

A photograph of two healthcare professionals, a man and a woman, in a clinical setting. The man, on the left, is wearing a white lab coat over a blue and white striped tie and has a blue stethoscope around his neck. The woman, on the right, is wearing a white lab coat over a pink and white striped shirt and has a pink stethoscope around her neck. They are both looking down at a small device held by the woman. The background is blurred, showing other people in a clinical environment. The entire image has a blue tint.

2018 Health Authority Engagement Survey Results

Supplemental Report: Facility, Divisions of
Family Practice and Medical Leadership
Breakdowns



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INTRODUCTION

This report outlines the 2018 results from our third annual Doctors of BC Health Authority Engagement Survey.

The purpose of the survey is to seek out members' feedback on their level of engagement and interaction with their respective health authority. The survey was conducted by Health Standards Organization (HSO). The results are important as they will help us collaborate with members in shaping programs and policies to improve physician engagement at both a local and regional level.

The same nine questions have been asked on an annual basis since 2016. The results provide provincial, regional, and facility level breakdowns of each survey question by the following groups:

- family physicians and specialists;
- community and facility;
- rural and urban;
- and two new areas, Division of Family Practice and Health Authority Medical Leadership positions.

We sincerely thank our members for the time they took to complete the survey. This report is one of many tools that physicians, health authorities and government can use to help support collaboration and engagement.

METHODOLOGY

The survey was conducted by Health Standards Organization (HSO) from May 24 to June 24, 2018. It was sent to 11,153 members, of which 2,657 responded, resulting in a response rate of 24%. The overall data is valid 99 times out of 100 within a margin of error of +/- 1.6%. The survey used 9 questions with a 5-point Likert scale from HSO's Physician Work Life Pulse Tool. The analysis is presented in an agree, neutral, 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; however, there were only 4 respondents. Due to the small number of respondents relative to sample size, the results within their health authority category have been suppressed.

LIMITATIONS

1. It was identified that there were missing scale options for the question "Please tell us the Division of Family Practice you belong to". In order to resolve the issue, HSO added in an option for respondents to select 'Other' and specify their division.
2. Some users were experiencing technical difficulties selecting the "Other, please specify" option for the question "Please tell us the hospital/facility that you work in or are primarily associated with". HSO's technical team was made aware of the issue and performed maintenance to correct it.
3. The technical issue resulted in 617 records of missing facility information. Despite best efforts, HSO was unable to recover this data. For the facility level analysis, the missing 617 records were excluded and the final n size was 2,040 respondents. The provincial and regional results have the n size 2,657.

KEY FINDINGS

Response Rates & Demographics

- This year's response rate was 24% (2,657 responses).
- The distribution of respondents from each of the health authorities was similar to previous surveys, although Vancouver Coastal had significantly fewer participants between the last two years (164 less).
- Overall, the survey respondents are reflective of Doctors of BC membership.
- This year's additional demographic questions indicated 16% of our respondents identified themselves as having a formal medical leadership position within their the health authority.
- Younger age groups and those who hold leadership positions had higher positive scores across all questions, except the question regarding access to equipment & resources.

KEY FINDINGS (con't)

Provincial Averages

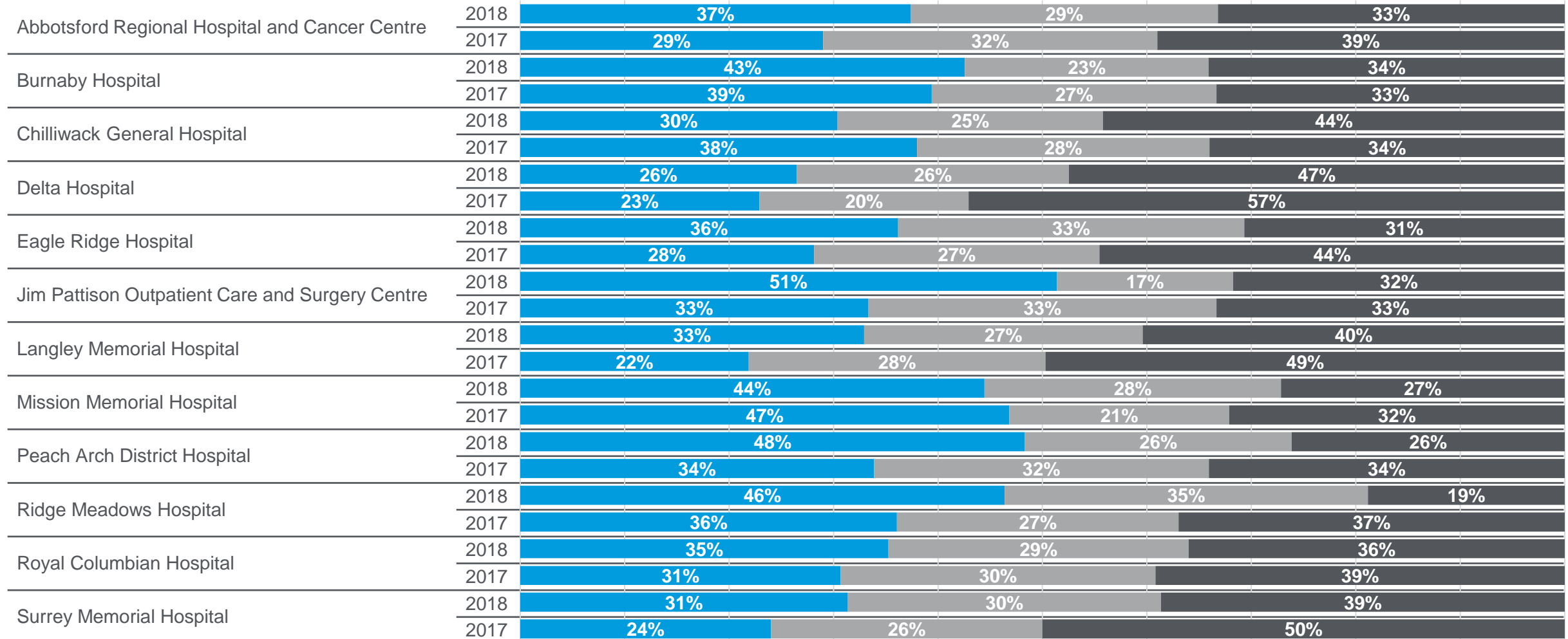
- Overall, ratings were consistent compared to 2017 results.
- Areas of **significant improvement** included an overall **10% increase** in respondents **feeling satisfied** with their organization as a place to practice medicine. This is noteworthy as overall feels on engagement seem to be on a positive trend upwards.
- Further, there were **3-4% increases** for ratings regards the communication from **senior leaders** and their transparency in decision-making.
- Ratings decreased by 3% in the areas of having meaningful input into changes affecting their practice environment and feeling that their organization values physicians' contributions.
 - There was a significant decrease for family physicians (by **8%**) in having meaningful input into their practice environment.
- In terms of **national benchmarks**, BC still has a lot of work to do as we range from being **10-30% lower** than our counterparts across Canada. It is important to note that HSO's national benchmark data is not very robust.

Section 1 – Facility Data

Fraser Health Authority

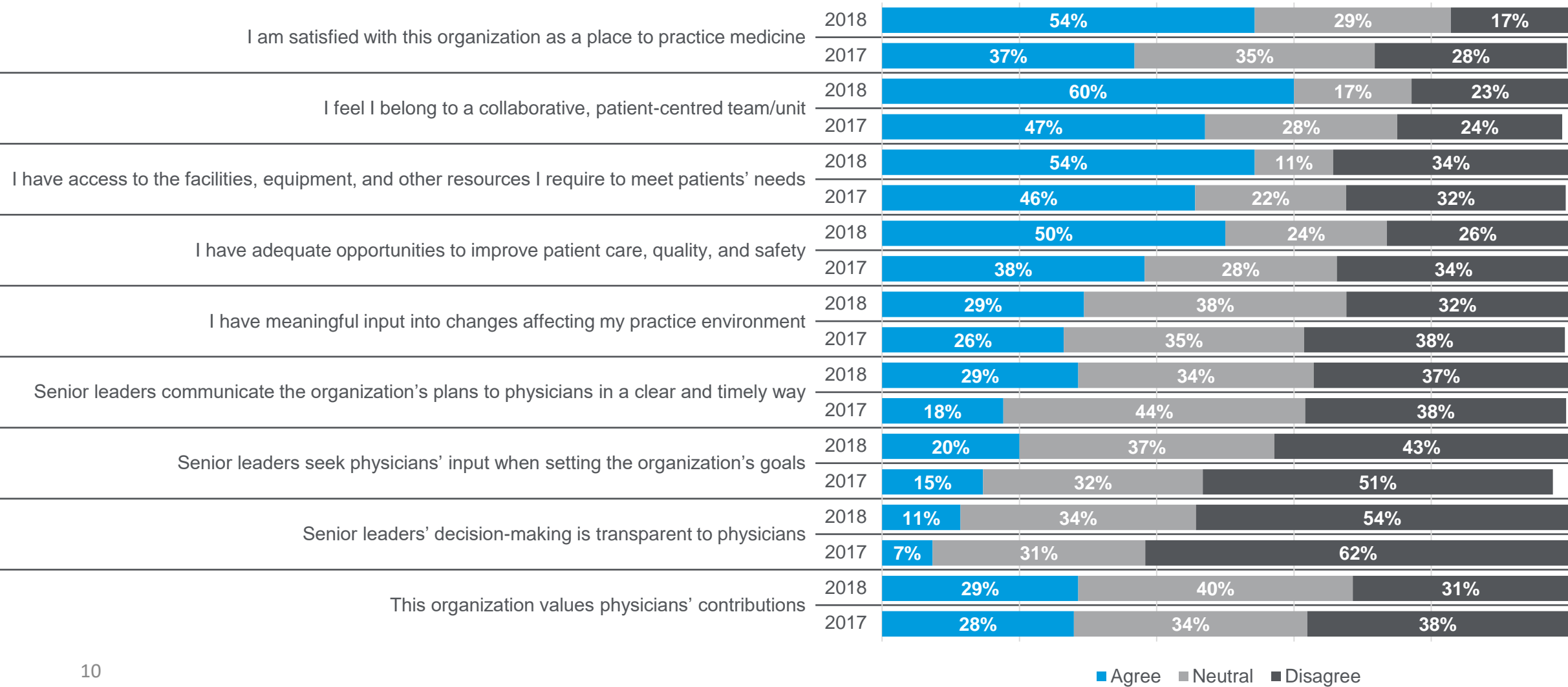
FRASER HEALTH AUTHORITY

Overall Averages by Facility



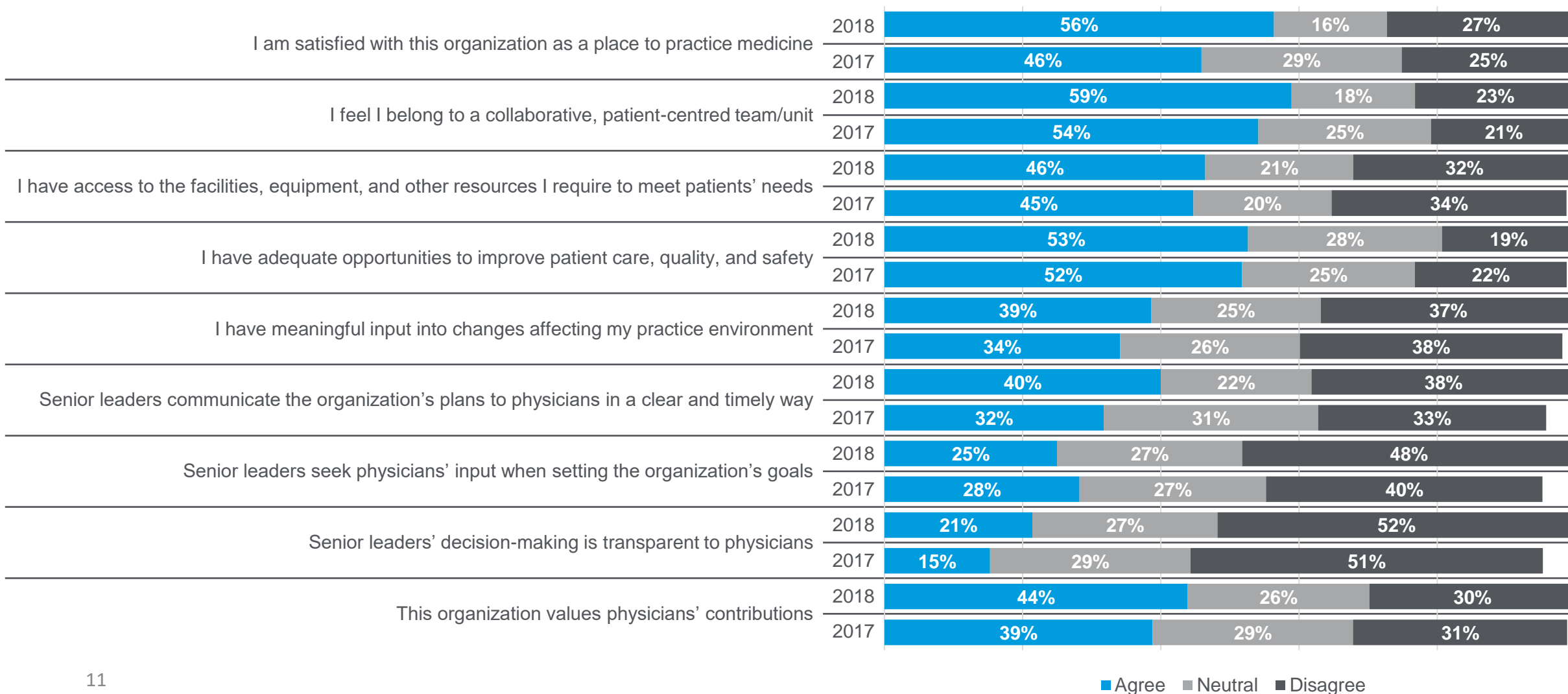
ABBOTSFORD REGIONAL HOSPITAL AND CANCER CENTRE

35 Respondents 2018 | 68 Respondents 2017



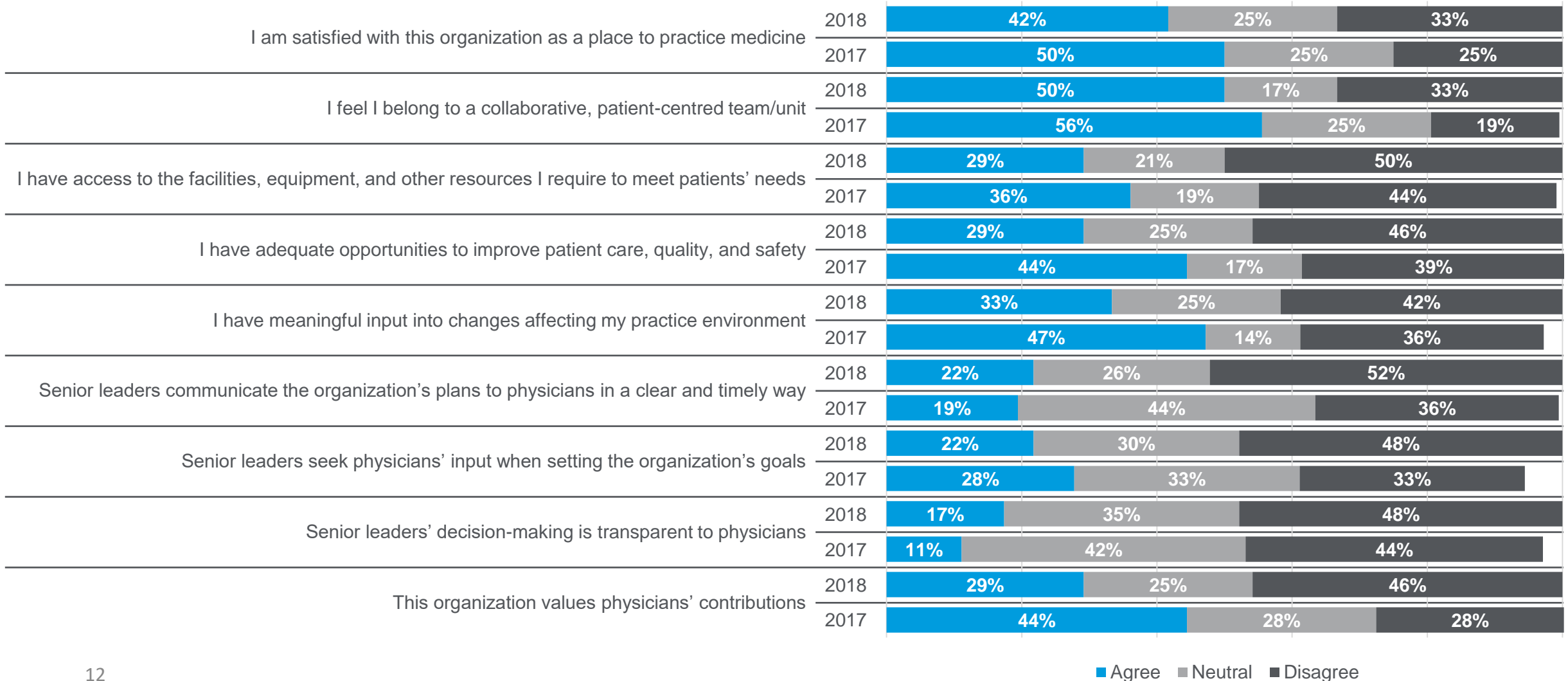
BURNABY HOSPITAL

57 Respondents 2018 | 85 Respondents 2017



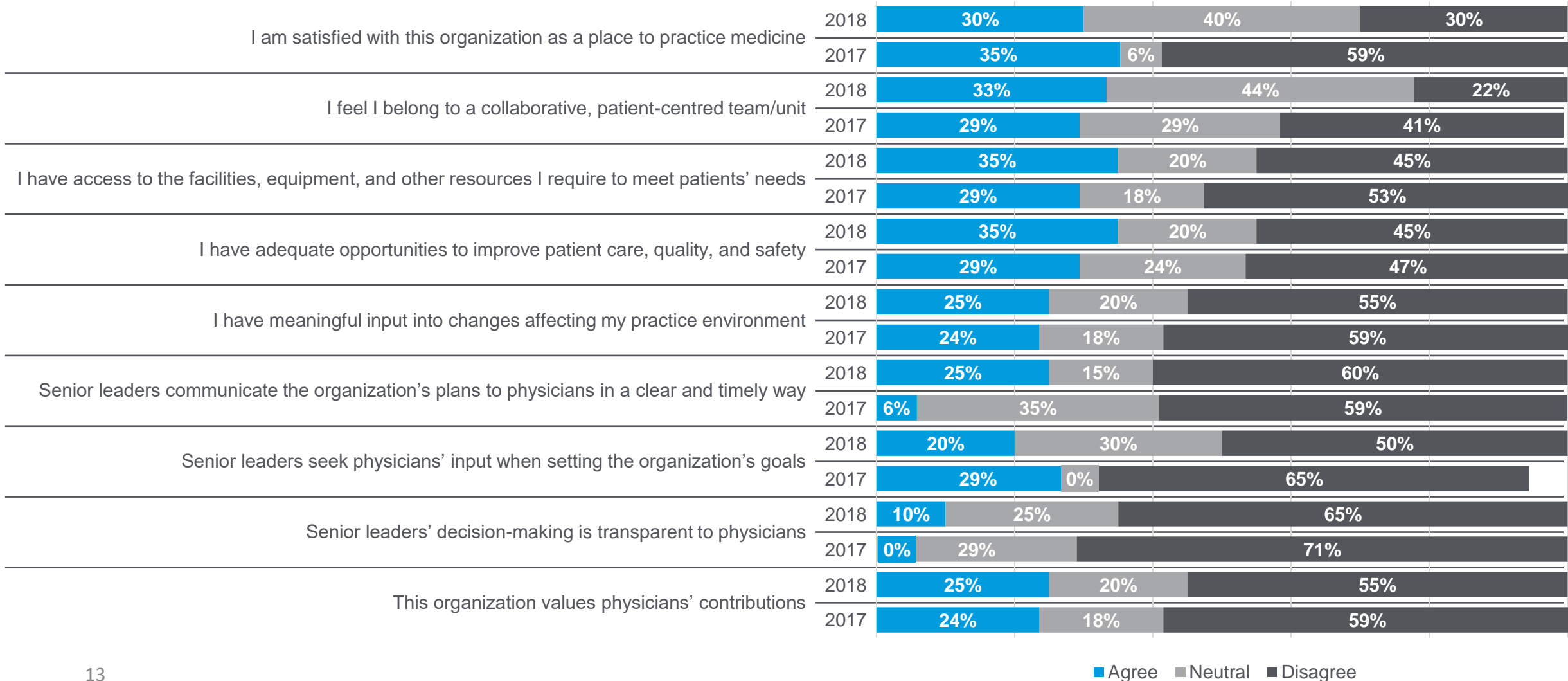
CHILLIWACK GENERAL HOSPITAL

24 Respondents 2018 | 36 Respondents 2017



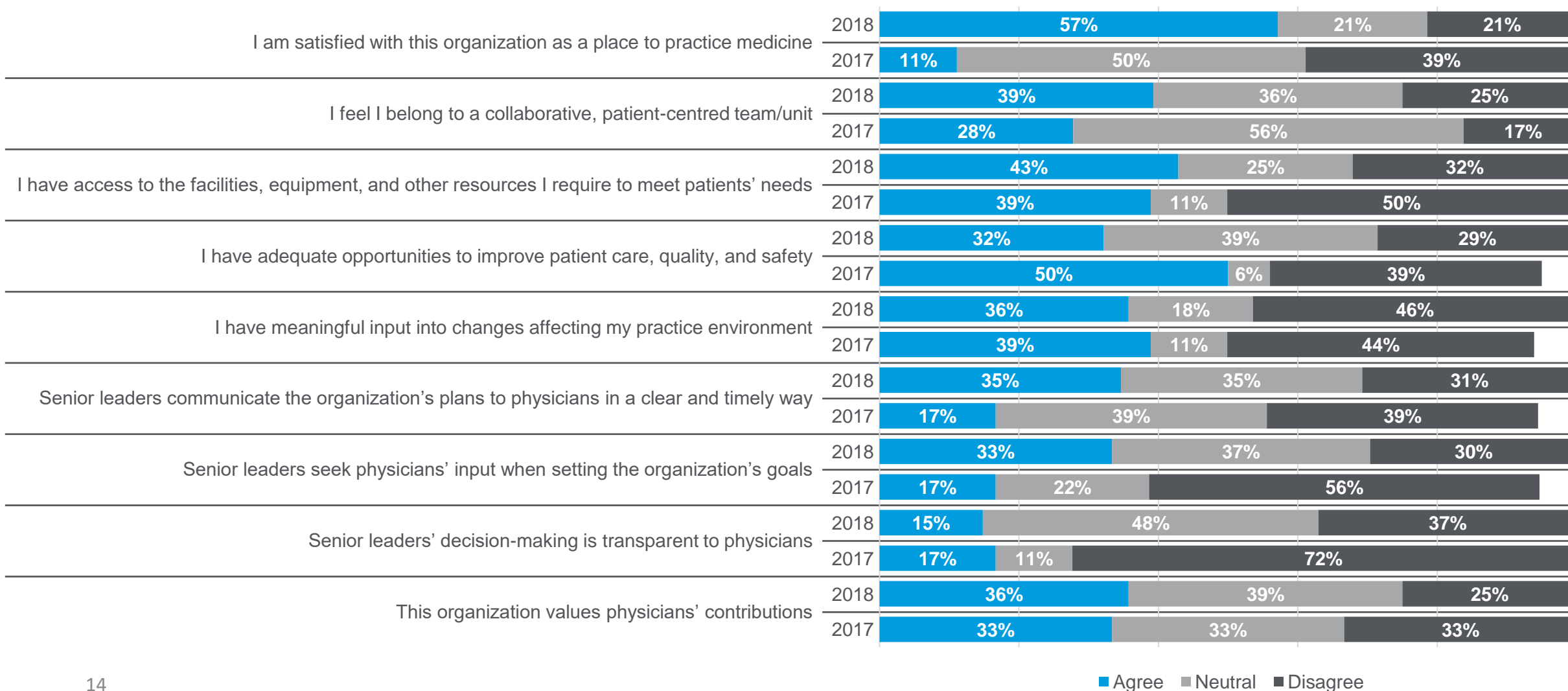
DELTA HOSPITAL

20 Respondents 2018 | 17 Respondents 2017



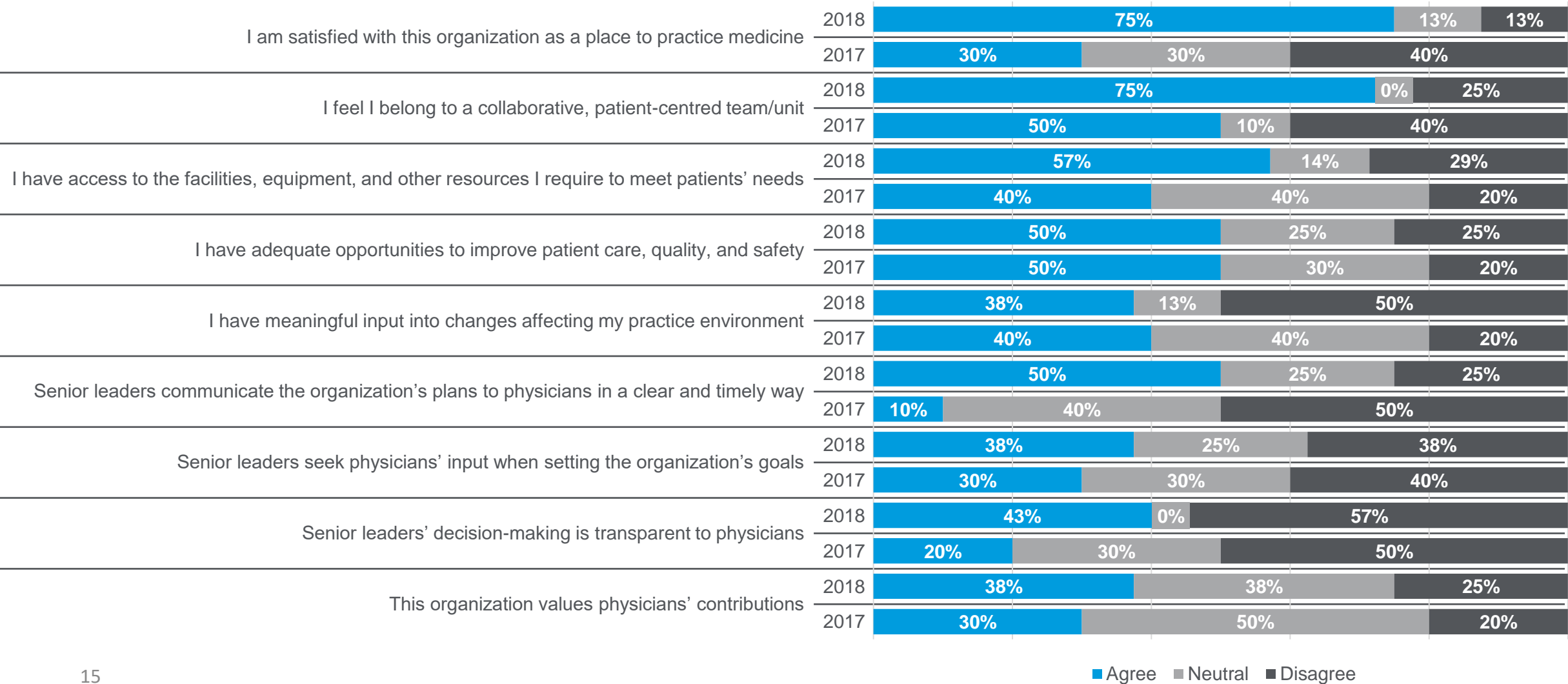
EAGLE RIDGE HOSPITAL

28 Respondents 2018 | 18 Respondents 2017



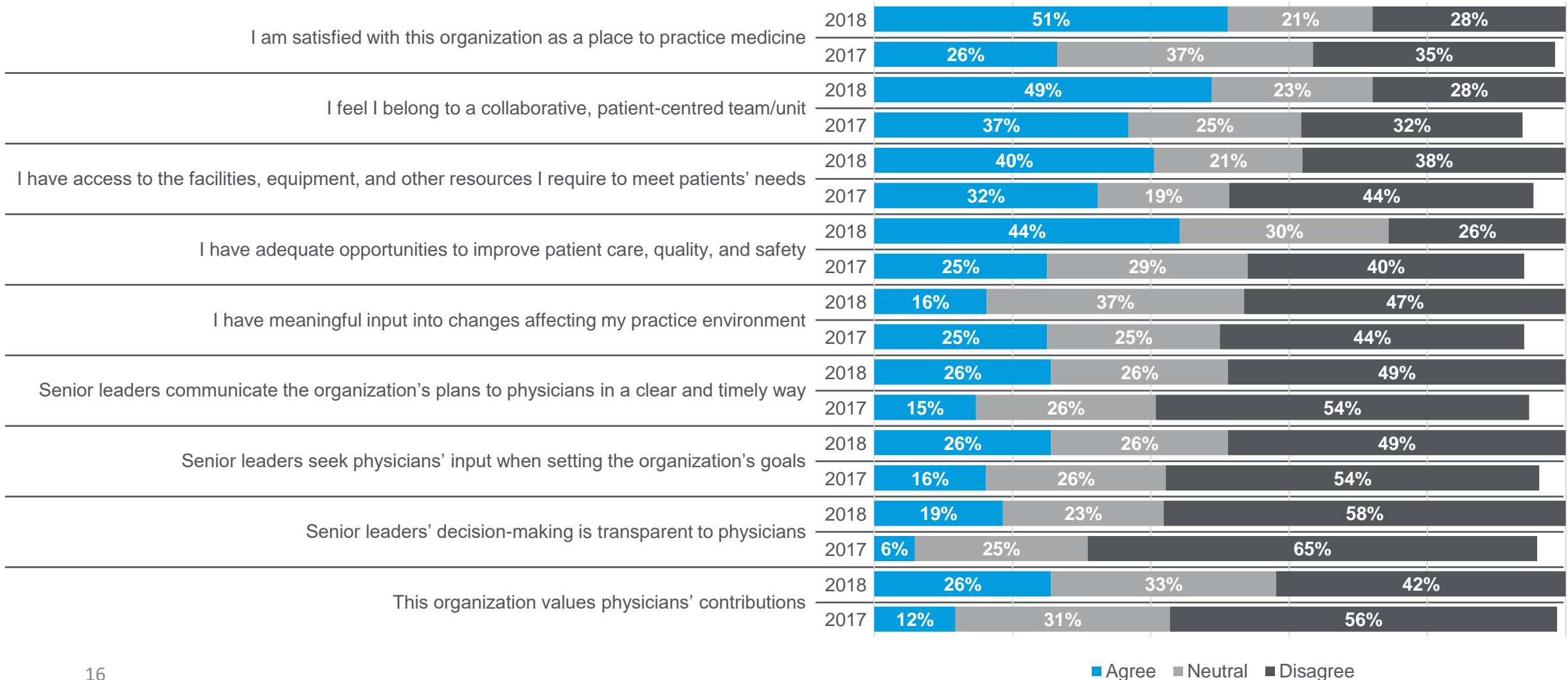
JIM PATTISON OUTPATIENT CARE AND SURGERY CENTRE

8 Respondents 2018 | 10 Respondents 2017



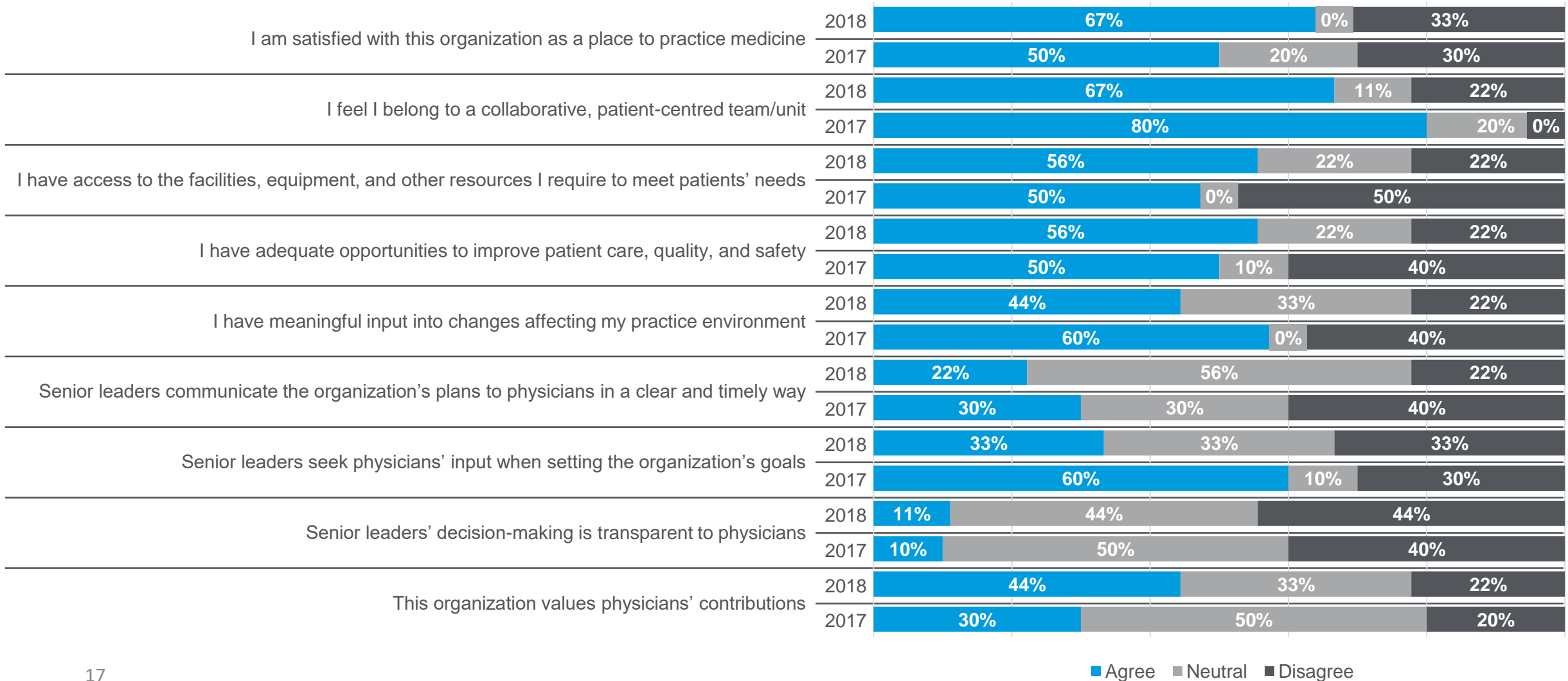
LANGLEY MEMORIAL HOSPITAL

43 Respondents 2018 | 68 Respondents 2017



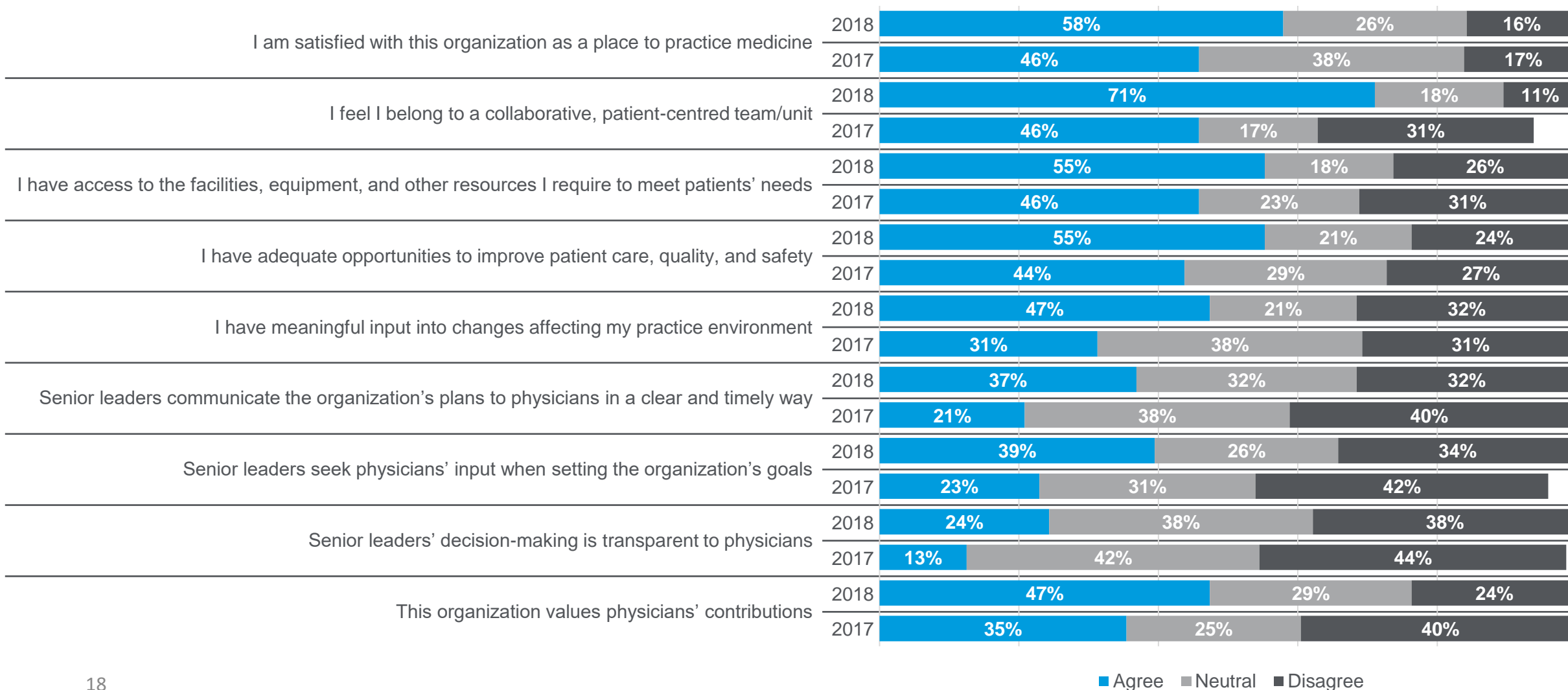
MISSION MEMORIAL HOSPITAL

9 Respondents 2018 | 10 Respondents 2017



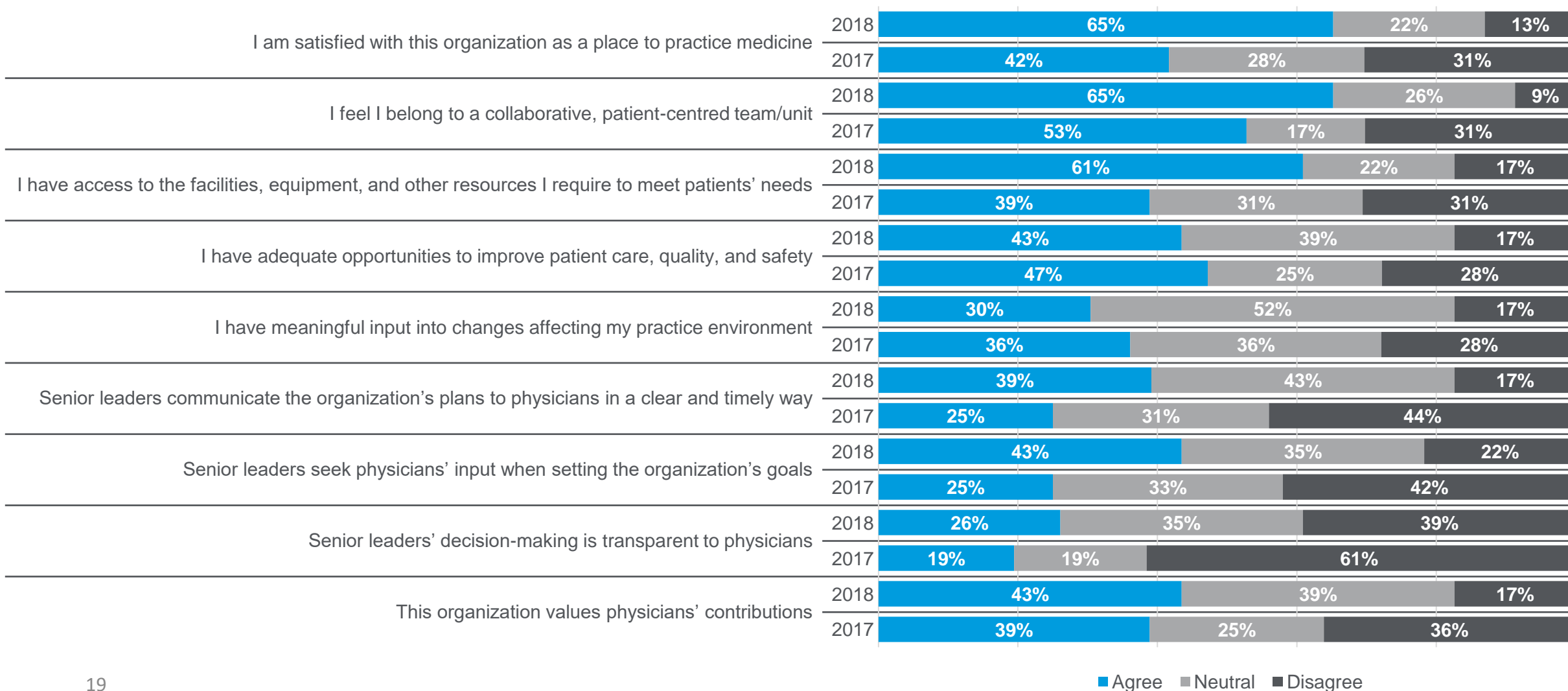
PEACE ARCH DISTRICT HOSPITAL

38 Respondents 2018 | 48 Respondents 2017



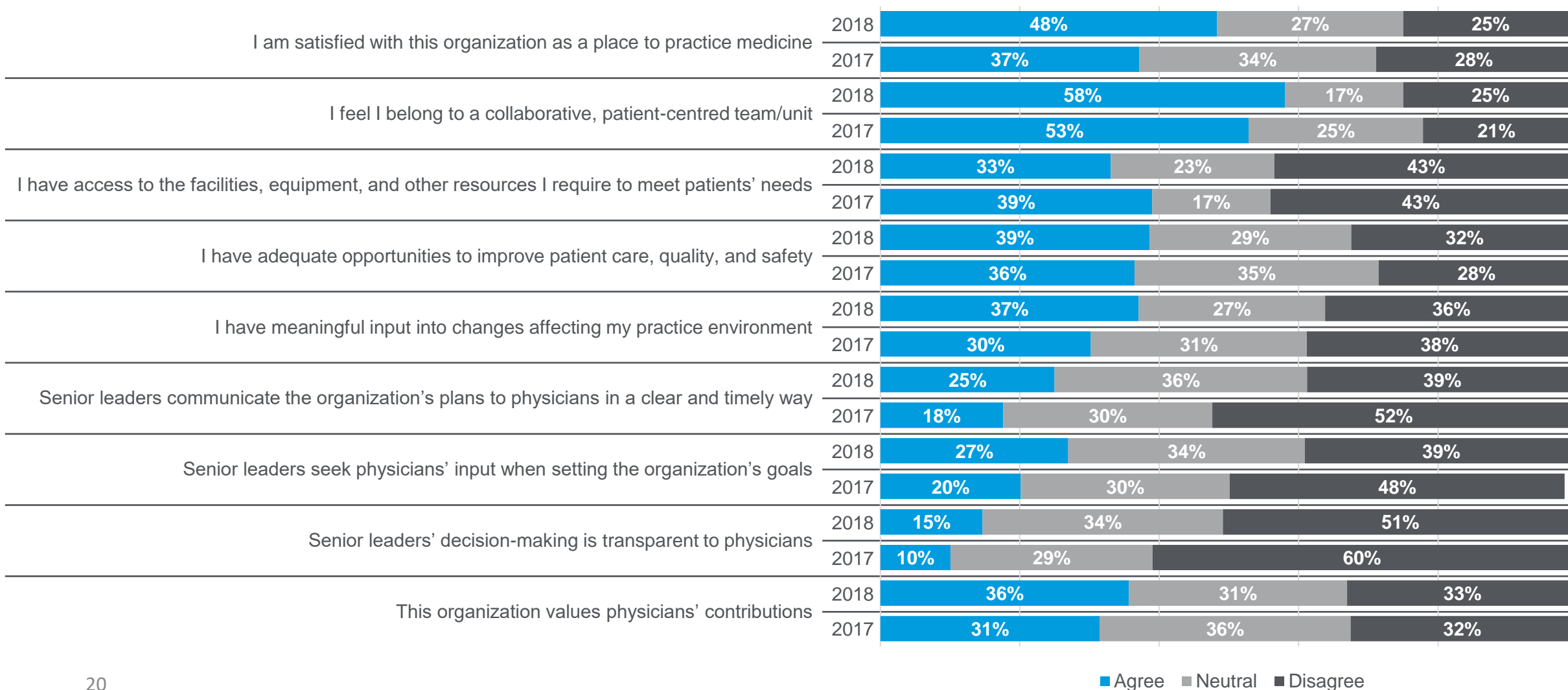
RIDGE MEADOWS HOSPITAL

23 Respondents 2018 | 36 Respondents 2017



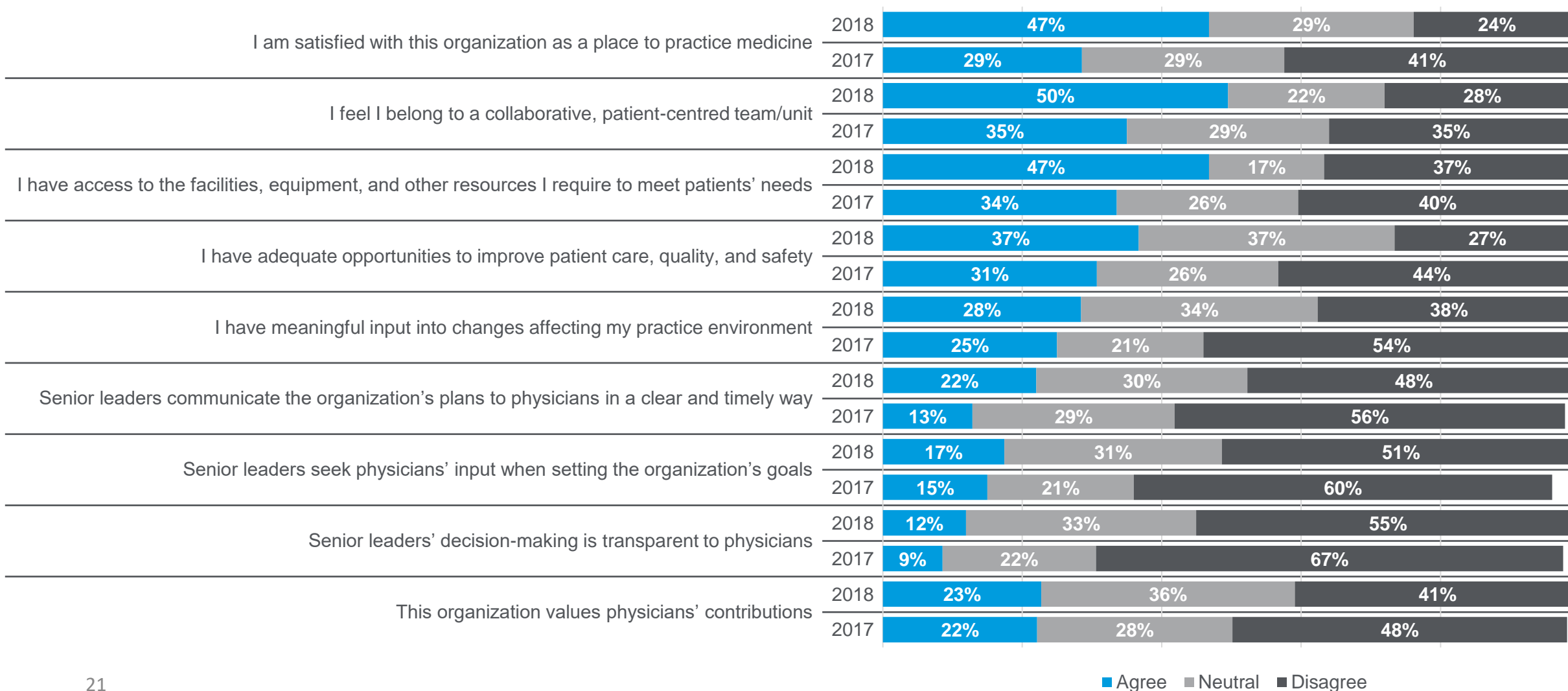
ROYAL COLUMBIAN HOSPITAL

116 Respondents 2018 | 159 Respondents 2017



SURREY MEMORIAL HOSPITAL

111 Respondents 2018 | 140 Respondents 2017

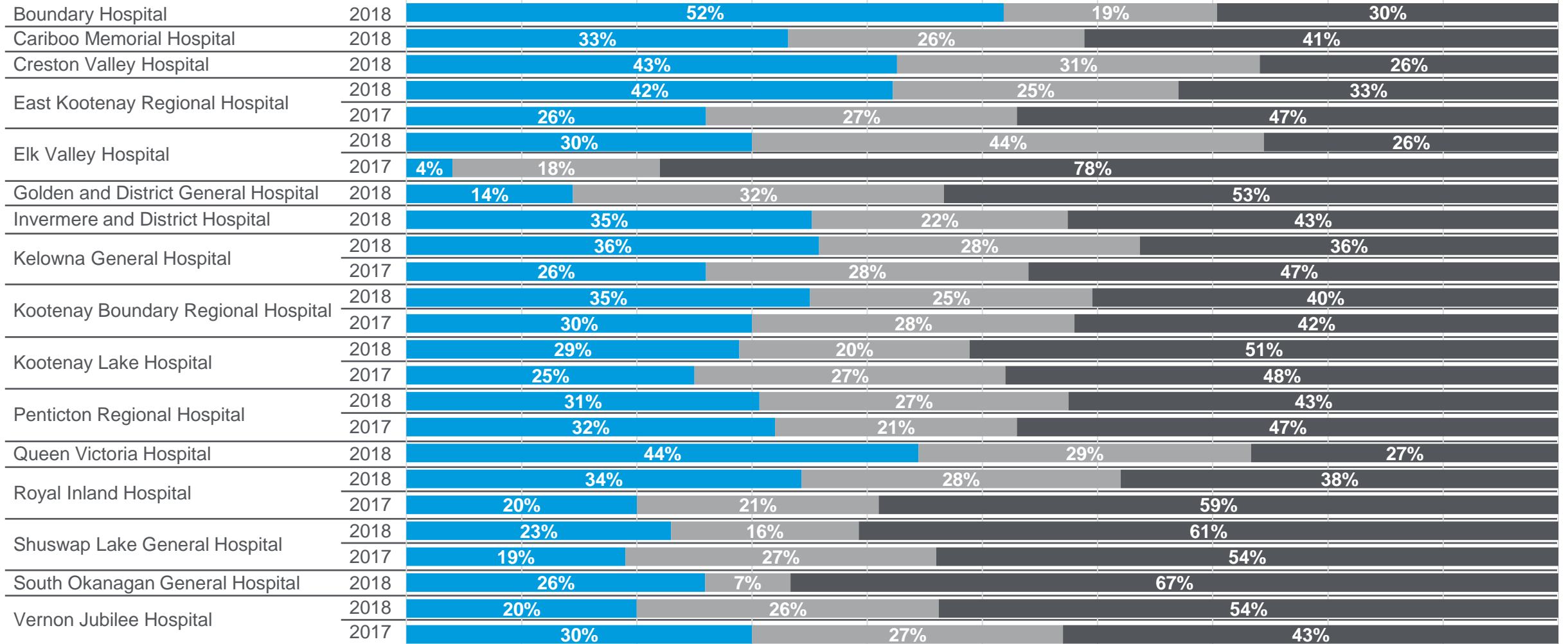


Section 1 – Facility Data

Interior Health Authority

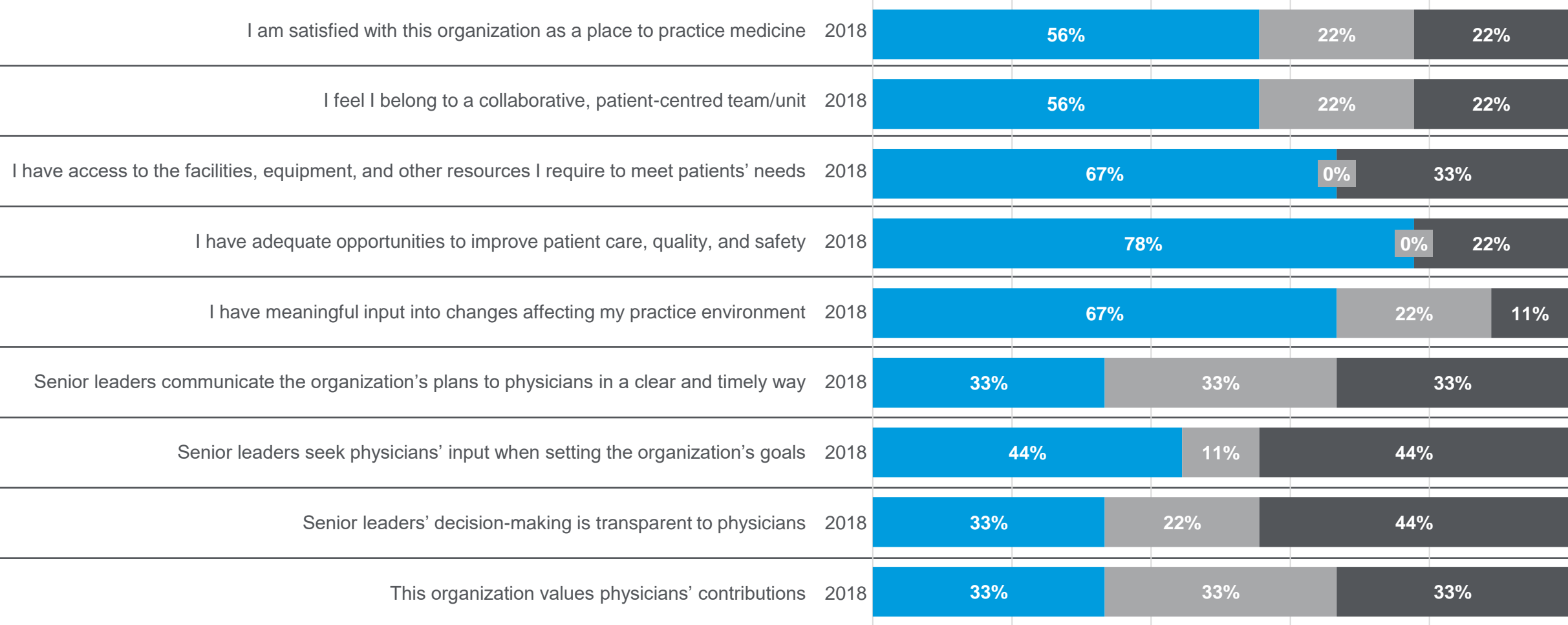
INTERIOR HEALTH AUTHORITY

Overall Averages by Facility



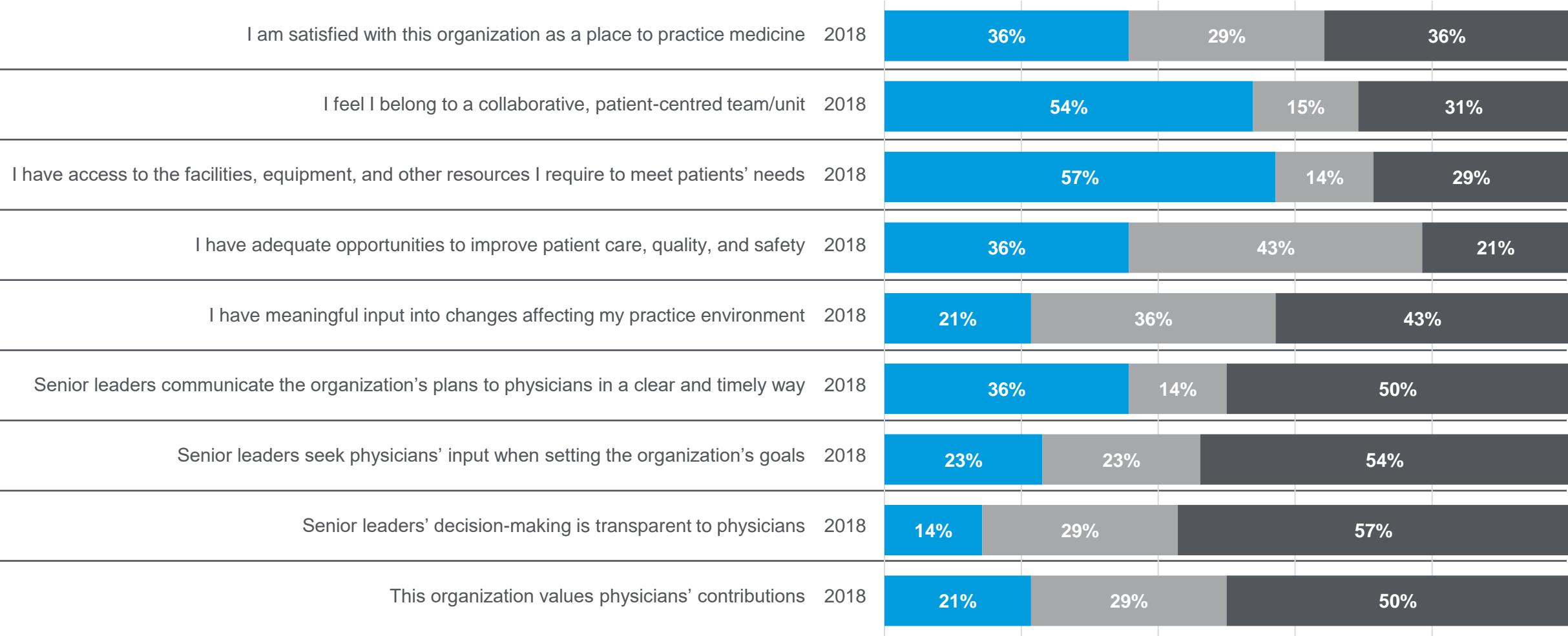
BOUNDARY HOSPITAL

9 Respondents 2018 | * Respondents 2017



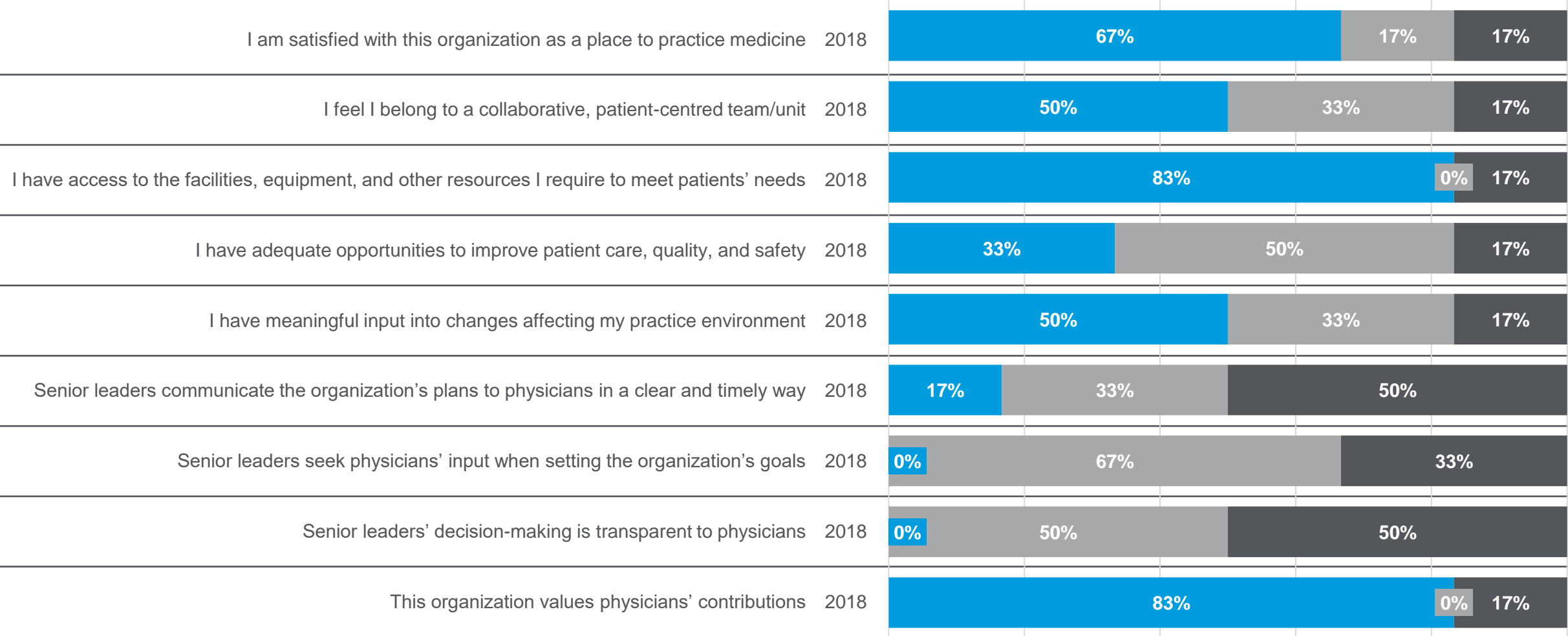
CARIBOO MEMORIAL HOSPITAL

14 Respondents 2018 | * Respondents 2017



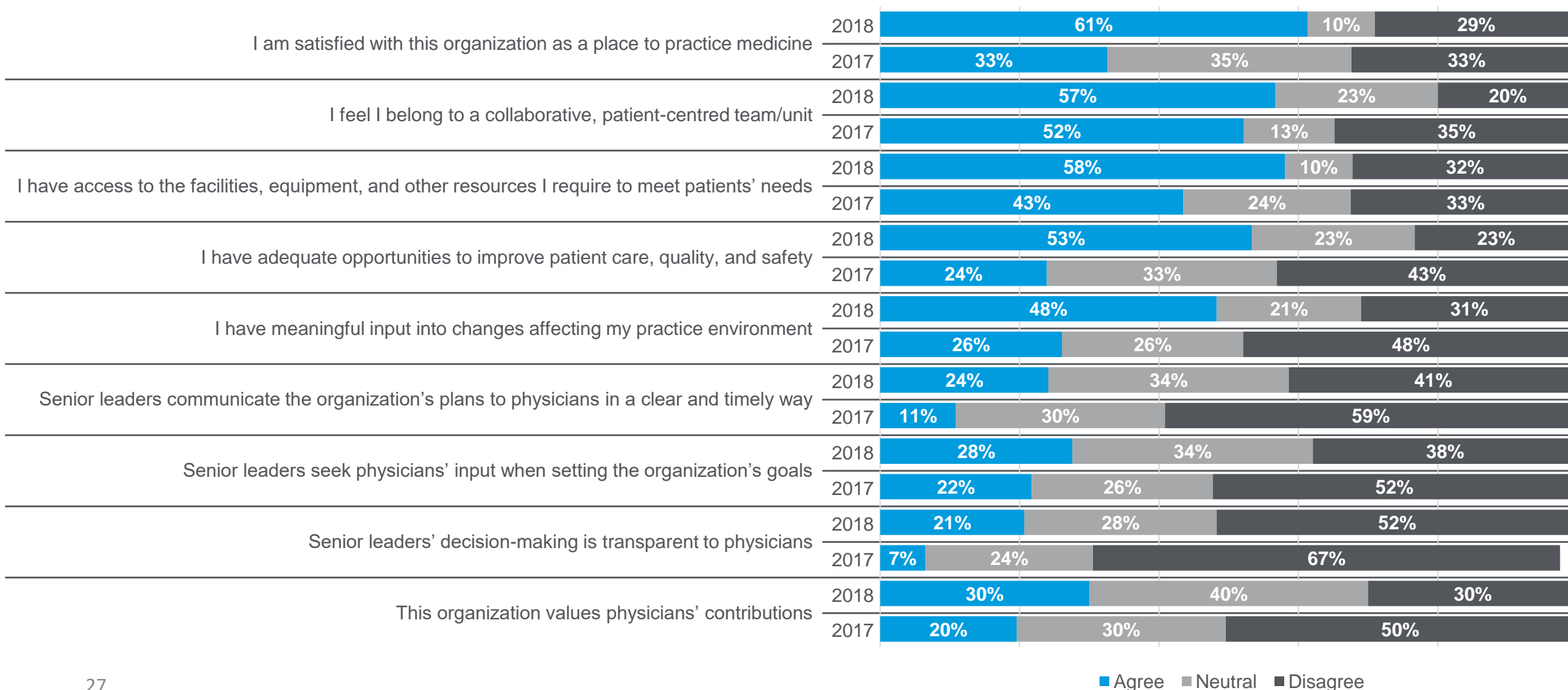
CRESTON VALLEY HOSPITAL

6 Respondents 2018 | * Respondents 2017



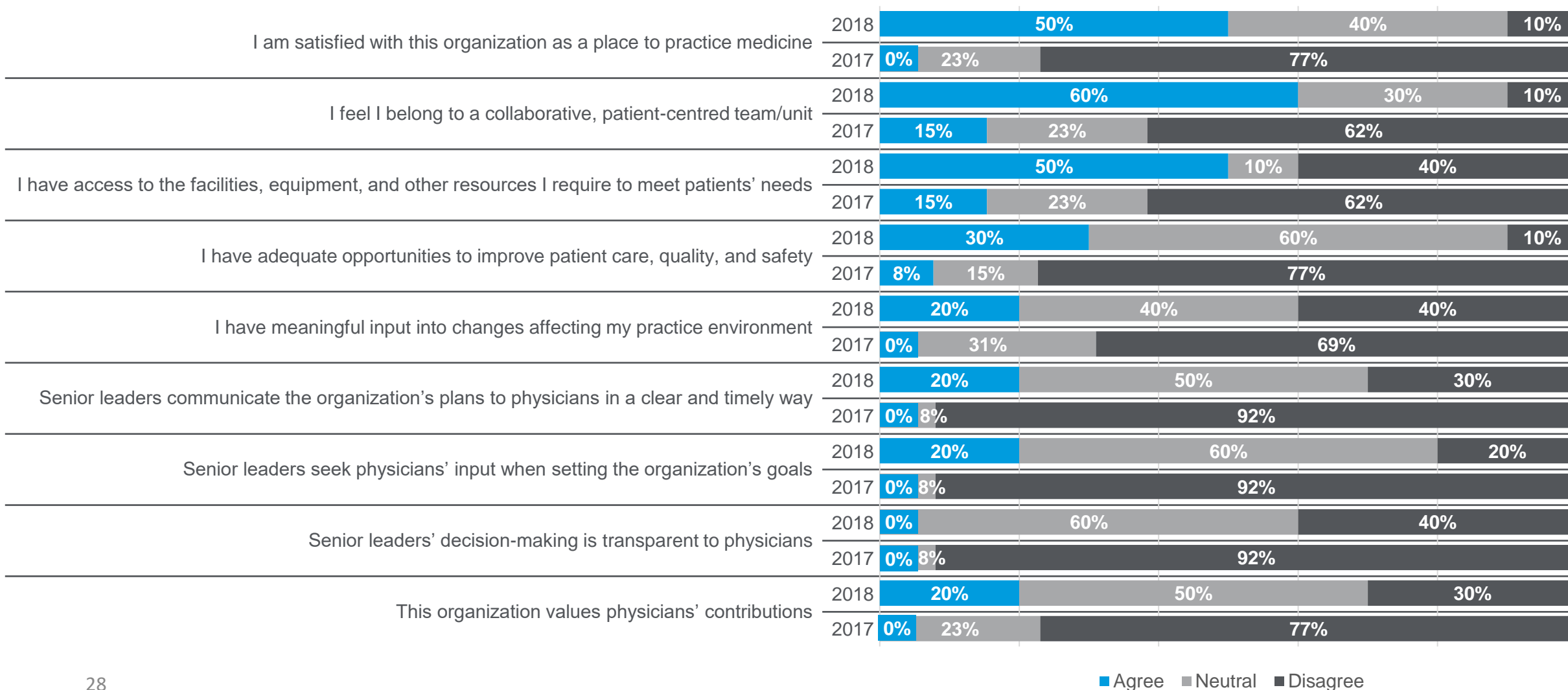
EAST KOOTENAY REGIONAL HOSPITAL

31 Respondents 2018 | 46 Respondents 2017



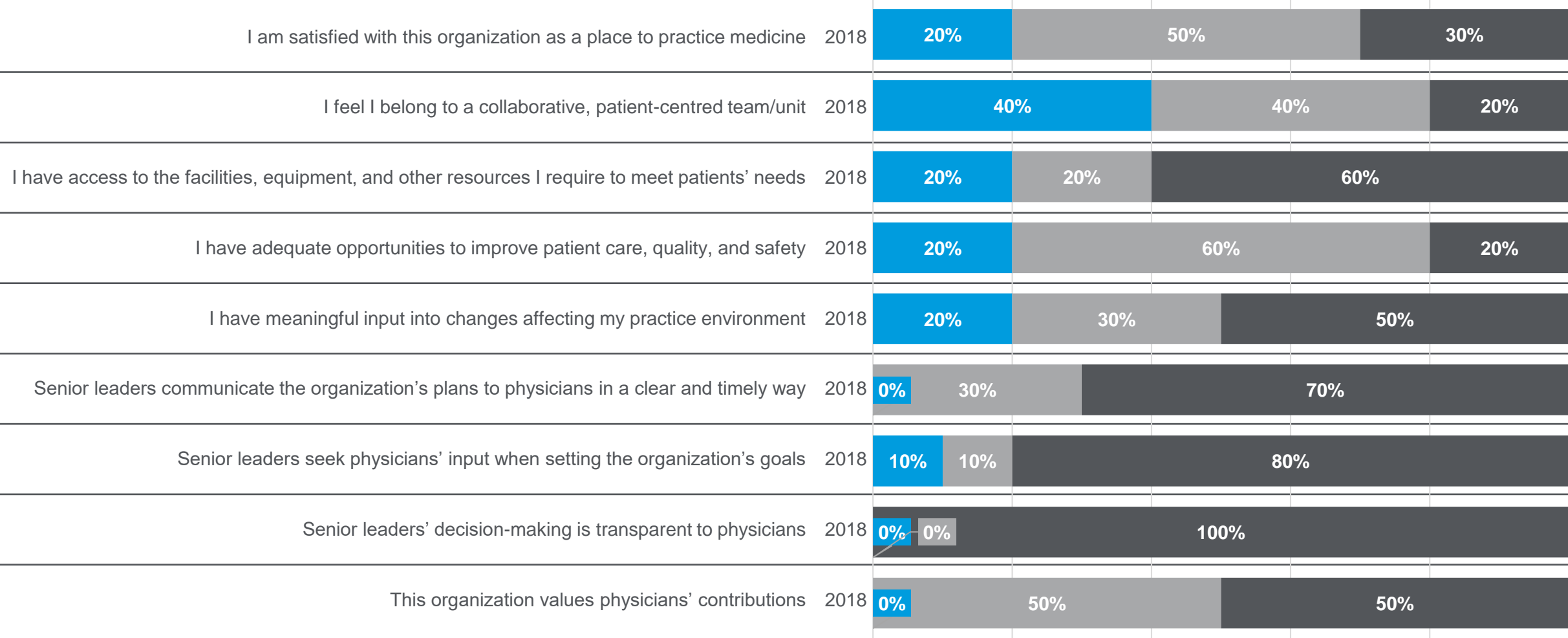
ELK VALLEY HOSPITAL

10 Respondents 2018 | 13 Respondents 2017



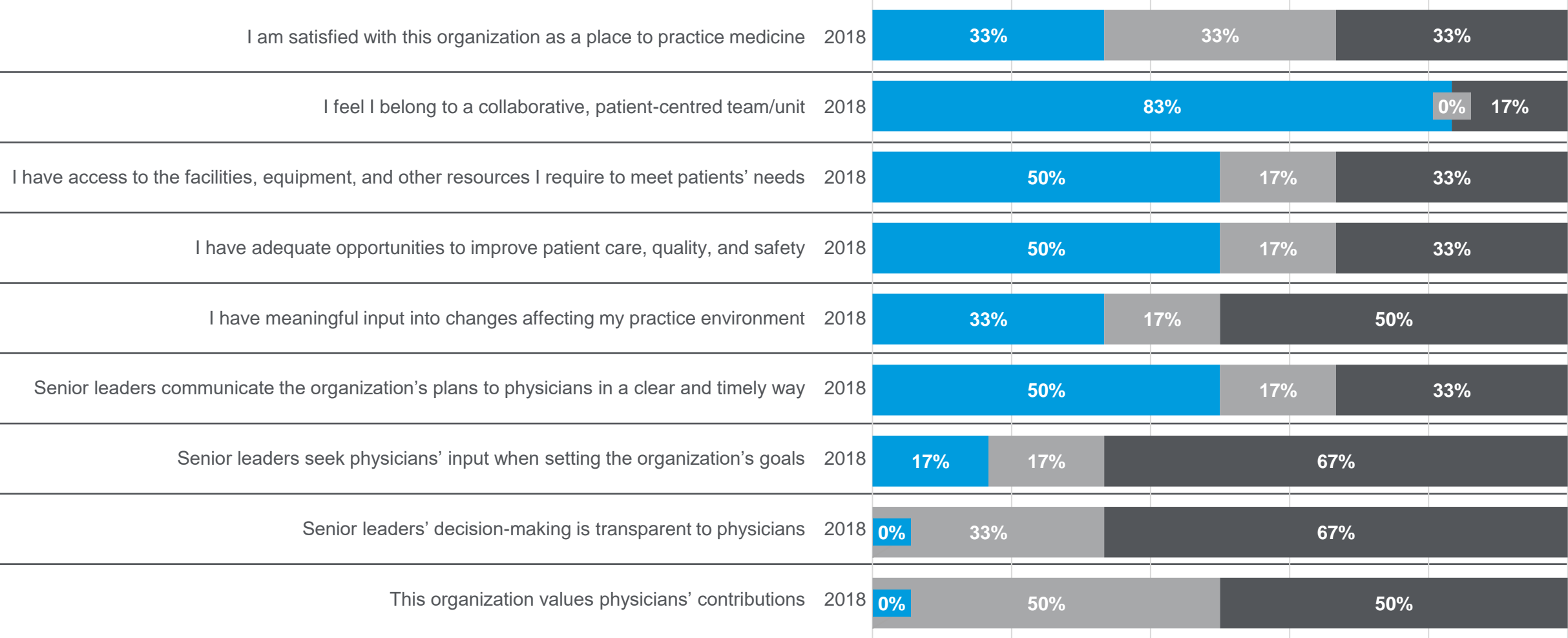
GOLDEN AND DISTRICT GENERAL HOSPITAL

10 Respondents 2018 | * Respondents 2017



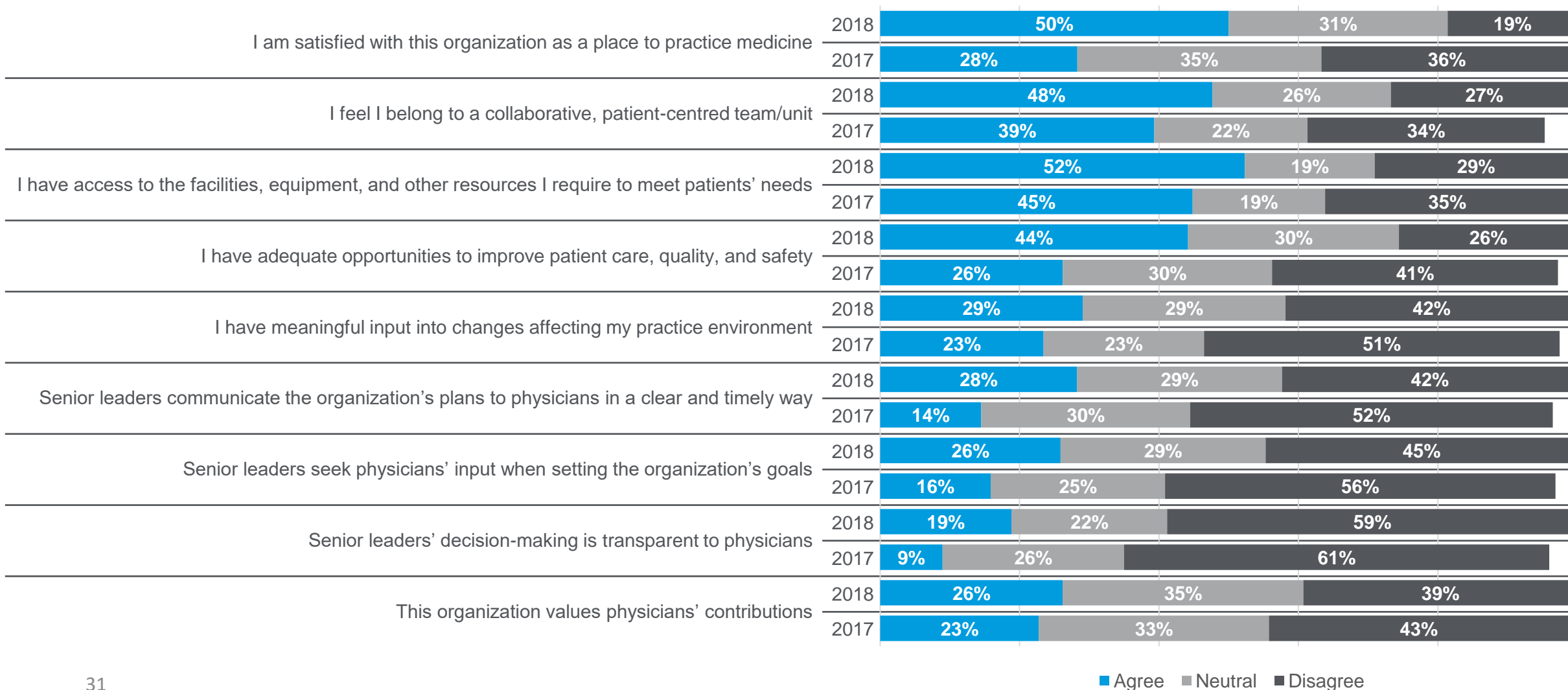
INVERMERE AND DISTRICT HOSPITAL

6 Respondents 2018 | * Respondents 2017



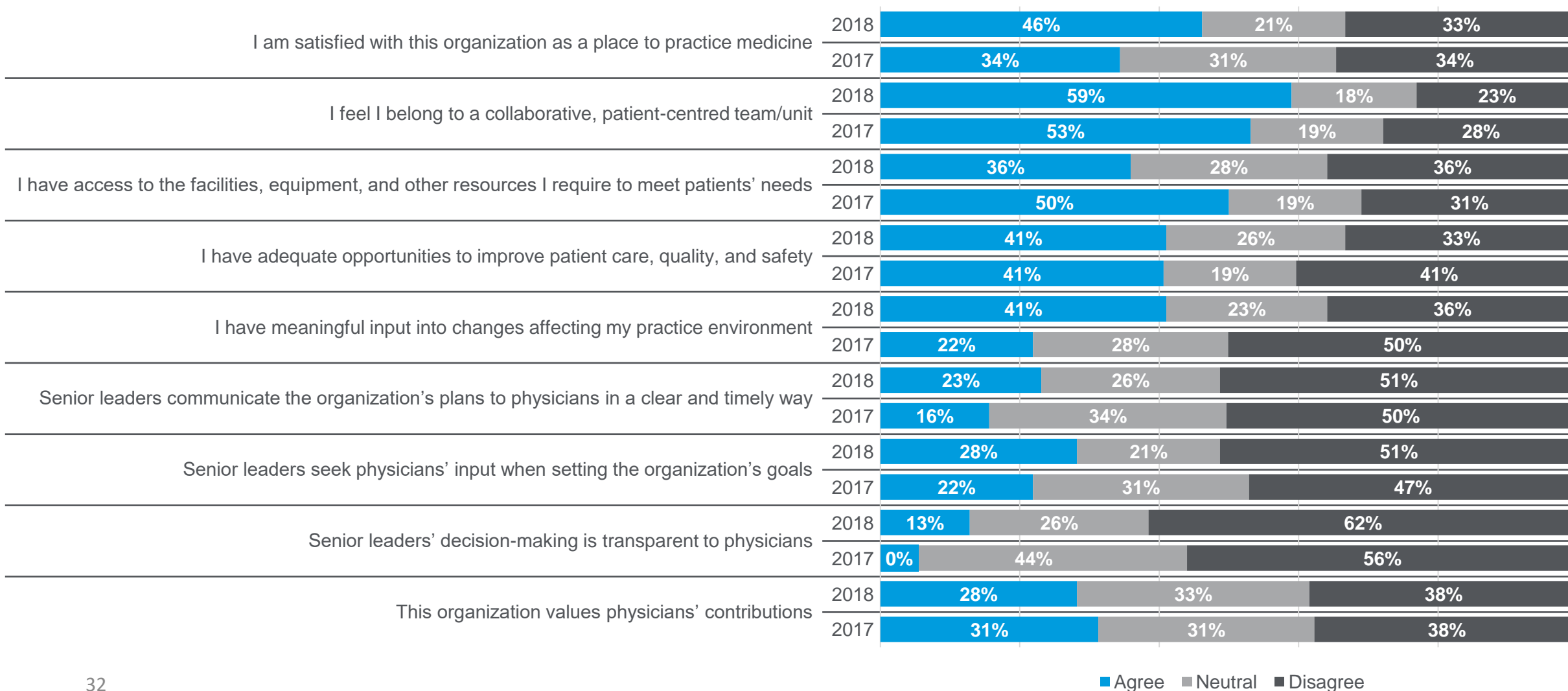
KELOWNA GENERAL HOSPITAL

87 Respondents 2018 | 145 Respondents 2017



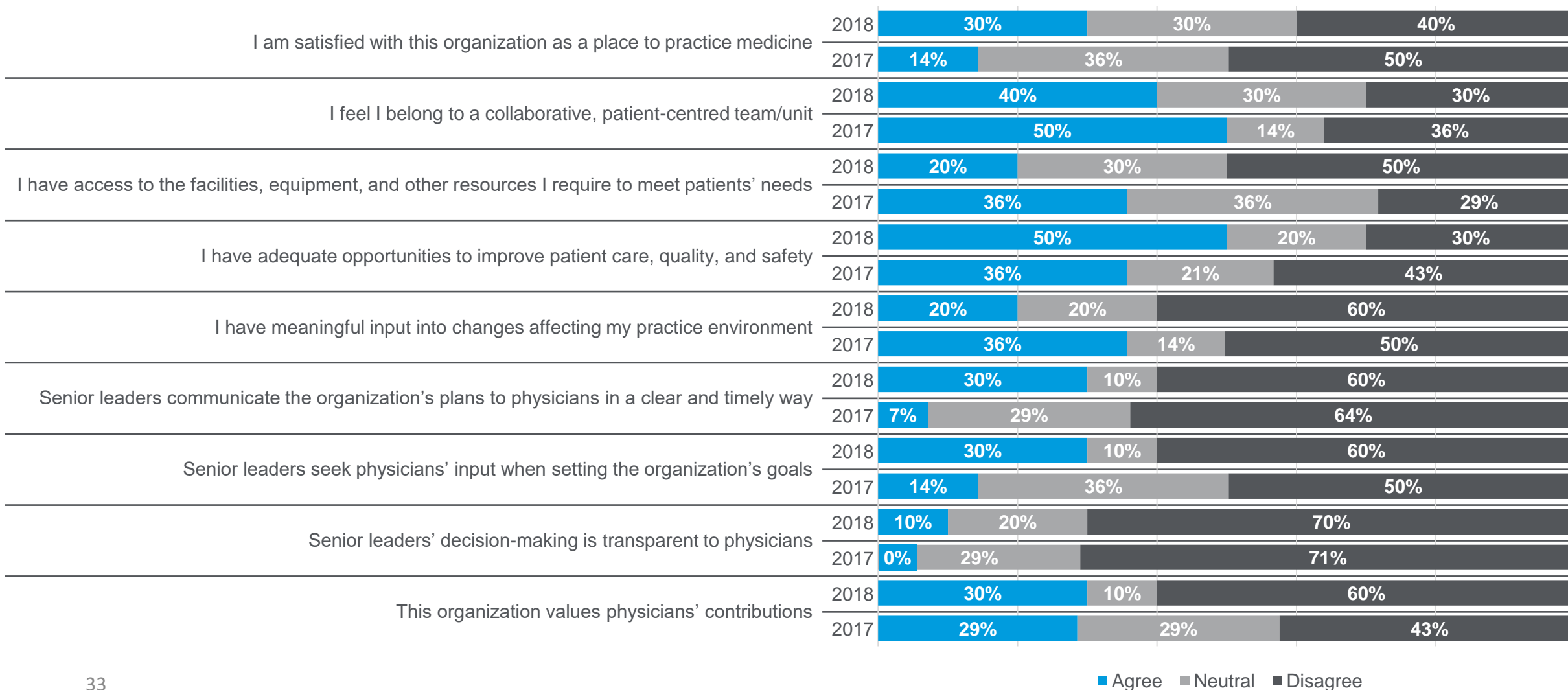
KOOTENAY BOUNDARY REGIONAL HOSPITAL

39 Respondents 2018 | 32 Respondents 2017



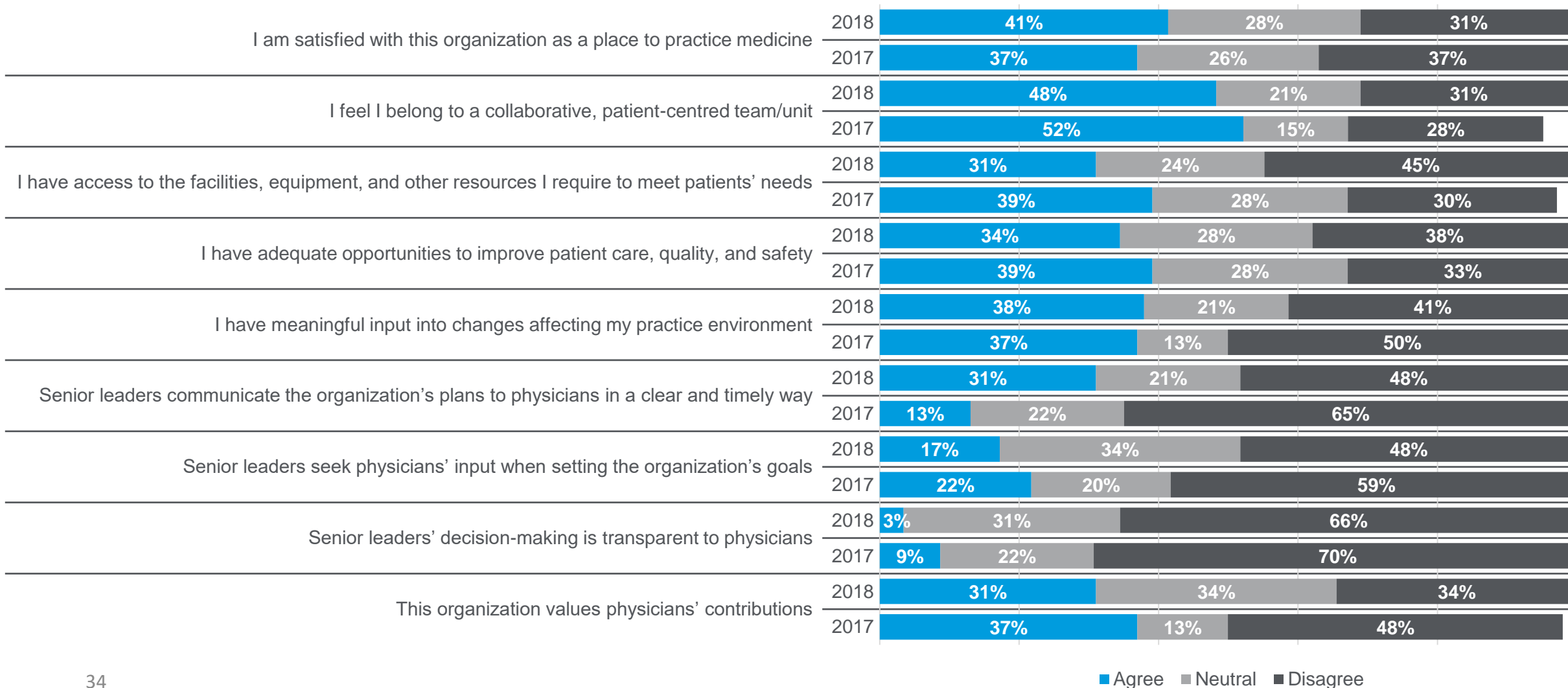
KOOTENAY LAKE HOSPITAL

10 Respondents 2018 | 14 Respondents 2017



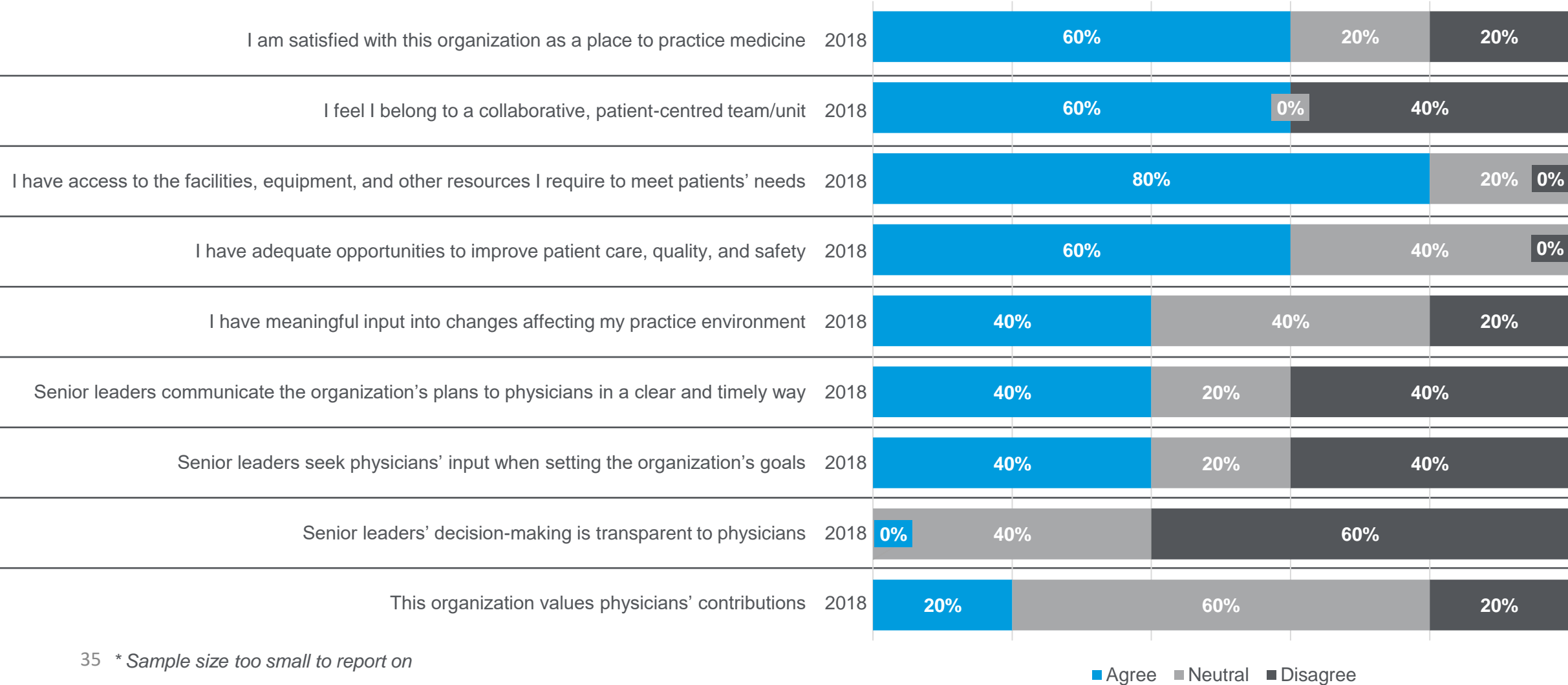
PENTICTON REGIONAL HOSPITAL

29 Respondents 2018 | 46 Respondents 2017



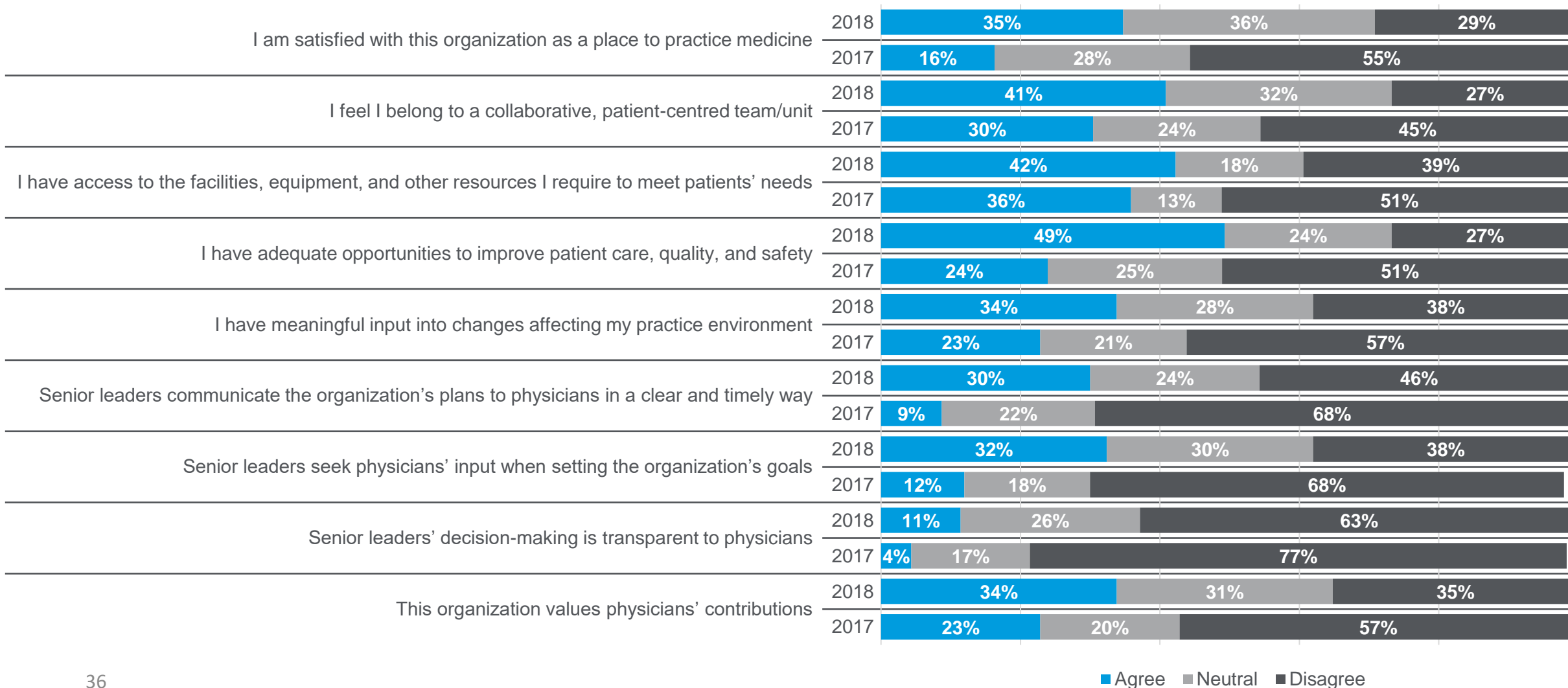
QUEEN VICTORIA HOSPITAL

5 Respondents 2018 | * Respondents 2017



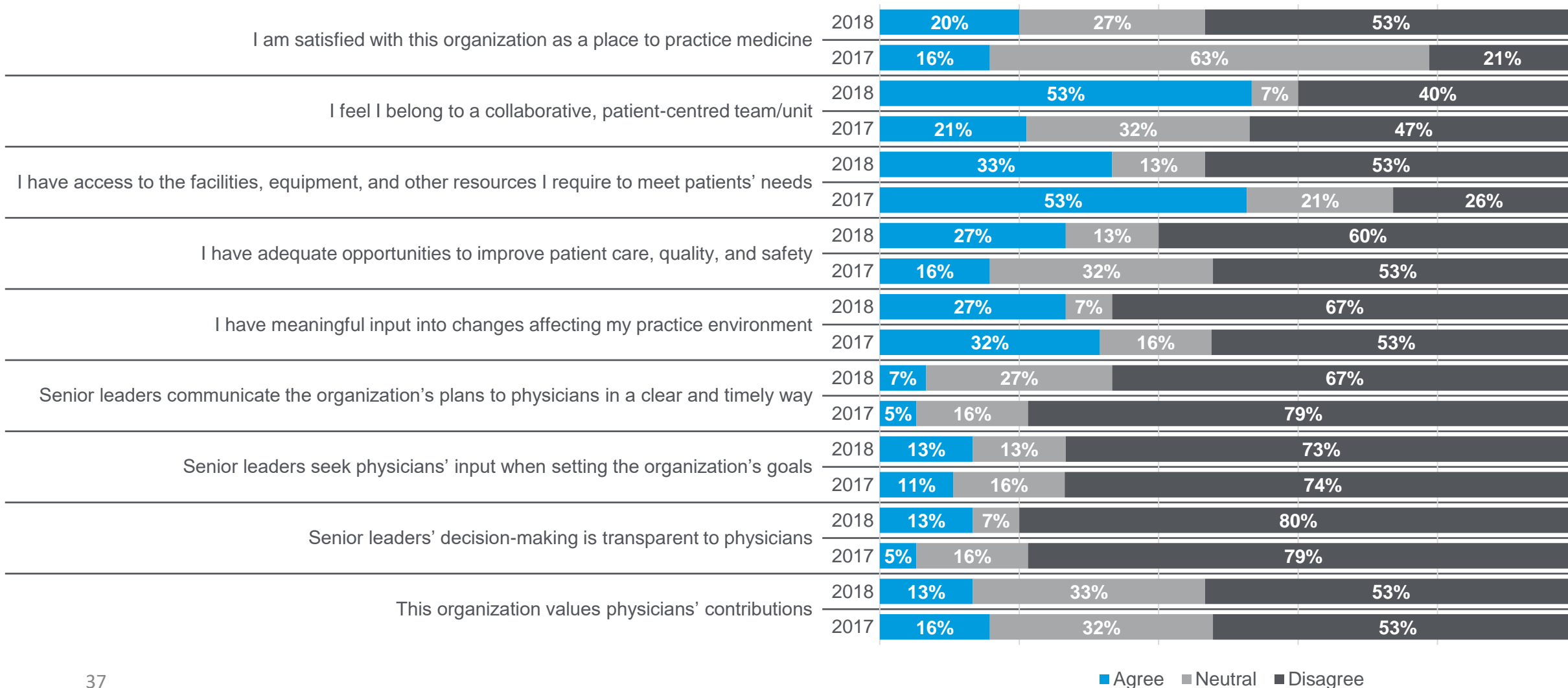
ROYAL INLAND HOSPITAL

72 Respondents 2018 | 92 Respondents 2017



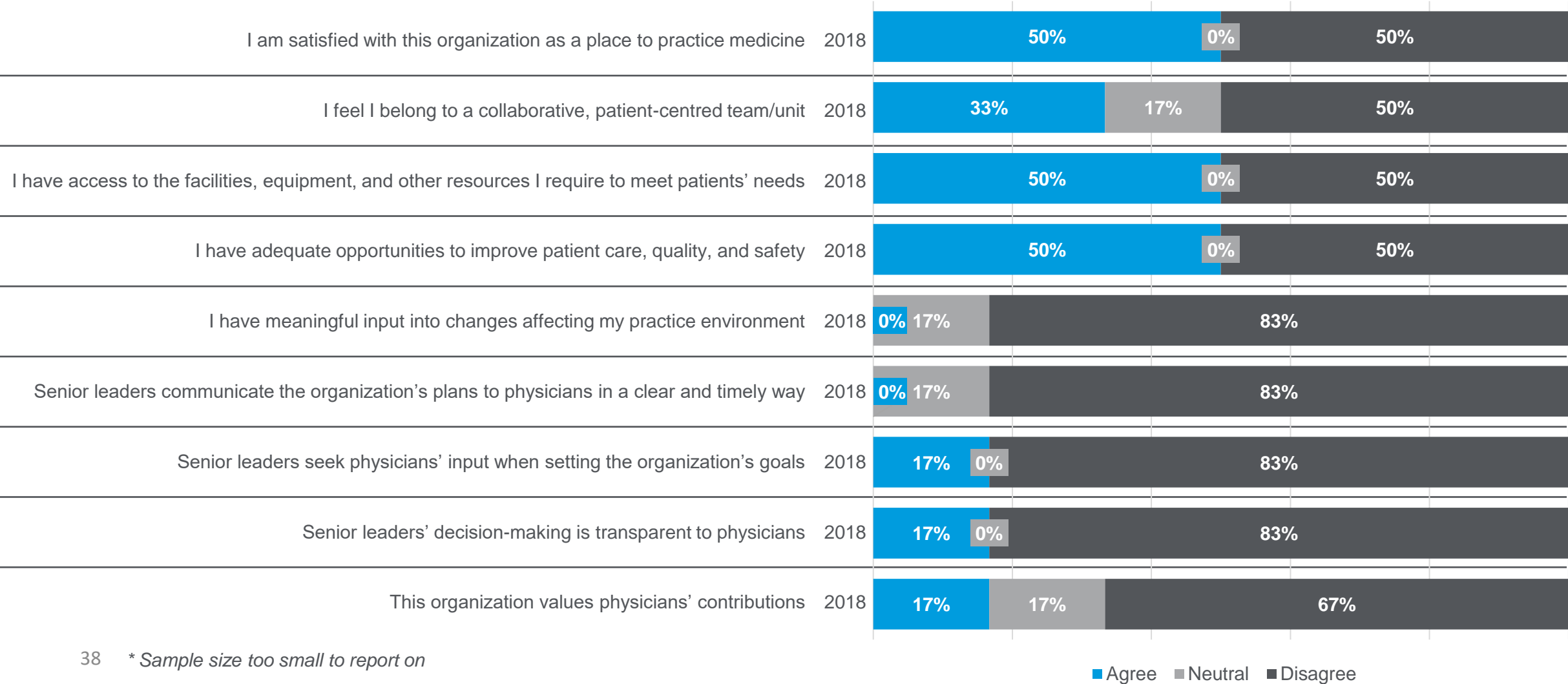
SHUSWAP LAKE GENERAL HOSPITAL

15 Respondents 2018 | 19 Respondents 2017



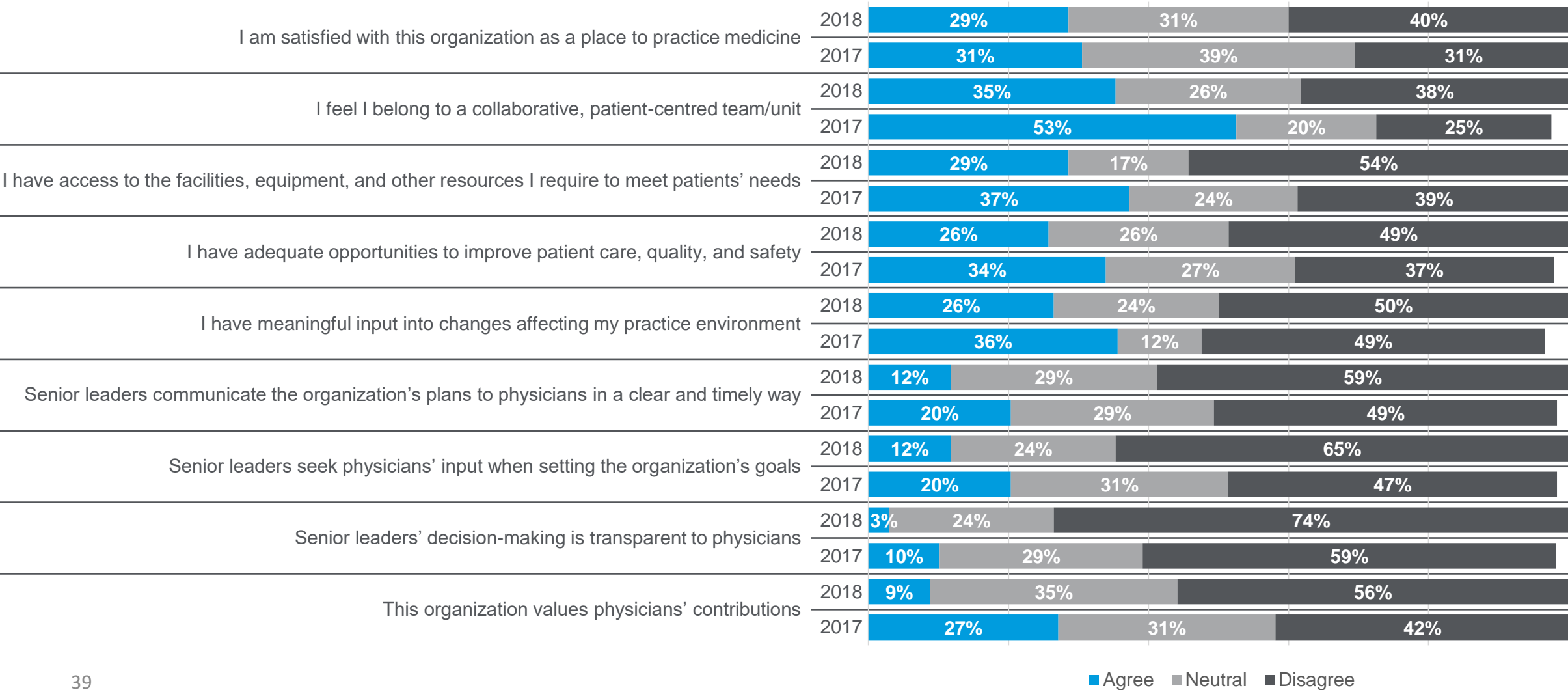
SOUTH OKANAGAN GENERAL HOSPITAL

6 Respondents 2018 | * Respondents 2017



VERNON JUBILEE HOSPITAL

35 Respondents 2018 | 59 Respondents 2017

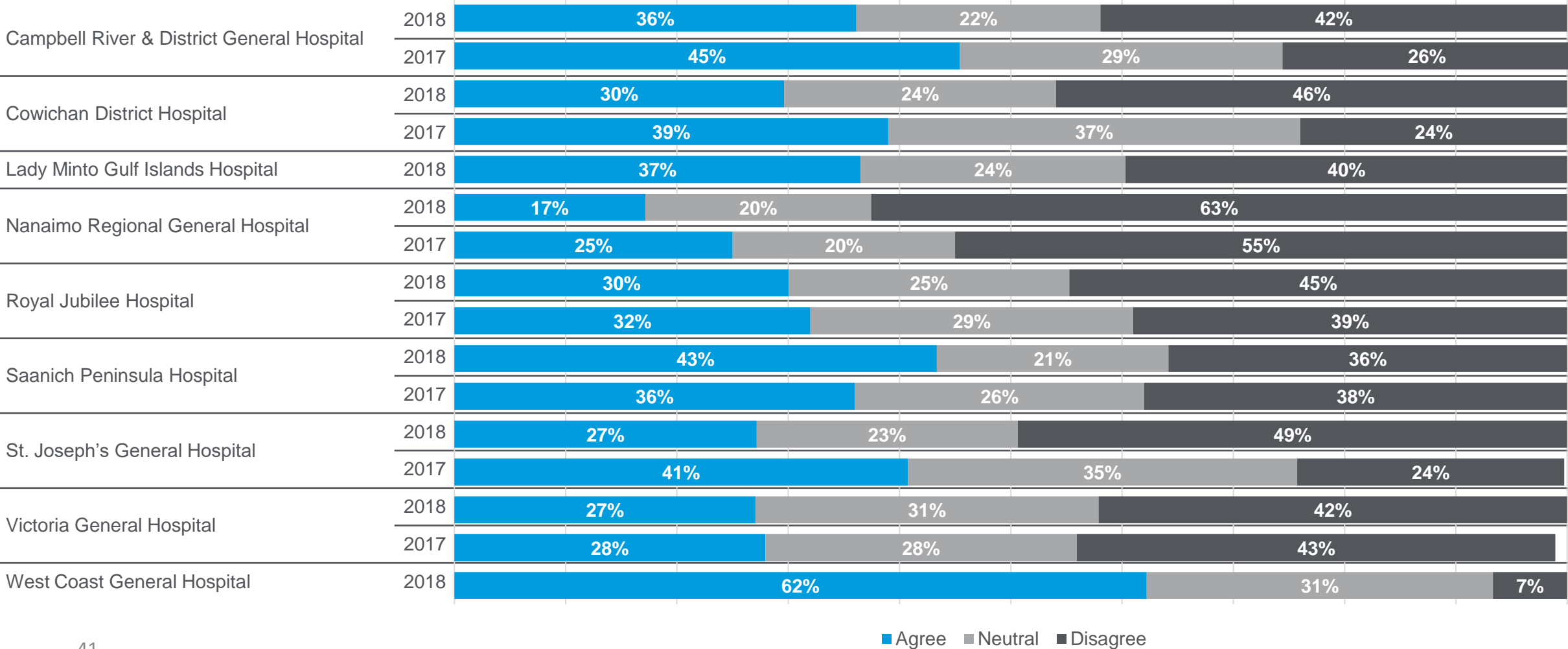


Section 1 – Facility Data

Island Health Authority

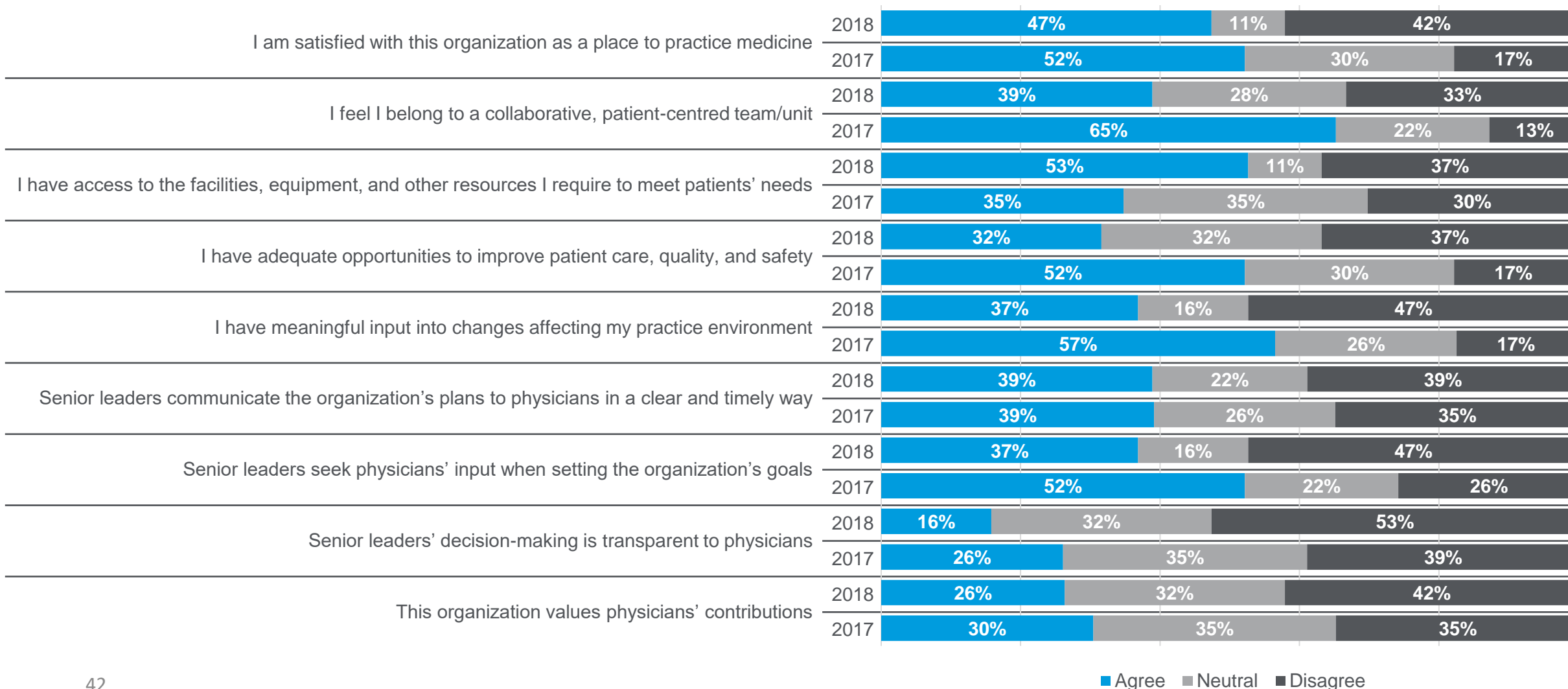
ISLAND HEALTH

Overall Averages by Facility



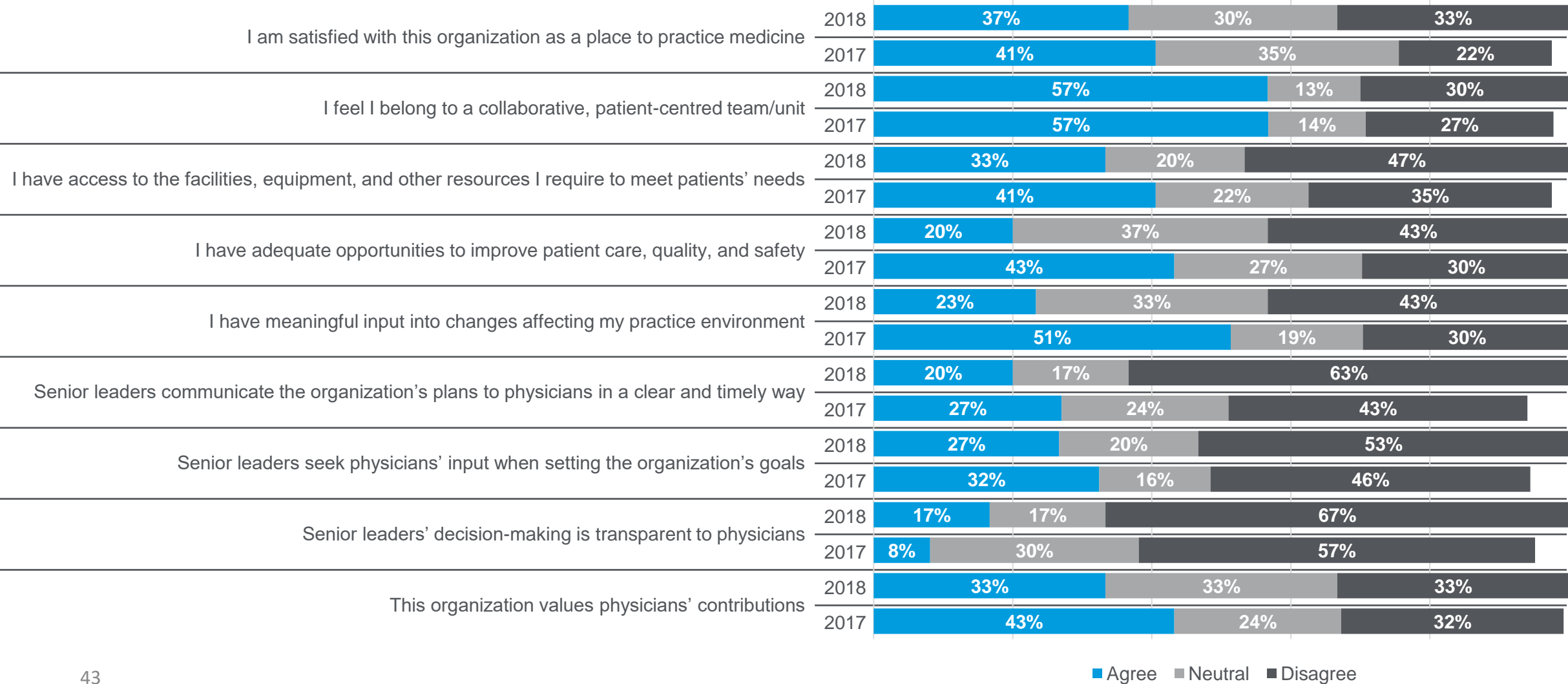
CAMPBELL RIVER & DISTRICT GENERAL HOSPITAL

19 Respondents 2018 | 23 Respondents 2017



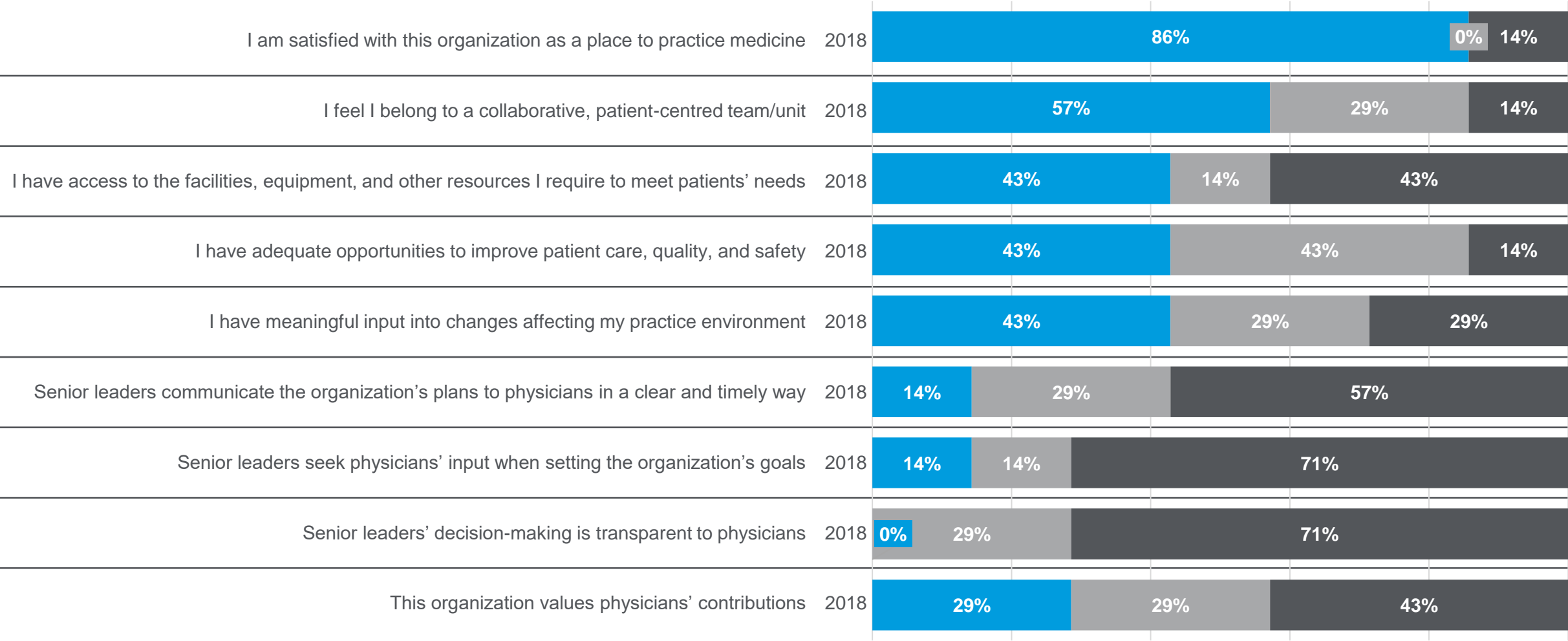
COWICHAN DISTRICT HOSPITAL

30 Respondents 2018 | 37 Respondents 2017



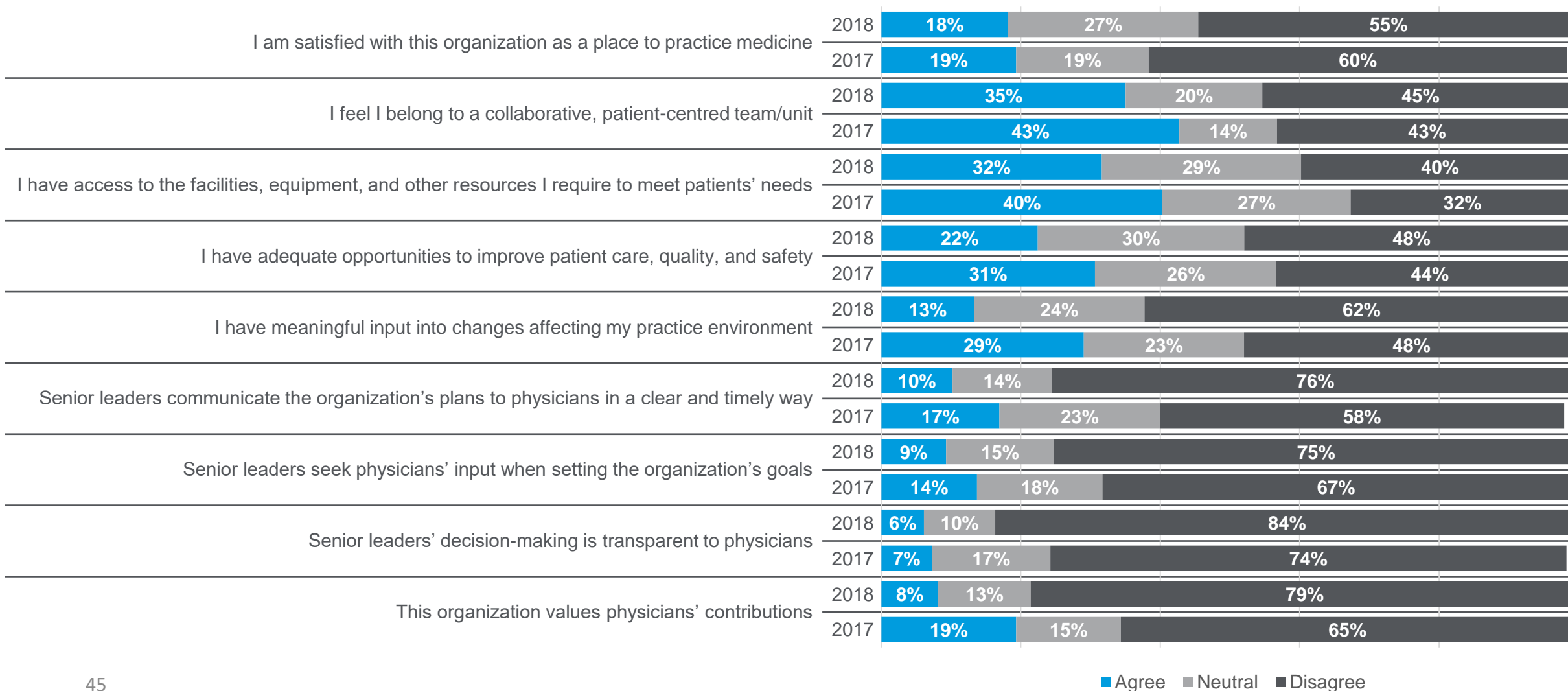
LADY MINTO GULF ISLANDS HOSPITAL

7 Respondents 2018 | * Respondents 2017



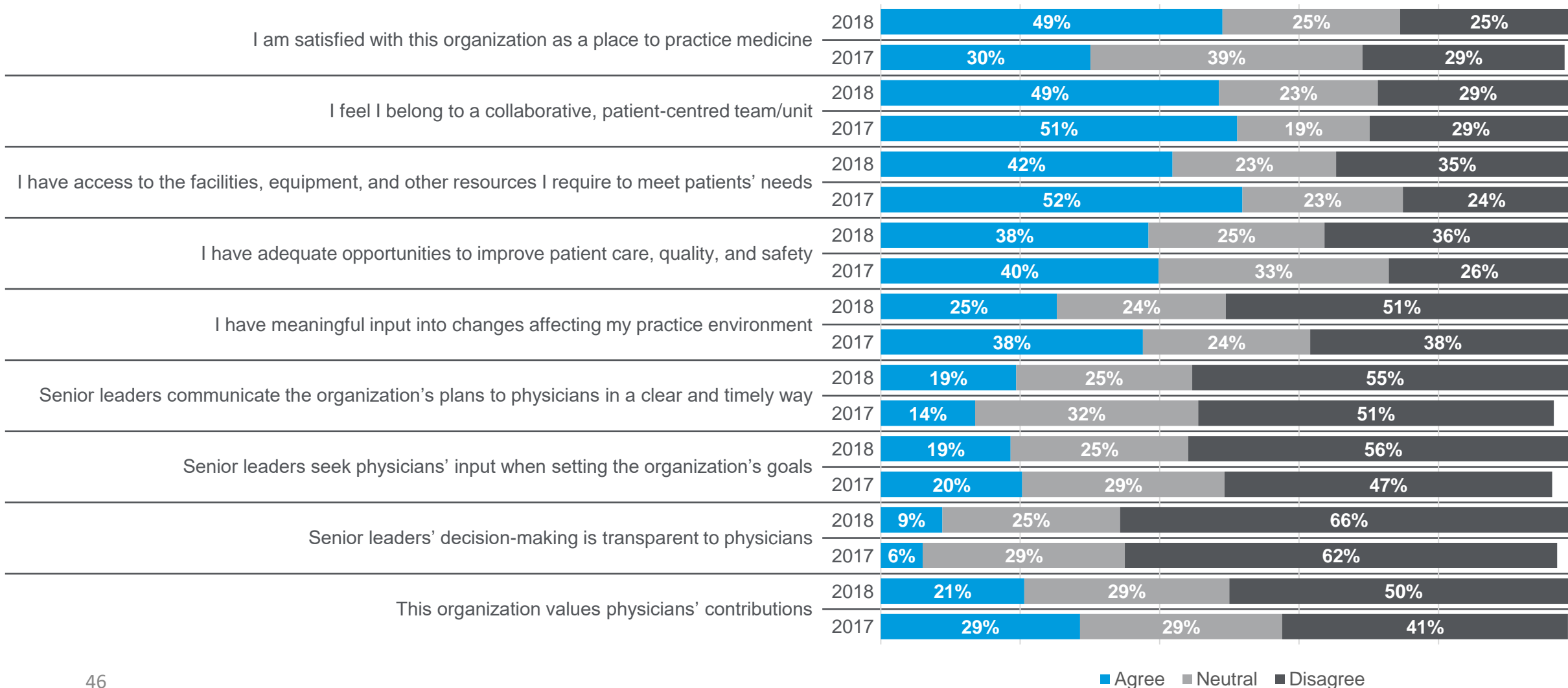
NANAIMO REGIONAL GENERAL HOSPITAL

99 Respondents 2018 | 124 Respondents 2017



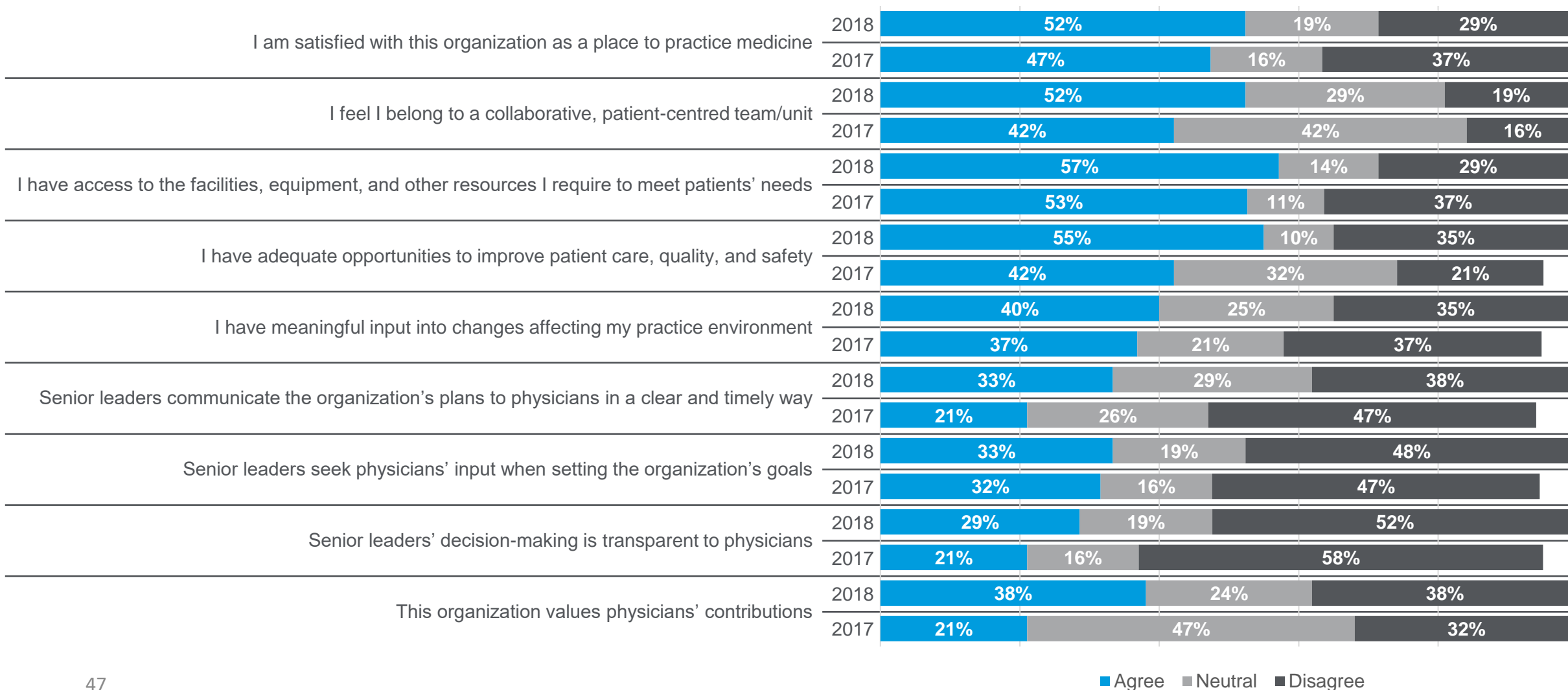
ROYAL JUBILEE HOSPITAL

104 Respondents 2018 | 133 Respondents 2017



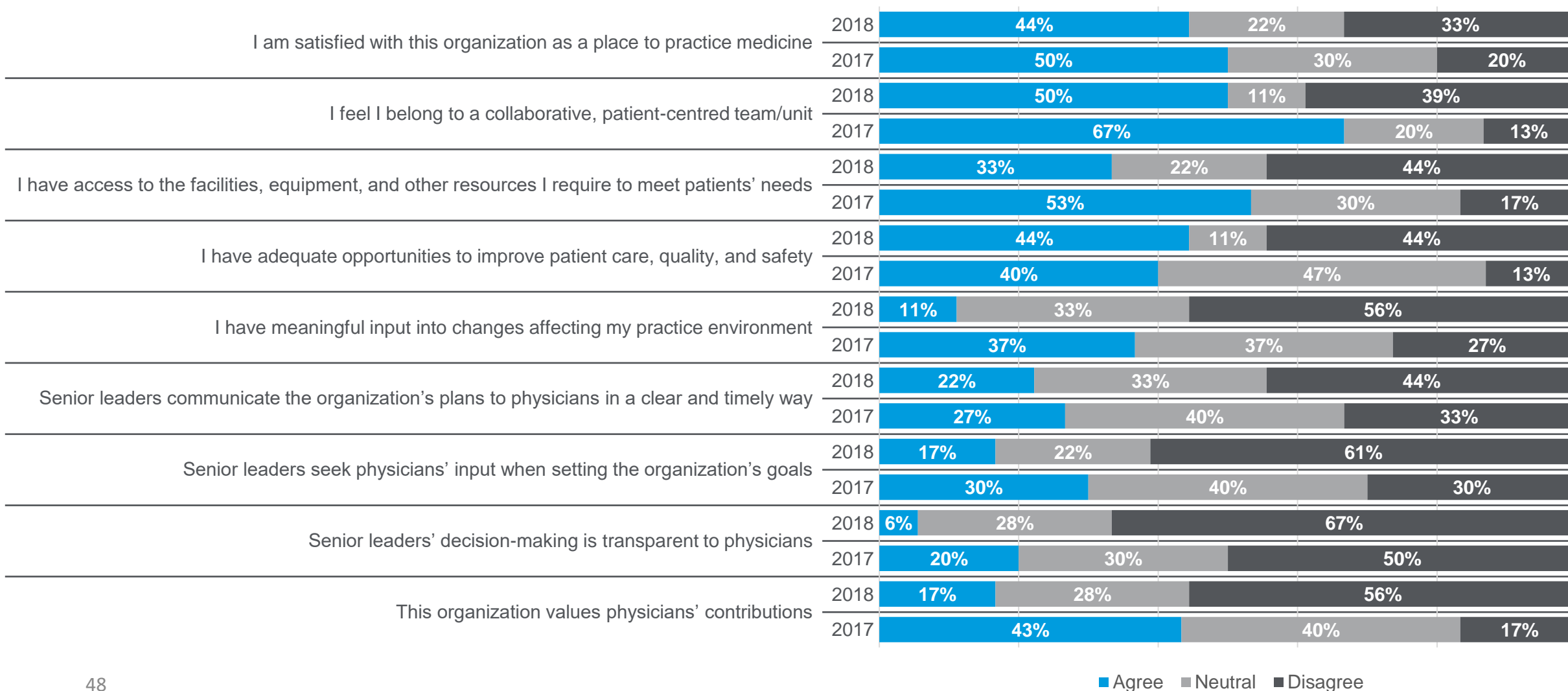
SAANICH PENINSULA HOSPITAL

21 Respondents 2018 | 19 Respondents 2017



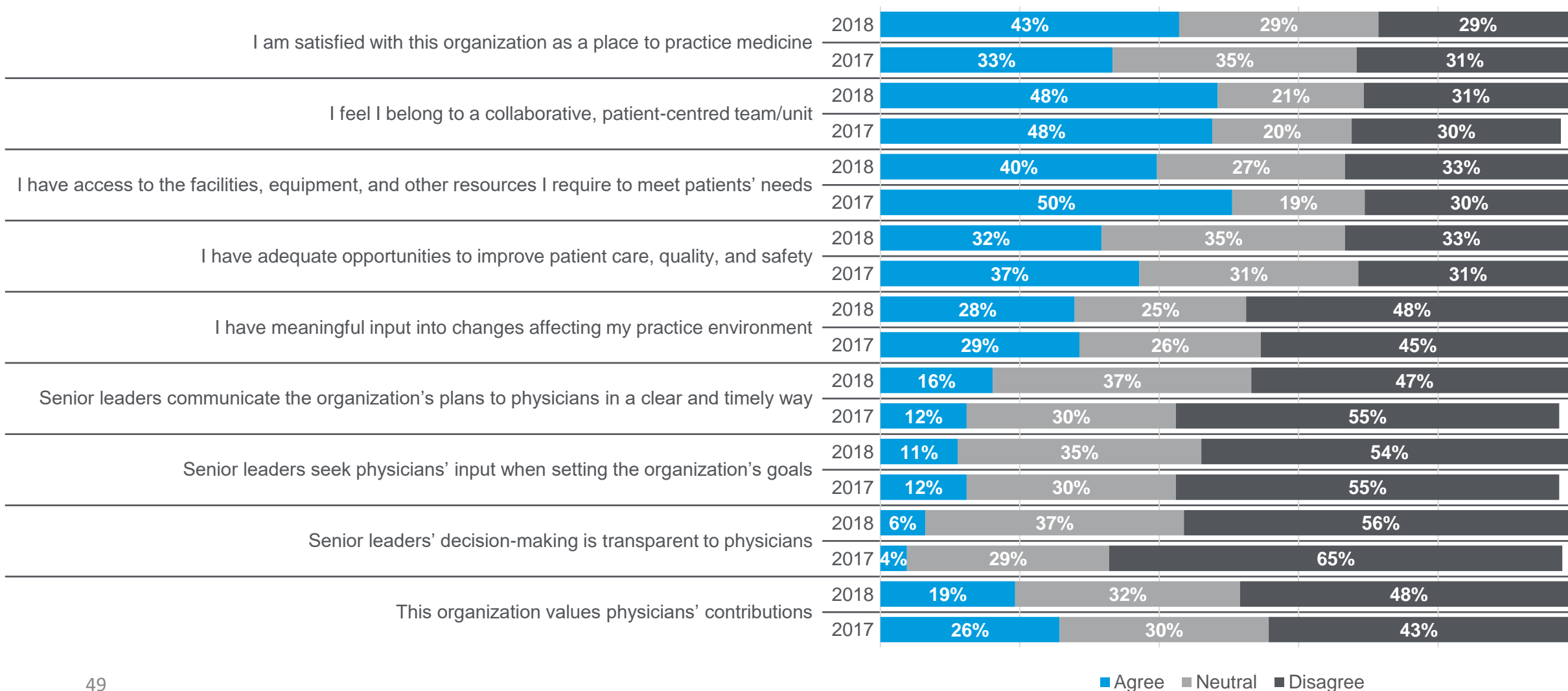
ST. JOSEPH'S GENERAL HOSPITAL

18 Respondents 2018 | 30 Respondents 2017



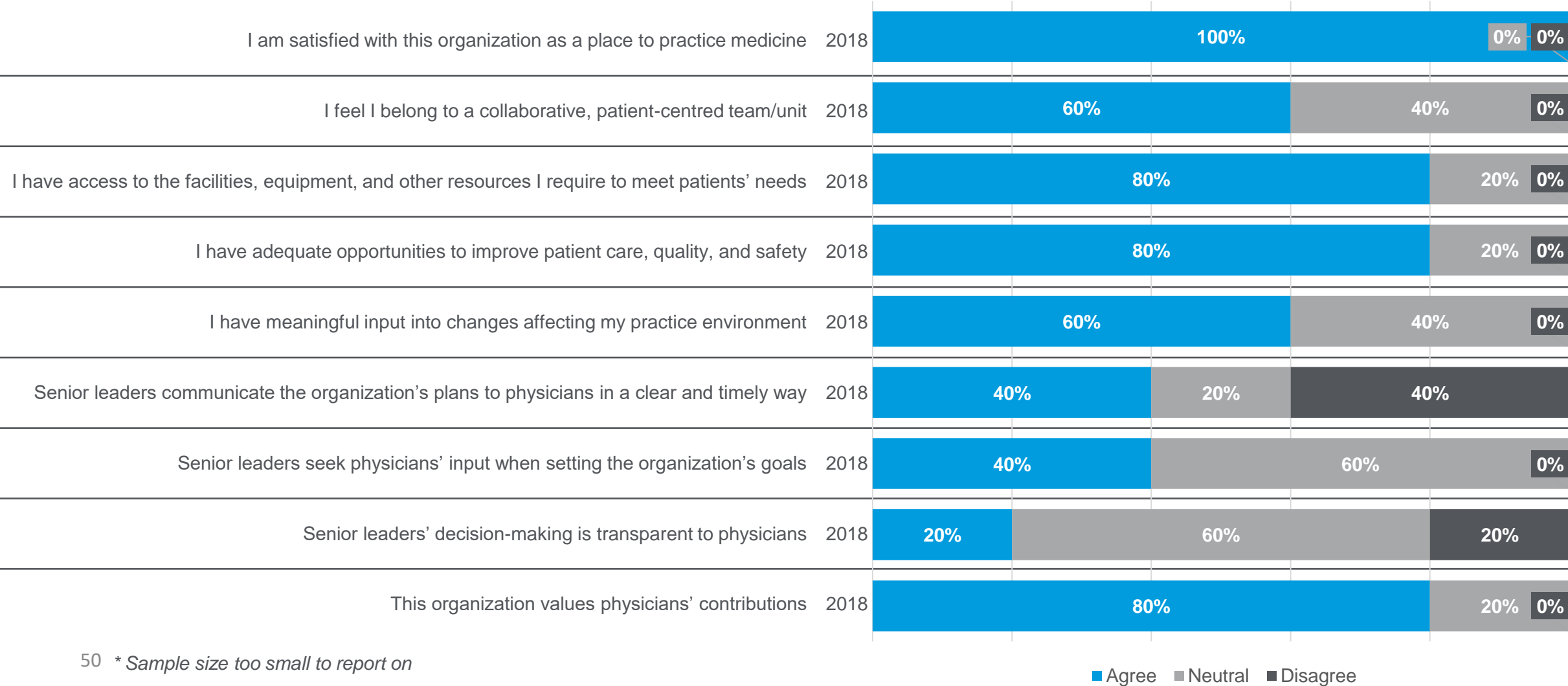
VICTORIA GENERAL HOSPITAL

65 Respondents 2018 | 105 Respondents 2017



WEST COAST GENERAL HOSPITAL

5 Respondents 2018 | * Respondents 2017

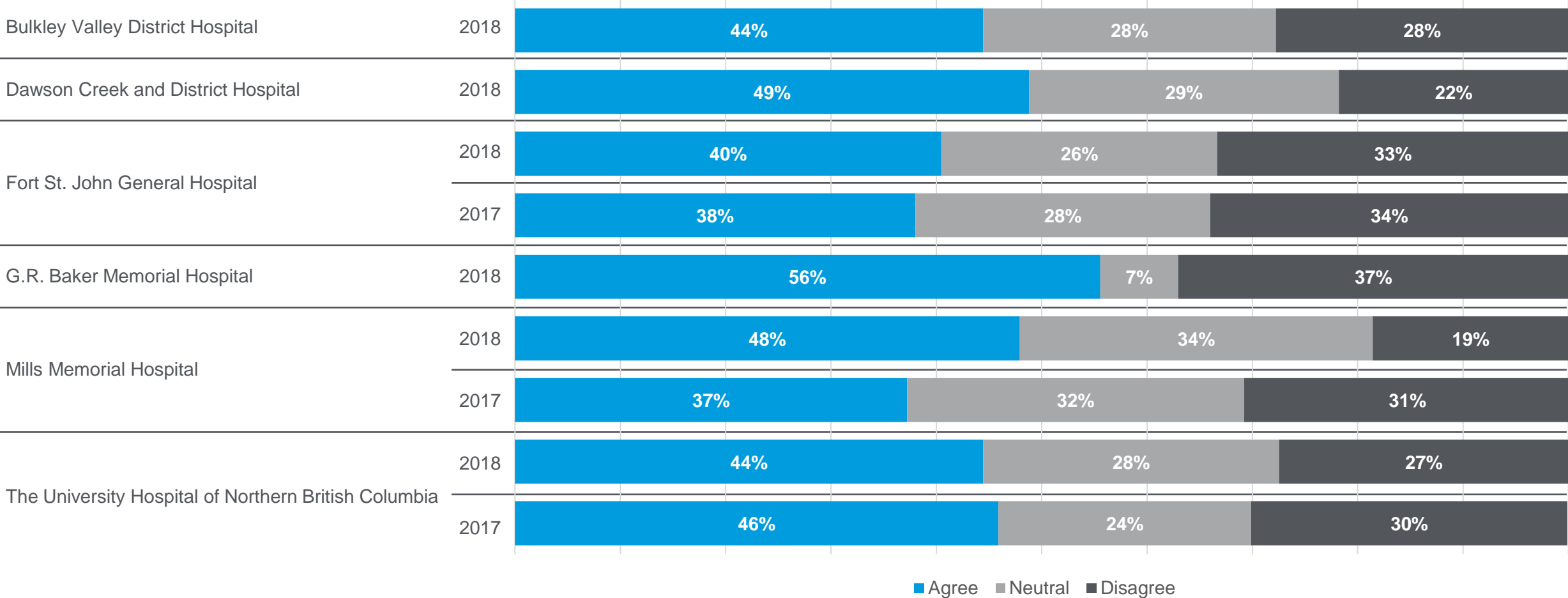


Section 1 – Facility Data

Northern Health Authority

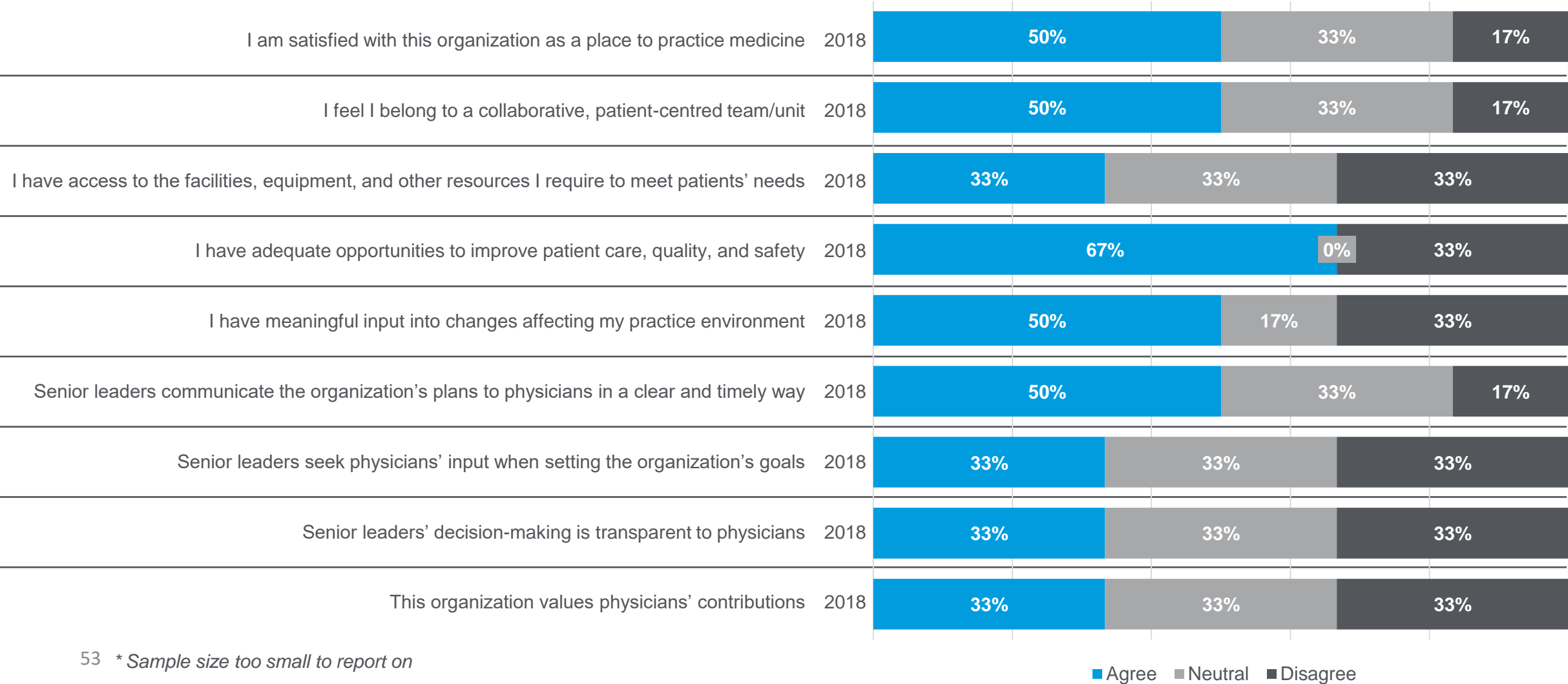
NORTHERN HEALTH

Overall Averages by Facility



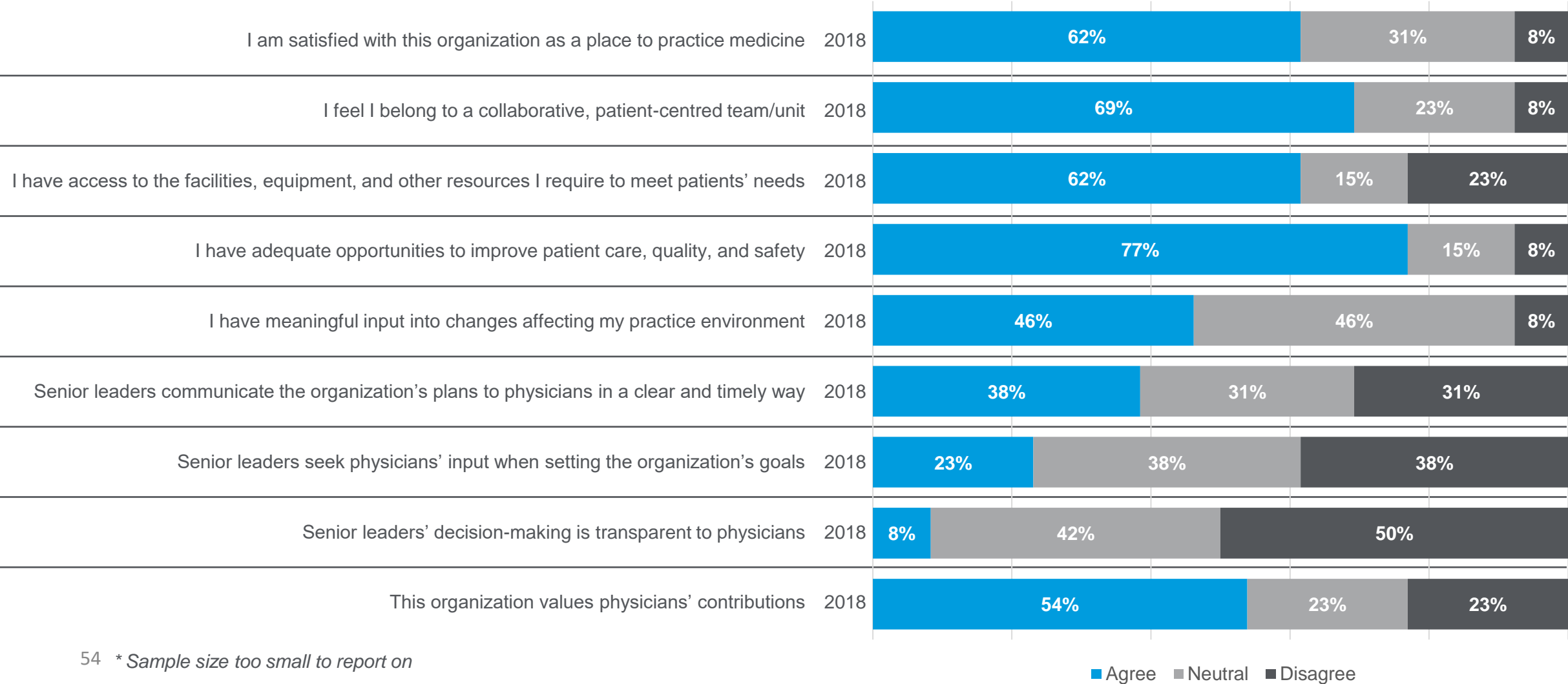
BULKLEY VALLEY DISTRICT HOSPITAL

6 Respondents 2018 | * Respondents 2017



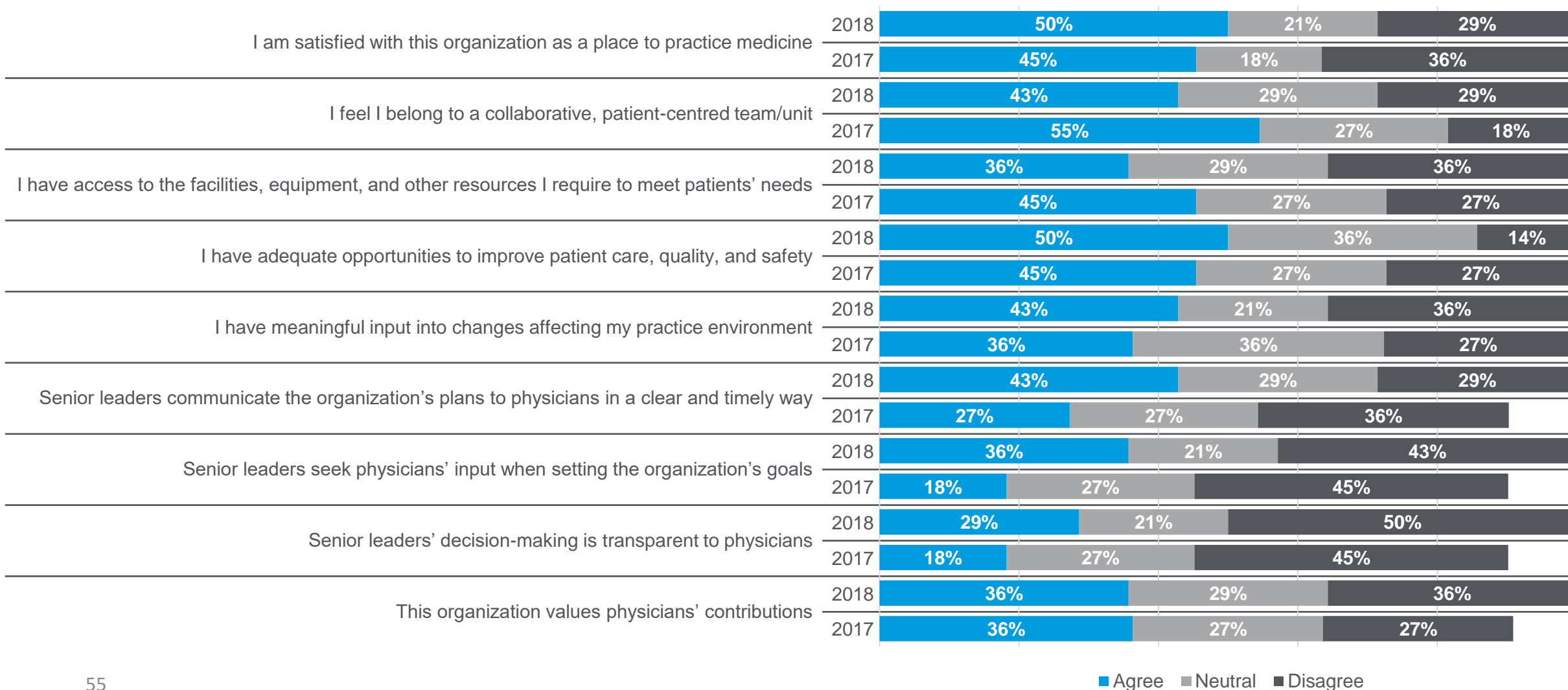
DAWSON CREEK AND DISTRICT HOSPITAL

3 Respondents 2018 | * Respondents 2017



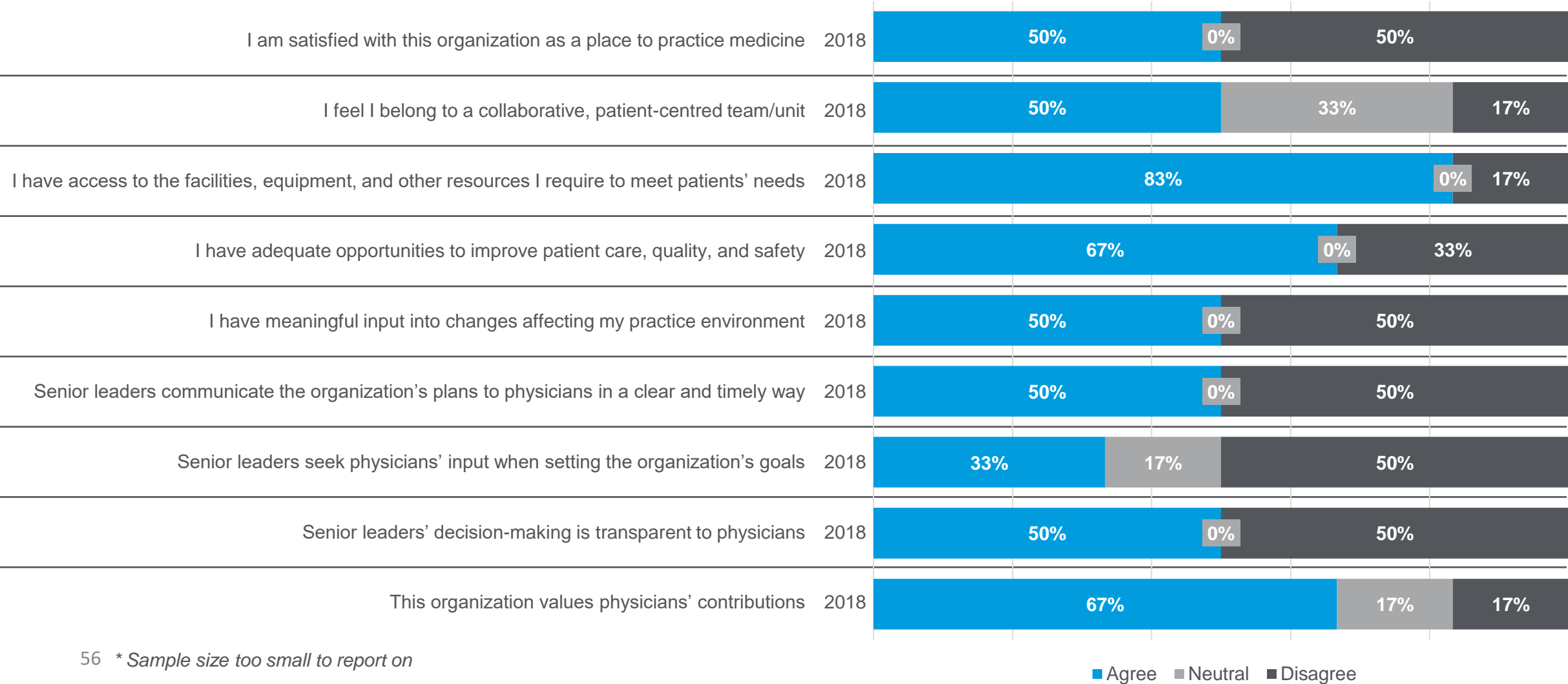
FORT ST. JOHN GENERAL HOSPITAL

14 Respondents 2018 | 11 Respondents 2017



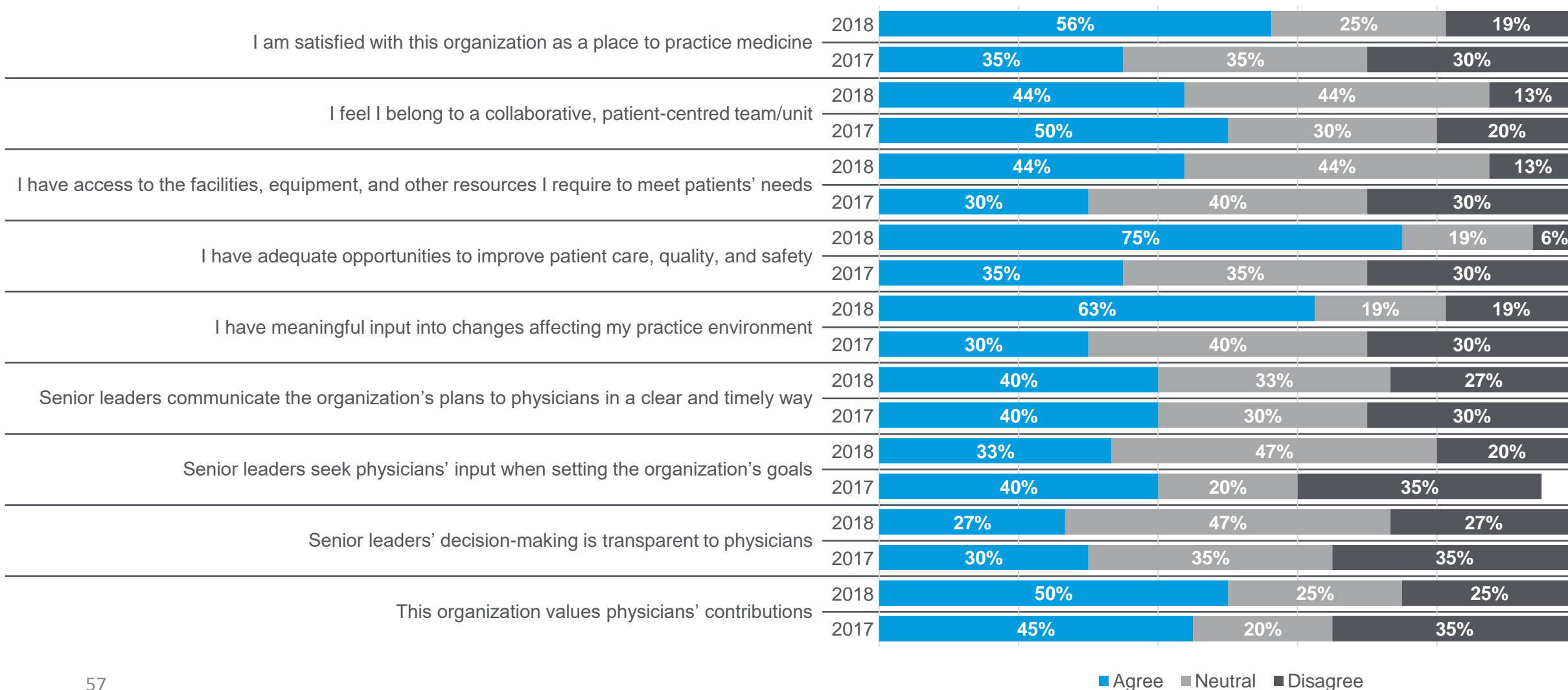
G.R. BAKER MEMORIAL HOSPITAL

6 Respondents 2018 | * Respondents 2017



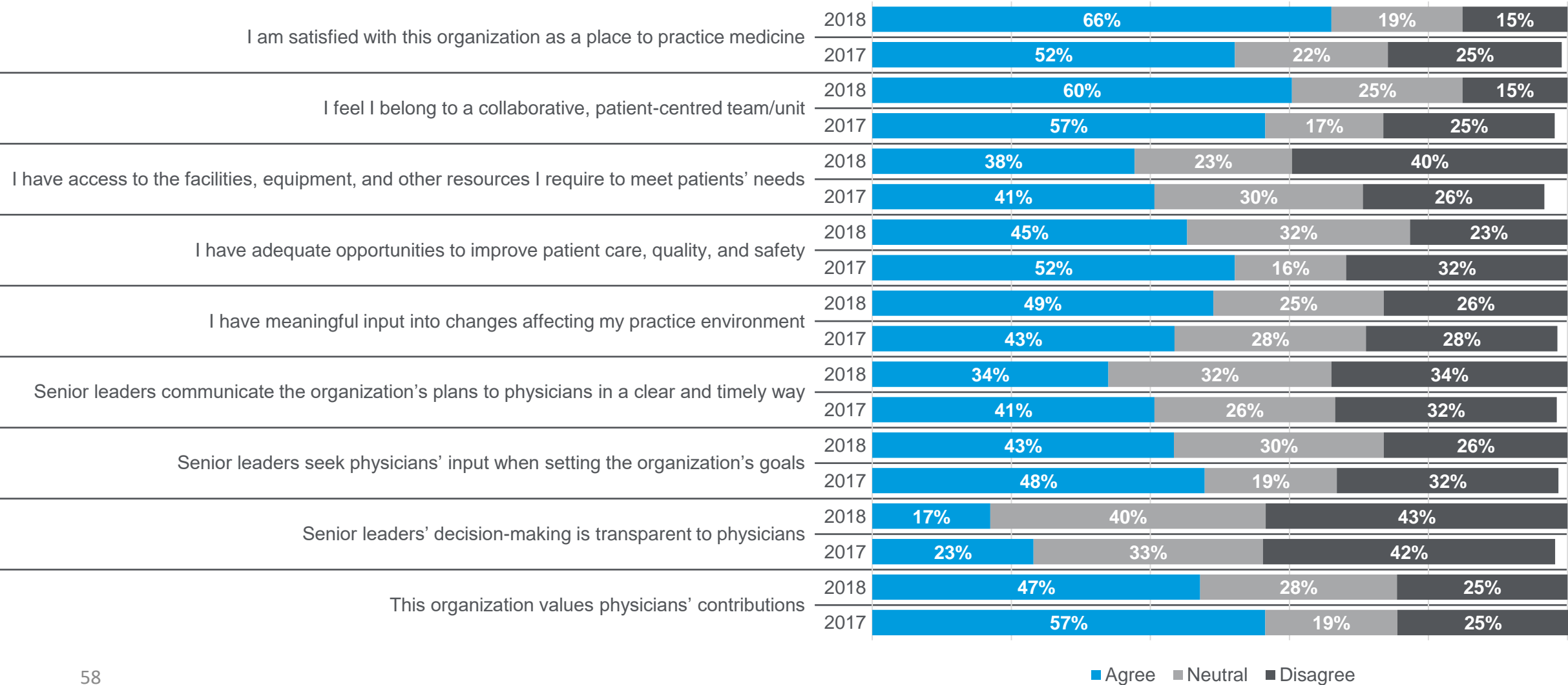
MILLS MEMORIAL HOSPITAL

16 Respondents 2018 | 20 Respondents 2017



THE UNIVERSITY HOSPITAL OF NORTHERN BRITISH COLUMBIA

53 Respondents 2018 | 69 Respondents 2017

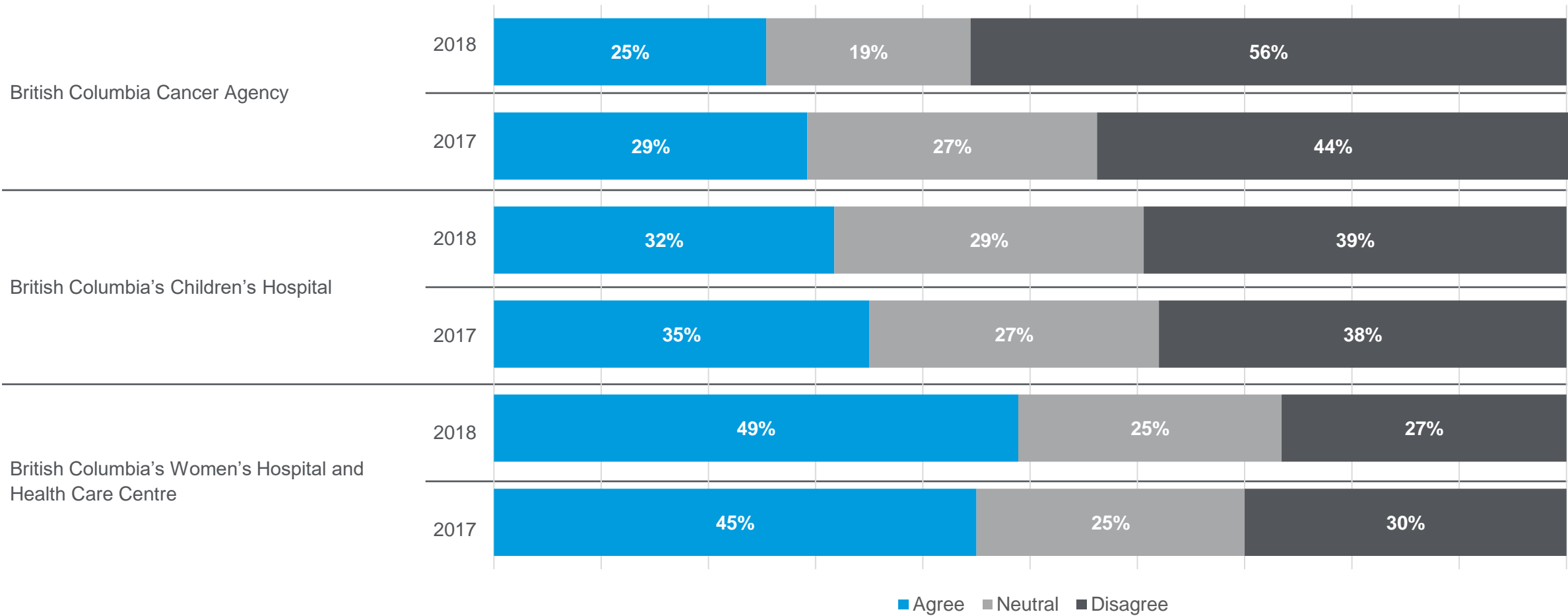


Section 1 – Facility Data

Provincial Health Services Authority

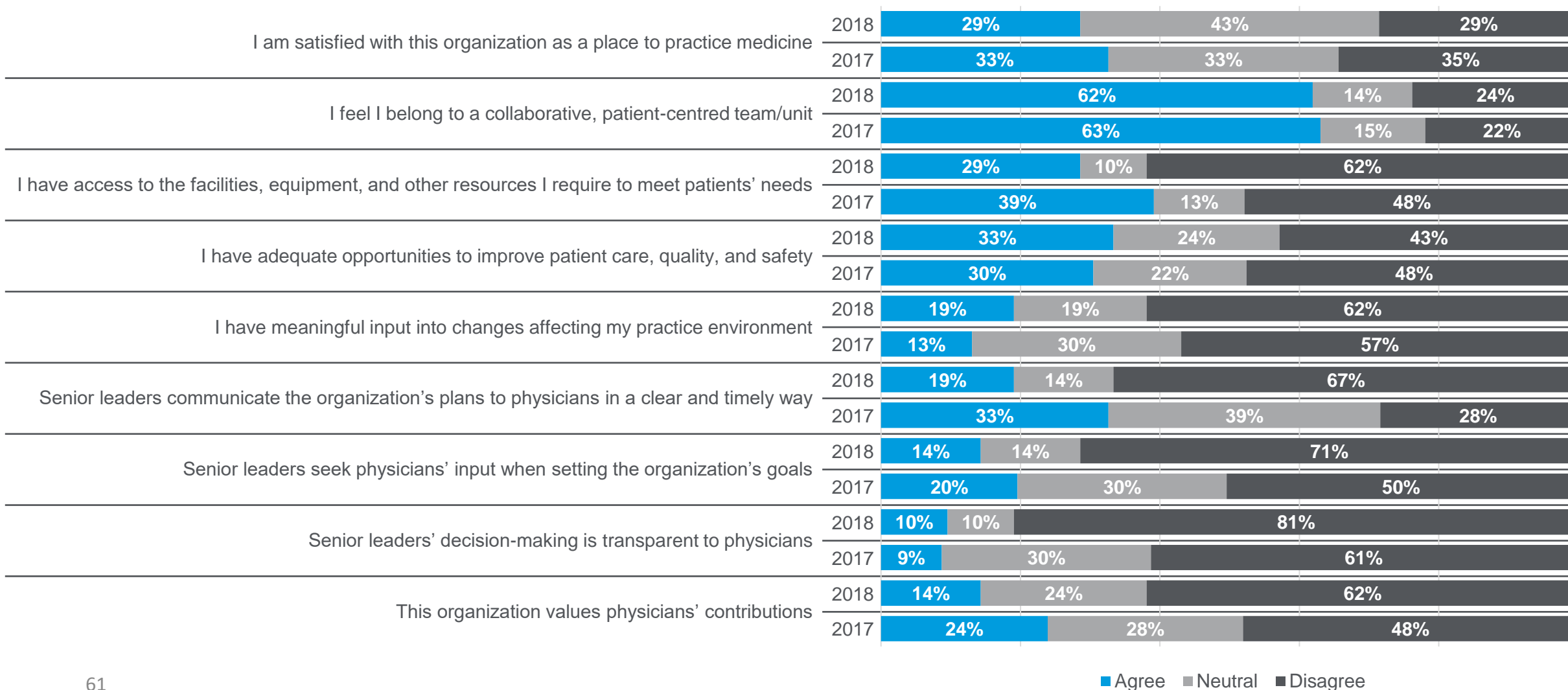
PROVINCIAL HEALTH SERVICES AUTHORITY

Overall Averages by Facility



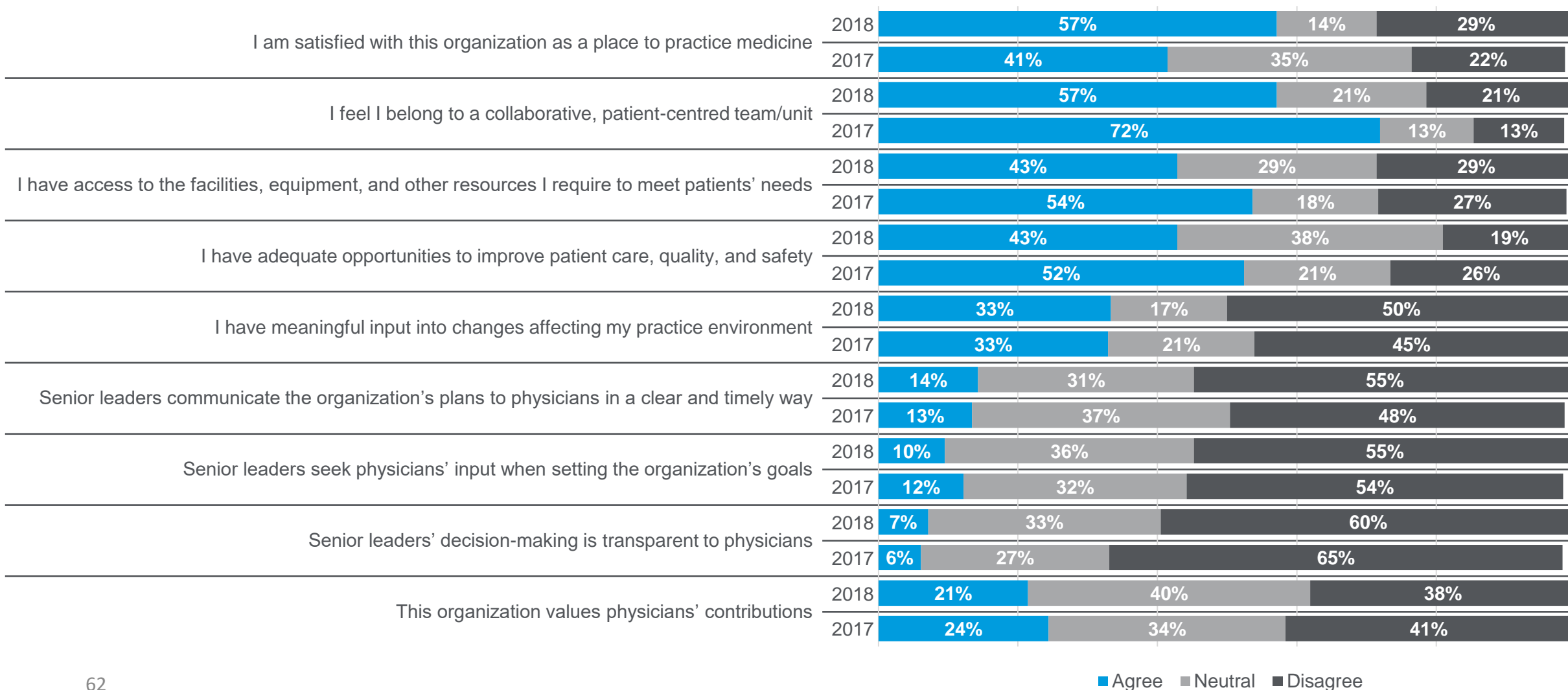
BRITISH COLUMBIA CANCER AGENCY

21 Respondents 2018 | 46 Respondents 2017



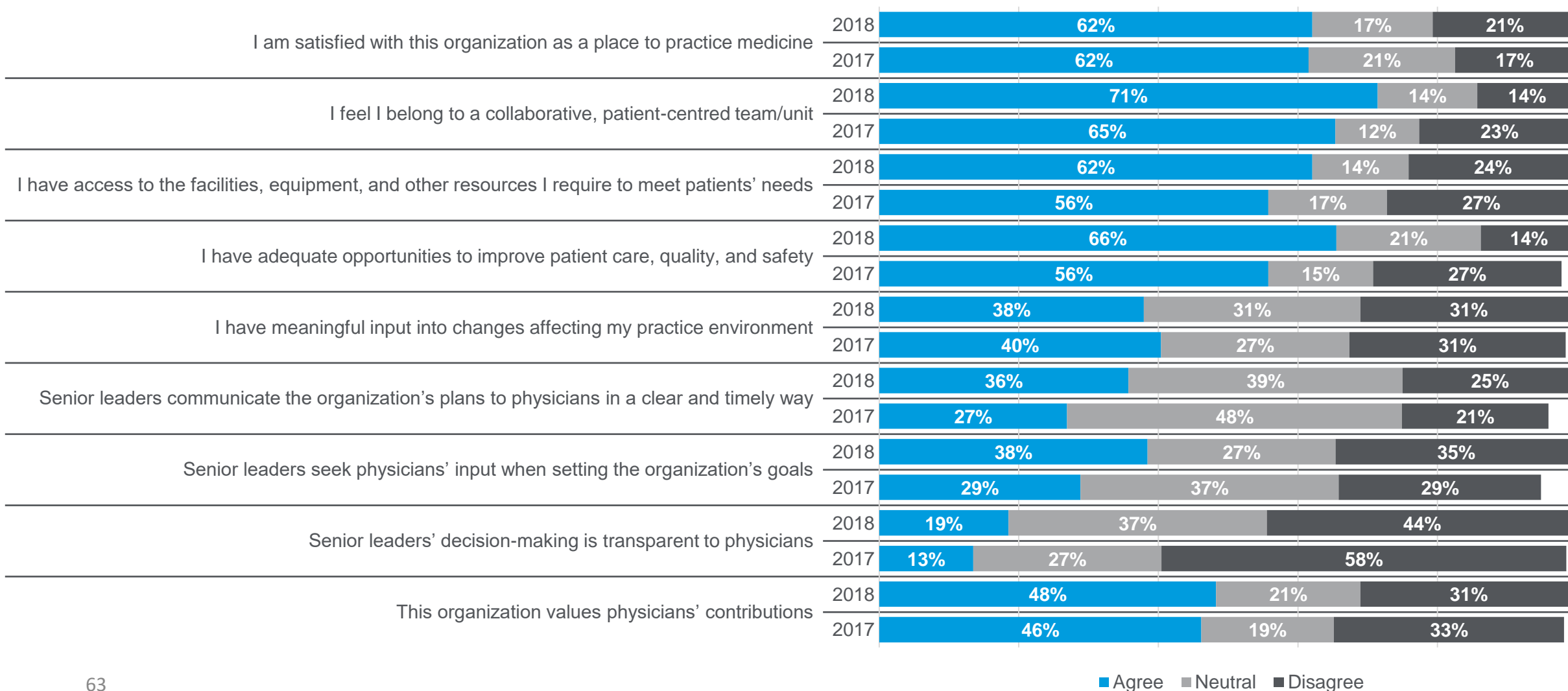
BRITISH COLUMBIA'S CHILDREN'S HOSPITAL

42 Respondents 2018 | 82 Respondents 2017



BRITISH COLUMBIA'S WOMEN'S HOSPITAL AND HEALTH CARE CENTRE

29 Respondents 2018 | 52 Respondents 2017

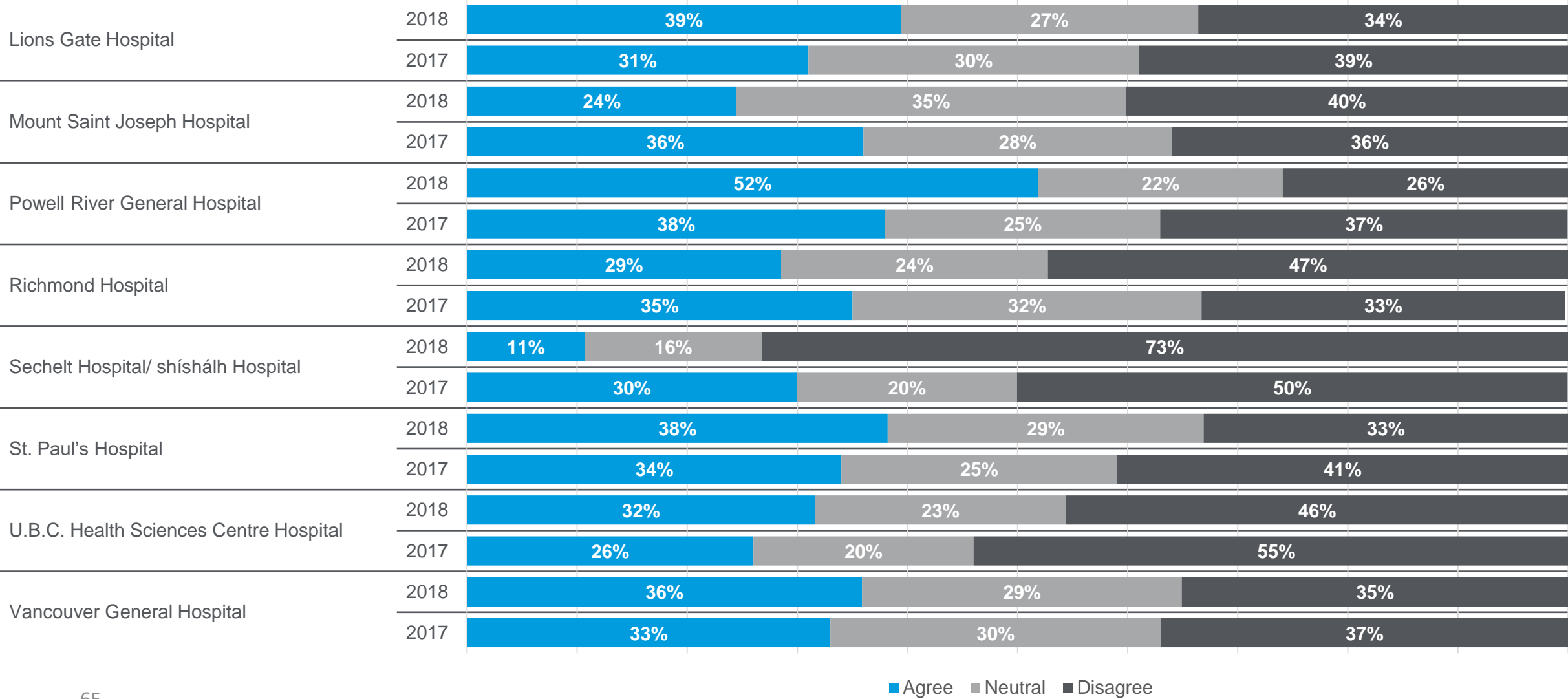


Section 1 – Facility Data

Vancouver Coastal Health Authority

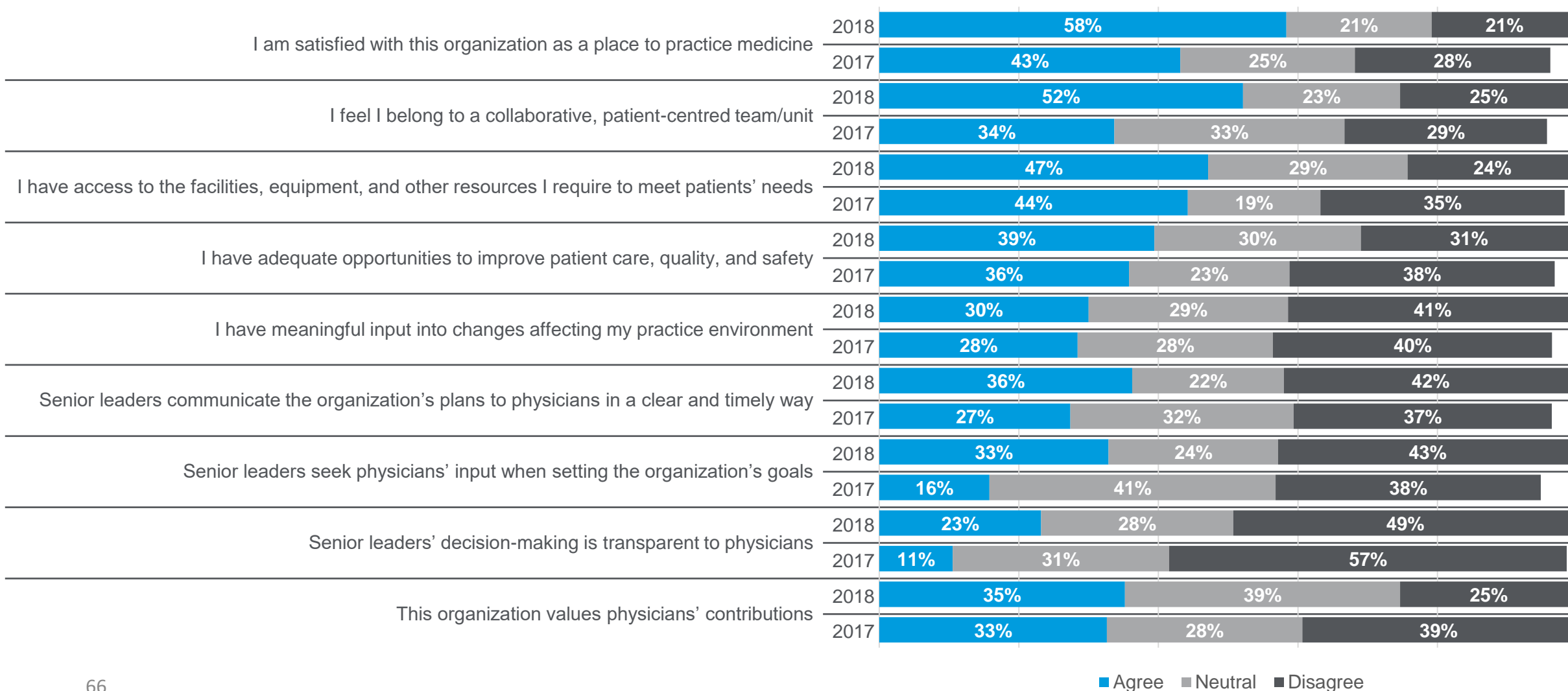
VANCOUVER COASTAL HEALTH AUTHORITY

Overall Averages by Facility



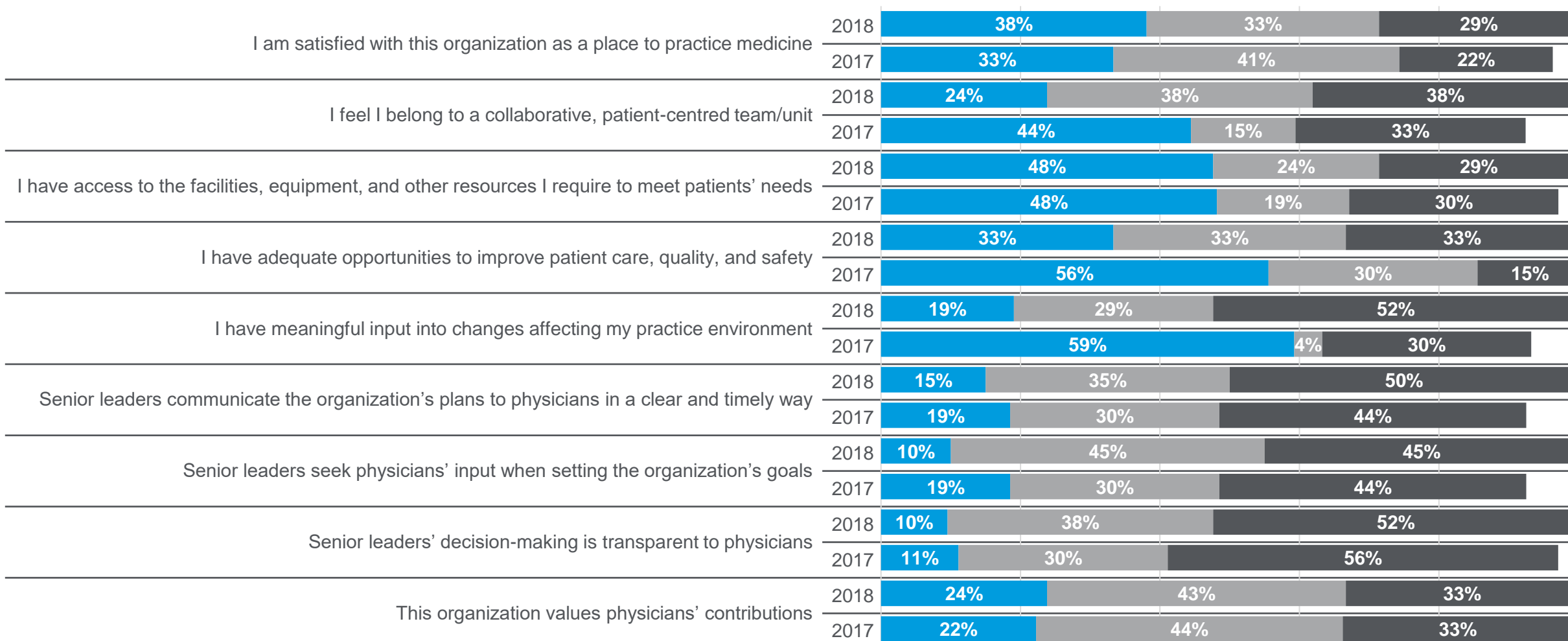
LIONS GATE HOSPITAL

72 Respondents 2018 | 95 Respondents 2017



MOUNT SAINT JOSEPH HOSPITAL

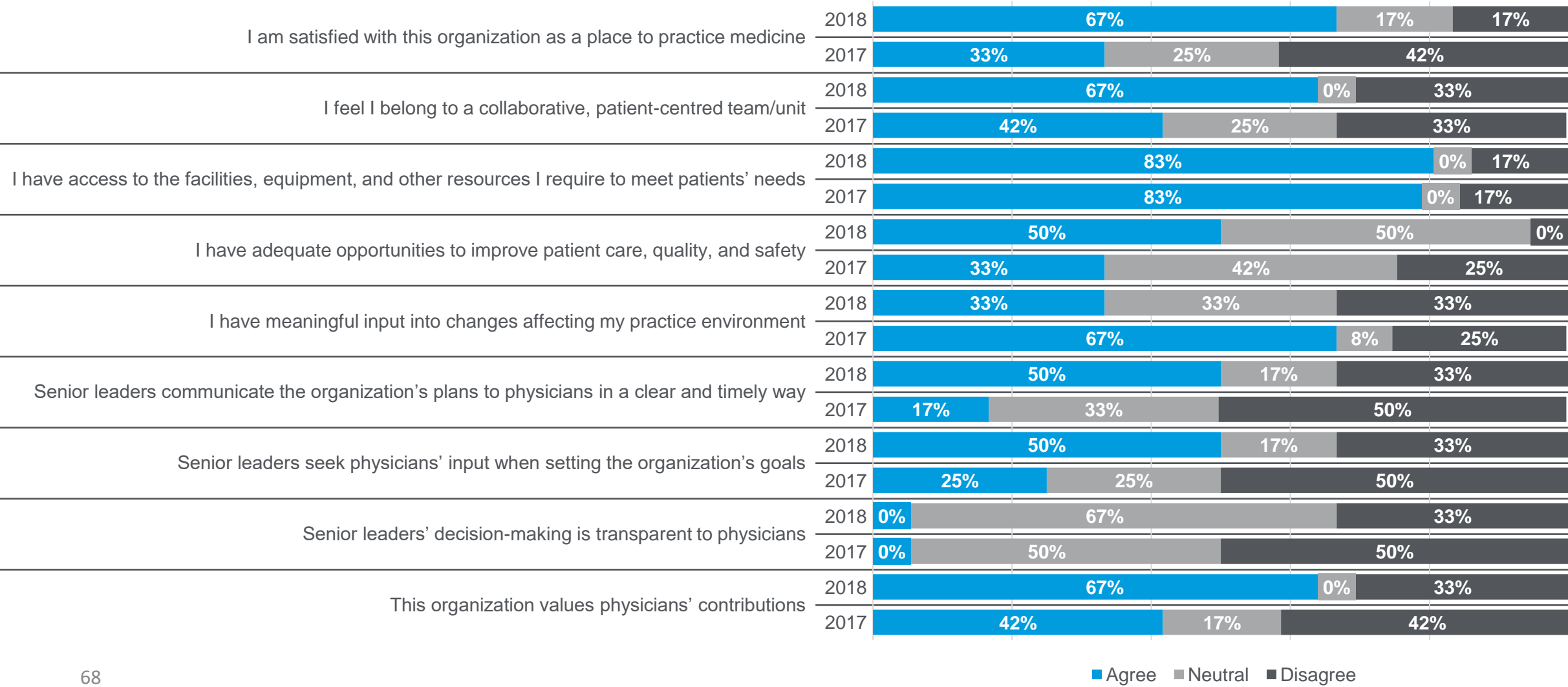
21 Respondents 2018 | 27 Respondents 2017



■ Agree ■ Neutral ■ Disagree

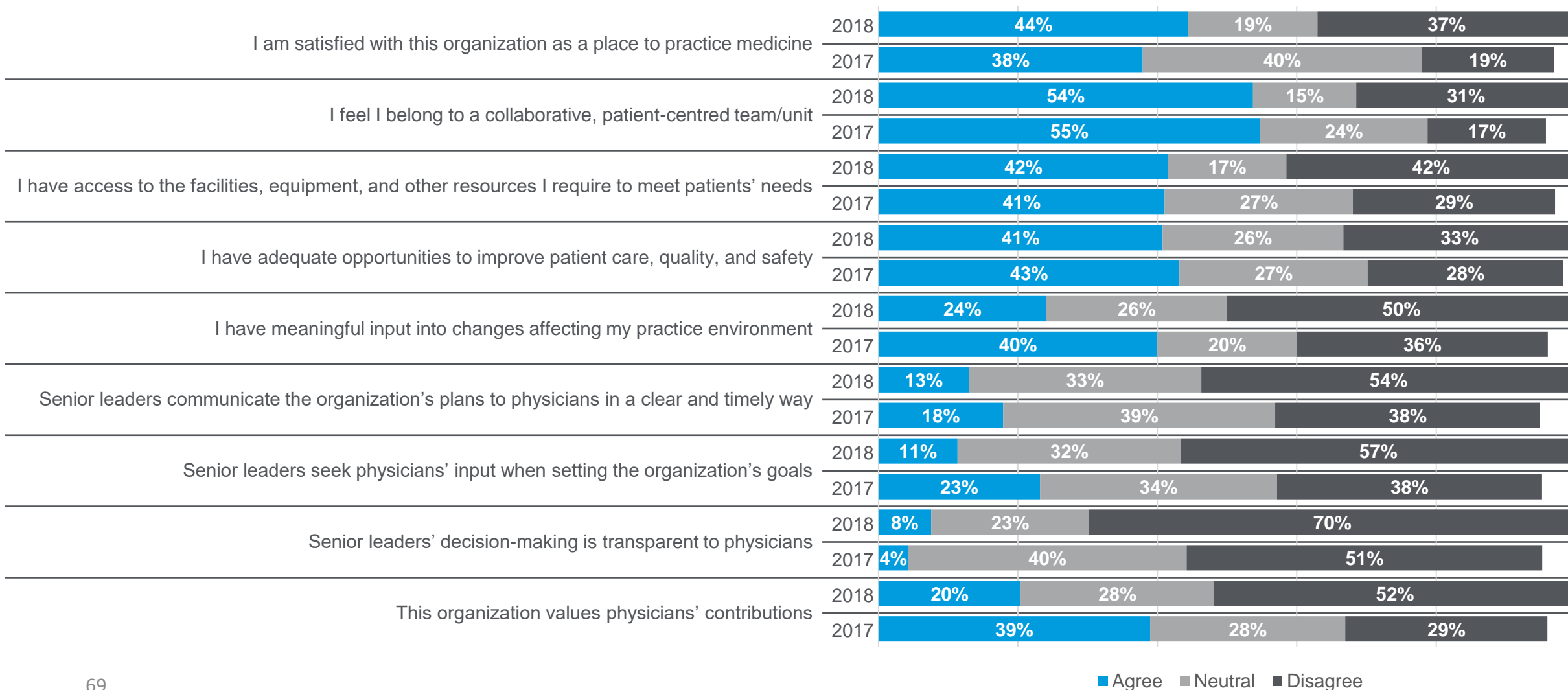
POWELL RIVER GENERAL HOSPITAL

6 Respondents 2018 | 12 Respondents 2017



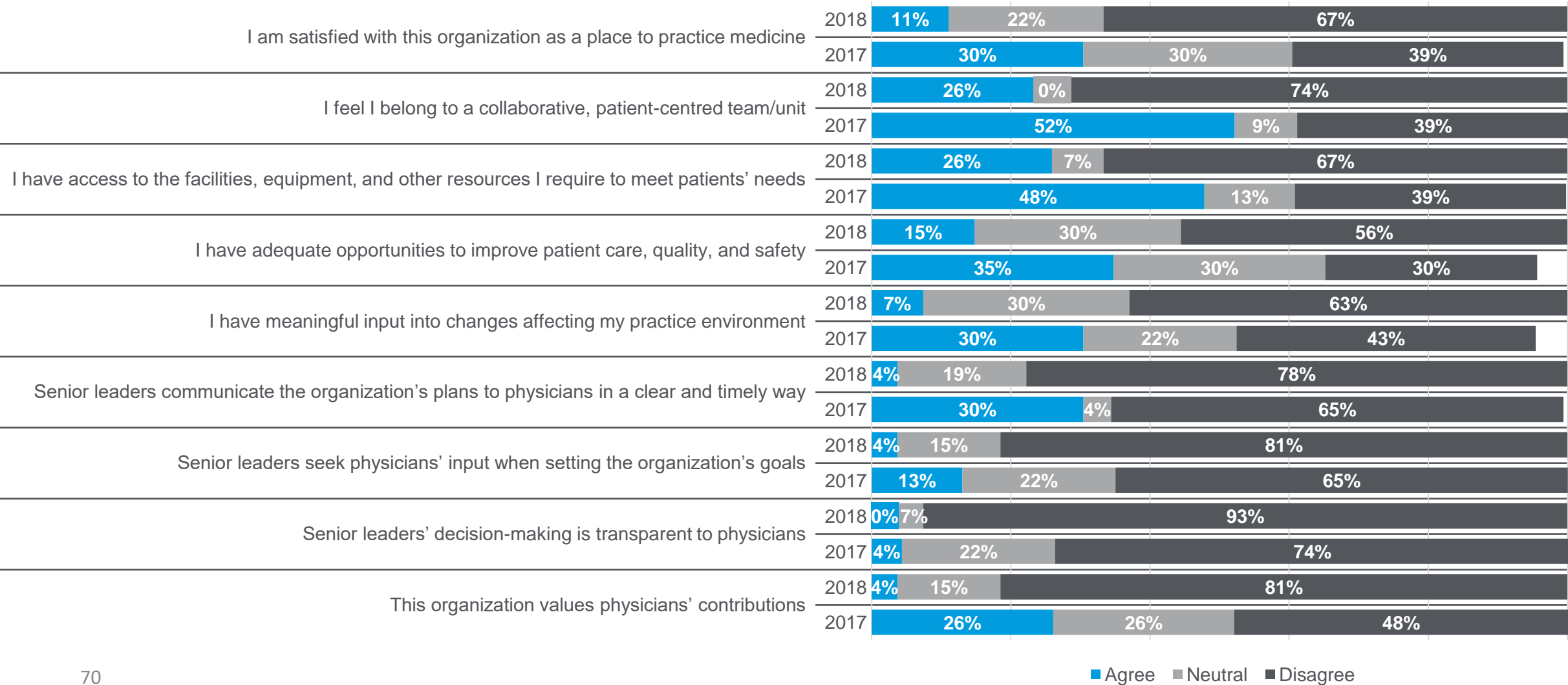
RICHMOND HOSPITAL

54 Respondents 2018 | 95 Respondents 2017



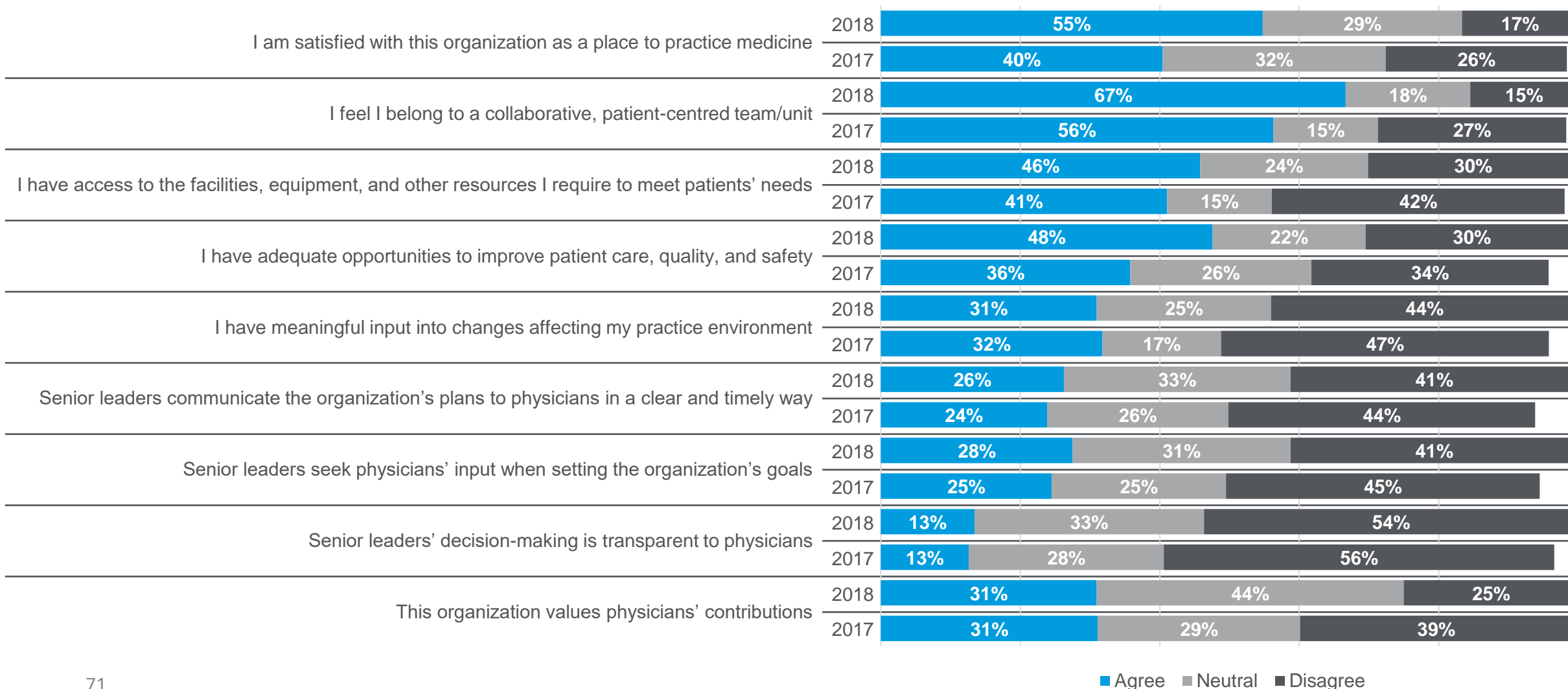
SECHELT HOSPITAL/ SHÍSHÁLH HOSPITAL

27 Respondents 2018 | 23 Respondents 2017



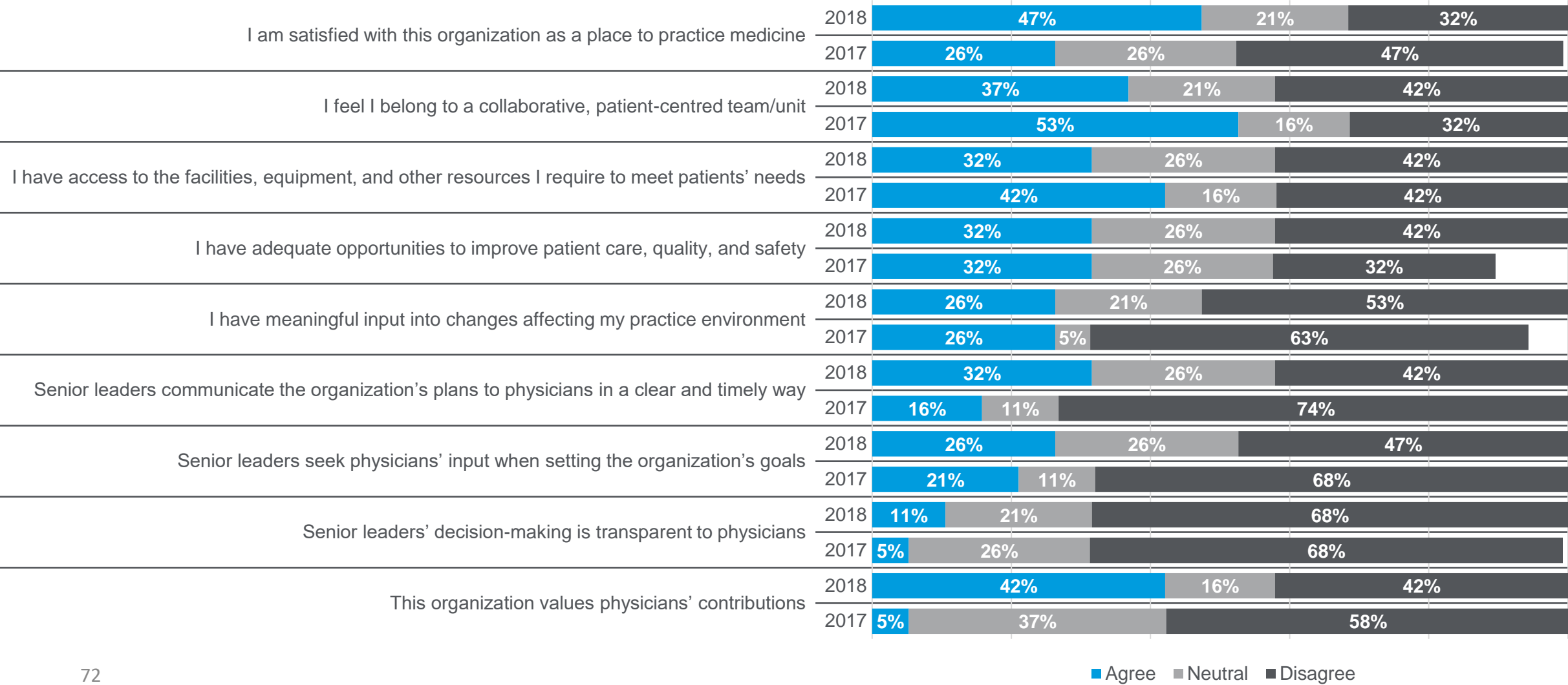
ST. PAUL'S HOSPITAL

86 Respondents 2018 | 151 Respondents 2017



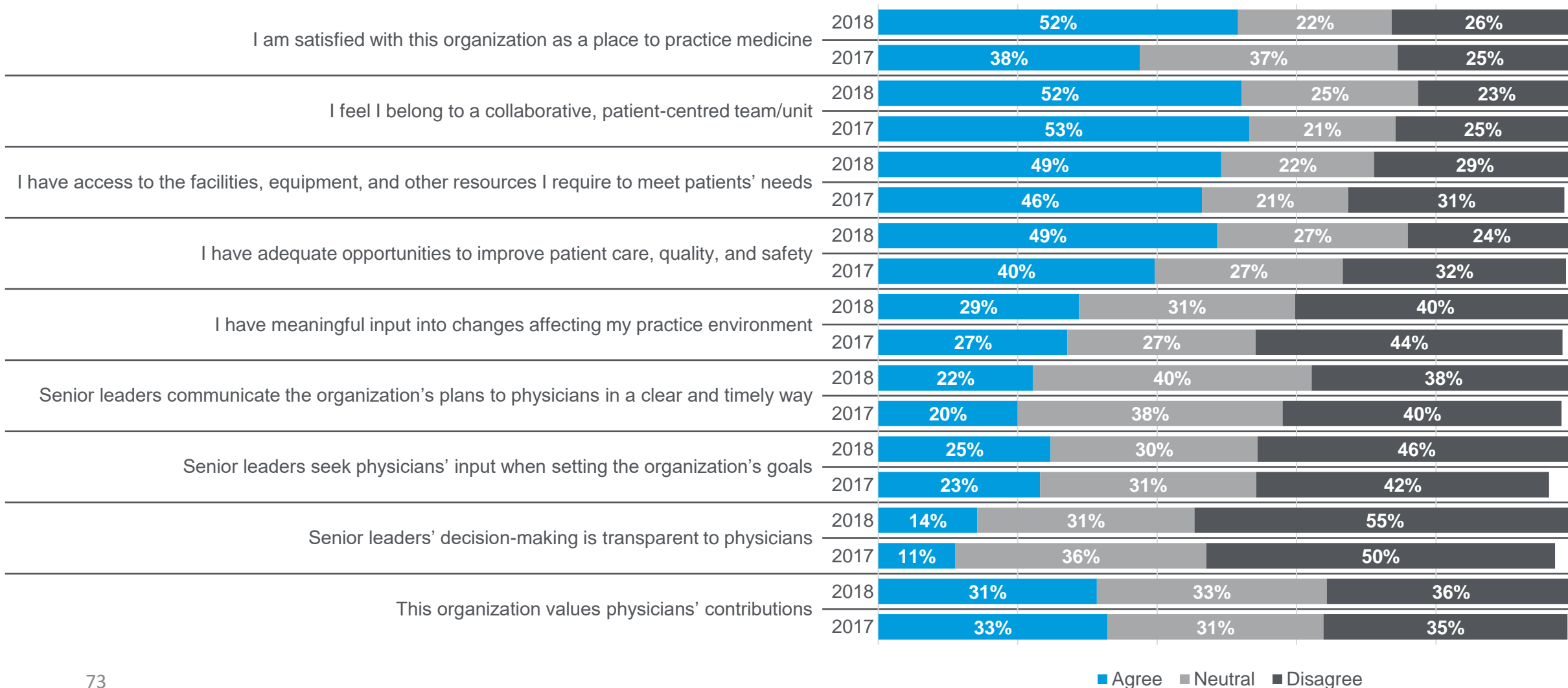
U.B.C. HEALTH SCIENCES CENTRE HOSPITAL

19 Respondents 2018 | 19 Respondents 2017



VANCOUVER GENERAL HOSPITAL

190 Respondents 2018 | 280 Respondents 2017



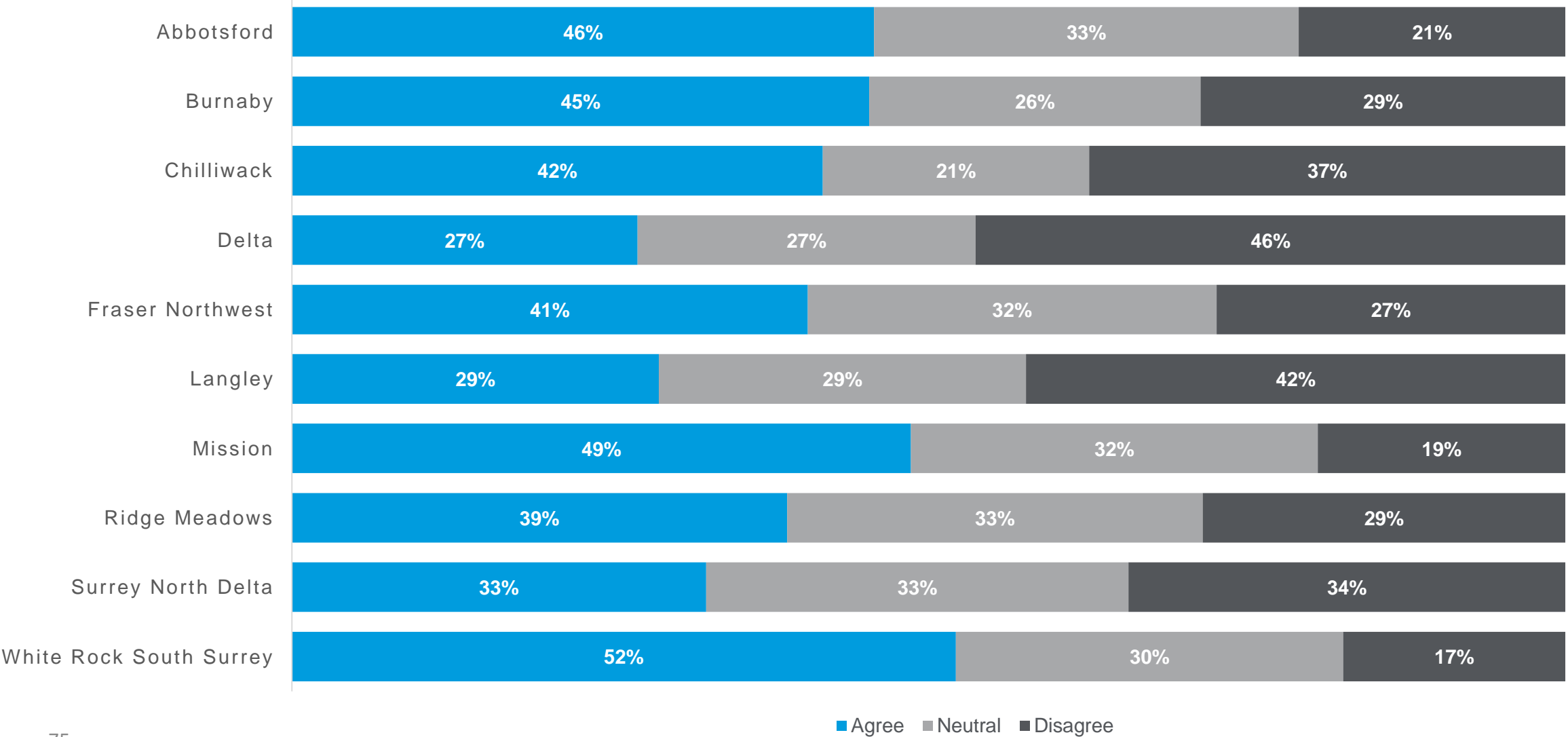
Section 2 - Divisions of Family Practice

Fraser

FRASER DIVISIONS OF FAMILY PRACTICE

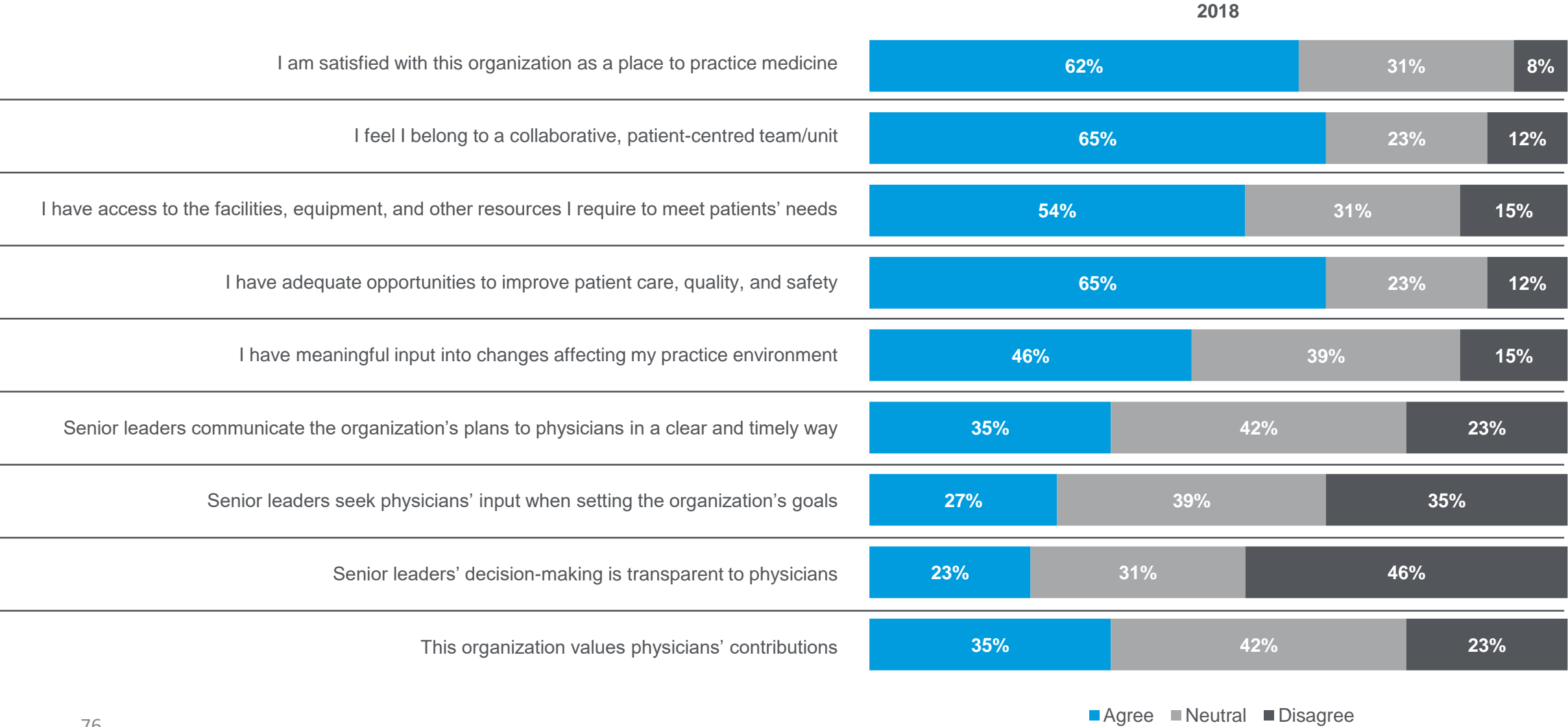
Overall Averages by Division

2018



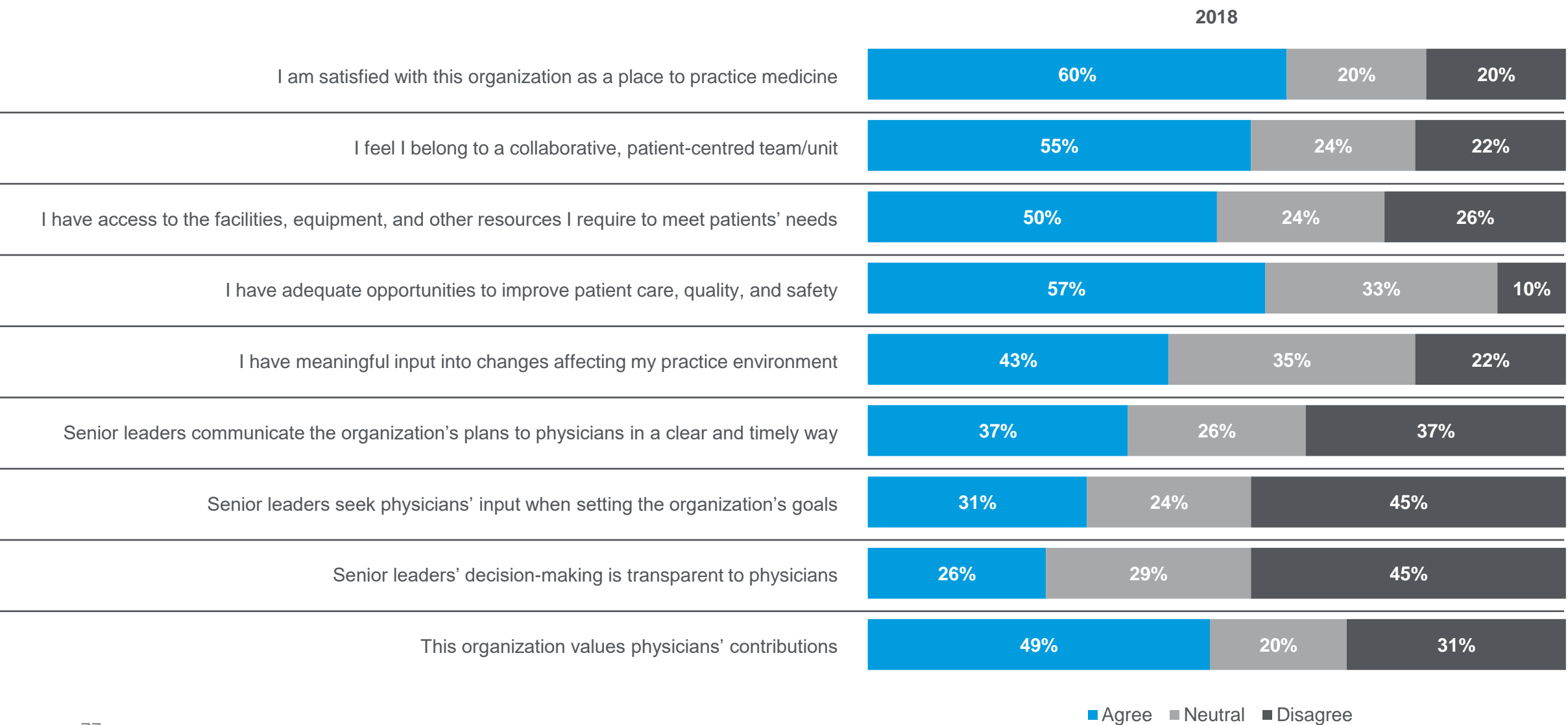
ABBOTSFORD DIVISION

26 Respondents



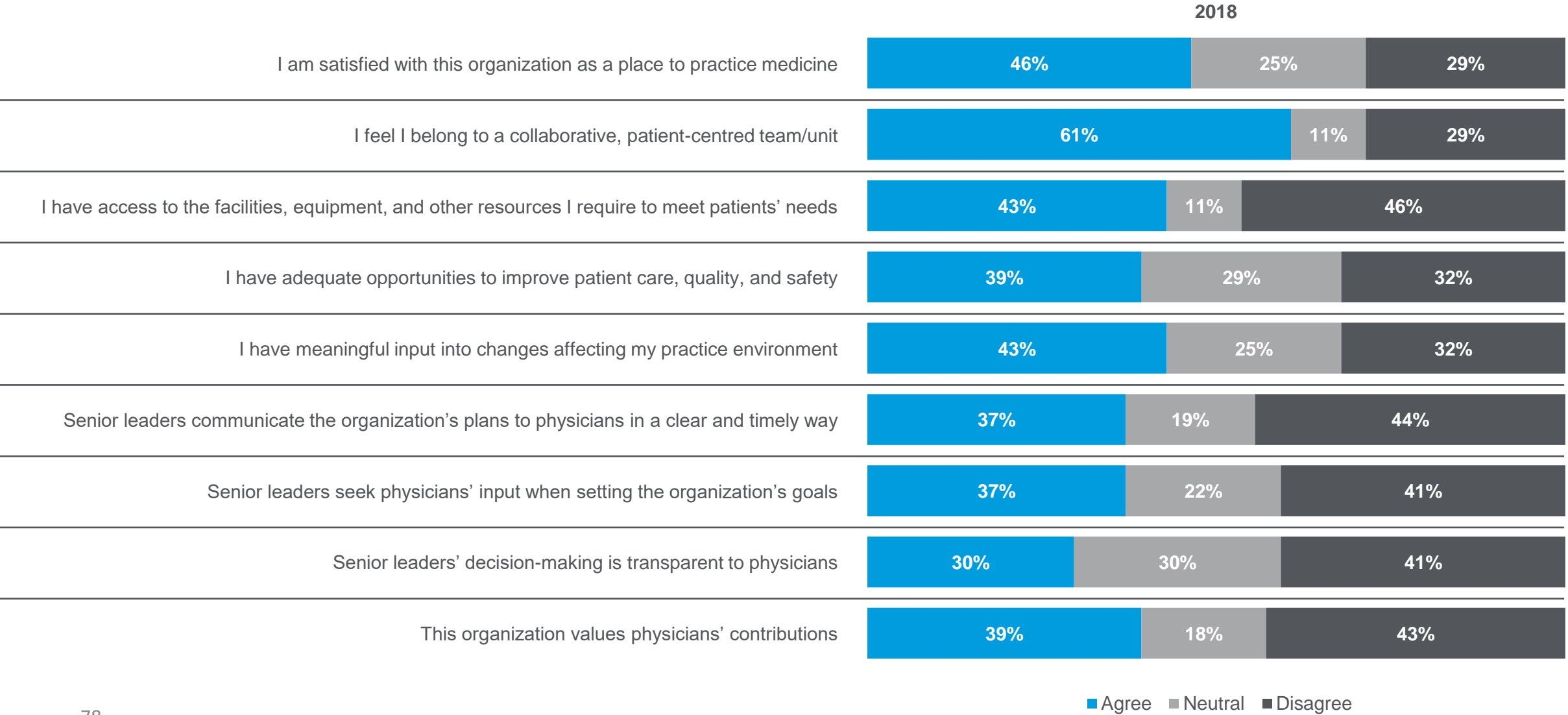
BURNABY DIVISION

51 Respondents



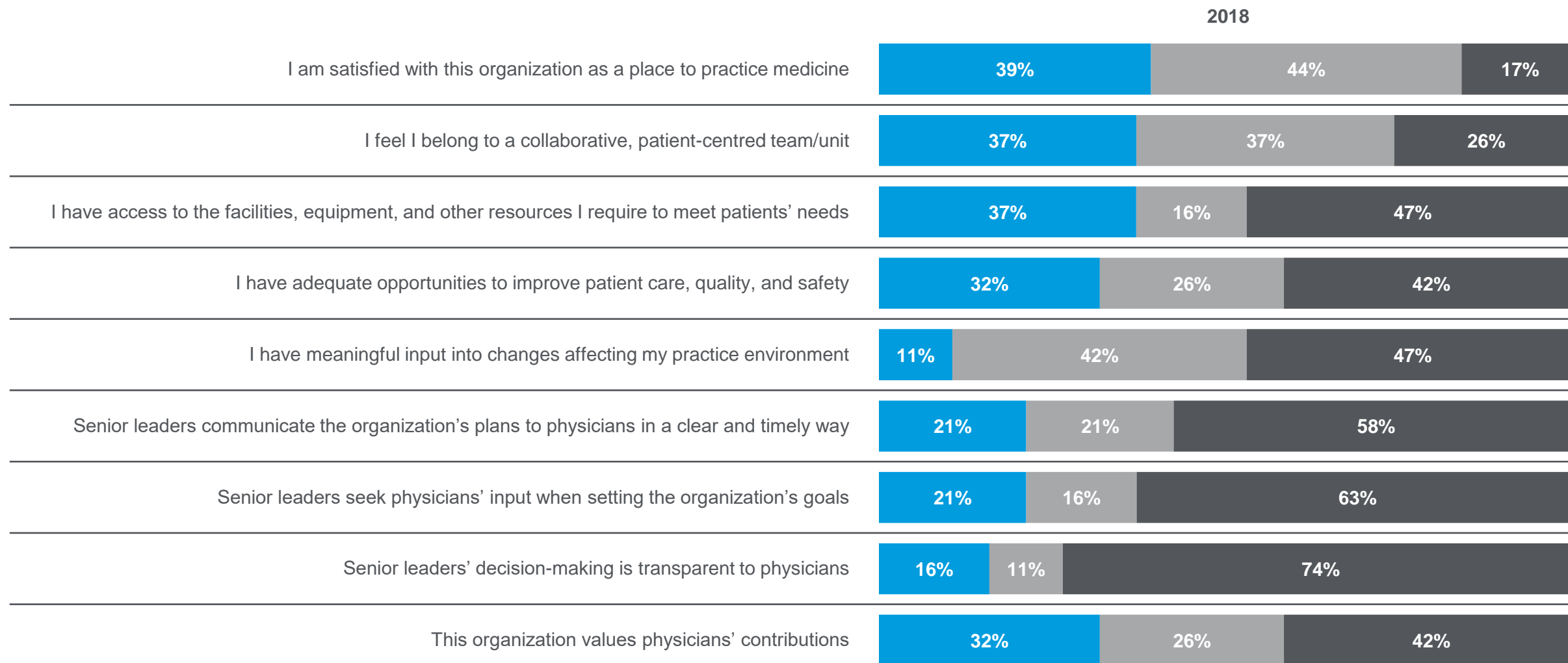
CHILLIWACK DIVISION

28 Respondents



DELTA DIVISIONS

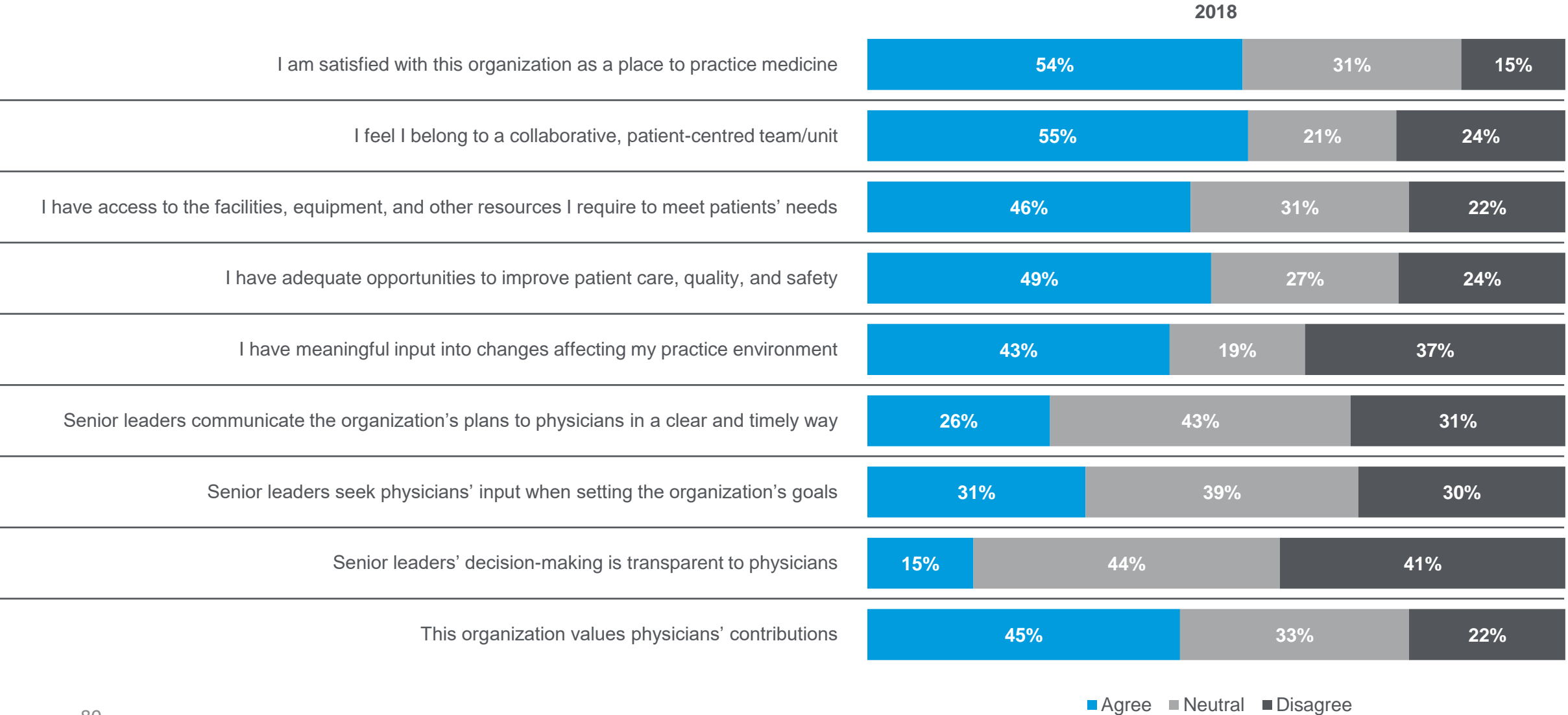
19 Respondents



■ Agree ■ Neutral ■ Disagree

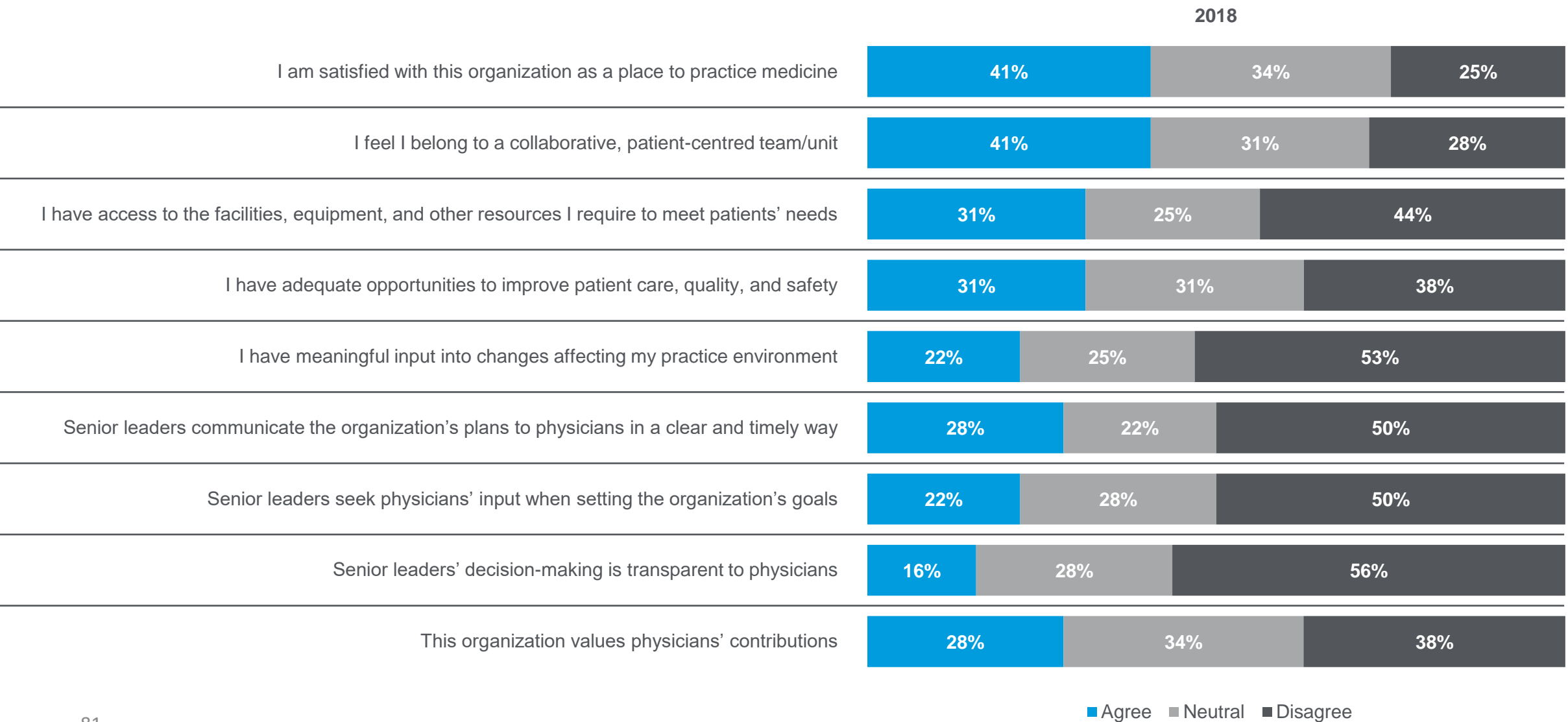
FRASER NORTHWEST DIVISION

67 Respondents



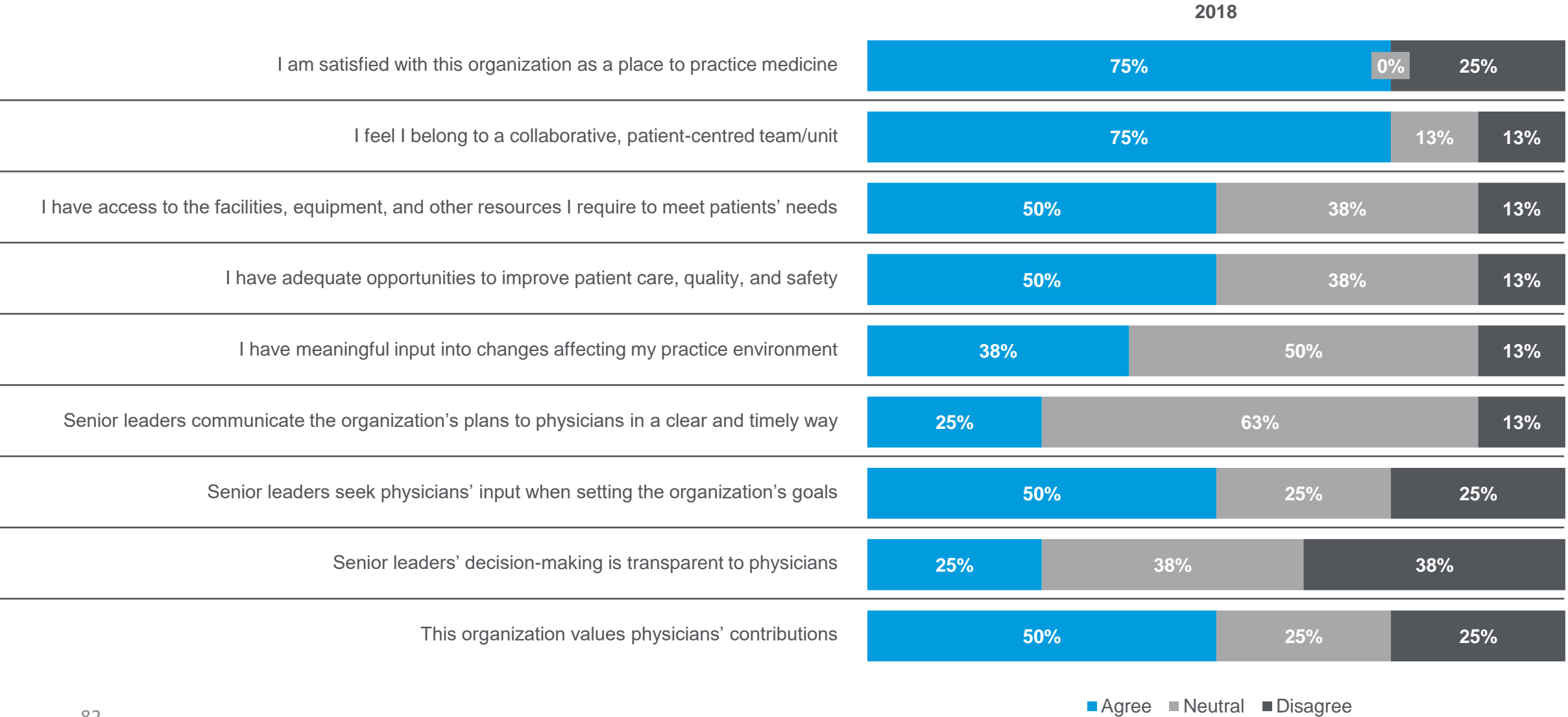
LANGLEY DIVISION

32 Respondents



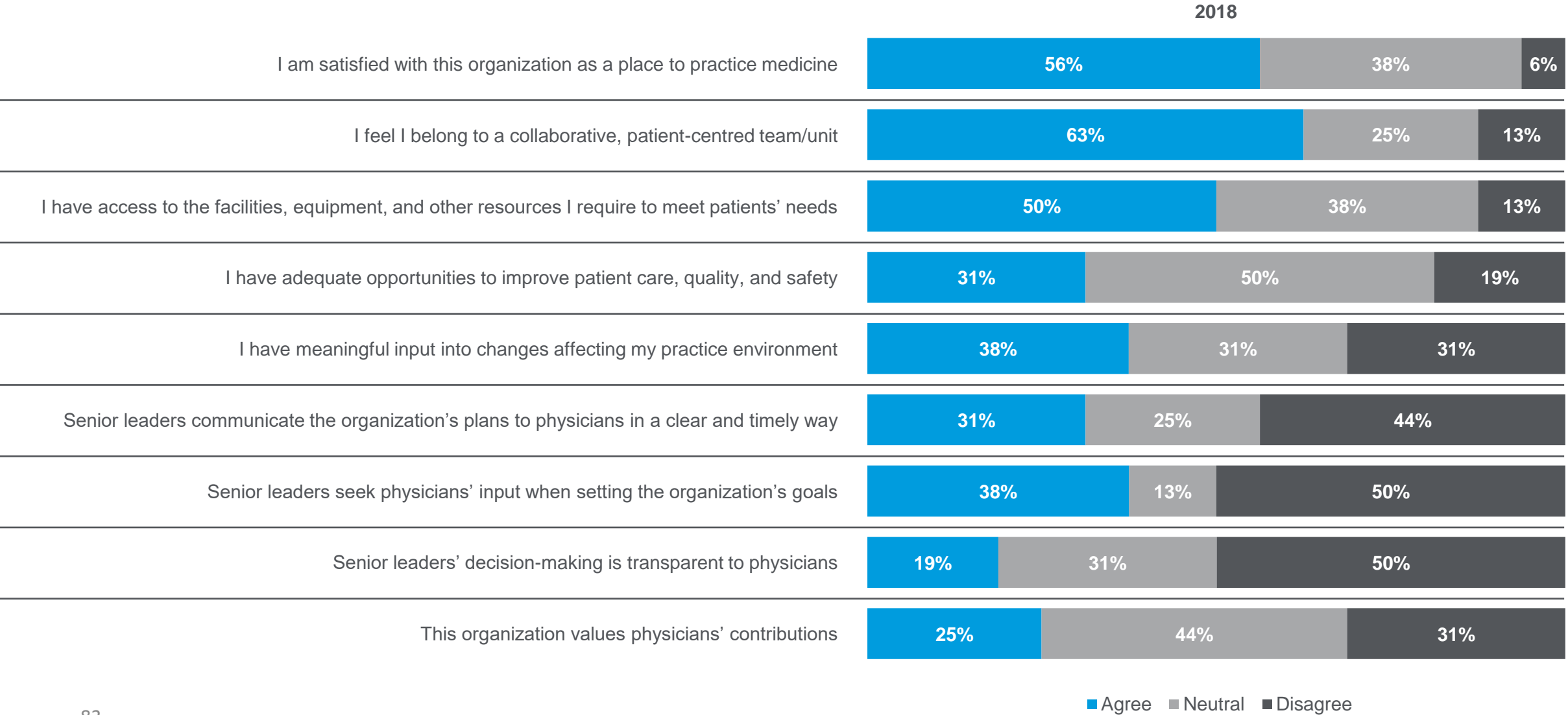
MISSION DIVISION

8 Respondents



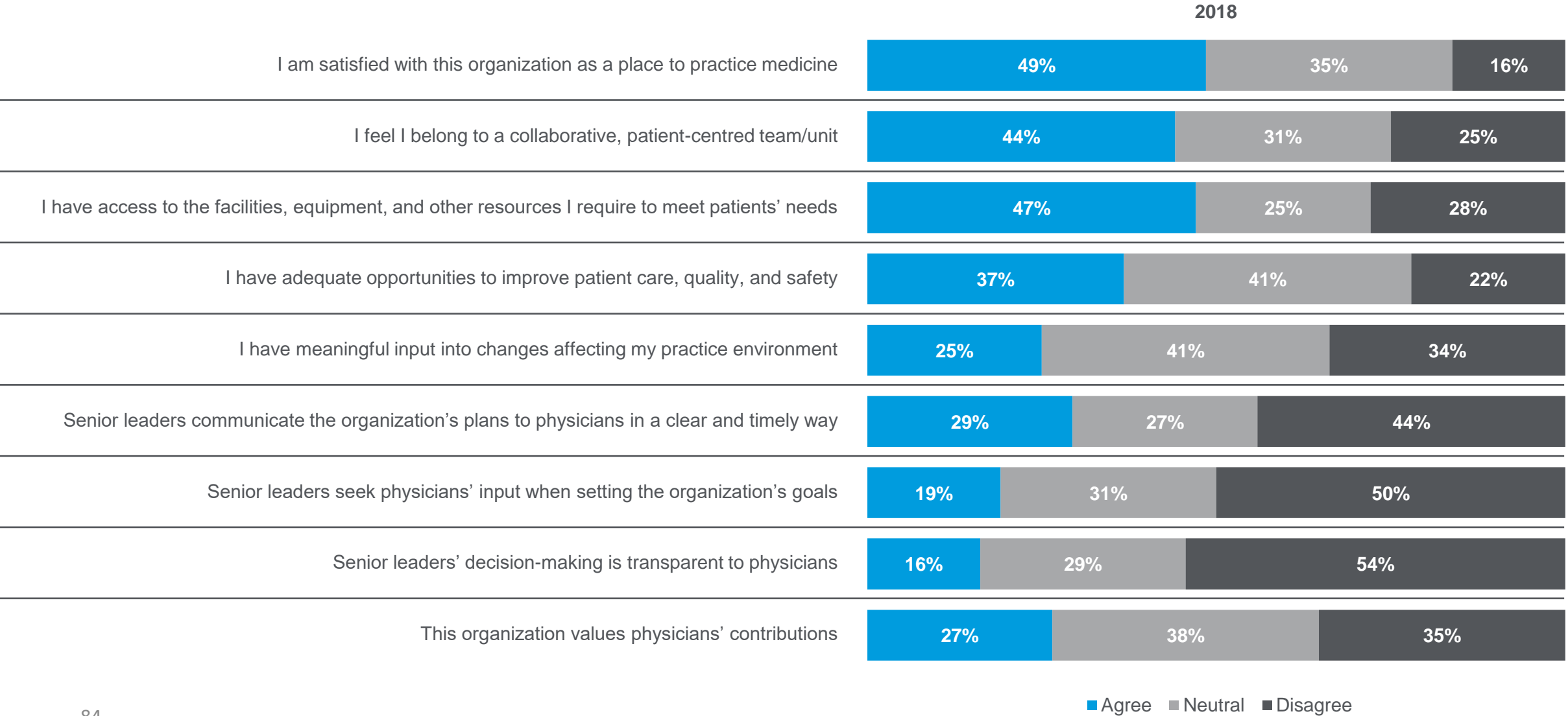
RIDGE MEADOWS DIVISION

16 Respondents



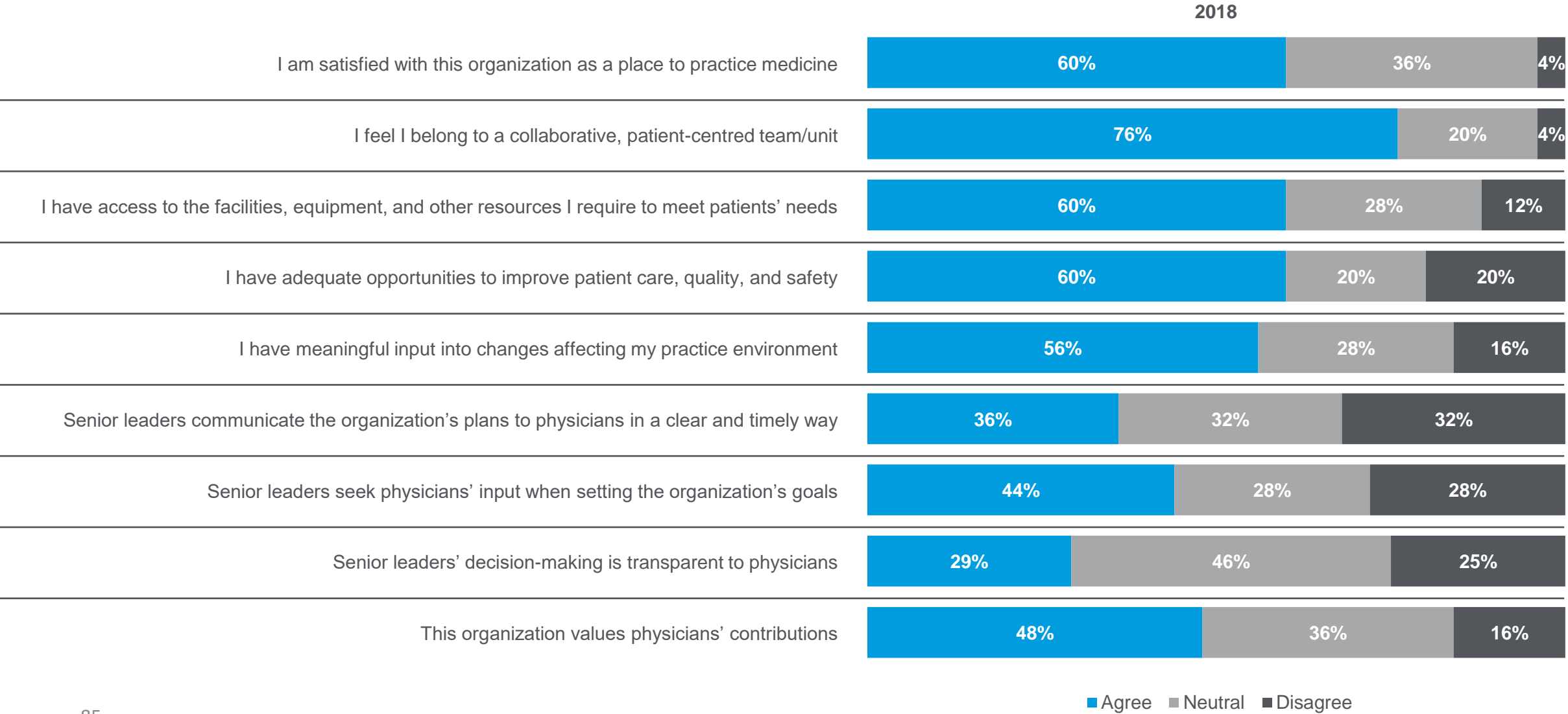
SURREY NORTH DELTA DIVISION

68 Respondents



WHITE ROCK SOUTH SURREY DIVISION

25 Respondents

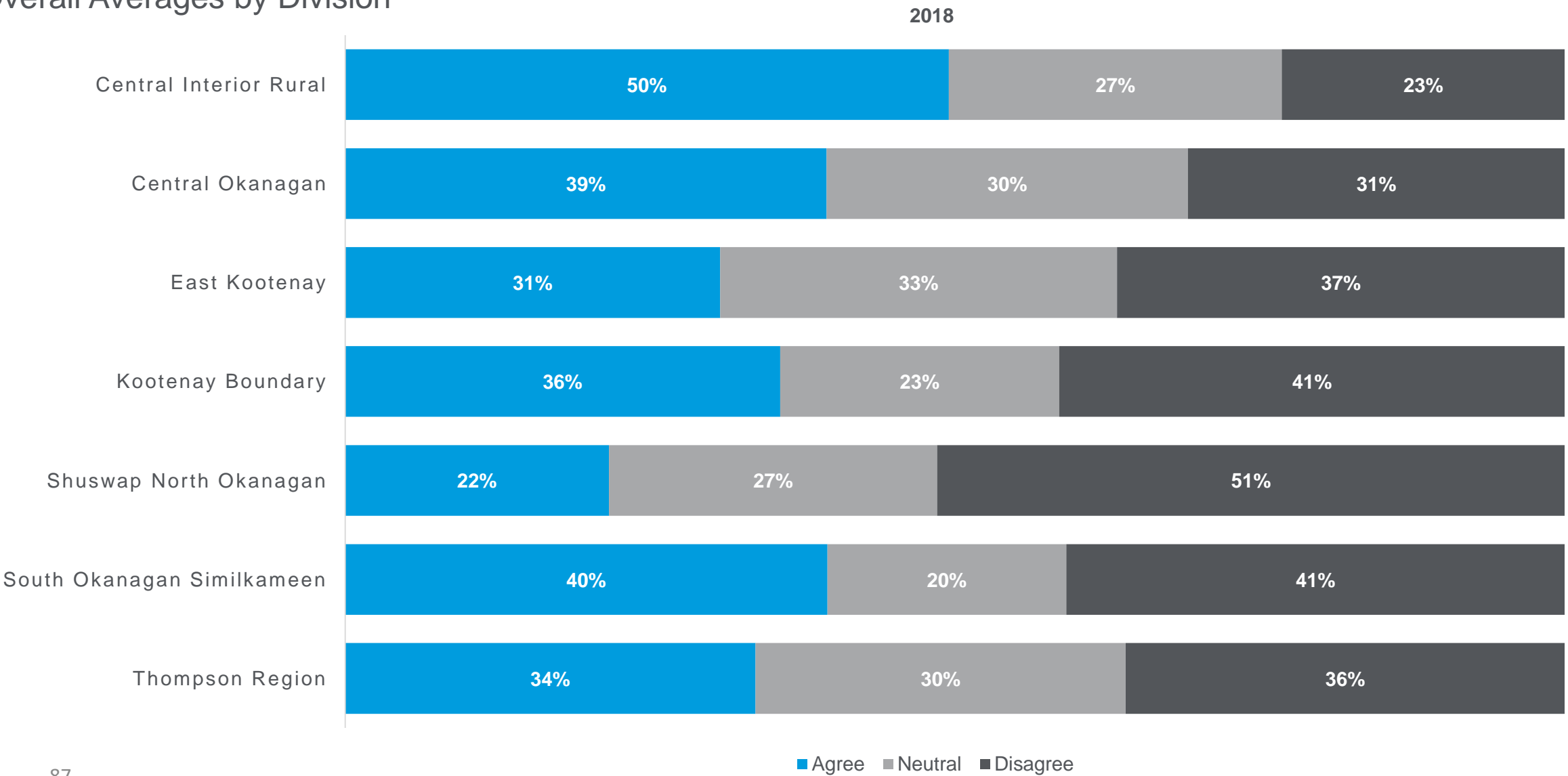


Section 2 - Divisions of Family Practice

Interior

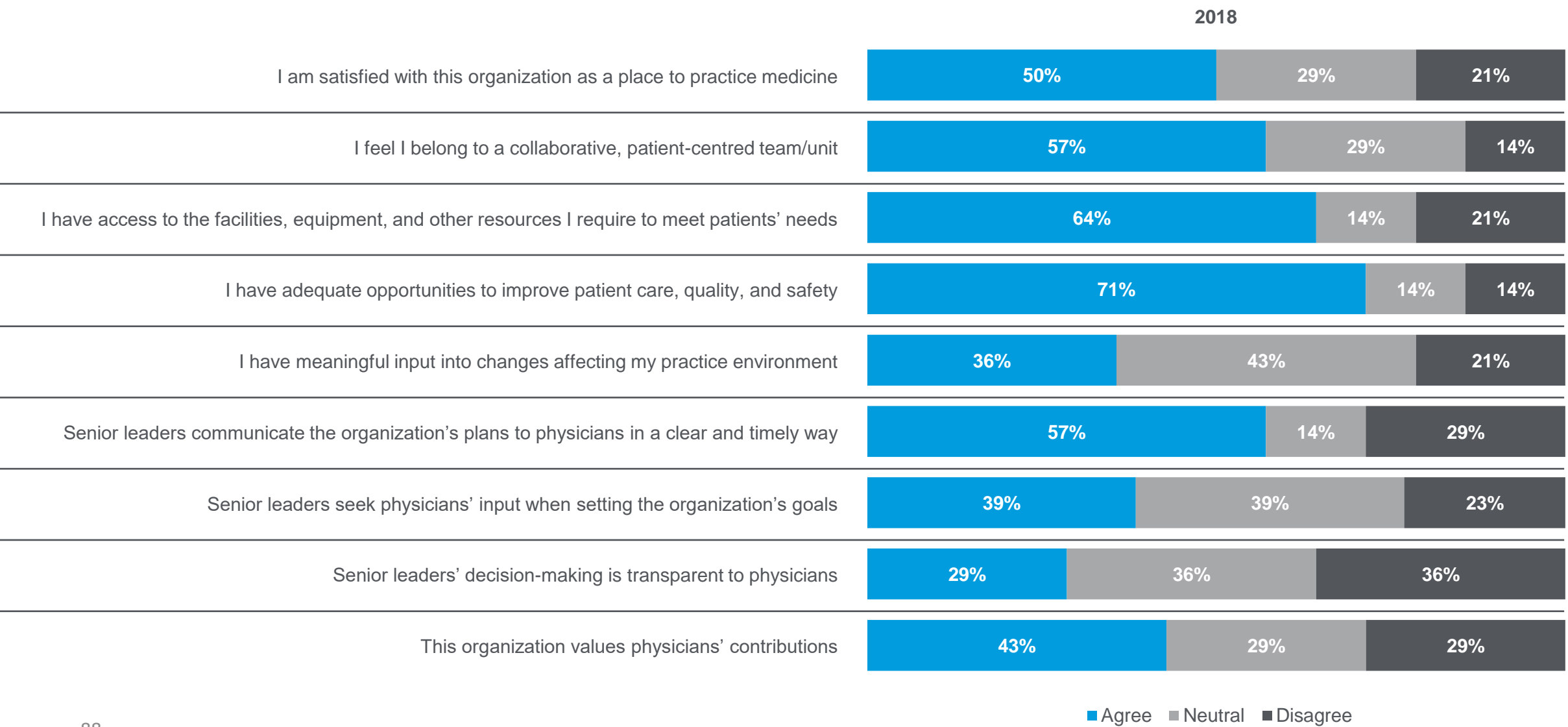
INTERIOR DIVISIONS OF FAMILY PRACTICE

Overall Averages by Division



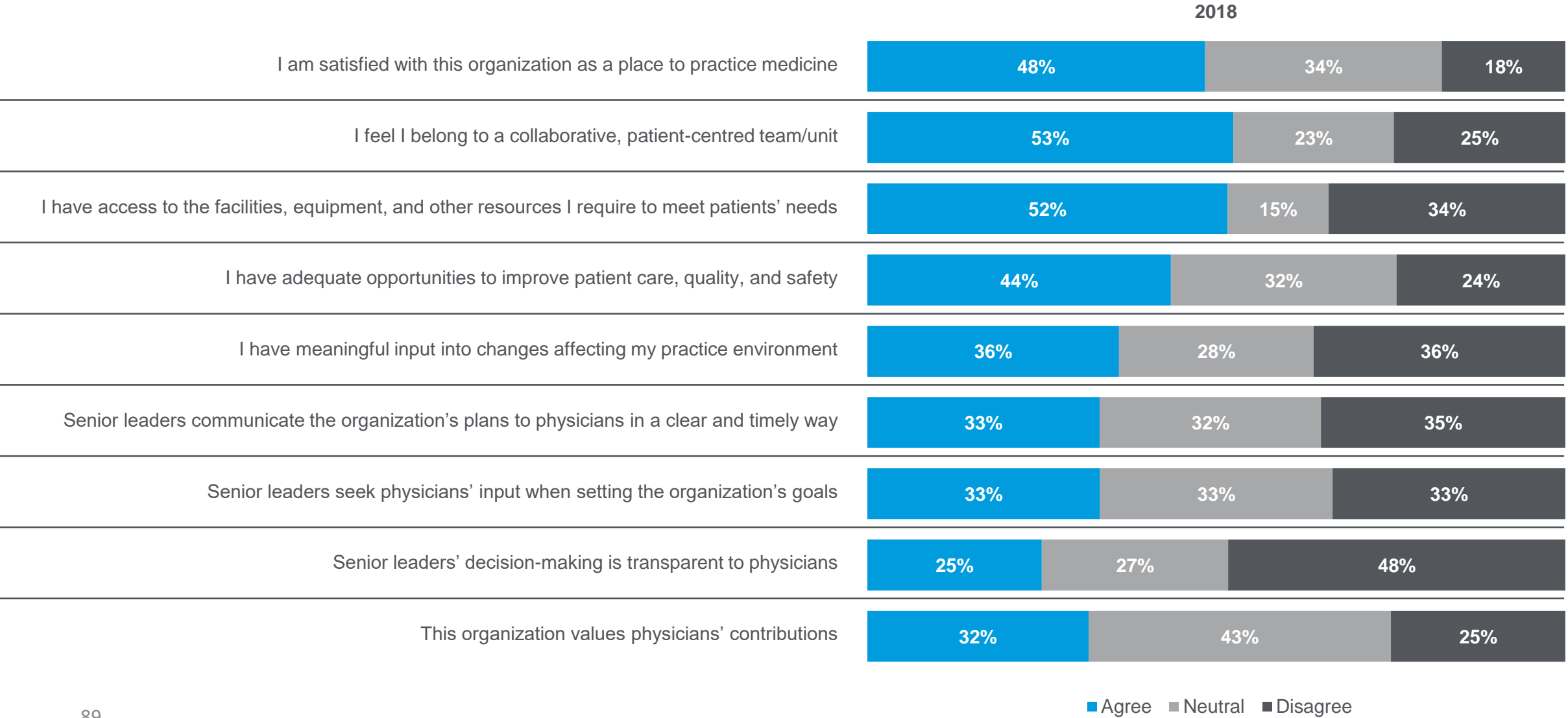
CENTRAL INTERIOR RURAL DIVISION

14 Respondents



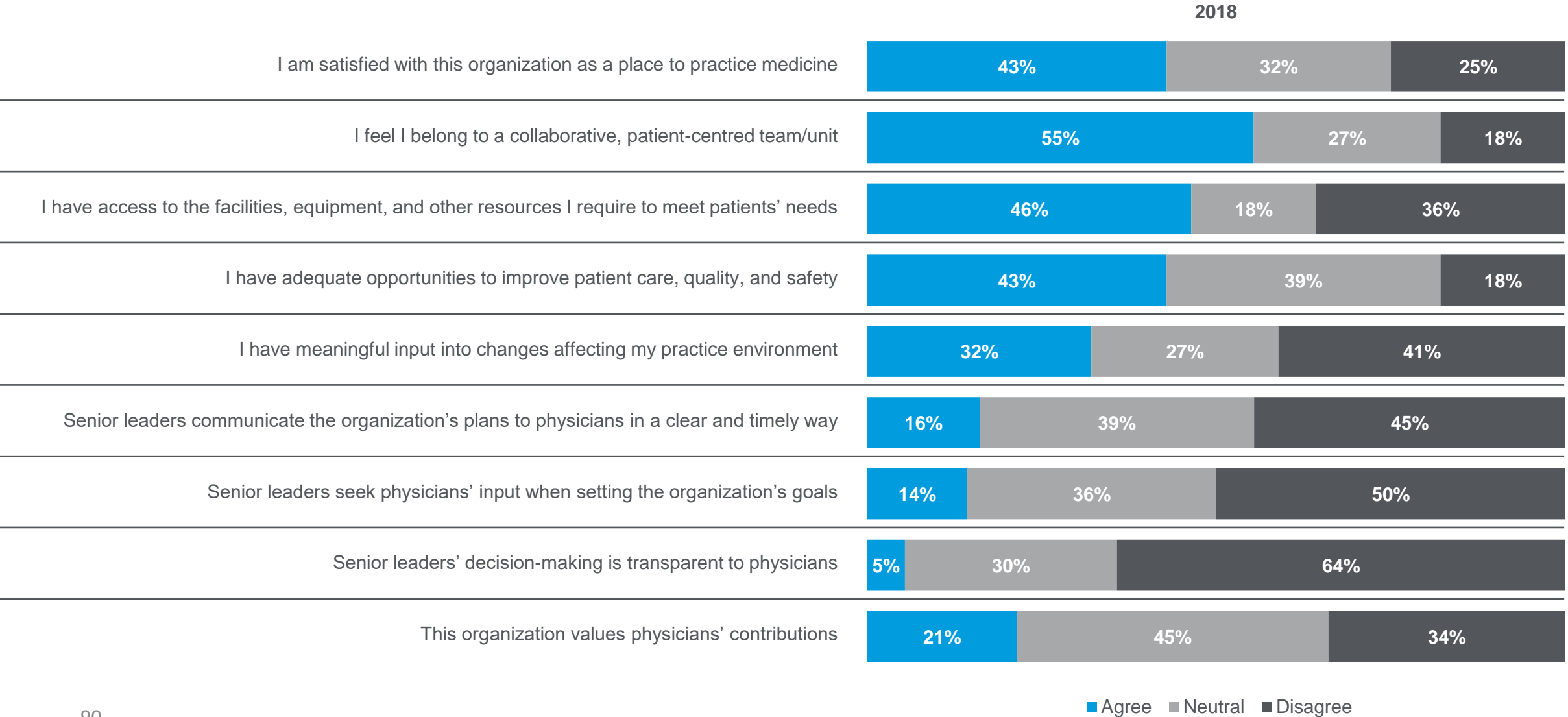
CENTRAL OKANAGAN DIVISION

62 Respondents



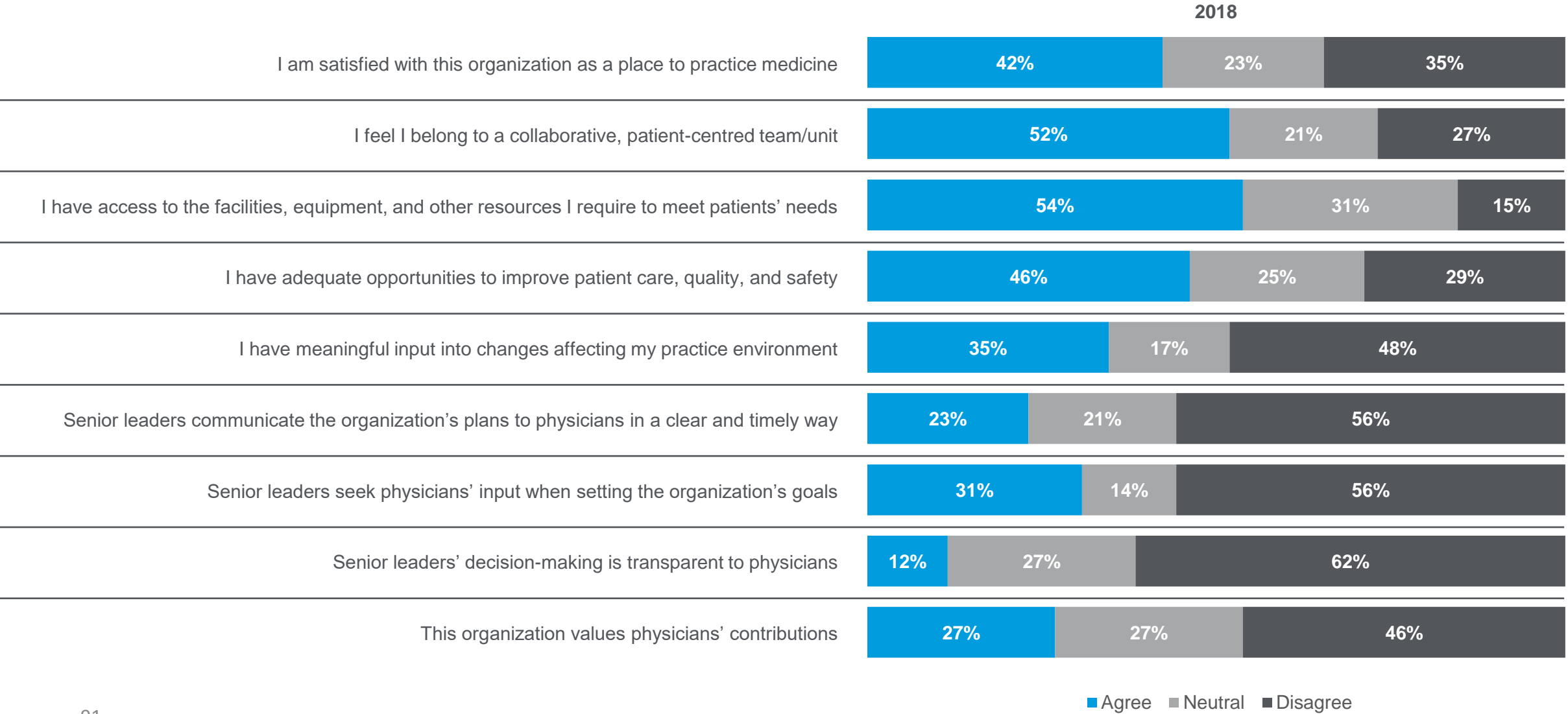
EAST KOOTENAY DIVISION

56 Respondents



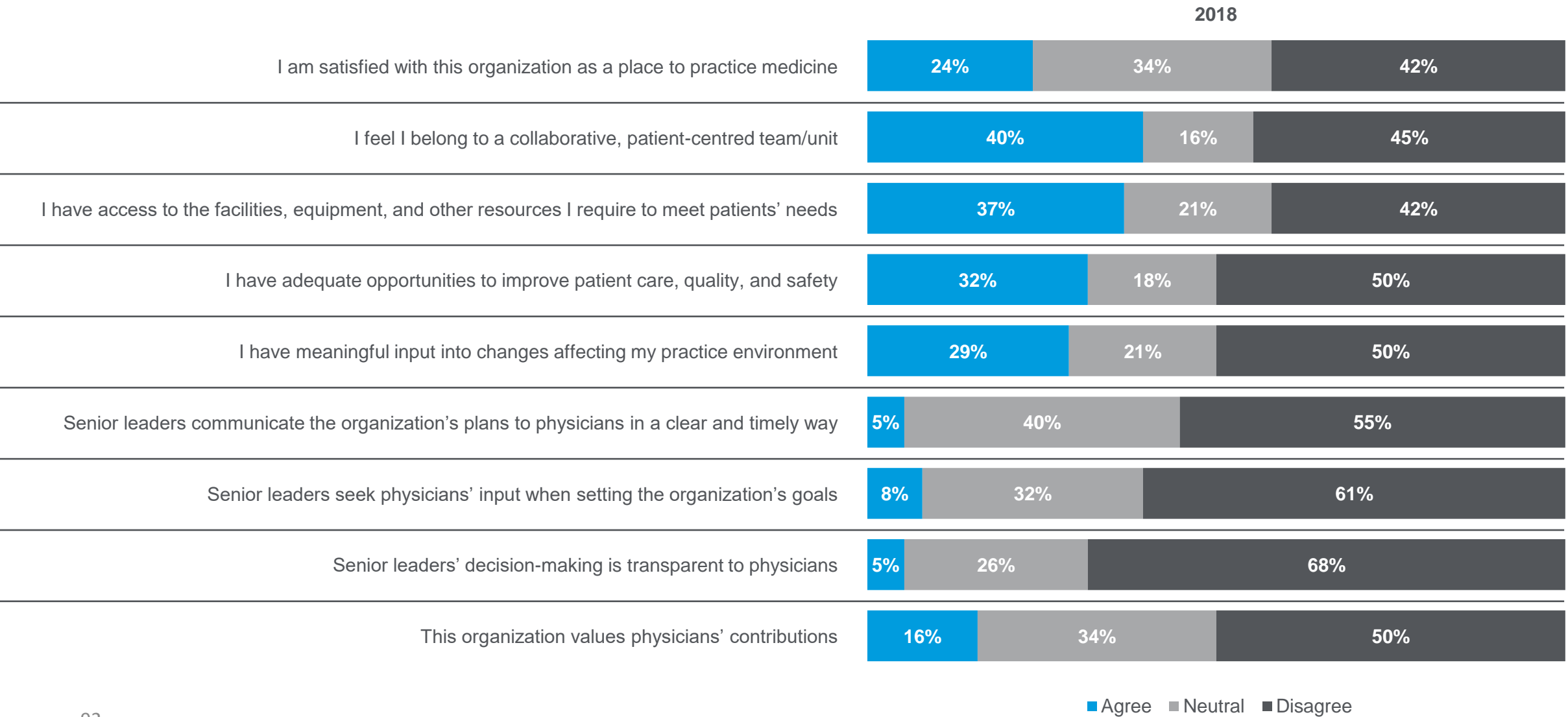
KOOTENAY BOUNDARY DIVISION

52 Respondents



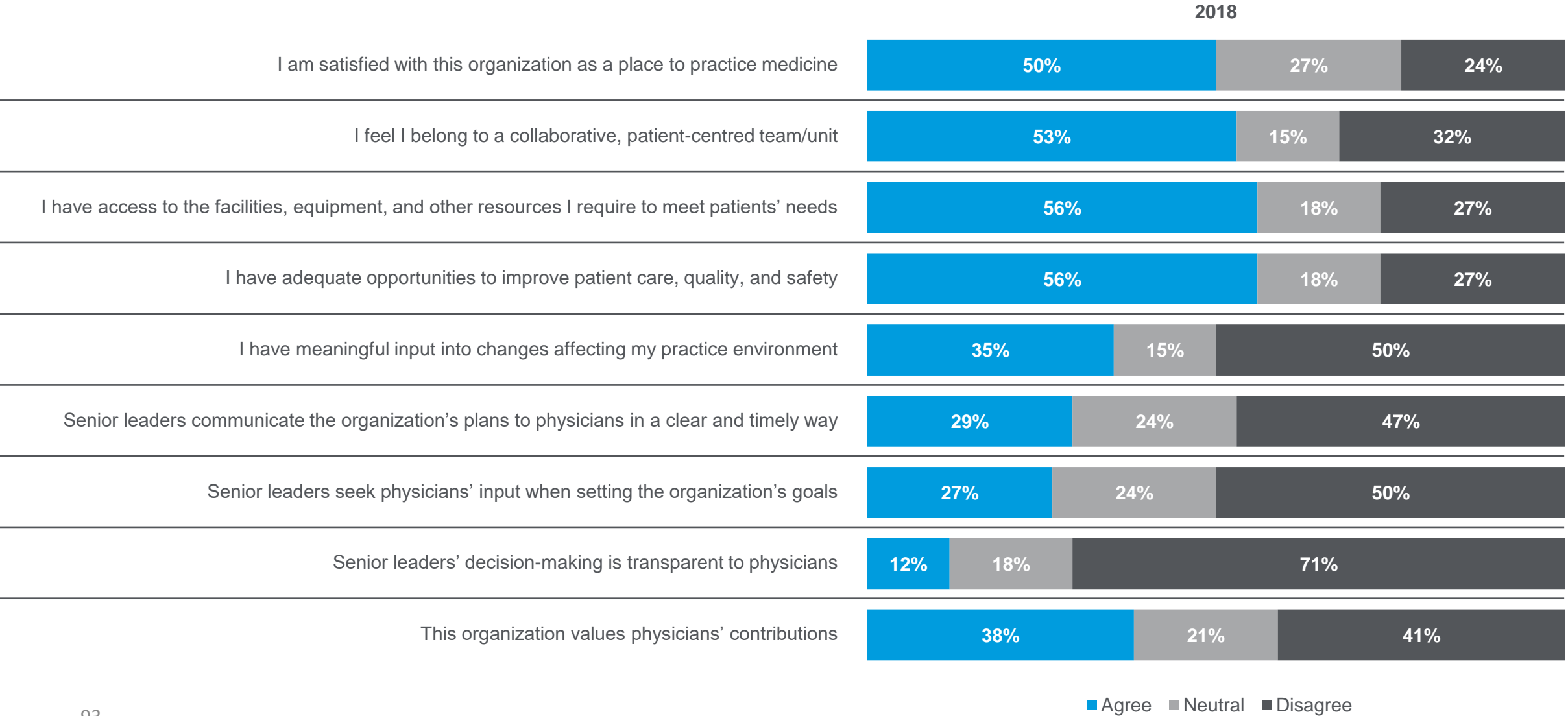
SHUSWAP NORTH OKANAGAN DIVISION

38 Respondents



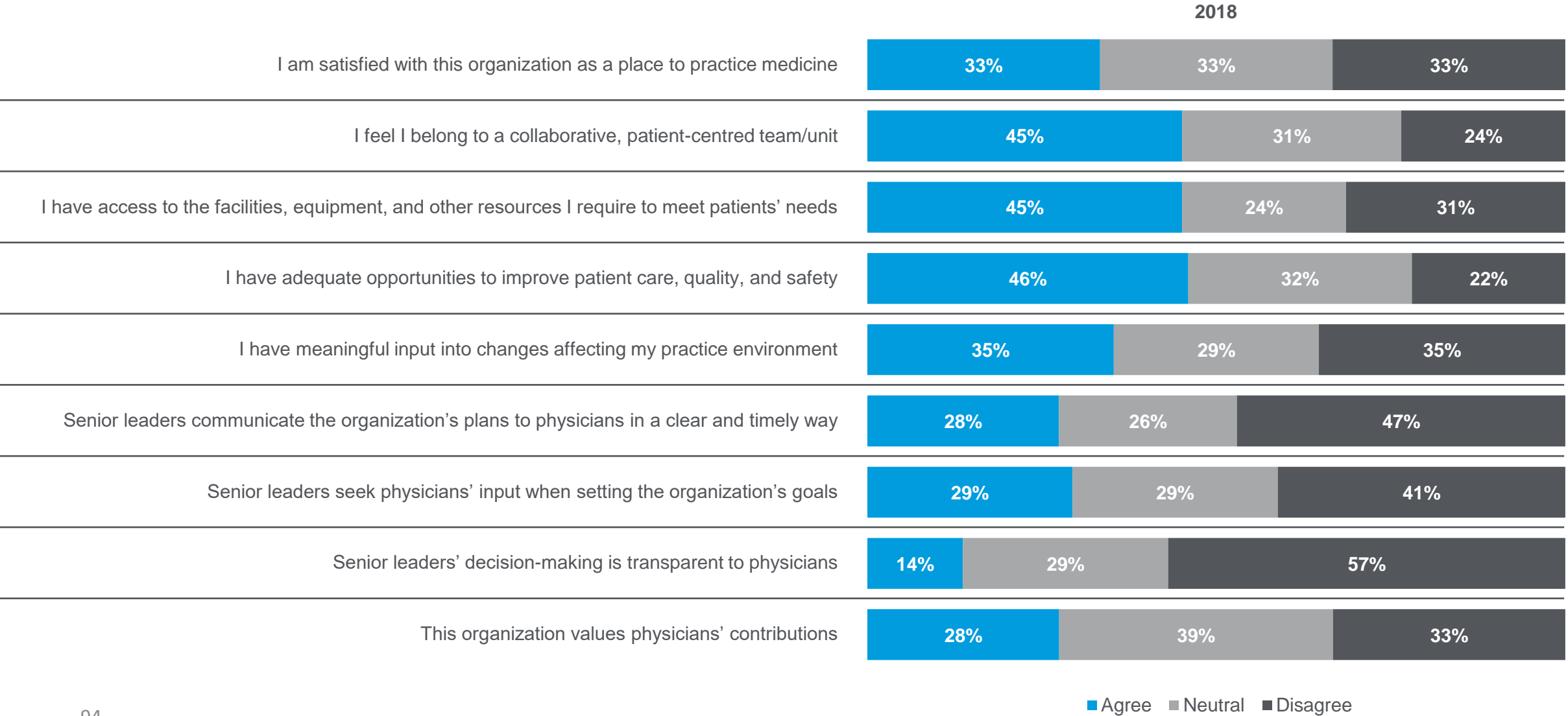
SOUTH OKANAGAN SIMILKAMEEN DIVISION

34 Respondents



THOMPSON REGION DIVISION

51 Respondents



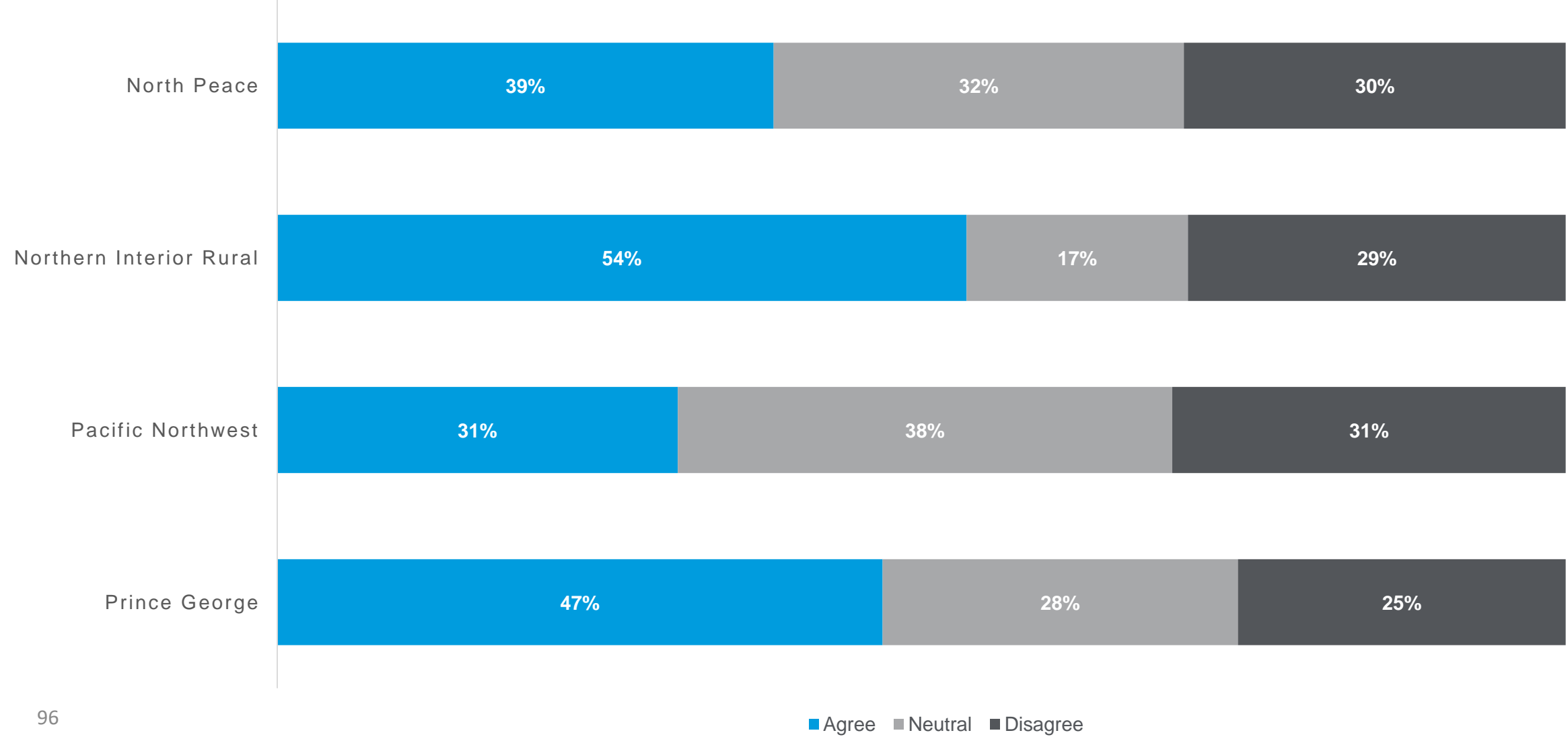
Section 2 - Divisions of Family Practice

Northern

NORTHERN DIVISIONS OF FAMILY PRACTICE

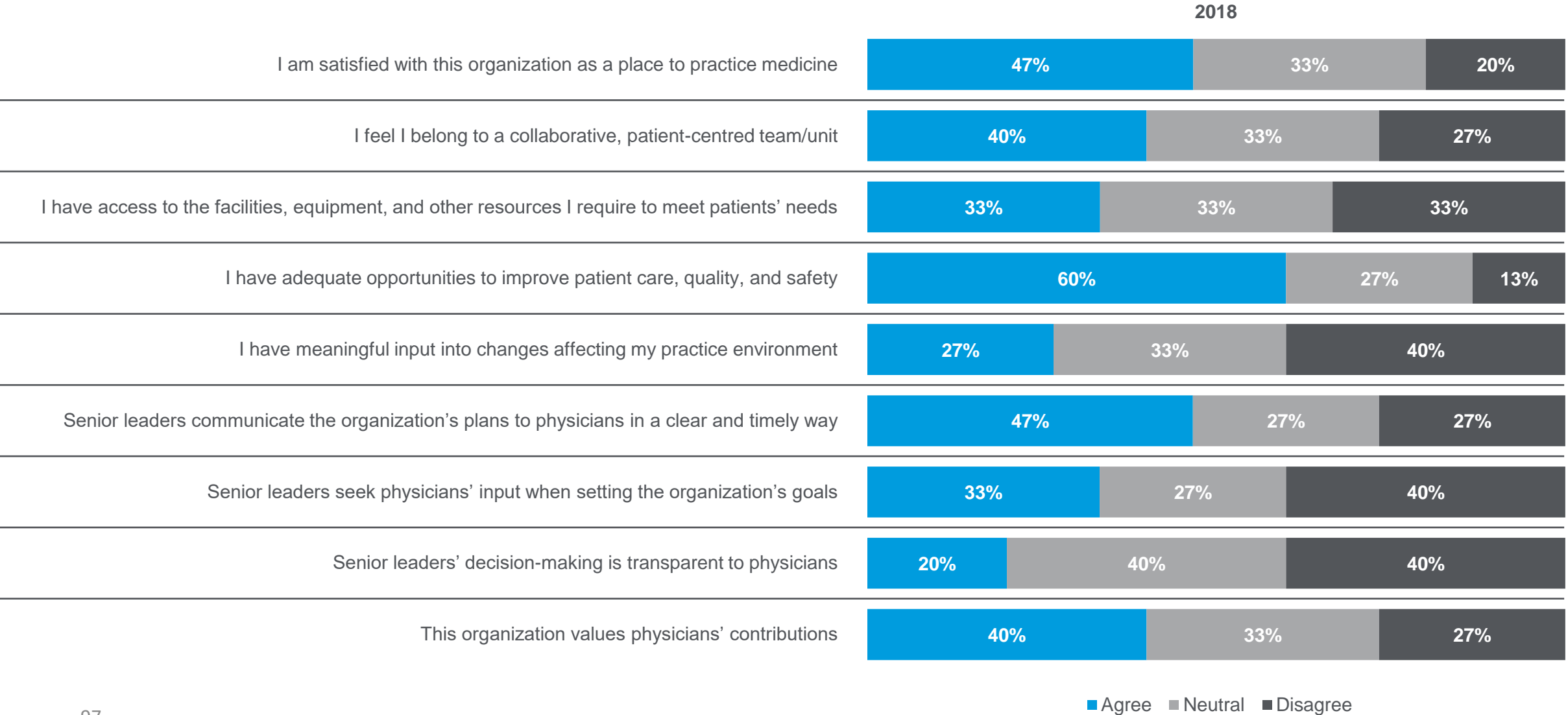
Overall Averages by Division

2018



NORTH PEACE DIVISION

15 Respondents



NORTHERN INTERIOR RURAL DIVISION

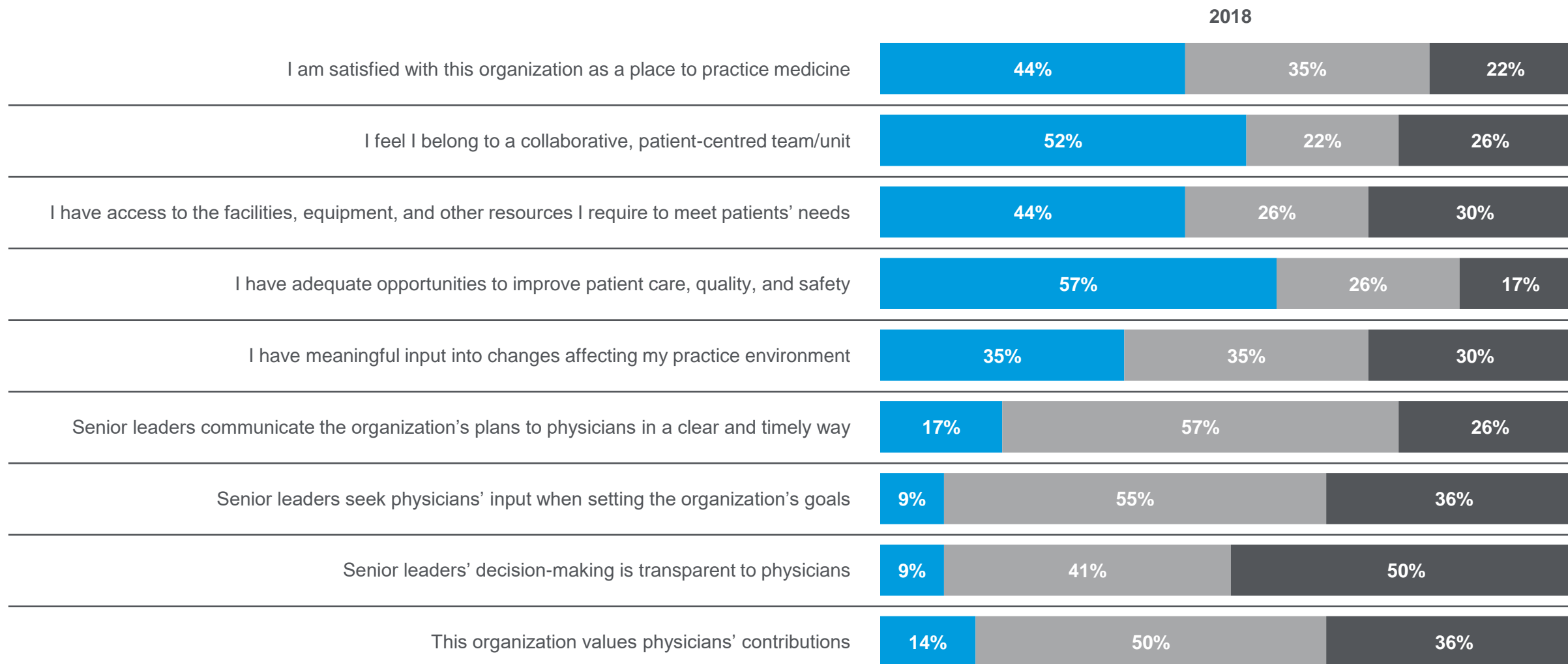
11 Respondents



■ Agree ■ Neutral ■ Disagree

PACIFIC NORTHWEST DIVISION

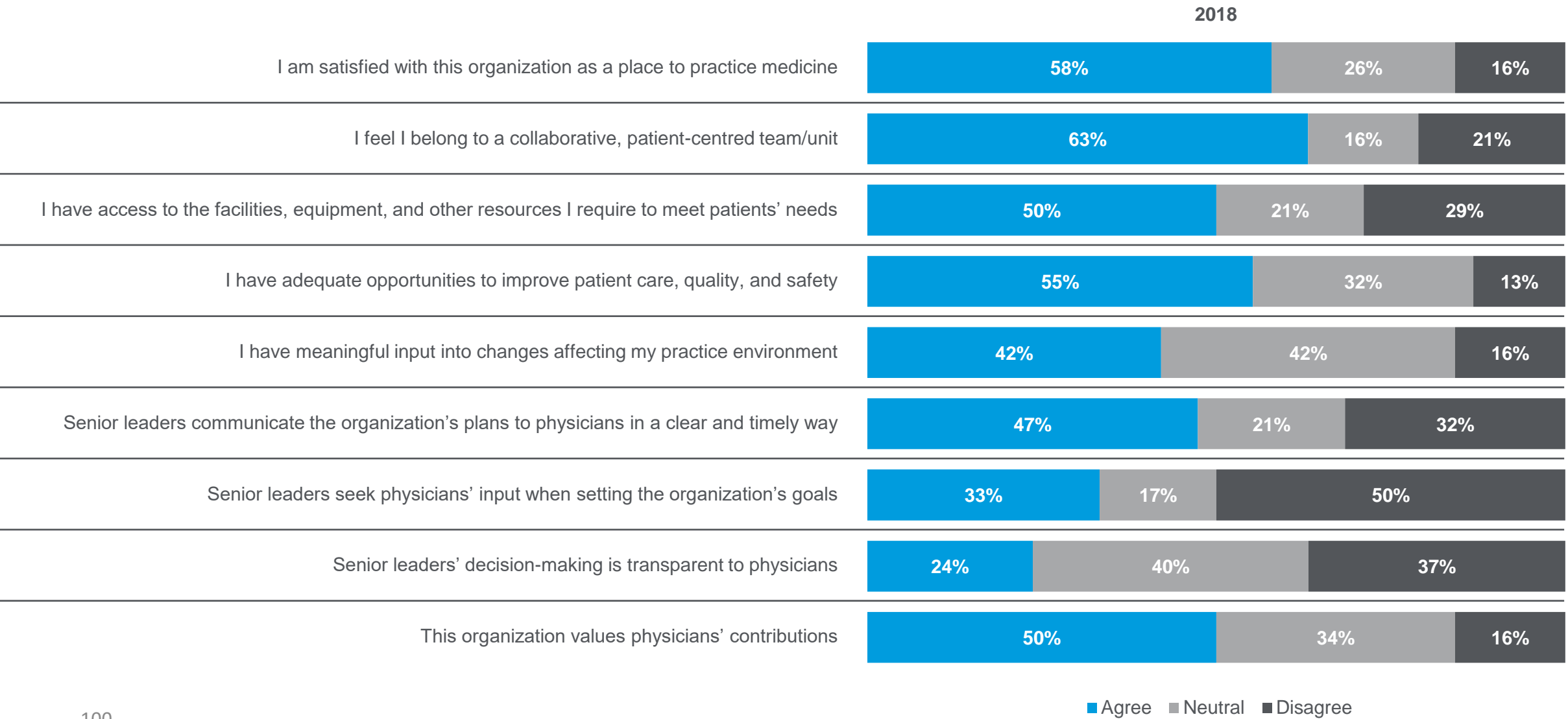
23 Respondents



■ Agree ■ Neutral ■ Disagree

PRINCE GEORGE DIVISION

38 Respondents

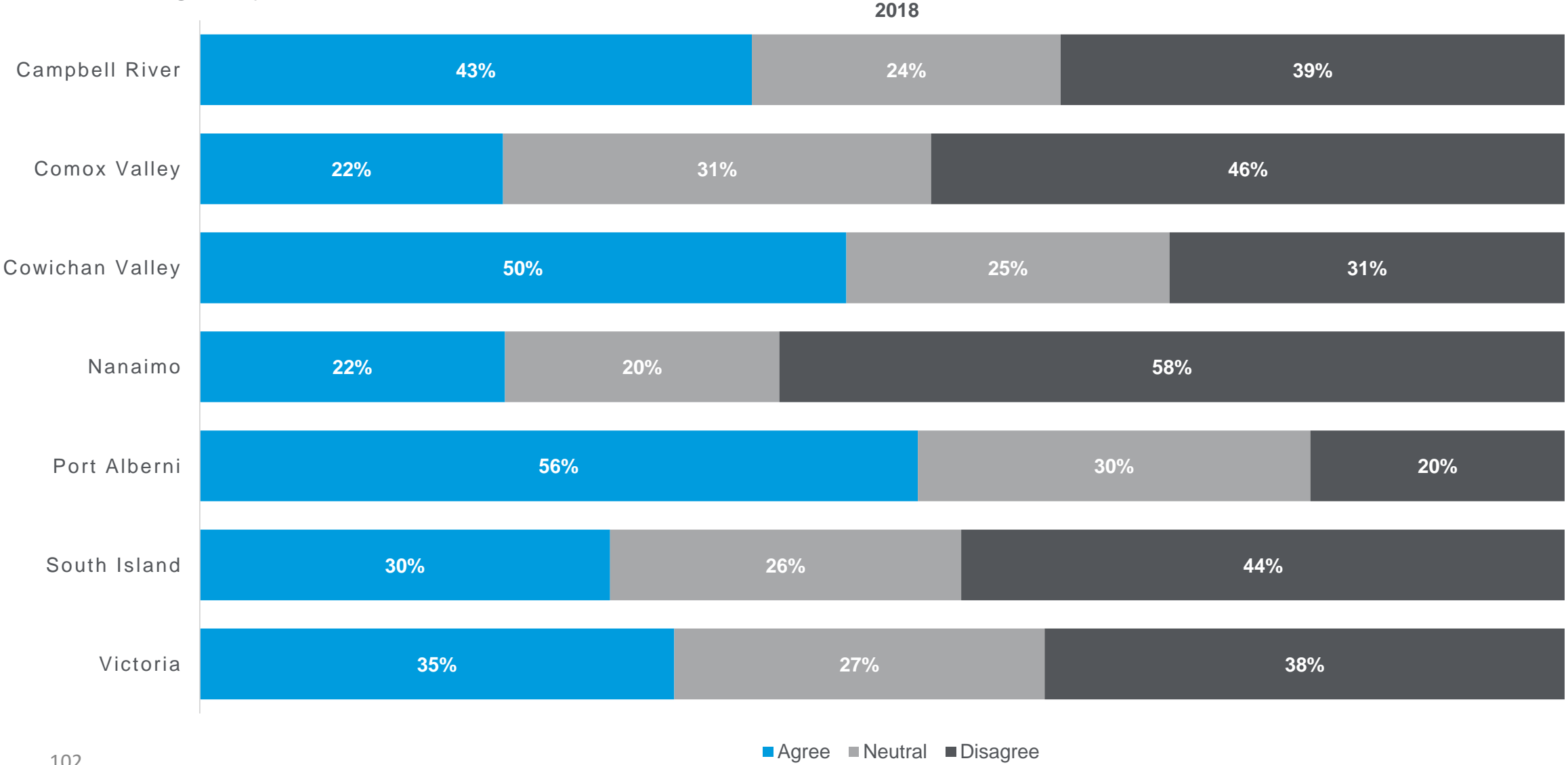


Section 2 - Divisions of Family Practice

Vancouver Island

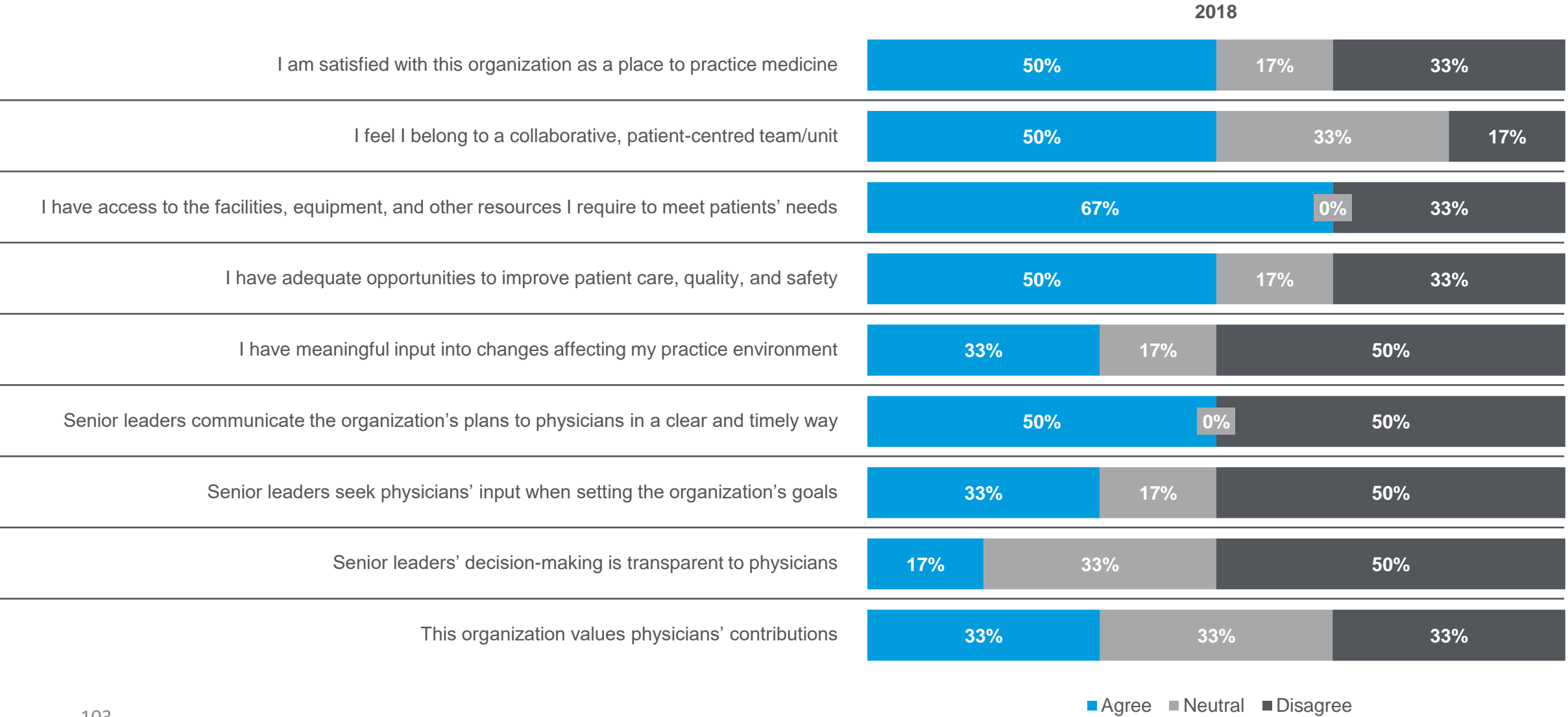
ISLAND DIVISIONS OF FAMILY PRACTICE

Overall Averages by Division



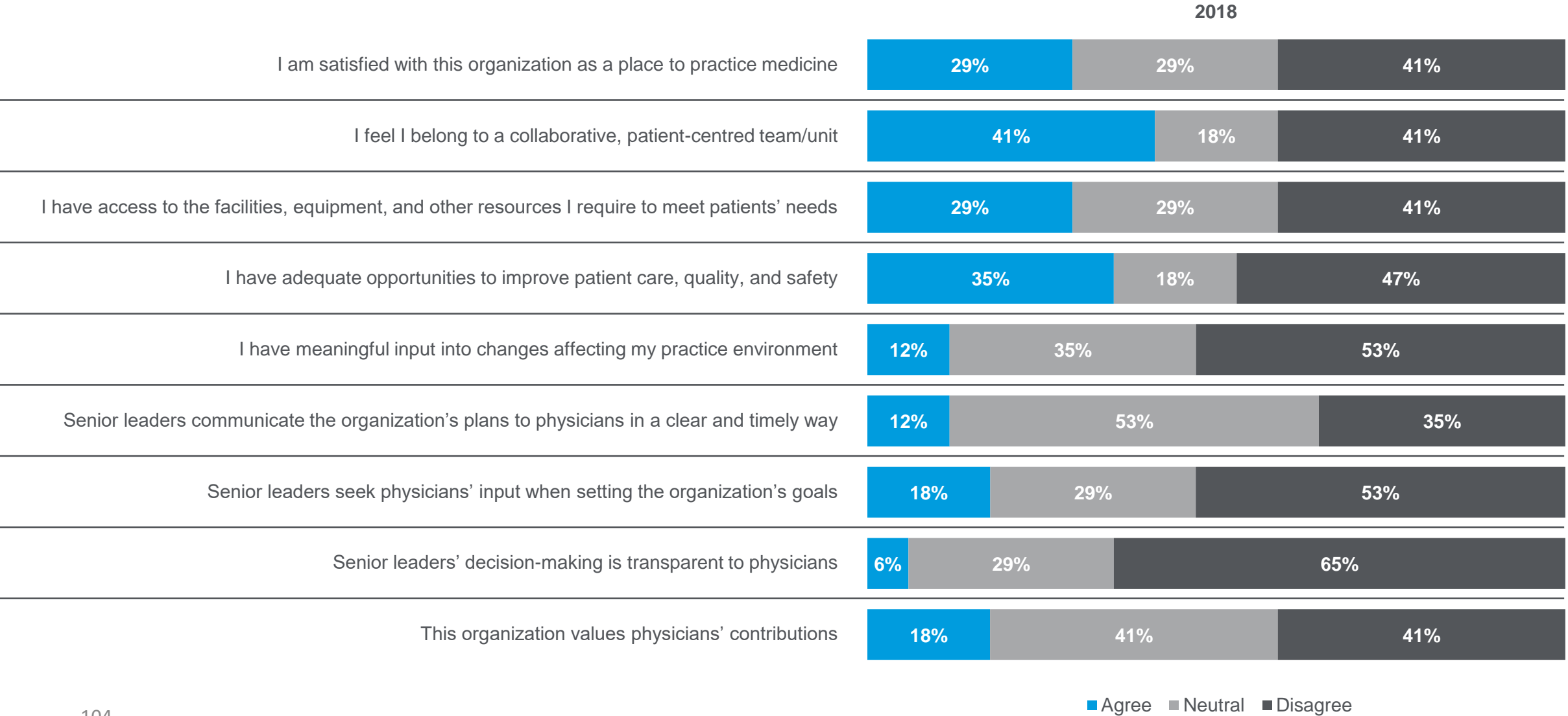
CAMPBELL RIVER DIVISION

6 Respondents



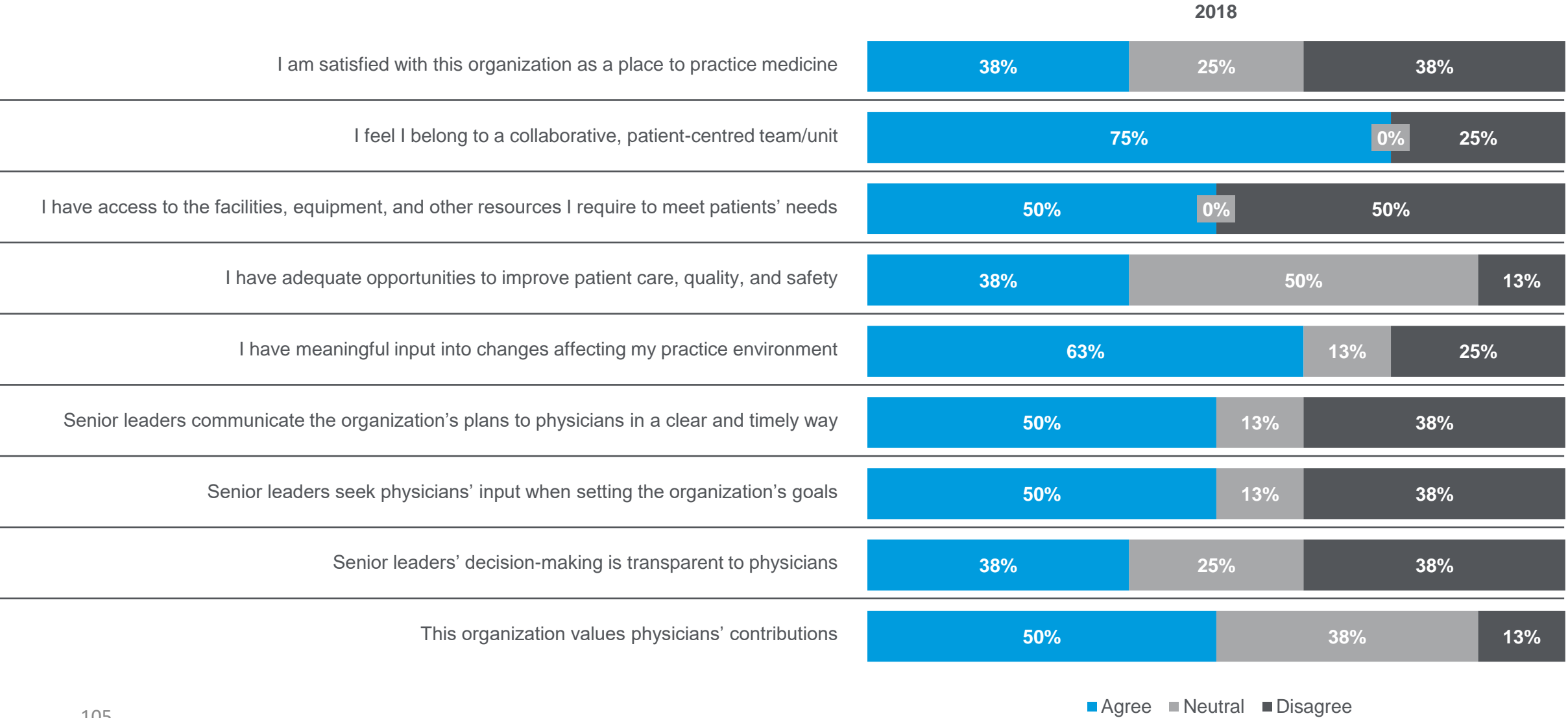
COMOX VALLEY DIVISION

17 Respondents



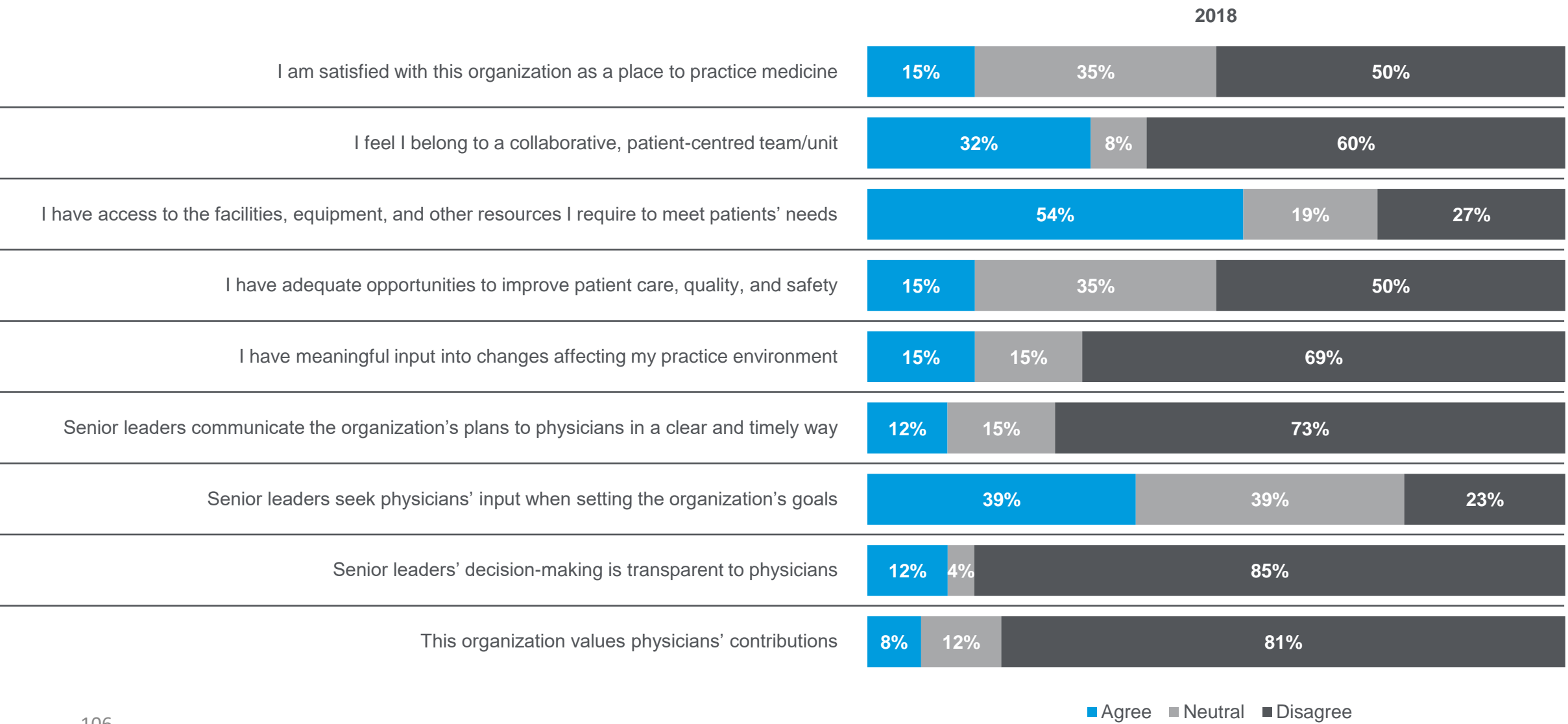
COWICHAN VALLEY DIVISION

8 Respondents



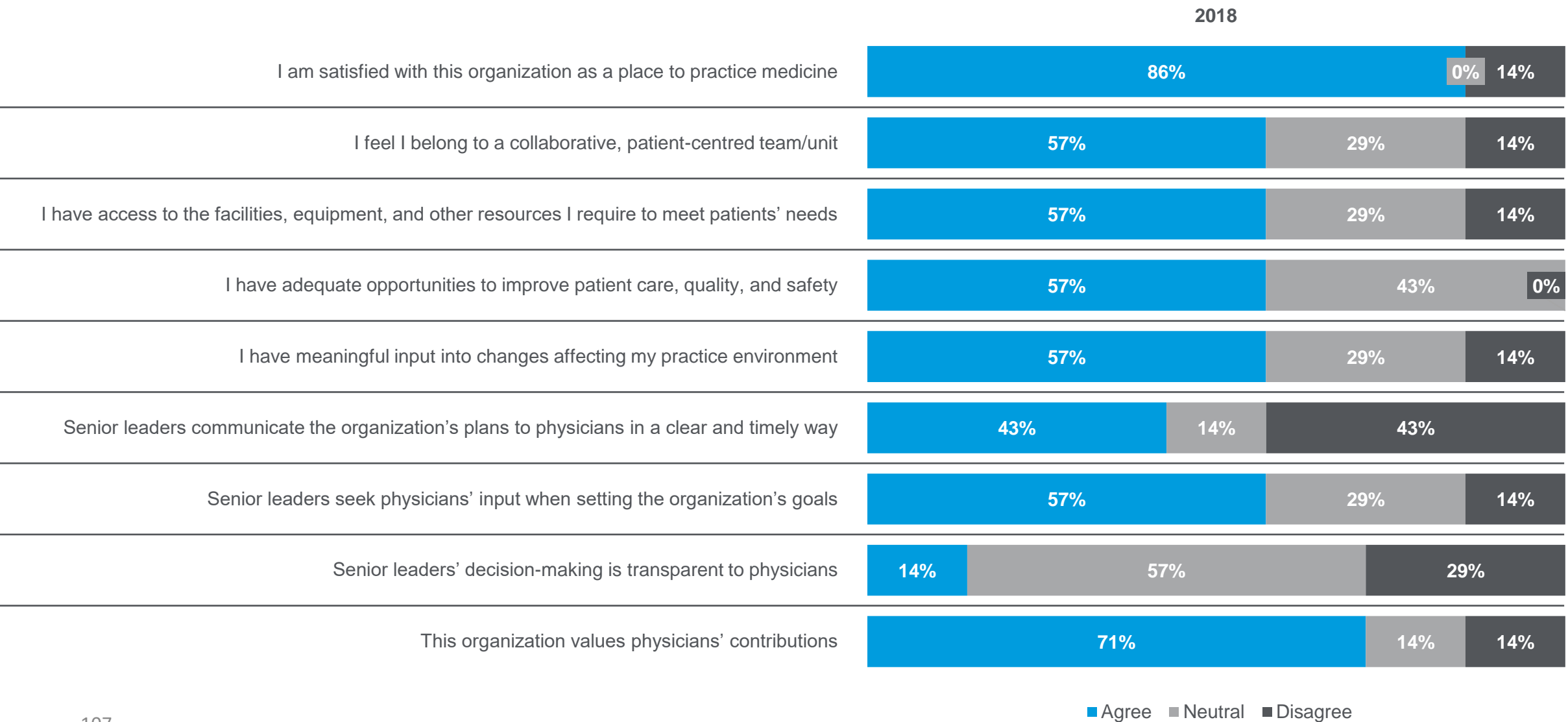
NANAIMO DIVISION

26 Respondents



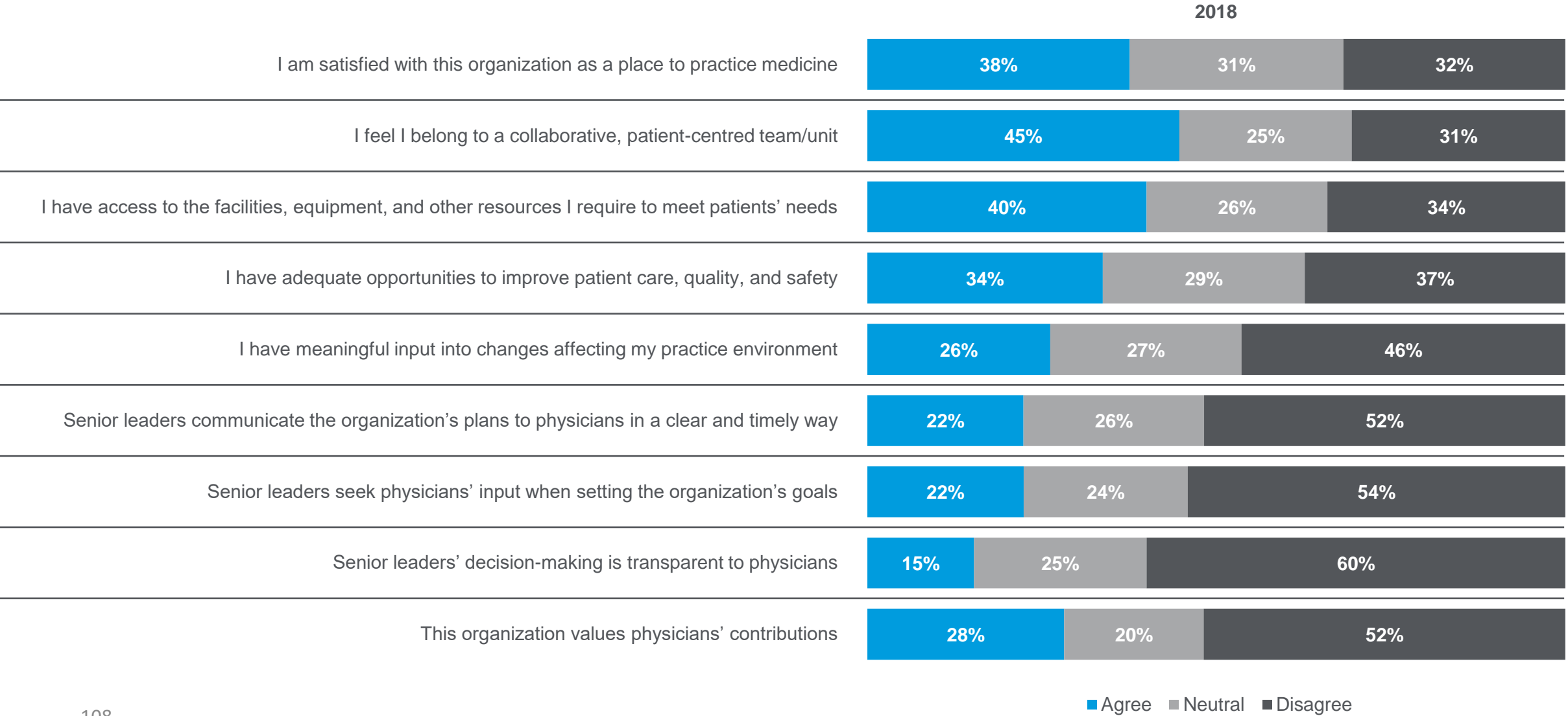
PORT ALBERNI DIVISION

7 Respondents



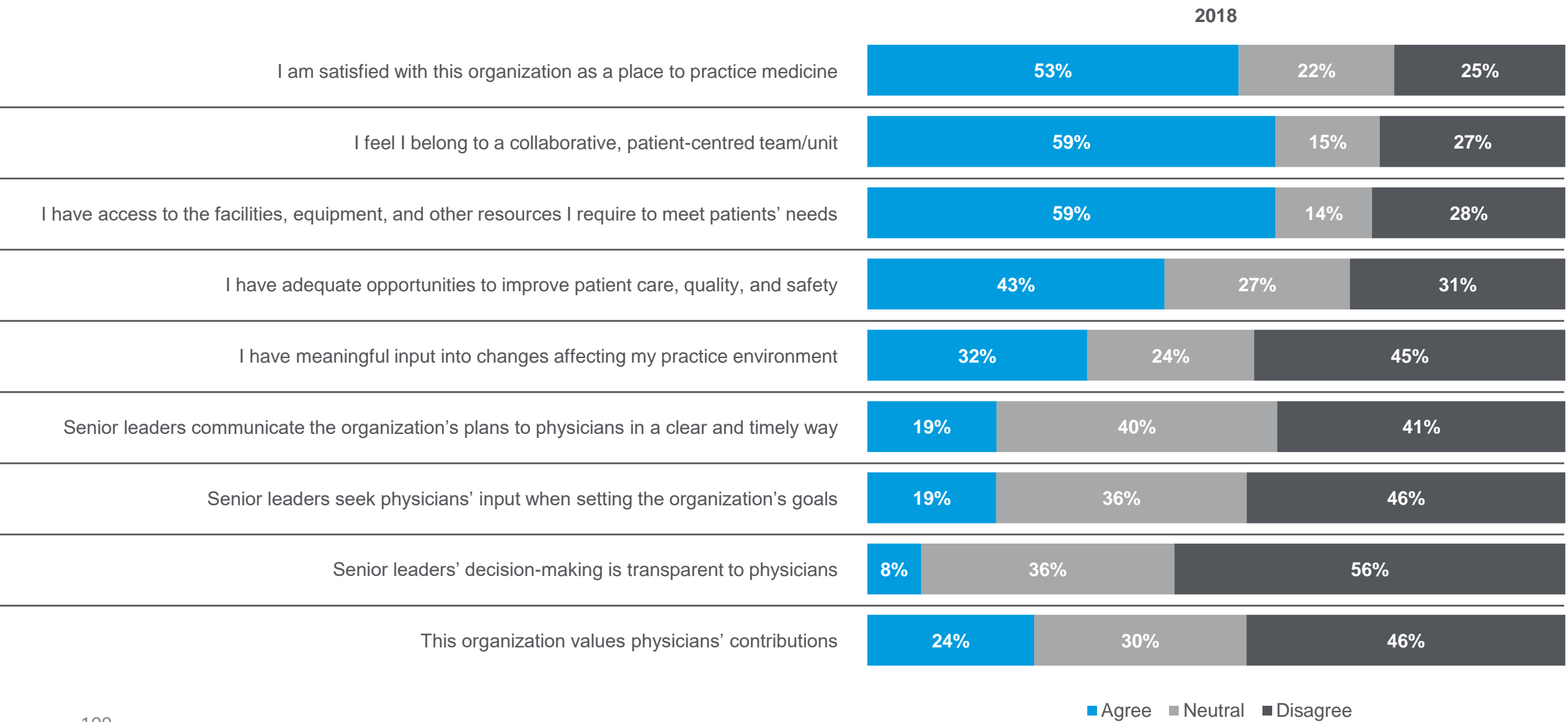
SOUTH ISLAND DIVISION

87 Respondents



VICTORIA DIVISION

94 Respondents



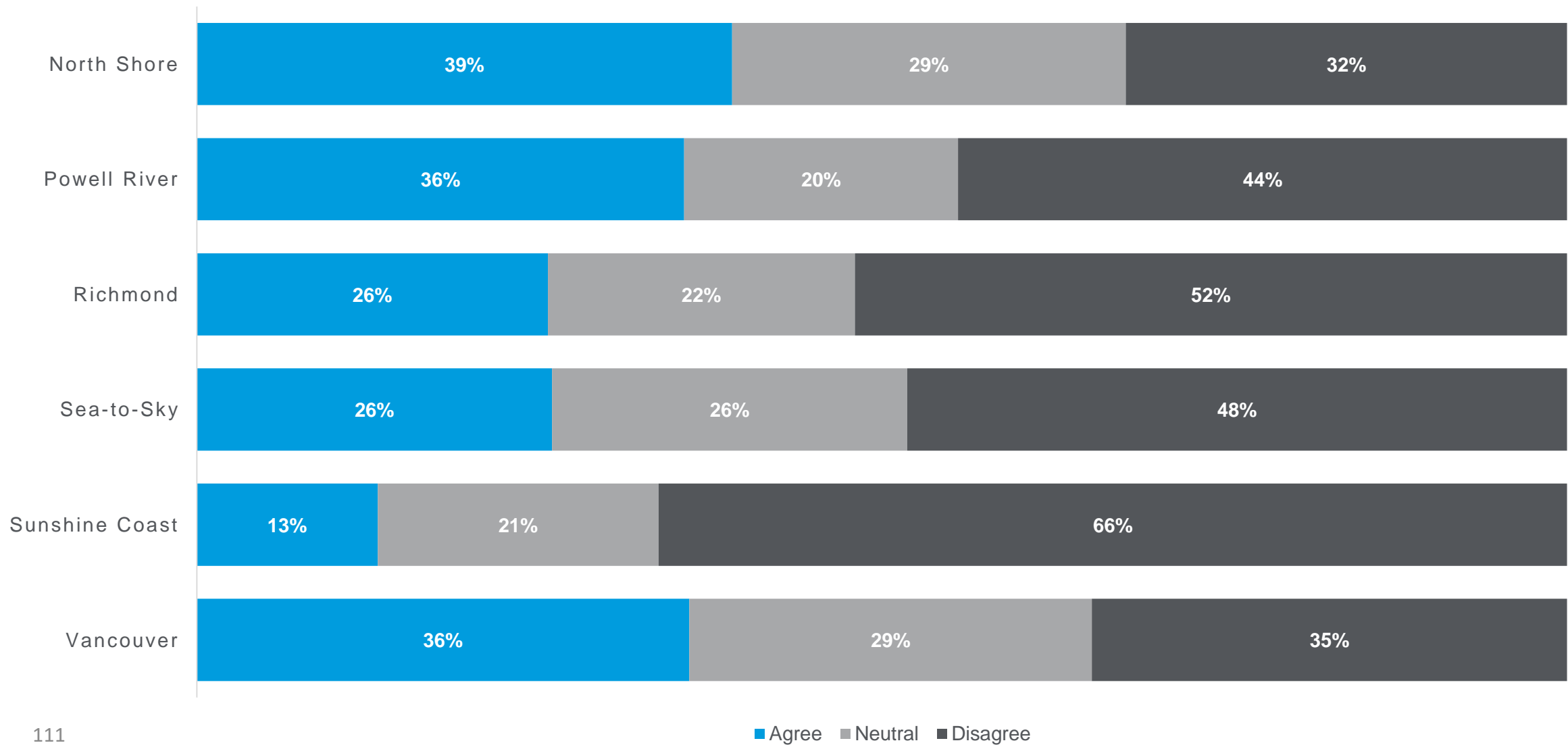
Section 2 - Divisions of Family Practice

Vancouver Coastal

VANCOUVER COASTAL DIVISIONS OF FAMILY PRACTICE

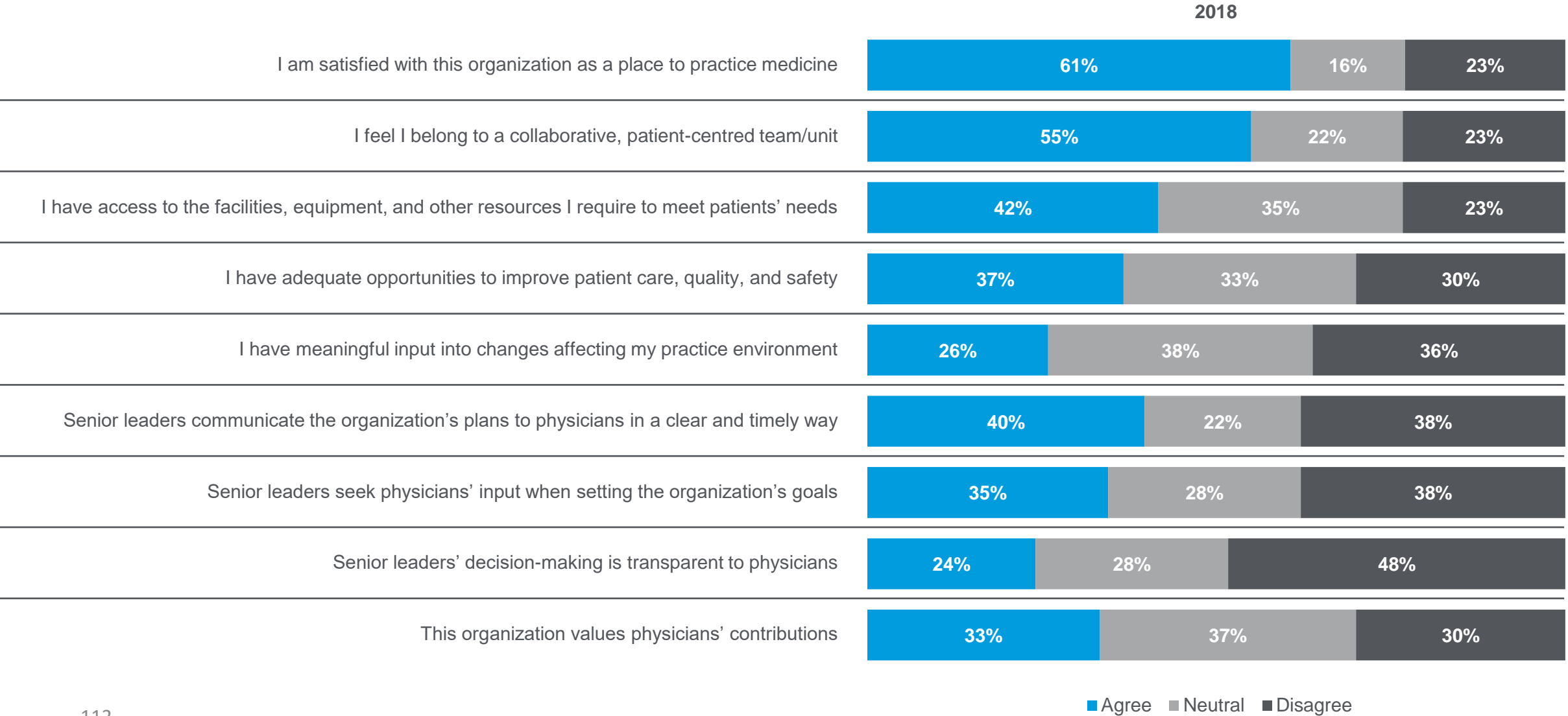
Overall Averages by Division

2018



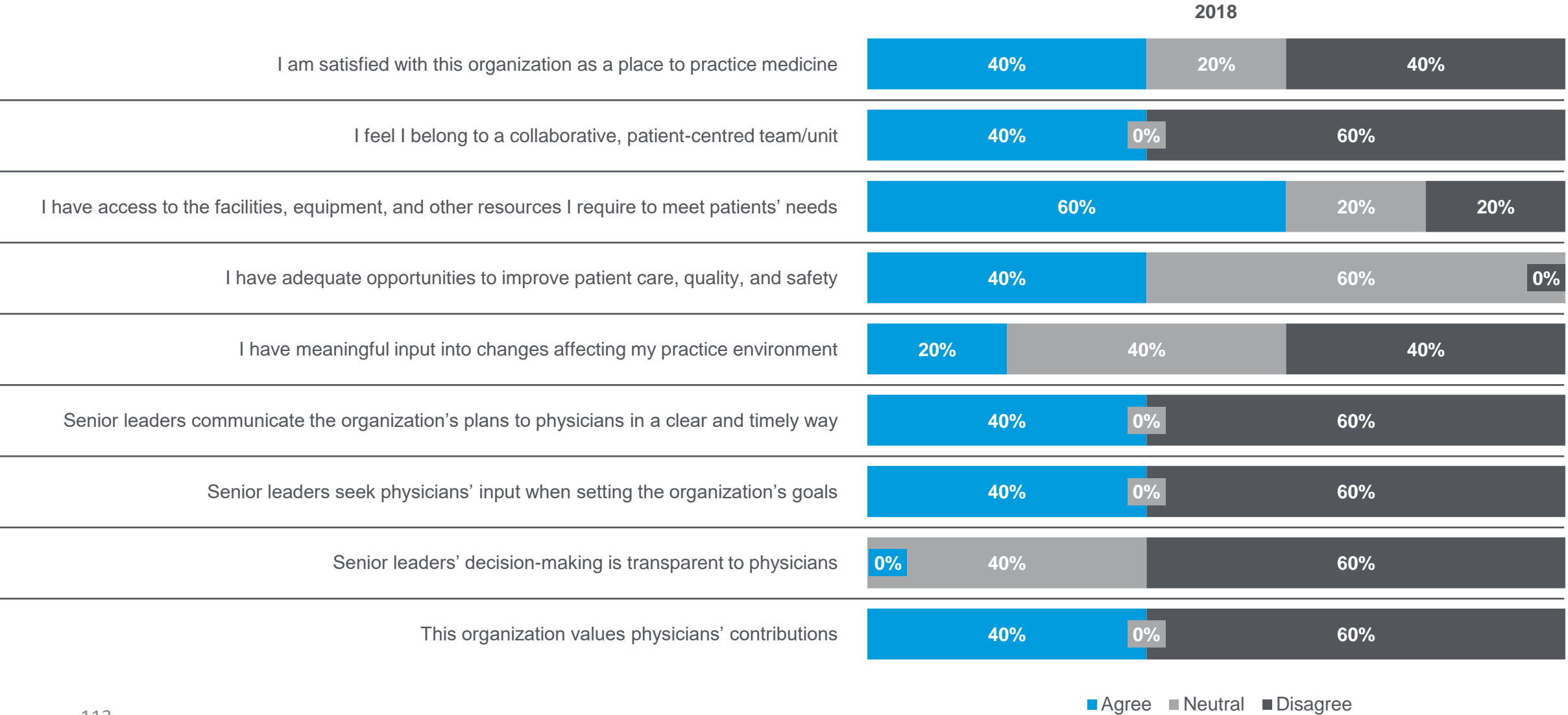
NORTH SHORE DIVISION

61 Respondents



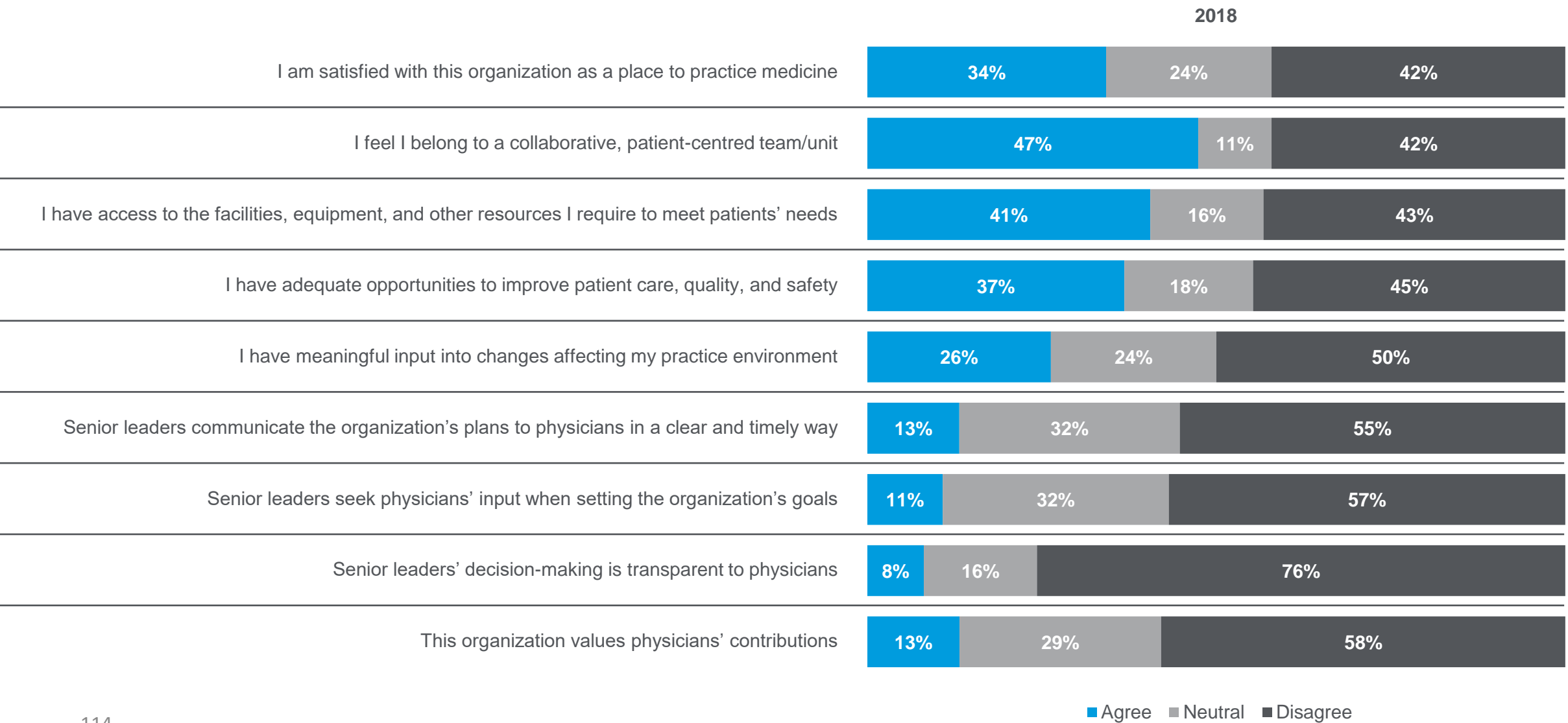
POWELL RIVER DIVISION

5 Respondents



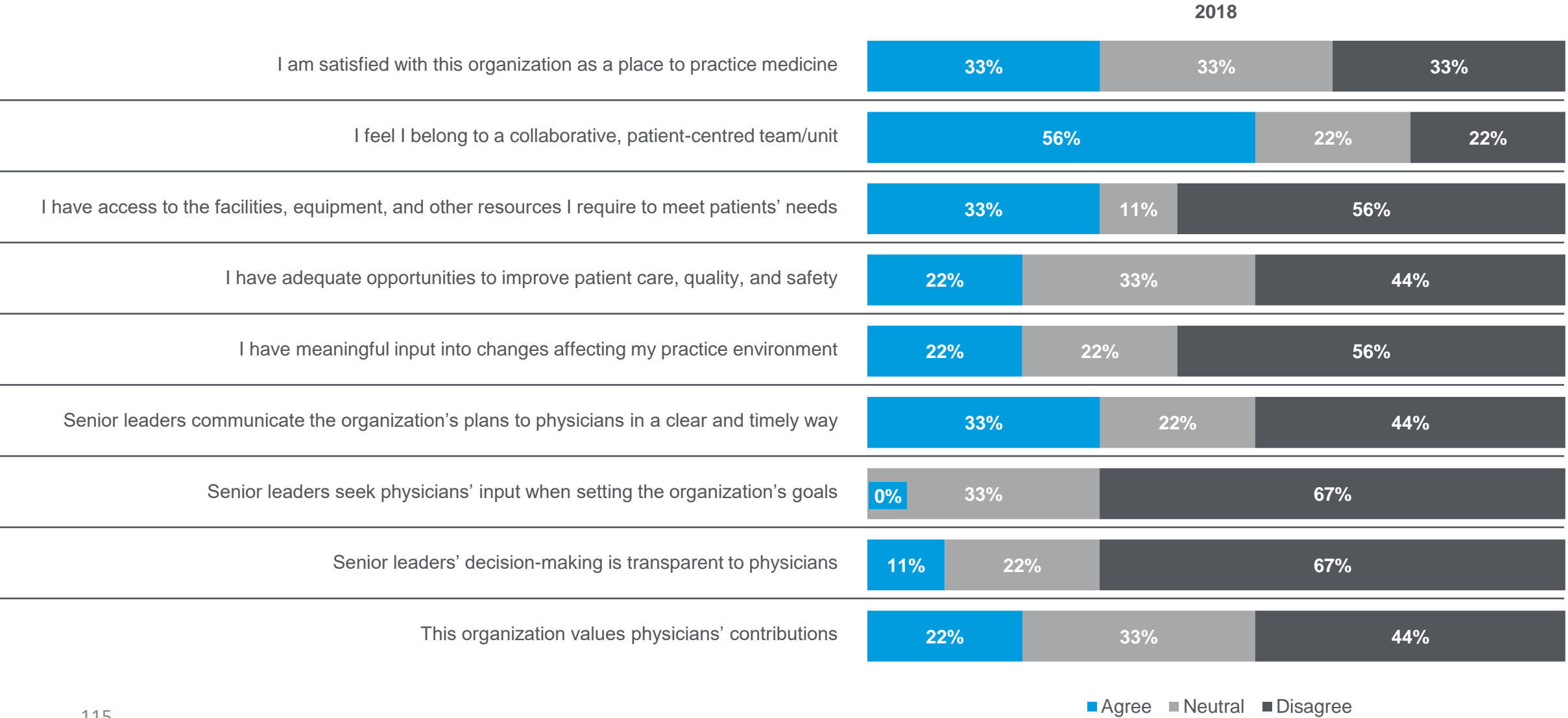
RICHMOND DIVISION

38 Respondents



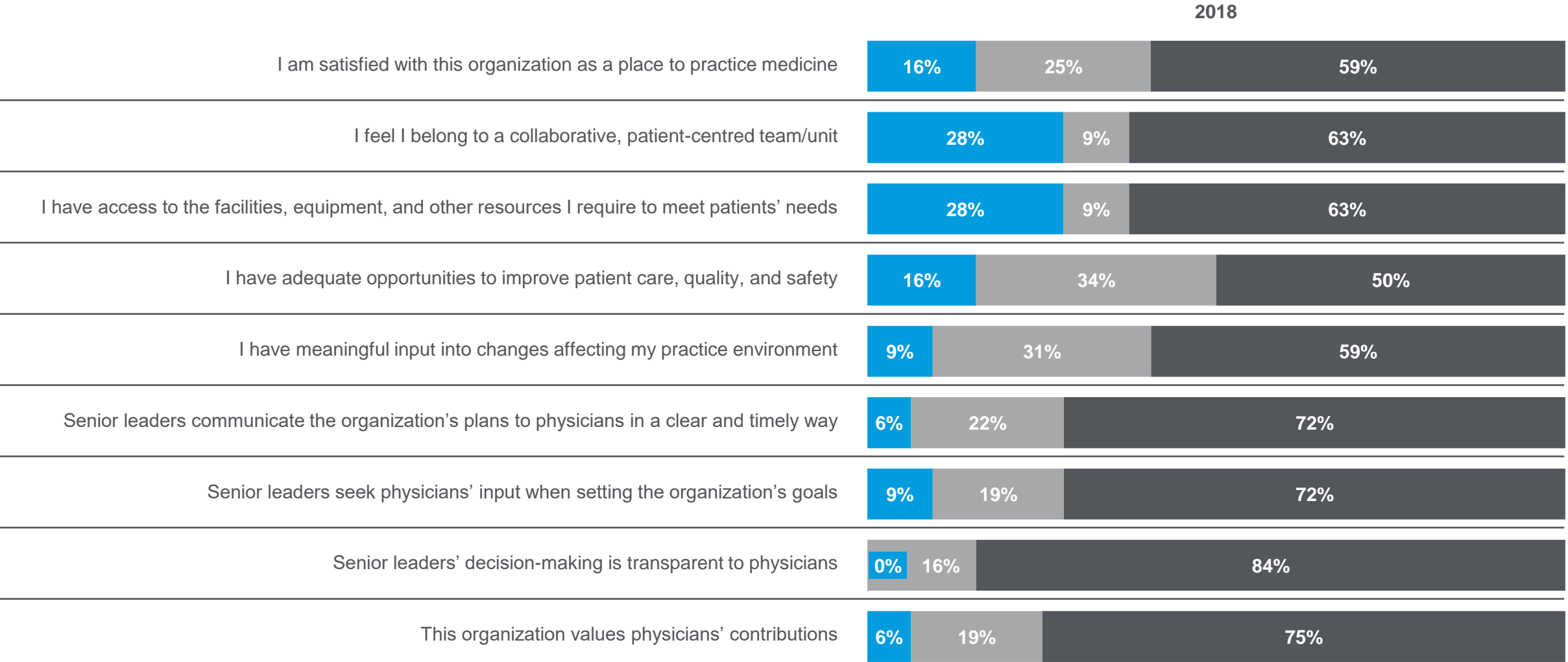
SEA-TO-SKY DIVISION

9 Respondents



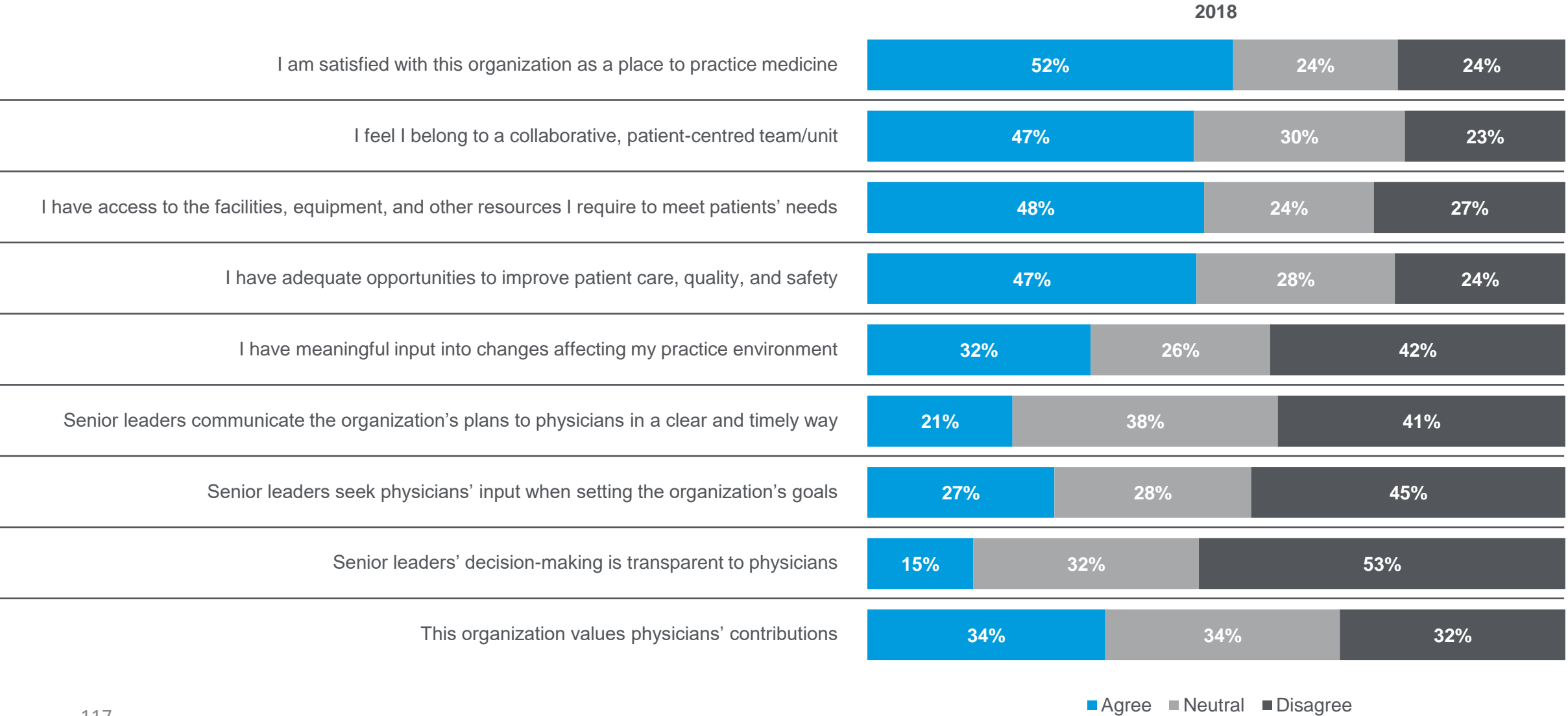
SUNSHINE COAST DIVISION

32 Respondents



VANCOUVER DIVISION

228 Respondents

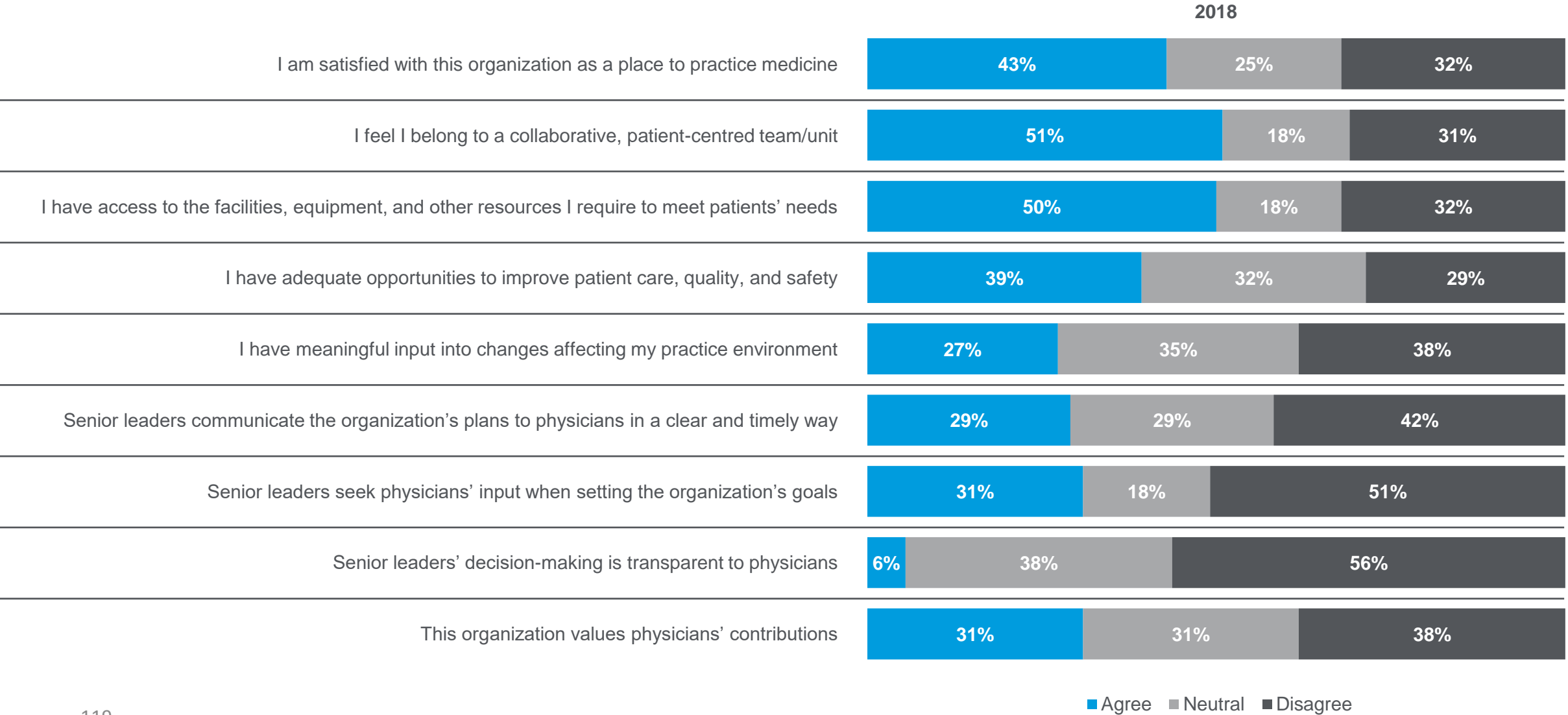


Section 2 - Divisions of Family Practice

Rural and Remote Division

RURAL & REMOTE DIVISION

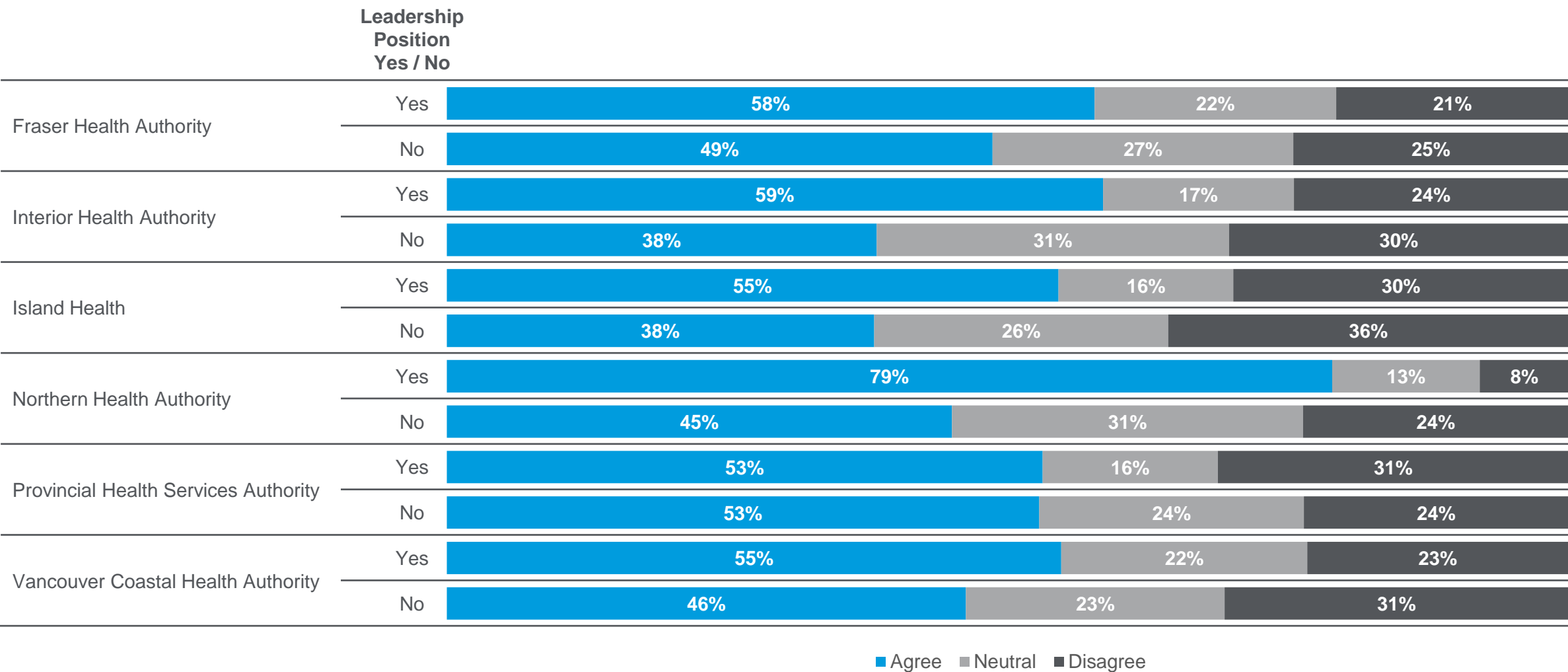
56 Respondents



Section 3 - Medical Leadership

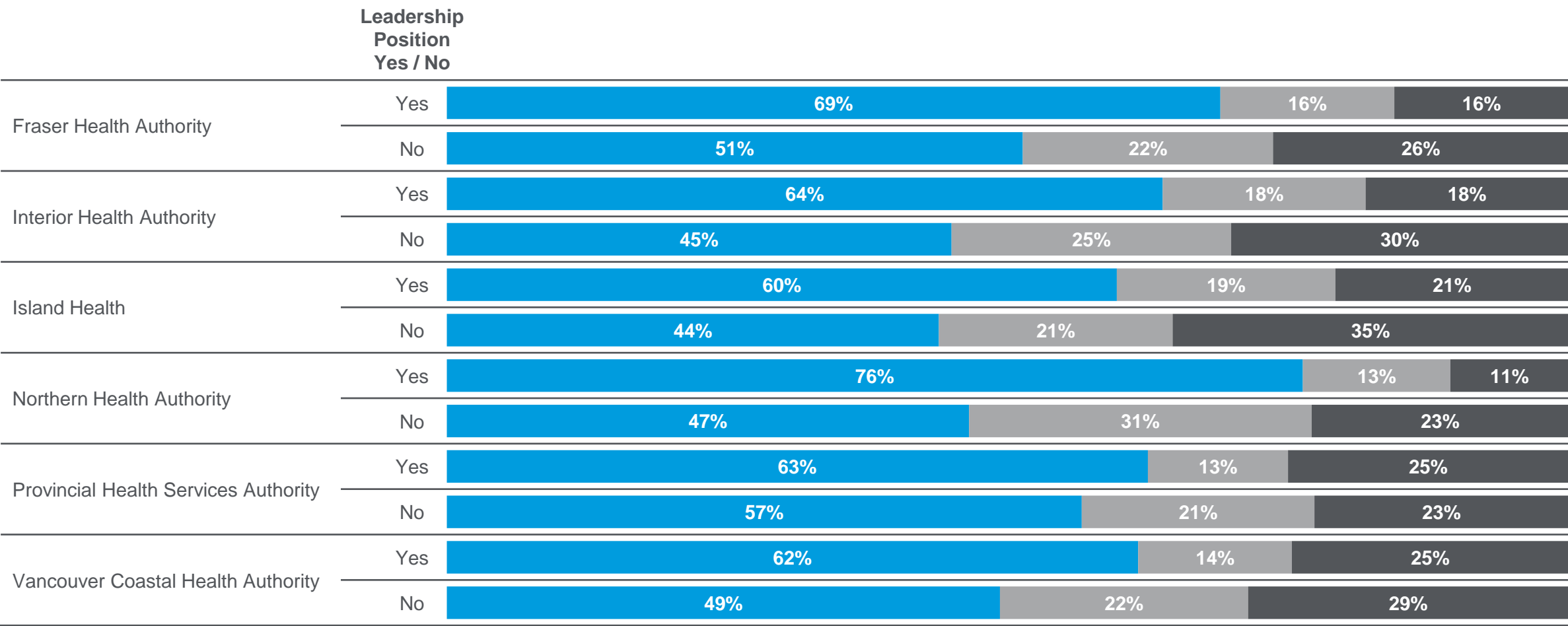
HEALTH AUTHORITY – MEDICAL LEADERSHIP

Q1: I am satisfied with this organization as a place to practice medicine.



HEALTH AUTHORITY – MEDICAL LEADERSHIP

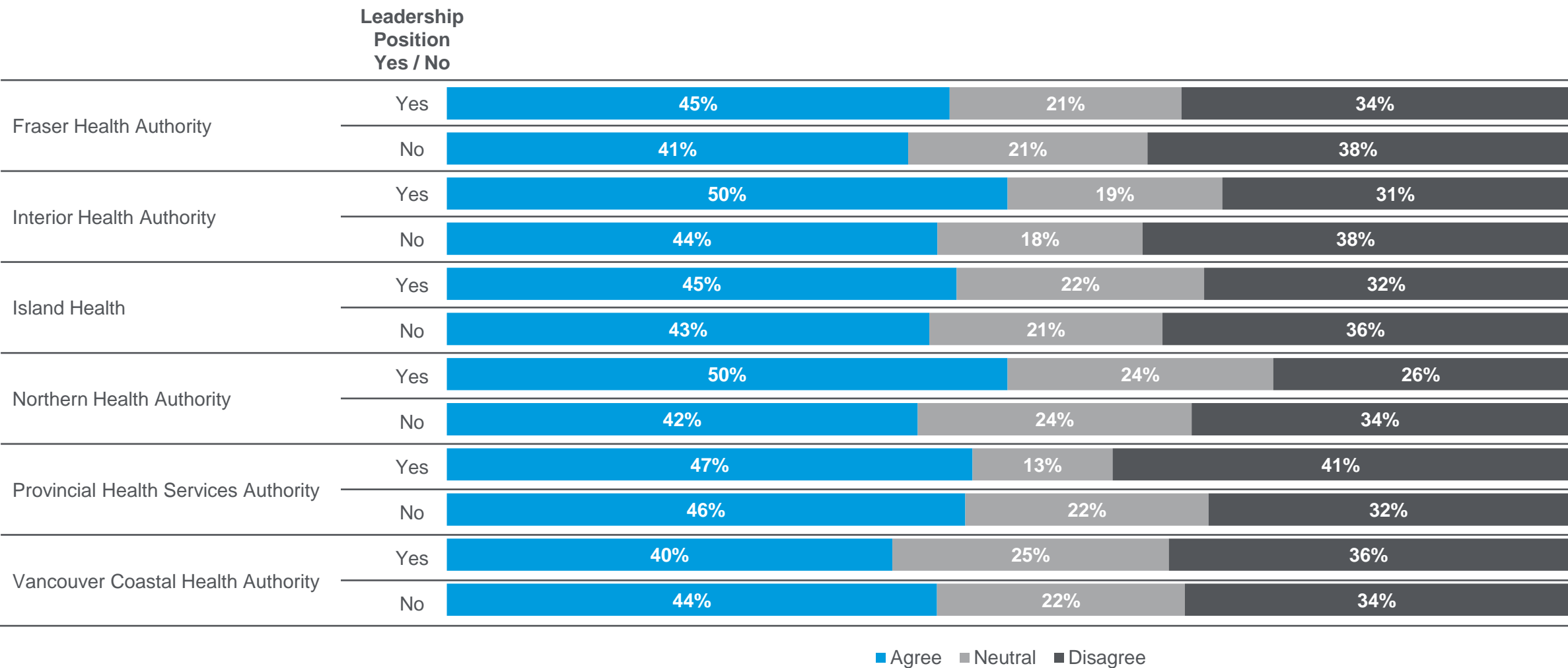
Q2: I feel I belong to a collaborative, patient-centred team/unit.



■ Agree ■ Neutral ■ Disagree

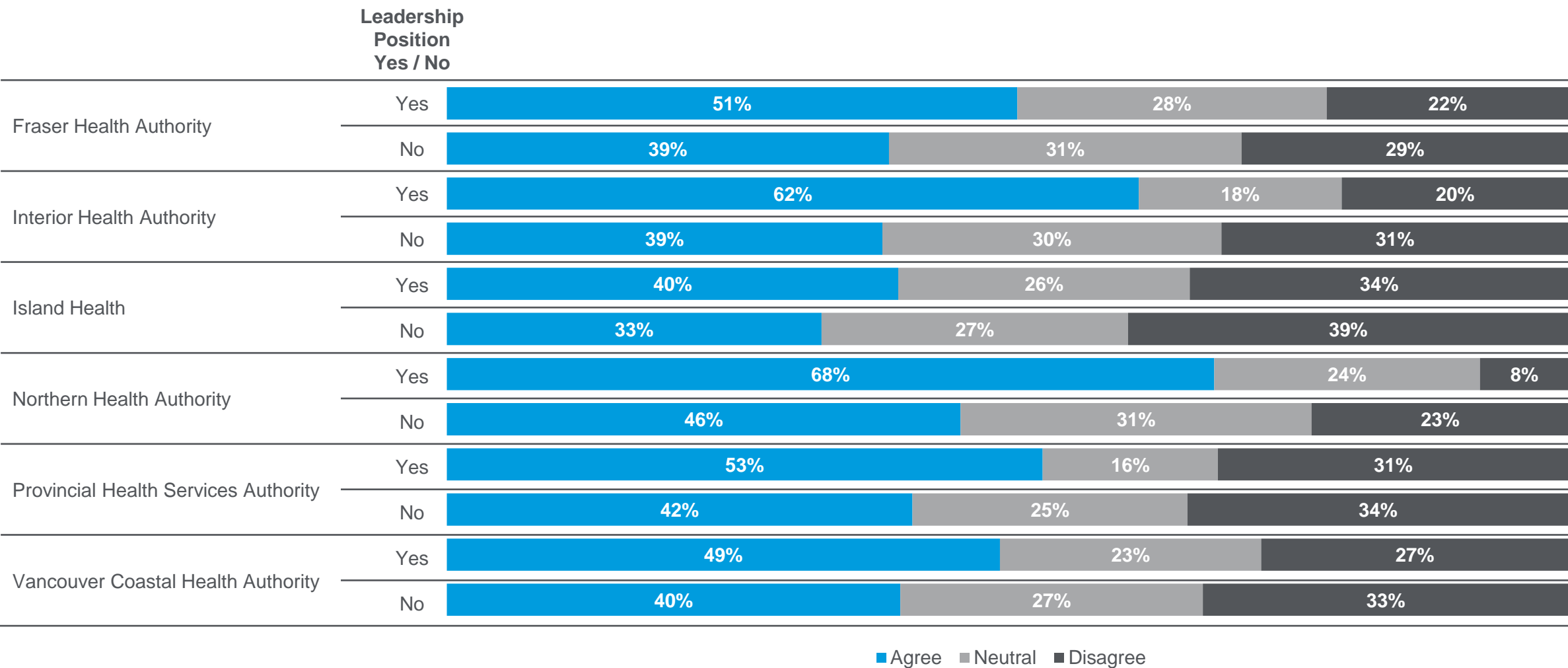
HEALTH AUTHORITY – MEDICAL LEADERSHIP

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



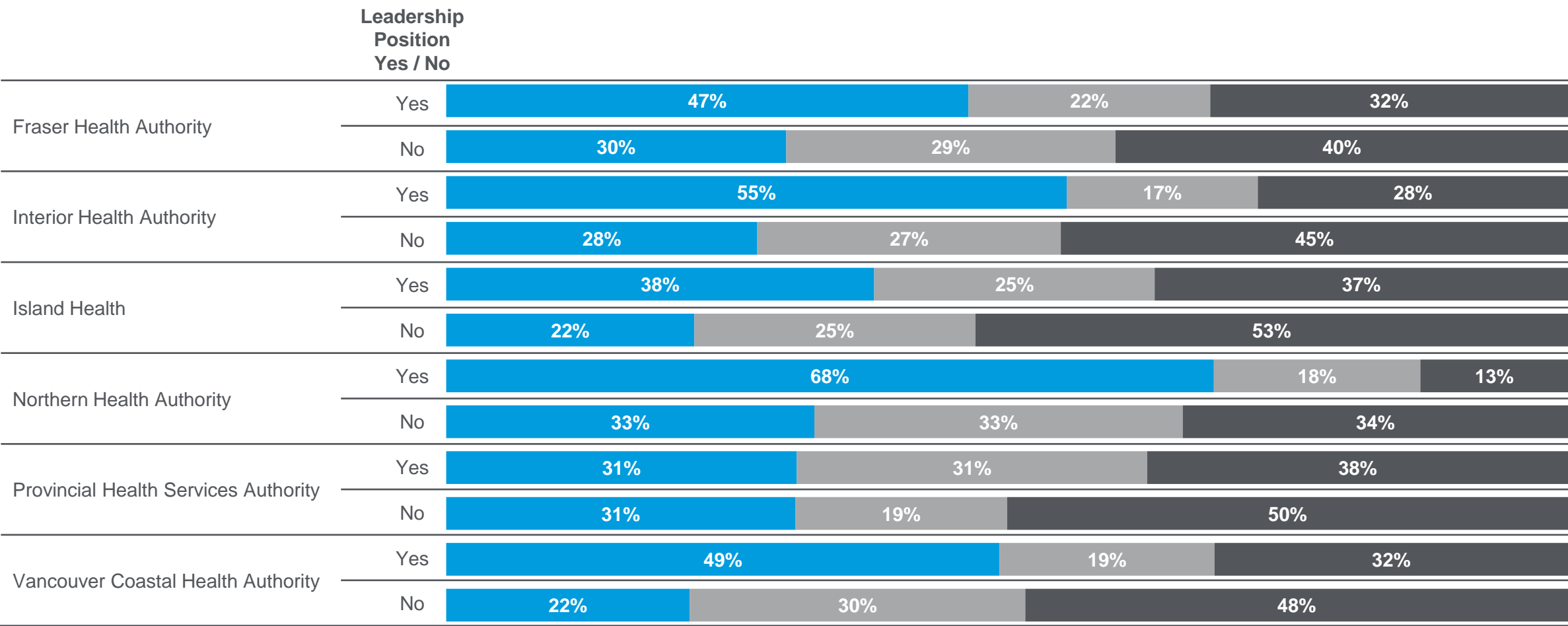
HEALTH AUTHORITY – MEDICAL LEADERSHIP

Q4: I have adequate opportunities to improve patient care, quality, and safety.



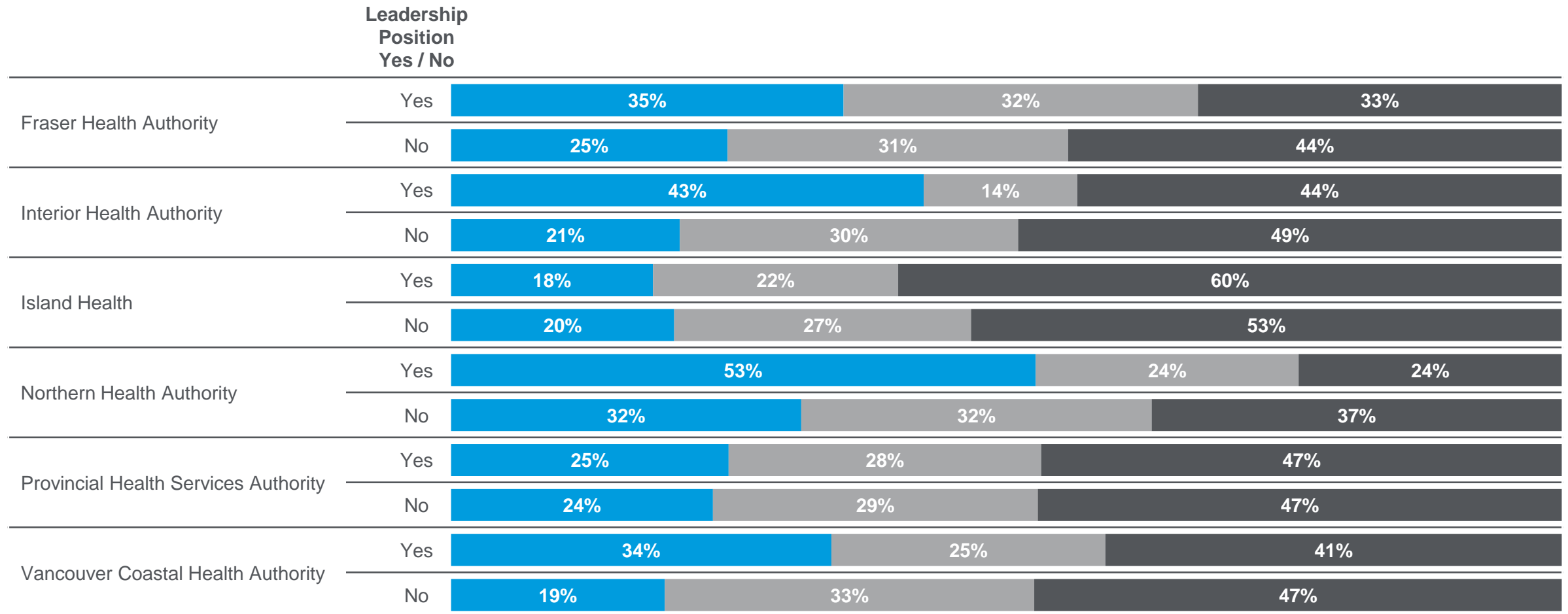
HEALTH AUTHORITY – MEDICAL LEADERSHIP

Q5: I have meaningful input into changes affecting my practice environment.



HEALTH AUTHORITY – MEDICAL LEADERSHIP

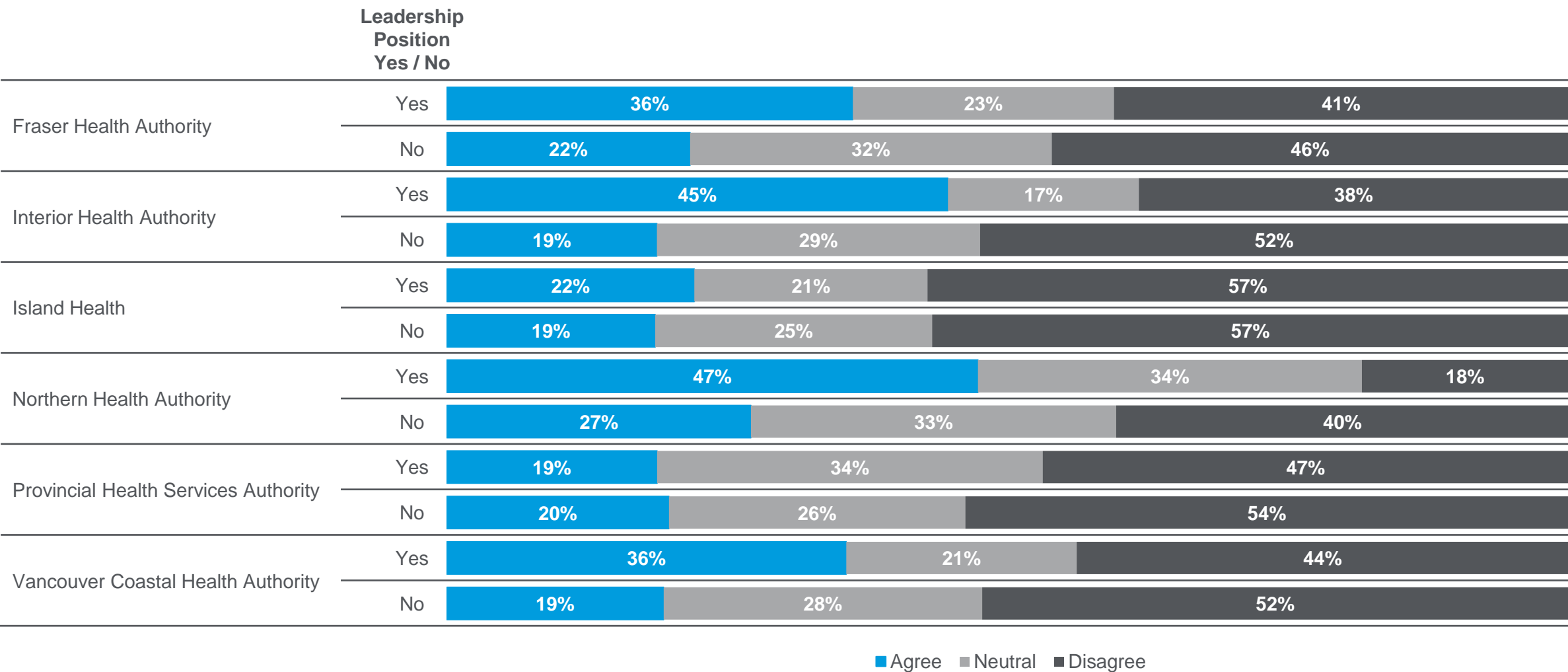
Q6: Senior leaders communicate the organization's plans to physicians in a clear and timely way.



■ Agree ■ Neutral ■ Disagree

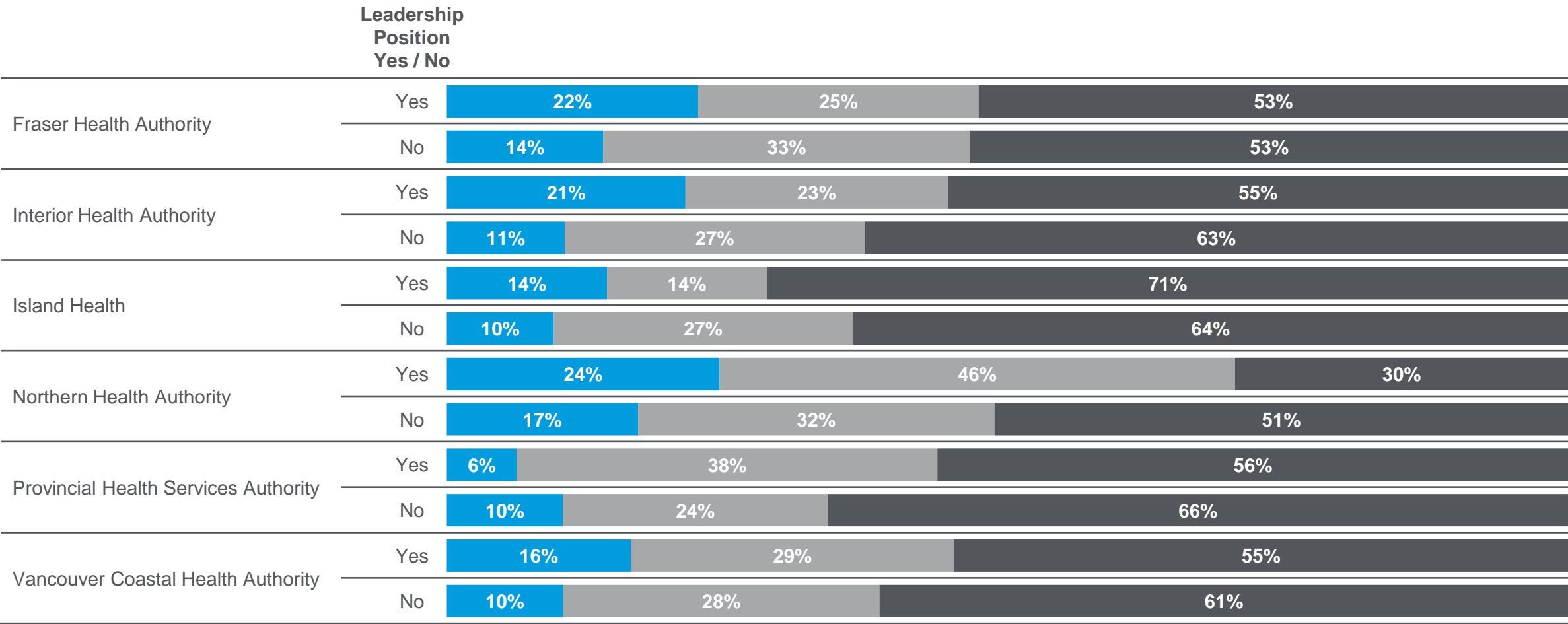
HEALTH AUTHORITY – MEDICAL LEADERSHIP

Q7: Senior leaders seek physicians’ input when setting the organization’s goals.



HEALTH AUTHORITY – MEDICAL LEADERSHIP

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



■ Agree ■ Neutral ■ Disagree

HEALTH AUTHORITY – MEDICAL LEADERSHIP

Q9: This organization values physicians’ contributions.

