BENCHMARK MEMBER
ENGAGEMENT POLL
SUMMARY OF RESULTS
2018
Methodology and Response

Doctors of BC conducted its second benchmark member engagement poll

- Approximately 12,300 members were invited by email to complete the survey

The survey
- Opened on Wednesday, February 21, 2018
- Closed on Wednesday, March 7, 2018

Responses were received from 1,553 members for a response rate of 13%
- The data is valid 19 times out of 20 within a margin of error of +/- 2.32%

The survey was hosted and reported by twisurveys
Highlights

- Overall, our members view our organization in a favourable light. They feel we are doing a good job of representing them. They value the communications they get from us, and trust us as a reliable source.

- In their impressions of Doctors and BC, GPs and Specialists are narrowing the gap. (GPs went down a little, Specialists went up!)

- Members overall (but especially GPs) are frustrated with the health care system, and feel undervalued (And some of the blame – fairly or unfairly – goes to Doctors of BC)

- Good job of sharing information; need more to work to do in really engaging them – understanding the issues important to them.
Highlights

- Increased agreement from 2016 were awareness (7% increase in agreement) and support for Joint Collaborative Committees (1% increase in agreement).

- Continued strong support for the JCC programs/initiatives.
Current Practice

Practice:
Base: All respondents (n = 1,553)

- Family physician: 53%
- Specialist: 46%
- No Response: 1%
My practice is primarily:
Base: All respondents (n = 1,553)

<table>
<thead>
<tr>
<th>Practice Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community based</td>
<td>60.5%</td>
</tr>
<tr>
<td>Hospital based</td>
<td>37.5%</td>
</tr>
<tr>
<td>No Response</td>
<td>2%</td>
</tr>
</tbody>
</table>

Age:
Base: All respondents (n = 1,553)

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 35</td>
<td>14%</td>
</tr>
<tr>
<td>35 to 44</td>
<td>23%</td>
</tr>
<tr>
<td>45 to 54</td>
<td>23%</td>
</tr>
<tr>
<td>55 to 64</td>
<td>26%</td>
</tr>
<tr>
<td>65 or older</td>
<td>13%</td>
</tr>
<tr>
<td>No Response</td>
<td>1%</td>
</tr>
</tbody>
</table>
Years in Practice & Primary Health Authority

**Years in practice:**
Base: All respondents (n = 1,553)
- Resident: 4%
- 1st year in practice: 4%
- 2-5 years: 15%
- 6-10 years: 11%
- 11-15 years: 9%
- 16-20 years: 11%
- 21-25 years: 12%
- 26+ years: 33%
- No Response: 1%

**Primary Health Authority:**
Base: All respondents (n = 1,553)
- First Nations: 0%
- Fraser: 21%
- Interior: 17%
- Island: 21%
- Northern: 5%
- Provincial Health Services: 5%
- Vancouver Coastal: 29%
- No Response: 2%
1. Overall I feel my needs and interests are well represented by Doctors of BC.

Base: All respondents (n = 1,549)
Overall impressions of Doctors of BC

2. Doctors of BC understands the issues that matter to BC doctors.
Base: All respondents (n = 1,537)

*Agree by Segment
- Interior = 75%
- Island = 61%
- 1st year = 81%
- 2-5 years = 80%
- 26+ years = 59%
- Under 35 = 79%
- 55 to 64 = 59%
- S-Sessional = 75%
Overall impressions of Doctors of BC

4. Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders).

Base: All respondents (n = 1,541)

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly disagree/ Disagree</th>
<th>Neutral</th>
<th>Strongly agree/ Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>11%</td>
<td>25%</td>
<td>64%</td>
</tr>
<tr>
<td>2018</td>
<td>13%</td>
<td>21%</td>
<td>65%</td>
</tr>
</tbody>
</table>

*Agree by Segment*
- Island = 60%
- Northern = 78%
- Resident = 75%
- 1st year = 72%
- 2-5 years = 75%
- Under 35 = 74%
- S-Sessional = 71%
Overall impressions of sharing information

6. I feel well informed about activities and news from Doctors of BC.
Base: All respondents (n = 1,535)

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly disagree/ Disagree</th>
<th>Neutral</th>
<th>Strongly agree/ Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>6%</td>
<td>23%</td>
<td>71%</td>
</tr>
<tr>
<td>2016</td>
<td>7%</td>
<td>24%</td>
<td>69%</td>
</tr>
</tbody>
</table>

*Agree by Segment
Interior = 77%
Northern = 81%
Vancouver Coastal = 68%
2-5 years = 79%
26+ years = 68%
Under 35 = 76%
S-Sessional = 75%
7. I know where to find information and answers to my questions related to Doctors of BC.
Base: All respondents (n = 1,528)
9. I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance).
Base: All respondents (n = 1,530)
8. I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me.
Base: All respondents (n = 1,529)
11. *Doctors of BC does a good job representing members in negotiations for compensation and benefits.*

Base: All respondents (n = 1,538)
Overall impression on representing you

12. Doctors of BC is effective in dealing with the BC Ministry of Health or the health authorities on behalf of the profession.
Base: All respondents (n = 1,539)

*Agree by Segment
- Island = 48%
- Northern = 66%
- 1st year = 64%
- 2-5 years = 60%
- 26+ years = 51%
- Under 35 = 65%
- S-Sessional = 59%
33. I have a good awareness of the role Doctors of BC plays in these committees.

Base: All respondents (n = 1,530)

*Agree by Segment
- Family physician = 53%
- Specialist = 41%
- Community based = 52%
- Hospital based = 41%
- Island = 53%
- Provincial = 35%
- Vancouver Coastal = 41%
- Resident = 29%
- 35 to 44 = 44%
- P-Salary = 37%
- S-Sessional = 53%
34. I support Doctors of BC continuing to provide these types of services/supports for members.
Base: All respondents (n = 1,541)
35. What is the number one thing Doctors of BC has done for you through any of the Joint Collaborative Committees and/or their programs?
Base: All respondents (n = 752)
15. What are your preferred channels of communications to stay informed on Doctors of BC matters? (Select your top three)
Base: All respondents (n = 1,540)
16. What are your preferred ways to communicate with Doctors of BC? (Select all that apply)
Base: All respondents (n = 1,543)
The following list of compensation or benefit-related services are what Doctors of BC currently offers or negotiates on your behalf. Please tell us how important these are to you.

Base: All respondents (n = 1,517 – 1,535)
**ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES (Very important/ Moderately important)**

<table>
<thead>
<tr>
<th>Activity</th>
<th>2018</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>19. Ensuring physician consultation about regional, program, and facility changes or redesign.</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>20. Resources and access.</td>
<td>83%</td>
<td>80%</td>
</tr>
<tr>
<td>18. Quality and patient safety issues.</td>
<td>80%</td>
<td>75%</td>
</tr>
<tr>
<td>23. Human resources planning.</td>
<td>64%</td>
<td>64%</td>
</tr>
<tr>
<td>26. Physician safety</td>
<td>67%</td>
<td>64%</td>
</tr>
<tr>
<td>22. Referral processes between physicians.</td>
<td>63%</td>
<td>57%</td>
</tr>
<tr>
<td>24. Privileging and credentialing.</td>
<td>64%</td>
<td>56%</td>
</tr>
<tr>
<td>25. Medical staff rules and bylaws.</td>
<td>58%</td>
<td>52%</td>
</tr>
</tbody>
</table>

*How important to you is it that Doctors of BC support members in each of the following?*

*Base: All respondents (n = 1,506 – 1,539)*
13. What is the number one issue for you in the next year?
Base: All respondents (n = 1,331)

“Double our fees or pay my overhead.”
“The rapid disappearance of `full-service family physician`.”
“How best to prepare for retirement.”
“Remuneration and taxation.”
“My health.”

“The discrepancy between our salaries is unfair, unjustified and keeps growing.”
(Specialist comment re: Family Physician)
“Recruitment and retention of physicians.”
“Salaries not keeping up with inflation.”
“Work load management.”
“Tax changes and impact on practice.”
Number one issue, service, or activity – next two years

14. What should be the number one issue, service, or activity that Doctors of BC should focus on over the next two years?
Base: All respondents (n = 1,123)

“The remuneration system in fundamentally unfair.”
“Overhead relief.”
“This medical home thing scares me.”

“My heart rate is about 100 now and I think I need to chill!”

“Attracting physicians to rural areas.”
“Increased support services for mental health patients.”

“Pension plan.”
“…the question of conscience rights.”
“Improving fee codes.”
2018: 8% No, 21% Not sure, 71% Yes
2016: 7% No, 23% Not sure, 70% Yes
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