	1.06%	424	1.01%	95
Difficulty routine care - regular hours - service n/a at time required	504	0.89%	348	0.83%	93
Difficulty routine care - regular hours - service n/a in the area	259	0.46%	180	0.43%	93
Difficulty routine care - regular hours - transportation	59	0.11%	43	0.10%	91
Difficulty routine care - regular hours - language	18	0.03%	13	0.03%	100
Difficulty routine care - regular hours - cost	110	0.20%	75	0.18%	90
Difficulty routine care - regular hours - didn't know where to go	151	0.27%	101	0.24%	89
Difficulty routine care - regular hours - unable to leave house	11	0.02%	9	0.02%	100
Difficulty routine care - regular hours - other	370	0.66%	260	0.62%	94
Experienced difficulties getting routine care - evening/we	1,932	3.42%	1,364	3.26%	95
Experienced difficulties getting routine care - evening/we: Not required at this time	1,932	3.42%	1,379	3.30%	96
Difficulty routine care - evening/weekend - contacting health provider	567	1.01%	400	0.96%	95
Difficulty routine care - evening/weekend - getting an appointment	935	1.66%	660	1.58%	95
Difficulty routine care - evening/weekend - no regular health provider	382	0.68%	264	0.63%	93
Difficulty routine care - evening/weekend - too long to get appointment	433	0.77%	294	0.70%	91
Difficulty routine care - evening/weekend - too long to see provider	306	0.54%	213	0.51%	94
Difficulty routine care - evening/weekend - service n/a at time required	426	0.75%	295	0.71%	95
Difficulty routine care - evening/weekend - service n/a in the area	131	0.23%	92	0.22%	96
Difficulty routine care - evening/weekend - transportation	26	0.05%	18	0.04%	80
Difficulty routine care - evening/weekend - cost	45	0.08%	31	0.08%	100
Difficulty routine care - evening/weekend - didn't know where to go	50	0.09%	36	0.09%	100
Difficulty routine care - evening/weekend - language/unable/other	112	0.20%	78	0.19%	95
Required immediate care for self/family - 12 months	18,286	32.38%	12,997	31.05%	96
Experienced difficulties getting immediate care - 12 months	4,317	7.64%	3,003	7.17%	94
Experienced difficulties getting immediate care - regular office hours	3,108	5.50%	2,157	5.15%	94
Experienced difficulties getting immediate care - regular office hours: Not required at this time	377	0.67%	259	0.62%	93
Difficulty immediate care - regular hours - contacting health provider	739	1.31%	508	1.21%	92

Attribute	Benchmark CSD/CY (5915051): North Vancouver, BC		CSD/DM (5915055): West Vancouver, BC		
	Count: -		Count: -		
	Value	Percent	Value	Percent	Index
Difficulty immediate care - regular hours - getting an appointment	1,352	2.39%	926	2.21%	92
Difficulty immediate care - regular hours - no regular health provider	338	0.60%	229	0.55%	92
Difficulty immediate care - regular hours - too long to get appointment	813	1.44%	566	1.35%	94
Difficulty immediate care - regular hours - too long to see provider	1,001	1.77%	698	1.67%	94
Difficulty immediate care - regular hours - service n/a at time required	405	0.72%	277	0.66%	92
Difficulty immediate care - regular hours - service n/a in the area	133	0.24%	89	0.21%	88
Difficulty immediate care - regular hours - transportation	36	0.06%	24	0.06%	100
Difficulty immediate care - regular hours - language	23	0.04%	14	0.03%	75
Difficulty immediate care - regular hours - cost	39	0.07%	30	0.07%	100
Difficulty immediate care - regular hours - didn't know where to go	65	0.12%	43	0.10%	83
Difficulty immediate care - regular hours - unable leave house	14	0.02%	9	0.02%	100
Difficulty immediate care - regular hours - other	279	0.49%	195	0.47%	96
Experienced difficulties getting immediate care - evening/we	2,323	4.11%	1,607	3.84%	93
Experienced difficulties getting immediate care - evening/we: Not required at this time	1,014	1.80%	698	1.67%	93
Difficulty immediate care - evening/weekend - contacting health provider	617	1.09%	422	1.01%	93
Difficulty immediate care - evening/weekend - getting an appointment	878	1.56%	597	1.43%	92
Difficulty immediate care - evening/weekend - no regular health provider	299	0.53%	205	0.49%	92
Difficulty immediate care - evening/weekend - too long to get appointment	482	0.85%	329	0.79%	93
Difficulty immediate care - evening/weekend - too long to see provider	859	1.52%	590	1.41%	93
Difficulty immediate care - evening/weekend - service n/a at time required	410	0.73%	283	0.68%	93
Difficulty immediate care - evening/weekend - service n/a in the area	131	0.23%	92	0.22%	96
Difficulty immediate care - evening/weekend - transportation	43	0.08%	29	0.07%	88
Difficulty immediate care - evening/weekend - language	21	0.04%	13	0.03%	75
Difficulty immediate care - evening/weekend - cost	34	0.06%	23	0.06%	100
Difficulty immediate care - evening/weekend - didn't know where to go	59	0.10%	37	0.09%	90
Difficulty immediate care - evening/weekend - unable leave house	11	0.02%	9	0.02%	100
Difficulty immediate care - evening/weekend - other	229	0.41%	170	0.41%	100
Experienced difficulties getting immediate care - middle night	874	1.55%	590	1.41%	91

Attribute	Benchmark CSD/CY (5915051): North Vancouver, BC		CSD/DM (5915055): West Vancouver, BC		
	Count: -		Count: -		
	Value	Percent	Value	Percent	Index
Experienced difficulties getting immediate care - middle night: Not required at this time	2,136	3.78%	1,490	3.56%	94
Difficulty immediate care - middle night - contacting health provider	225	0.40%	153	0.37%	93
Difficulty immediate care - middle night - getting an appointment	199	0.35%	136	0.33%	94
Difficulty immediate care - middle night - no regular health provider	121	0.21%	78	0.19%	90
Difficulty immediate care - middle night - too long to get appointment	207	0.37%	141	0.34%	92
Difficulty immediate care - middle night - too long to see provider	392	0.70%	261	0.62%	89
Difficulty immediate care - middle night - service n/a time required	132	0.23%	90	0.22%	96
Difficulty immediate care - middle night - service n/a in the area	30	0.05%	23	0.05%	100
Difficulty immediate care - middle night - transport/language/cost	24	0.04%	18	0.04%	100
Difficulty immediate care - middle night - didn't know where to go	27	0.05%	19	0.05%	100
Difficulty immediate care - middle night - unable to leave/other	108	0.19%	84	0.20%	105
Waiting Times					
Required visit to medical specialist - new illness - 12 months	6,497	11.50%	4,892	11.69%	102
Last visit to medical specialist - type of condition: Heart condition or stroke	554	0.98%	431	1.03%	105
Last visit to medical specialist - type of condition: Cancer	317	0.56%	244	0.58%	104
Last visit to medical specialist - type of condition: Asthma or other breathing conditions	156	0.28%	115	0.28%	100
Last visit to medical specialist - type of condition: Arthritis	206	0.36%	165	0.39%	108
Last visit to medical specialist - type of condition: Cataract or other eye conditions	285	0.51%	249	0.60%	118
Last visit to medical specialist - type of condition: Mental health disorder	262	0.47%	190	0.45%	96
Last visit to medical specialist - type of condition: Skin conditions	406	0.72%	300	0.72%	100
Last visit to medical specialist - type of condition: Gynaecological problems	859	1.52%	624	1.49%	98
Last visit to medical specialist - type of condition: Diabetes/ Other	3,451	6.11%	2,574	6.15%	101
Last visit to medical specialist - person who referred: A family doctor	4,770	8.45%	3,531	8.44%	100
Last visit to medical specialist - person who referred: Another specialist	459	0.81%	356	0.85%	105
Last visit to medical specialist - person who referred: Another health care provider	738	1.31%	598	1.43%	109
Last visit to medical specialist - person who referred: Did not require a referral	531	0.94%	407	0.97%	103
Already visited the medical specialist	5,900	10.45%	4,460	10.66%	102
Experienced difficulties seeing specialist - new illness	797	1.41%	621	1.48%	105
Difficulty specialist - new illness - getting referral/ appointment	215	0.38%	154	0.37%	97

Attribute	Benchmark CSD/CY (5915051): North Vancouver, BC		CSD/DM (5915055): West Vancouver, BC		
	Count: -		Count: -		
	Value	Percent	Value	Percent	Index
Difficulty specialist - new illness - too long between appointment and visit	482	0.85%	383	0.92%	108
Difficulty specialist - new illness - too long to see doctor	75	0.13%	62	0.15%	115
Difficulty specialist - new illness - not avail. in area/time required	51	0.09%	35	0.08%	89
Difficulty specialist - new illness - transport/cost/health/appointment cancelled/other	85	0.15%	61	0.15%	100
Wait time to see specialist - number of days	0.44		0.44		100
Wait time to see specialist - unit of time: Days	1,218	2.16%	953	2.28%	106
Wait time to see specialist - unit of time: Weeks	1,291	2.29%	984	2.35%	103
Wait time to see specialist - unit of time: Months	3,391	6.01%	2,523	6.03%	100
Wait time to see specialist (not seen yet) - number of days	0.21		0.22		105
Wait time to see specialist (not seen yet) - unit of time: Days	27	0.05%	19	0.05%	100
Wait time to see specialist (not seen yet) - unit of time: Weeks	57	0.10%	39	0.09%	90
Wait time to see specialist (not seen yet) - unit of time: Months	513	0.91%	373	0.89%	98
Wait time to see specialist - acceptable/not acceptable: Acceptable	4,398	7.79%	3,316	7.92%	102
Wait time to see specialist - acceptable/not acceptable: Not acceptable	1,839	3.26%	1,368	3.27%	100
Wait time to see specialist - acceptable/not acceptable: No view	260	0.46%	208	0.50%	109
Acceptable wait time to see specialist	0.09		0.09		100
Acceptable wait time to see specialist - unit of time: Days	40	0.07%	29	0.07%	100
Acceptable wait time to see specialist - unit of time: Weeks	653	1.16%	498	1.19%	103
Acceptable wait time to see specialist - unit of time: Months	1,146	2.03%	841	2.01%	99
Appointment with specialist cancelled/postponed	645	1.14%	535	1.28%	112
Appointment with specialist cancelled/postponed - by specialist	387	0.69%	318	0.76%	110
Appointment with specialist cancelled/postponed - by respondent/other	256	0.45%	211	0.51%	113
Wait for appointment with specialist - life affected	1,058	1.87%	811	1.94%	104
Wait for appointment - consequence - worry/anxiety/stress	631	1.12%	497	1.19%	106
Wait for appointment - consequence - worry for family/friend	183	0.33%	156	0.37%	112
Wait for appointment - consequence - pain	386	0.68%	304	0.73%	107
Wait for appointment - consequence - problems with daily living activities	229	0.41%	166	0.40%	98
Wait for appointment - consequence - increased use over-the-counter drugs	101	0.18%	66	0.16%	89
Wait for appointment - consequence - health deteriorated	192	0.34%	134	0.32%	94
Wait for appointment - consequence - personal relationships suffered	85	0.15%	57	0.14%	93
Wait for appointment - consequence - loss of work/ inc/depend on other/health/other	160	0.28%	117	0.28%	100
Last non-emergency surgery - 12 months - type: Cardiac surgery	54	0.10%	45	0.11%	110
Last non-emergency surgery - 12 months - type: Cancer related surgery	195	0.35%	154	0.37%	106

Attribute	Benchmark CSD/CY (5915051): North Vancouver, BC		CSD/DM (5915055): West Vancouver, BC		
	Count: -		Count: -		
	Value	Percent	Value	Percent	Index
Last non-emergency surgery - 12 months - type: Hip or knee replacement surgery	174	0.31%	136	0.33%	106
Last non-emergency surgery - 12 months - type: Cataract or other eyes surgery	536	0.95%	475	1.14%	120
Last non-emergency surgery - 12 months - type: Removal of gall bladder	88	0.16%	69	0.16%	100
Last non-emergency surgery - 12 months - type: Other	2,302	4.08%	1,635	3.91%	96
Already had the non-emergency surgery	3,226	5.71%	2,390	5.71%	100
Last non-emergency surgery - required overnight hospital stay	677	1.20%	493	1.18%	98
Experienced difficulties getting surgery	390	0.69%	291	0.70%	101
Difficulty last surgery - getting an appointment/diagnosis	173	0.31%	123	0.29%	94
Difficulty last surgery - too long for a hospital bed/ surgery	259	0.46%	201	0.48%	104
Difficulty last surgery n/a at time/area required/ cancelled or deferred	71	0.13%	48	0.12%	92
Difficulty last surgery - transportation/cost/health/other	102	0.18%	84	0.20%	111
Wait time for surgery	0.30		0.30		100
Wait time for surgery - unit of time: Days	385	0.68%	301	0.72%	106
Wait time for surgery - unit of time: Weeks	963	1.71%	691	1.65%	96
Wait time for surgery - unit of time: Months	1,877	3.32%	1,398	3.34%	101
Non-emergency surgery - will require overnight hospital stay	155	0.27%	109	0.26%	96
Wait time for surgery (didn't have yet) - unit of time: Days	18	0.03%	11	0.03%	100
Wait time for surgery (didn't have yet) - unit of time: Weeks	13	0.02%	10	0.02%	100
Wait time for surgery (didn't have yet) - unit of time: Months	344	0.61%	257	0.61%	100
Wait time for surgery - acceptable/not acceptable: Acceptable	2,555	4.53%	1,948	4.65%	103
Wait time for surgery - acceptable/not acceptable: Not acceptable	724	1.28%	514	1.23%	96
Wait time for surgery - acceptable/not acceptable: No view	70	0.12%	53	0.13%	108
Acceptable wait time for surgery - unit of time: Days	19	0.03%	12	0.03%	100
Acceptable wait time for surgery - unit of time: Weeks	162	0.29%	119	0.28%	97
Acceptable wait time for surgery - unit of time: Months	543	0.96%	383	0.92%	96
Surgery cancelled/postponed	107	0.19%	72	0.17%	89
Wait for surgery - life affected	713	1.26%	519	1.24%	98
Wait surgery - consequence - worry/anxiety/stress	212	0.38%	159	0.38%	100
Wait surgery - consequence - pain	297	0.53%	210	0.50%	94
Wait surgery - consequence - problems with daily living activities	308	0.55%	229	0.55%	100
Wait surgery - consequence - loss of work	164	0.29%	118	0.28%	97
Wait surgery - consequence - loss of income	133	0.24%	95	0.23%	96
Wait surgery - consequence - increased dependence relatives/friends	128	0.23%	101	0.24%	104
Wait surgery - consequence - increase use over-counter drugs/health deteriorated	163	0.29%	120	0.29%	100
Wait surgery - consequence - health improved/relationships suffered/other	233	0.41%	181	0.43%	105
Did non-emergency test - MRI, CT Scan, angiography	6,380	11.30%	4,763	11.38%	101

Attribute	Benchmark		CSD/DM (5915055): West Vancouver, BC		
	CSD/CY (5915051): North Vancouver, BC				
	Count: -		Count: -		
	Value	Percent	Value	Percent	Index
Last non-emergency test - type: MRI (Magnetic Resonance Imaging)	3,295	5.84%	2,409	5.76%	99
Last non-emergency test - type: CAT Scan (Computed Axial Tomography)	2,780	4.92%	2,141	5.11%	104
Last non-emergency test - type: Angiography (Cardiac Test)	306	0.54%	213	0.51%	94
Last non-emergency test - type: None	203	0.36%	152	0.36%	100
Last non-emergency test - condition: Heart disease or stroke	817	1.45%	614	1.47%	101
Last non-emergency test - condition: Cancer	658	1.17%	509	1.22%	104
Last non-emergency test - condition: Joints or fractures	1,390	2.46%	1,022	2.44%	99
Last non-emergency test - condition: Neurological or brain disorders	853	1.51%	623	1.49%	99
Last non-emergency test - condition: Other - Specify	2,662	4.71%	1,995	4.77%	101
Already had the non-emergency test	6,758	11.97%	5,176	12.36%	103
Last non-emergency test - place: Hospital	6,594	11.68%	5,046	12.06%	103
Last non-emergency test - place: Other	164	0.29%	129	0.31%	107
Last non-emergency test - in hospital at time of test	789	1.40%	601	1.44%	103
Had difficulties getting the test	644	1.14%	489	1.17%	103
Difficulty last test - too long to get an appointment/test	470	0.83%	351	0.84%	101
Difficulty last test - service n/a at time required/in area	85	0.15%	73	0.18%	120
Difficulty last test - getting appointment/referral/transport/other	113	0.20%	74	0.18%	90
Wait time for test	0.44		0.45		102
Wait time for test - unit of time: Days	1,786	3.16%	1,364	3.26%	103
Wait time for test - unit of time: Weeks	2,196	3.89%	1,751	4.18%	107
Wait time for test - unit of time: Months	2,776	4.92%	2,060	4.92%	100
Wait time for test (not done yet)	0.01		0.01		100
Wait time for test (not done yet) - unit of time: Weeks	39	0.07%	23	0.06%	86
Wait time for test (not done yet) - unit of time: Months	170	0.30%	127	0.30%	100
Wait time for test - acceptable/not acceptable: Acceptable	5,821	10.31%	4,470	10.68%	104
Wait time for test - acceptable/not acceptable: Not acceptable	1,012	1.79%	746	1.78%	99
Wait time for test - acceptable/not acceptable: No view	81	0.14%	68	0.16%	114
Acceptable wait time for test	0.03		0.03		100
Acceptable wait time for test - unit of time: Days	134	0.24%	106	0.25%	104
Acceptable wait time for test - unit of time: Weeks	339	0.60%	263	0.63%	105
Acceptable wait time for test - unit of time: Months	539	0.95%	377	0.90%	95
Test cancelled/postponed	294	0.52%	246	0.59%	113
Test cancelled/postponed - by who: The hospital	145	0.26%	123	0.29%	112
Test cancelled/postponed - by who: The respondent, specialist, clinic or other	148	0.26%	121	0.29%	112
Wait for test with specialist - life affected	601	1.06%	427	1.02%	96
Wait for test - consequence - worry/anxiety/stress	307	0.54%	222	0.53%	98
Wait for test - consequence - worry for family/friend	151	0.27%	107	0.26%	96
Wait for test - consequence - pain	315	0.56%	215	0.51%	91
Wait for test - consequence - problems with daily living activities	150	0.27%	99	0.24%	89

Attribute	Benchmark CSD/CY (5915051): North Vancouver, BC		CSD/DM (5915055): West Vancouver, BC		
	Count: -		Count: -		
	Value	Percent	Value	Percent	Index
Wait for test - consequence - loss of work/income	94	0.17%	61	0.15%	88
Wait for test - consequence - health deteriorated	125	0.22%	84	0.20%	91
Wait for test - consequence - other	110	0.20%	75	0.18%	90
Number of waiting days - non-emergency surgery - surgery not done	1.08		1.07		99
Number of waiting days - non-emergency surgery - surgery done	6.61		6.63		100
Number of acceptable waiting days - non-emergency surgery	5.12		5.19		101
Number of waiting days - medical specialist - didn't see specialist	1.83		1.78		97
Number of waiting days - medical specialist - saw specialist	8.32		8.19		98
Number of acceptable waiting days - medical specialist	5.28		5.23		99
Number of waiting days - diagnostic test - test not done	0.33		0.32		97
Number of waiting days - diagnostic test - test done	5.36		5.39		101
Number of acceptable waiting days - diagnostic test	3.59		3.66		102
Unmet Health Care Needs					
Unmet health care needs - self-perceived - 12 months	1,946	3.45%	1,398	3.34%	97
Unmet health care needs - not available in area	259	0.46%	180	0.43%	93
Unmet health care needs - not available at time required	247	0.44%	173	0.41%	93
Unmet health care needs - no regular health care provider	152	0.27%	102	0.25%	93
Unmet health care needs - waiting time too long	499	0.88%	362	0.87%	99
Unmet health care needs - appointment was cancelled	16	0.03%	12	0.03%	100
Unmet health care needs - felt would receive inadequate care	107	0.19%	71	0.17%	89
Unmet health care needs - cost	256	0.45%	176	0.42%	93
Unmet health care needs - decided not to seek care	162	0.29%	123	0.30%	103
Unmet health care needs - doctor didn't think it was necessary	150	0.27%	107	0.26%	96
Unmet health care needs - transportation issue	60	0.11%	40	0.10%	91
Unmet health care needs - other	502	0.89%	361	0.86%	97
Type of care needed - chronic physical health condition	518	0.92%	376	0.90%	98
Type of care needed - chronic mental health condition	203	0.36%	138	0.33%	92
Type of care needed - acute infectious disease	121	0.22%	83	0.20%	91
Type of care needed - acute physical condition	294	0.52%	210	0.50%	96
Type of care needed - acute mental health condition	139	0.25%	105	0.25%	100
Type of care needed - regular check-up	132	0.23%	88	0.21%	91
Type of care needed - injury	145	0.26%	104	0.25%	96
Type of care needed - dental care	124	0.22%	89	0.21%	95
Type of care needed - medication/prescription refill	99	0.18%	67	0.16%	89
Type of care needed - other	396	0.70%	290	0.69%	99
Actively tried to obtain health care needed	1,417	2.51%	1,016	2.43%	97
Location tried to get service - doctor's office	751	1.33%	535	1.28%	96
Location tried to get service - a hospital outpatient clinic	118	0.21%	86	0.21%	100
Location tried to get service - a community health centre	58	0.10%	42	0.10%	100
Location tried to get service - a walk-in clinic	187	0.33%	134	0.32%	97
Location tried to get service - emergency department/room	306	0.54%	215	0.51%	94
Location tried to get service - other	366	0.65%	259	0.62%	95

Index	Description
≥ 180	Extremely High
≥ 110 and < 180	High
≥ 90 and < 110	Similar
≥ 50 and < 90	Low
< 50	Extremely Low

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Data Source: Manifold Data Mining Inc.

This report is based on consumer demographic and behaviour data products at the 6-digit postal code level. No confidential information about an individual, household, organization or business has been obtained from Statistics Canada or Numeris.

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