Health Authority Engagement Survey Report 2019 doctors



Dear colleagues,

At Doctors of BC we recognize that strong collaborative relationships between physicians and health authorities are critical to providing optimal patient care, and to fostering a work culture that values and supports physicians and their work in a way that improves job satisfaction.

In order to maintain and improve these relationships, Doctors of BC negotiated and helped create programs to support stronger engagement and collaboration between physicians – both in facilities and in the community – and health authorities. To ensure these programs are working and aiding you in your professional lives, we need to measure the results by asking you to tell us about your experiences.

We do so through our annual Health Authority Engagement Survey which seeks your views regarding your level of engagement and interaction with your health authority. The results allow for comparisons across regions, physician practice types and locations. They also provide us with important insights on how we can better advocate for you, not only within your health authorities but also more broadly in your communities.

In this report you will find the results from this year's survey which show stability in some key areas. They also confirm what you have told us previously, that long-term fundamental change takes time.

In our next steps, we will be reaching out to each health authority to provide further information and to discuss opportunities to work together to address issues identified. We anticipate this will include working with Medical Staff Associations and Divisions of Family Practice. We also expect to highlight questions regarding senior leadership – in particular, transparency in decision making. We believe this work will result in increased engagement and will help improve the workplace for all in the health care system.

Thank you to all members who took the time to participate in this valuable review. We will continue to use the results from this annual survey to help inform conversations at the local and regional levels on engagement in the system.

Sincerely,

Dr Kathleen Ross, MD President, Doctors of BC



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Introduction

This report outlines the 2019 results from our fourth annual Doctors of BC Health Authority Engagement Survey.

The purpose of the survey is to better understand members' feedback on their engagement levels with their respective health authority. The survey is conducted by the Health Standards Organization (HSO) and the questions are from HSO's validated *Work Life Pulse Tool for Physicians*. The results help us collaborate with members and health authorities in shaping programs and policies to improve physician engagement at both local and regional levels.

The same nine questions have been asked on an annual basis since 2016. Asking the same questions over four years allows us to track trends over time and to help evaluate new policies and programs that have been implemented to address specific issues.

This year we asked members to answer two of the nine questions at both the regional and site level to help compare levels of local engagement. Additionally, we added two new questions to help measure how physicians feel about their psychological and physical safety at their local/site.

We are thankful to our members for the time they took to complete the survey. This is the largest survey of its kind across Canada and helps to create conversations about meaningful engagement. Overall, this report is one of many tools that physicians, health authorities and government can use to help support collaboration, engagement, and quality improvement for BC's health system.



Methodology

The survey was conducted by the Health Standards Organization (HSO) from April 1-30, 2019. It was sent to 11,504 members via email, of which 2,928 responded, resulting in a response rate of 26%. Weekly email reminders were sent to members that had not yet submitted a completed survey.

The survey used 13 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 fewer than 5 responses. Due to the small number of respondents relative to sample size, the results within their health authority category have been suppressed by HSO, however, their results have been included in the provincial level analysis.

The report includes benchmark data from HSO. These data include all Canadian facilities that have been classified as acute care and used the validated *Work Life Pulse Physician Survey* on a HSO platform. The responses were collected from January 1, 2016 to December 31, 2018. The benchmark is comprised of 28 organizations and 1,457 responses.

Note: References to 'medical leadership' refers to a formal position with the health authority in which a physician receives a stipend/payment from the health authority (e.g. Department Head, Regional Medical Lead/Director, Vice President of Medicine); this category does not include positions within Medical Staff Associations, Societies or Advisory Groups.



Key Findings

Provincial Averages

- Overall, we see consistency in survey results compared to 2018. This indicates stability in areas of strength such as satisfaction levels, but also areas of opportunity related to senior leadership engagement.
- This year's average positive score of the same nine questions from previous surveys has improved slightly in comparison to last year's results (moving from 33% to 35%).

Year	Agree	Neutral	Disagree
2019	35	25	40
2018	33	27	40

- The areas of strength continue to be satisfaction levels with the physician's organization as a place to practice medicine, with a 6% point increase in positive scores from last year (i.e. 46% to 52%). Additionally, there was a 5% point increase (i.e. 51% to 56%) with respondents feeling they belong to a collaborative, patient-centered team/unit.
- The areas with the lowest scores are consistent with previous years. 2019 saw decreased provincial average scores for questions regarding senior leaders seeking physician input when setting goals for the health authority and transparency in decision-making. Questions related to senior leaders were the lowest ranked across all demographics.
- Although the national benchmark data consists of a smaller sample size in comparison to our 2019 survey, the significant variation between scores across all questions suggests recent work on engagement needs to continue and much more work is required to help increase our engagement scores to match national standards.



Key Findings

Regional Averages

- Overall scores for regions were similar to last year. However, Northern, Vancouver Coastal, and Provincial Health Services Authority (PHSA) had a 3% point increase in overall average scores based on the same nine questions from previous surveys.
- For the highest ranked question "satisfaction with the health authority as a place to practice medicine", the largest percentage point increase occurred in Interior Health, which saw a 9% point increase in 2019 vs 2018.
- Regional results may also vary based on respondents who indicate they hold a formal medical leadership position with the health authority. On average, this group has higher positive scores across all questions. For respondents not in this category, the average scores based on the same nine questions indicate consistency from last year.
- This year we asked respondents to answer the question "I have meaningful input into changes affecting my practice environment" from both the health authority and the local/site level. On average, respondents indicated 5% higher positive scores at the local/site level compared to the health authority level. However, at a site level, there is significant range amongst and between sites for these questions. These results will be released in the 2019 supplemental report.



Key Findings

Psychological and Physical Health and Safety

- A current area of focus for health care stakeholders is psychological health and safety in the workplace, including the
 prevention of violence. These areas have a direct link to engagement levels and contributing positively to the BC health
 system.
- This is the first year we asked questions directly related to this topic. As new collaborative efforts develop to encourage psychological and physical safety in the workplace, we are hopeful these ratings will increase.
- On average at the provincial level, 50% of respondents indicated that their facility was taking effective action to promote a healthy and safe workplace whereas HSO's benchmark is closer to 70%.
- On average at the provincial level, 60% of respondents indicated that their facility is taking effective action to prevent violence in the workplace whereas HSO's benchmark is 75%.
- This is the first year these questions were included in our survey. The intent is to use this information to work with health authorities to improve these scores over time.



Next Steps

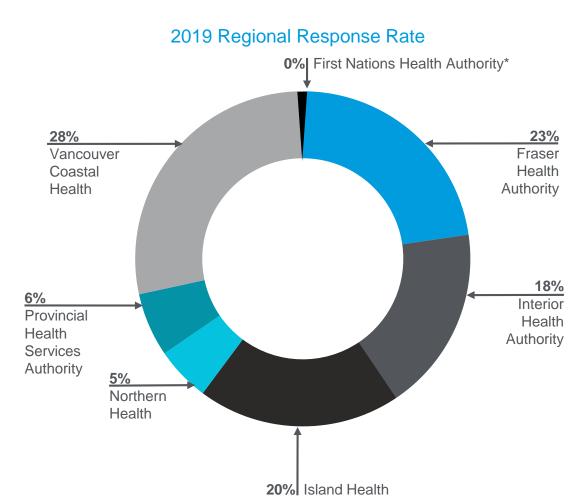
- Our goal is to share this report with members and health authorities to help inform conversations on engagement in the system at a regional and local level.
- Doctors of BC will be reaching out to work with health authorities in an effort to support areas of opportunity highlighted by the survey results. The two key areas we would like to address in future work is transparency and the promotion of a healthy and safe workplace.
- We encourage both health authorities and government to adopt physician engagement as a key measure in their planning and evaluation processes.



Response Rates

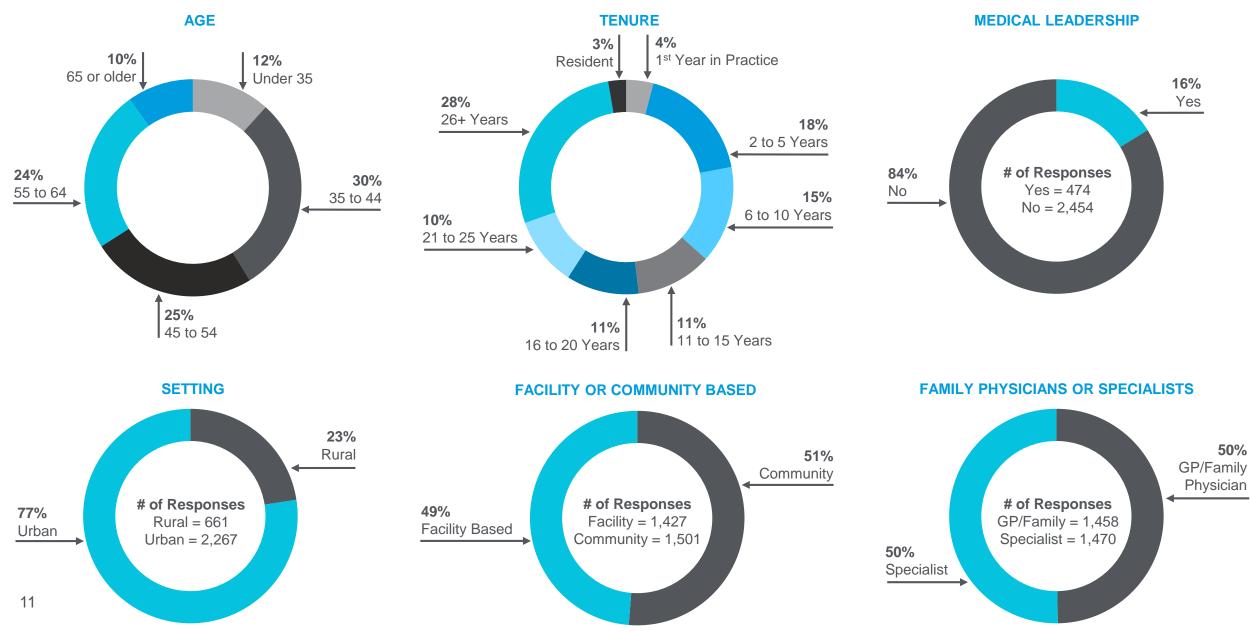
Health Authority Sample Sizes	2019	2018	2017	2016
First Nations Health Authority	2	3	4	6
Fraser Health	664	650	729	555
Interior Health	523	528	573	388
Island Health	574	496	524	486
Northern Health	154	169	164	121
Provincial Health Services Authority	180	138	168	159
Vancouver Coastal Health	831	672	836	693

Number of Surveys Sent	2019	2018	2017	2016
Total number of surveys sent	11,504	11,153	11,342	12,580
Responses	2,928	2,657	2,998	2,485
Response rate (%)	26%	24%	26%	20%



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

Demographics



SECTION 1 – Provincial Averages

The following chart compares the 2019 and 2018 provincial average scores for each of the same nine questions asked in previous surveys.

I am satisfied with this health authority as a place to practice medicine. 2019		52%	2	3% 25%
2018		46%	25%	28%
I feel I belong to a collaborative, patient-centred team/unit. 2019		56%		18% 26%
2018		51%	22%	6 27%
I have access to the facilities, equipment, and other resources I require 2019		47%	16%	37%
to meet patients' needs. 2018	4	-3%	21%	36%
I have adequate opportunities to improve patient care, quality, and 2019		45%	25%	30%
safety. 2018		%	28%	31%
I have meaningful input into changes affecting my practice environment. 2019	33%		25%	42%
2018	30%		27%	43%
Senior leaders communicate the health authority's plans to physicians in 2019	24%	29%		47%
a clear and timely way. 2018	24%	29%	6	47%
Senior leaders seek physicians' input when setting the health authority's 2019	20%	28%	,	52%
goals. 2018		28%		50%
Senior leaders' decision-making is transparent to physicians.		29%		59%
2018		28%		59%
This health authority values physicians' contributions.	29%		31%	40%
2018	28%		31%	41%
Average score 2019	35%		25%	40%
2018	33%		27%	40%

SECTION 1 – Provincial Averages: New Questions

The following charts illustrate the provincial averages for the new questions added to this year's survey. The first two charts highlight the same question from both a regional/health authority perspective and a facility/local perspective, indicating the differences between the two levels of engagement. The last set of charts highlight responses based on physical and psychological safety.

Regional Engagement vs. Local Engagement

I have adequate opportunities to improve patient care, quality, and safety. 45% 25% 30% Regional Facility 44% 26% 30% ■ Agree ■ Neutral ■ Disagree I have meaningful input into changes affecting my practice environment. 25% 42% 33% Regional Facility 38% 27% 35% ■ Agree ■ Neutral ■ Disagree Physical & Psychological Safety

This hospital/facility takes effective action to prevent violence in the workplace.

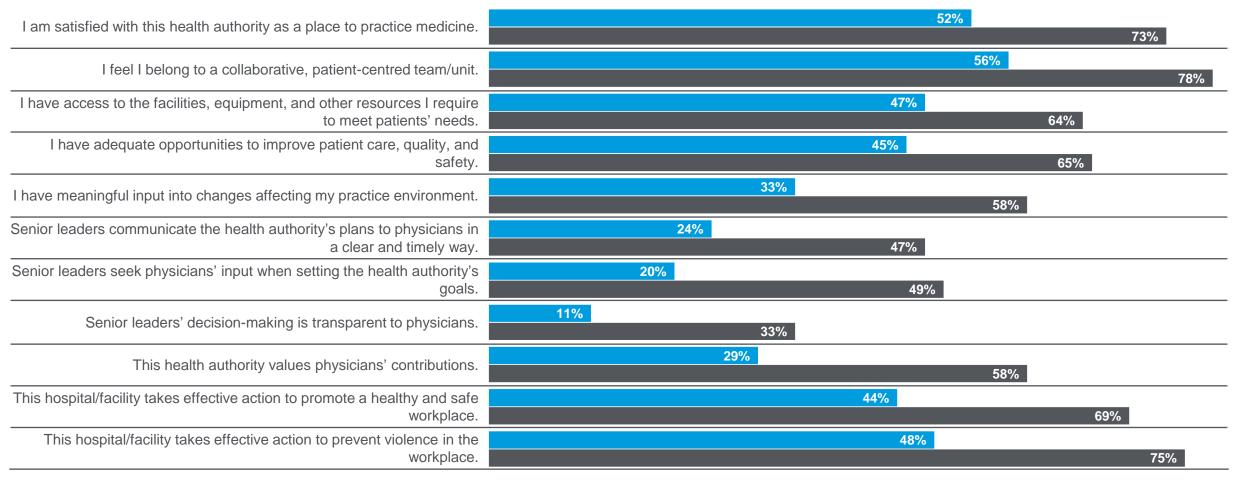
60% 30% 11%

This hospital/facility takes effective action to promote a healthy and safe workplace.

48%		29%	23%	

SECTION 1 – Provincial Averages

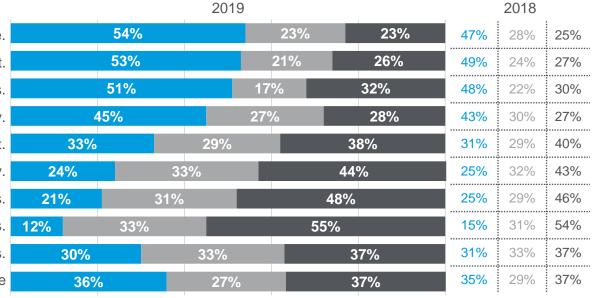
Doctors of BC vs. HSO National Benchmark (% Agree only)



2019 Doctors of BC Survey - Agree

■ HSO National Benchmark - Agree

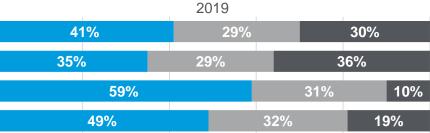
SECTION 1 – Provincial Averages (Family Physicians)



I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

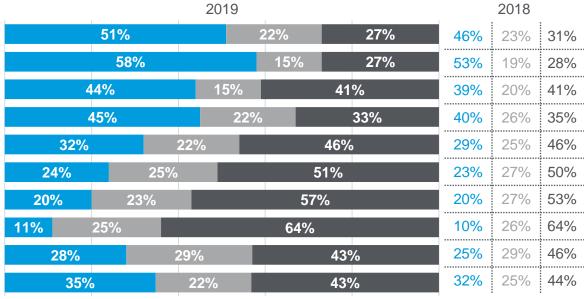
New in 2019

Local Engagement and Safety Questions





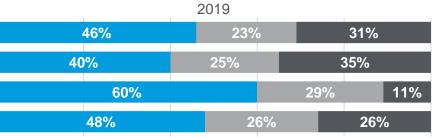
SECTION 1 – Provincial Averages (Specialists)



I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

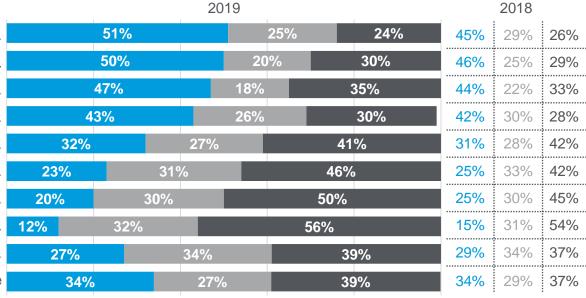
New in 2019

Local Engagement and Safety Questions





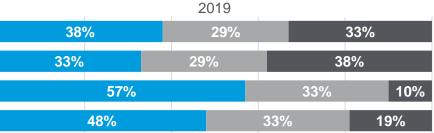
SECTION 1 – Provincial Averages (Community Based Practice)



I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

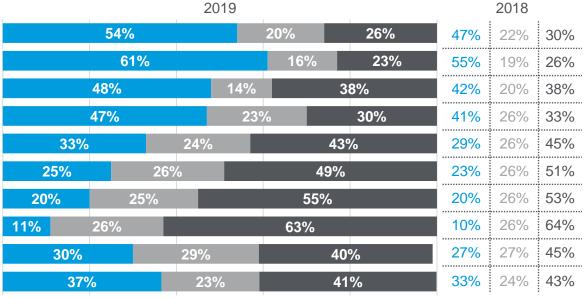
New in 2019

Local Engagement and Safety Questions





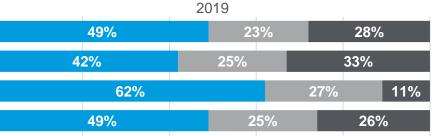
SECTION 1 – Provincial Averages (Hospital/Facility Based Practice)



I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

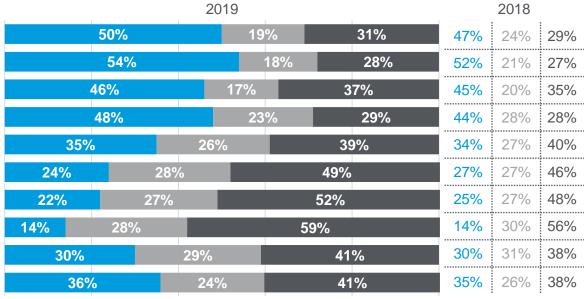
New in 2019

Local Engagement and Safety Questions





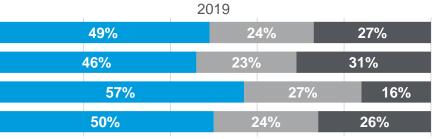
SECTION 1 – Provincial Averages (Rural Based)



I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

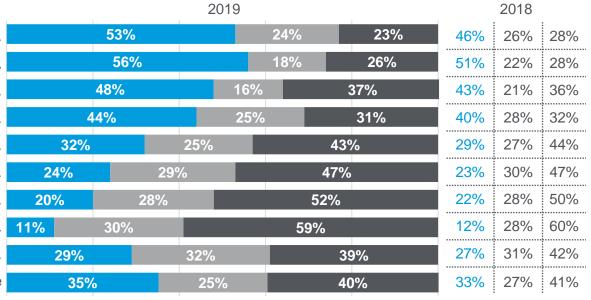
New in 2019

Local Engagement and Safety Questions





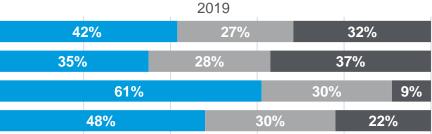
SECTION 1 – Provincial Averages (Urban Based)



I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

New in 2019

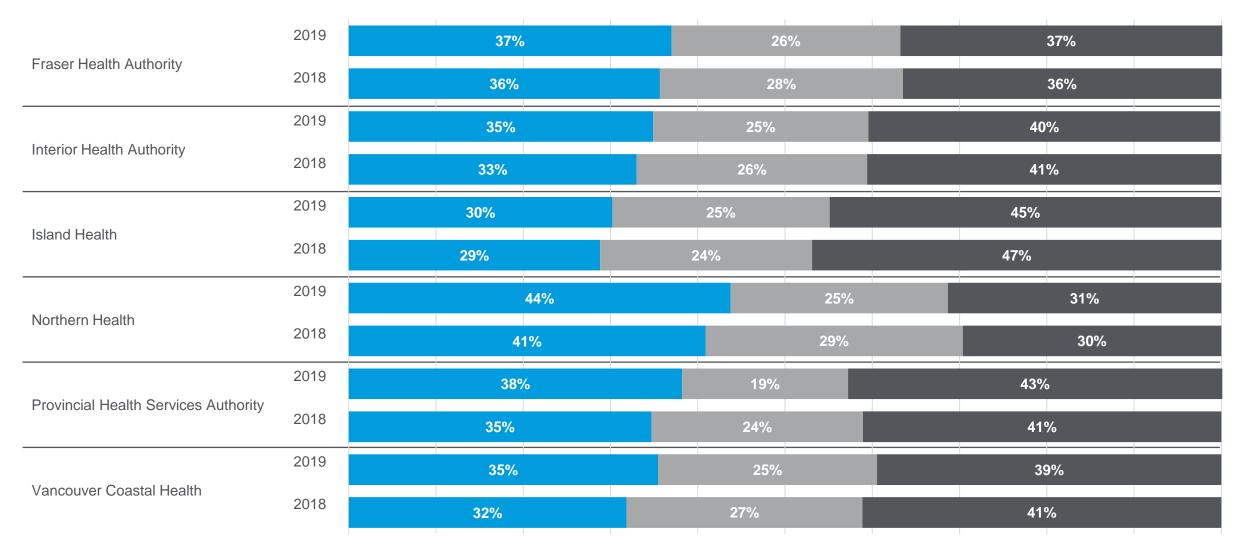
Local Engagement and Safety Questions





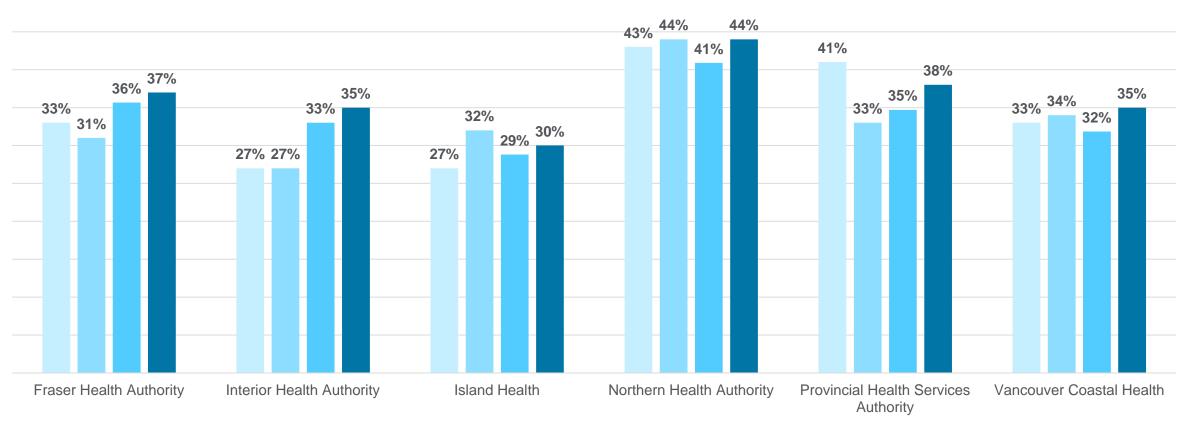
SECTION 2 – Health Authority Averages

The following chart compares 2019 and 2018 regional average scores based on the same nine questions asked in previous surveys.



SECTION 2 – Health Authority Averages

The following chart outlines overall average scores (% Agree only) from 2016 to 2019 for each health authority.



2016 2017 2018 2019

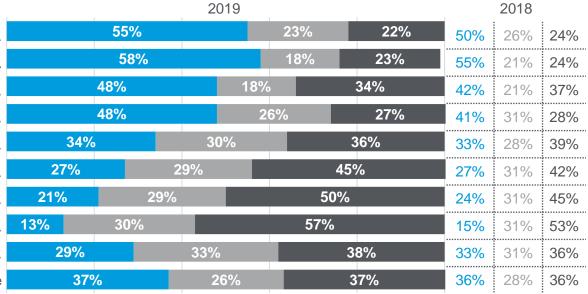
SECTION 2 – Health Authority Averages

The following chart compares the overall regional average score for each health authority for those who have indicated they hold a formal medical leadership position and for those who indicated they do not. The average scores reflect the same nine questions that have been asked in previous surveys.

	Position Yes / No	#									2018	
Fraser Health Authority	Yes	99		49%		18%		32%		45%	23%	32%
	No	565	35%		28	%		37%	,	34%	29%	38%
Interior Health Authority	Yes	88		54%		1	7%	30%		50%	18%	32%
	No	435	31%			26%		42%		29%	28%	43%
Island Health	Yes	80	4	3%		18%		39%		36%	21%	44%
	No	494	28%		26%		4	6%		28%	25%	47%
Northern Health	Yes	37		61%			24%		14%	59%	24%	17%
	No	117	399	%		25%		36%		36%	31%	33%
Provincial Health Services	Yes	41		44%		19%		37%		36%	24%	40%
Authority	No	139	36%		19%		4	14%		34%	24%	41%
	Yes	129		45%		19%		36%		43%	23%	34%
Vancouver Coastal Health	No	702	34%		26%			40%		30%	28%	42%

SECTION 2 – Health Authority Averages (Fraser Health Authority)

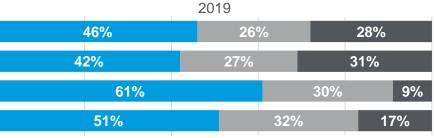
The following charts provide the overall average score for each of the survey questions by health authority.



I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

New in 2019

Local Engagement and Safety Questions





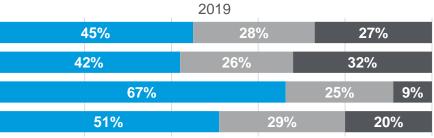
SECTION 2 – Health Authority Averages (Interior Health Authority)

				2019	9		1		2018	
÷.		51%			2	1%	28%	42%	29%	29%
t.		53%				19%	27%	48%	24%	28%
5.		47%		1	5%		38%	45%	19%	37%
′.	4	5%			26%	6	29%	43%	28%	29%
	34%		2	25%		4	1%	33%	25%	42%
′.	23%		29%			47%	, D	24%	28%	48%
5.	19%	28%	%			54%		23%	27%	50%
5.	11%	28%				61%		12%	26%	61%
5.	31%		3	81%			38%	26%	33%	41%
Э	35%			25%		4	0%	33%	26%	41%

I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

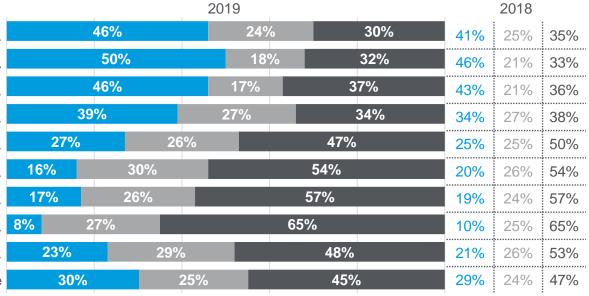
New in 2019

Local Engagement and Safety Questions





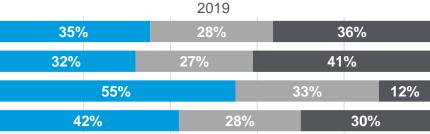
SECTION 2 – Health Authority Averages (Island Health)



I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. Whis health authority values physicians' contributions.

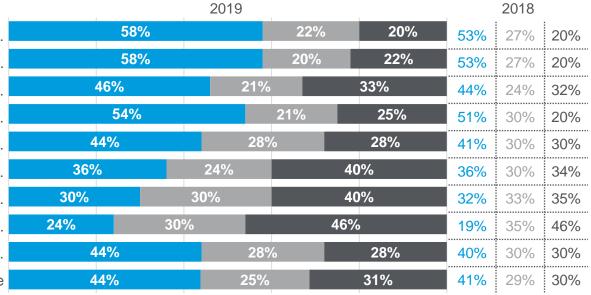
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Local Engagement and Safety Questions





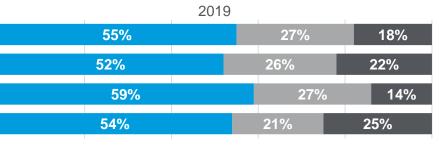
SECTION 2 – Health Authority Averages (Northern Health)



I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions.

New in 2019

Local Engagement and Safety Questions





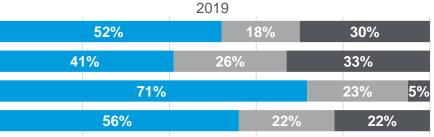
SECTION 2 – Health Authority Averages (Provincial Health Services Authority)

			201	9					2018	
) .		52%		2	2%		26%	53%	22%	25%
t.		68%	%		119	%	21%	58%	19%	23%
s.		53%		11%		3	6%	4 <mark>6</mark> %	20%	34%
1.		50%		22	%		28%	44%	22%	33%
t.	36%	6	16%		4	8%		31%	22%	47%
1.	26%	2	23%		51	%		24%	29%	47%
5.	18%	21%			61%			20%	28%	52%
5.	11% 2	2%			67%			9%	27%	64%
s.	30%		23%		4	18%		27%	30%	43%
e	38	%	19%			43%	/ 0	35%	24%	41%

I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

New in 2019

Local Engagement and Safety Questions





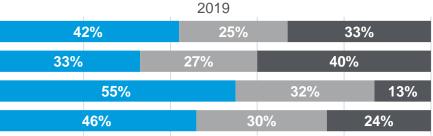
SECTION 2 – Health Authority Averages (Vancouver Coastal Health)

			2019			1		2018	
		54%		23%	6	23%	47%	23%	30%
		55%		19%	, D	26%	51%	21%	28%
.		48%	15	5%	3	38%	43%	22%	34%
	4	5%	2	2%		33%	41%	27%	32%
	32%		23%		45%	6	25%	29%	46%
	25%	29	%		46%	, D	21%	32%	47%
	21%	29%			50%		21%	28%	51%
	11%	32%			57%		11%	28%	61%
	28%		34%		3	7%	26%	33%	40%
)	35%		25%		39	9%	32%	27%	41%

I am satisfied with this health authority 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 health authority's plans to physicians in a clear and timely way. Senior leaders seek physicians' input when setting the health authority's goals. Senior leaders' decision-making is transparent to physicians. This health authority values physicians' contributions. Average score

New in 2019

Local Engagement and Safety Questions





SECTION 2 – Overall Health Authority Averages

The following charts provide the overall average of the same nine questions asked in previous surveys by health authority and specific group categories.

Practice Location				2019	9			2018			
Fraser	Community based	36%		29%		29%		36%	37%	30%	33%
	Facility based	39%		24%		38%	35%	26%	39%		
Interior	Community based	35%		27%		38%	34%	29%	38%		
	Facility based	35%		22%		43%	32%	24%	44%		
laland	Community based	30%		27%		43%	29%	28%	43%		
sland	Facility based	30%	2	21%		49%	28%	21%	51%		
Northern	Community based	4	6%		25%	30%	42%	31%	27%		
	Facility based	42	%		25%	33%	39%	28%	33%		
Provincial Health Services	Community based	419	6	21	%	39%	42%	26%	33%		
	Facility based	37%		18%		44%	33%	24%	43%		
/ancouver Coastal	Community based	32%		27%		41%	31%	30%	40%		
	Facility based	38%		23%	6	38%	33%	24%	43%		

SECTION 2 – Overall Health Authority Averages

Practice Type				2019				2018	
Fraser	Family physicians	39%		30%		32%	39%	30%	31%
	Specialists	35%		23%		42%	32%	26%	42%
Interior	Family physicians	35%		27%		38%	34%	29%	37%
	Specialists	34%		21%		44%	32%	23%	45%
Island	Family physicians	33%		27%		41%	31%	27%	42%
sland	Specialists	27%	22%			51%	27%	21%	52%
Northern	Family physicians	47%			25%	28%	41%	32%	27%
	Specialists	39%		25%		37%	40%	26%	34%
Provincial Health Services	Family physicians	51%			22%	28%	46%	19%	36%
	Specialists	37%		19%		45%	33%	25%	42%
Vancouver Coastal	Family physicians	32%		28%		39%	32%	28%	40%
	Specialists	38%		23%		39%	32%	26%	42%

SECTION 2 – Overall Health Authority Averages

Practice Setting				2019			2018	
Fraser	Rural	44%		23%	35%	62%	29%	9%
	Urban	37%		26%	37%	35%	28%	37%
Interior	Rural	37%		24%	39%	36%	25%	39%
	Urban	34%		25%	41%	36% 25% 31% 27% 32% 26% 28% 24% 41% 29%	42%	
Island	Rural	35%		25%	41%	32%	26%	42%
	Urban	28%	25	5%	47%	28% 24%	24%	49%
Northern	Rural	44%		25%	31%	41%	29%	30%
	Urban	44%		24%	33%	44%	31%	24%
Provincial Health Services	Rural	39%		31%	31%	47%	31%	22%
Provincial nealth Services	Urban	38%		19%	43%	34%	24%	42%
Vancouver Coastal	Rural	23%	19%		57%	20%	22%	58%
	Urban	37%		26%	37%	33%	27%	40%

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

Practice Locatio	n		2019		Practice Type			2019	
Fraser	Community based	52%	28%	20%	Fraser	Family physicians	57%	23%	20%
	Facility based	60%	18%	23%		Specialists	54%	23%	23%
Interior	Community based	51%	22%	26%	Interior	Family physicians	52%	22%	27%
	Facility based	50%	19%	31%		Specialists	49%	20%	31%
Island	Community based	47%	26%	26%	Island	Family physicians	50%	25%	25%
	Facility based	44%	20%	35%		Specialists	40%	23%	37%
Northern	Community based	60%	22%	18%	Northern	Family physicians	62%	20%	6 18%
Northern	Facility based	56%	23%	21%		Specialists	57% 54% 52% 49% 50% 40%	26%	24%
Provincial Health	Community based	60%	22%	19%	Provincial Health	Family physicians	76%		14% 10%
Services	Facility based	50%	22%	28%	Services	Specialists	49%	23%	28%
Vancouver	Community based	52%	24%	24%	Vancouver	Family physicians	52%	25%	23%
Coastal	Facility based	57%	21%	22%	Coastal	Specialists	56%	21%	23%

■ Agree ■ Neutral ■ Disagree

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

Practice Location	n		2019		Practice Type			2019
Fraser	Community based	51%	21%	28%	Fraser	Family physicians	55%	24% 22%
	Facility based	66%	15%	19%		Specialists	62%	13% 25%
Interior	Community based	52%	20%	28%	Interior	Family physicians	56%	20% 24%
	Facility based	55%	18%	27%		Specialists	55% 62% 56% 50% 51%	18% 32%
Island	Community based	47%	20%	33%	Island	Family physicians	51%	20% 29%
	Facility based	55%	14%	31%		Specialists	49%	15% 36%
Northern	Community based	55%	21%	24%	Northern	Family physicians	62%	17% 22%
	Facility based	62%	18%	20%		Specialists	51%	26% 24%
Provincial Health	Community based	62%	16%	22%	Provincial Health	Family physicians	67%	10% 24%
Services	Facility based	69%	10%	21%	Services	Specialists	68%	11% 21%
Vancouver Coastal	Community based	47%	20%	32%	Vancouver	Family physicians	49%	22% 30%
	Facility based	62%	17%	21%	I% Coastal	Specialists	60%	16% 23%

■ Agree ■ Neutral ■ Disagree

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

Practice Locatio	n		2019		Practice Type			2019	
Fraser	Community based	47%	20%	33%	Fraser	Family physicians	50%	20%	30%
FIDSEI	Facility based	48%	16%	36%	Flaser	Specialists	50% 20% 45% 16% 50% 15% 43% 14% 5 51% 39% 16% 5 50% 38% 20% 5 67% 5 51% 5 52% 9% 15%	39%	
Interior	Community based	47%	16%	37%	Interior	Family physicians	50%	15%	35%
Interior	Facility based	47%	12%	40%	Interior	Specialists	50% 20% 45% 16% 50% 15% 43% 14% 51% 18% 39% 16% 50% 21% 38% 20% 67% 52% 51% 15%	14%	43%
Island	Community based	48%	18%	35%	Island	Family physicians	51%	18%	32%
ISIAIIU	Facility based	43%	16%	41%	Island	Specialists	10S 50% 20% 45% 16% 16% 10S 50% 15% 10S 43% 14% 10S 51% 18% 10S 51% 18% 10S 50% 21% 10S 50% 21% 10S 67% 20% 10S 52% 9% 10S 51% 15%	16%	46%
Northern	Community based	51%	23%	26%	Northony	Family physicians	50%	21%	28%
Northern	Facility based	41%	18%	41%	Northern	Specialists	50% 20% 45% 16% 50% 15% 43% 14% 51% 18% 39% 16% 50% 21% 38% 20% 67% 9% 51% 9%	42%	
Provincial Health	Community based	51%	19%	30%	Provincial Health	Family physicians	67%		24% 10%
Services	Facility based	54%	9%	37%	Services	Specialists	52%	9%	39%
Vancouver	Community based	46%	17%	38%	Vancouver	Family physicians	51%	15%	34%
Coastal	Facility based	50%	13%	38%	Coastal	Specialists	45%	15%	40%

■ Agree ■ Neutral ■ Disagree

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

Practice Locatio	n		2019		Practice Type			2019	
Fraser	Community based	45%	27%	29%	Freedr	Family physicians	49%	28%	23%
	Facility based	50%	25%	25%		Specialists	49% 46% 46% 44% 39%	24%	30%
Interior	Community based	45%	28%	28%	Interior	Family physicians	46%	28%	26%
	Facility based	46%	24%	30%		Specialists	49% 46% 46% 44% 39% 38% 58% 47% 62% 48%	23%	32%
Island	Community based	39%	30%	31%	Island	Family physicians	39%	30%	31%
	Facility based	38%	22%	40%		Specialists	3 39% 3 38%	22%	40%
Northern	Community based	56%	21%	23%	Northorn	Family physicians	58%	229	% 20%
	Facility based	52%	21%	27%		Specialists	47%	18%	35%
Provincial Health	Community based	49%	19%	32%	Practice Type Fraser Interior Island Northern Provincial Health Services Vancouver Coastal	Family physicians	62%	14 ⁰	% 24%
Services	Facility based	50%	22%	28%	Services	Specialists	48%	23%	29%
Vancouver	Community based	41%	24%	35%	Vancouver	Family physicians	41%	25%	34%
Coastal	Facility based	49%	20%	31%	Coastal	Specialists	49%	20%	32%

■ Agree ■ Neutral ■ Disagree

I have meaningful input into changes affecting my practice environment.

Practice Locatio	n		2019		Practice Type			2019	
Fraser	Community based	34%	32%	34%	Fraser	Family physicians	36%	37%	27%
Flase	Facility based	35%	26%	39%	Flasel	Specialists	32%	22%	46%
Interior	Community based	34%	26%	40%	Interior	Family physicians	32%	29%	38%
	Facility based	35%	24%	41%		Specialists	37%	20%	43%
Island	Community based	26%	30%	44%	Island	Family physicians	29%	28%	42%
	Facility based	28%	20%	52%		Specialists	24%	23%	53%
Northern	Community based	47%	24%	// 29%	Northern	Family physicians	47%	. 28	% 26%
	Facility based	41%	32%	27%		Specialists	39%	28%	33%
Provincial Health	Community based	38%	19%	43%	Provincial Health	Family physicians	52	% 14	% 33%
Services	Facility based	36%	16%	49%	Services	Specialists	34%	16%	49%
Vancouver	Community based	31%	22%	47%	Vancouver	Family physicians	30%	24%	45%
Coastal	Facility based	32%	24%	44%	Coastal	Specialists	32%	22%	45%

■ Agree ■ Neutral ■ Disagree

Senior leaders communicate the health authorities plans to physicians in a clear and timely way.

Practice Location	า		2019		Practice Type			2019	
Fraser	Community based	27%	29%	44%	Fraser	Family physicians	31%	31%	38%
	Facility based	26%	28%	45%		Specialists	22%	27%	51%
Interior	Community based	24%	33%	43%	Interior	Family physicians	23%	33%	44%
	Facility based	22%	26%	53%		Specialists	23%	24%	52%
Island	Community based	16%	34%	50%	Island	Family physicians	18%	34%	48%
	Facility based	16%	24%	60%		Specialists	14% 24	4%	63%
Northern	Community based	39	<mark>%</mark> 20%	41%	Northern	Family physicians	100/	21%	39%
	Facility based	33%	29%	38%	Northern	Specialists	29%	29%	41%
Provincial Health	Community based	35%	<mark>6</mark> 24%	40%	Provincial Health	Family physicians	43%	6 3:	3% 24%
Services	Facility based	23%	23%	54%	Services	Specialists	23%	22%	54%
Vancouver	Community based	21%	33%	46%	Vancouver	Family physicians	18%	36%	47%
Coastal	Facility based	28%	27%	45%	Coastal	Specialists	30%	25%	45%

■ Agree ■ Neutral ■ Disagree

Senior leaders seek physicians' input when setting the health authorities goals.

Practice Location	า		2	2019		Practice Type			2019	
Fraser	Community based	22%	33%		45%	Fraser	Family physicians	24%	34%	42%
FIDSEI	Facility based	19%	25%		56%		Specialists	17%	23%	59%
Interior	Community based	19%	31%		50%	Interior	Family physicians	19%	30%	52%
	Facility based	19%	23%		58%		Specialists	19%	24%	56%
Island	Community based	17%	28%		55%	Island	Family physicians	20%	27%	53%
	Facility based	16%	23%		61%		Specialists	13%	23%	64%
Northern	Community based	30%	33	3%	38%	Northern	Family physicians	0.4.07	33%	36%
	Facility based	32%	26	%	42%		Specialists	29%	24%	47%
Provincial Health	Community based	24%	22%		54%	Provincial Health	Family physicians	24%	33%	43%
Services	Facility based	17%	21%		62%	Services	Specialists	18%	19%	63%
Vancouver	Community based	19%	31%		50%	Vancouver	Family physicians	16%	34%	49%
Coastal	Facility based	24%	27%		49%	Coastal	Specialists	0.00/	25%	50%

■ Agree ■ Neutral ■ Disagree

Senior leaders' decision-making is transparent to physicians.

Practice Location	1	2019	Practice Type		20	019
Fraser	Community based 14% 32%	54%	Fraser	Family physicians	15% 36%	49%
Flase	Facility based 12% 29%	59%		Specialists		64%
Interior	Community based 11% 33%	56%	Interior	Family physicians 1	<mark>0%</mark> 32%	58%
	Facility based 10% 21%	68%		Specialists		66%
Island	Community based 8% 28%	63%	Island	Family physicians 1		62%
	Facility based <mark>6% 25%</mark>	68%		Specialists 5		70%
Northern	Community based 26%	32% 42%	Northern	Family physicians	25% 33%	42%
Northern	Facility based 21% 29	9% 50%		Specialists	22% 26%	53%
Provincial Health	Community based 19% 30	% 51%	Provincial Health	Family physicians	24% 29%	48%
Services	Facility based <mark>9% 20%</mark>	70%	Services	Specialists 1	<mark>0%</mark> 22%	69%
Vancouver	Community based 10% 34%	55%	Vancouver	Family physicians		56%
Coastal	Facility based 13% 29%	58%	Coastal	Specialists		58%

■ Agree ■ Neutral ■ Disagree

This health authority values physicians' contributions.

Practice Location	า		201	19		Practice Type			2019	
Fraser	Community based	28%	35%		38%	Fraser	Family physicians	33%	34%	34%
	Facility based	31%	31%		38%		Specialists	26%	33%	42%
Interior	Community based	30%	33%		36%	Interior	Family physicians	31%	35%	34%
	Facility based	32%	28%		40%		Specialists	32%	26%	42%
Island	Community based	22%	31%		46%	Island	Family physicians	26%	29%	45%
	Facility based	23%	26%		51%		Specialists	18%	29%	53%
Northern	Community based	46%		28%	26%	Northern	Family physicians	46%		29% 25%
	Facility based	42%		27%	30%		Specialists	41%	26%	6 33%
Provincial Health	Community based	32%	22%		45%	Provincial Health	Family physicians	43%	24	% 33%
Services	Facility based	29%	23%		48%	Services	Specialists	28%	23%	49%
Vancouver	Community based	25%	37%		38%	Vancouver	Family physicians	25%	38%	37%
Coastal	Facility based	31%	32%	, o	36%	Coastal	Specialists	31%	32%	37%

■ Agree ■ Neutral ■ Disagree

SECTION 4 – Local Engagement

I have meaningful input into changes affecting my practice environment (Facility).

Practice Locatio	n		2019		Practice Type			2019	
Fraser	Community based	37%	27%	37%	Fraser	Family physicians	39%	28%	32%
	Facility based	47%	27%	27%	F10501	Specialists	45%	25%	30%
Interior	Community based	38%	28%	34%	Interior	Family physicians	40%	28%	33%
	Facility based	46%	23%	31%		Specialists	44%	24%	32%
Island	Community based	29%	31%	40%	Island	Family physicians	32%	30%	38%
	Facility based	35%	23%	42%		Specialists	30%	24%	45%
Northern	Community based	51%	27	% 21%	Northern	Family physicians	53%	2	27% 20%
Northern	Facility based	53%	249	% 23%	Northern	Specialists	50%	24	% 26%
Provincial Health	Community based	32%	32%	35%	Provincial Health	Family physicians	45%	20%	35%
Services	Facility based	43%	25%	32%	Services	Specialists	40%	27%	32%
Vancouver	Community based	26%	29%	45%	Vancouver	Family physicians	25%	31%	44%
Coastal	Facility based	39%	25%	36%	Coastal	Specialists	39%	24%	37%

■ Agree ■ Neutral ■ Disagree

SECTION 4 – Local Engagement

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

Practice Locatio	n		2019		Practice Type			2019	
Fraser	Community based	38%	28%	34%	Fraser	Family physicians	42%	27%	30%
	Facility based	54%	25%	22%	Flase	Specialists	50%	26%	25%
Interior	Community based	41%	31%	28%	Interior	Family physicians	44%	30%	26%
Interior	Facility based	50%	25%	25%		Specialists	47%	26%	27%
Island	Community based	33%	31%	35%	Island	Family physicians	37%	31%	32%
	Facility based	38%	24%	38%		Specialists	33%	24%	43%
Northern	Community based	56%	269	% 18%	Northern	Family physicians	58%		27% 15%
Northern	Facility based	54%	27%	6 18%		Specialists	50%	26%	24%
Provincial Health	Community based	46%	30%	24%	Provincial Health	Family physicians	65%		20% 15%
Services	Facility based	53%	16%	31%	Services	Specialists	50%	18%	32%
Vancouver	Community based	34%	28%	38%	Vancouver	Family physicians	33%	29%	38%
Coastal	Facility based	49%	22%	29%	Coastal	Specialists	48%	22%	30%

■ Agree ■ Neutral ■ Disagree

This hospital/facility takes effective action to promote a healthy and safe workplace.

Practice Locatio	n		2019		Practice Type			2019	
Fraser	Community based	50%	36%	15%	Fraser	Family physicians	49%	36%	15%
FIdSel	Facility based	53%	28%	19%	FIASEI	Specialists	53%	28%	19%
Interior	Community based	51%	32%	17%	Interior	Family physicians	53%	30%	17%
Interior	Facility based	51%	26%	22%	Interior	Specialists	50%	28%	19%
Island	Community based	43%	33%	24%	Island	Family physicians	47%	32%	21%
	Facility based	40%	22%	38%		Specialists	36%	24%	40%
Northern	Community based	57%	22%	21%	Northern	Family physicians	55%	25%	20%
Northern	Facility based	50%	20%	30%		Specialists	50%	14%	36%
Provincial Health	Community based	49%	27%	24%	Provincial Health	Family physicians	65%	2	5% 10%
Services	Facility based	57%	21%	22%	Services	Specialists	54%	22%	24%
Vancouver	Community based	45%	35%	20%	Vancouver	Family physicians	44%	33%	22%
Coastal	Facility based	47%	25%	28%	Coastal	Specialists	48%	27%	26%

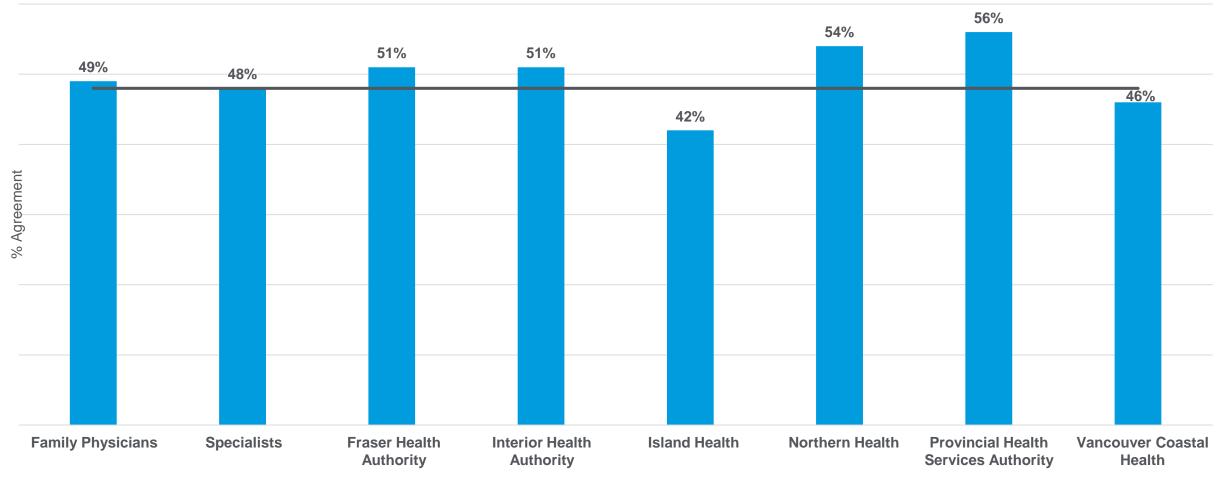
■ Agree ■ Neutral ■ Disagree

This hospital/facility takes effective action to prevent violence in the workplace.

Practice Locatio	n		2019		Practice Type		2019)
Fraser	Community based	59%	35	% 6%	Fraser	Family physicians	61%	33% 6%
	Facility based	63%	26	% 11%		Specialists	61%	28% 11%
Interior	Community based	68%	2	.5% 8%	Interior	Family physicians	69%	24% 8%
	Facility based	66%	24	4% 10%		Specialists	65%	26% 10%
Island	Community based	55%	34%	11%	Island	Family physicians	58%	32% 10%
	Facility based	56%	32%	12%		Specialists	52%	35% 13%
Northern	Community based	56%	28%	15%	Northern	Family physicians	56%	30% 14%
	Facility based	62%	26%	<u>/</u> 12%		Specialists	63%	22% 14%
Provincial Health	Community based	56%	33%	11%	Provincial Health	Family physicians	60%	35% 5%
Services	Facility based	76%	b	21% 4%	Services	Specialists	73%	22% 5%
Vancouver	Community based	49%	38%	12%	Vancouver	Family physicians	51%	36% 14%
Coastal	Facility based	59%	27%	14%	Coastal	Specialists	58%	30% 13%

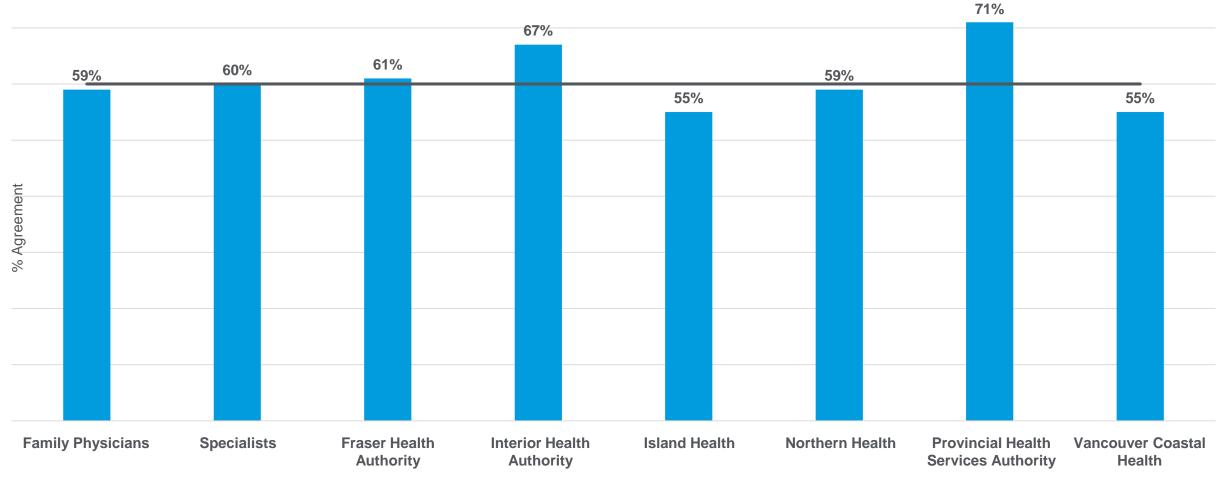
■ Agree ■ Neutral ■ Disagree

This facility takes effective action to promote a healthy and safe workplace.

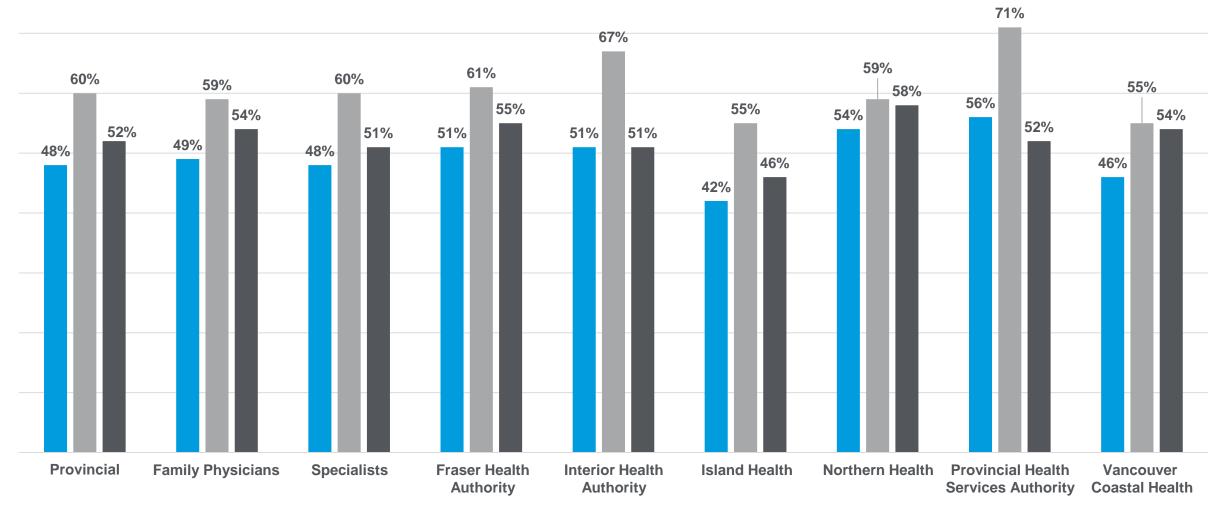


—Provincial Avg 48%

This hospital/facility takes effective action to prevent violence in the workplace.



-Provincial Avg 60%



This hospital/facility takes effective action to promote a healthy and safe workplace.

This hospital/facility takes effective action to prevent violence in the workplace.

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

