

2017 Health Authority Engagement Survey

Supplemental Report: Facility Level Data

INTRODUCTION

- This is a supplemental report to the 2017 Health Authority Engagement Survey Report.
- The purpose of this report is to present hospital-specific results along with the overall averages for each of the health authorities in an effort to improve collaboration and engagement among physicians and the health authorities.

METHODOLOGY

- The survey was sent by email from Accreditation Canada to 11,342 members (retired and student members were excluded).
- 2,998 members responded, resulting in a response rate of 26%.
- Members self-identified based on their primary facility and health authority. For those facilities not included in the report, the sample size was too small or members did not self-select those particular sites.
- Survey results represent the views of both family physicians and specialists. Please note, further stratifications for each facility are not available.



KEY FINDINGS

1) Significant increase in the number of responses.

- The number of physicians completing the survey increased significantly over last year, with 500 more physicians completing the survey in 2017 than 2016.
- The response rate also went up to 26% (2,998 responses), making this the largest physician engagement survey of its kind in Canada.
- Response rates are up across all regions and most facilities. The results illustrate that there is variation among sites within each health authority as well as across all health authorities.

2) Higher ratings in team collaboration and the ability to provide meaningful input.

- Members have illustrated across many facilities higher levels of agreement on their impressions of belonging to a collaborative patient-centered team/unit and having meaningful input into changes affecting their practice environments.

3) Lower ratings in areas concerning transparency of decision making, soliciting feedback for organizational planning, and timely communication.

- Members across most facilities indicated very low ratings for three questions specific to senior leadership. Some facilities have lower ratings than others. This provides us an opportunity to explore potential challenges and learn what is working well for other facilities.

4) Survey results serve as a valuable benchmark and provide opportunity to foster collaboration and engagement to help improve patient care and the BC health care system.

- Although these results only highlight members' views as they do not include how health authorities feel about physician engagement, the results confirm previous impressions of a long-standing systemic issue.
- Doctors of BC has established strategies to address such areas and we look forward to using the findings of the report to help foster collaboration among physicians, health authorities and other health-sector stakeholders.

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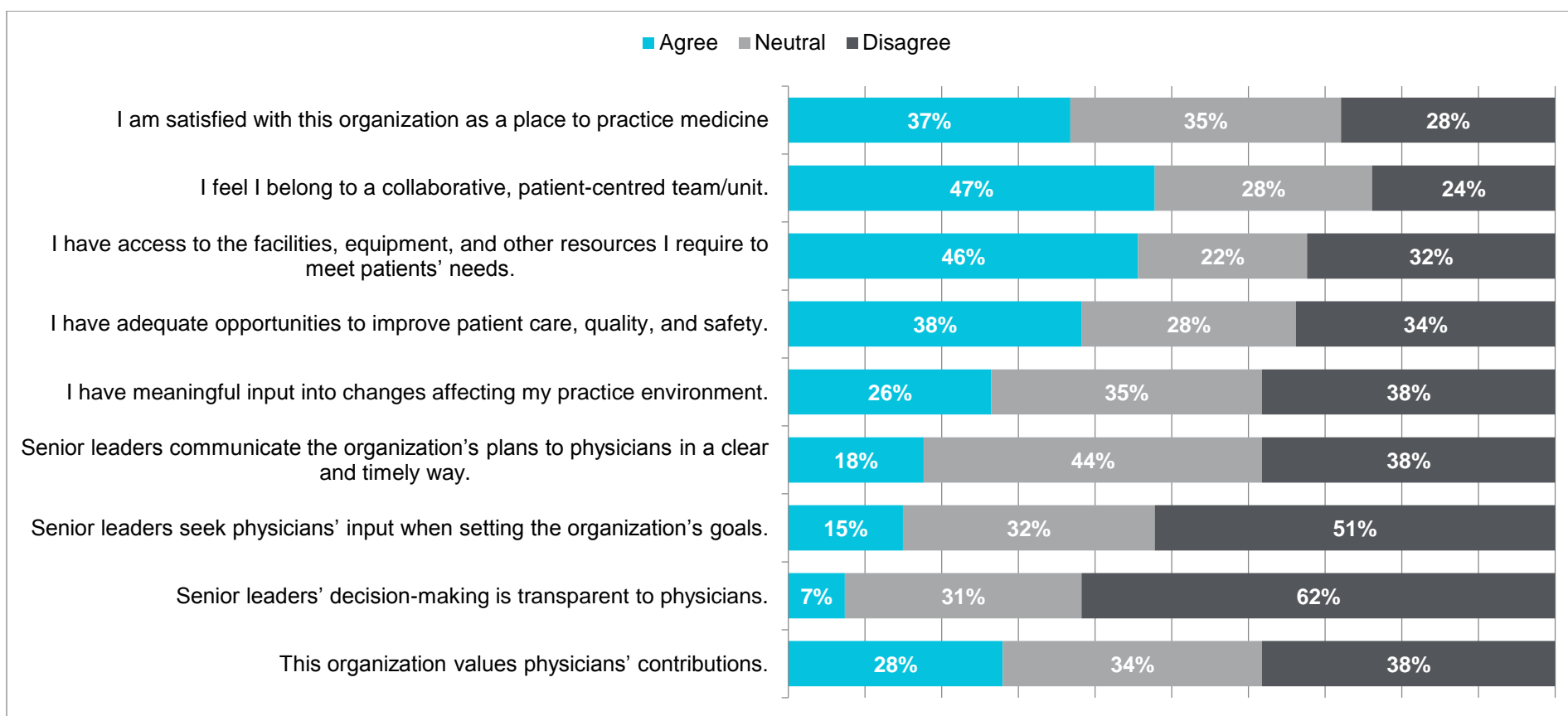
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FRASER HEALTH AUTHORITY

	2017			2016		
	Agree	Neutral	Disagree	Agree	Neutral	Disagree
I am satisfied with this organization as a place to practice medicine	36%	32%	32%	39%	27%	34%
I feel I belong to a collaborative, patient-centred team/unit.	47%	26%	28%	46%	24%	30%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	39%	22%	40%	43%	23%	35%
I have adequate opportunities to improve patient care, quality, and safety.	39%	28%	34%	38%	28%	34%
I have meaningful input into changes affecting my practice environment.	31%	27%	42%	26%	31%	43%
Senior leaders communicate the organization's plans to physicians in a clear and timely way.	19%	32%	49%	26%	31%	43%
Senior leaders seek physicians' input when setting the organization's goals.	22%	27%	51%	27%	31%	42%
Senior leaders' decision-making is transparent to physicians.	11%	29%	60%	20%	27%	53%
This organization values physicians' contributions.	30%	31%	39%	36%	28%	36%

Abbotsford Regional Hospital and Cancer Centre

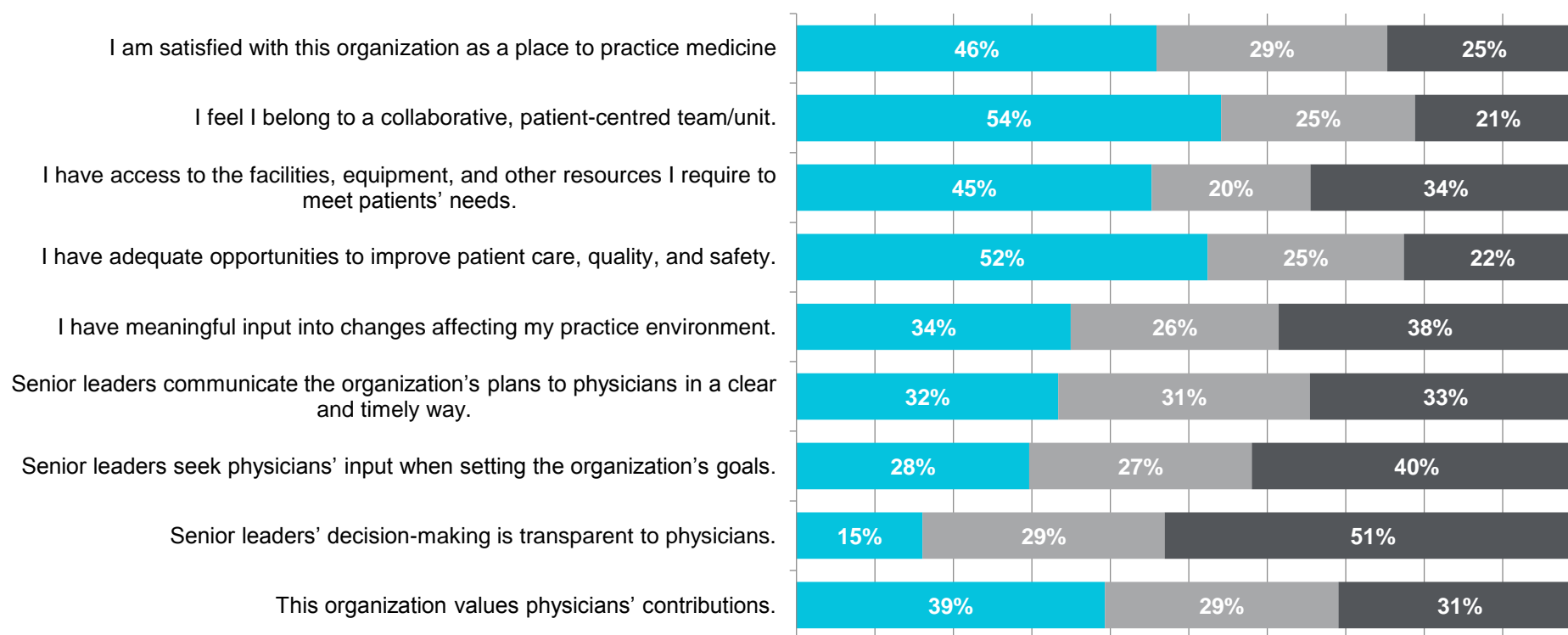
68 Respondents



Burnaby Hospital

85 Respondents

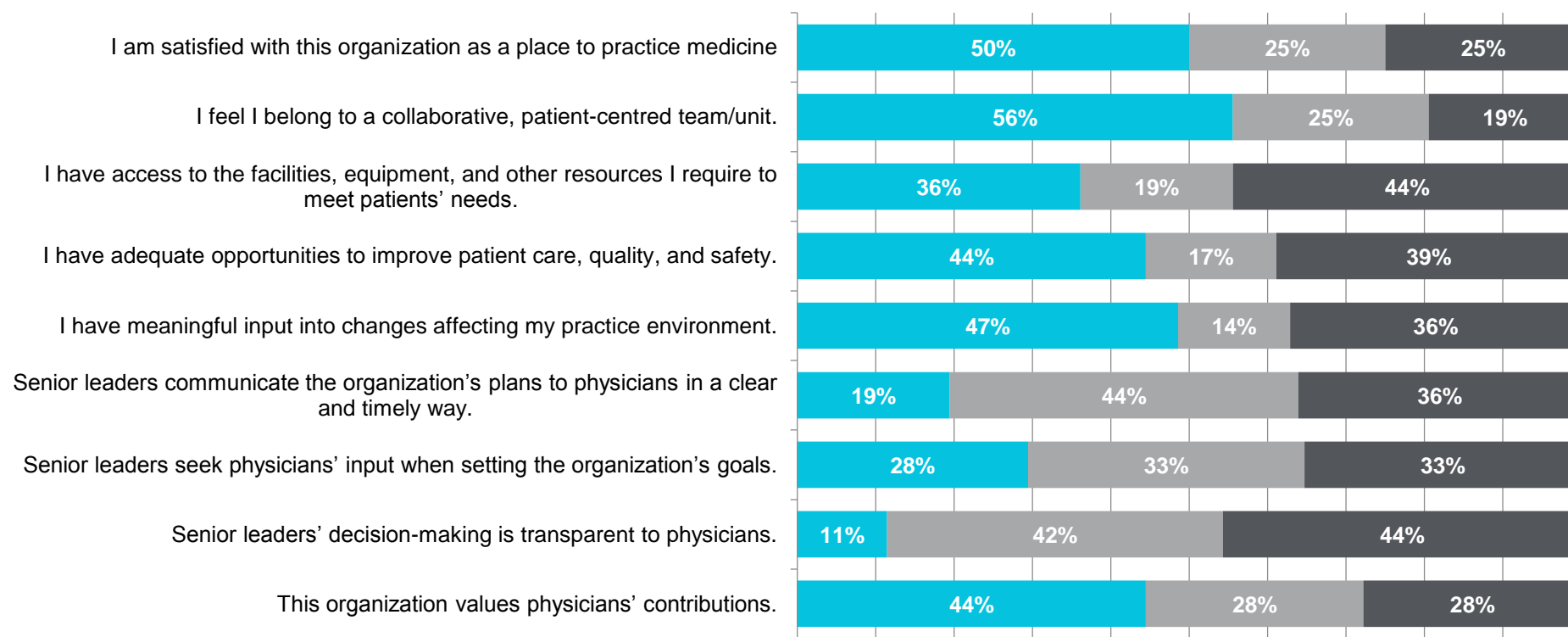
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Chilliwack General Hospital

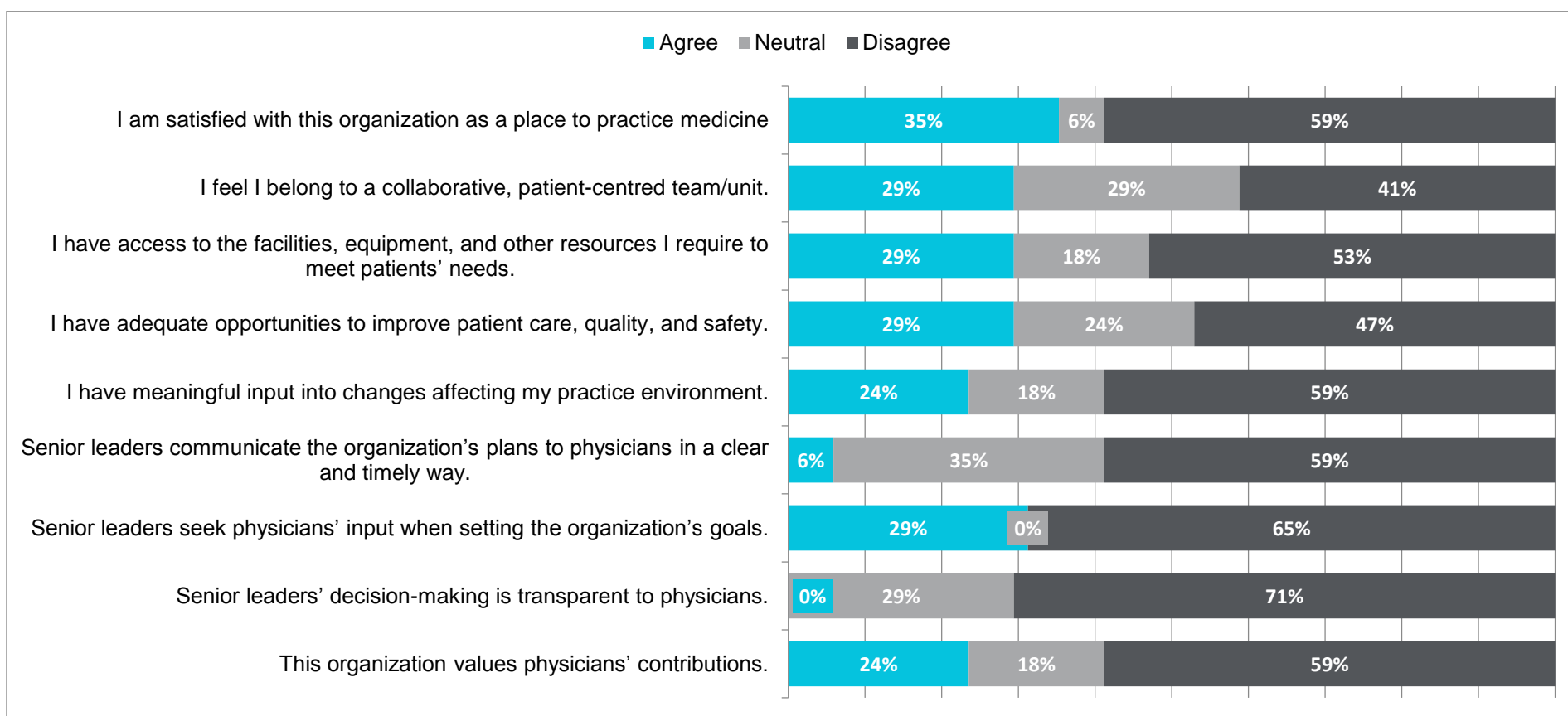
36 Respondents

■ Agree ■ Neutral ■ Disagree



Delta Hospital

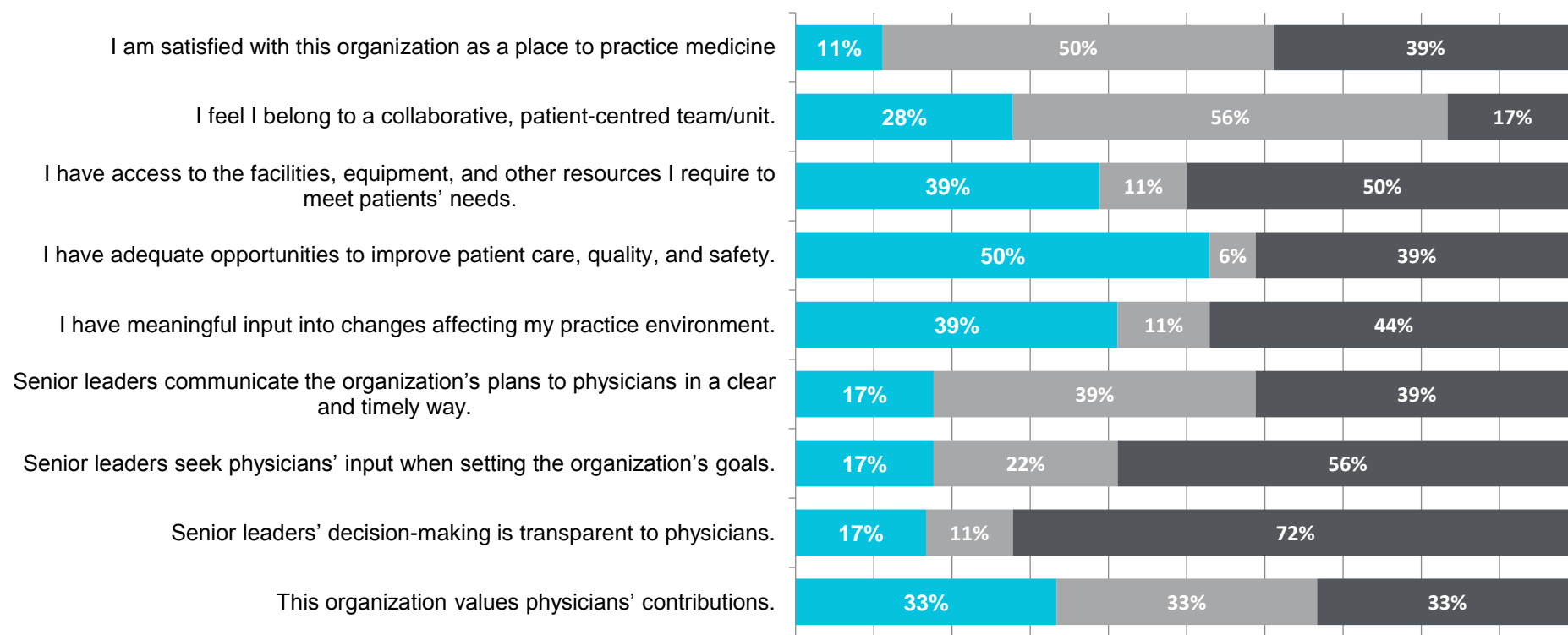
17 Respondents



Eagle Ridge Hospital

18 Respondents

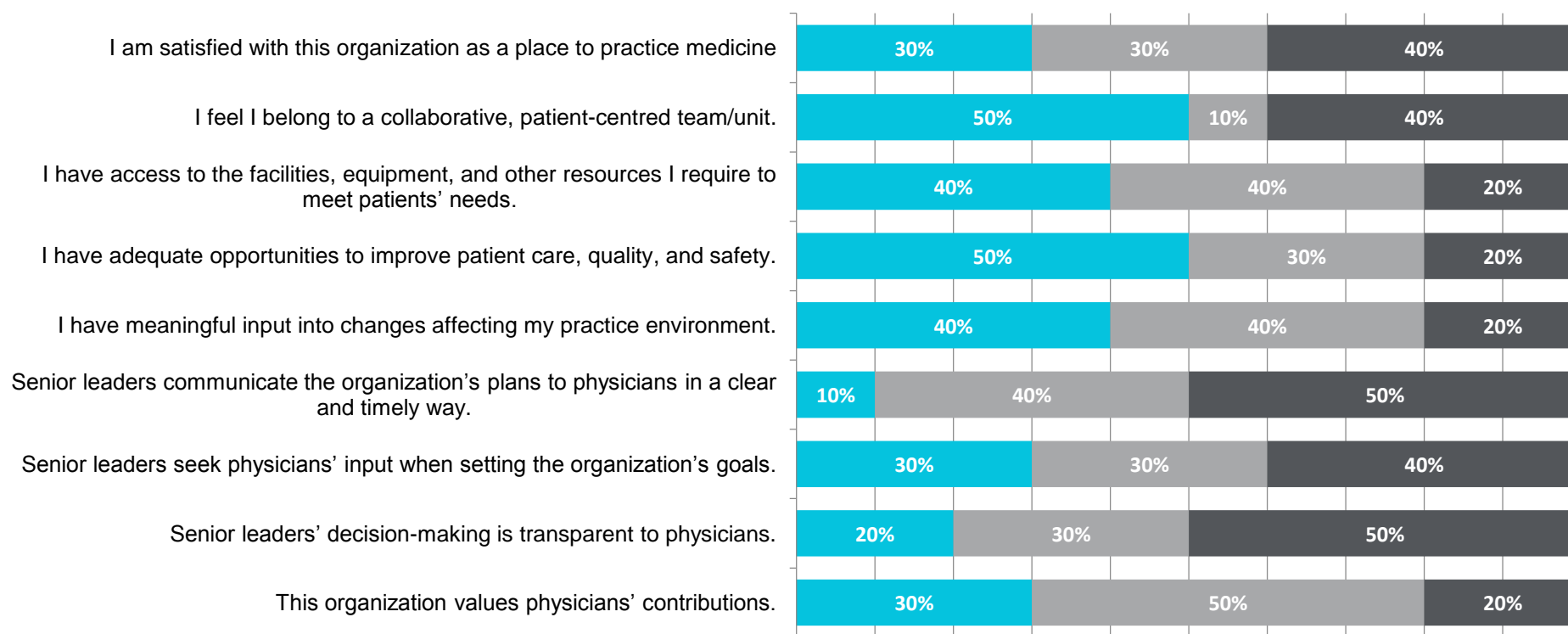
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Jim Pattison Outpatient Care and Surgery Centre

10 Respondents

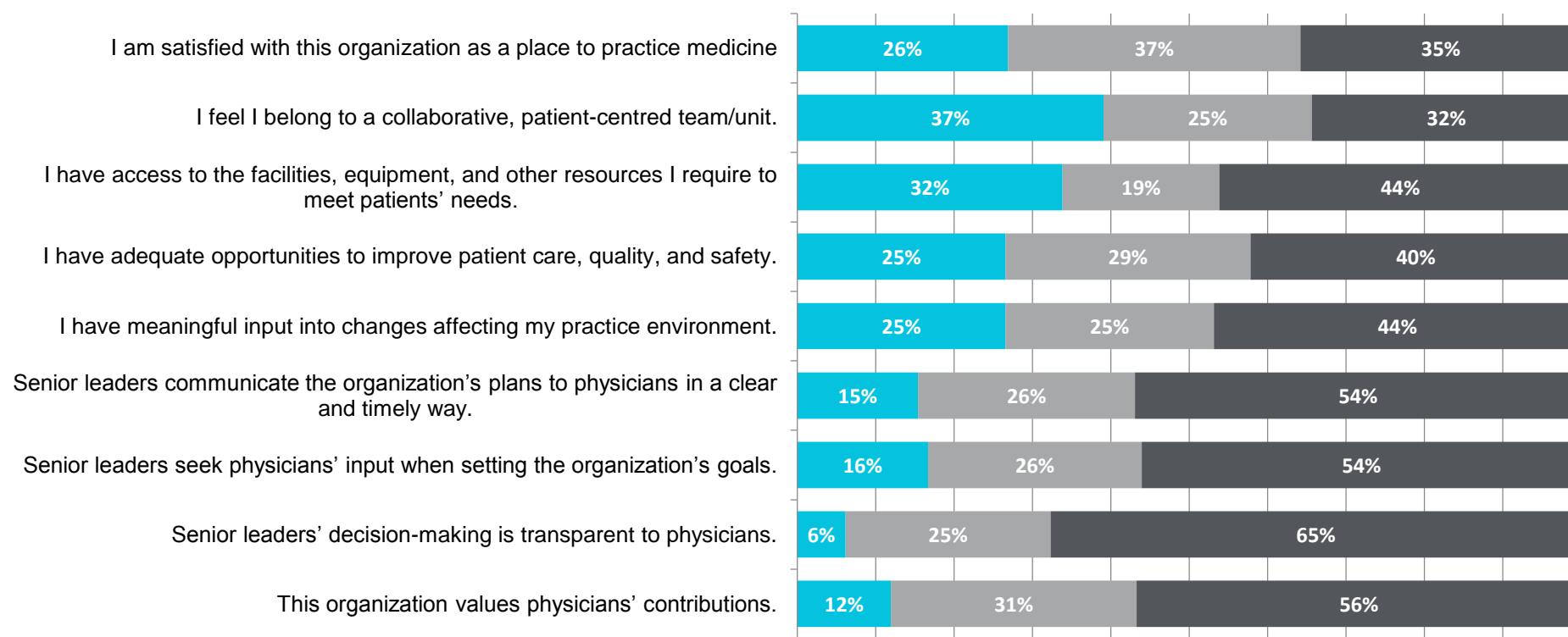
■ Agree ■ Neutral ■ Disagree



Langley Memorial Hospital

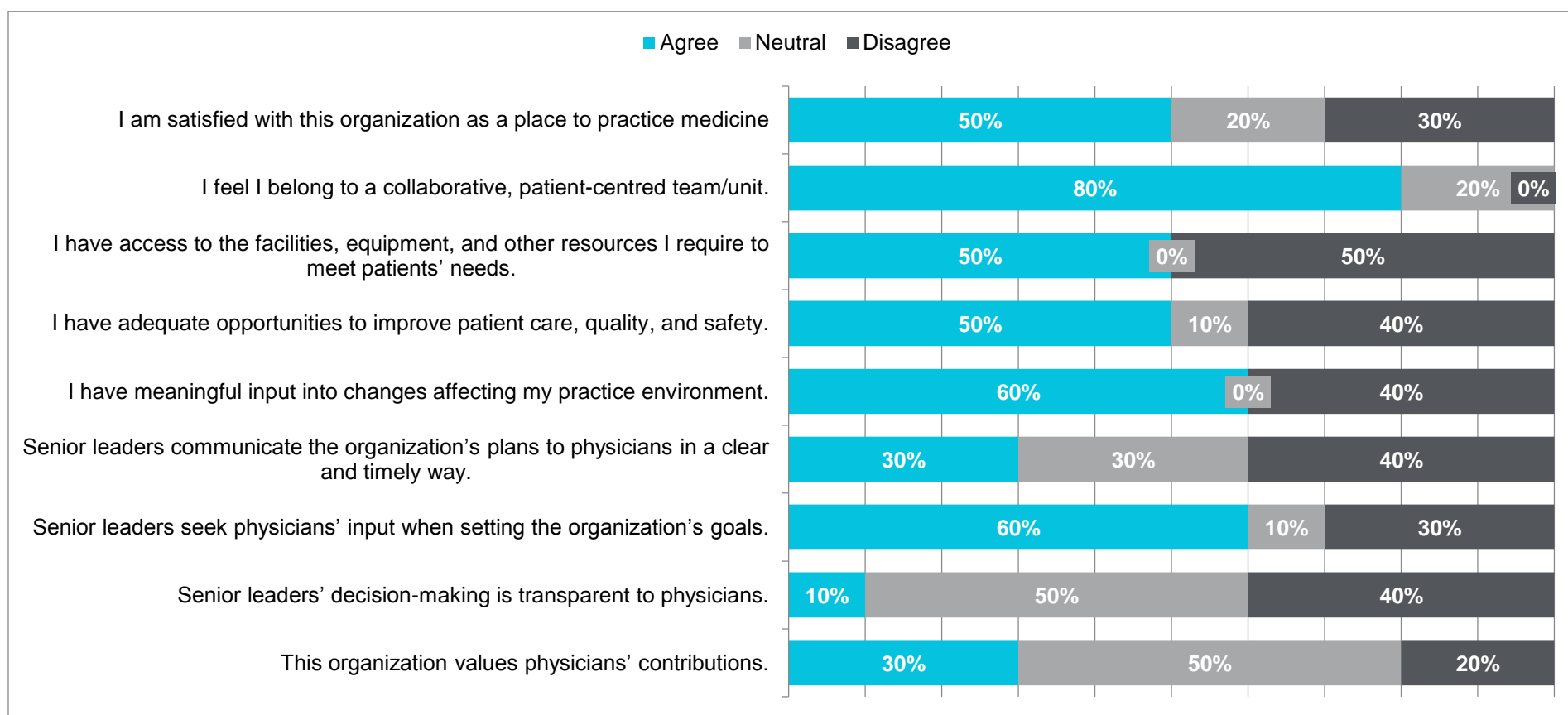
68 Respondents

■ Agree ■ Neutral ■ Disagree



Mission Memorial Hospital

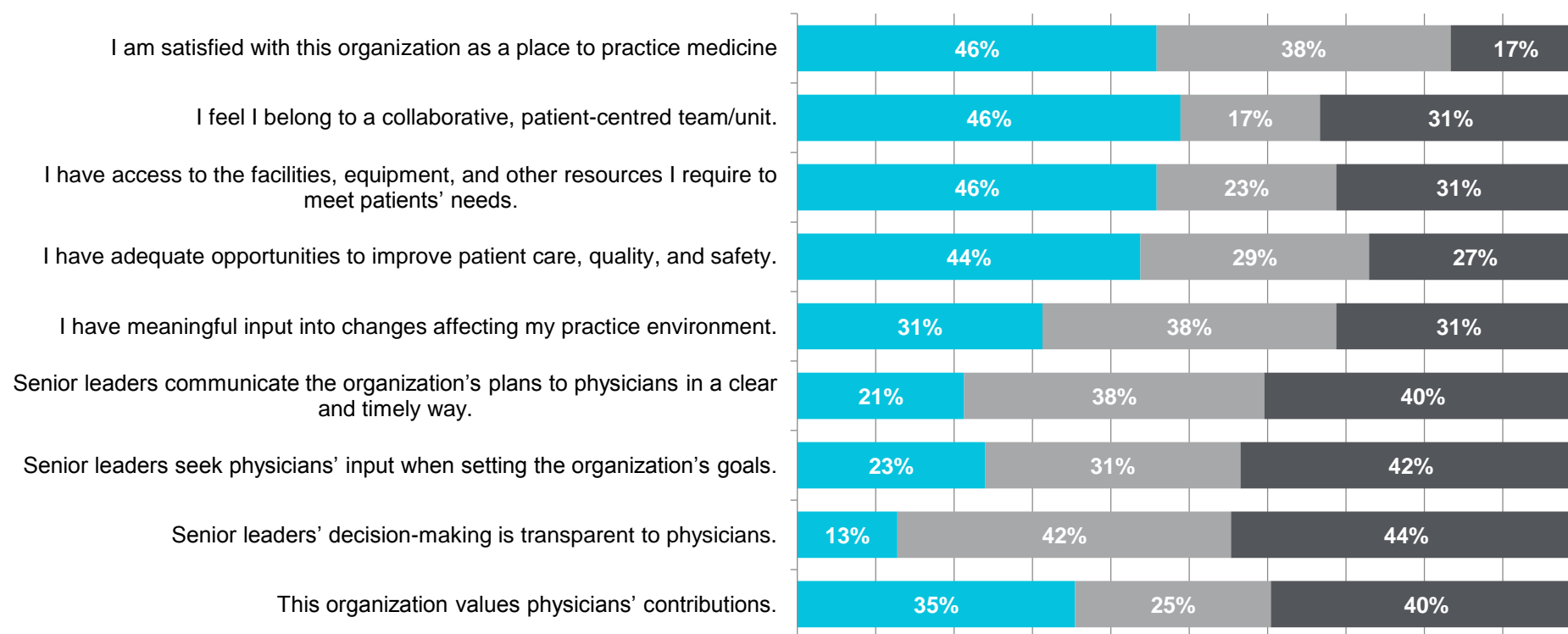
10 Respondents



Peace Arch District Hospital

48 Respondents

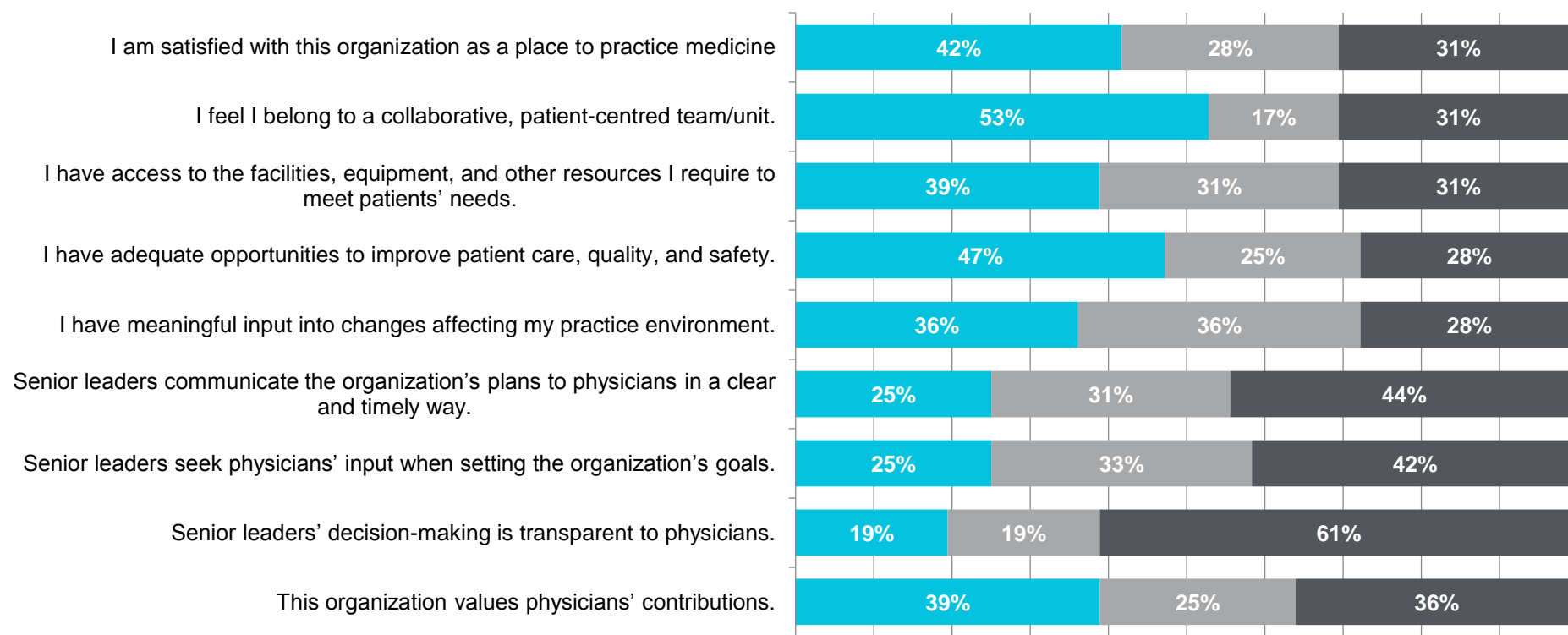
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Ridge Meadows Hospital

36 Respondents

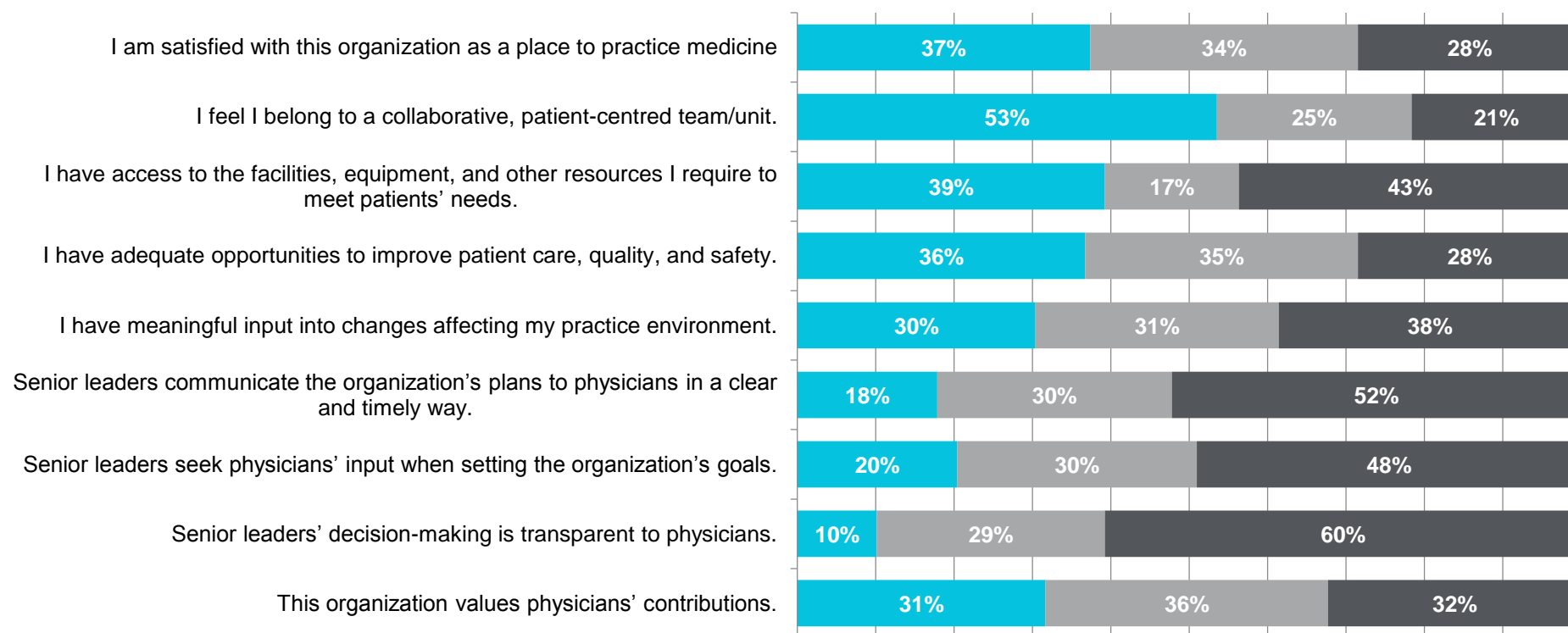
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Royal Columbian Hospital

159 Respondents

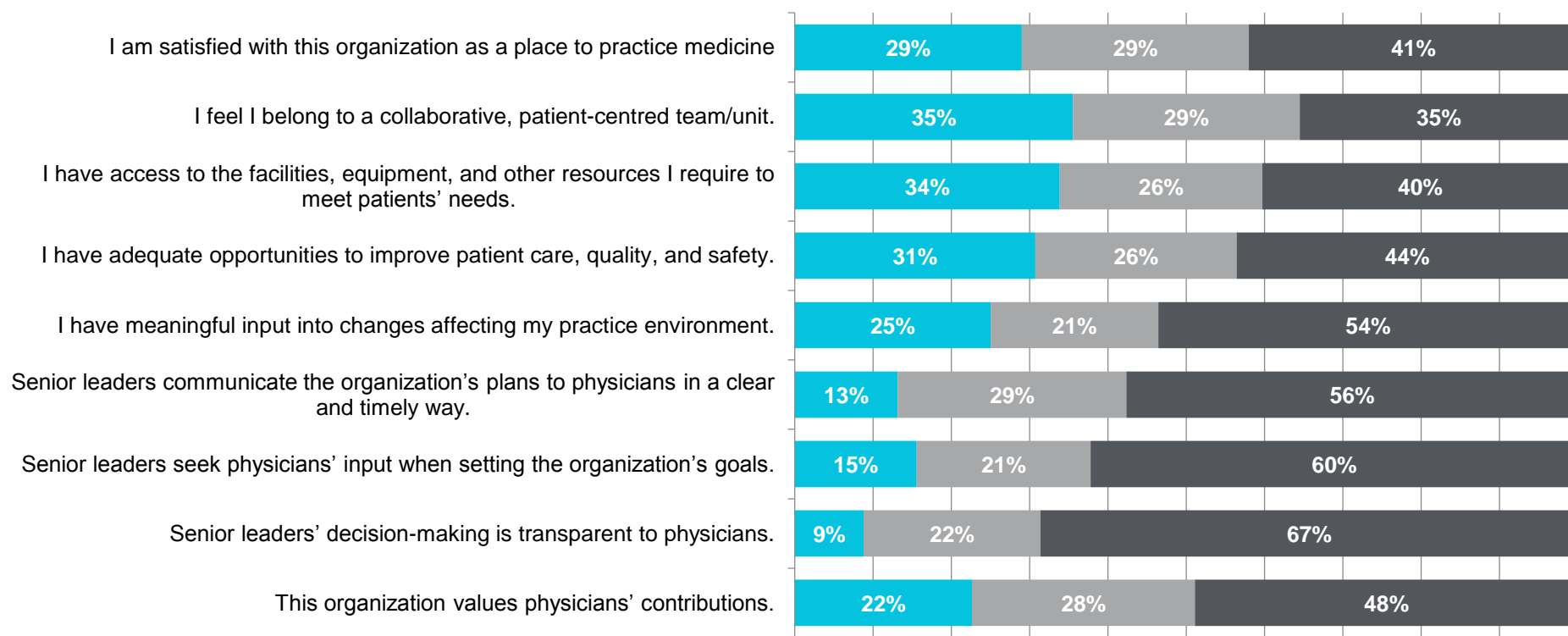
■ Agree ■ Neutral ■ Disagree



Surrey Memorial Hospital

140 Respondents

■ Agree ■ Neutral ■ Disagree

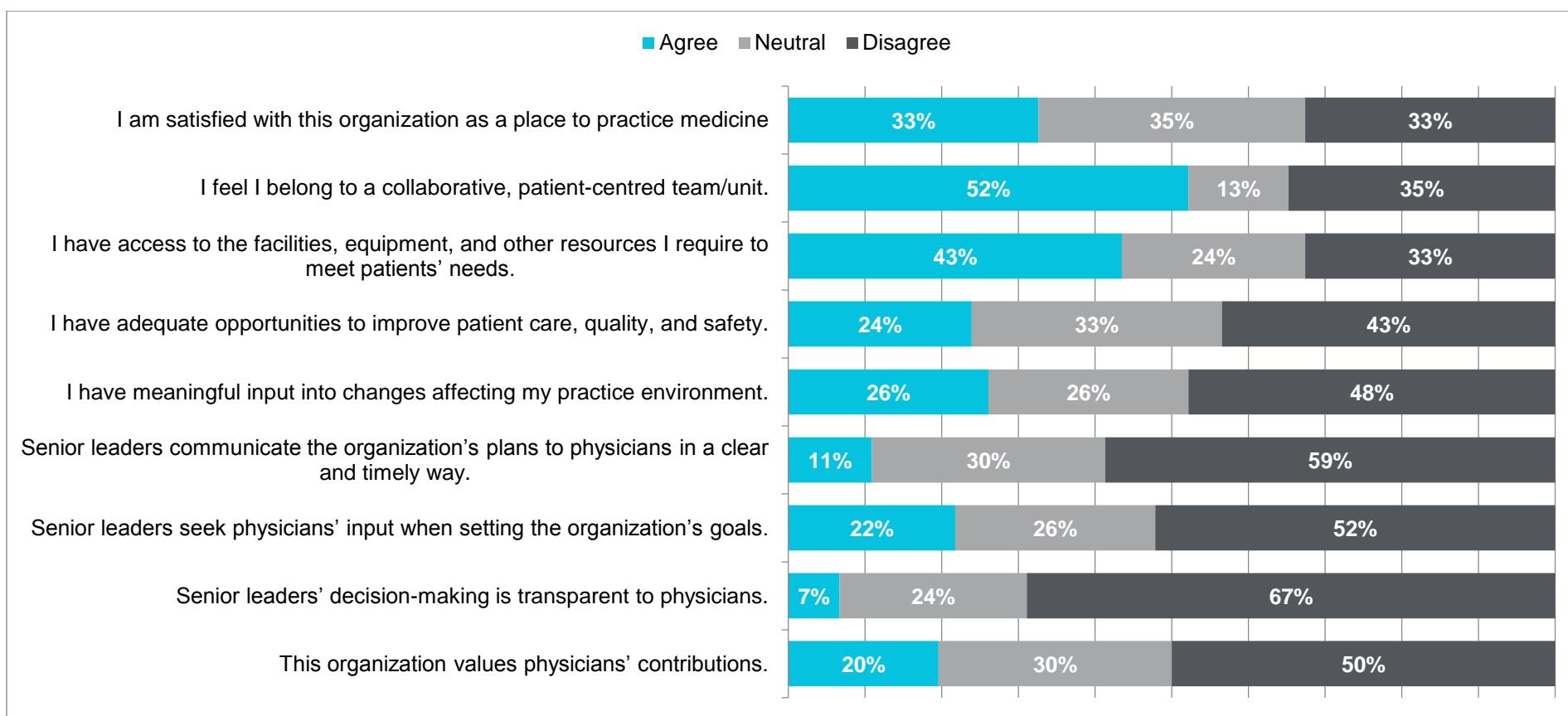


INTERIOR HEALTH AUTHORITY

	2017			2016		
	Agree	Neutral	Disagree	Agree	Neutral	Disagree
I am satisfied with this organization as a place to practice medicine	28%	34%	39%	29%	35%	37%
I feel I belong to a collaborative, patient-centred team/unit.	45%	21%	34%	35%	30%	35%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	42%	21%	37%	42%	24%	34%
I have adequate opportunities to improve patient care, quality, and safety.	32%	28%	40%	34%	33%	33%
I have meaningful input into changes affecting my practice environment.	30%	21%	49%	24%	28%	49%
Senior leaders communicate the organization's plans to physicians in a clear and timely way.	14%	28%	57%	22%	32%	46%
Senior leaders seek physicians' input when setting the organization's goals.	17%	26%	57%	21%	30%	49%
Senior leaders' decision-making is transparent to physicians.	7%	25%	68%	13%	29%	59%
This organization values physicians' contributions.	25%	29%	46%	27%	31%	42%

East Kootenay Regional Hospital

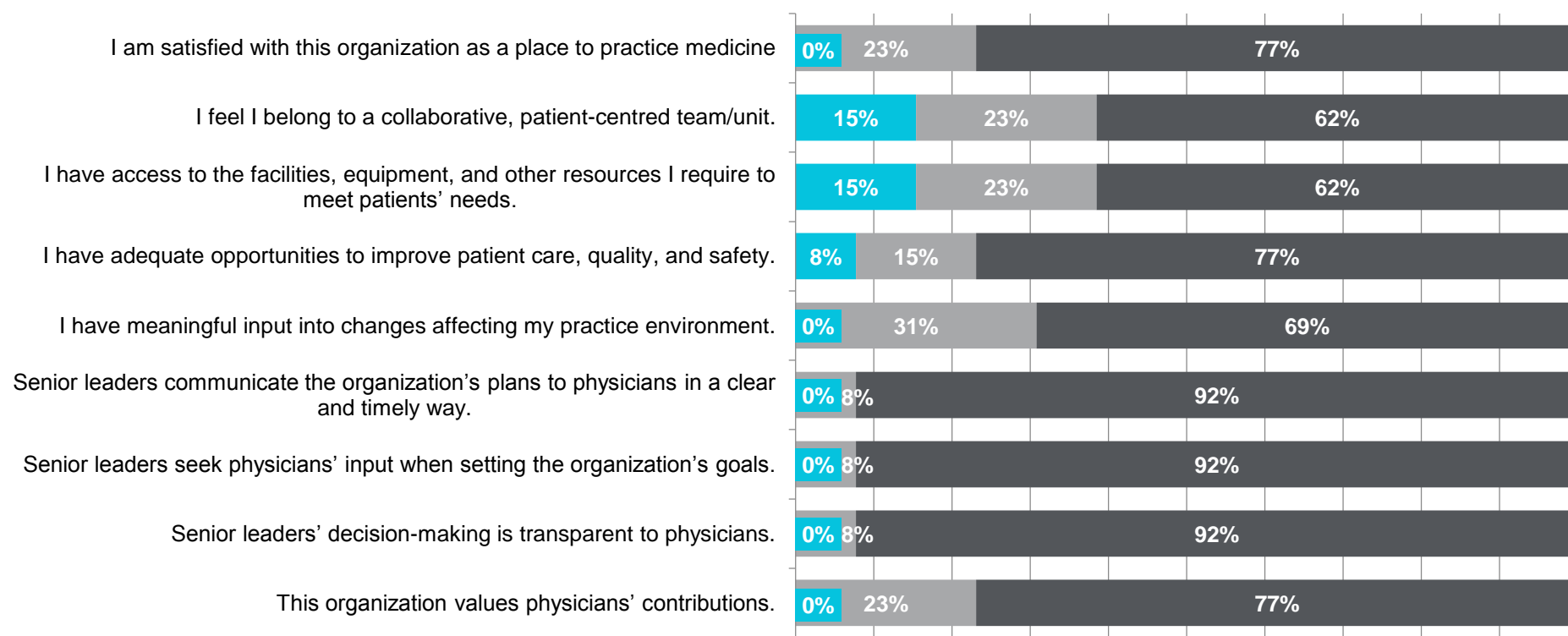
46 Respondents



Elk Valley Hospital

13 Respondents

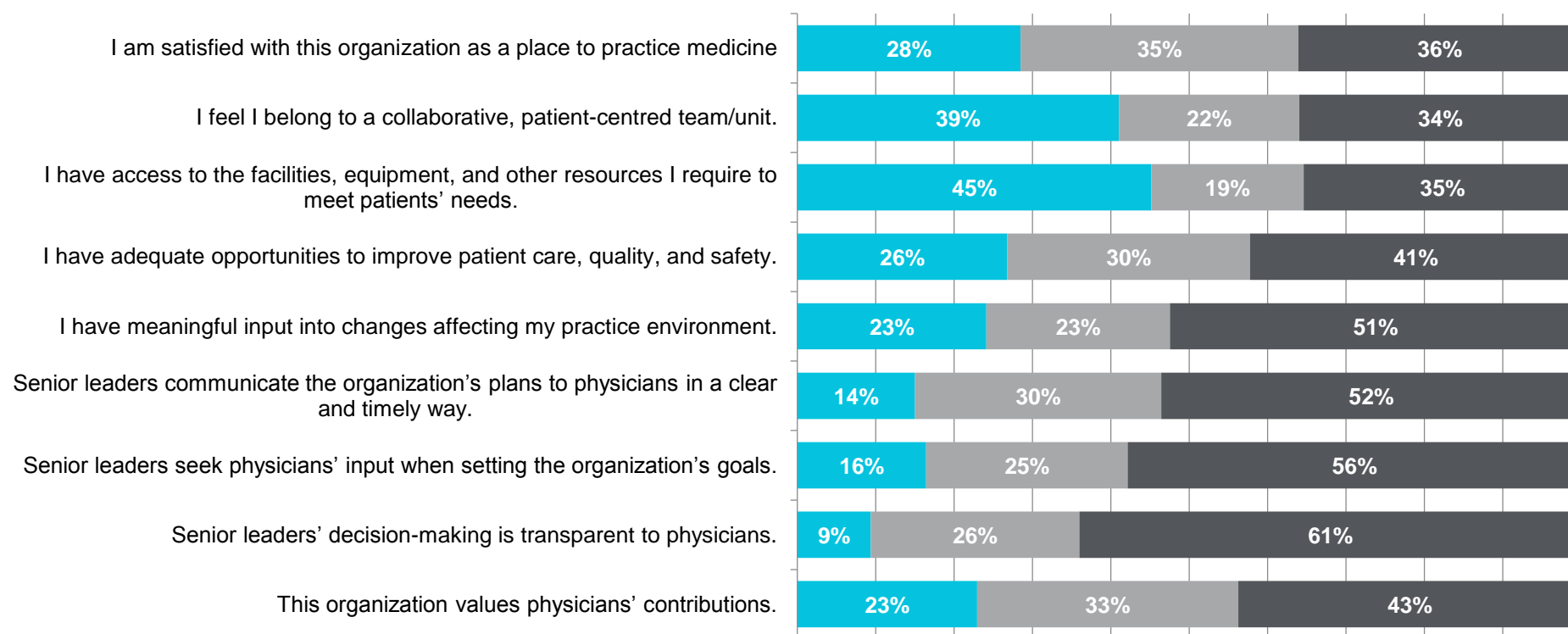
■ Agree ■ Neutral ■ Disagree



Kelowna General Hospital

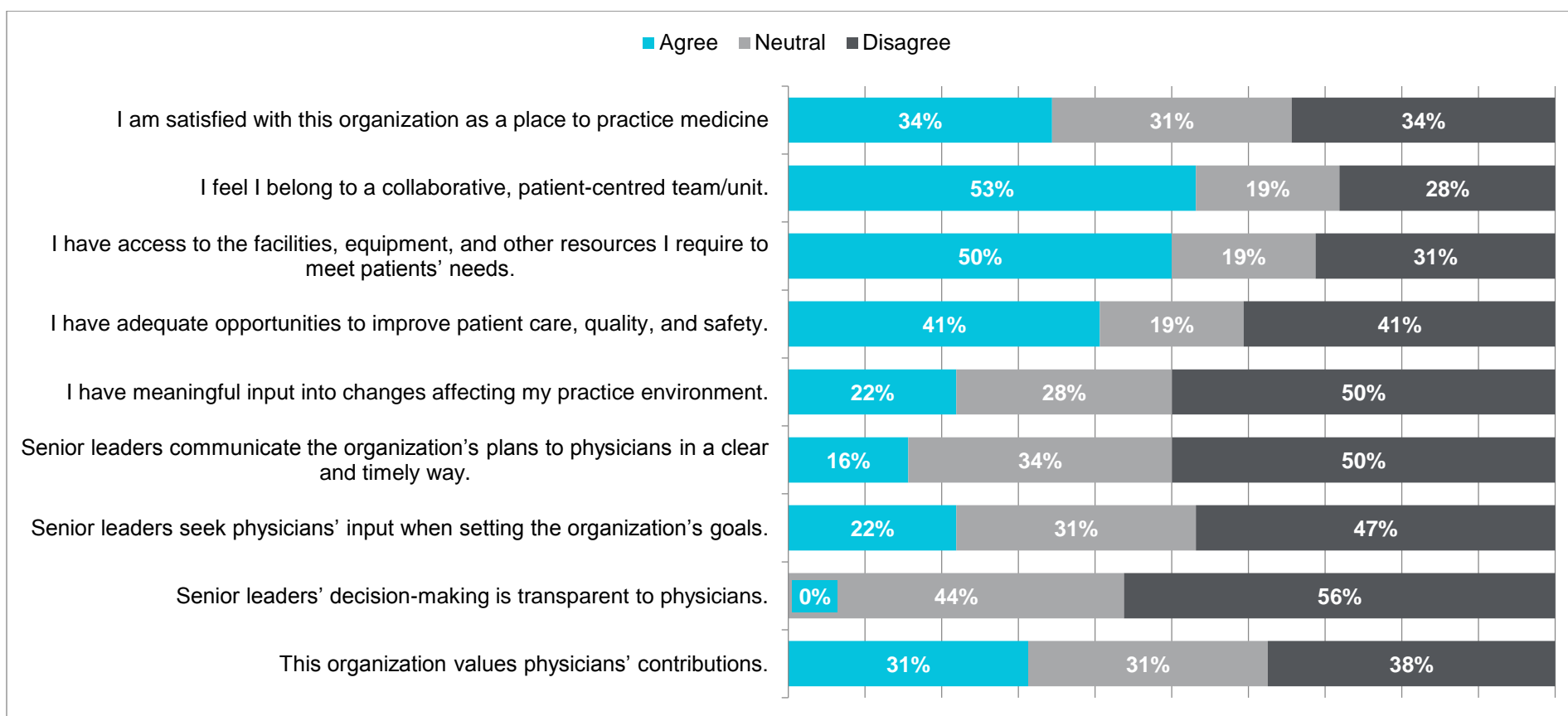
145 Respondents

■ Agree ■ Neutral ■ Disagree



Kootenay Boundary Regional Hospital

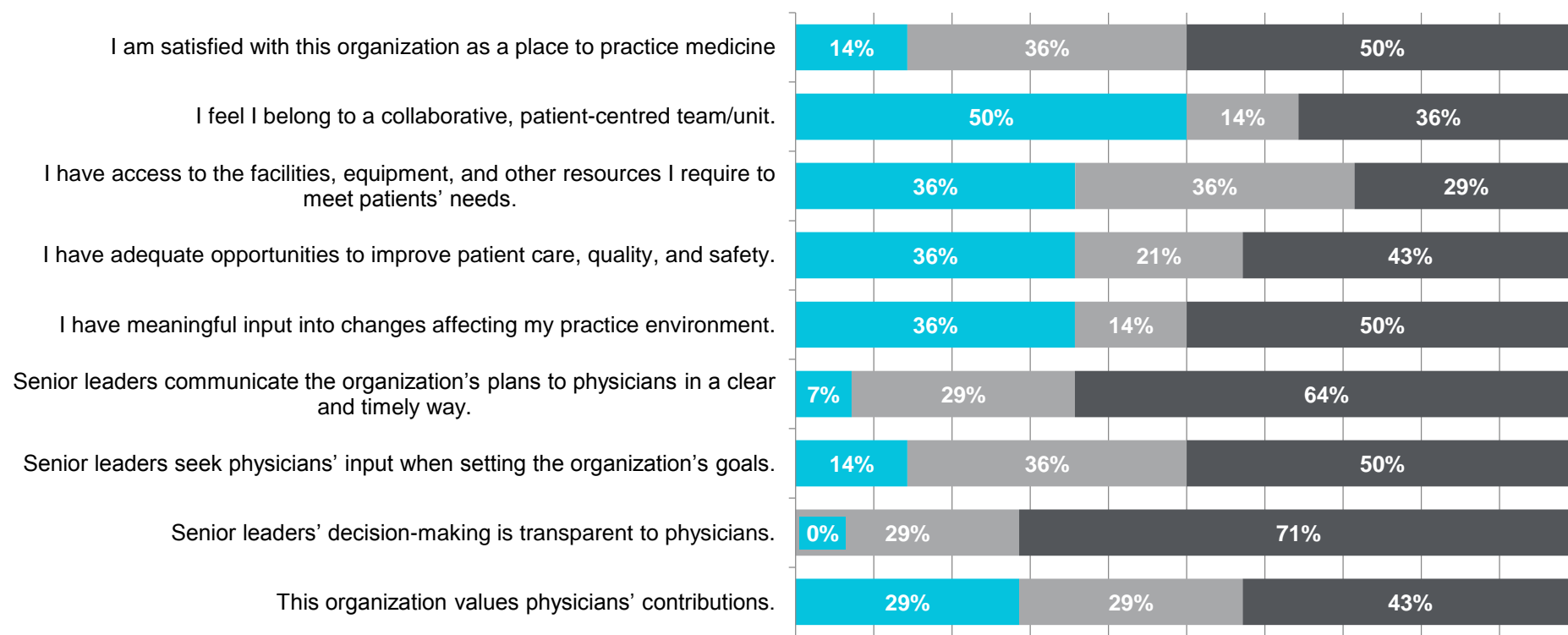
32 Respondents



Kootenay Lake Hospital

14 Respondents

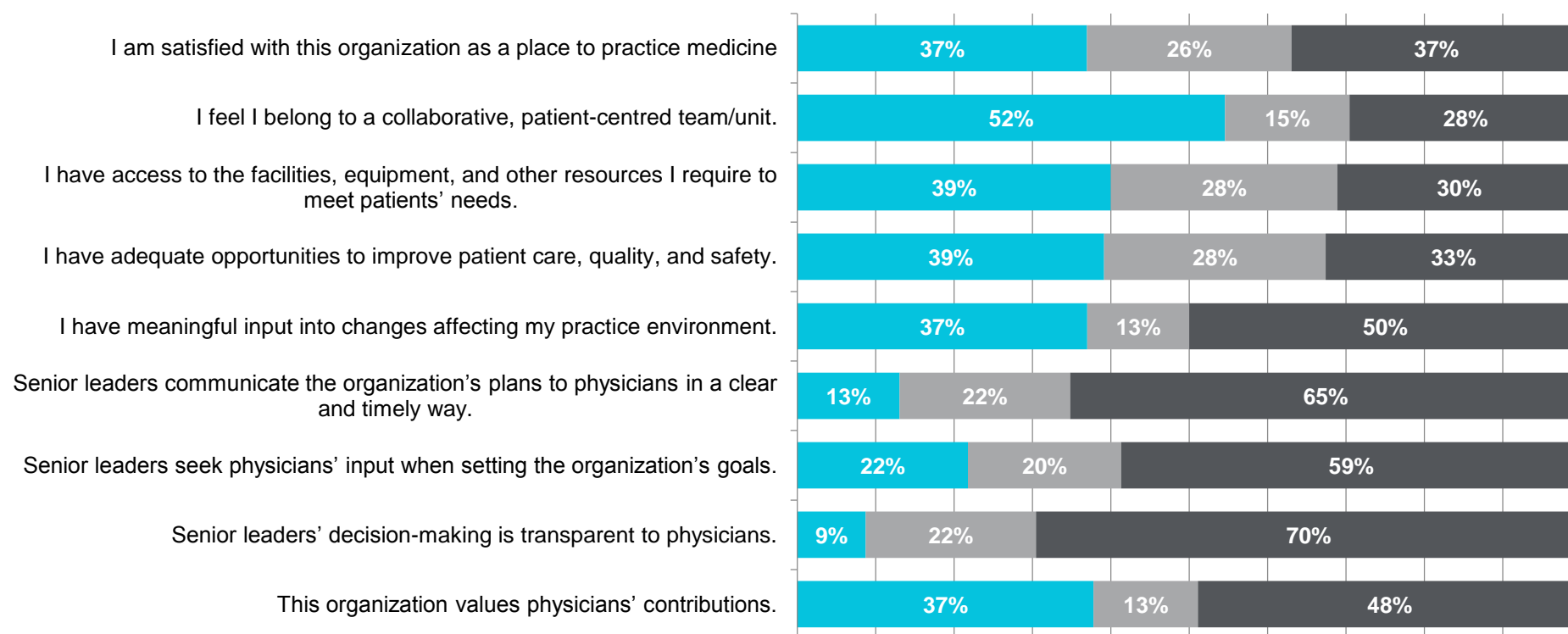
■ Agree ■ Neutral ■ Disagree



Penticton Regional Hospital

46 Respondents

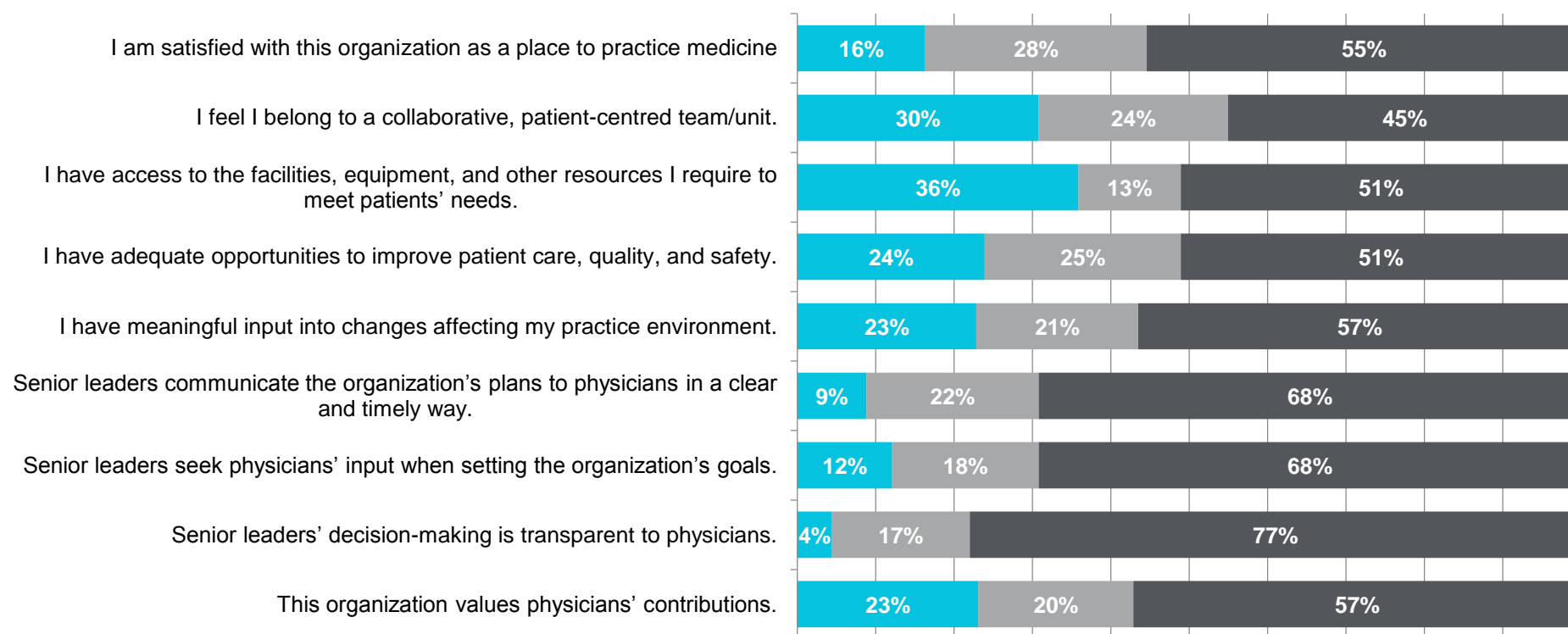
■ Agree ■ Neutral ■ Disagree



Royal Inland Hospital

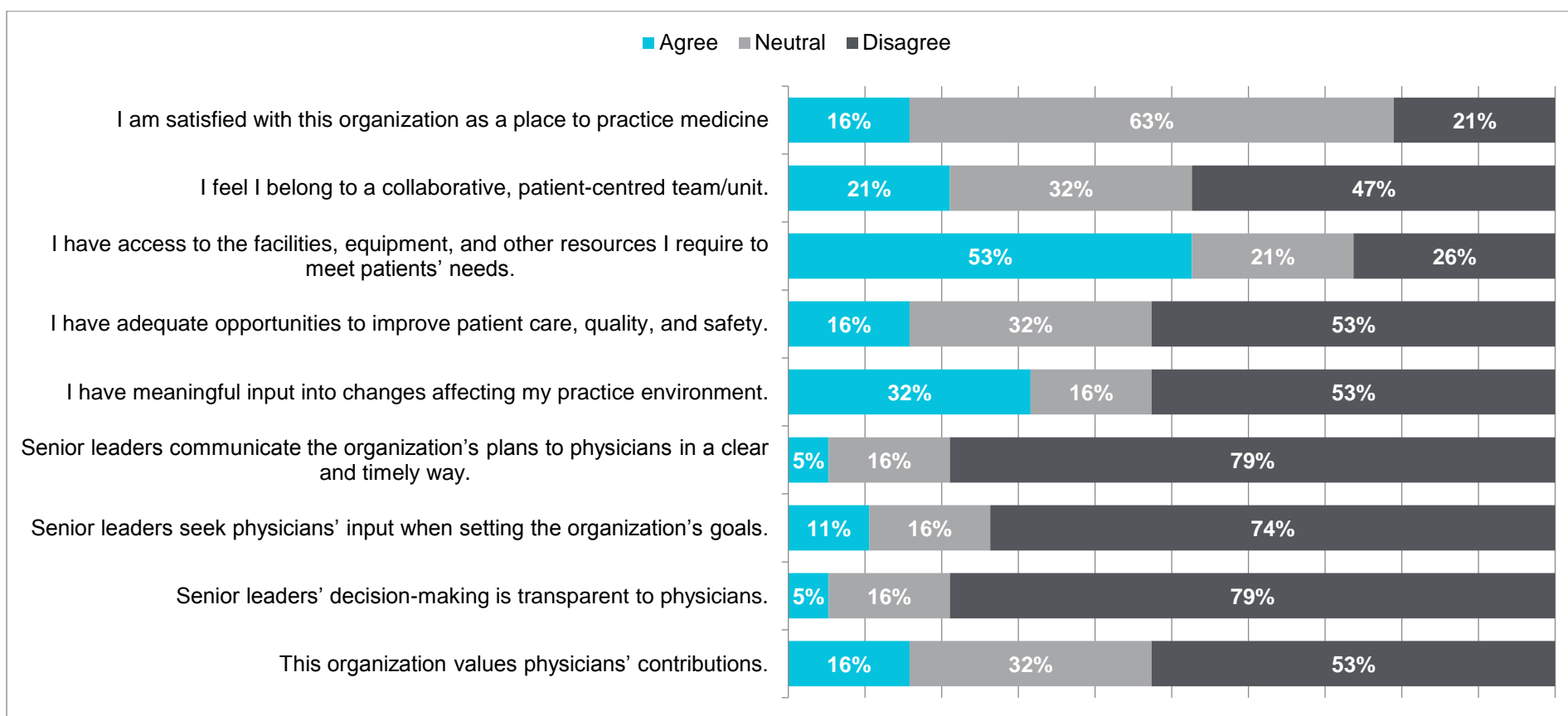
92 Respondents

■ Agree ■ Neutral ■ Disagree



Shuswap Lake General Hospital

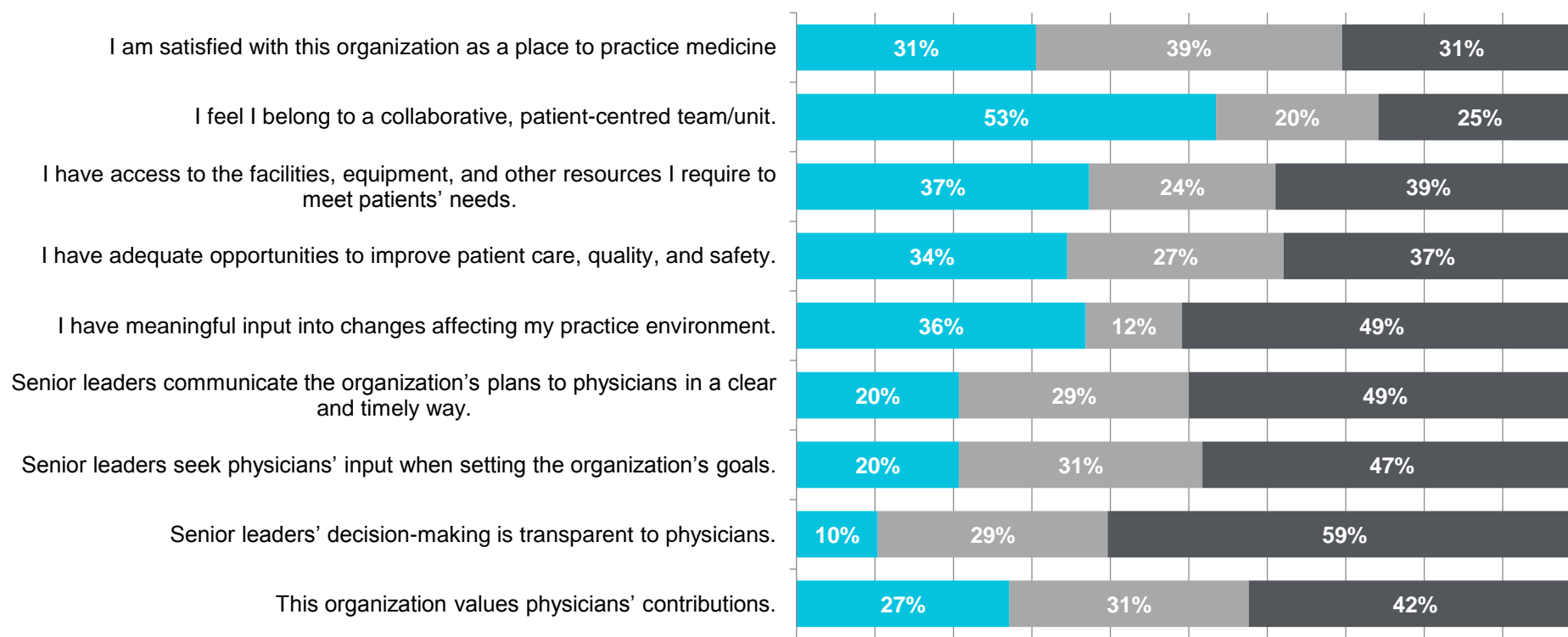
19 Respondents



Vernon Jubilee Hospital

59 Respondents

■ Agree ■ Neutral ■ Disagree

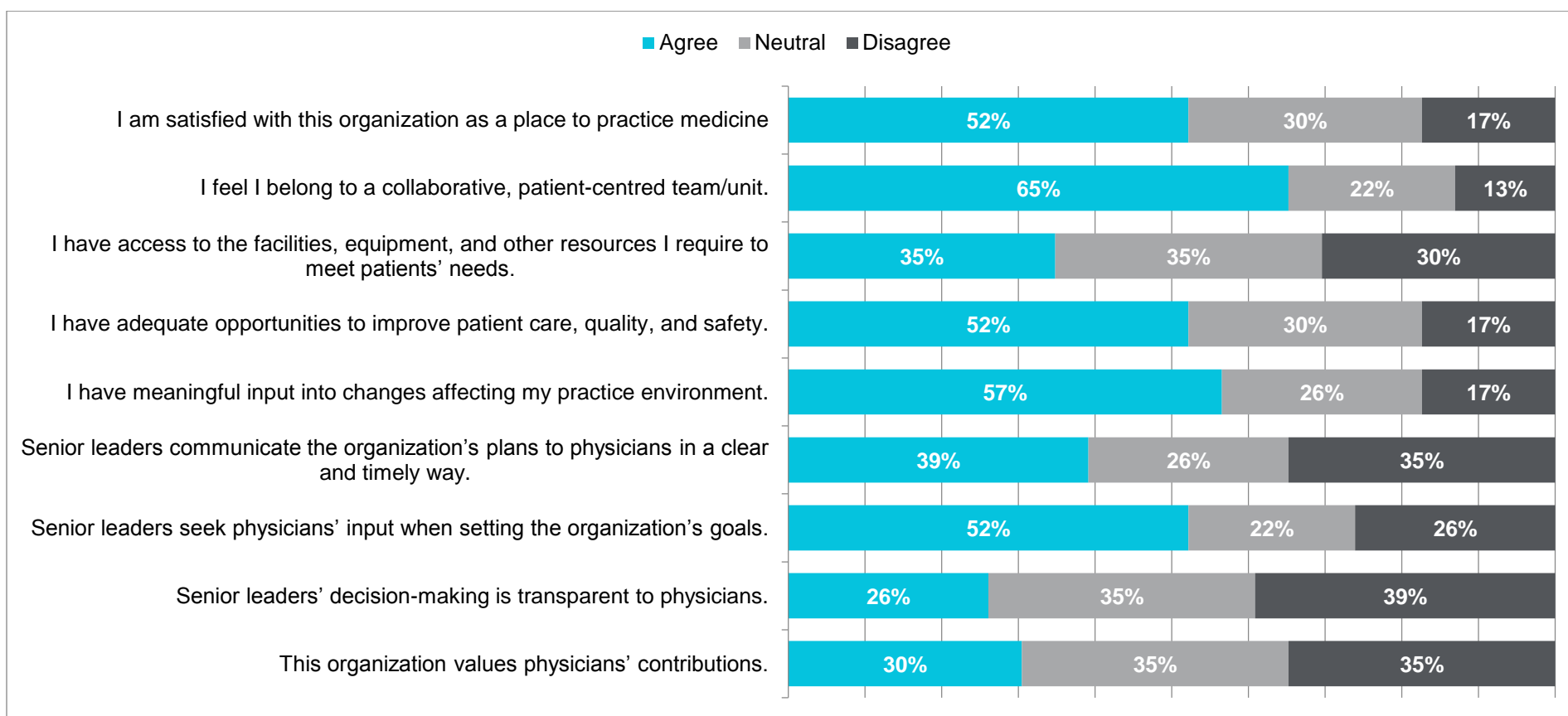


ISLAND HEALTH AUTHORITY

	2017			2016		
	Agree	Neutral	Disagree	Agree	Neutral	Disagree
I am satisfied with this organization as a place to practice medicine	34%	31%	35%	31%	34%	36%
I feel I belong to a collaborative, patient-centred team/unit.	52%	19%	29%	39%	29%	33%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	47%	23%	30%	39%	27%	34%
I have adequate opportunities to improve patient care, quality, and safety.	40%	29%	30%	32%	32%	36%
I have meaningful input into changes affecting my practice environment.	36%	25%	39%	23%	32%	45%
Senior leaders communicate the organization's plans to physicians in a clear and timely way.	18%	31%	51%	19%	35%	46%
Senior leaders seek physicians' input when setting the organization's goals.	21%	27%	52%	23%	31%	47%
Senior leaders' decision-making is transparent to physicians.	9%	27%	64%	13%	31%	57%
This organization values physicians' contributions.	29%	28%	43%	29%	32%	39%

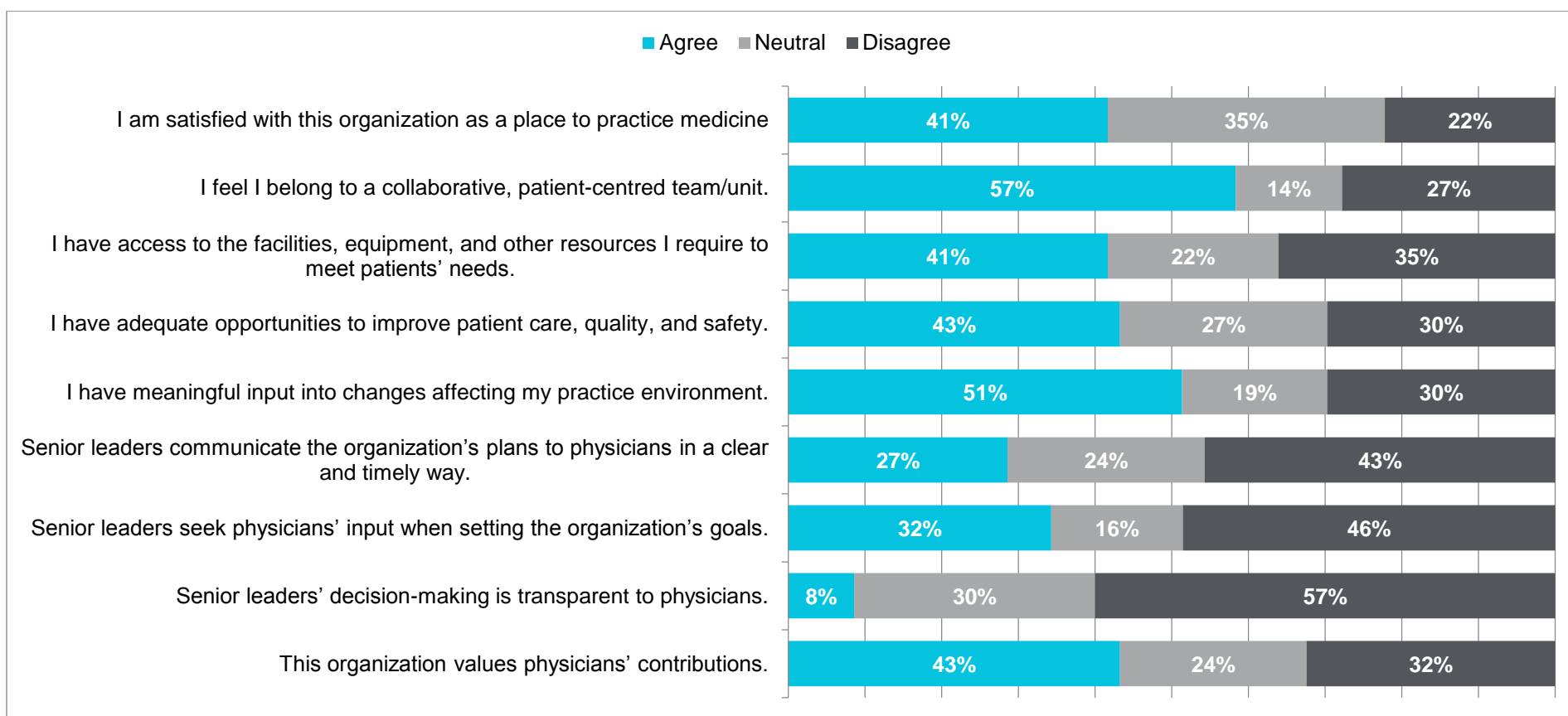
Campbell River & District General Hospital

23 Respondents



Cowichan District Hospital

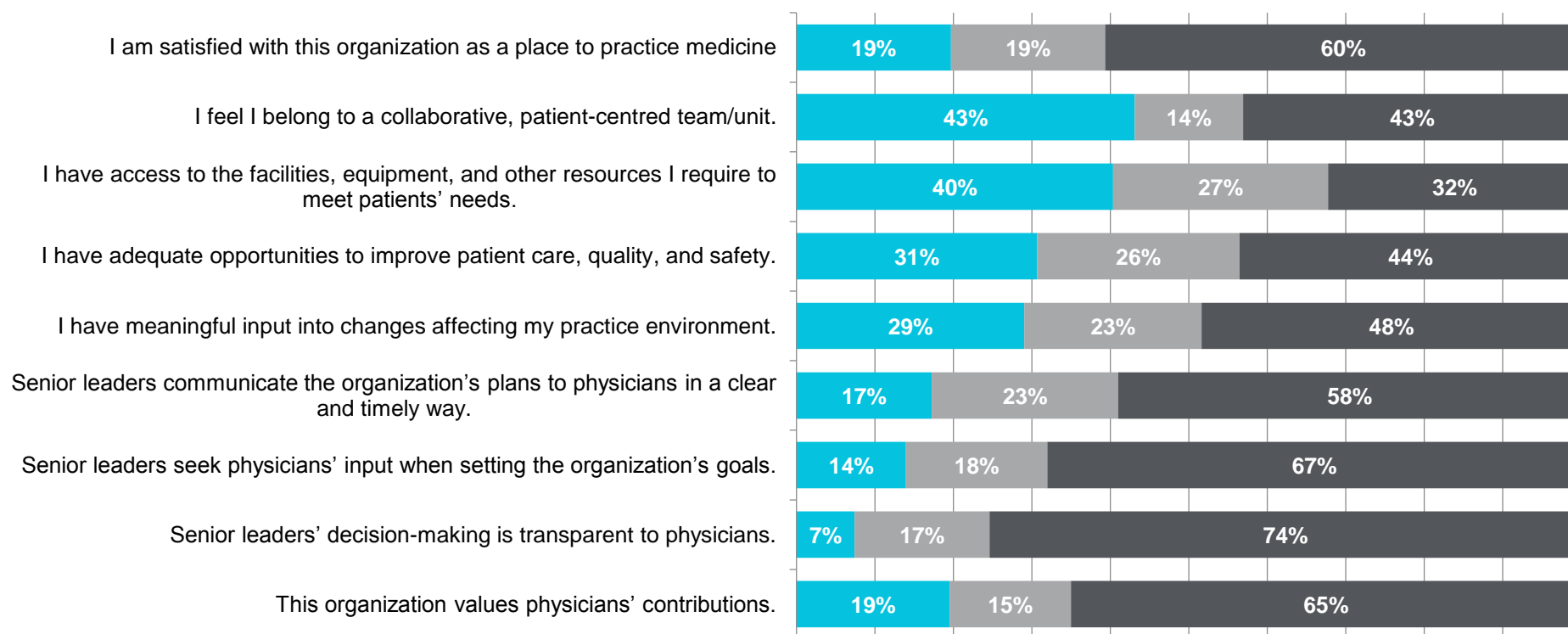
37 Respondents



Nanaimo Regional General Hospital

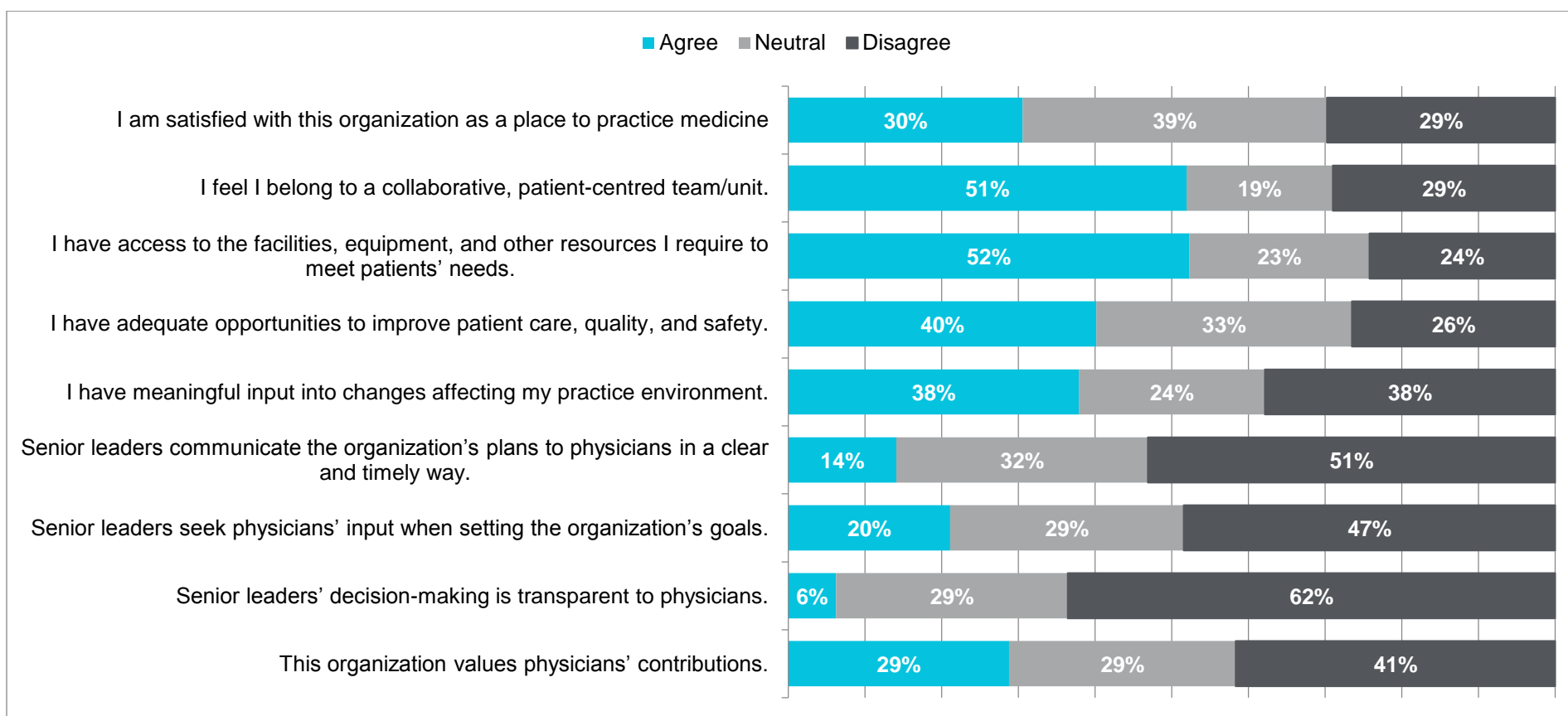
124 Respondents

■ Agree ■ Neutral ■ Disagree



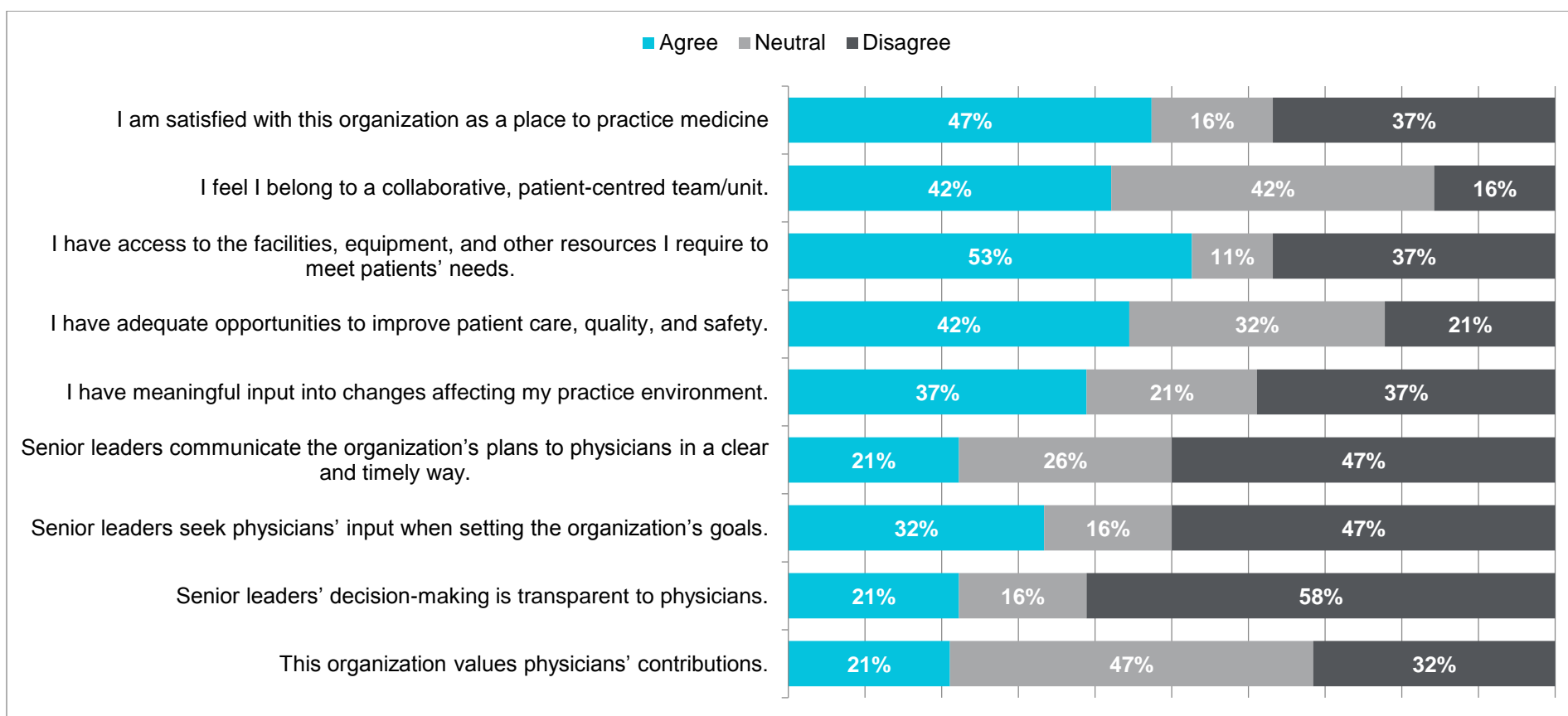
Royal Jubilee Hospital

133 Respondents



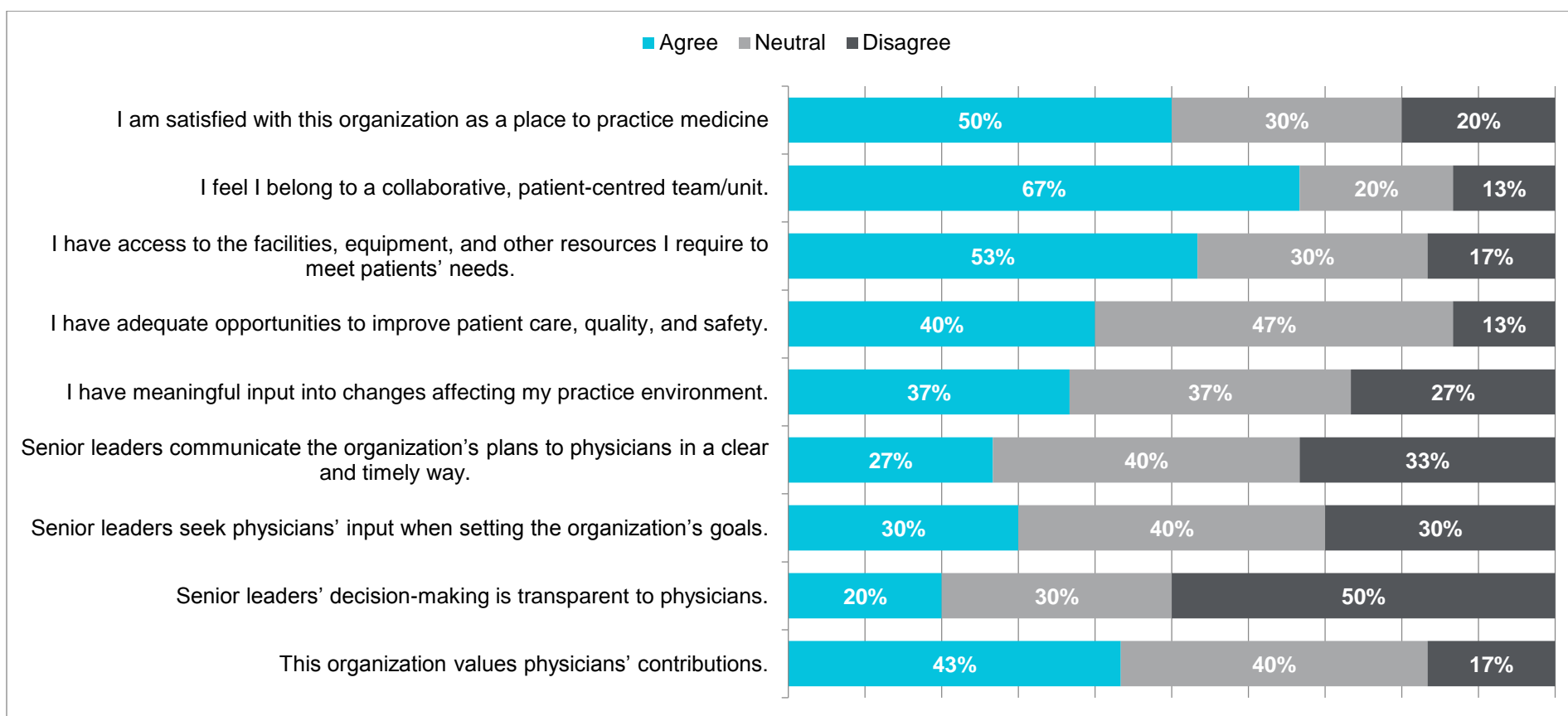
Saanich Peninsula Hospital

19 Respondents



St. Joseph's General Hospital

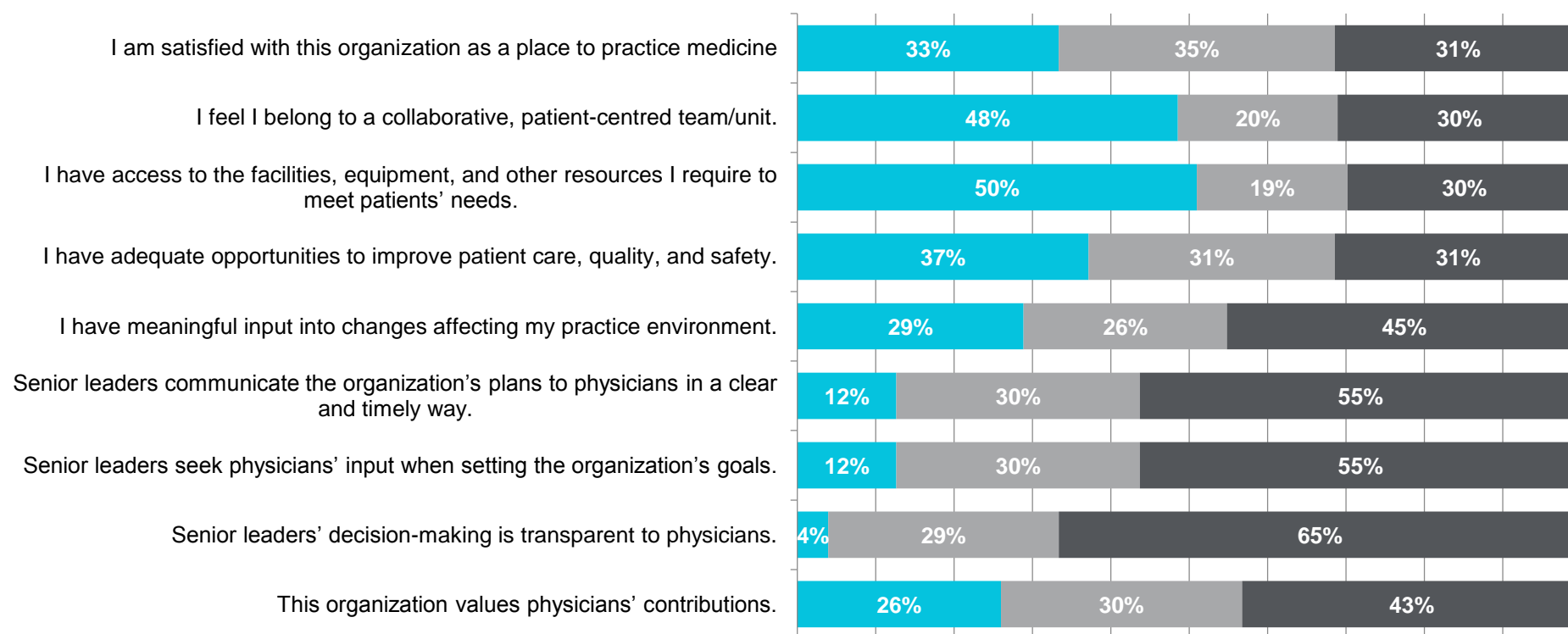
30 Respondents



Victoria General Hospital

105 Respondents

■ Agree ■ Neutral ■ Disagree

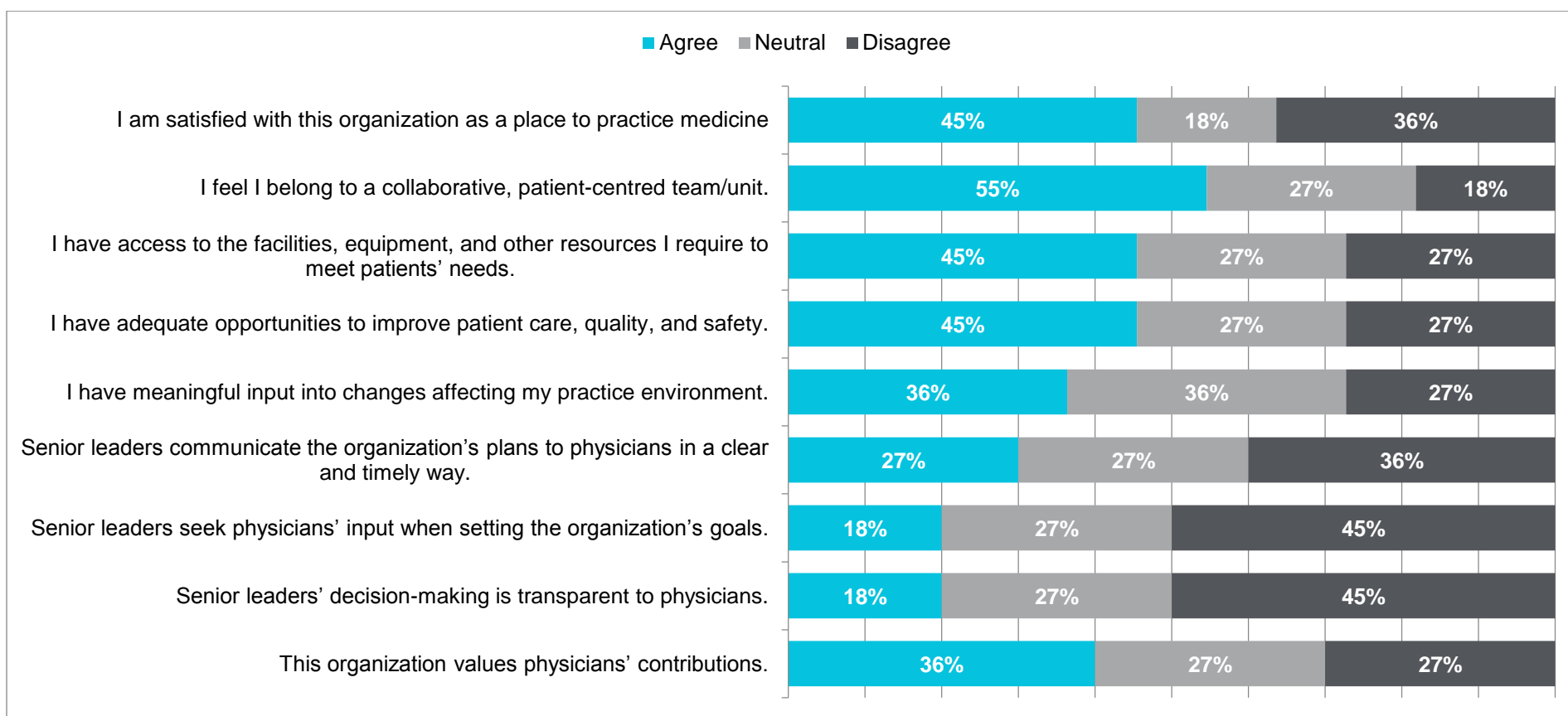


NORTHERN HEALTH AUTHORITY

	2017			2016		
	Agree	Neutral	Disagree	Agree	Neutral	Disagree
I am satisfied with this organization as a place to practice medicine.	48%	27%	24%	46%	32%	22%
I feel I belong to a collaborative, patient-centred team/unit.	57%	22%	21%	53%	25%	22%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	45%	29%	26%	42%	27%	32%
I have adequate opportunities to improve patient care, quality, and safety.	54%	19%	27%	50%	25%	25%
I have meaningful input into changes affecting my practice environment.	45%	27%	28%	46%	23%	31%
Senior leaders communicate the organization's plans to physicians in a clear and timely way.	38%	28%	34%	36%	33%	32%
Senior leaders seek physicians' input when setting the organization's goals.	41%	23%	36%	40%	24%	36%
Senior leaders' decision-making is transparent to physicians.	22%	36%	42%	22%	33%	45%
This organization values physicians' contributions.	50%	24%	26%	48%	26%	26%

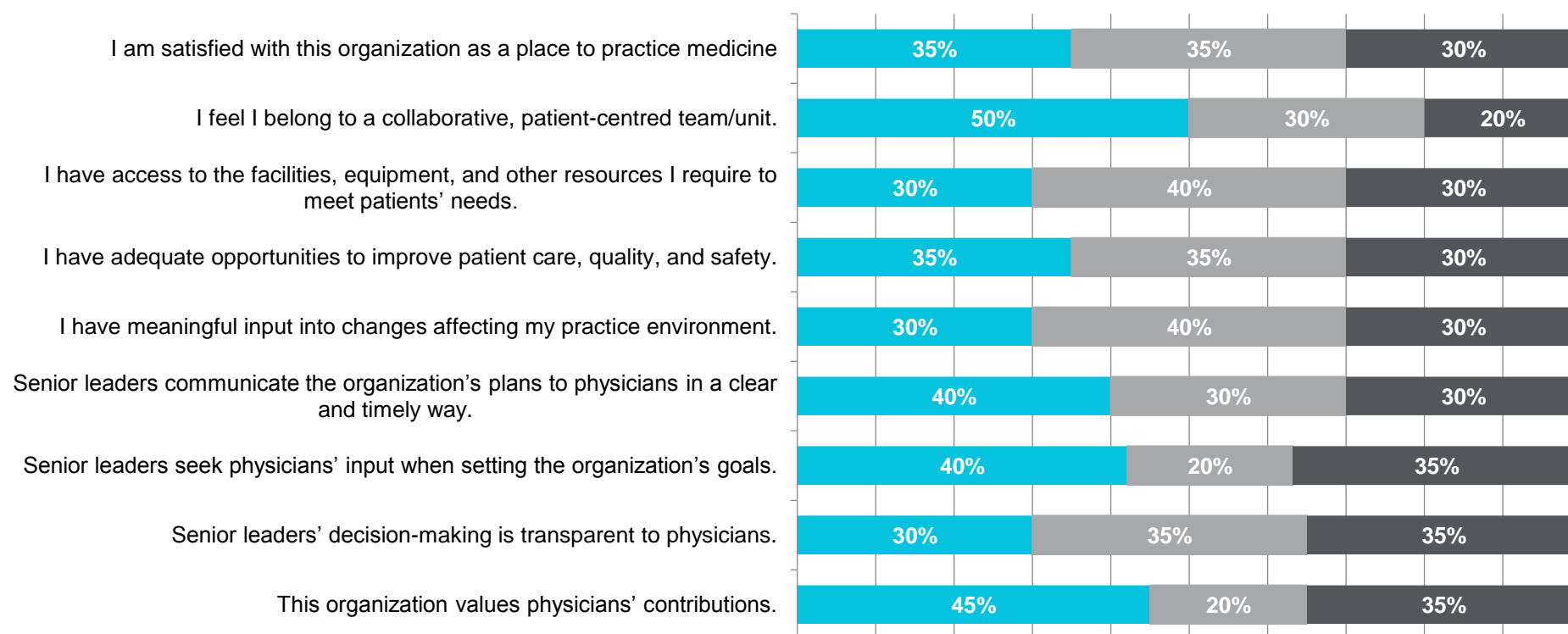
Fort St. John General Hospital

11 Respondents



Mills Memorial Hospital 20 Respondents

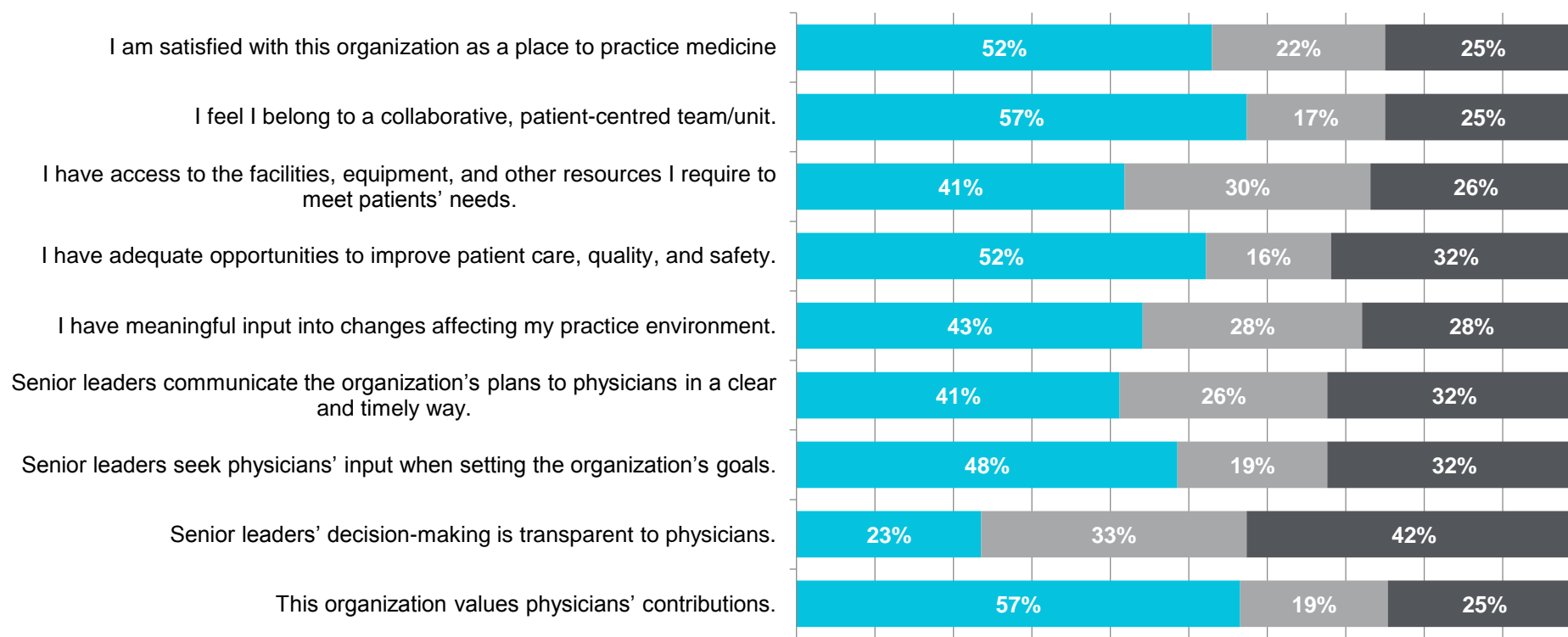
■ Agree ■ Neutral ■ Disagree



University Hospital of Northern British Columbia

69 Respondents

■ Agree ■ Neutral ■ Disagree

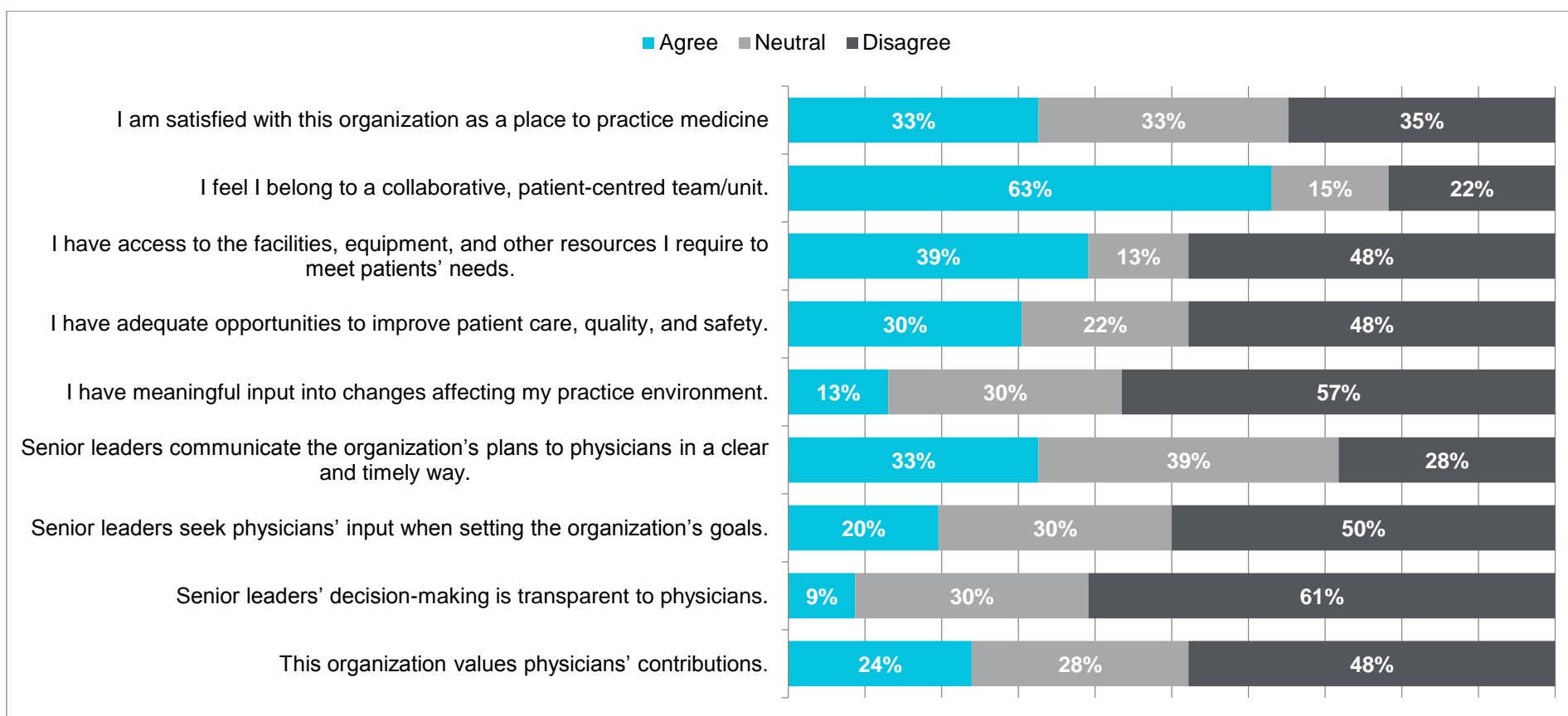


PROVINCIAL HEALTH SERVICES AUTHORITY

	2017			2016		
	Agree	Neutral	Disagree	Agree	Neutral	Disagree
I am satisfied with this organization as a place to practice medicine	40%	30%	30%	46%	28%	26%
I feel I belong to a collaborative, patient-centred team/unit.	62%	15%	23%	62%	22%	16%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	47%	19%	34%	51%	19%	30%
I have adequate opportunities to improve patient care, quality, and safety.	45%	18%	37%	50%	23%	27%
I have meaningful input into changes affecting my practice environment.	28%	21%	51%	34%	23%	43%
Senior leaders communicate the organization's plans to physicians in a clear and timely way.	23%	37%	40%	35%	36%	29%
Senior leaders seek physicians' input when setting the organization's goals.	17%	31%	51%	29%	32%	39%
Senior leaders' decision-making is transparent to physicians.	7%	26%	67%	21%	30%	48%
This organization values physicians' contributions.	30%	26%	44%	40%	28%	31%

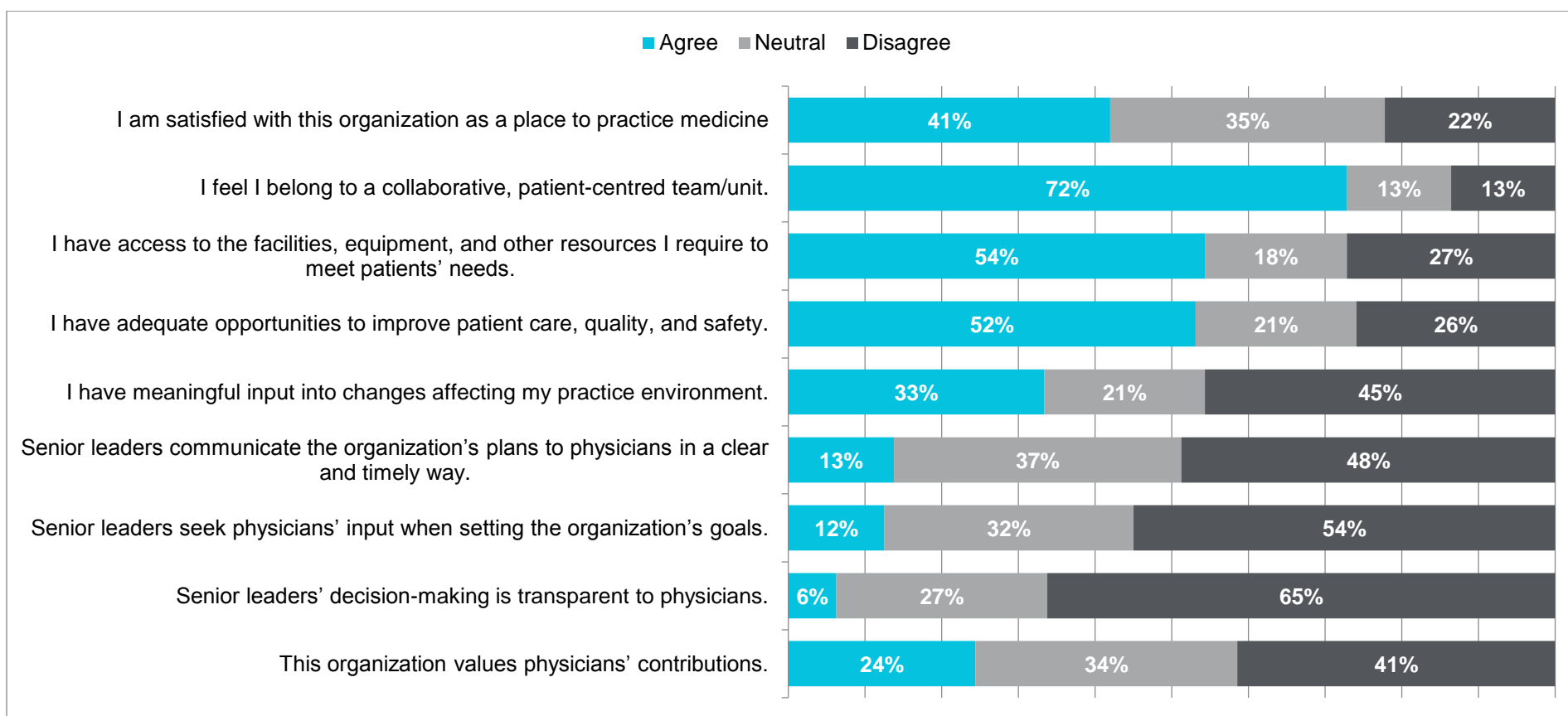
British Columbia Cancer Agency

46 Respondents



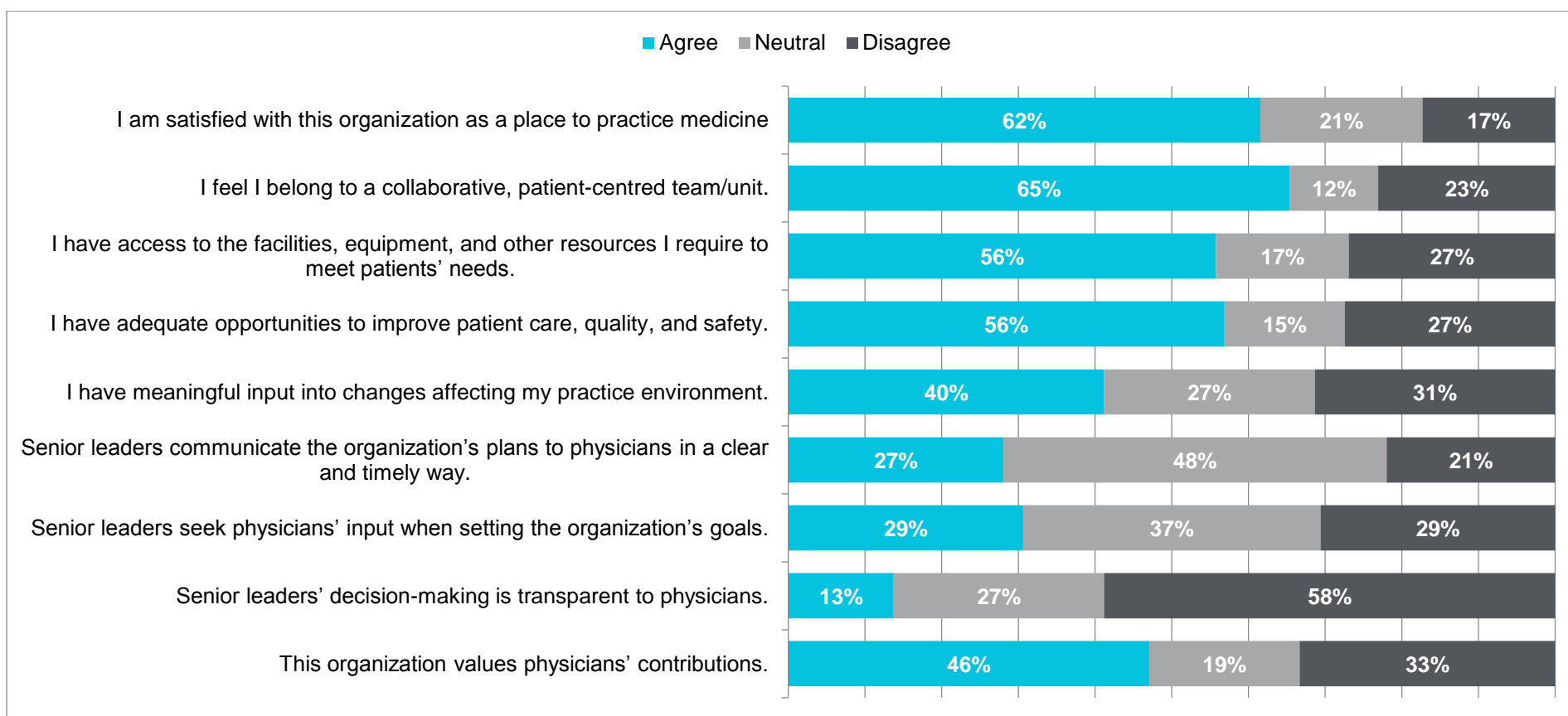
British Columbia's Children's Hospital

82 Respondents



British Columbia's Women's Hospital and Health Care Centre

52 Respondents



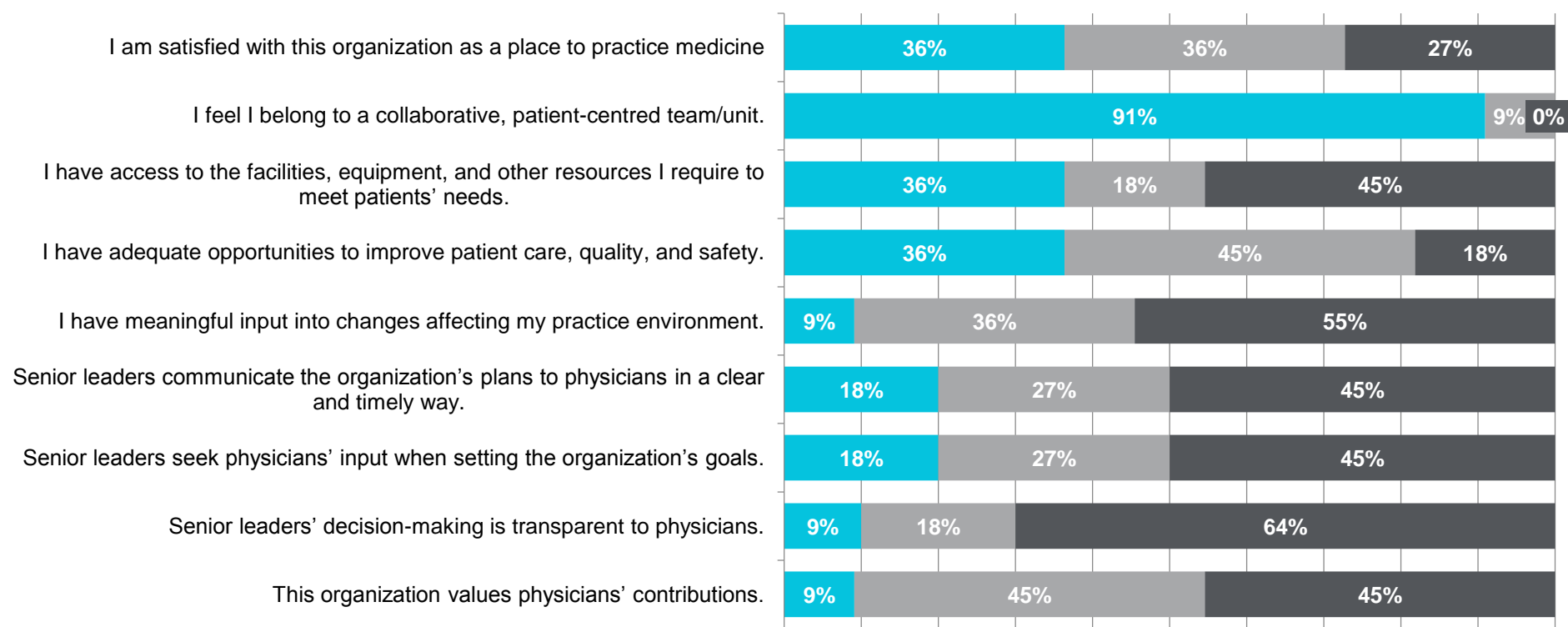
VANCOUVER COASTAL HEALTH AUTHORITY

	2017			2016		
	Agree	Neutral	Disagree	Agree	Neutral	Disagree
I am satisfied with this organization as a place to practice medicine.	40%	34%	26%	40%	31%	29%
I feel I belong to a collaborative, patient-centred team/unit.	55%	19%	25%	46%	27%	27%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	47%	19%	33%	43%	25%	32%
I have adequate opportunities to improve patient care, quality, and safety.	41%	27%	32%	39%	28%	33%
I have meaningful input into changes affecting my practice environment.	34%	24%	42%	23%	33%	44%
Senior leaders communicate the organization's plans to physicians in a clear and timely way.	23%	35%	42%	26%	36%	37%
Senior leaders seek physicians' input when setting the organization's goals.	23%	33%	44%	27%	34%	39%
Senior leaders' decision-making is transparent to physicians.	11%	35%	54%	18%	36%	47%
This organization values physicians' contributions.	34%	30%	36%	38%	31%	31%

G.F. Strong Centre

11 Respondents

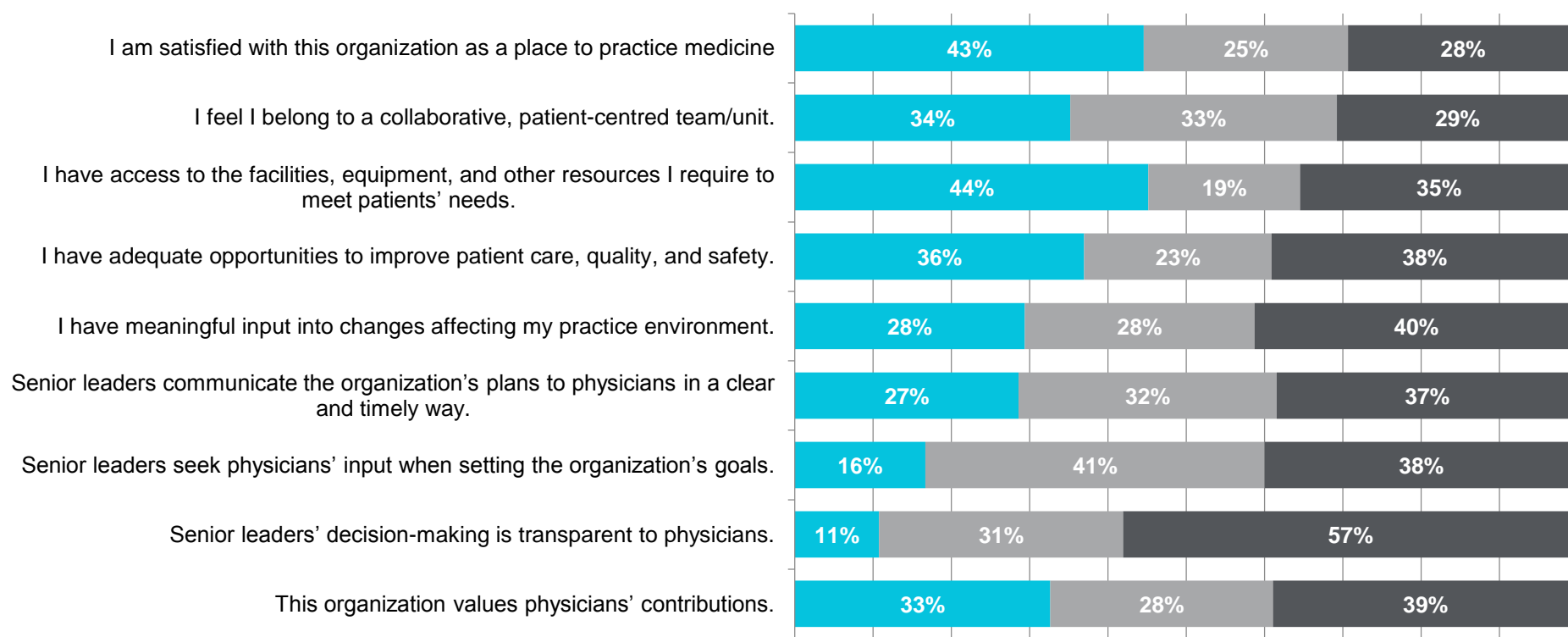
■ Agree ■ Neutral ■ Disagree



Lions Gate Hospital

95 Respondents

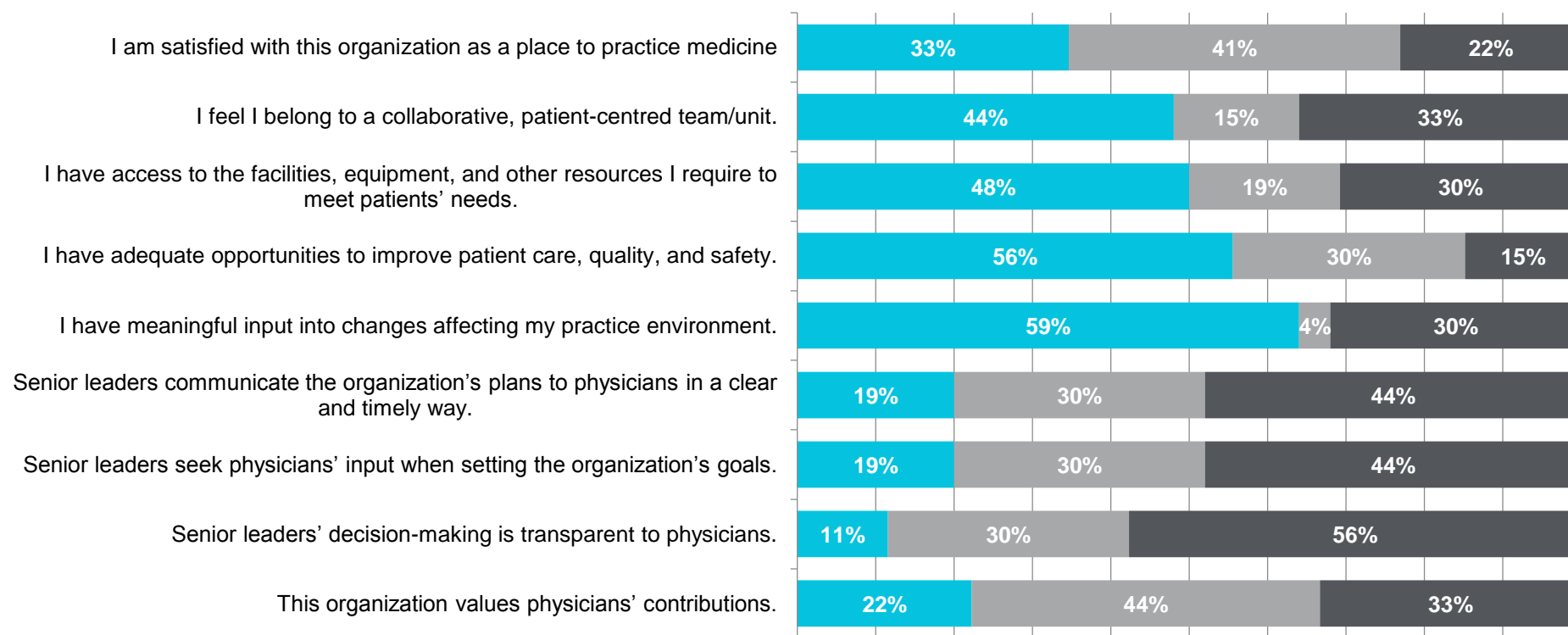
■ Agree ■ Neutral ■ Disagree



Mount Saint Joseph Hospital

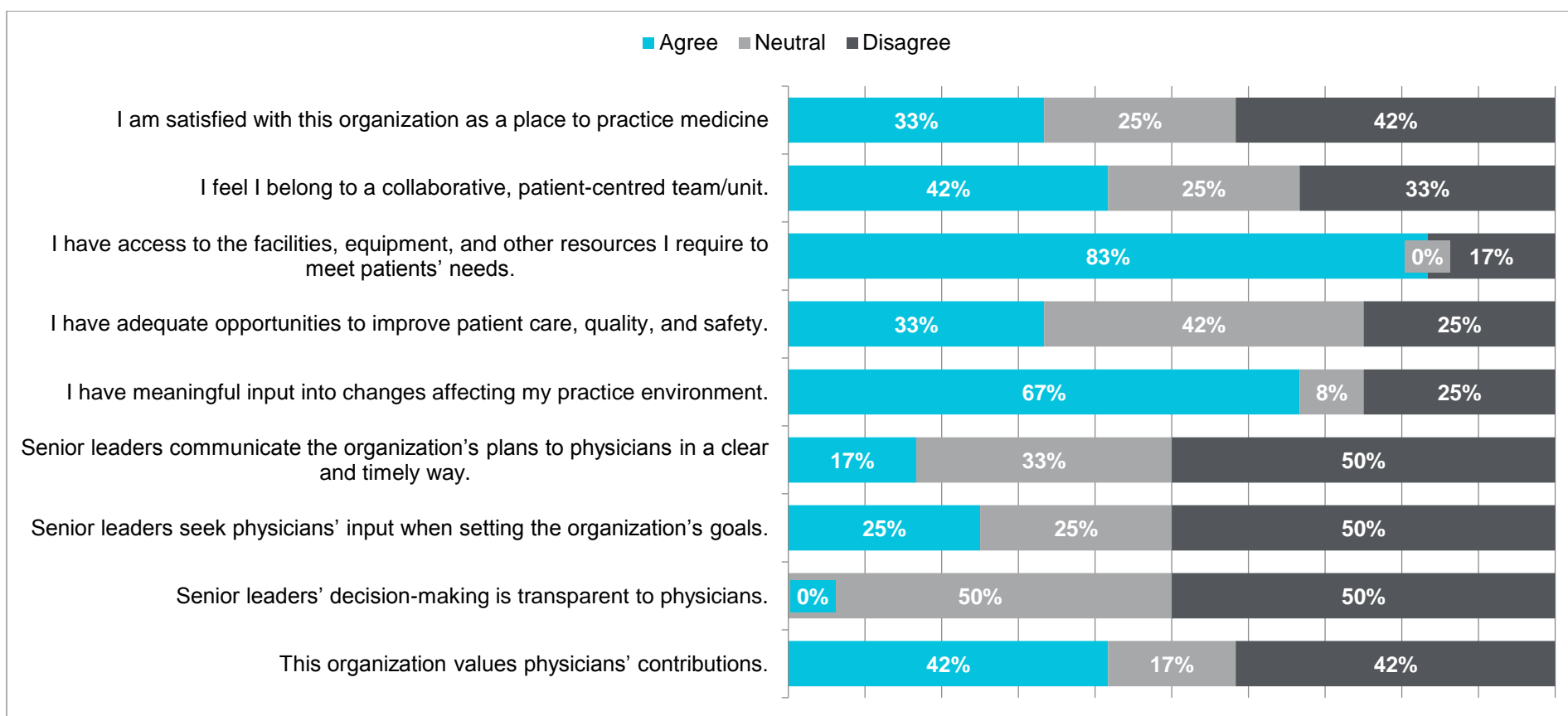
27 Respondents

■ Agree ■ Neutral ■ Disagree



Powell River General Hospital

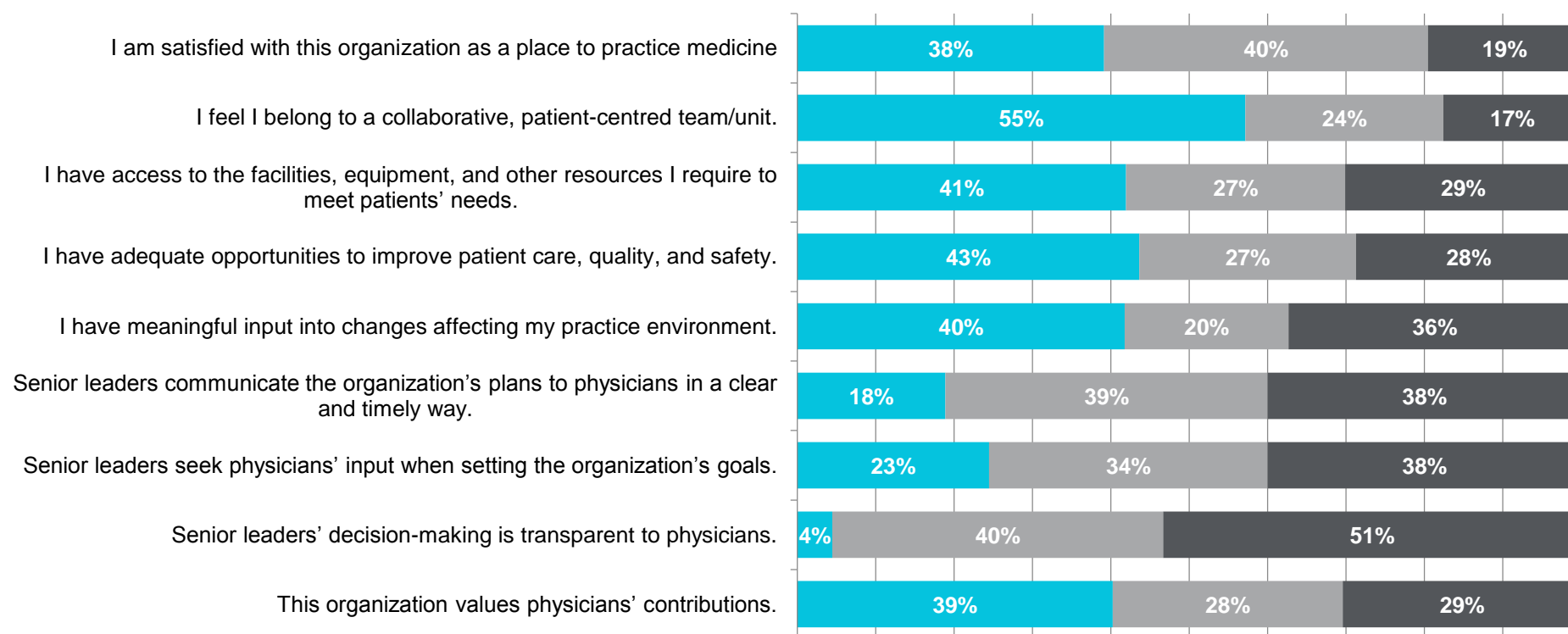
12 Respondents



Richmond Hospital

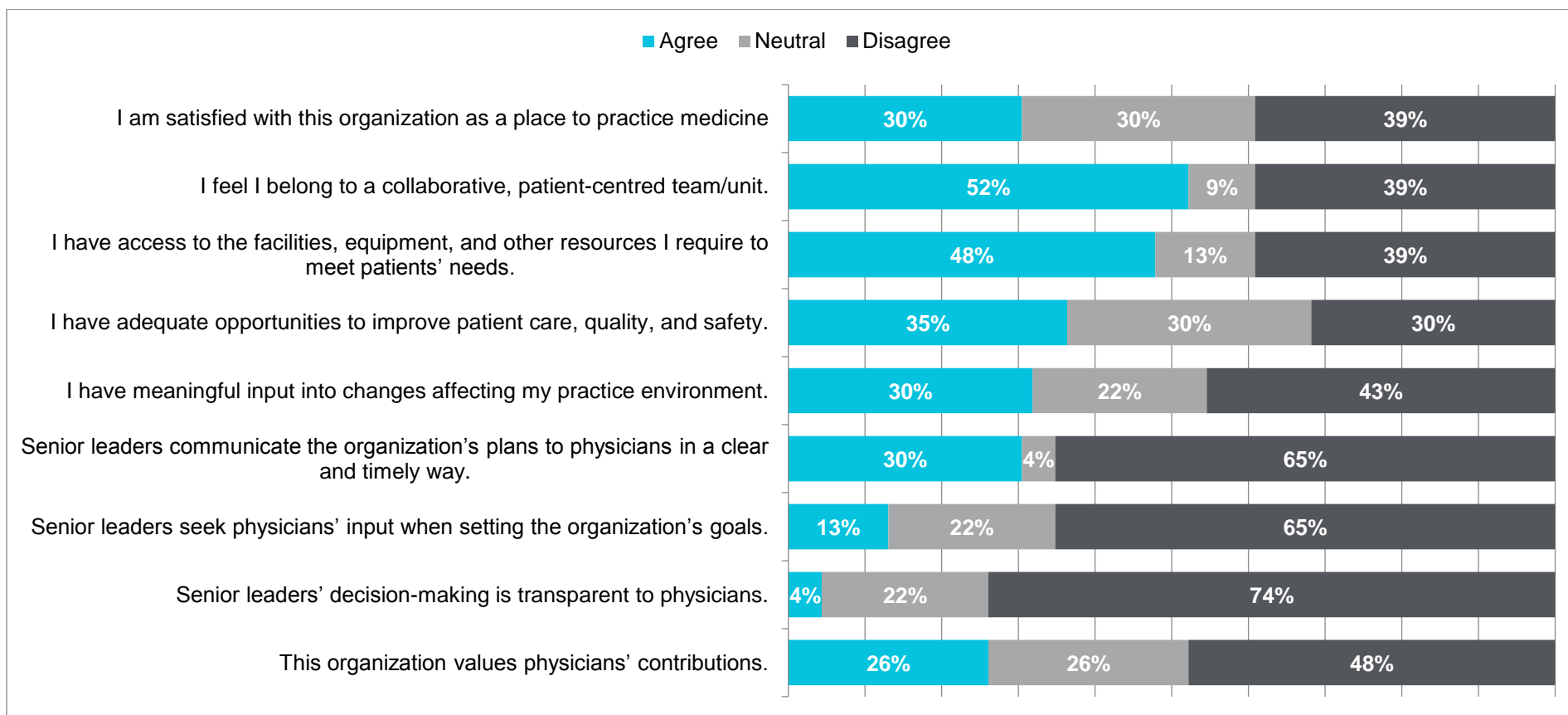
95 Respondents

■ Agree ■ Neutral ■ Disagree



Sechelt Hospital/Shishálh Hospital

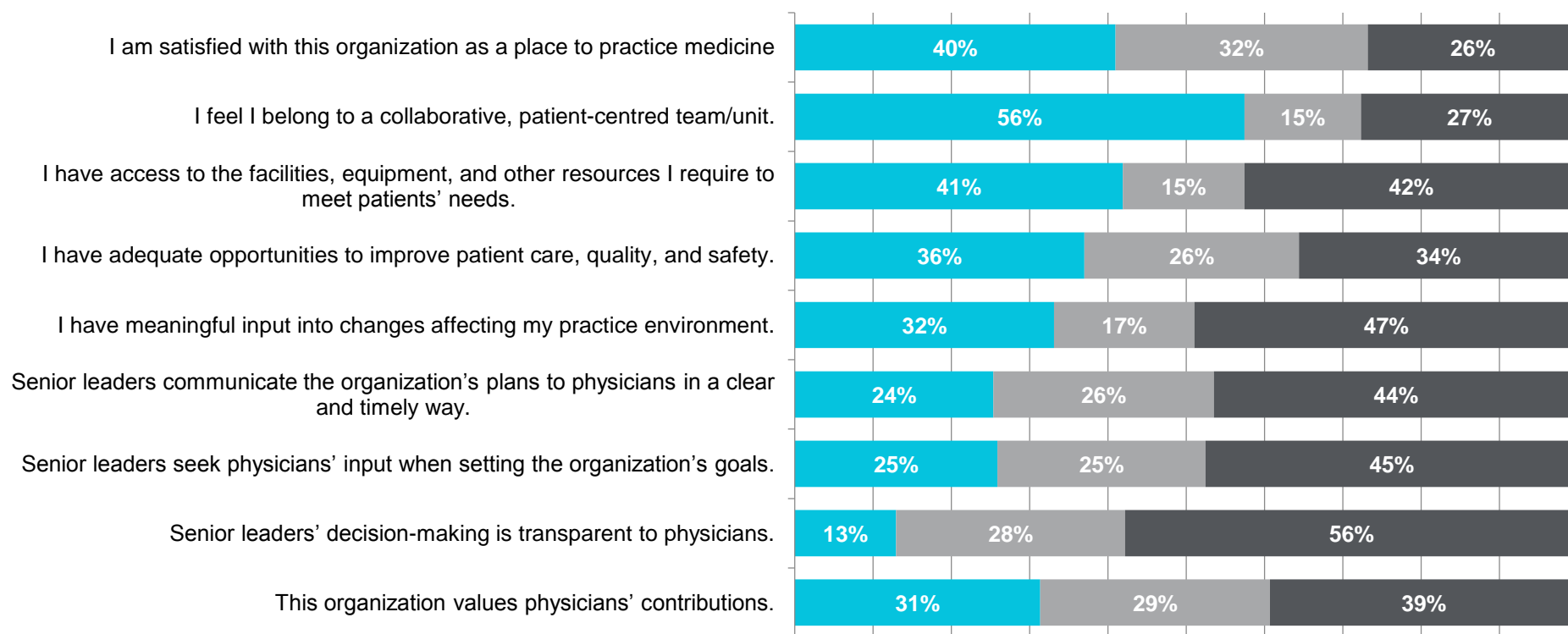
23 Respondents



St. Paul's Hospital

151 Respondents

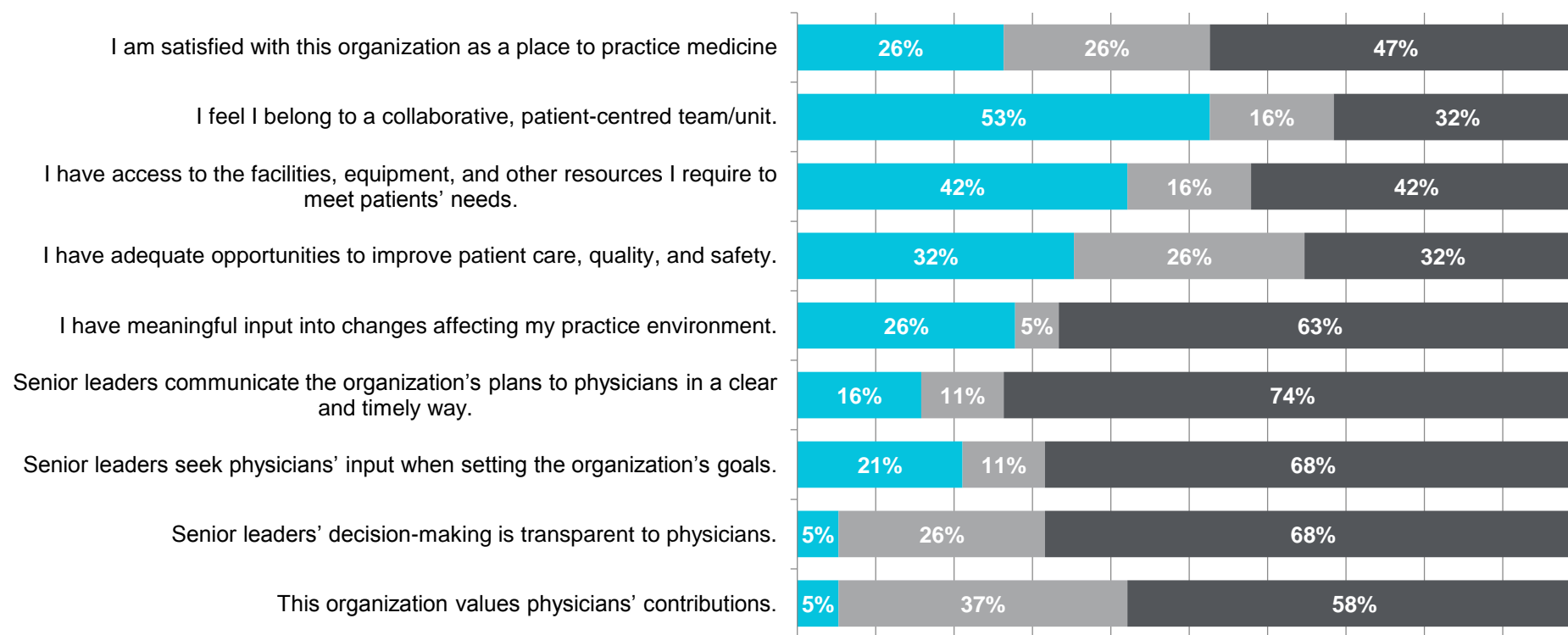
■ Agree ■ Neutral ■ Disagree



UBC Health Sciences Centre Hospital

19 Respondents

■ Agree ■ Neutral ■ Disagree



Vancouver General Hospital

280 Respondents

