

HEALTH AUTHORITY ENGAGEMENT SURVEY REPORT 2018

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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.

KEY FINDINGS (con't)

Regional Averages

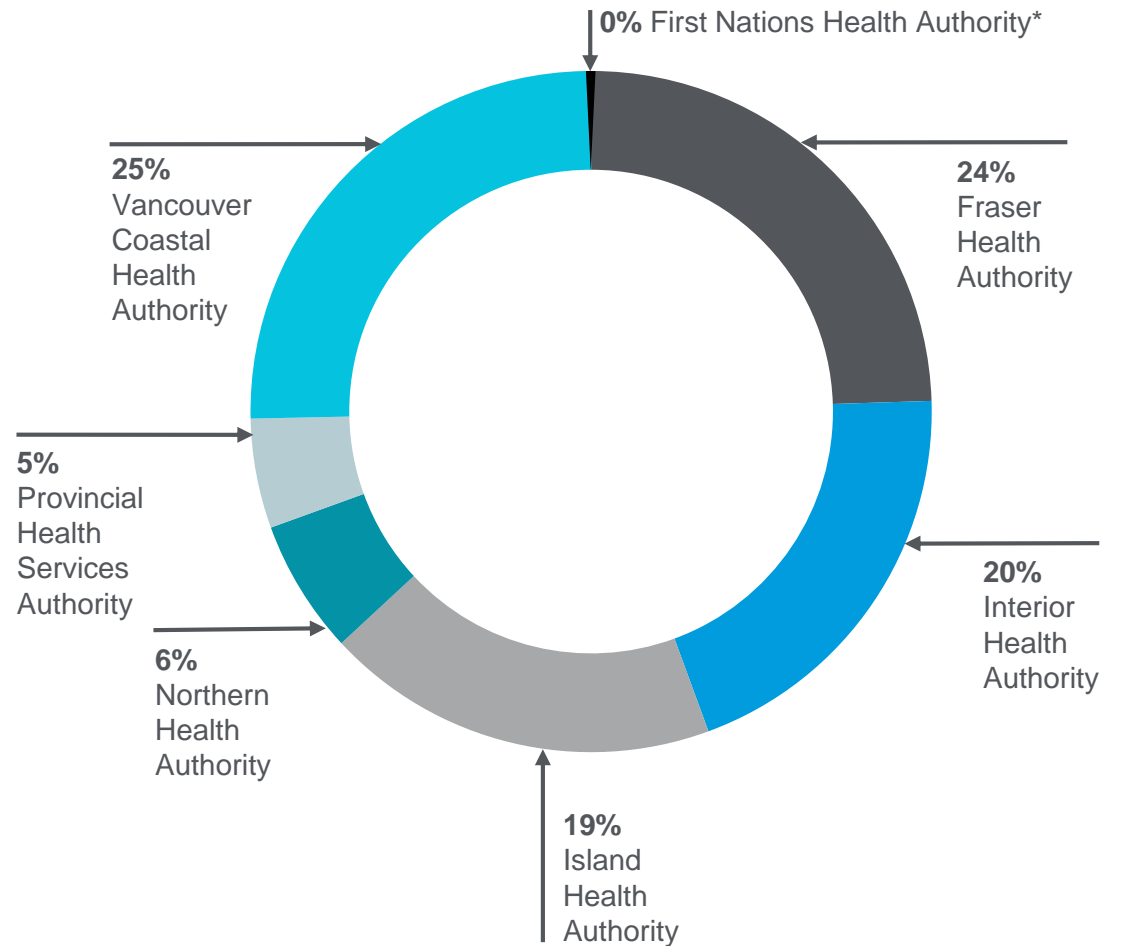
- From **a regional perspective**, the most significant increase in overall average scores in comparison to 2017 was seen by Fraser (36% up from 31%) and Interior (33% up from 27%).
 - Respondents indicating they hold a medical leadership position had higher positive scores across all questions in these regions.
- 14% increase in average ratings for **PHSA community-based**.
- 6% increase for **specialists** in **Fraser**.
- 9% increase for **specialists** in **Interior**.
- 13% decrease for **rural** in **Coastal**.
- GPs had 4% higher positive ratings than specialists in **Island**.
- No difference between family physicians and specialists for **Northern** (41% & 40%); however, this is a change from last year where family physicians had higher rates (48%) compared to specialists (40%).

RESPONSE RATES

HEALTH AUTHORITY SAMPLE SIZES	2018	2017	2016
First Nations	3	4	6
Fraser Health Authority	650	729	555
Interior Health Authority	528	573	388
Island Health	496	524	486
Northern Health Authority	169	164	121
Provincial Health Service Authority	138	168	159
Vancouver Coastal Health Authority	672	836	693

NUMBER OF SURVEYS SENT	2018	2017	2016
Total number of surveys sent	11,153	11,342	12,580
Responses	2,657	2,998	2,485
Response rate (%)	24%	26%	20%

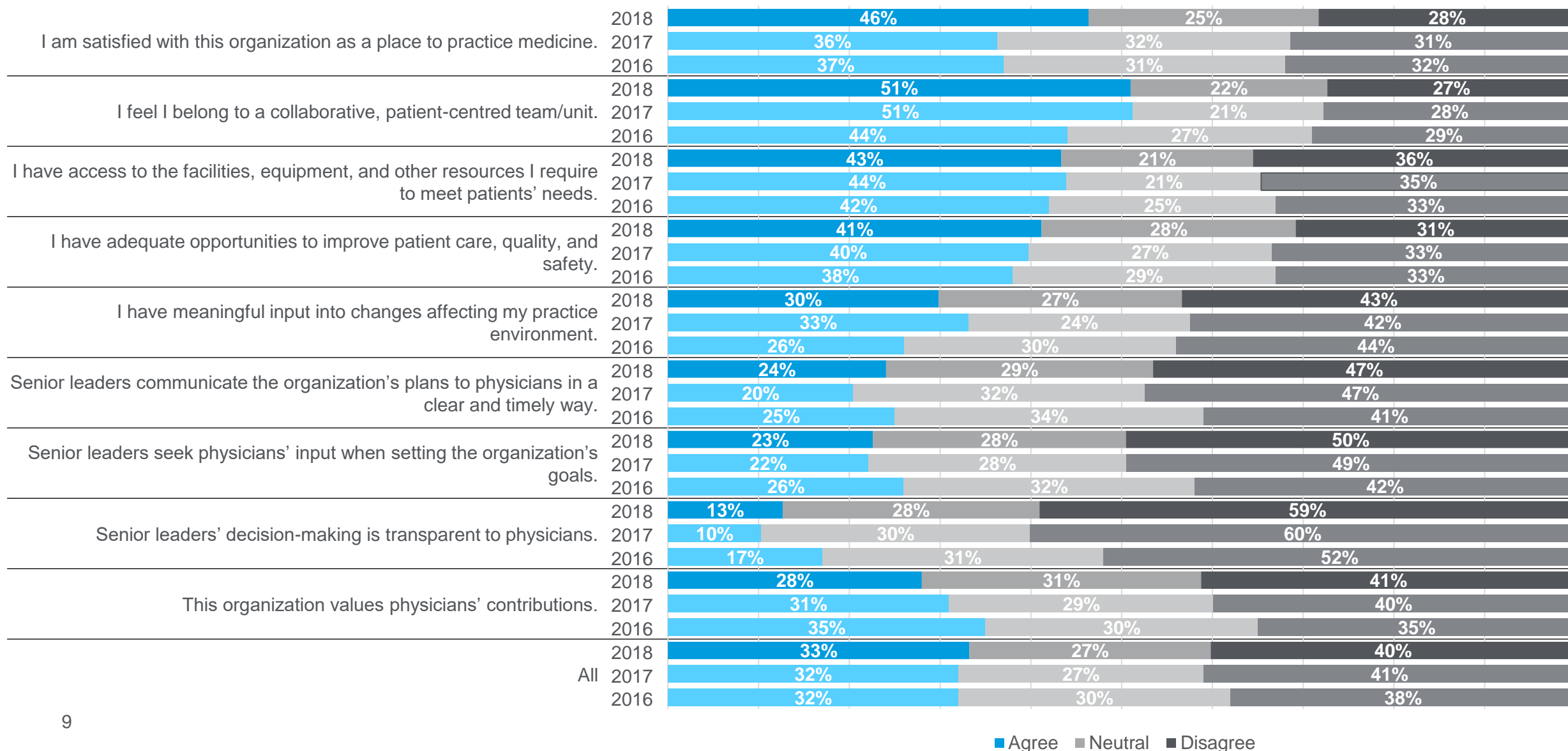
2018 REGIONAL RESPONSE RATE



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

SECTION 1 – PROVINCIAL AVERAGES

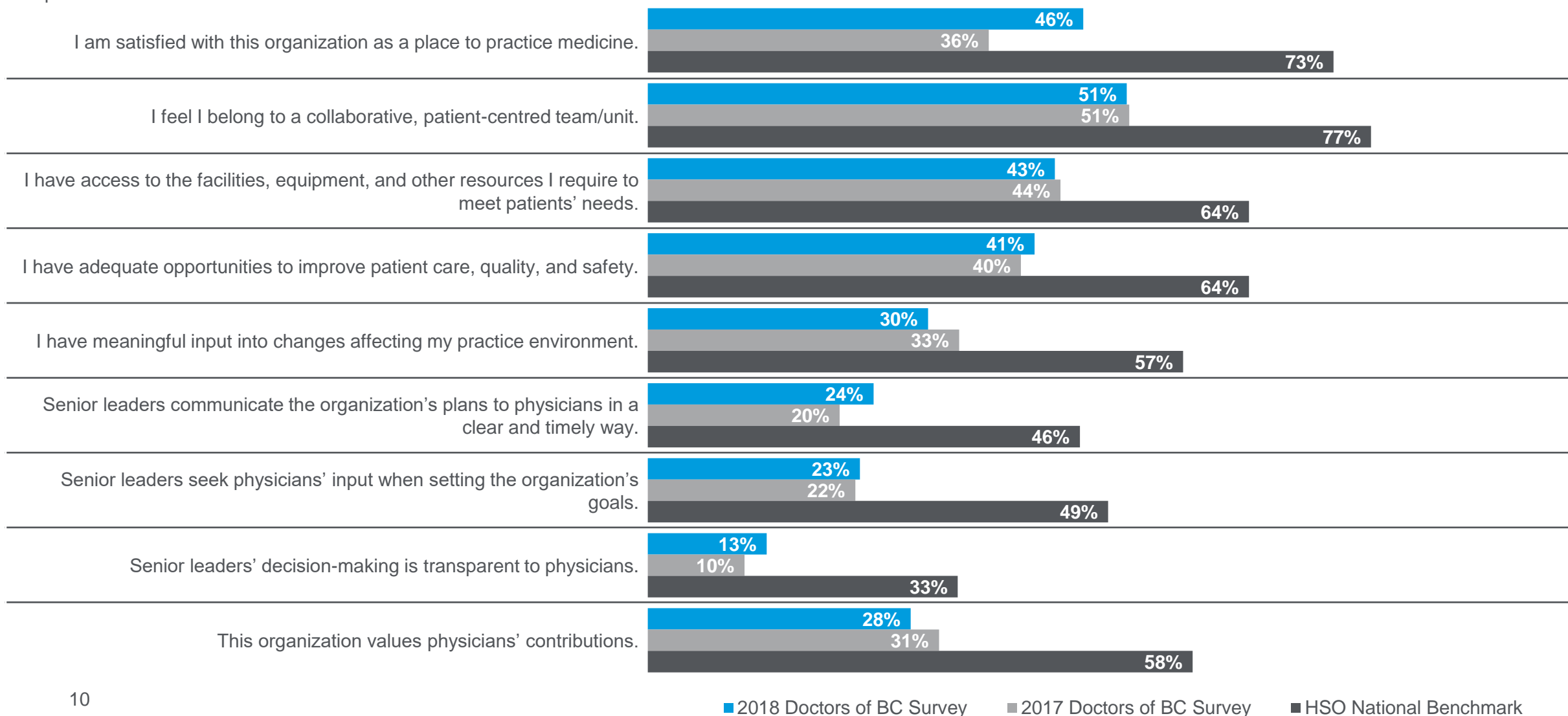
OVERALL PROVINCIAL AVERAGES



SECTION 1– PROVINCIAL AVERAGES (con't)

Provincial Averages – NATIONAL BENCHMARKING

The following chart compares BC's survey results over the last two years with a HSO national benchmark. The benchmark consists of all Canadian facilities that have been classified as acute care and used the validated Work Life Pulse Physician Survey on an HSO platform. In total, this benchmark is comprised of 28 hospitals and 1,302 responses.



SECTION 1– PROVINCIAL AVERAGES (con't)

Provincial Averages – FAMILY PHYSICIANS

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

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

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

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

I have meaningful input into changes affecting my practice environment.

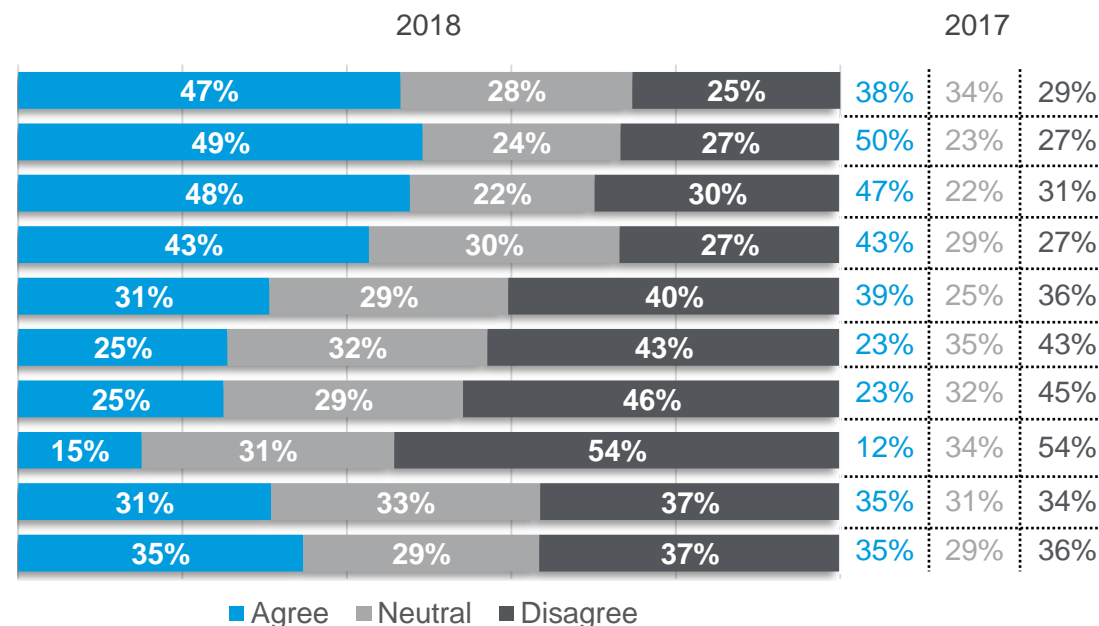
Senior leaders communicate the organization's plans to physicians in a clear and timely way.

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

Senior leaders' decision-making is transparent to physicians.

This organization values physicians' contributions.

All



Provincial Averages – SPECIALISTS

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

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

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

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

I have meaningful input into changes affecting my practice environment

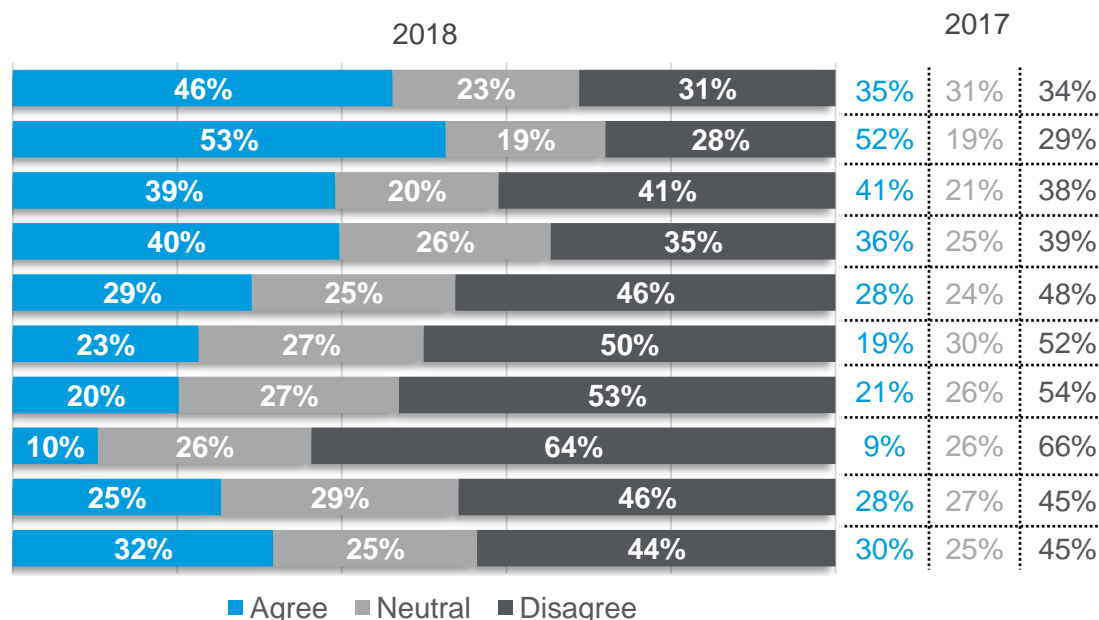
Senior leaders communicate the organization's plans to physicians in a clear and timely way

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Senior leaders' decision-making is transparent to physicians

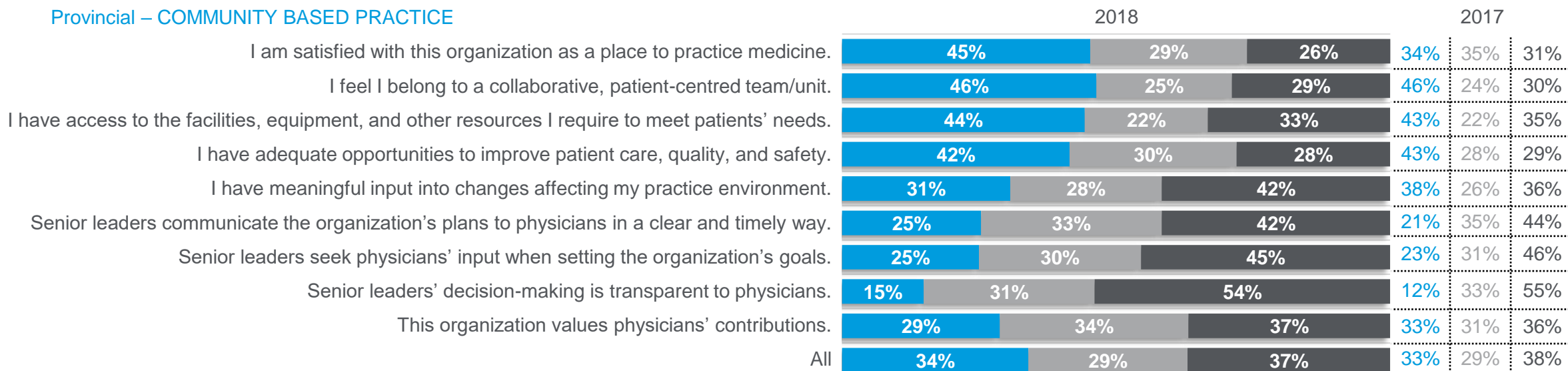
This organization values physicians' contributions

All



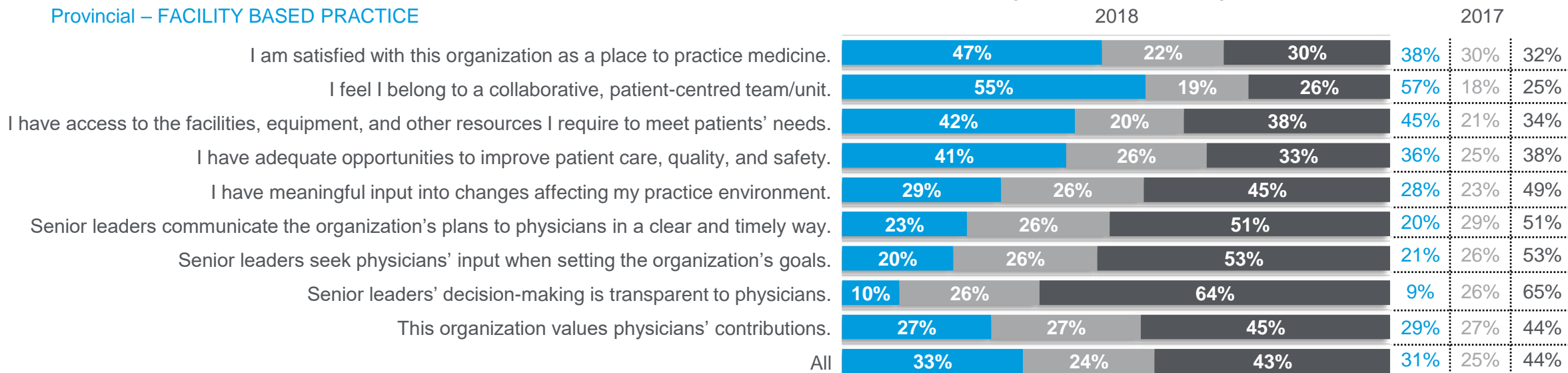
SECTION 1– PROVINCIAL AVERAGES (con't)

Provincial – COMMUNITY BASED PRACTICE



■ Agree ■ Neutral ■ Disagree

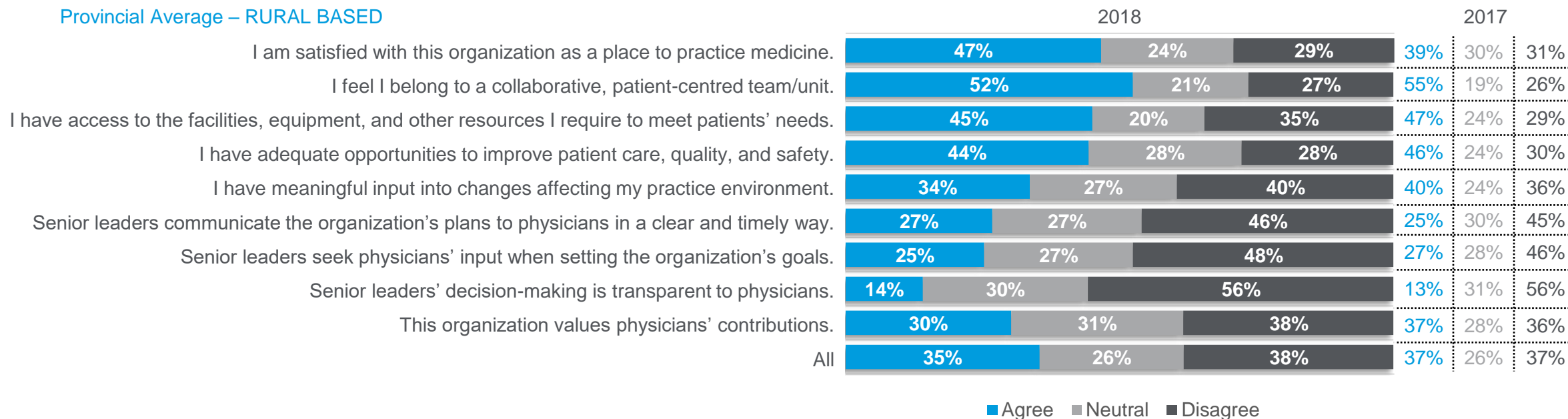
Provincial – FACILITY BASED PRACTICE



■ Agree ■ Neutral ■ Disagree

SECTION 1– PROVINCIAL AVERAGES (con't)

Provincial Average – RURAL BASED

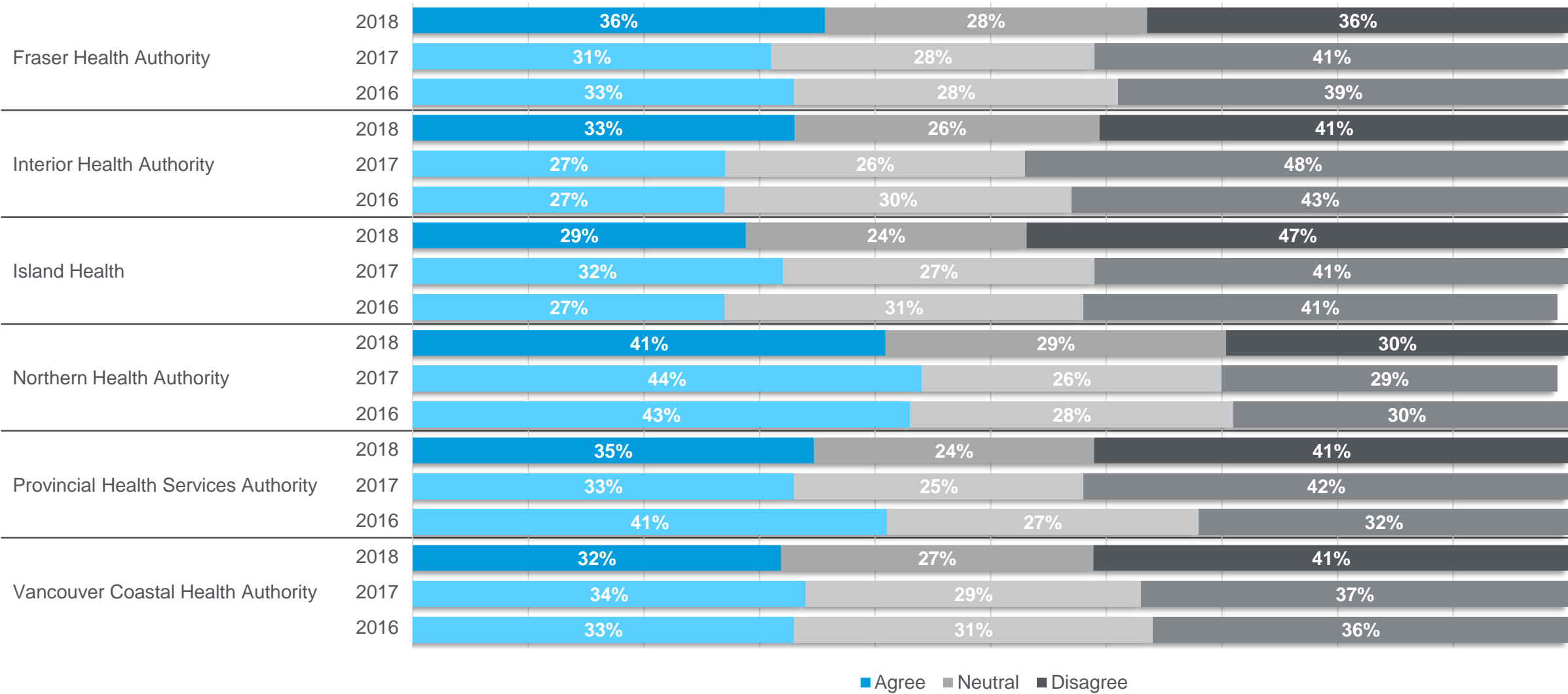


Provincial Average – URBAN BASED



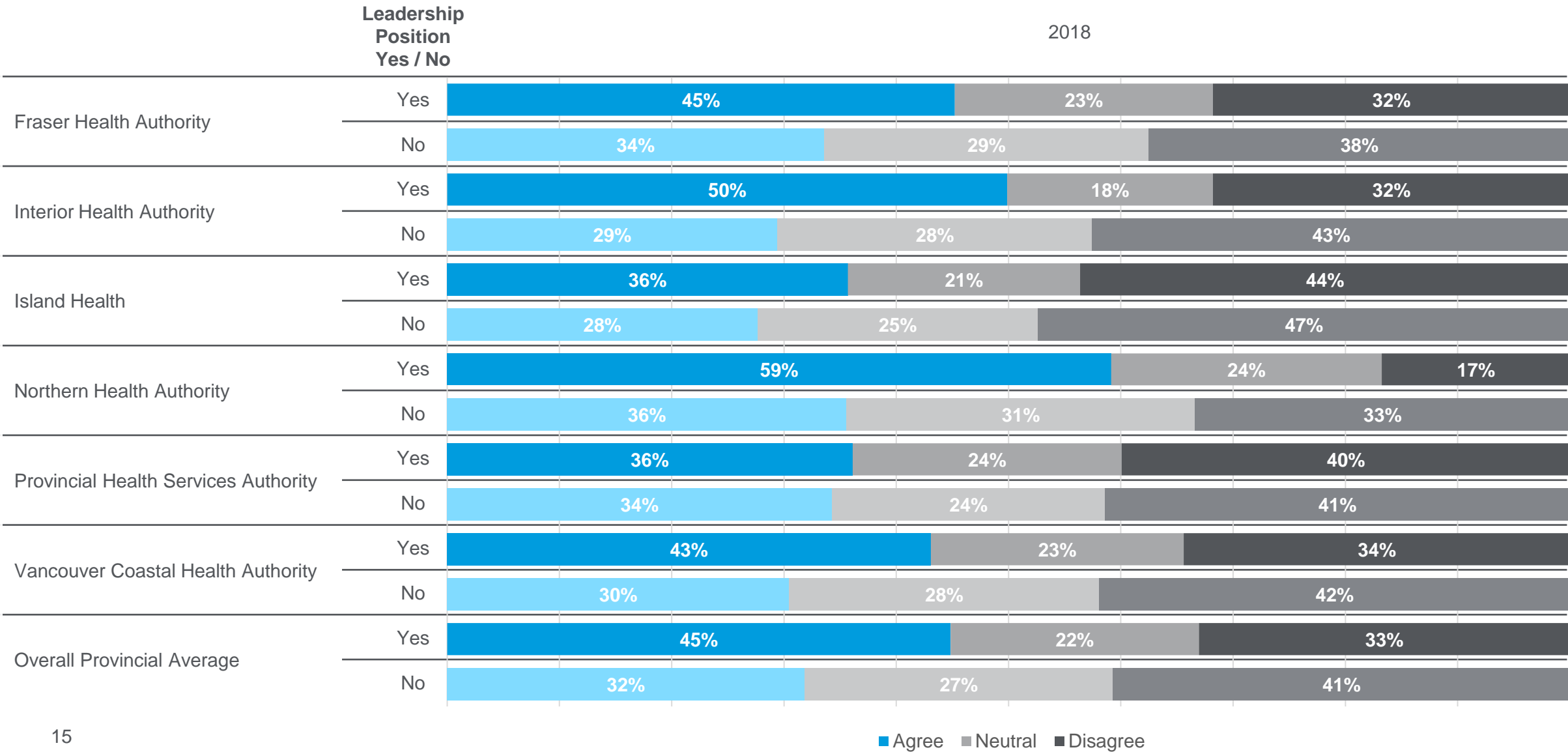
SECTION 2 – HEALTH AUTHORITY AVERAGES

HEALTH AUTHORITY AVERAGES



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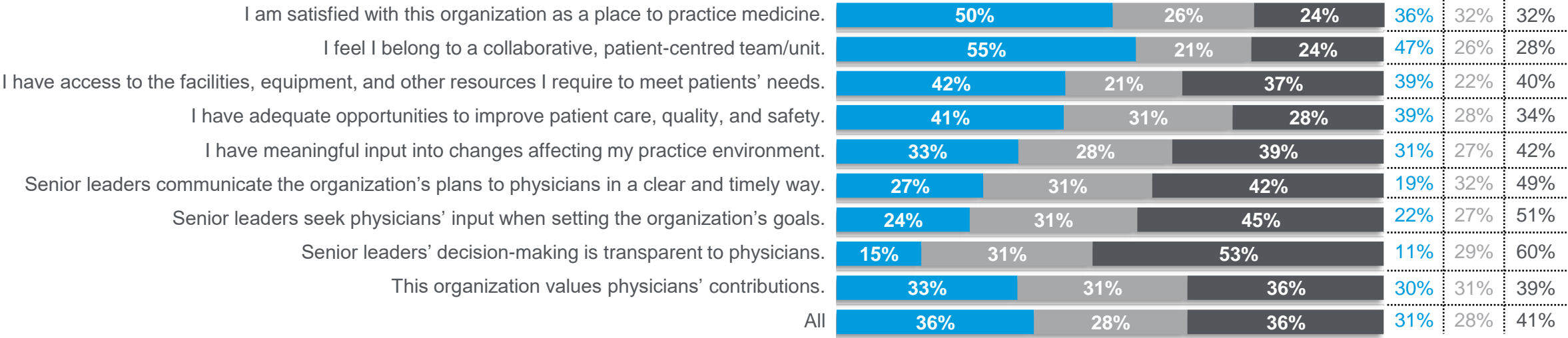
HEALTH AUTHORITY AVERAGES – MEDICAL LEADERSHIP POSITION



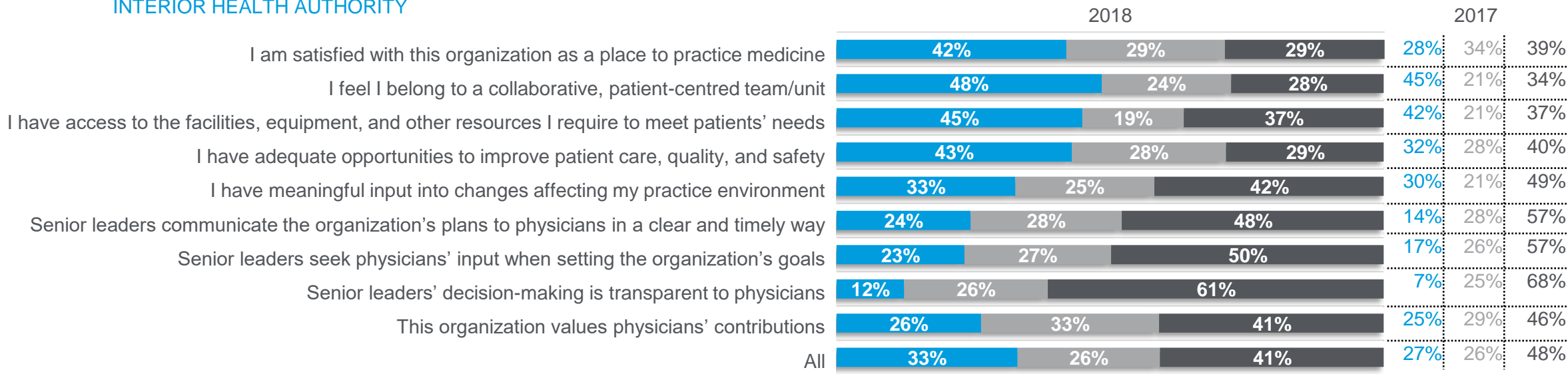
SECTION 2 – HEALTH AUTHORITY AVERAGES

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

FRASER HEALTH AUTHORITY



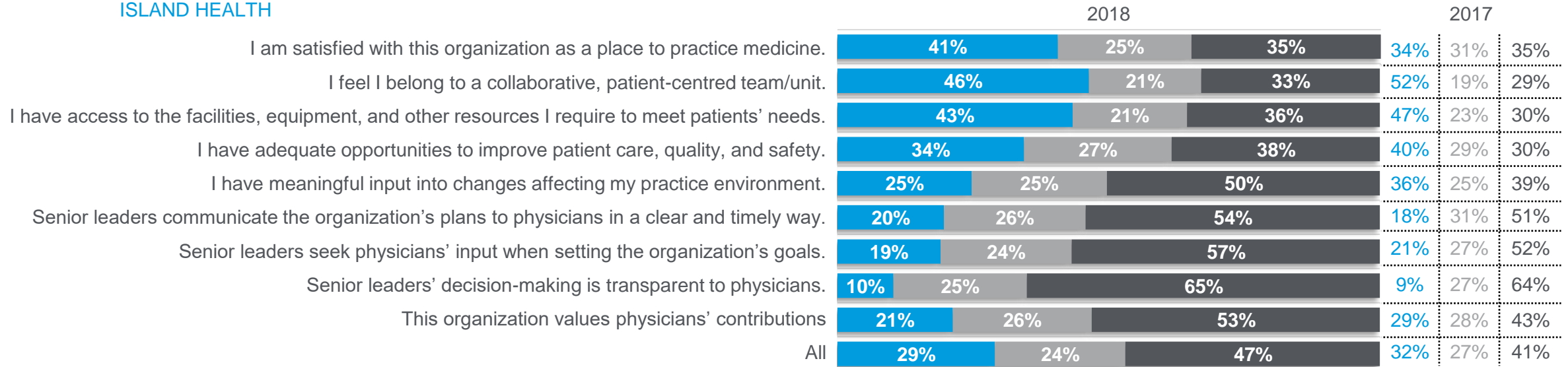
INTERIOR HEALTH AUTHORITY



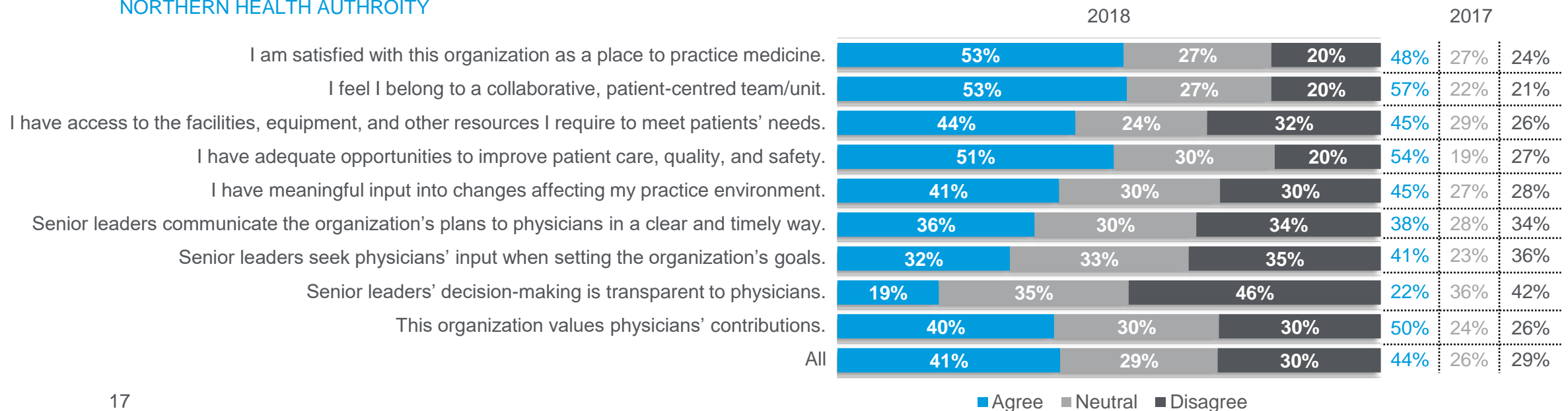
■ Agree ■ Neutral ■ Disagree

SECTION 2 – HEALTH AUTHORITY AVERAGES (con't)

ISLAND HEALTH

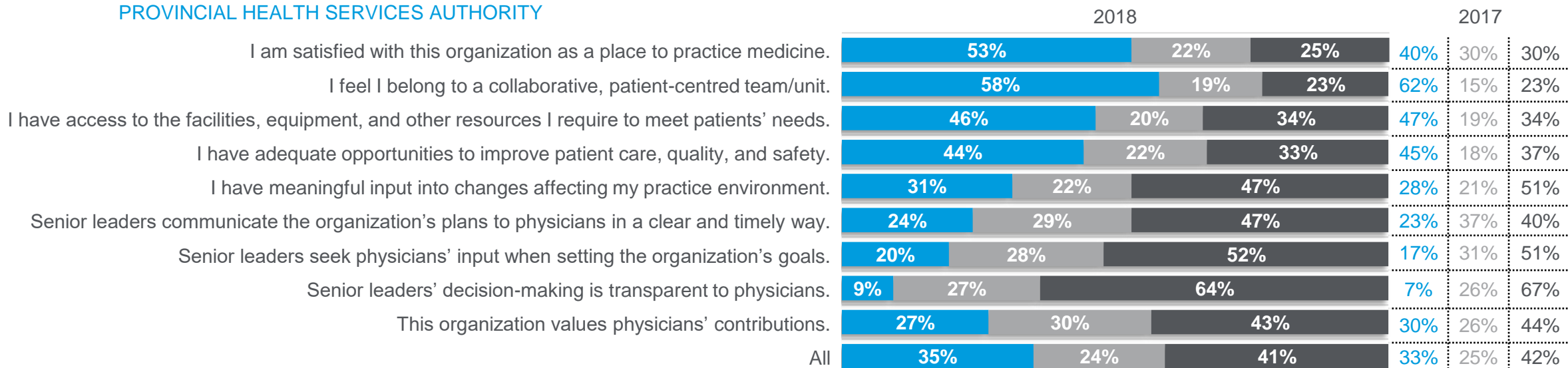


NORTHERN HEALTH AUTHORITY

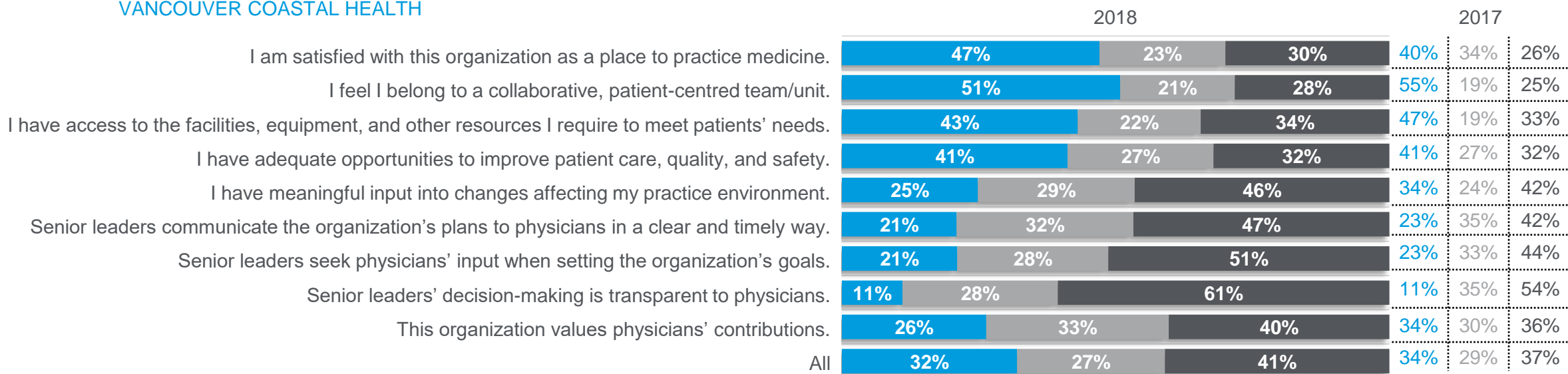


SECTION 2 – HEALTH AUTHORITY AVERAGES (con't)

PROVINCIAL HEALTH SERVICES AUTHORITY



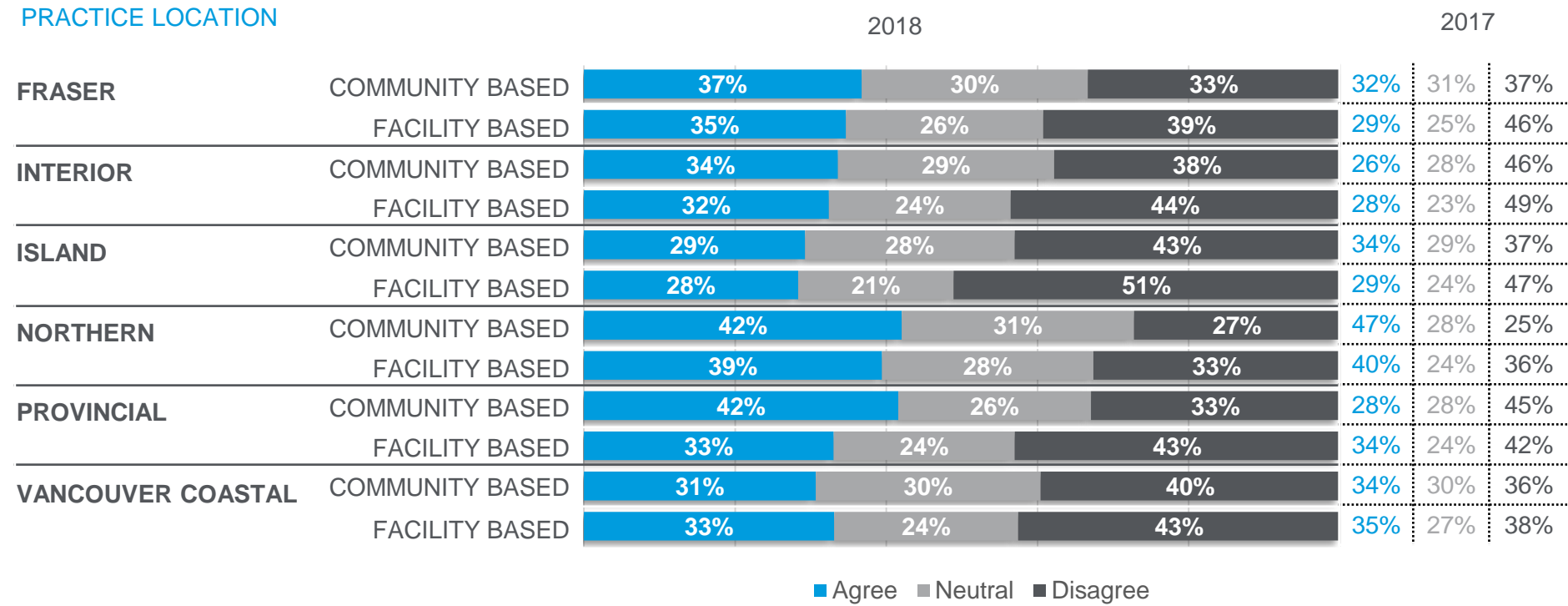
VANCOUVER COASTAL HEALTH



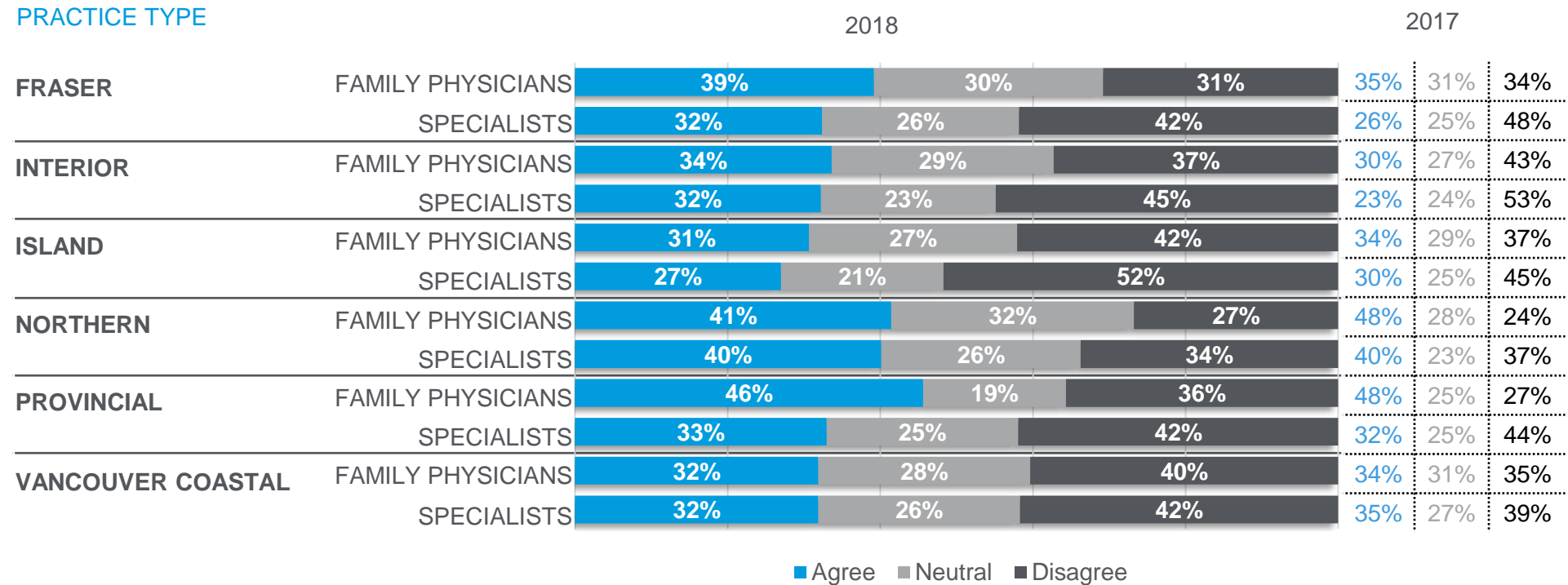
■ Agree ■ Neutral ■ Disagree

SECTION 2 – OVERALL HEALTH AUTHORITY AVERAGES

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

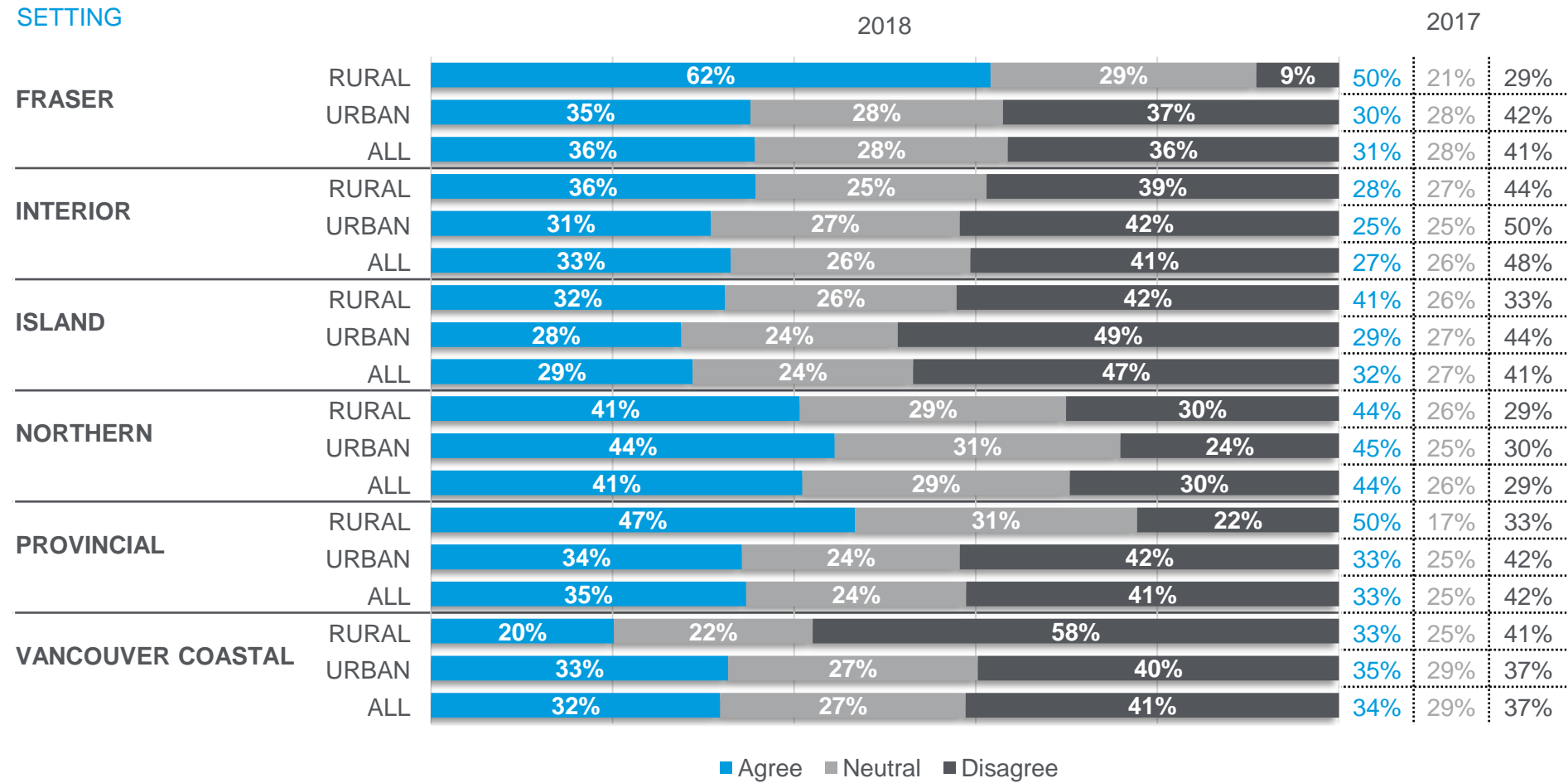


SECTION 2 – HEALTH AUTHORITY AVERAGES (con't)



SECTION 2 – HEALTH AUTHORITY AVERAGES (con't)

The following chart illustrates the group categories of rural and urban.

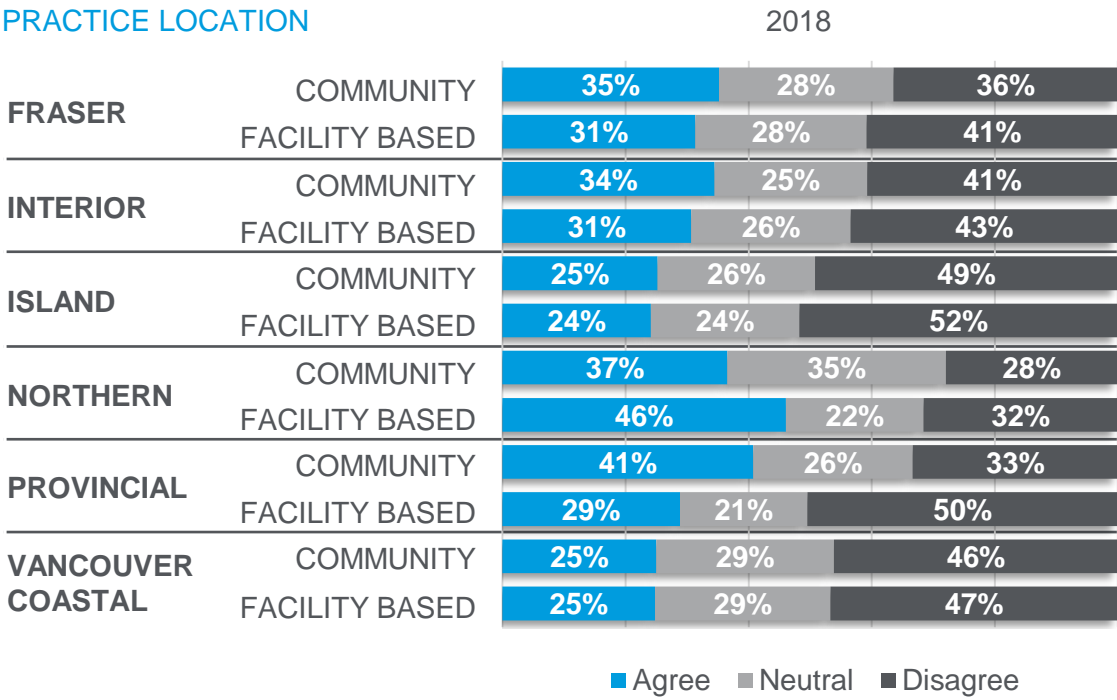


SECTION 3 – SURVEY QUESTIONS BY GROUP

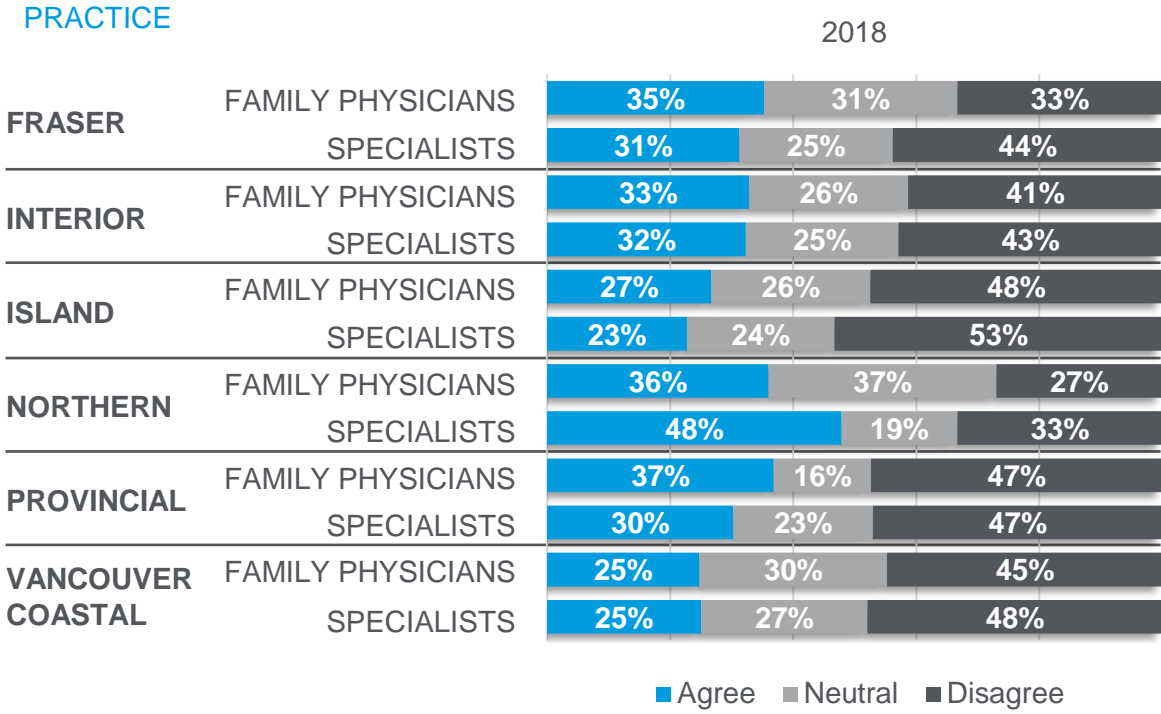
The following charts provide the regional breakdown of each of the survey questions by their noted groups and region.

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

PRACTICE LOCATION



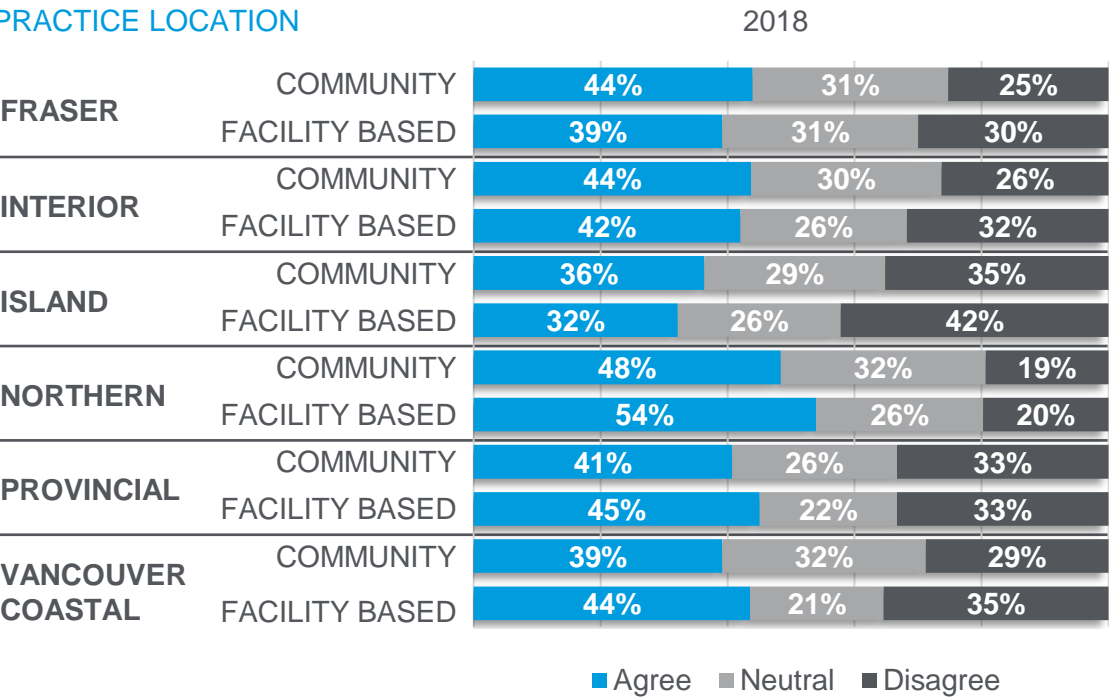
PRACTICE



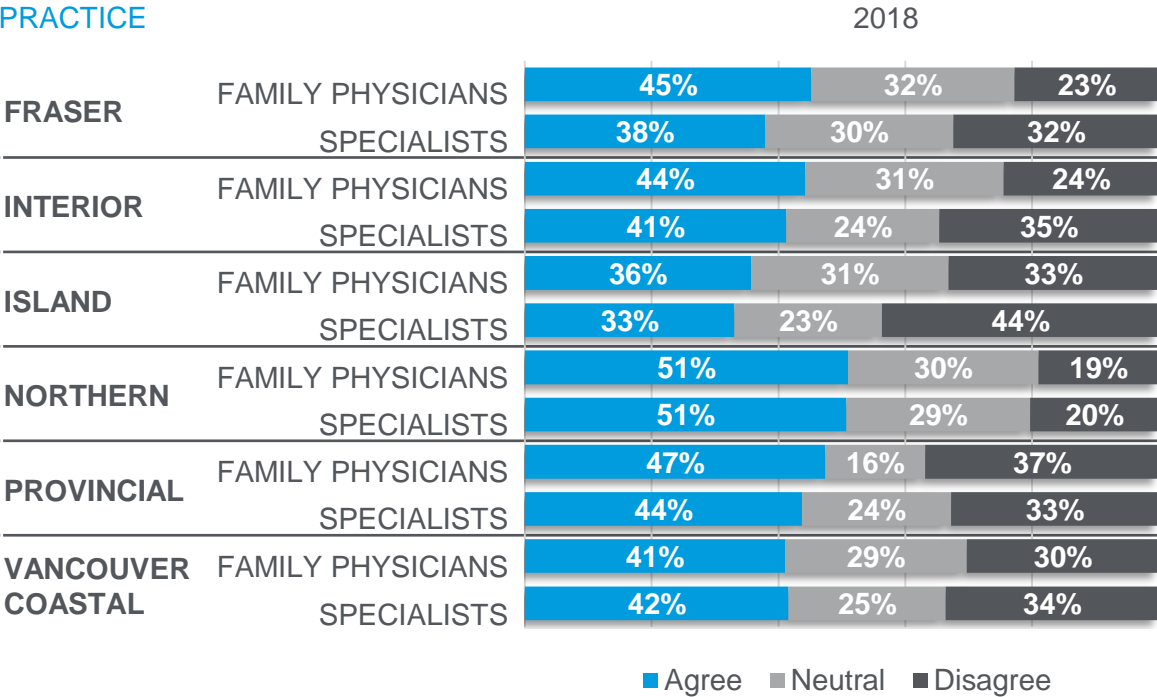
SECTION 3 – SURVEY QUESTIONS BY GROUP (con't)

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

PRACTICE LOCATION



PRACTICE

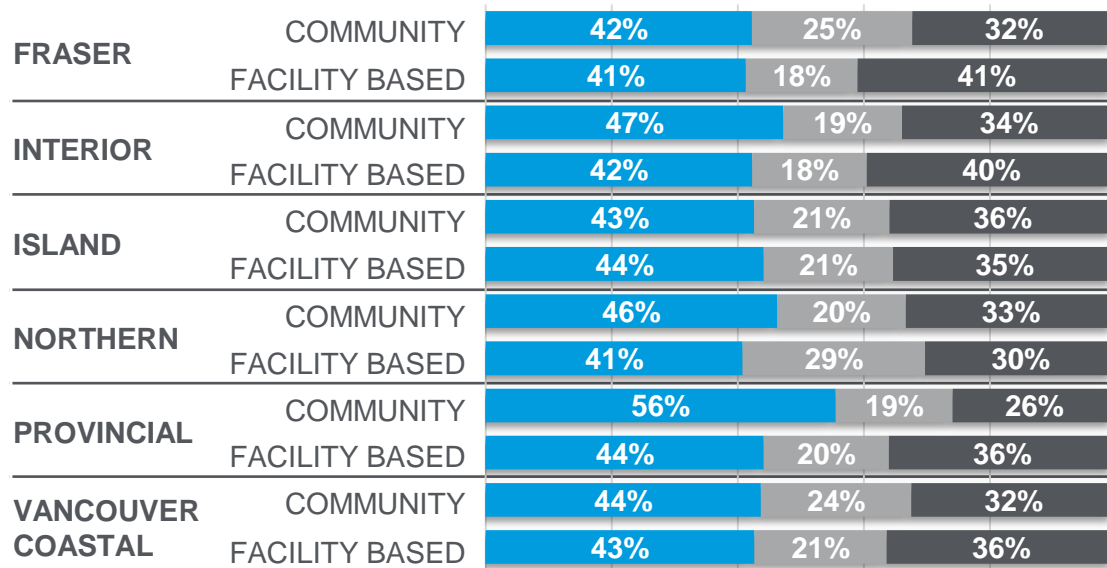


SECTION 3 – SURVEY QUESTIONS BY GROUP (con't)

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

PRACTICE LOCATION

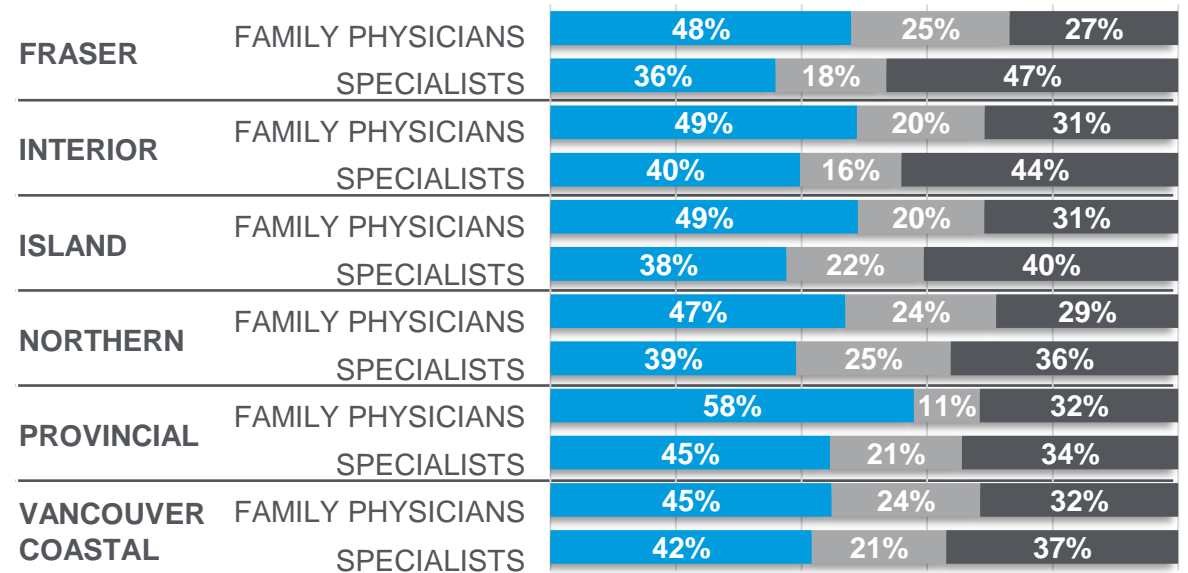
2018



■ Agree ■ Neutral ■ Disagree

PRACTICE

2018

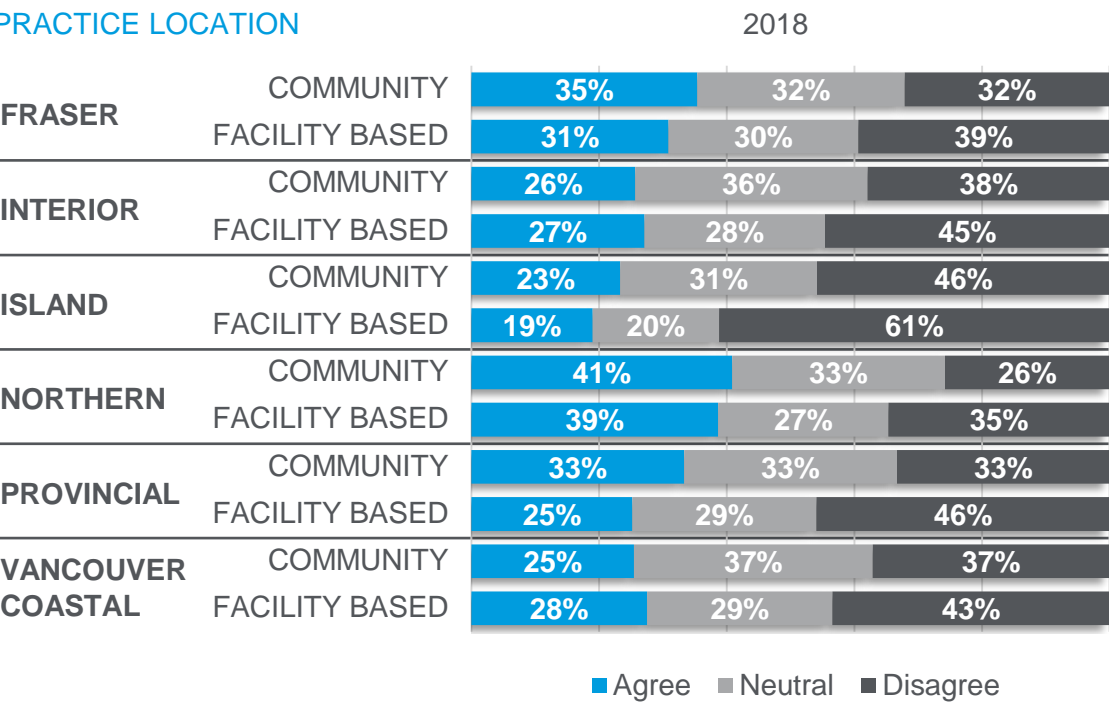


■ Agree ■ Neutral ■ Disagree

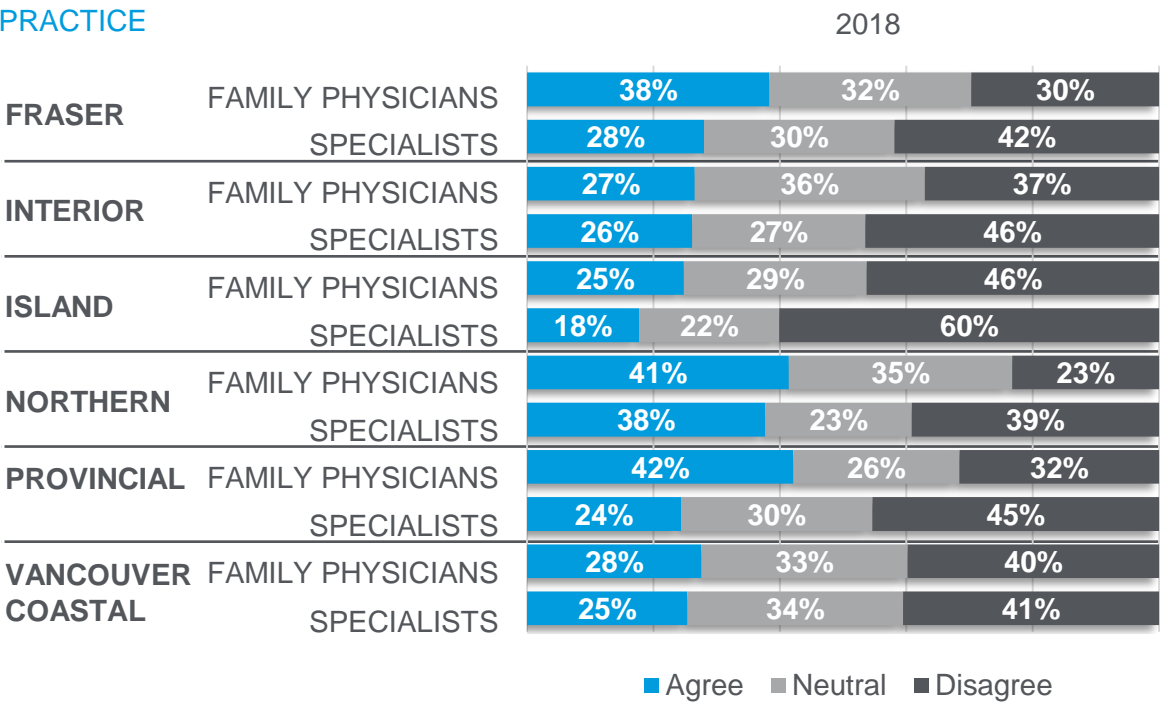
SECTION 3 – SURVEY QUESTIONS BY GROUP (con't)

Q4: This organization values physicians' contributions.

PRACTICE LOCATION



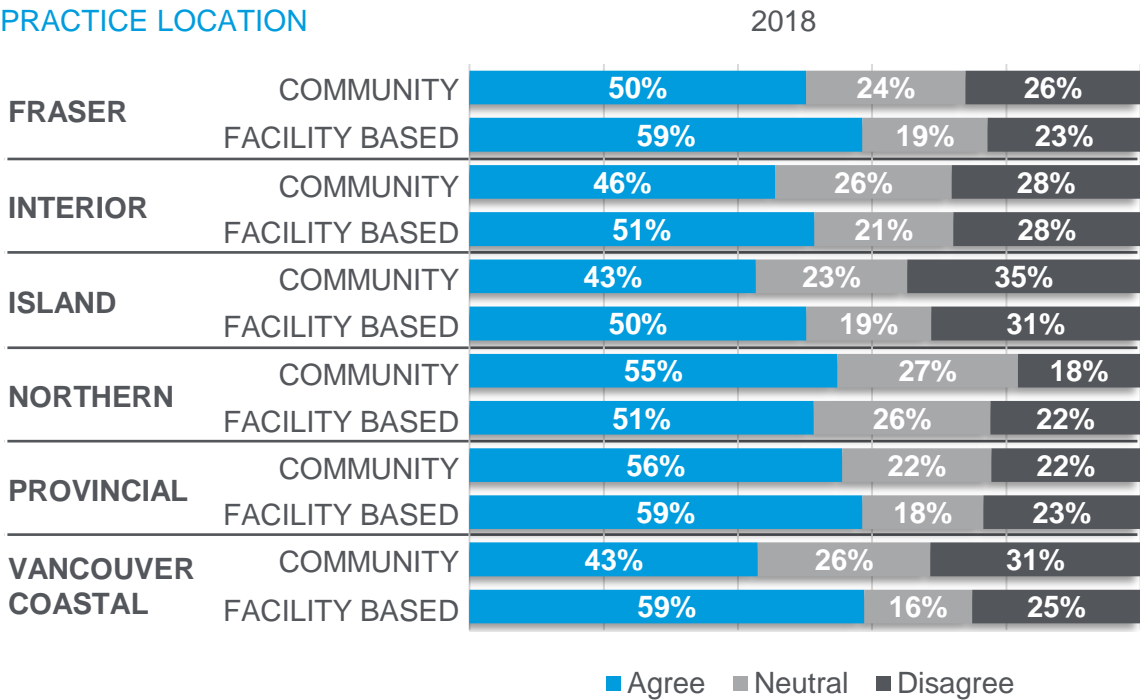
PRACTICE



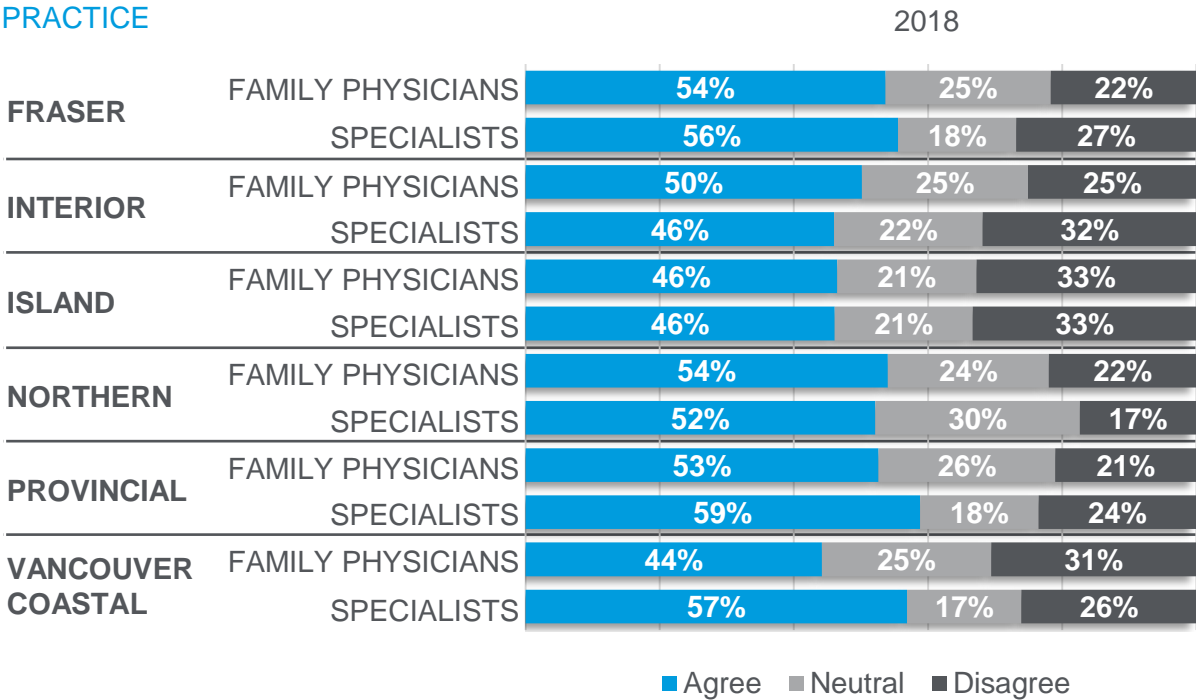
SECTION 3 – SURVEY QUESTIONS BY GROUP (con't)

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

PRACTICE LOCATION



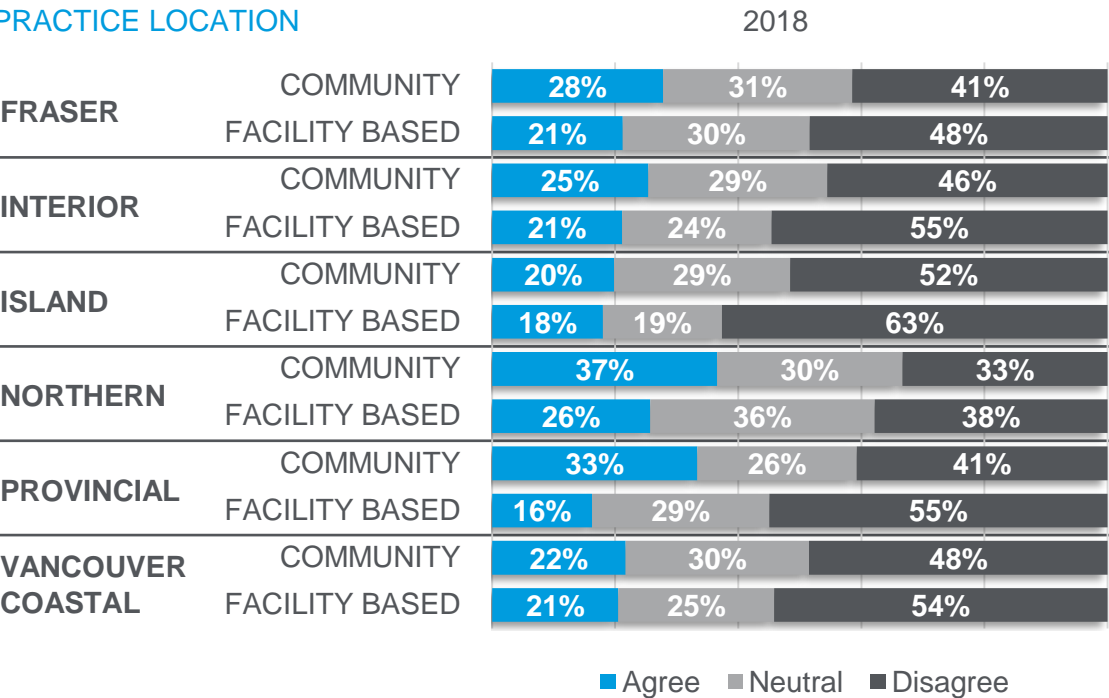
PRACTICE



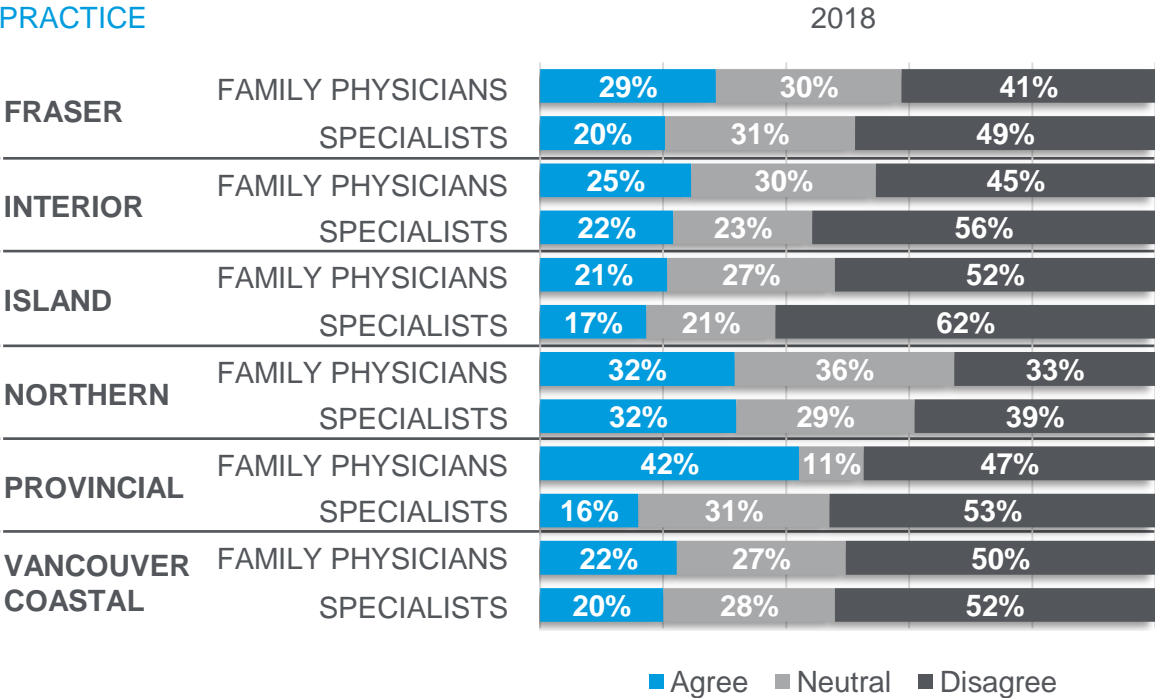
SECTION 3 – SURVEY QUESTIONS BY GROUP (con't)

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

PRACTICE LOCATION



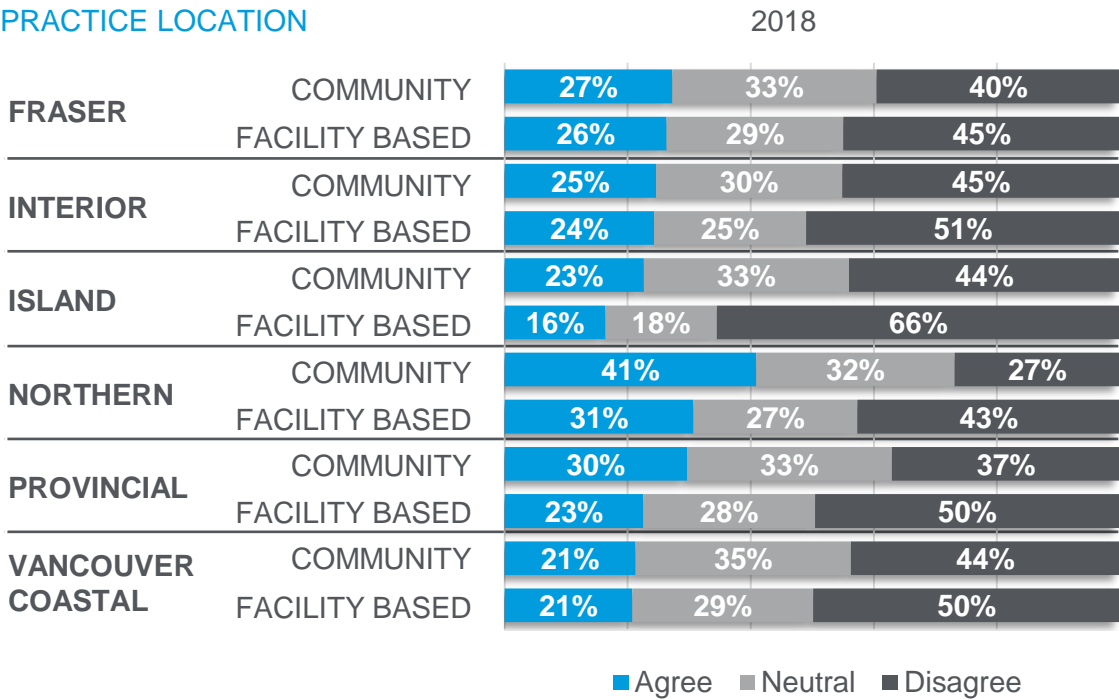
PRACTICE



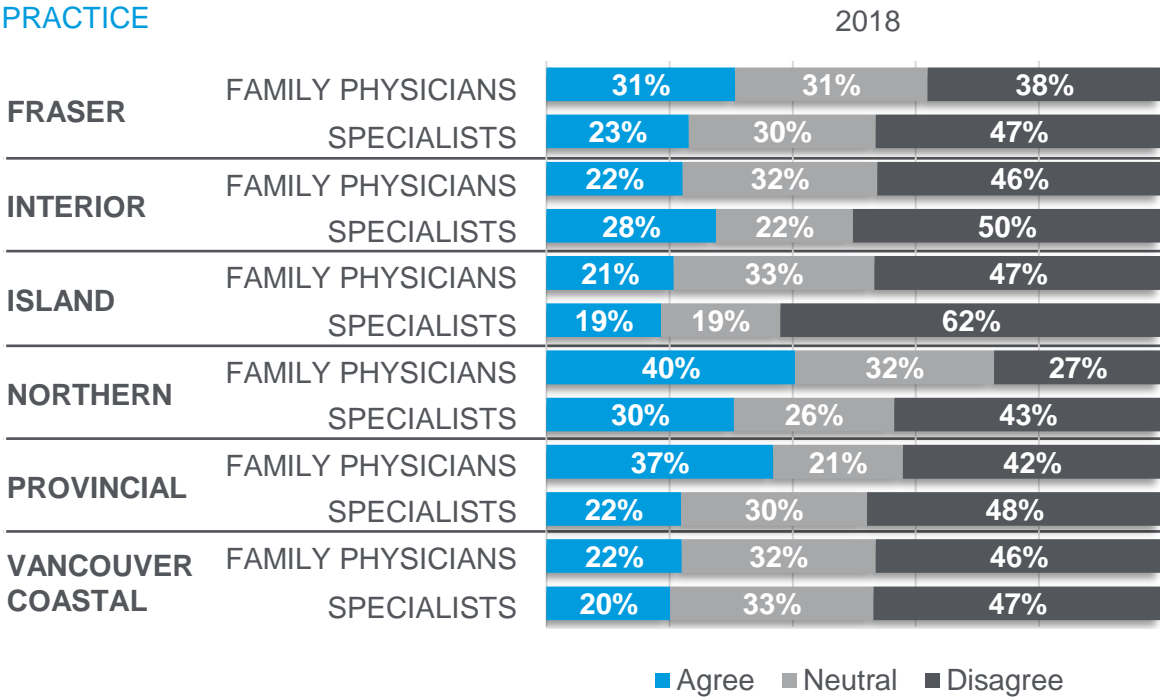
SECTION 3 – SURVEY QUESTIONS BY GROUP (con't)

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

PRACTICE LOCATION



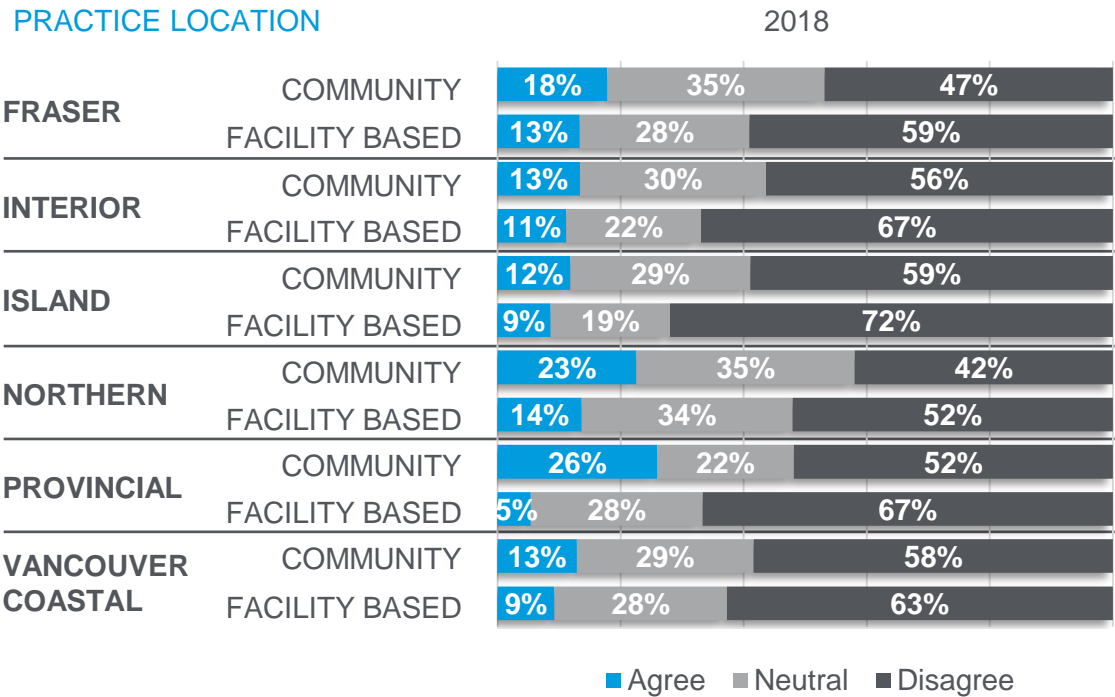
PRACTICE



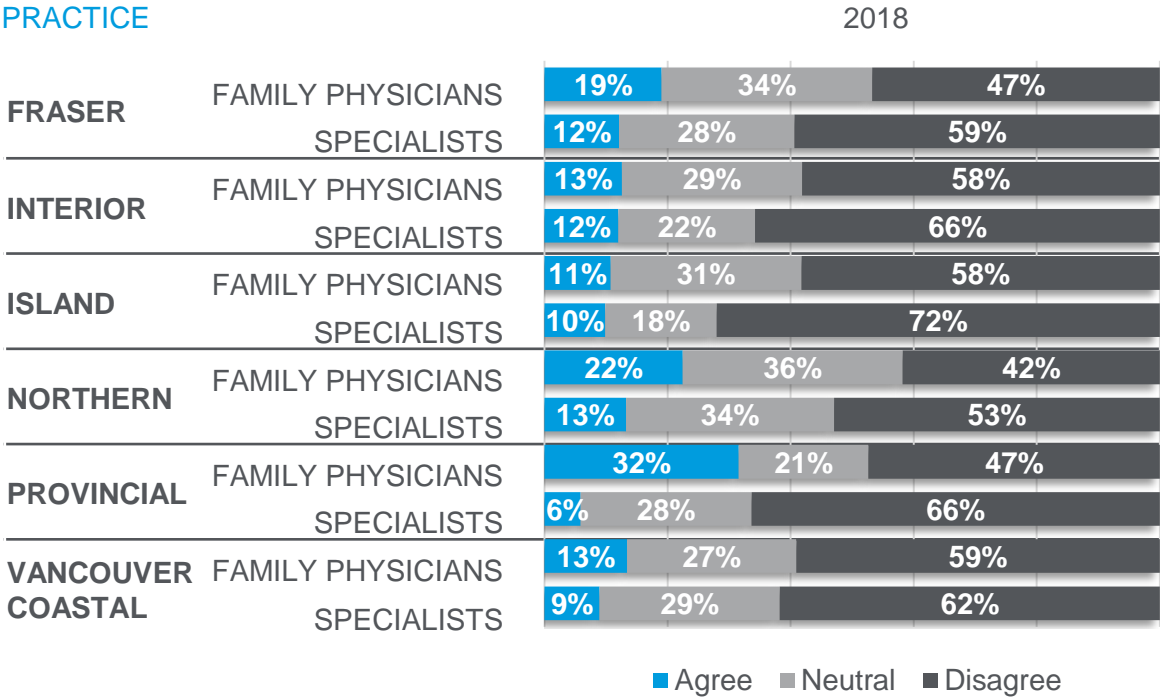
SECTION 3 – SURVEY QUESTIONS BY GROUP (con't)

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

PRACTICE LOCATION



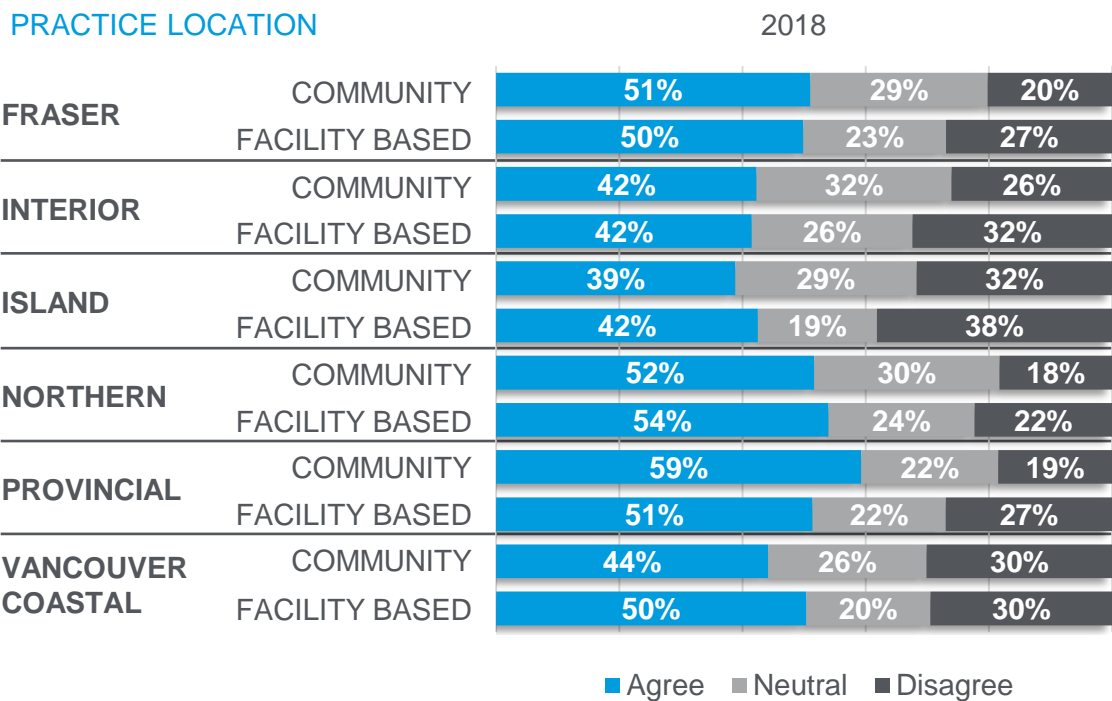
PRACTICE



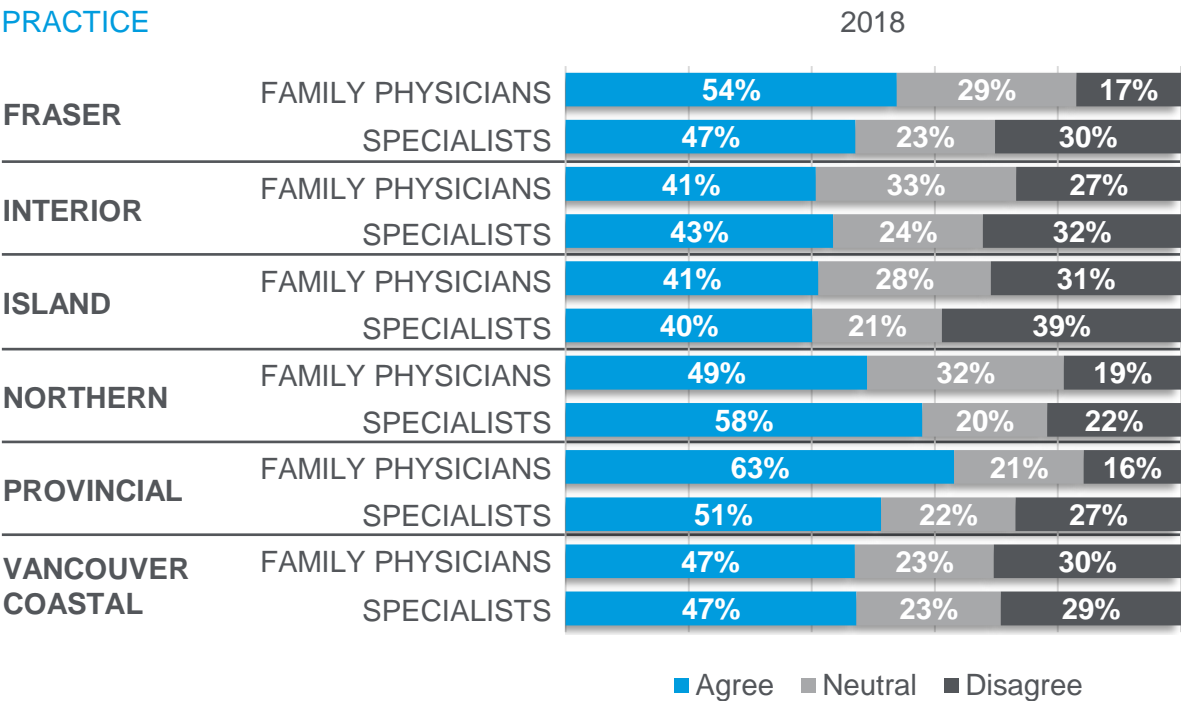
SECTION 3 – SURVEY QUESTIONS BY GROUP (con't)

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

PRACTICE LOCATION

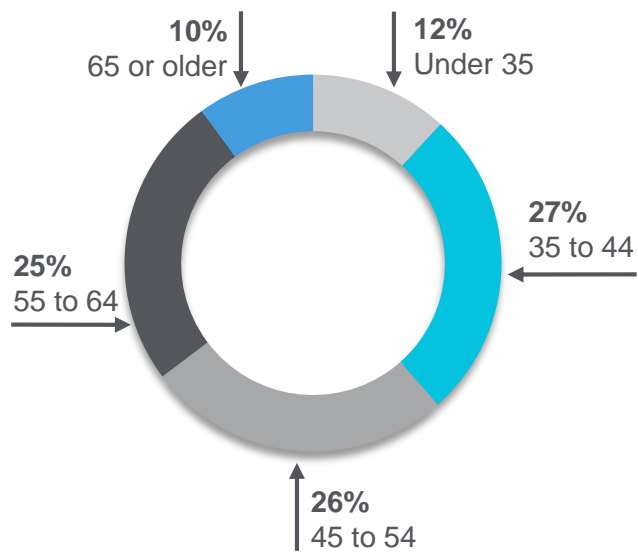


PRACTICE

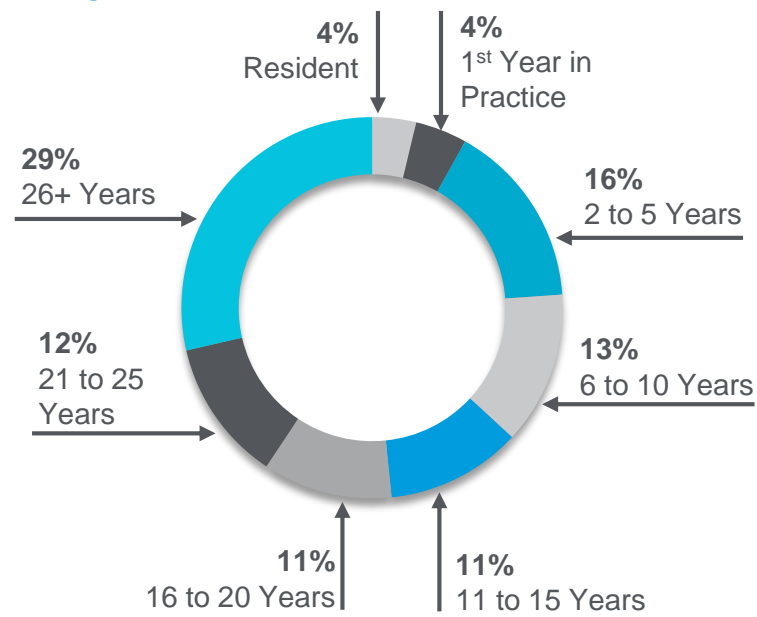


SECTION 4 – DEMOGRAPHICS

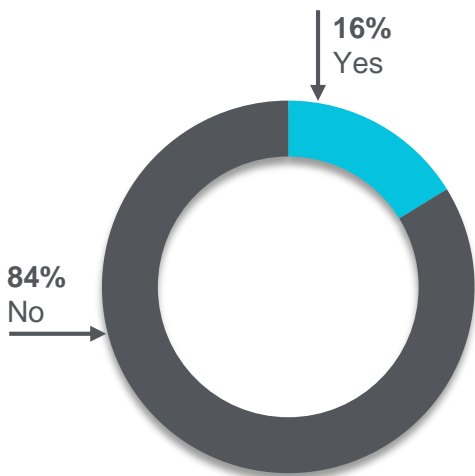
AGE



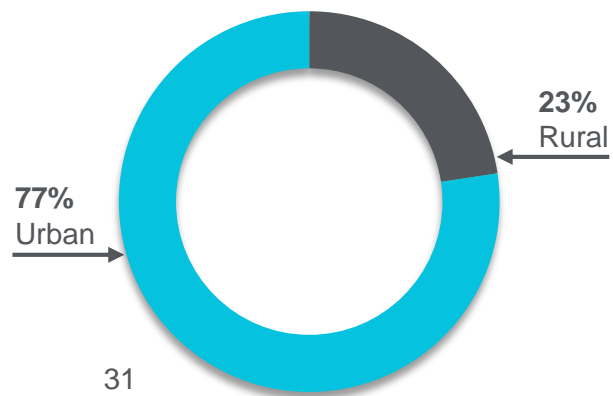
TENURE



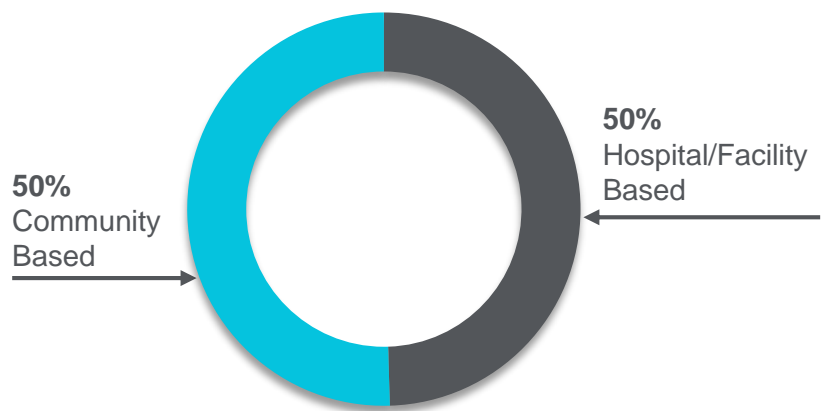
MEDICAL LEADERSHIP



SETTING



PRACTICE LOCATION FACILITY BASED OR COMMUNITY



FAMILY PHYSICIANS OR SPECIALISTS

