

doctors
of bc

HEALTH
AUTHORITY
ENGAGEMENT
SURVEY
REPORT 2017



ACCREDITATION
CANADA



INTRODUCTION

This report illustrates the results from the 2017 Doctors of BC Health Authority Engagement Survey.

The purpose of the survey was to seek the views of our members regarding their engagement and interaction with health authorities. The findings from this report provide an opportunity to better understand the views of our members so we can work to build better relationships between physicians and health authorities. These stronger relationships will lead to improved quality of patient care and a stronger health system.

This is the second annual survey; these same questions were asked last year. The 2016 survey provided a baseline by which to track shifting or changing attitudes on how physicians are feeling about engagement with their health authorities.

This report provides a regional breakdown of the survey questions by the following groups:

- family physicians and specialists;
- community based physicians and facility based physicians;
- rural and urban settings; and by facility setting.

We appreciate the time members took out of their busy schedules to complete the survey. This report is one of the many tools Doctors of BC can use to help foster collaboration among its members, health authorities, and other health-sector stakeholders.

METHODOLOGY

The survey was conducted by Accreditation Canada, an affiliate of Health Standards Organization (HSO) between April 1, 2017 to April 30, 2017. **It was sent to 11,342 members, of which 2,998 responded, resulting in a response rate of 26%.** The overall data is valid 99 times out of 100 within a margin of error of +/- 2%. The survey used 9 questions with a 5-point Likert scale from HSO's Physician Worklife Pulse Tool. The analysis was conducted using a 'top box' approach allowing the presentation of results in agree, neutral and disagree format.

All percentages have been rounded to the nearest whole number. Sample sizes for the demographic breakdowns are included. The First Nations Health Authority participated in the survey. Although there were only 4 respondents, the results within the First Nations Health Authority have been suppressed.

Please note, the questions are not in the same order as the 2016 Report. Please use caution while comparing findings from this report to the 2016 report. Going forward, we will use this modified template for our health authority engagement reports.

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Note: references to "this organization" or "leadership" refer to the health authorities.



**ACCREDITATION
CANADA**

KEY FINDINGS

1) Significant increase in the number of responses and the response rate.

- 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 all individual hospitals.

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

- Physicians rated their satisfaction with their health authority as higher than last year. For example, members' impressions of belonging to a collaborative patient-centered team/unit and having meaningful input into changes affecting their practice environments are up over last year.
- Family physicians showed a significant improvement in ratings concerning the ability to provide meaningful input into changes affecting their practice environment while specialists indicated an overall improvement with their experience in belonging to a collaborative, patient-centered team/unit.

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

- Across practice type and setting, members indicated a consistent decrease in ratings for three questions specific to senior leadership.
- These focused on the transparency levels of senior leadership's decision-making, the level of physician input sought for setting an organization's goals, and communication of the organization's plans to physicians in a clear and timely way.

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.

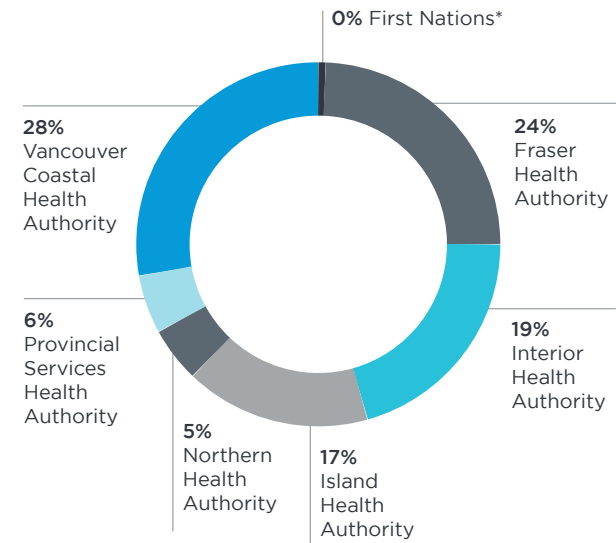
- These results confirm previous survey results and research of a long-standing systemic issue.
- Doctors of BC has established strategies to address such areas and we look forward to using the findings of the report to help foster collaboration among physicians, health authorities and other health-sector stakeholders.
- This survey does not include how health authorities feel about physician engagement, which also needs to be addressed.

RESPONSE RATES

HEALTH AUTHORITY SAMPLE SIZES	2017	2016
First Nations	4	6
Fraser Health Authority	729	555
Interior Health Authority	573	388
Island Health	524	486
Northern Health Authority	164	121
Provincial Health Services Authority	168	159
Vancouver Coastal Health Authority	836	693

NUMBER OF SURVEYS SENT	
Total number of surveys sent	11,342
Responses	2,998
Response rate (%)	26.4

2017 REGIONAL RESPONSE RATE



*0% due to small number of response relative to sample size.

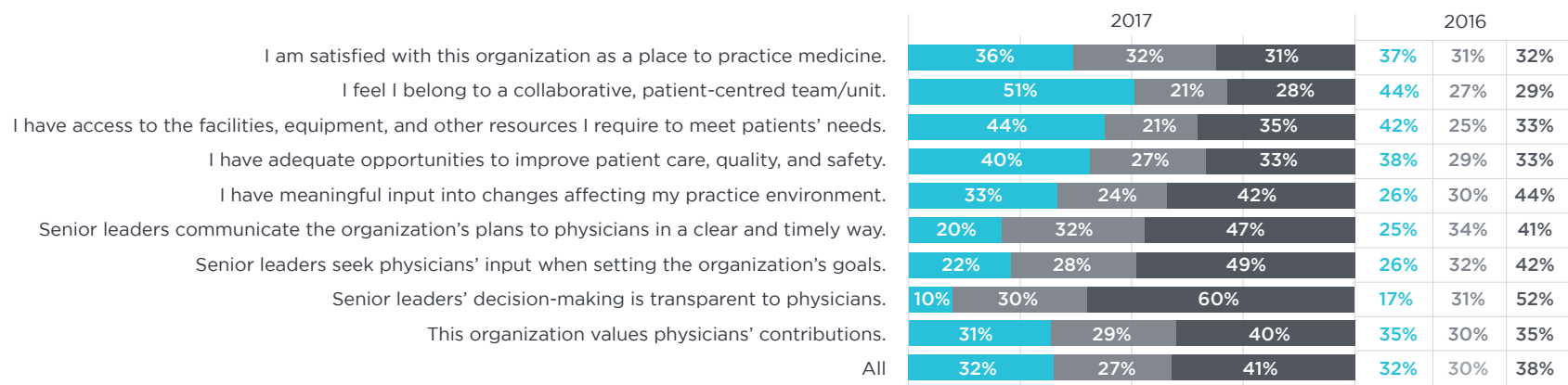
SECTION 1 – PROVINCIAL AVERAGES

The following questions address members' experiences and engagement with their health authority and the facility where they most often practice medicine. The questions are taken directly from Accreditation Canada's Physician Worklife Pulse Tool.

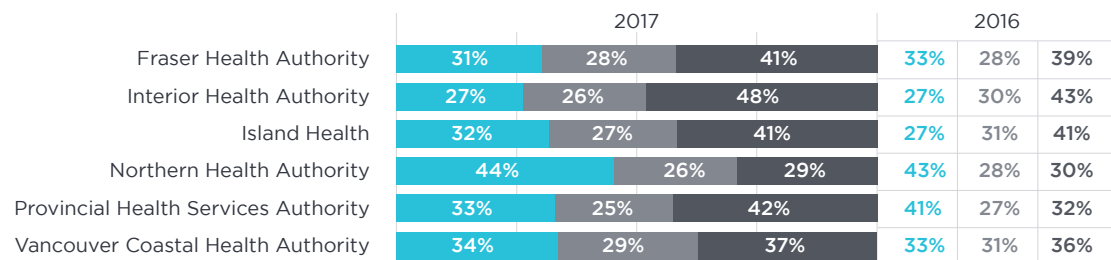
The following charts reflect the average provincial and health authority response for each of the 9 survey questions. The 2016 results are provided for comparison.

Note: references to "this organization" or "leadership" refer to the health authorities.

PROVINCIAL AVERAGES



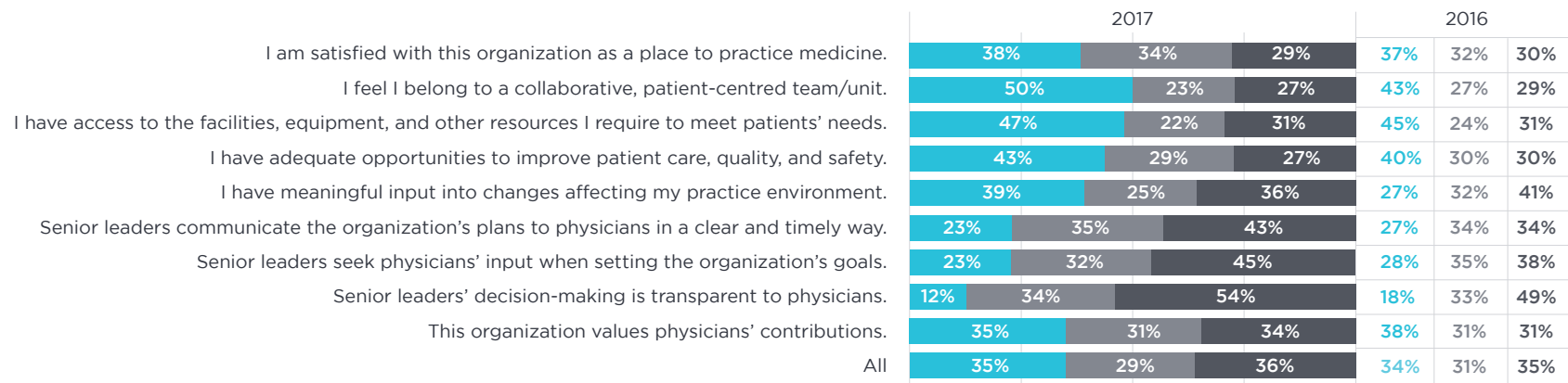
HEALTH AUTHORITY



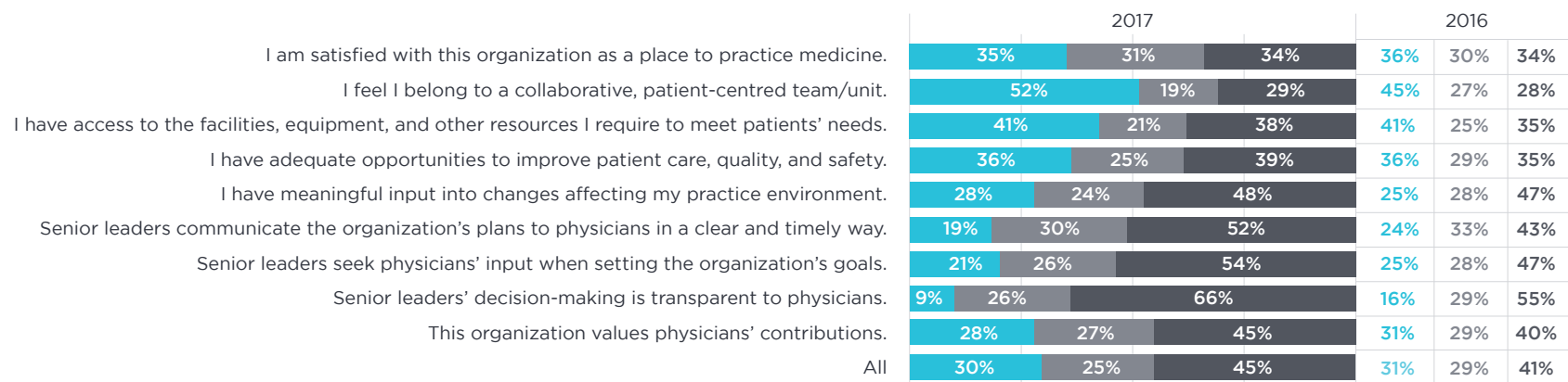
SECTION 1 – PROVINCIAL AVERAGES (con't)

The following charts illustrate the provincial averages for each question by group (e.g. practice and settings).

PROVINCIAL AVERAGE – FAMILY PHYSICIANS



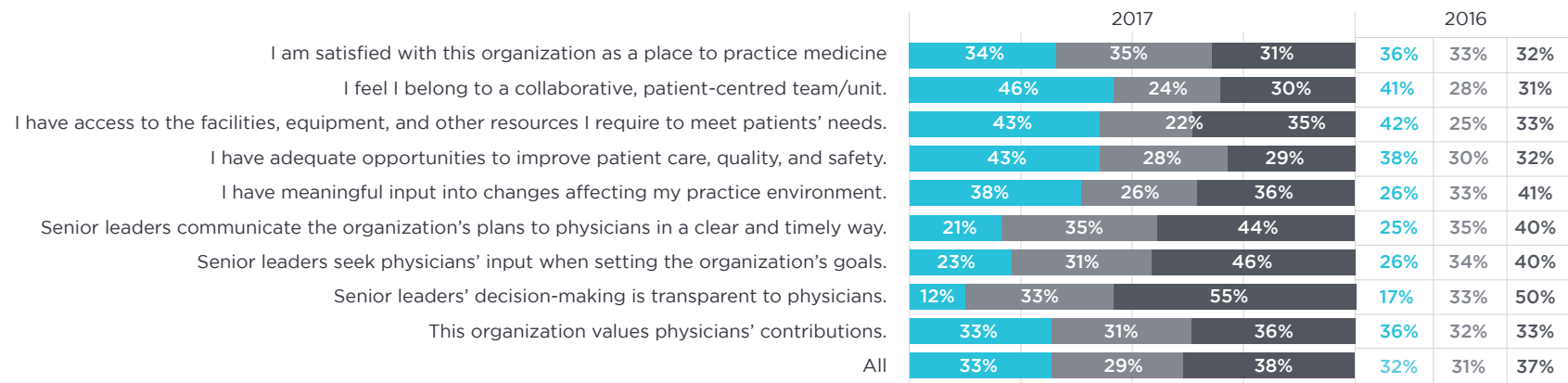
PROVINCIAL AVERAGE – SPECIALISTS



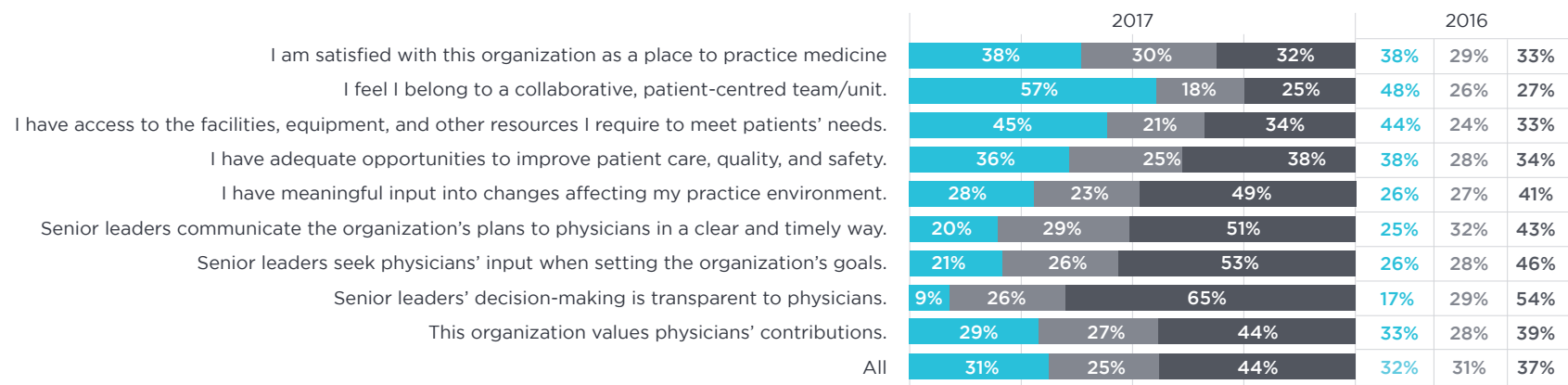
■ AGREE
 ■ NEUTRAL
 ■ DISAGREE

SECTION 1 – PROVINCIAL AVERAGES (con't)

PROVINCIAL AVERAGE – COMMUNITY BASED PRACTICE



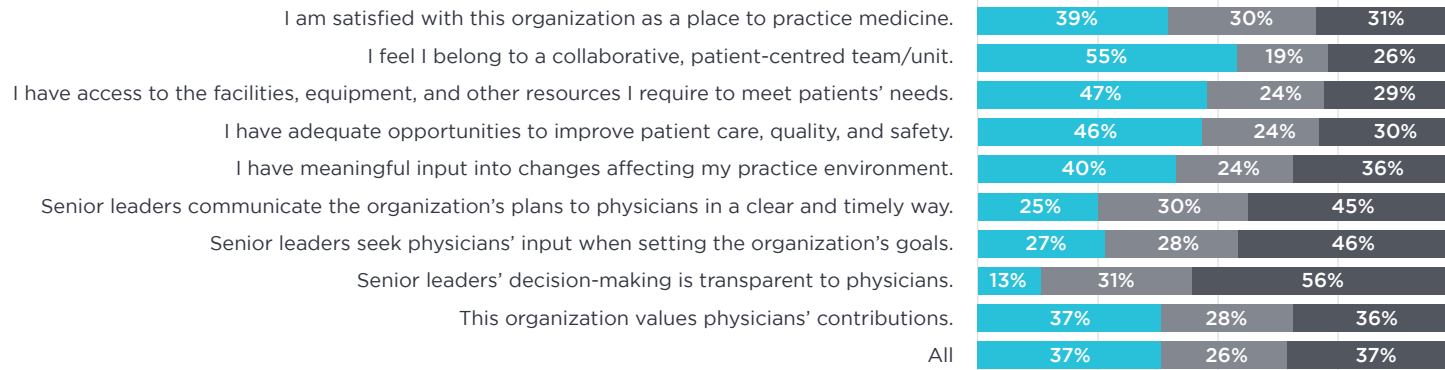
PROVINCIAL AVERAGE – FACILITY BASED PRACTICE



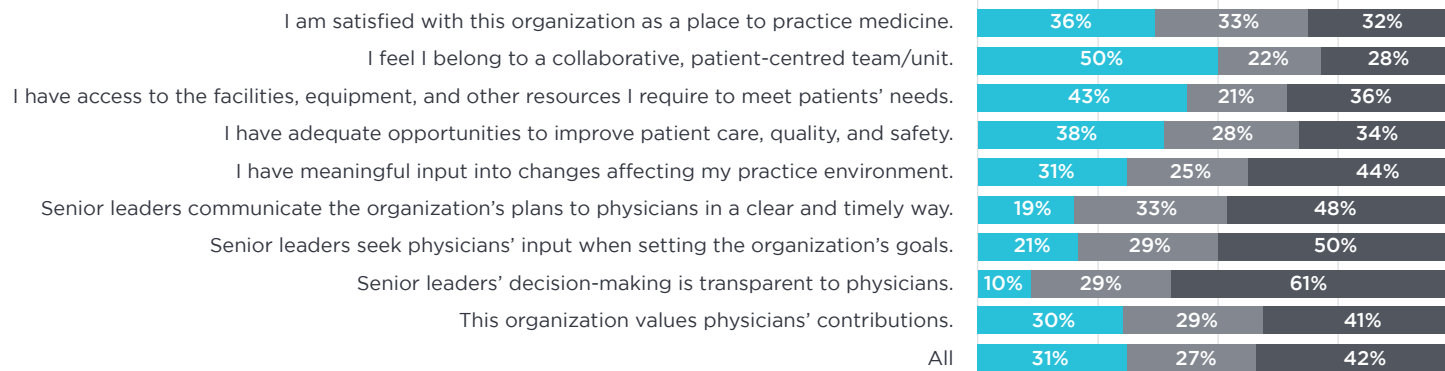
SECTION 1 – PROVINCIAL AVERAGES (con't)

Please note, the rural and urban categories were not collected in 2016.

PROVINCIAL AVERAGE – RURAL BASED



PROVINCIAL AVERAGE – URBAN BASED

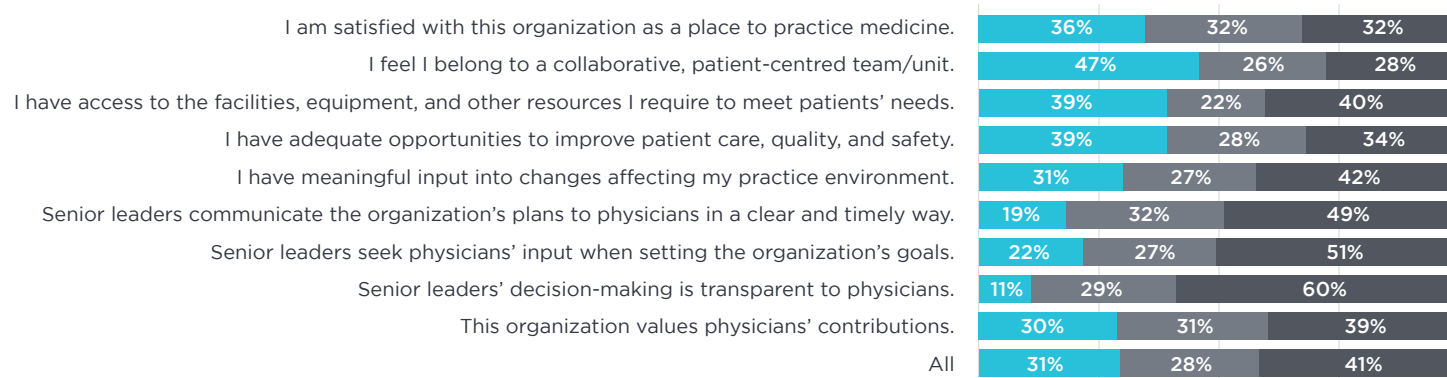


■ AGREE
 ■ NEUTRAL
 ■ DISAGREE

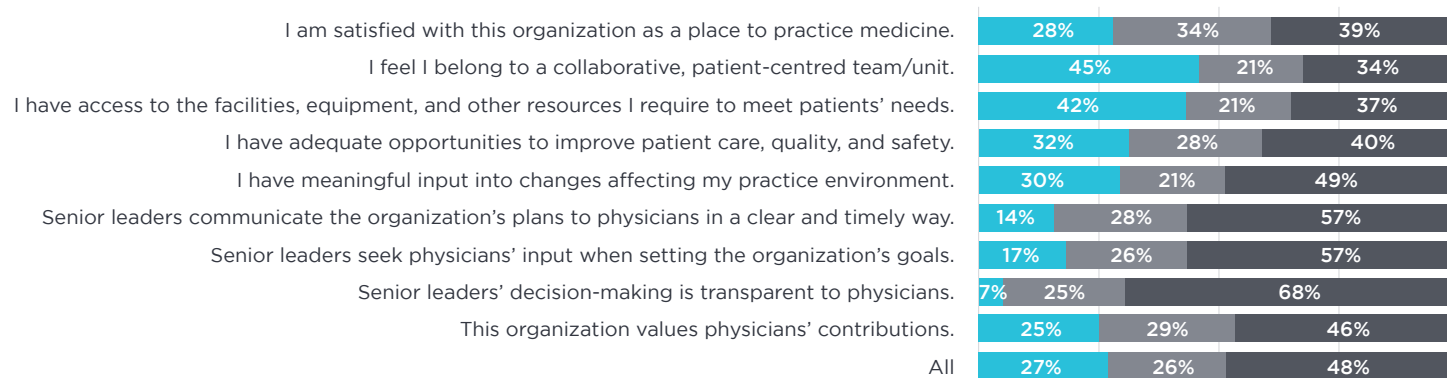
SECTION 2 – HEALTH AUTHORITY AVERAGES FOR EACH QUESTION

The following charts provide the overall average of each of the 9 engagement questions by health authority.

FRASER HEALTH AUTHORITY



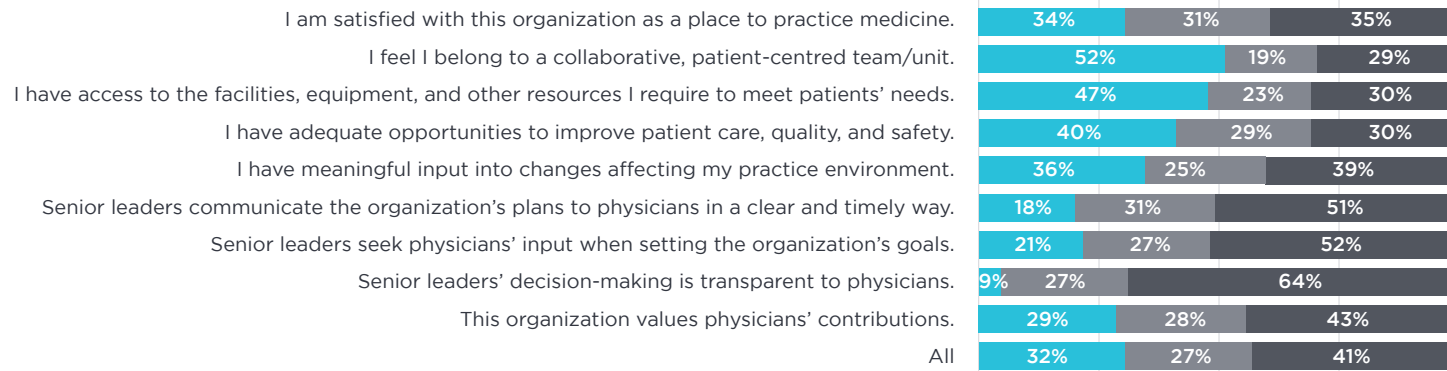
INTERIOR HEALTH AUTHORITY



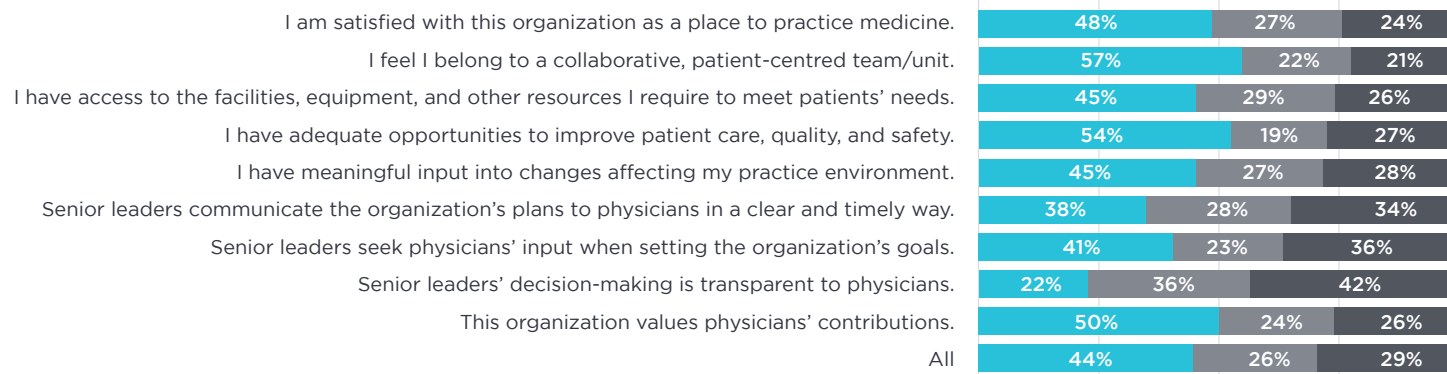
■ AGREE
 ■ NEUTRAL
 ■ DISAGREE

SECTION 2 – HEALTH AUTHORITY AVERAGES FOR EACH QUESTION (con't)

ISLAND HEALTH

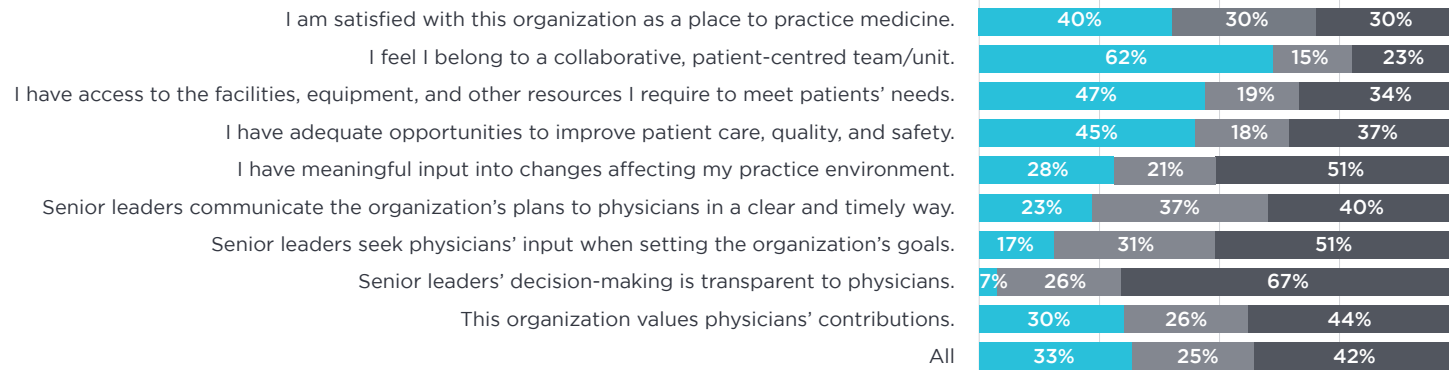


NORTHERN HEALTH AUTHORITY

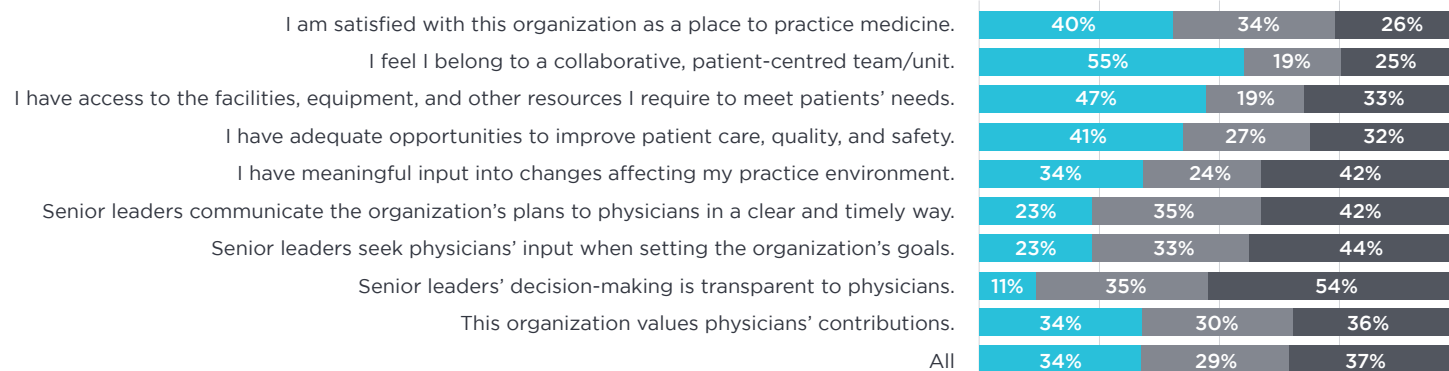


SECTION 2 – HEALTH AUTHORITY AVERAGES FOR EACH QUESTION (con't)

PROVINCIAL HEALTH SERVICES AUTHORITY



VANCOUVER COASTAL HEALTH AUTHORITY



SECTION 3 – OVERALL HEALTH AUTHORITY AVERAGES

The following charts provide the overall average of the 9 engagement questions by health authority and specific group categories.

PRACTICE LOCATION

		2017			2016		
FRASER	Community Based	32%	31%	37%	37%	29%	34%
	Facility Based	29%	25%	46%	29%	25%	46%
INTERIOR	Community Based	26%	28%	46%	25%	33%	42%
	Facility Based	28%	23%	49%	32%	25%	43%
ISLAND	Community Based	34%	29%	37%	28%	31%	40%
	Facility Based	29%	24%	47%	24%	31%	45%
NORTHERN	Community Based	47%	28%	25%	48%	26%	26%
	Facility Based	40%	24%	36%	27%	32%	41%
PROVINCIAL	Community Based	28%	28%	45%	40%	26%	34%
	Facility Based	34%	24%	42%	42%	27%	31%
VANCOUVER	Community Based	34%	30%	36%	30%	34%	37%
COASTAL	Facility Based	35%	27%	38%	37%	29%	34%



SECTION 3 – OVERALL HEALTH AUTHORITY AVERAGES (con't)

PRACTICE

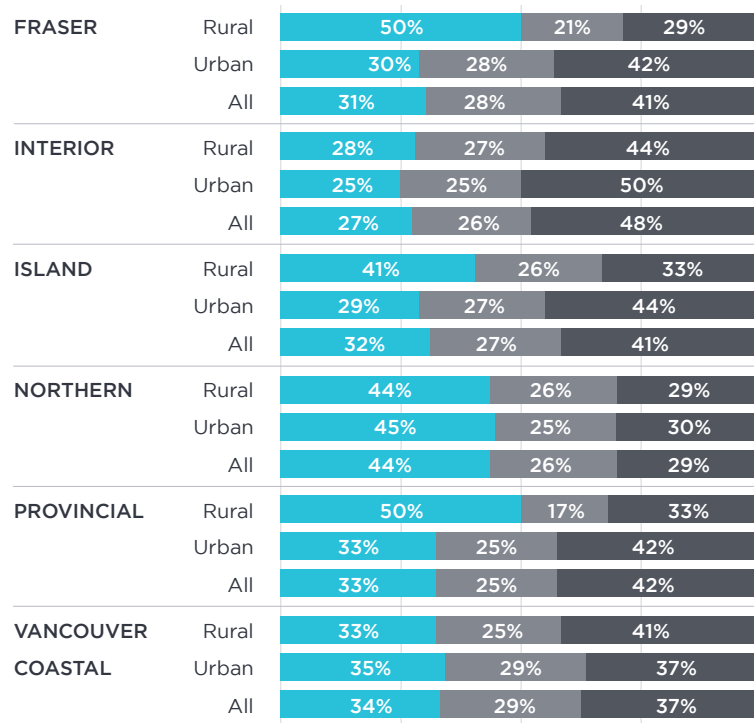
		2017			2016		
FRASER	Family Physicians	35%	31%	34%	38%	30%	32%
	Specialists	26%	25%	48%	27%	25%	48%
INTERIOR	Family Physicians	30%	27%	43%	29%	33%	38%
	Specialists	23%	24%	53%	25%	26%	49%
ISLAND	Family Physicians	34%	29%	37%	29%	30%	41%
	Specialists	30%	25%	45%	24%	33%	42%
NORTHERN	Family Physicians	48%	28%	24%	50%	28%	22%
	Specialists	40%	23%	37%	31%	27%	42%
PROVINCIAL	Family Physicians	48%	25%	27%	59%	16%	25%
	Specialists	32%	25%	44%	39%	28%	33%
VANCOUVER	Family Physicians	34%	31%	35%	31%	33%	36%
COASTAL	Specialists	35%	27%	39%	35%	30%	35%



SECTION 3 – OVERALL HEALTH AUTHORITY AVERAGES (con't)

The following chart illustrates the group categories of rural and urban. Please note, there are no 2016 data for these groups.

SETTING

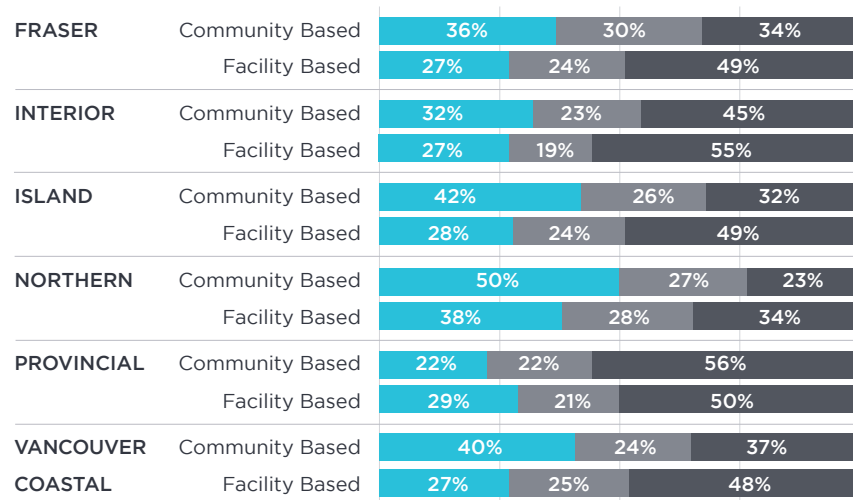


SECTION 4 – SURVEY QUESTIONS BY GROUP

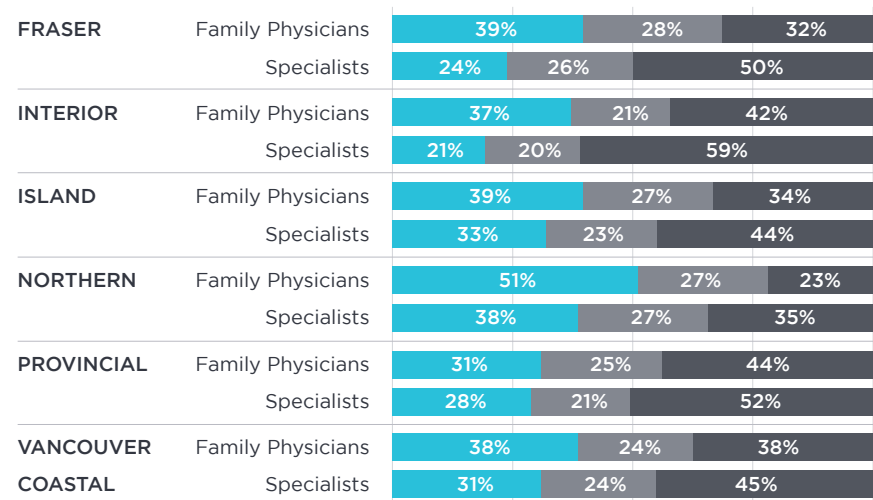
The following charts provide the regional breakdown of each of the engagement question by their noted groups by region.

Q1: I have meaningful input into changes affecting my practice environment.

PRACTICE LOCATION



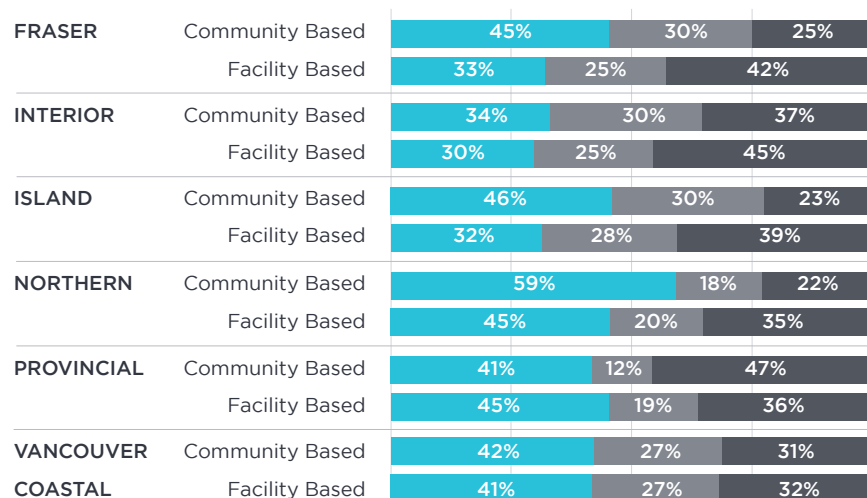
PRACTICE



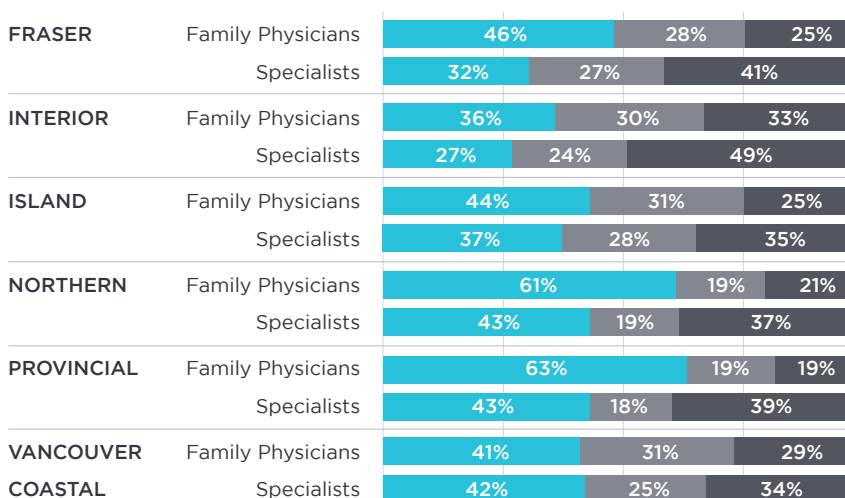
SECTION 4 – SURVEY QUESTIONS BY GROUP (con't)

Q2: I have adequate opportunities to improve patient care, quality, and safety.

PRACTICE LOCATION



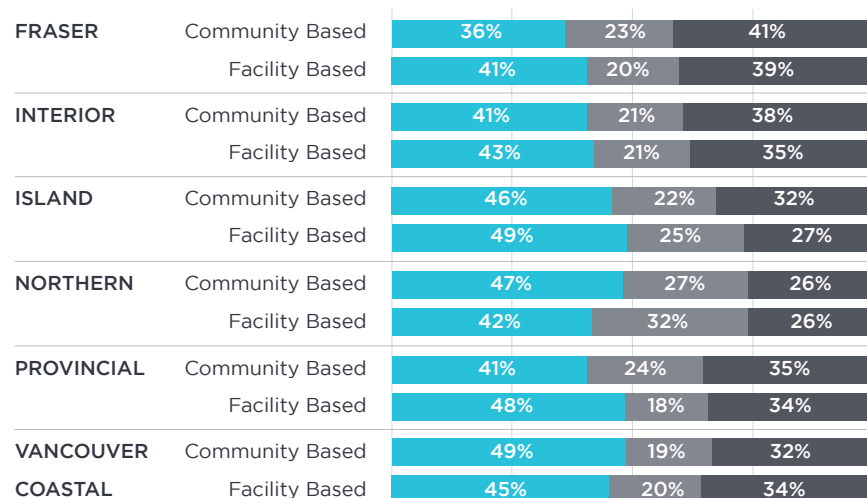
PRACTICE



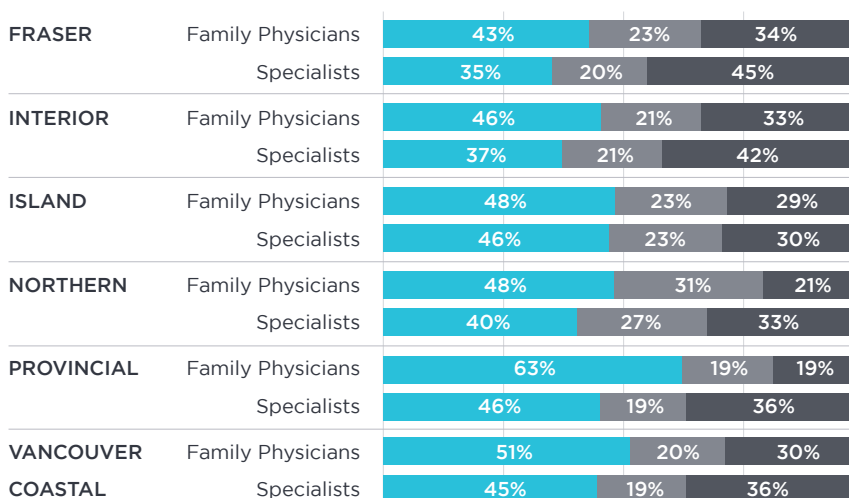
SECTION 4 – SURVEY QUESTIONS BY GROUP (con't)

Q3: I have access to the facilities, equipment, and other resources I require to meet patients' needs.

PRACTICE LOCATION



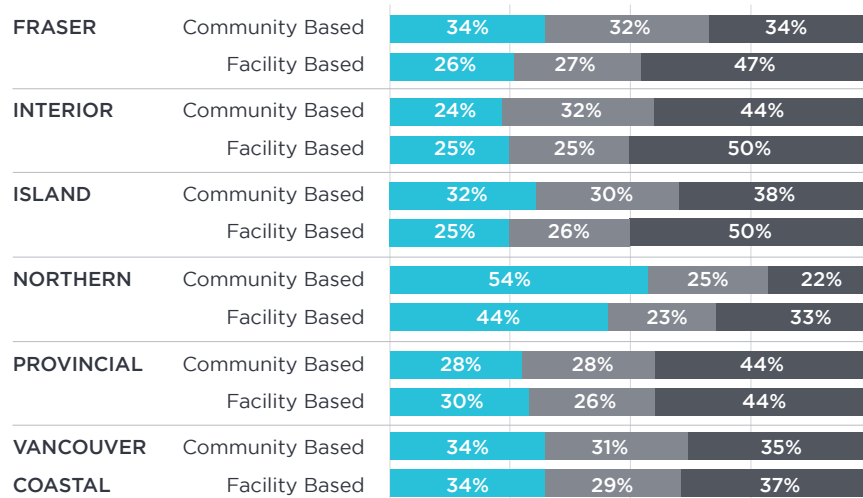
PRACTICE



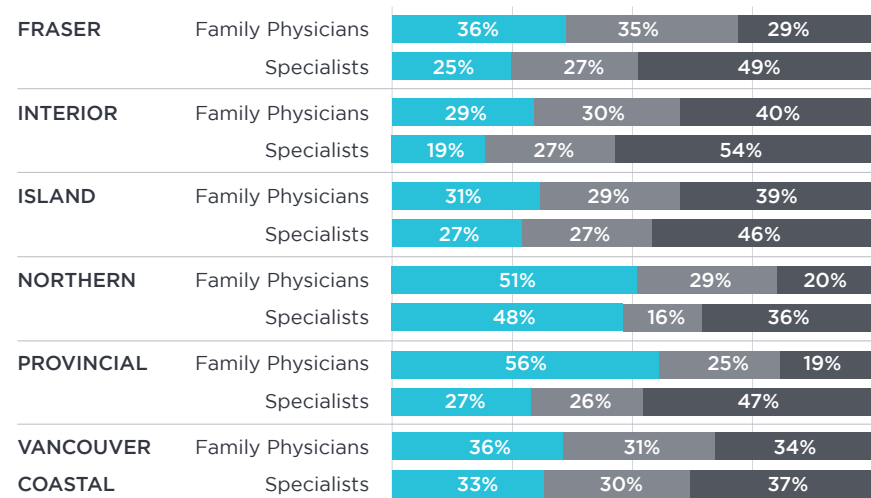
SECTION 4 – SURVEY QUESTIONS BY GROUP (con't)

Q4: This organization values physicians' contributions.

PRACTICE LOCATION



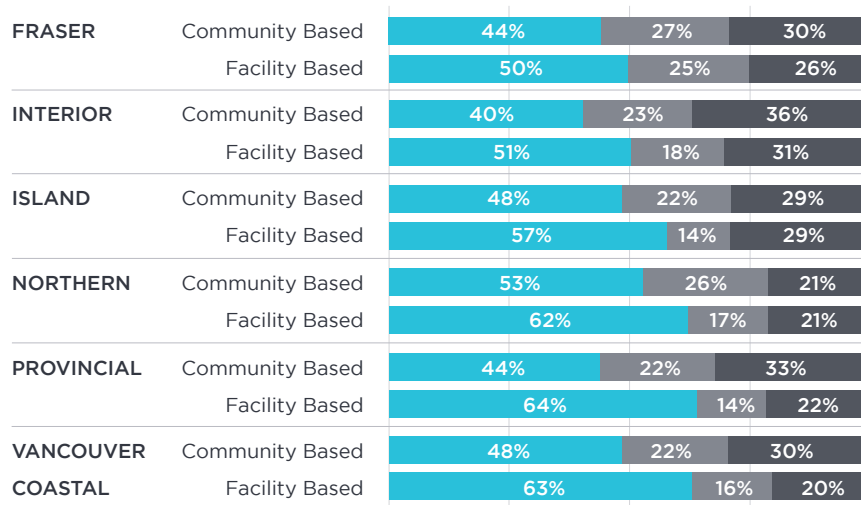
PRACTICE



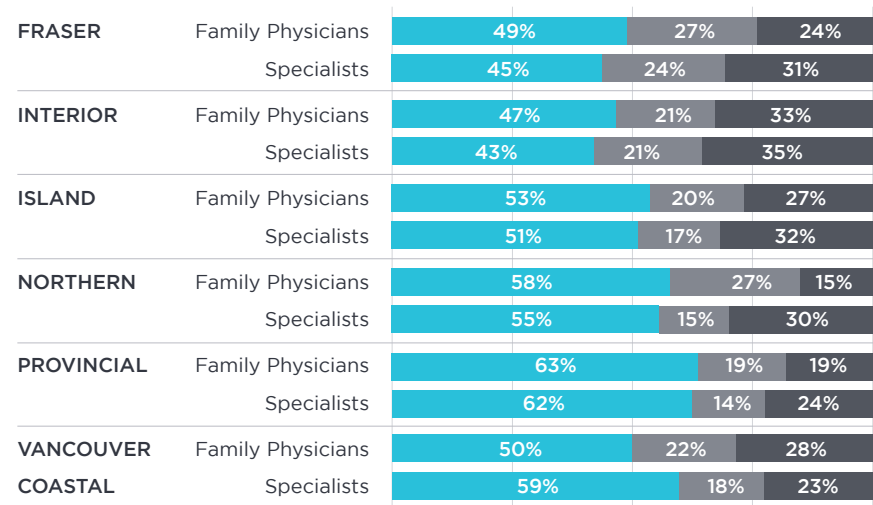
SECTION 4 – SURVEY QUESTIONS BY GROUP (con't)

Q5: I feel I belong to a collaborative, patient-centred team/unit.

PRACTICE LOCATION



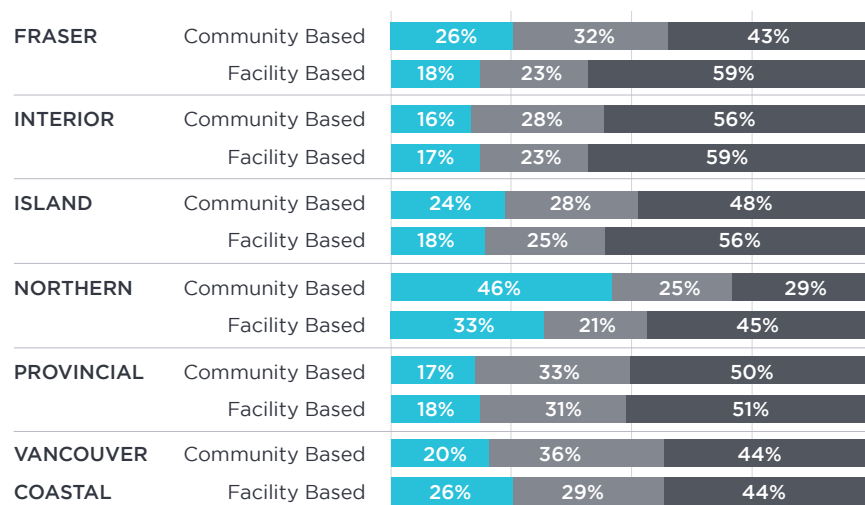
PRACTICE



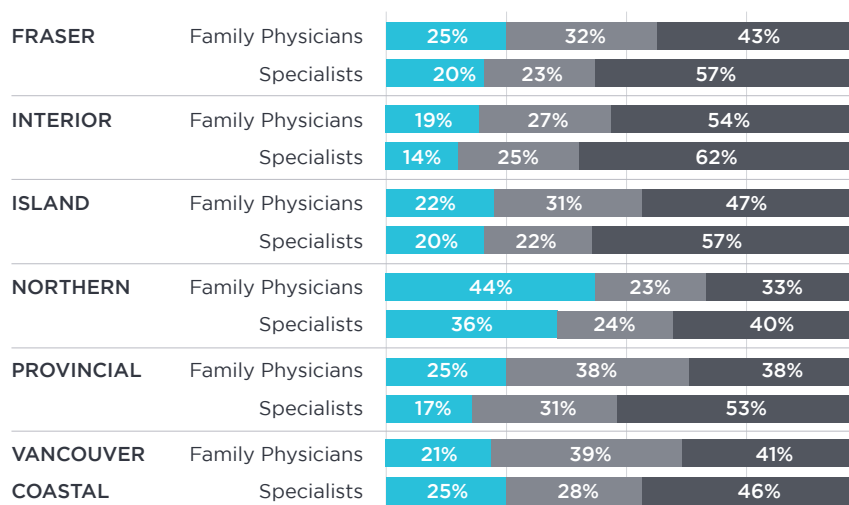
SECTION 4 – SURVEY QUESTIONS BY GROUP (con't)

Q6: Senior leaders seek physicians' input when setting the organization's goals.

PRACTICE LOCATION



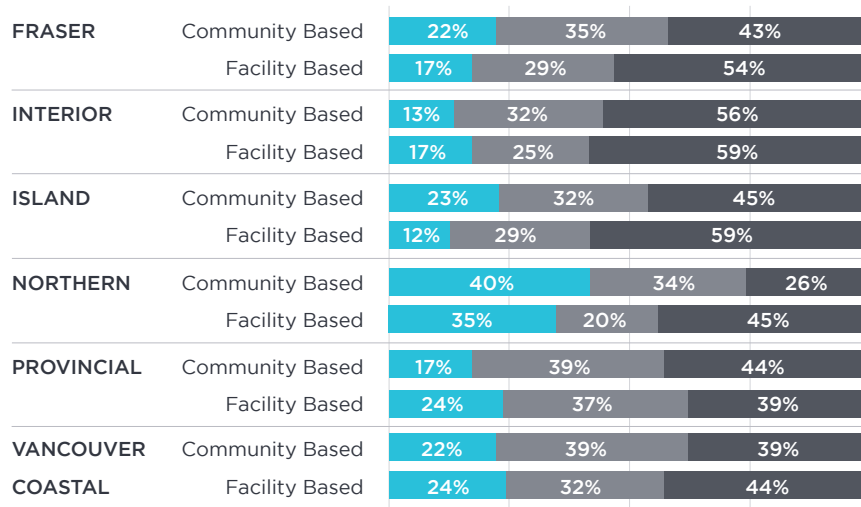
PRACTICE



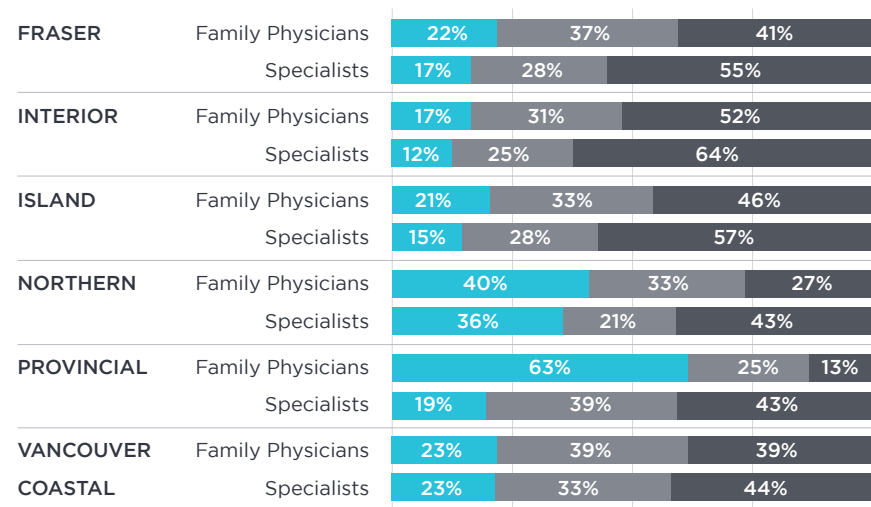
SECTION 4 – SURVEY QUESTIONS BY GROUP (con't)

Q7: Senior leaders communicate the organization’s plans to physicians in a clear and timely way.

PRACTICE LOCATION



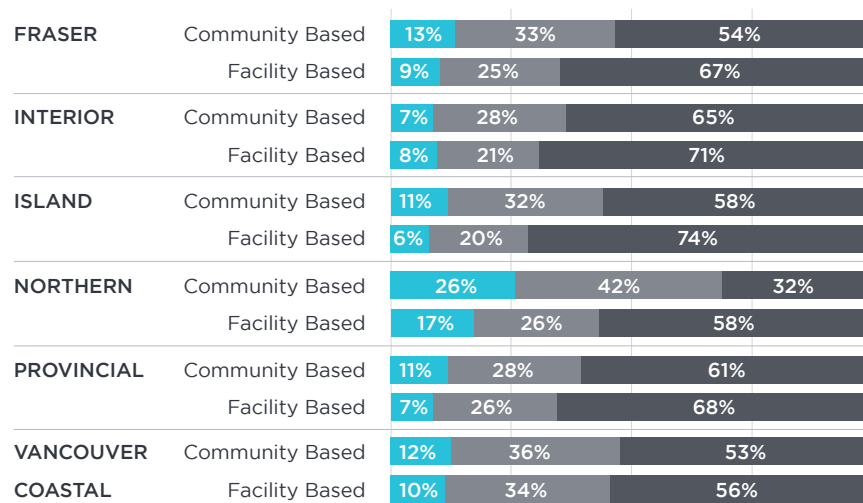
PRACTICE



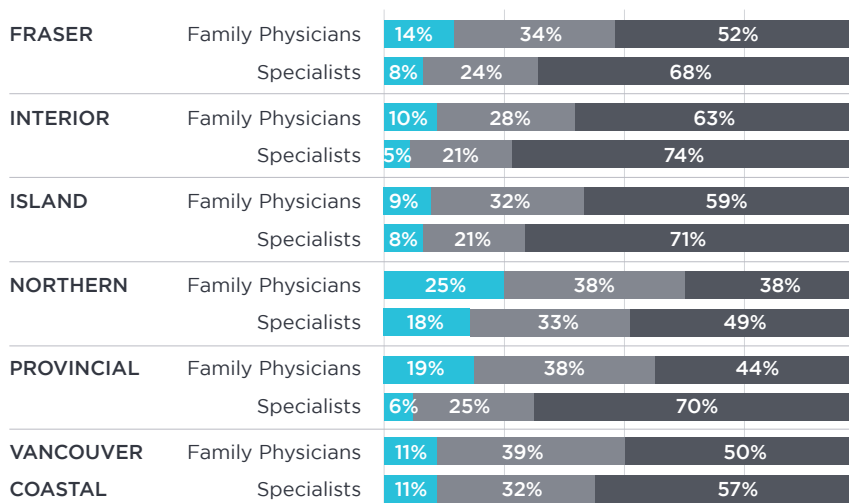
SECTION 4 – SURVEY QUESTIONS BY GROUP (con't)

Q8: Senior leaders' decision-making is transparent to physicians.

PRACTICE LOCATION



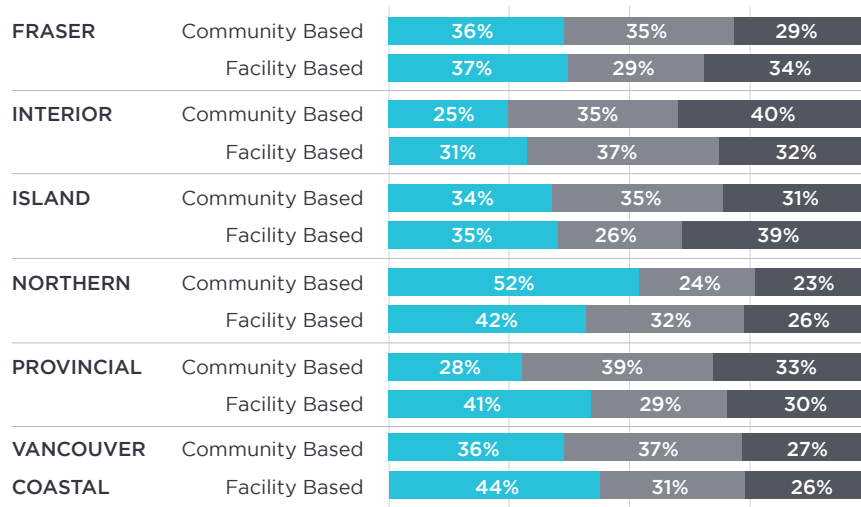
PRACTICE



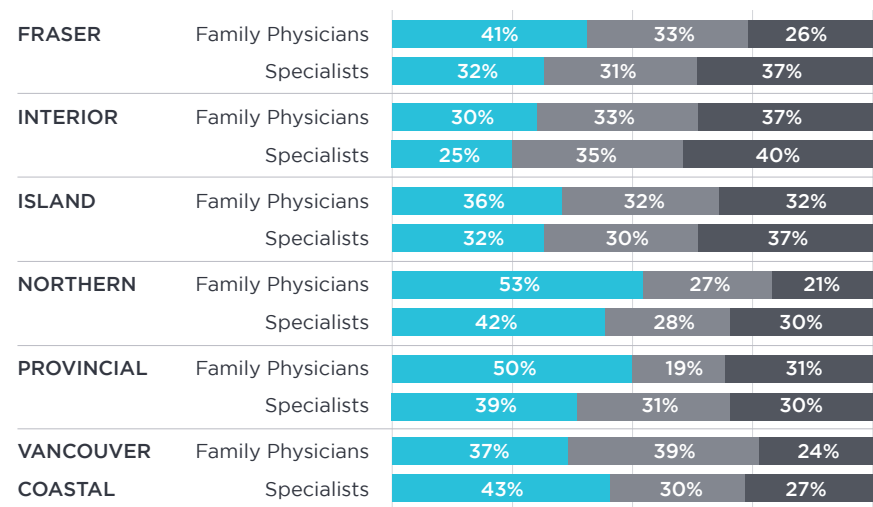
SECTION 4 – SURVEY QUESTIONS BY GROUP (con't)

Q9: I am satisfied with this organization as a place to practice medicine.

PRACTICE LOCATION



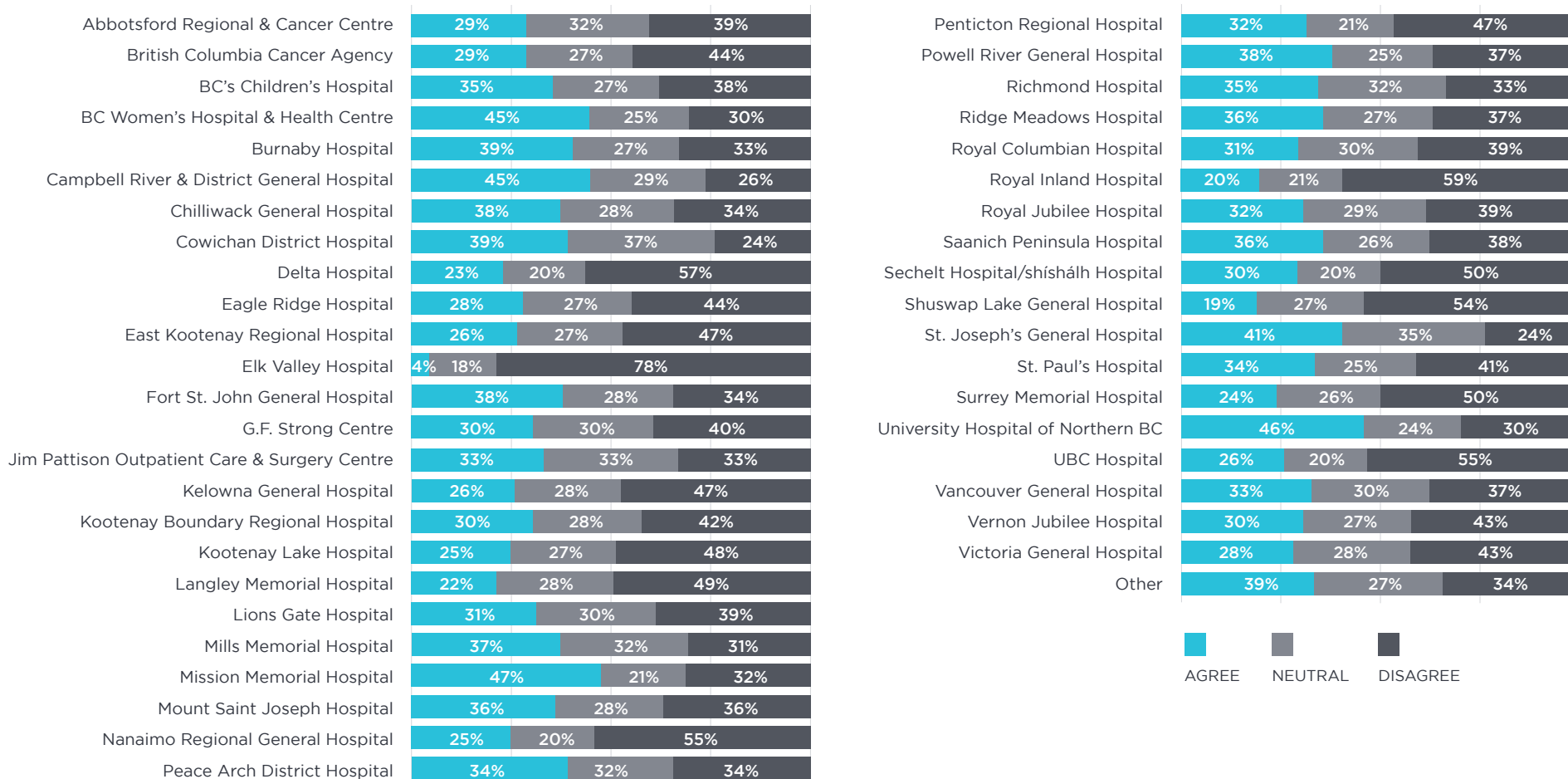
PRACTICE



SECTION 5 – AVERAGE BY FACILITY SETTING

The following chart illustrates the overall average for all 9 questions by facility.

FACILITY



■ AGREE
 ■ NEUTRAL
 ■ DISAGREE

SECTION 5 – AVERAGE BY FACILITY SETTING (con't)

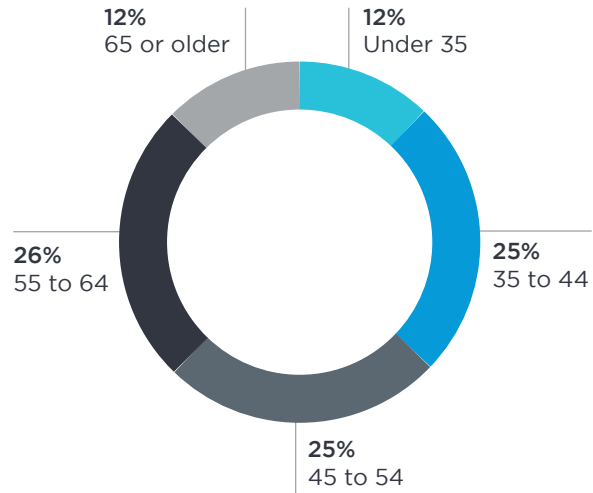
The following table illustrates the sample size comparison from 2016 by facility.

FACILITY	2017	2016
Abbotsford Regional Hospital and Cancer Centre	68	32
British Columbia Cancer Agency	46	24
British Columbia's Children's Hospital	82	58
BC Women's Hospital and Health Centre	52	28
Burnaby Hospital	85	25
Campbell River & District General Hospital	23	10
Chilliwack General Hospital	36	26
Cowichan District Hospital	37	28
Delta Hospital	17	n/a
Eagle Ridge Hospital	18	n/a
East Kootenay Regional Hospital	46	16
Elk Valley Hospital	13	n/a
Fort St. John General Hospital	11	n/a
G.F. Strong Centre	11	n/a
Jim Pattison Outpatient Care and Surgery Centre	10	n/a
Kelowna General Hospital	145	86
Kootenay Boundary Regional Hospital	32	17
Kootenay Lake Hospital	14	n/a
Langley Memorial Hospital	68	25
Lions Gate Hospital	95	54
Mills Memorial Hospital	20	n/a
Mission Memorial Hospital	10	n/a
Mount Saint Joseph Hospital	27	12
Nanaimo Regional General Hospital	124	27

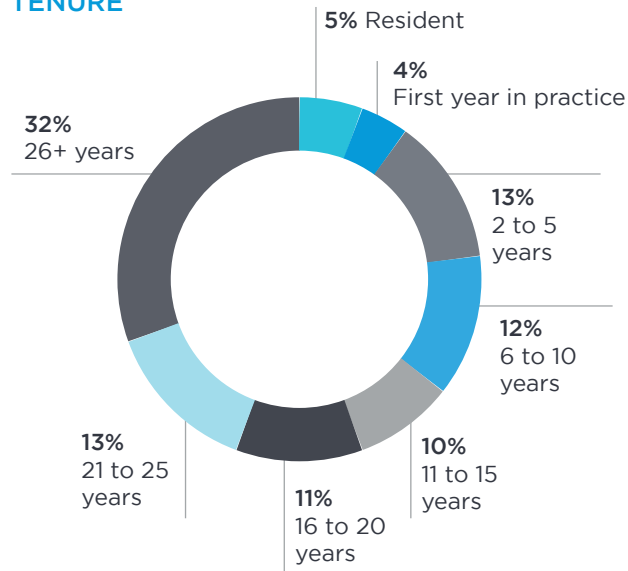
FACILITY	2017	2016
Peace Arch District Hospital	48	38
Penticton Regional Hospital	46	33
Powell River General Hospital	12	12
Richmond Hospital	95	47
Ridge Meadows Hospital	36	18
Royal Columbian Hospital	159	70
Royal Inland Hospital	92	41
Royal Jubilee Hospital	133	76
Saanich Peninsula Hospital	19	n/a
Sechelt Hospital/shíshálh Hospital	23	11
Shuswap Lake General Hospital	19	16
St. Joseph's General Hospital	30	27
St. Paul's Hospital	151	94
Surrey Memorial Hospital	140	65
The University Hospital of Northern British Columbia	69	40
UBC Hospital	19	8
Vancouver General Hospital	280	148
Vernon Jubilee Hospital	59	25
Victoria General Hospital	105	34
Other	373	323
All	2998	2337

DEMOGRAPHICS — WHO RESPONDED

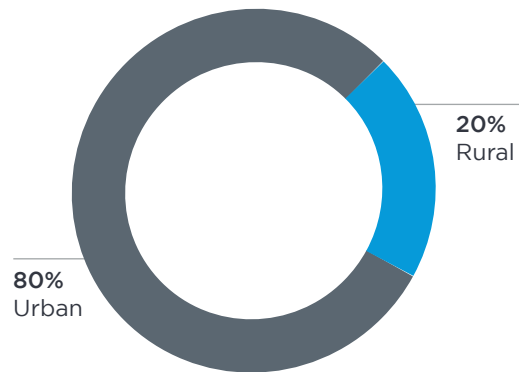
AGE



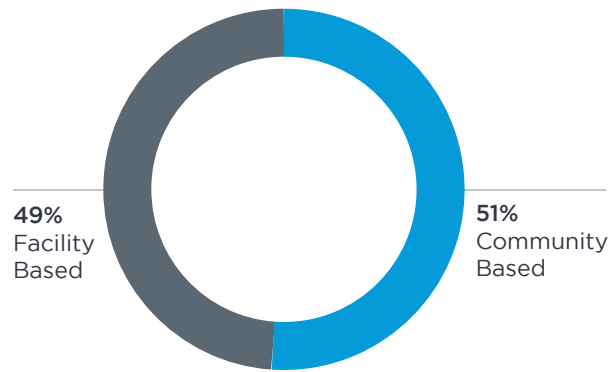
TENURE



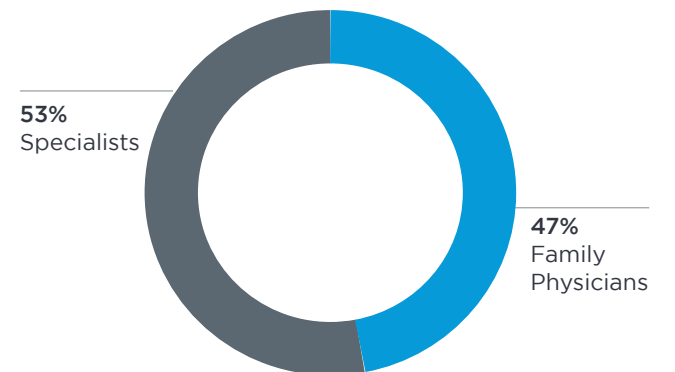
SETTING



PRACTICE LOCATION FACILITY BASED OR COMMUNITY



FAMILY PHYSICIANS OR SPECIALISTS



Addendum

Health Authority Averages 2016 and 2017

The following charts provide the overall average of each of the 9 engagement questions by health authority. The 2016 results are provided for comparison.

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%

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%

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%

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%

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%

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%

doctors
of bc