



Health Authority Engagement Survey Report 2019



doctors
of bc
Better. Together.

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%).
- 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.

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

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

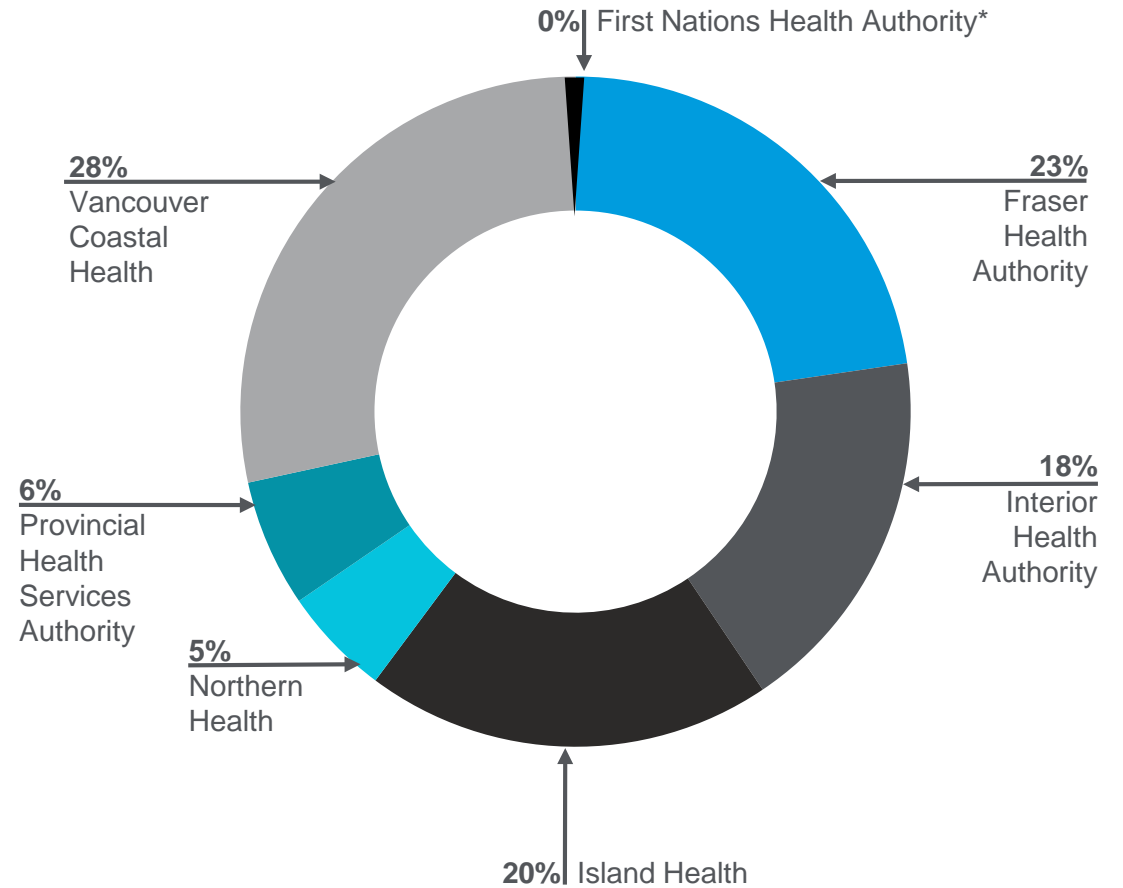
- Our goal is to share this report with members and health authorities to help inform conversations on engagement in the system at a regional and local level.
- Doctors of BC will be reaching out to work with health authorities in an effort to support areas of opportunity highlighted by the survey results. 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%

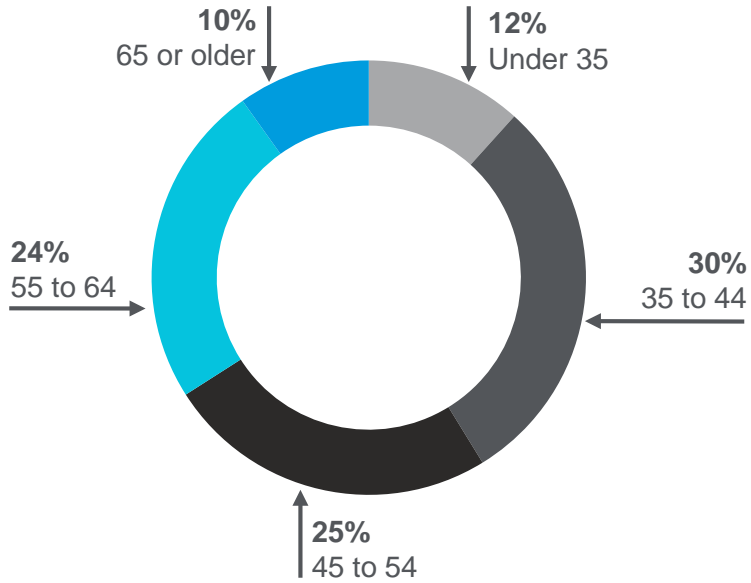
2019 Regional Response Rate



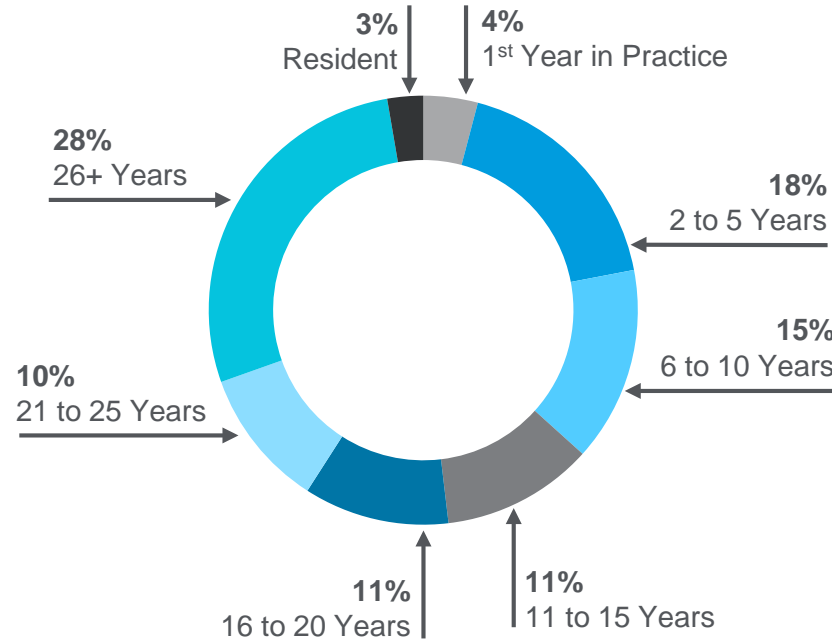
*0% due to small number of responses relative to sample size.

Demographics

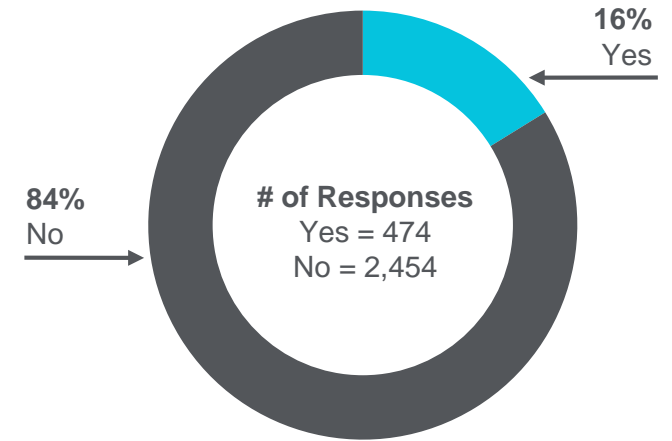
AGE



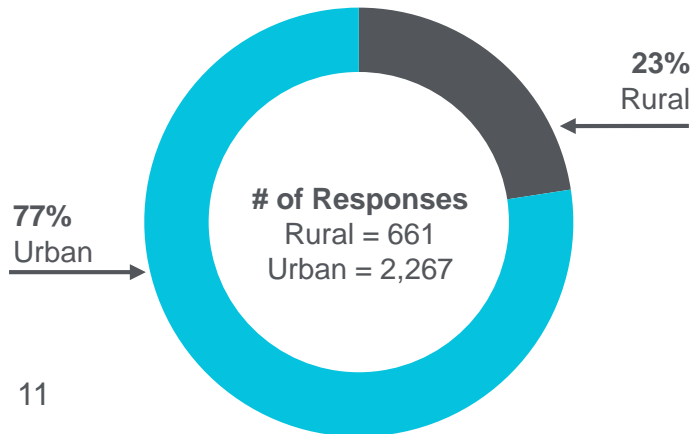
TENURE



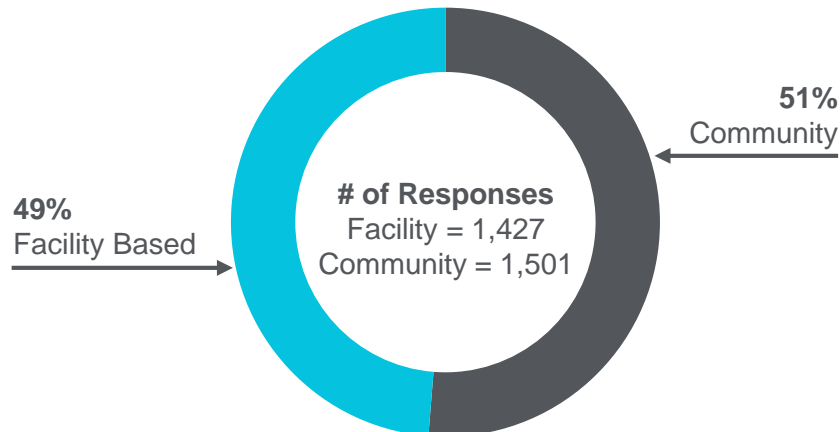
MEDICAL LEADERSHIP



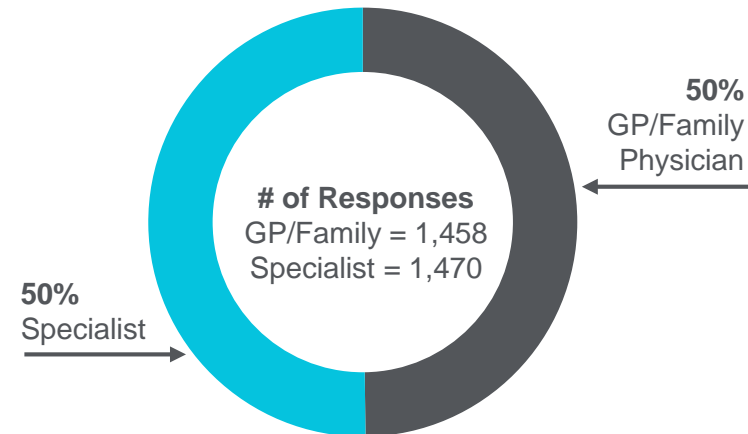
SETTING



FACILITY OR COMMUNITY BASED

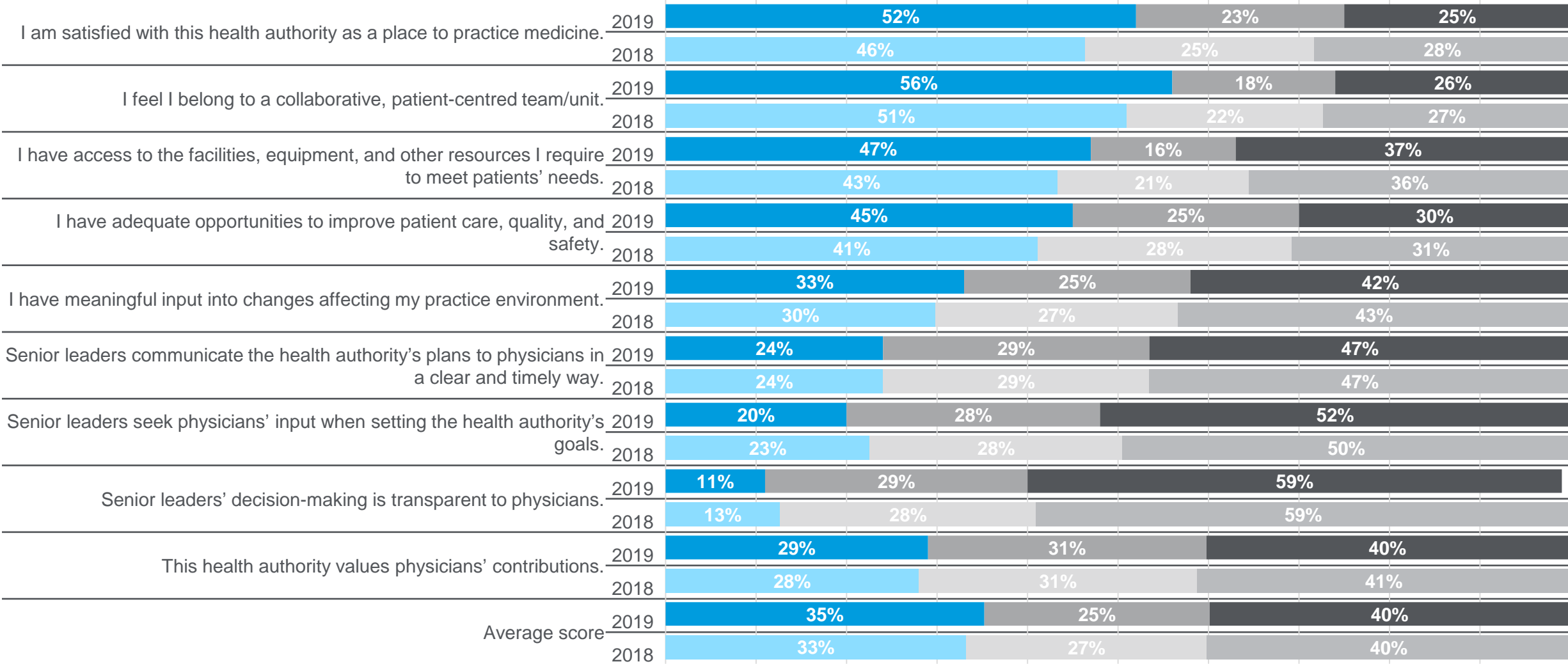


FAMILY PHYSICIANS OR SPECIALISTS



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.



■ Agree ■ Neutral ■ Disagree

SECTION 1 – Provincial Averages: New Questions

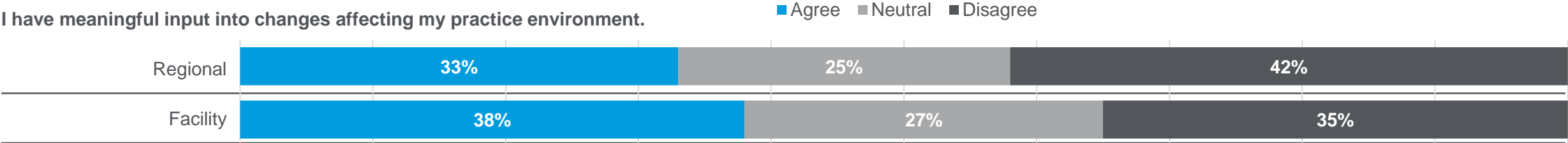
The following charts illustrate the provincial averages for the new questions added to this year’s survey. The first two charts highlight the same question from both a regional/health authority perspective and a facility/local perspective, indicating the differences between the two levels of engagement.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



I have meaningful input into changes affecting my practice environment.



Physical & Psychological Safety

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

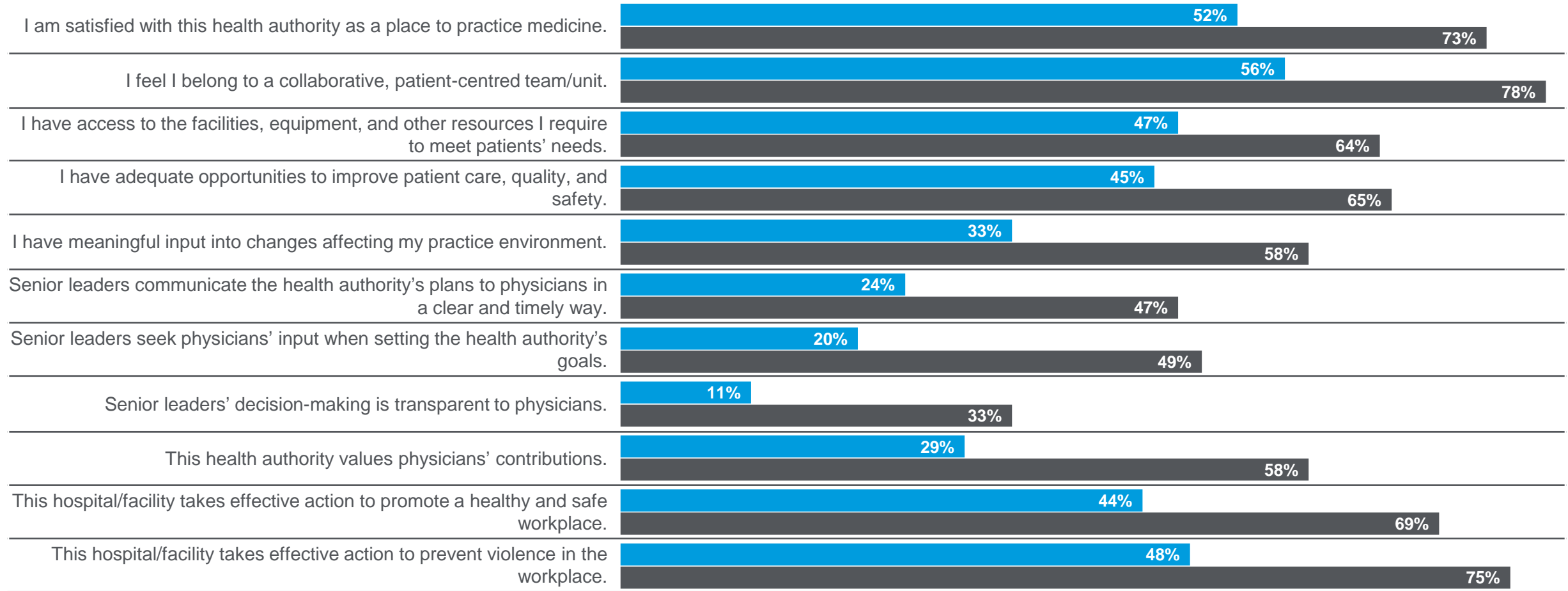


This hospital/facility takes effective action to promote a healthy and safe workplace.



SECTION 1 – Provincial Averages

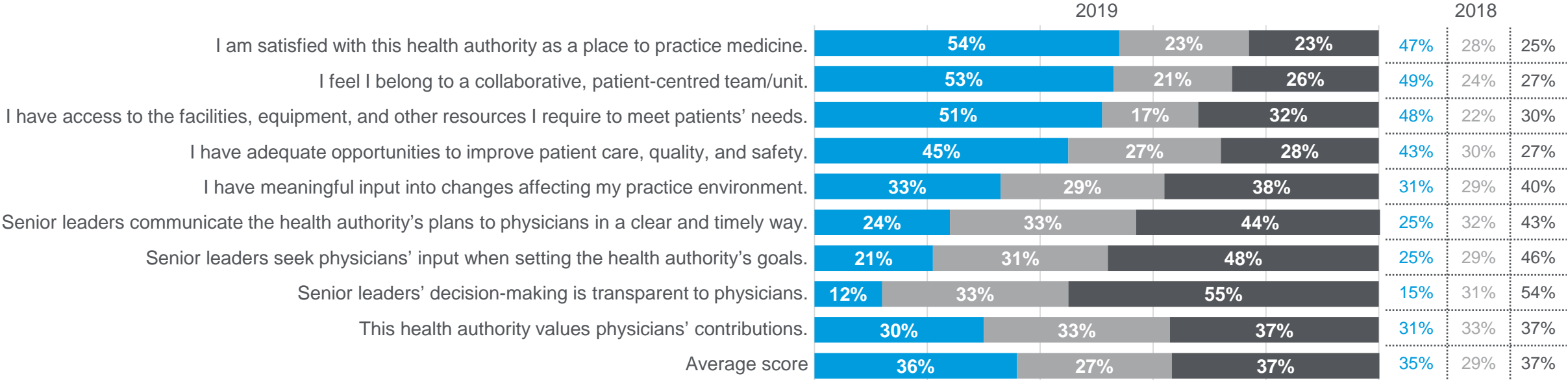
Doctors of BC vs. HSO National Benchmark (% Agree only)



■ 2019 Doctors of BC Survey - Agree

■ HSO National Benchmark - Agree

SECTION 1 – Provincial Averages (Family Physicians)

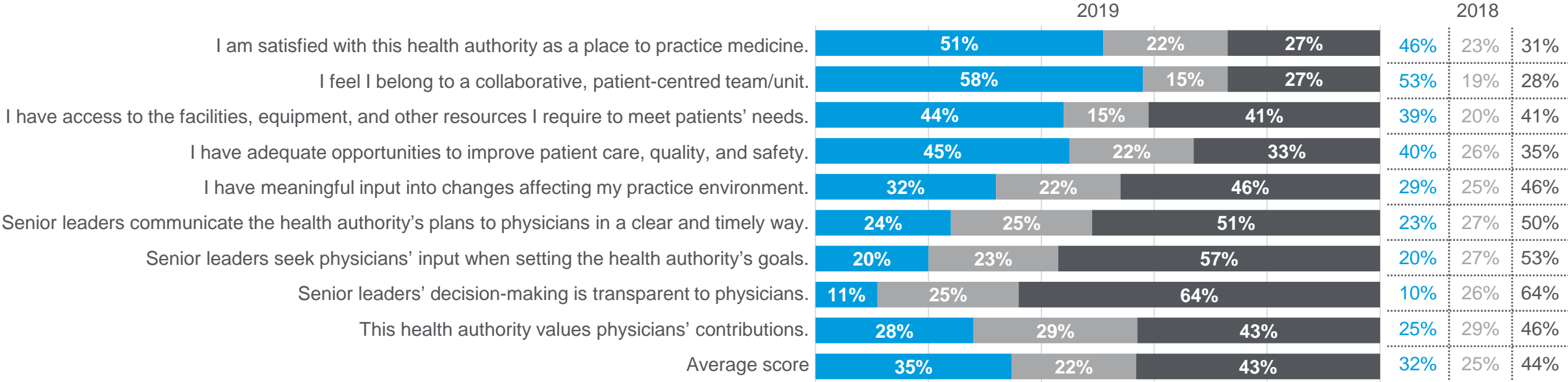


New in 2019

Local Engagement and Safety Questions



SECTION 1 – Provincial Averages (Specialists)

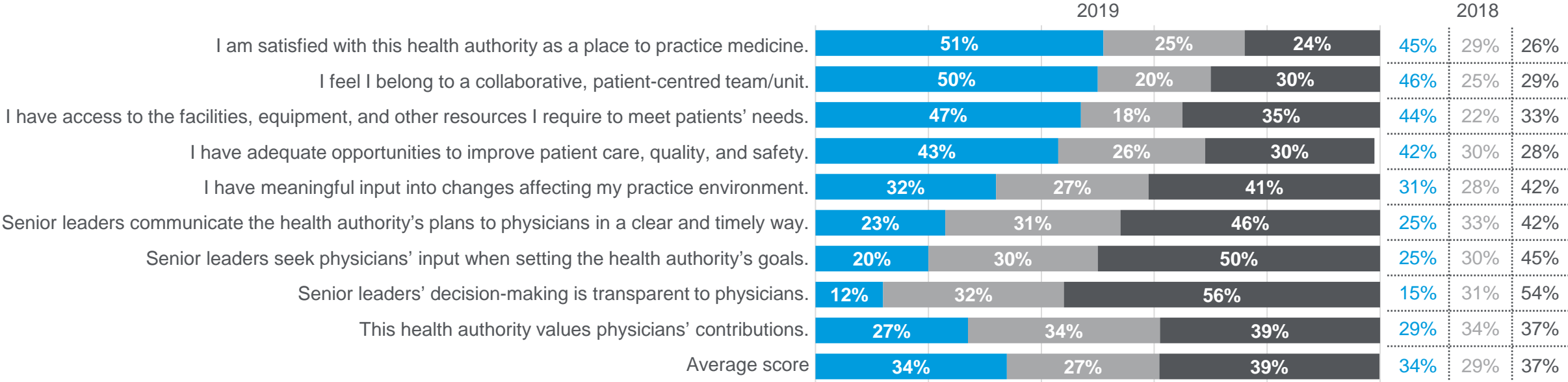


New in 2019

Local Engagement and Safety Questions



SECTION 1 – Provincial Averages (Community Based Practice)

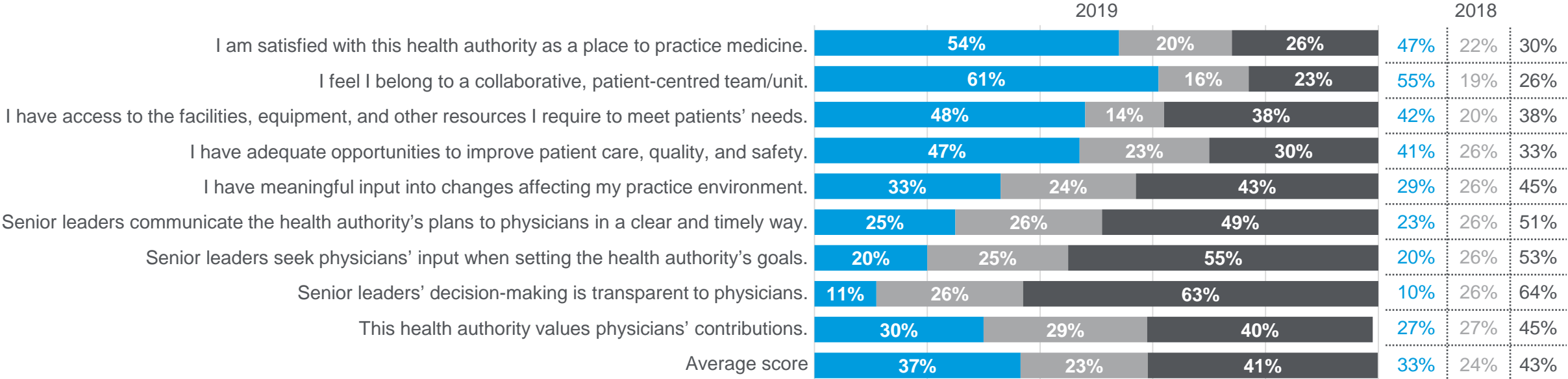


New in 2019

Local Engagement and Safety Questions

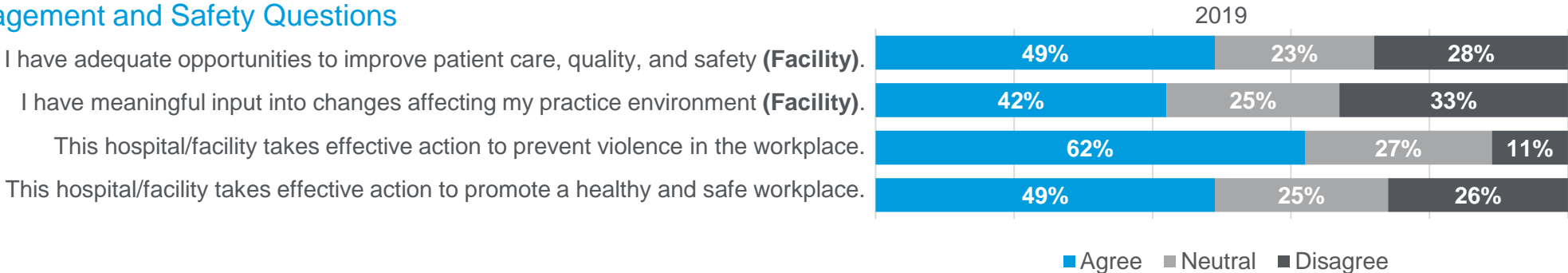


SECTION 1 – Provincial Averages (Hospital/Facility Based Practice)

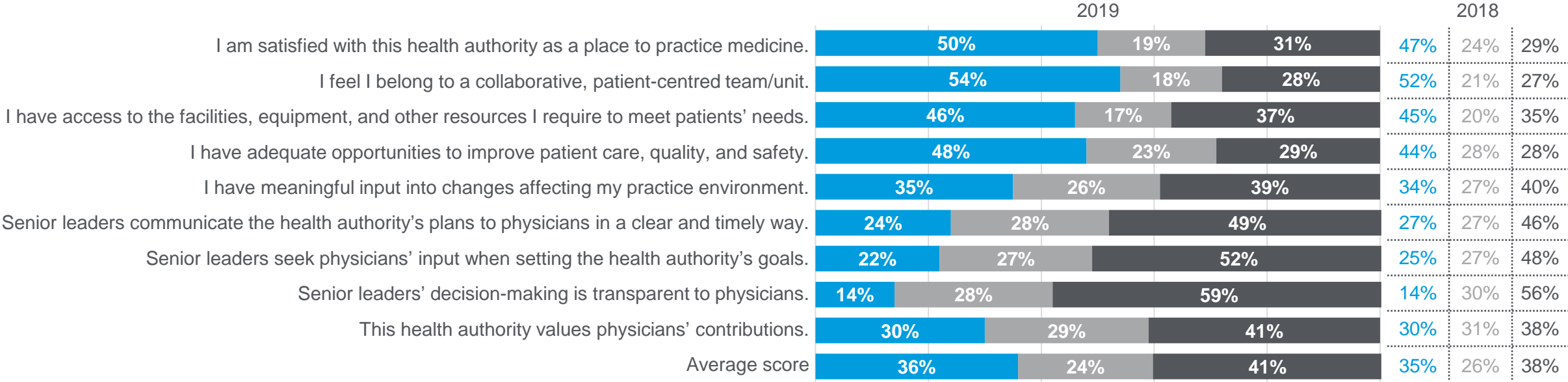


New in 2019

Local Engagement and Safety Questions



SECTION 1 – Provincial Averages (Rural Based)

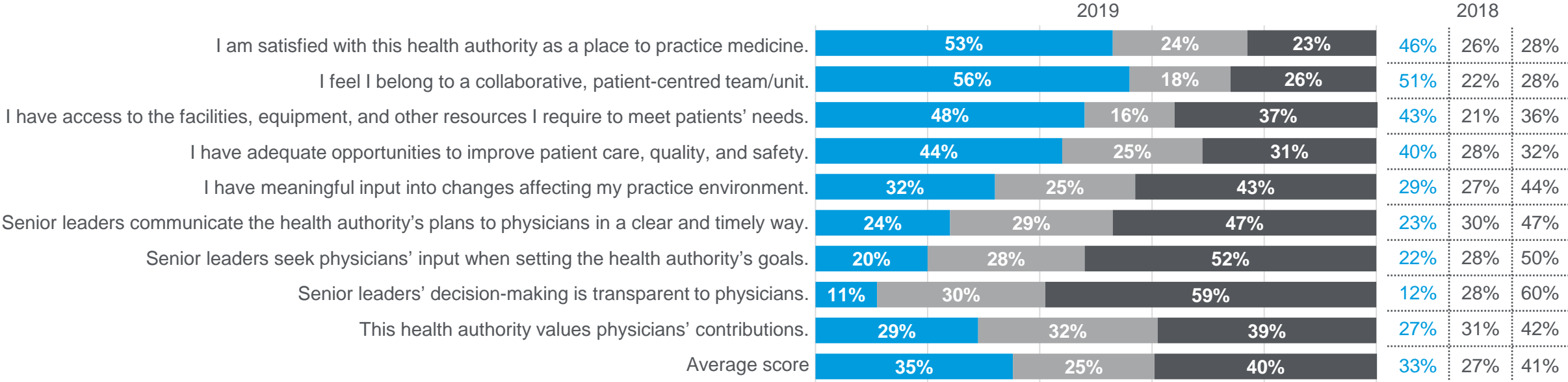


New in 2019

Local Engagement and Safety Questions



SECTION 1 – Provincial Averages (Urban Based)



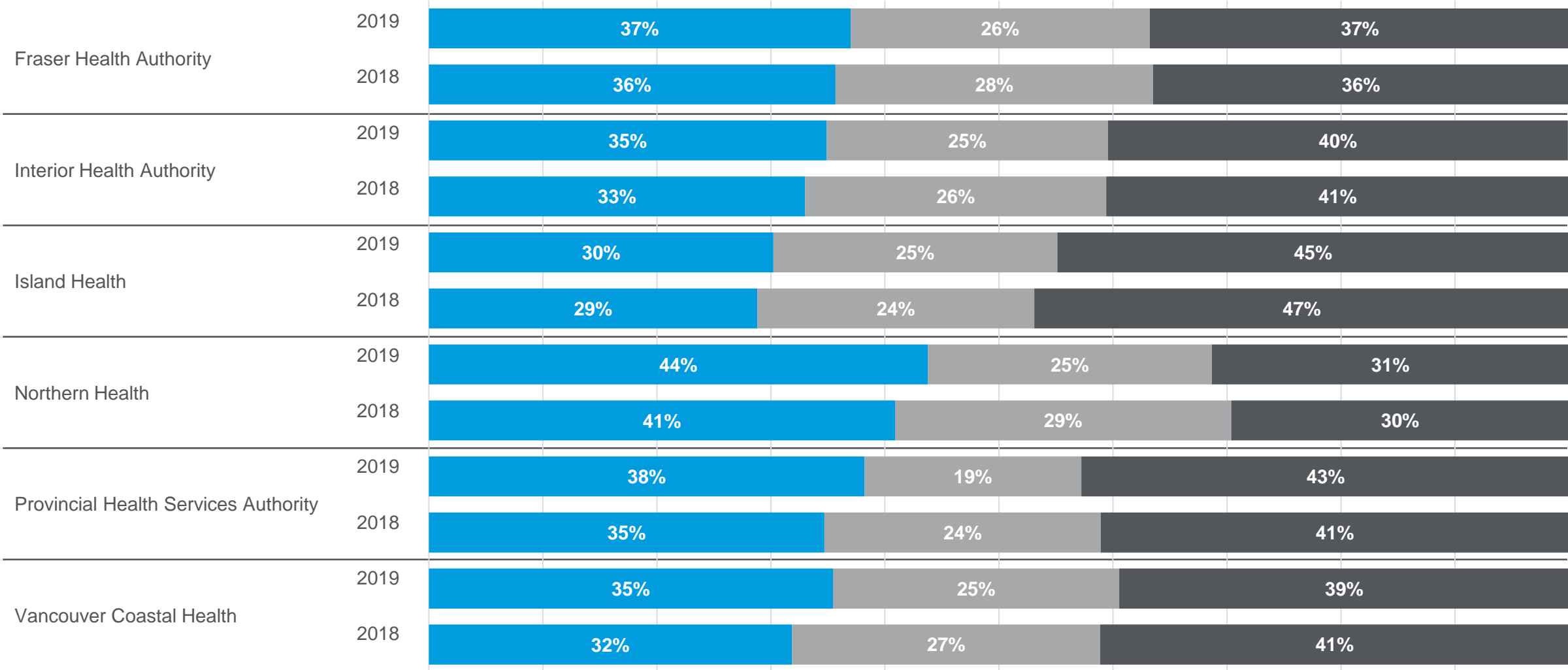
New in 2019

Local Engagement and Safety Questions



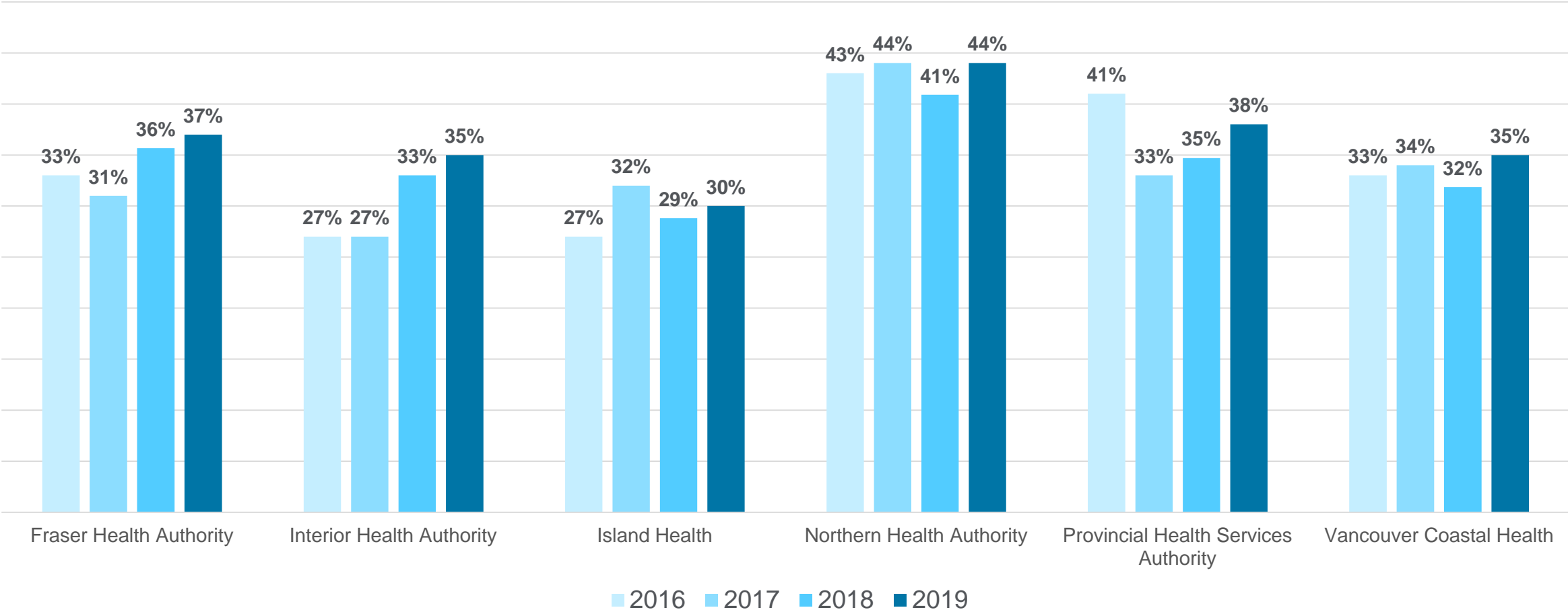
SECTION 2 – Health Authority Averages

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



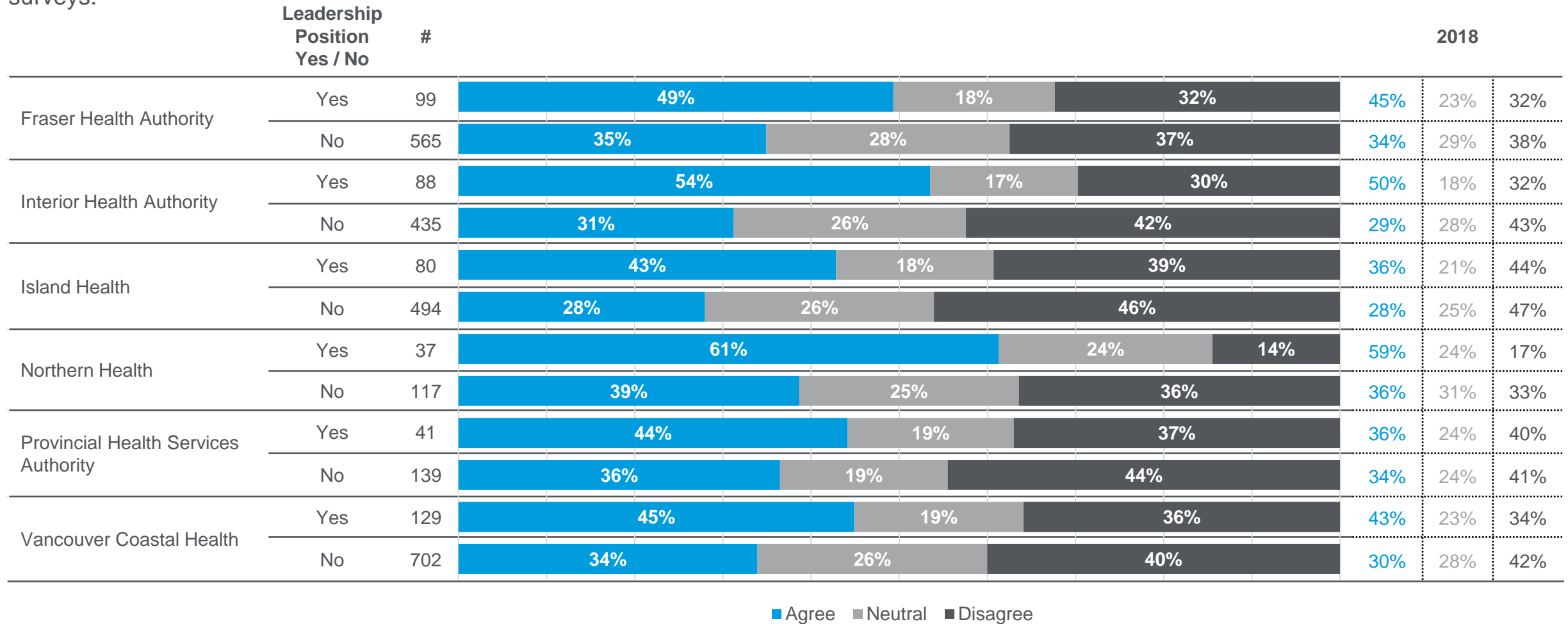
SECTION 2 – Health Authority Averages

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



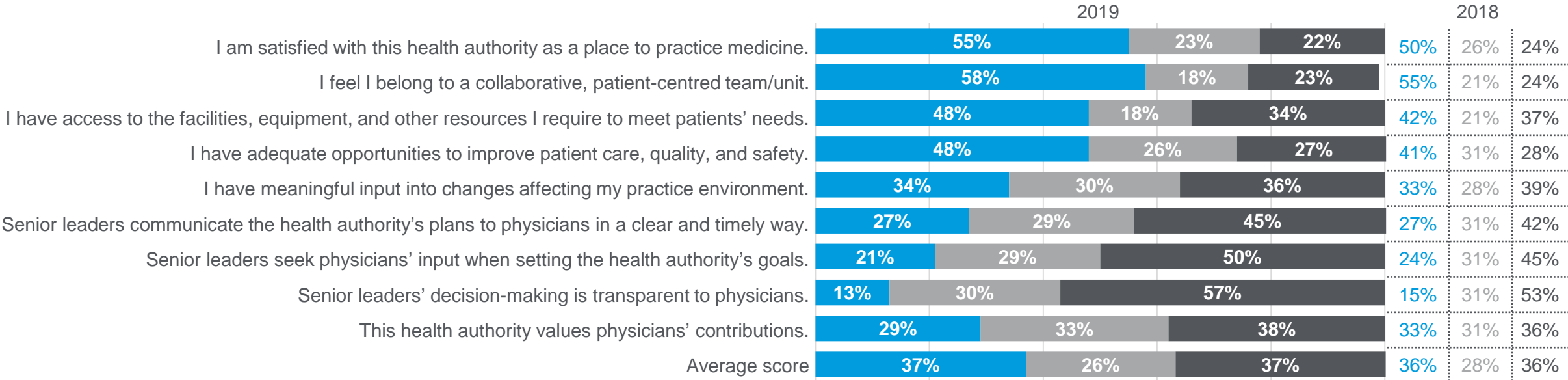
SECTION 2 – Health Authority Averages

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.



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.



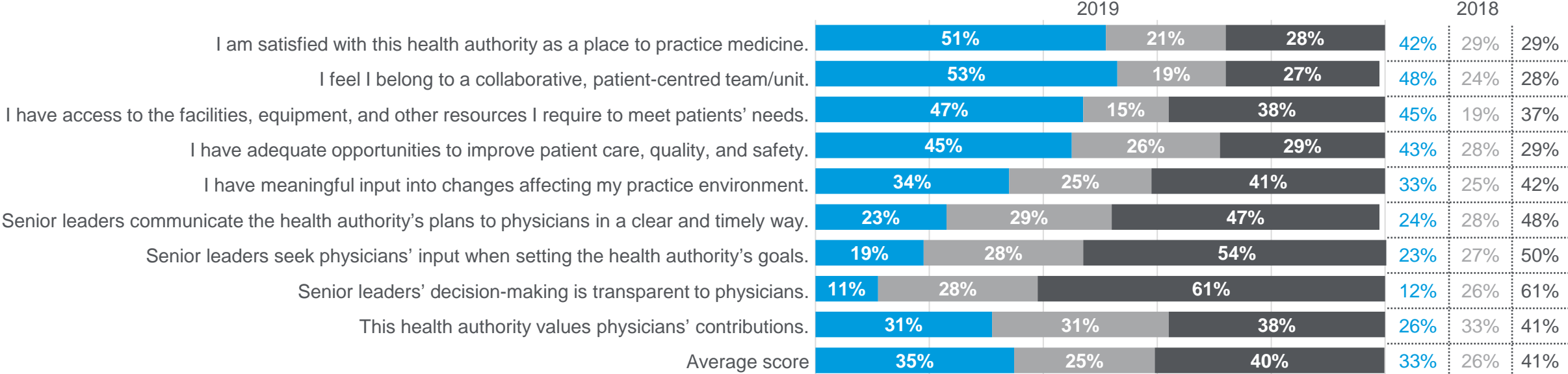
New in 2019

Local Engagement and Safety Questions



■ Agree ■ Neutral ■ Disagree

SECTION 2 – Health Authority Averages (Interior Health Authority)



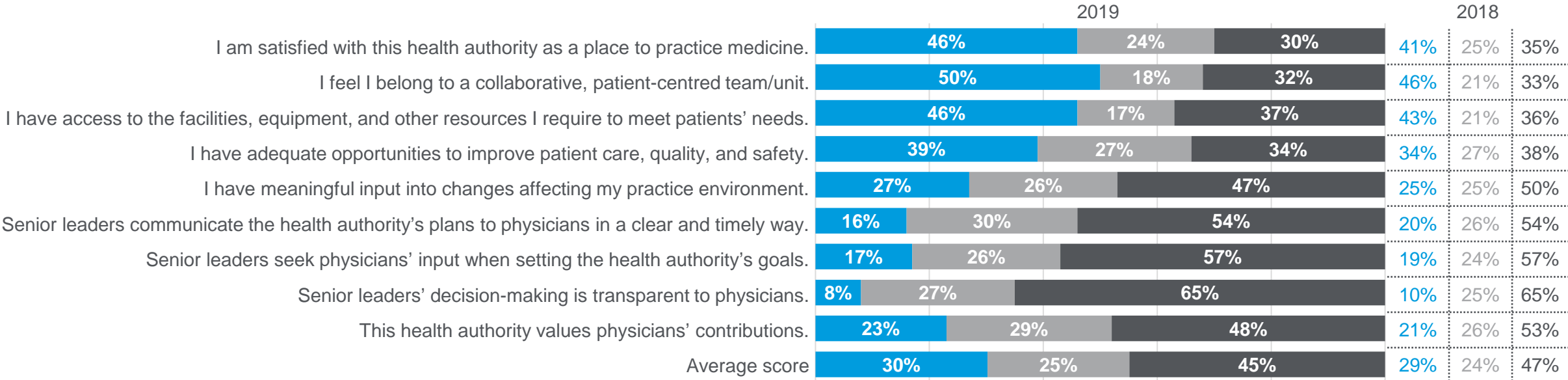
New in 2019

Local Engagement and Safety Questions



■ Agree ■ Neutral ■ Disagree

SECTION 2 – Health Authority Averages (Island Health)

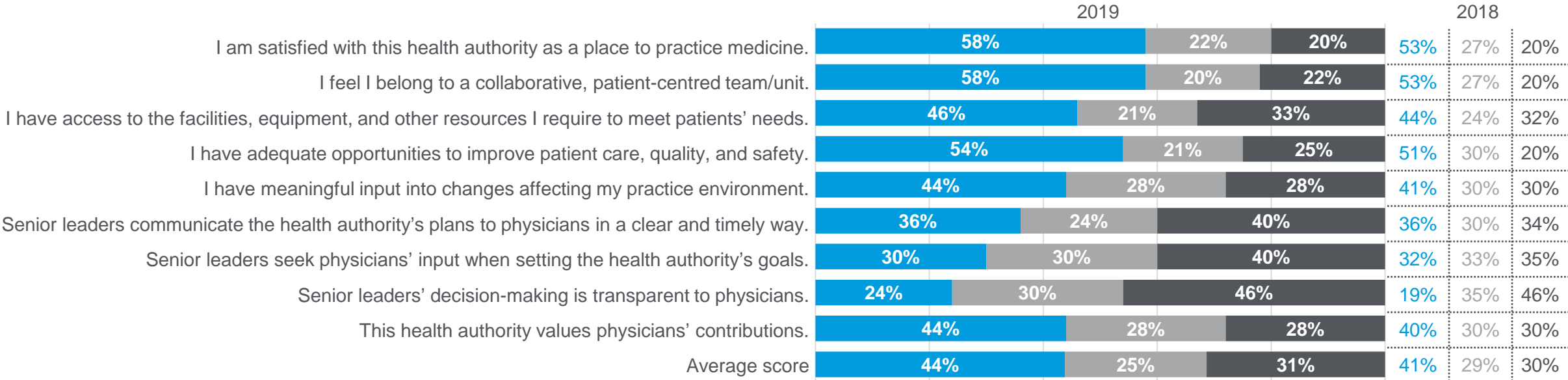


New in 2019

Local Engagement and Safety Questions



SECTION 2 – Health Authority Averages (Northern Health)

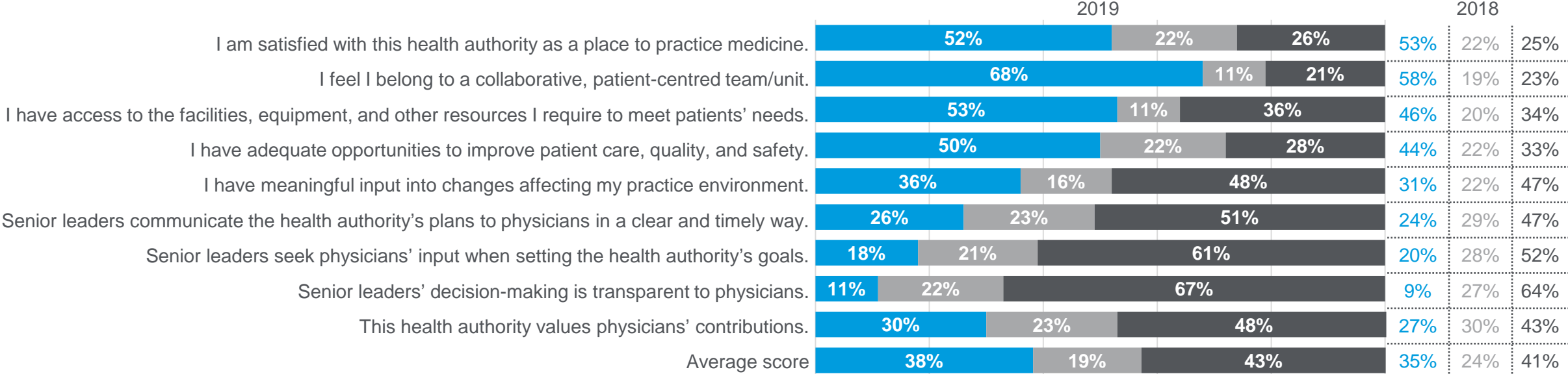


New in 2019

Local Engagement and Safety Questions



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



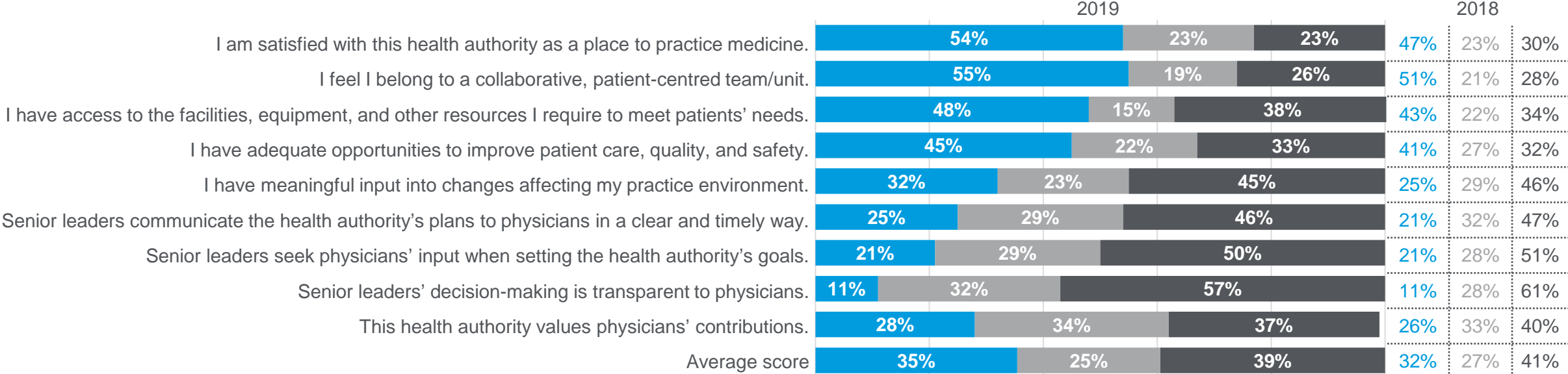
New in 2019

Local Engagement and Safety Questions



■ Agree ■ Neutral ■ Disagree

SECTION 2 – Health Authority Averages (Vancouver Coastal Health)



New in 2019

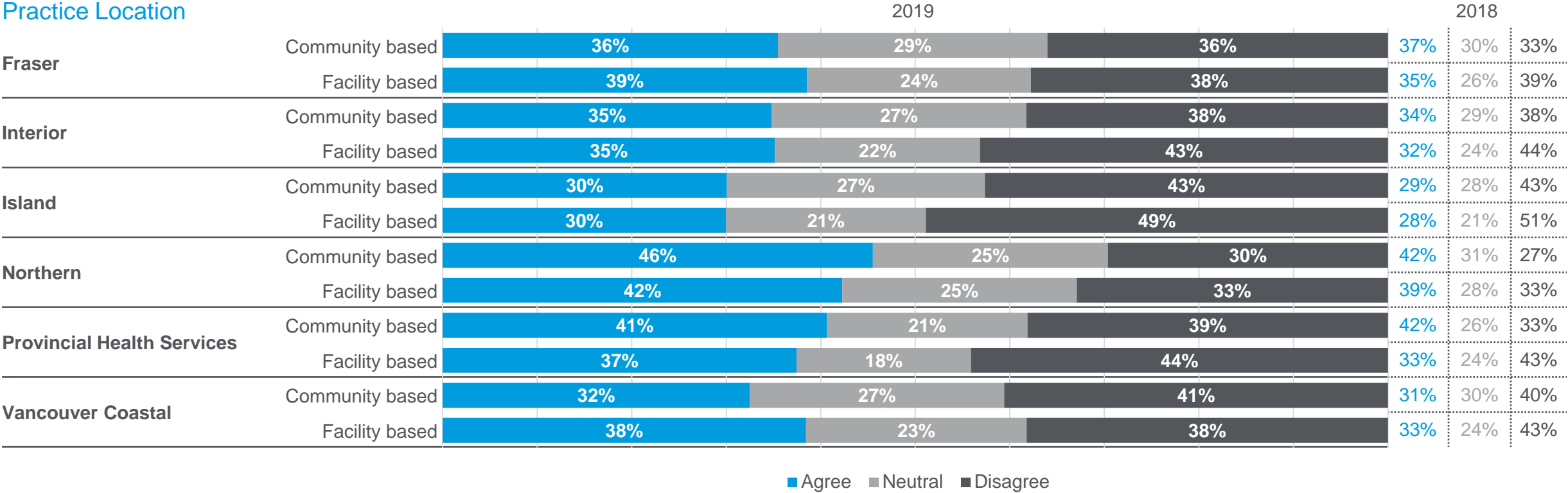
Local Engagement and Safety Questions



SECTION 2 – Overall Health Authority Averages

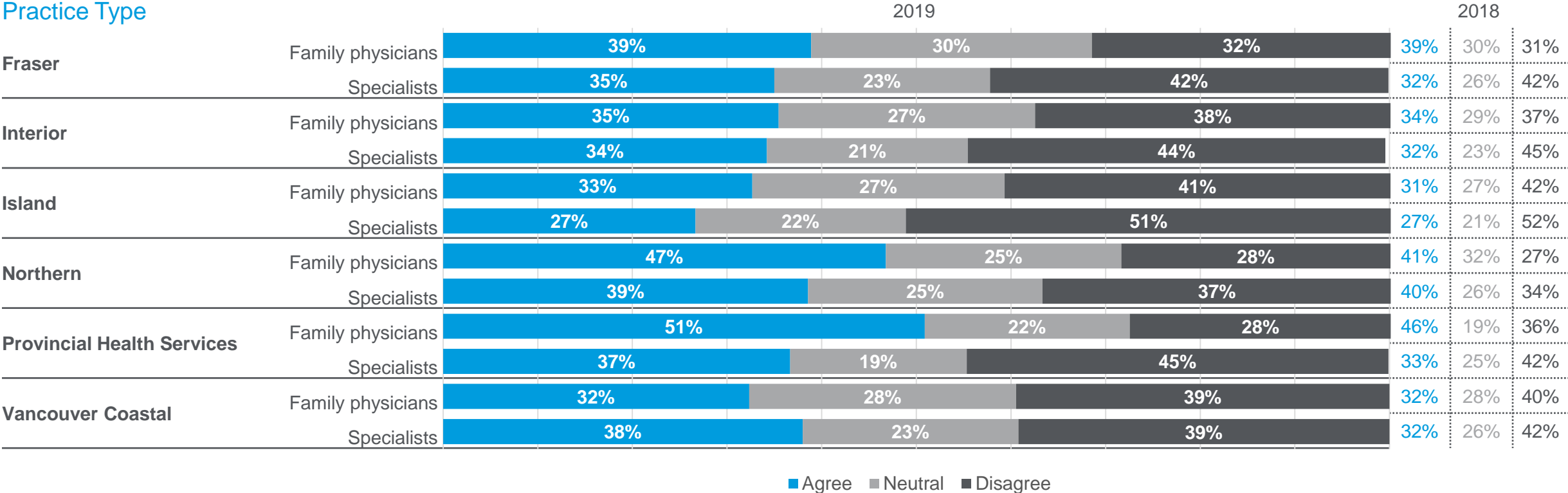
The following charts provide the overall average of the same nine questions asked in previous surveys by health authority and specific group categories.

Practice Location



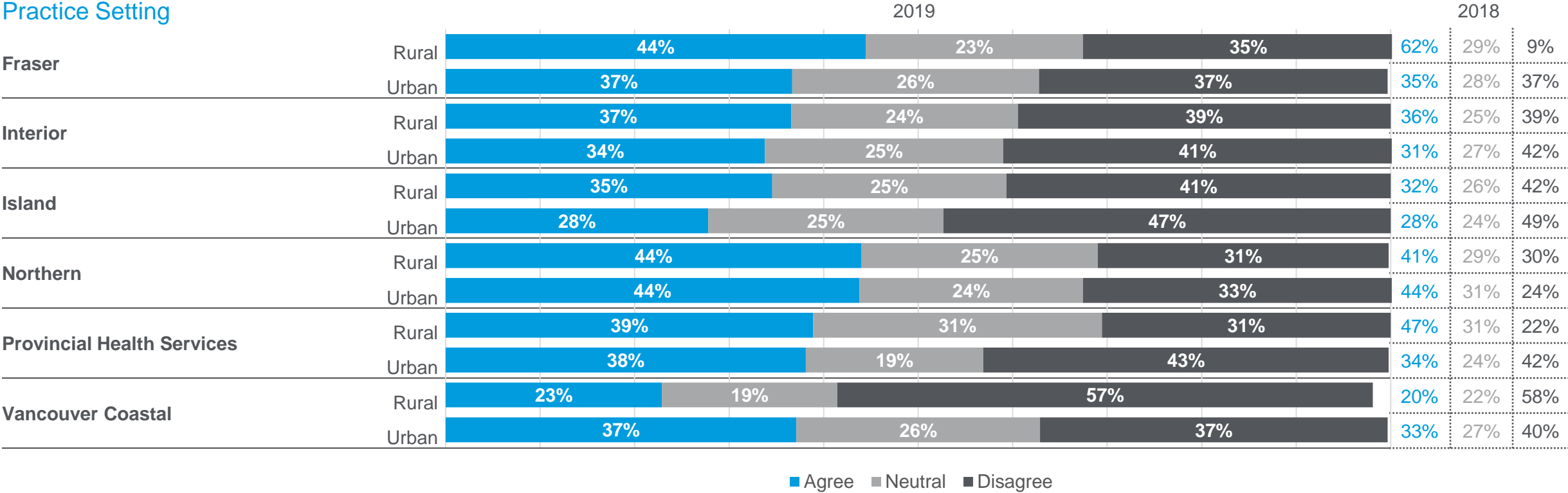
SECTION 2 – Overall Health Authority Averages

Practice Type



SECTION 2 – Overall Health Authority Averages

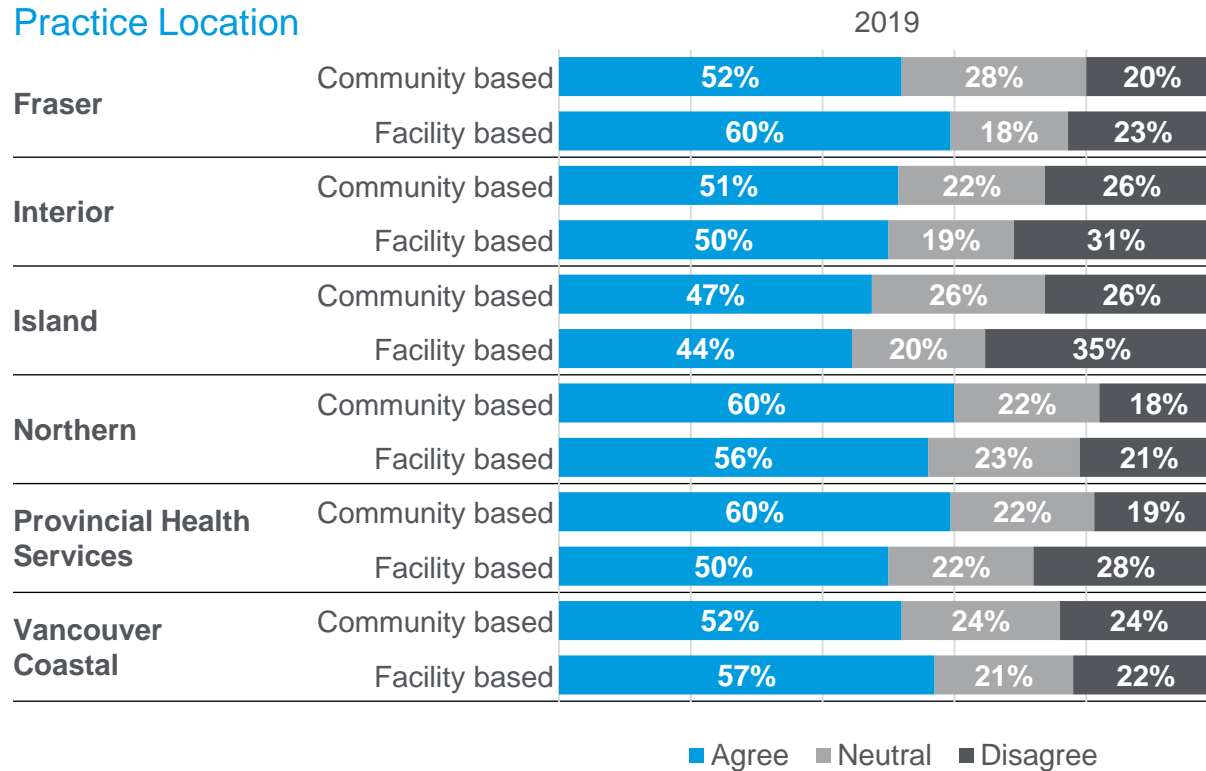
Practice Setting



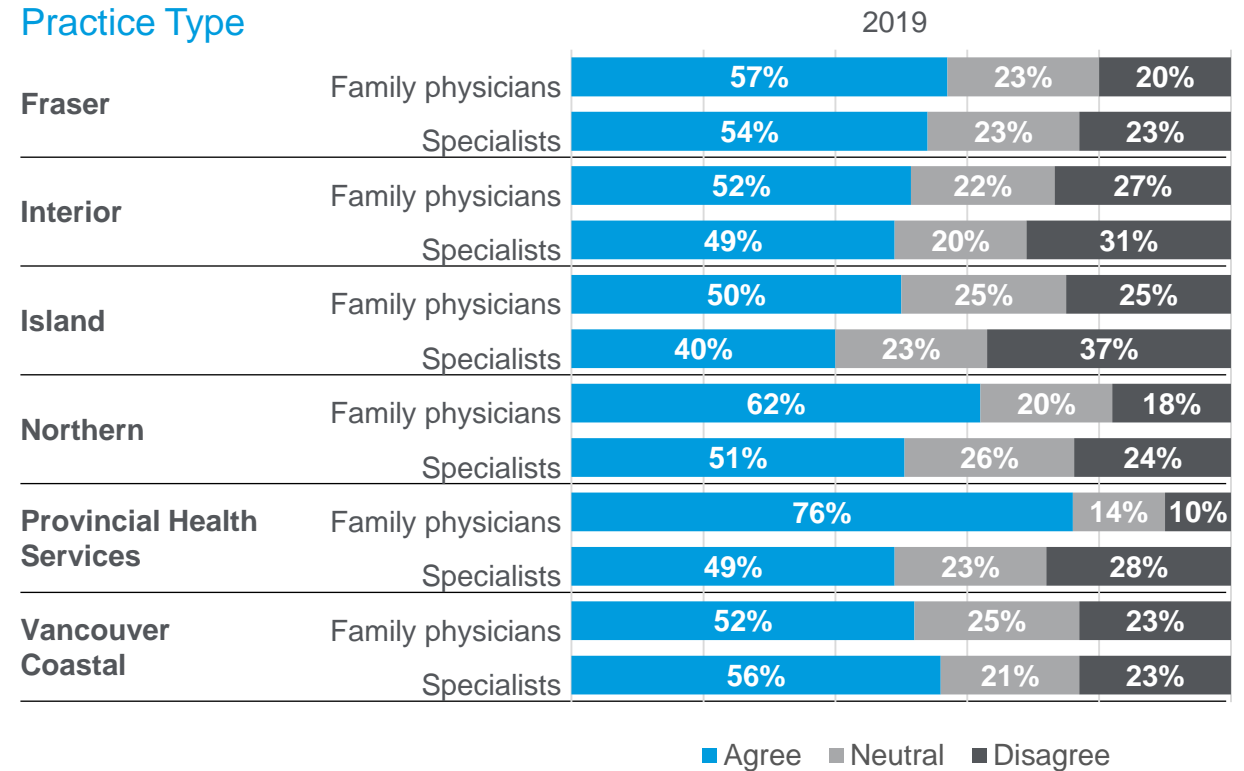
SECTION 3 – Survey Questions by Group

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

Practice Location



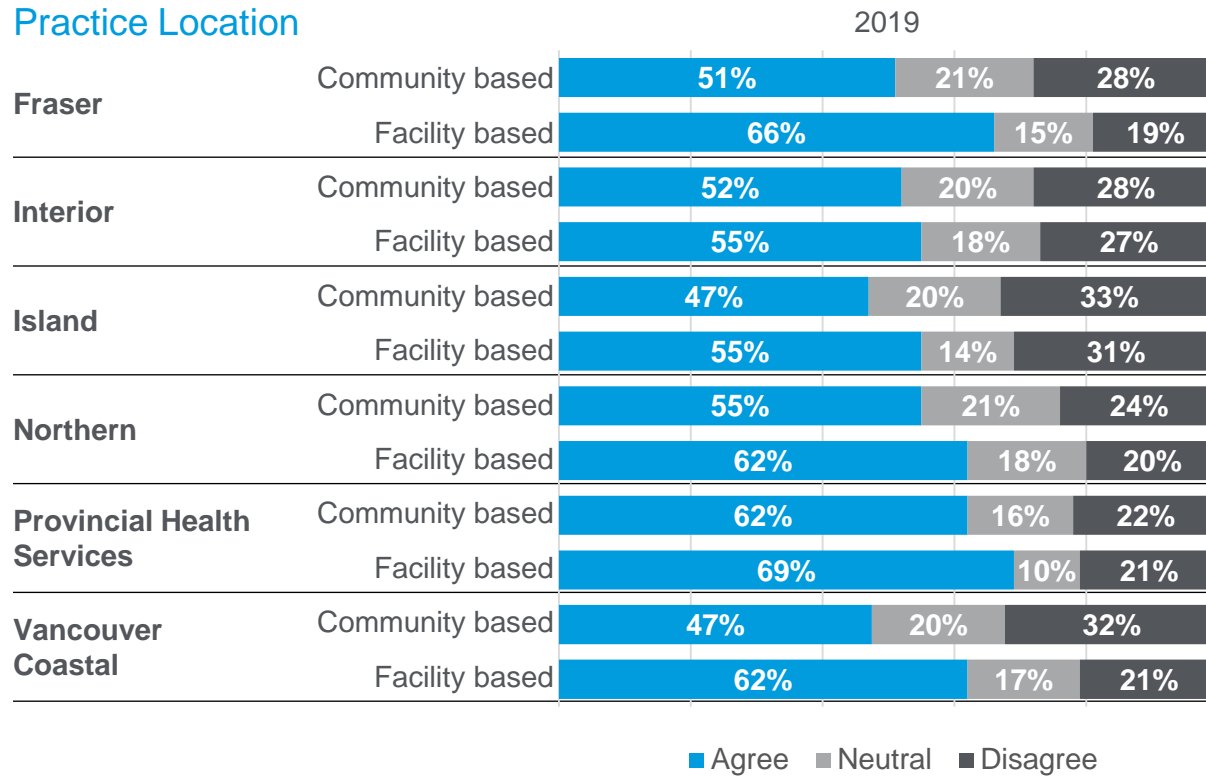
Practice Type



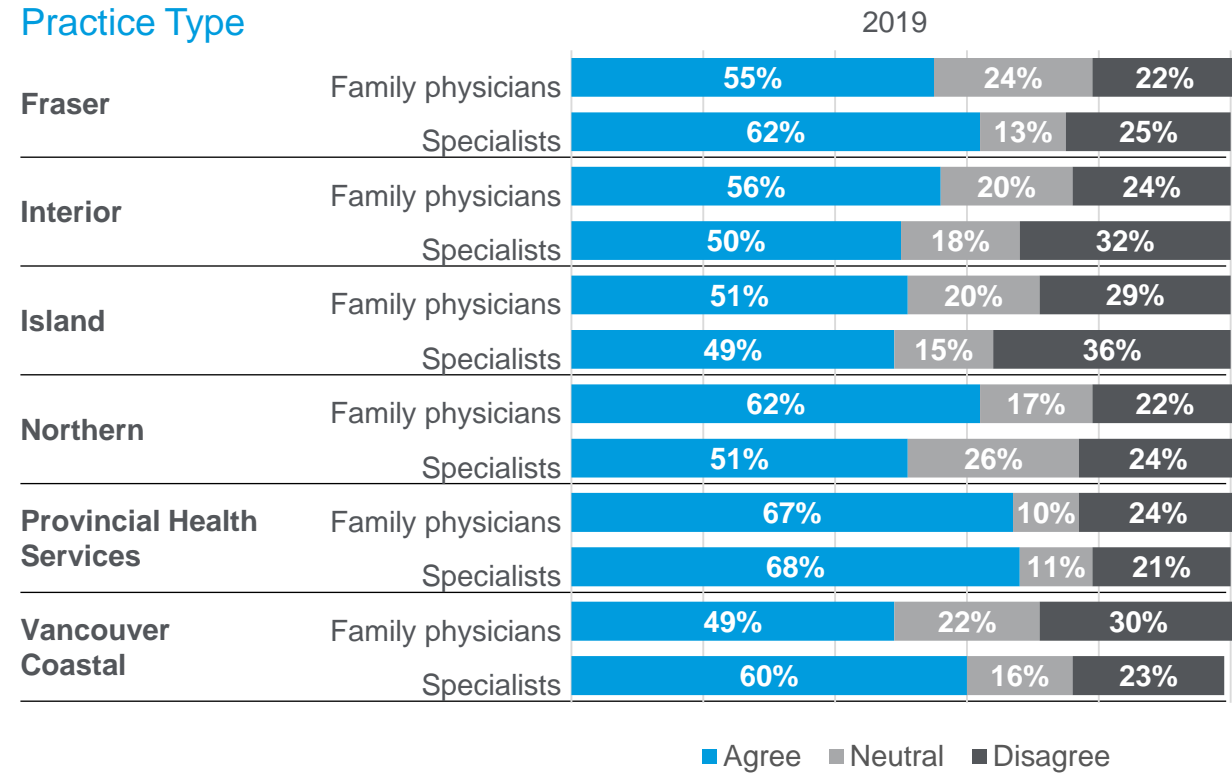
SECTION 3 – Survey Questions by Group

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

Practice Location



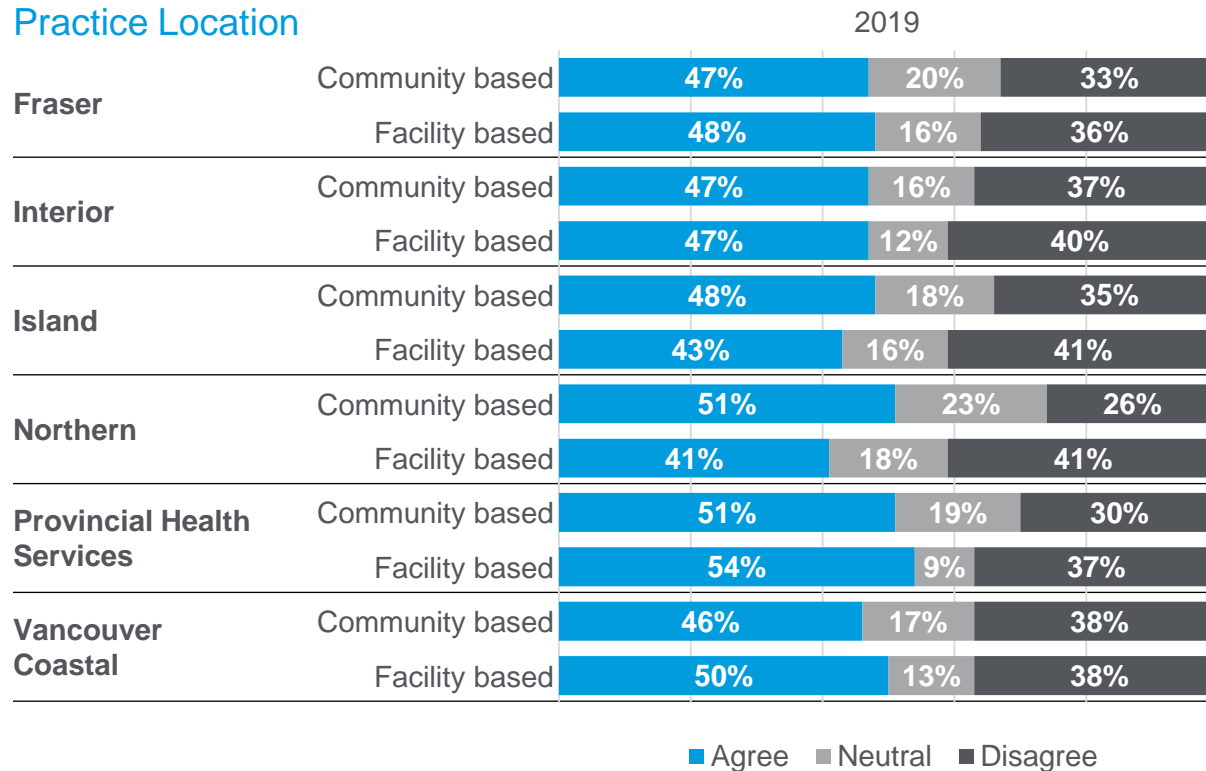
Practice Type



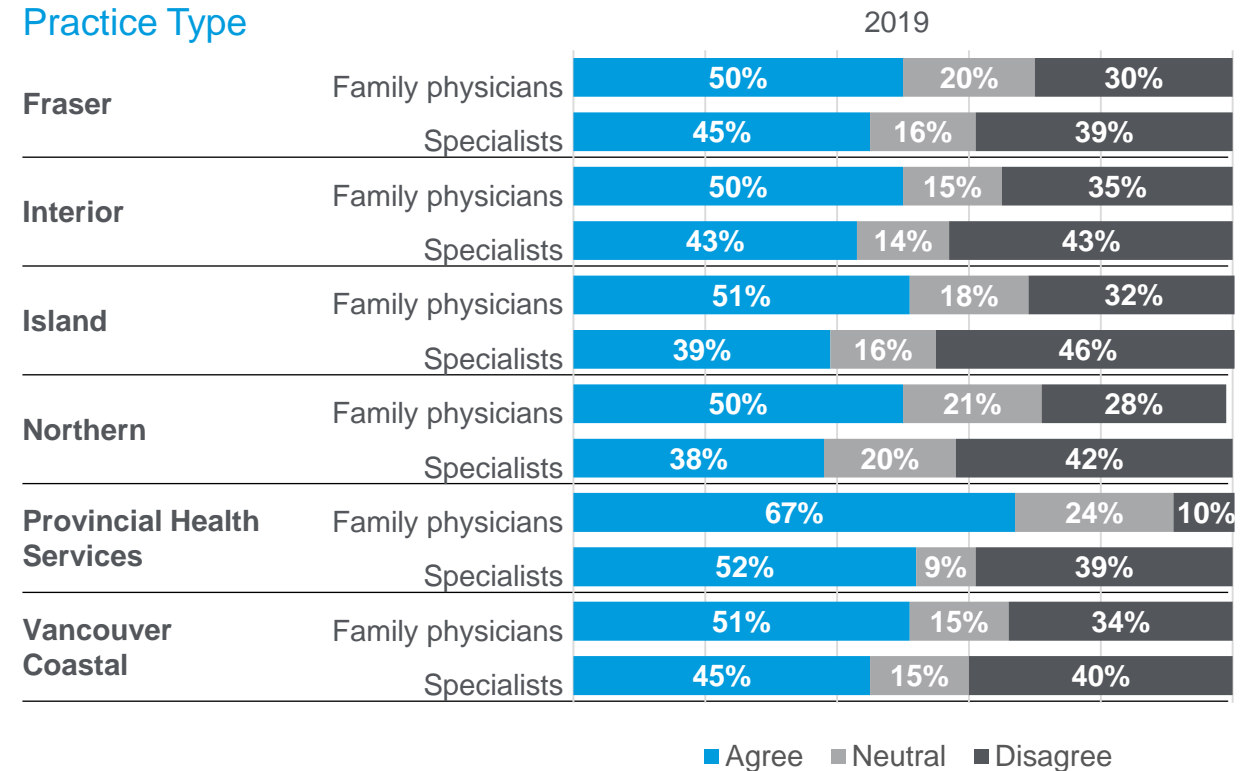
SECTION 3 – Survey Questions by Group

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

Practice Location



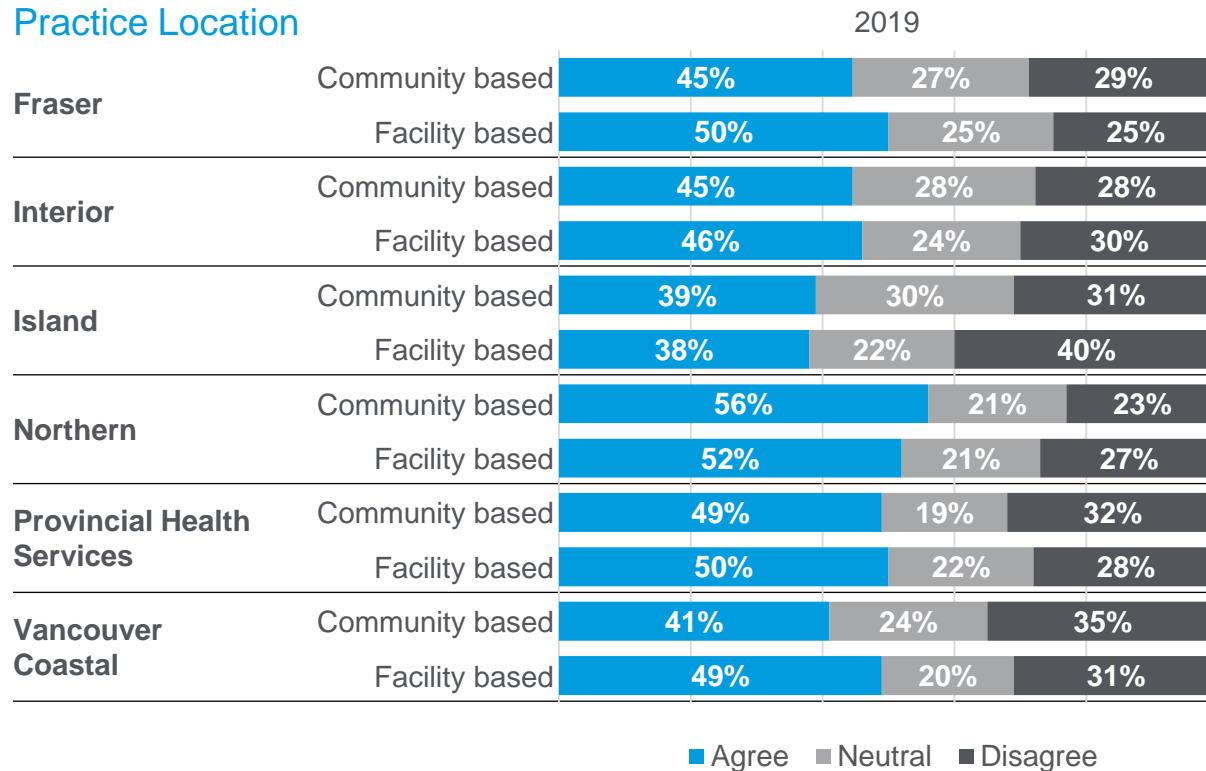
Practice Type



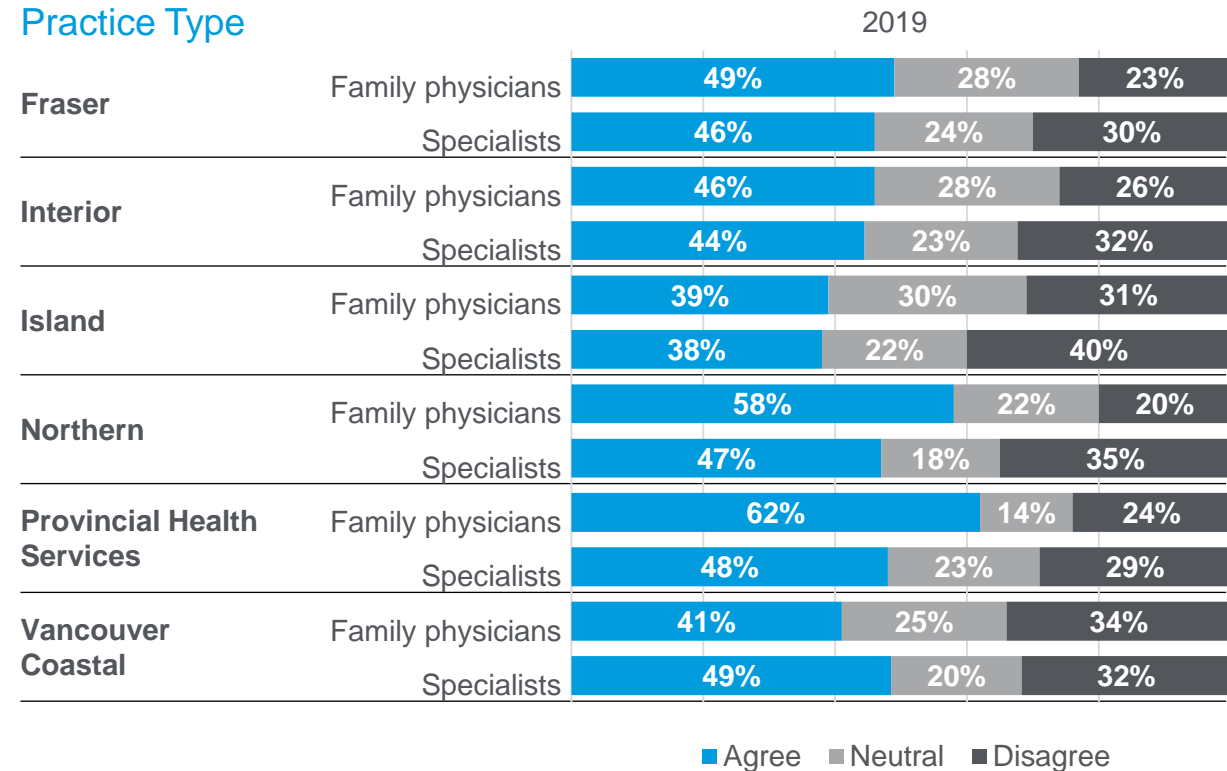
SECTION 3 – Survey Questions by Group

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

Practice Location



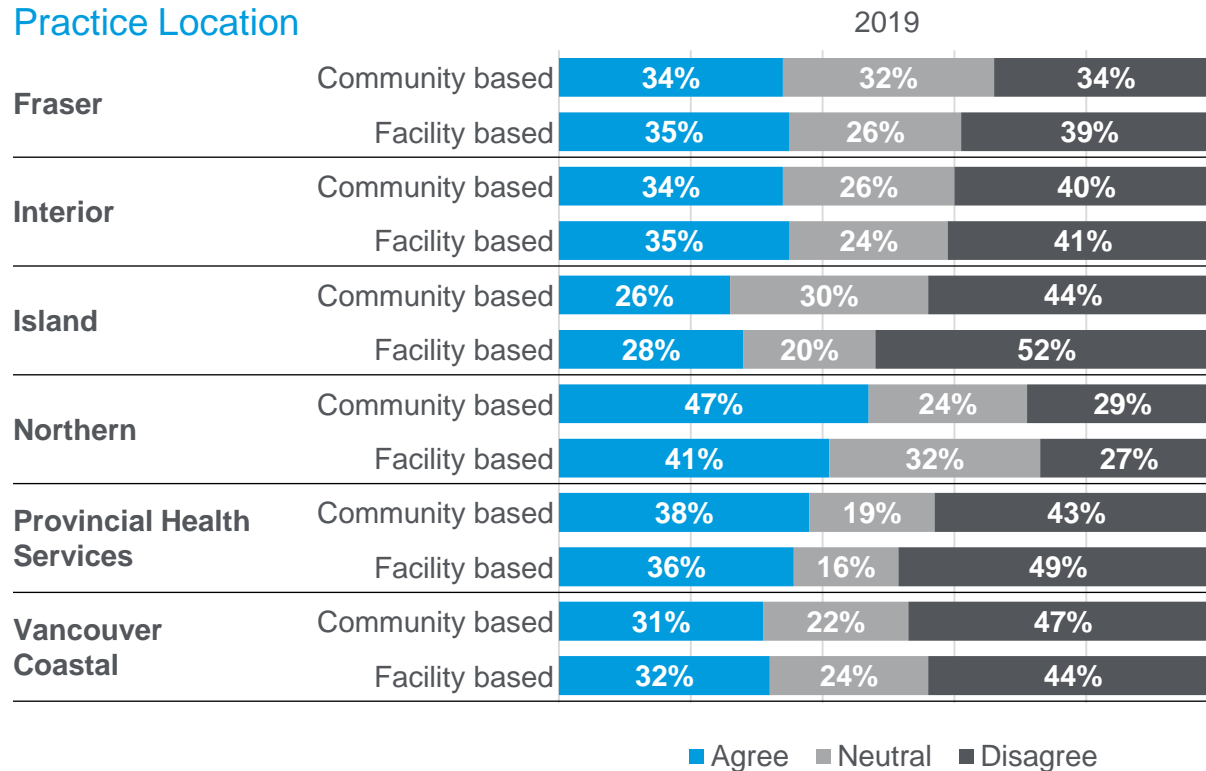
Practice Type



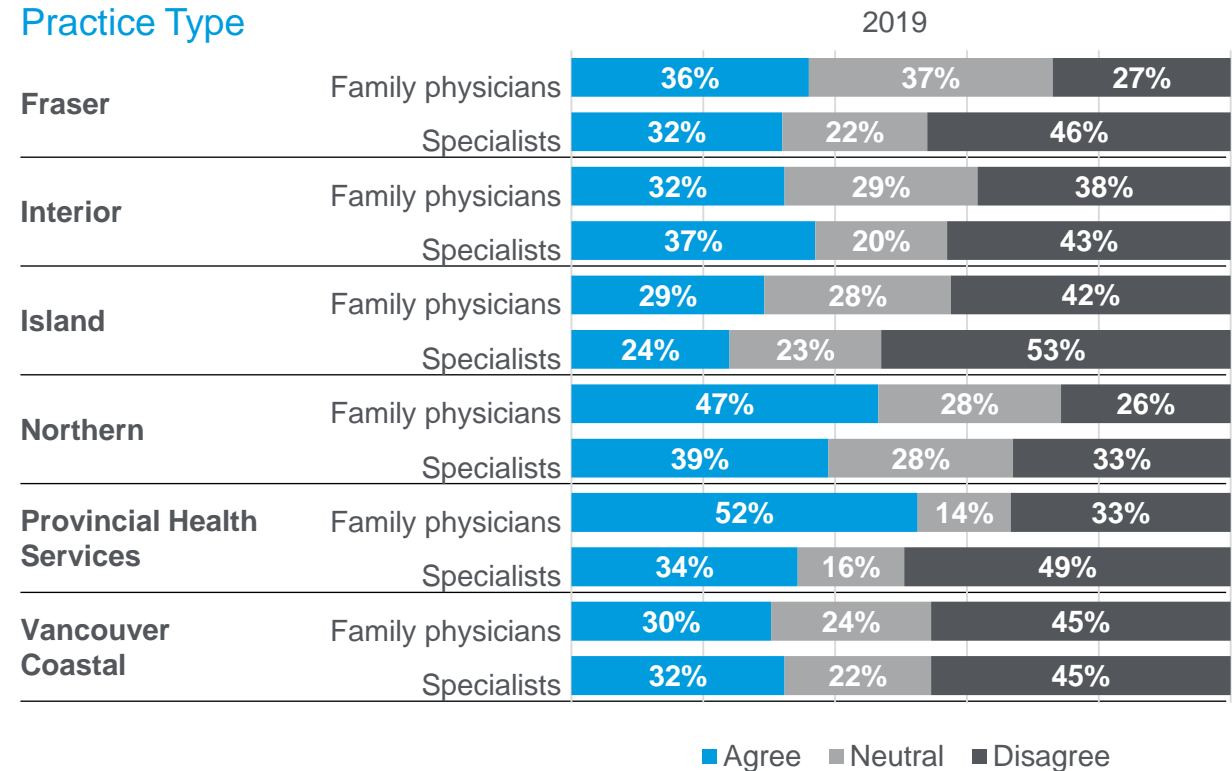
SECTION 3 – Survey Questions by Group

I have meaningful input into changes affecting my practice environment.

Practice Location



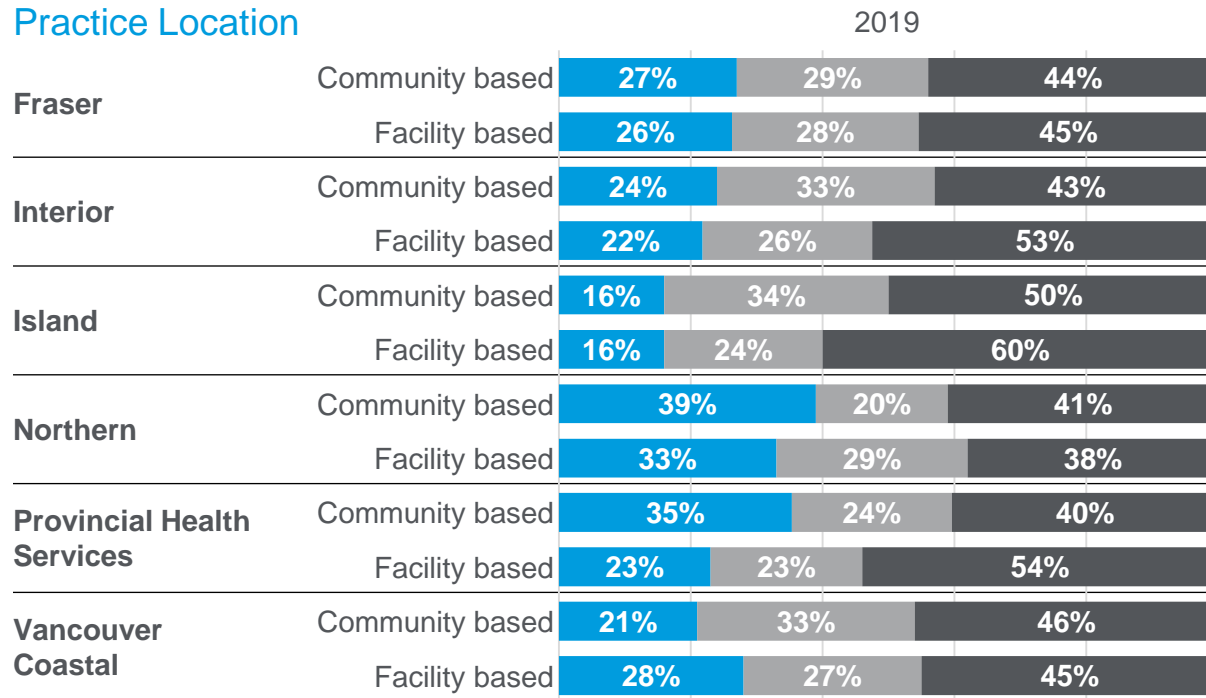
Practice Type



SECTION 3 – Survey Questions by Group

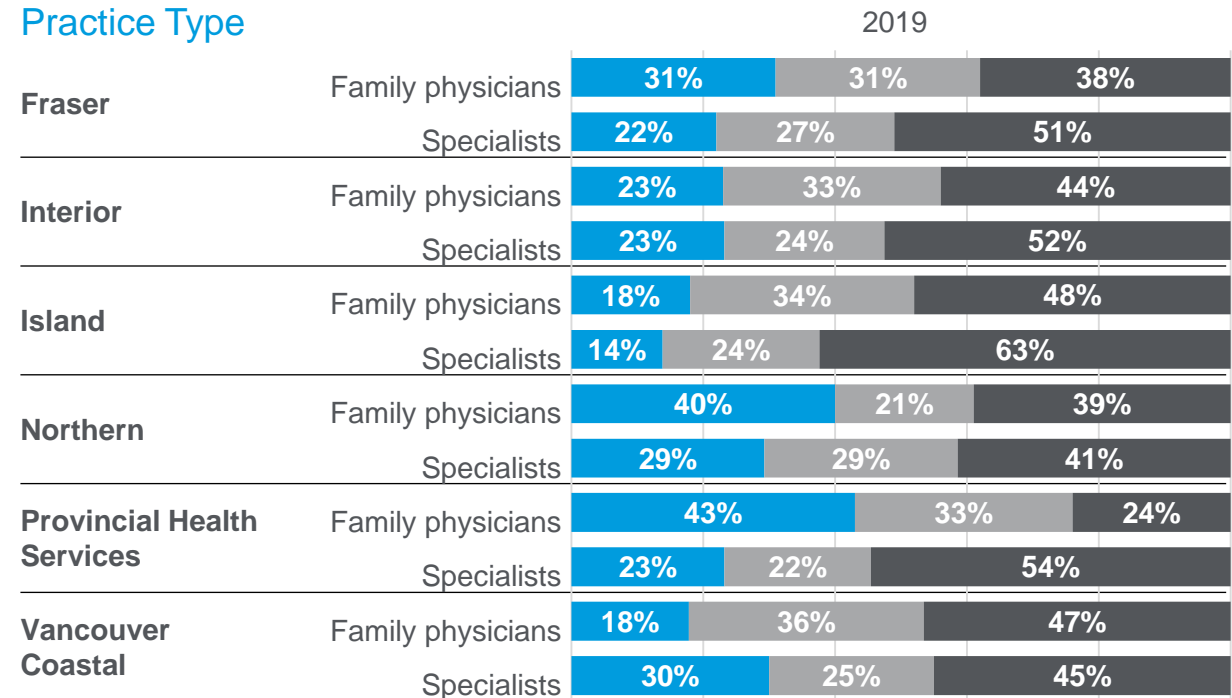
Senior leaders communicate the health authorities plans to physicians in a clear and timely way.

Practice Location



■ Agree ■ Neutral ■ Disagree

Practice Type

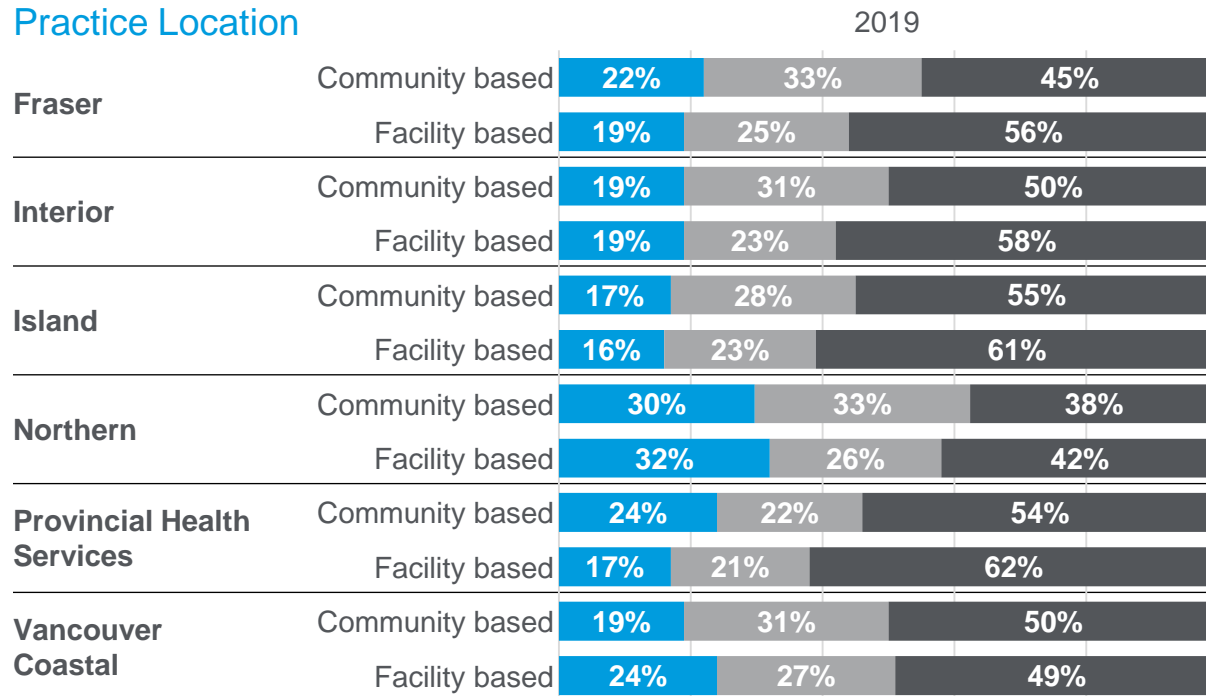


■ Agree ■ Neutral ■ Disagree

SECTION 3 – Survey Questions by Group

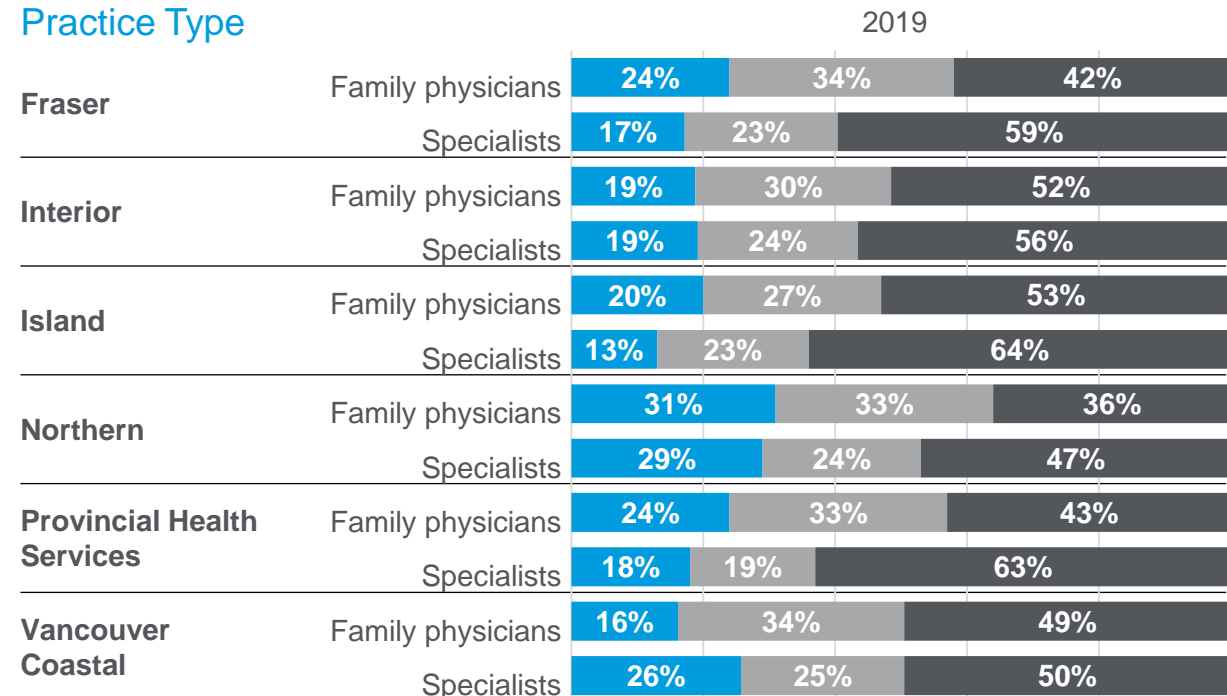
Senior leaders seek physicians' input when setting the health authorities goals.

Practice Location



■ Agree ■ Neutral ■ Disagree

Practice Type

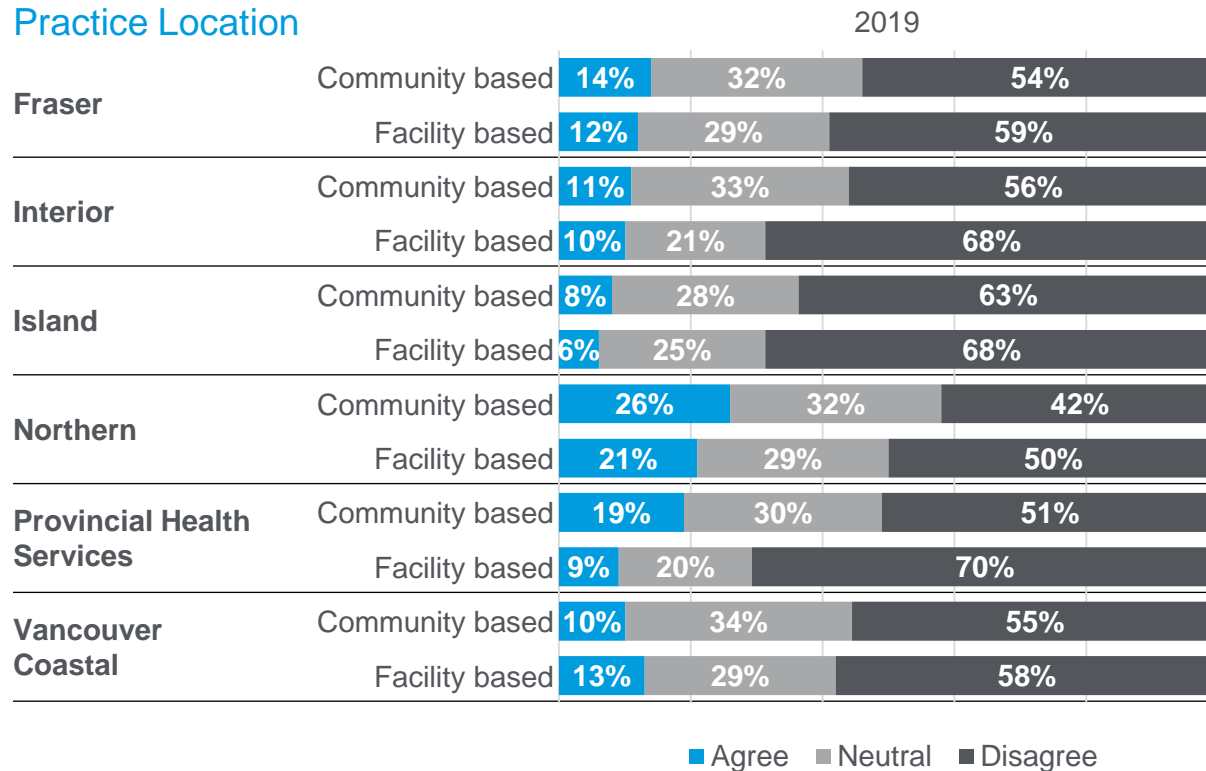


■ Agree ■ Neutral ■ Disagree

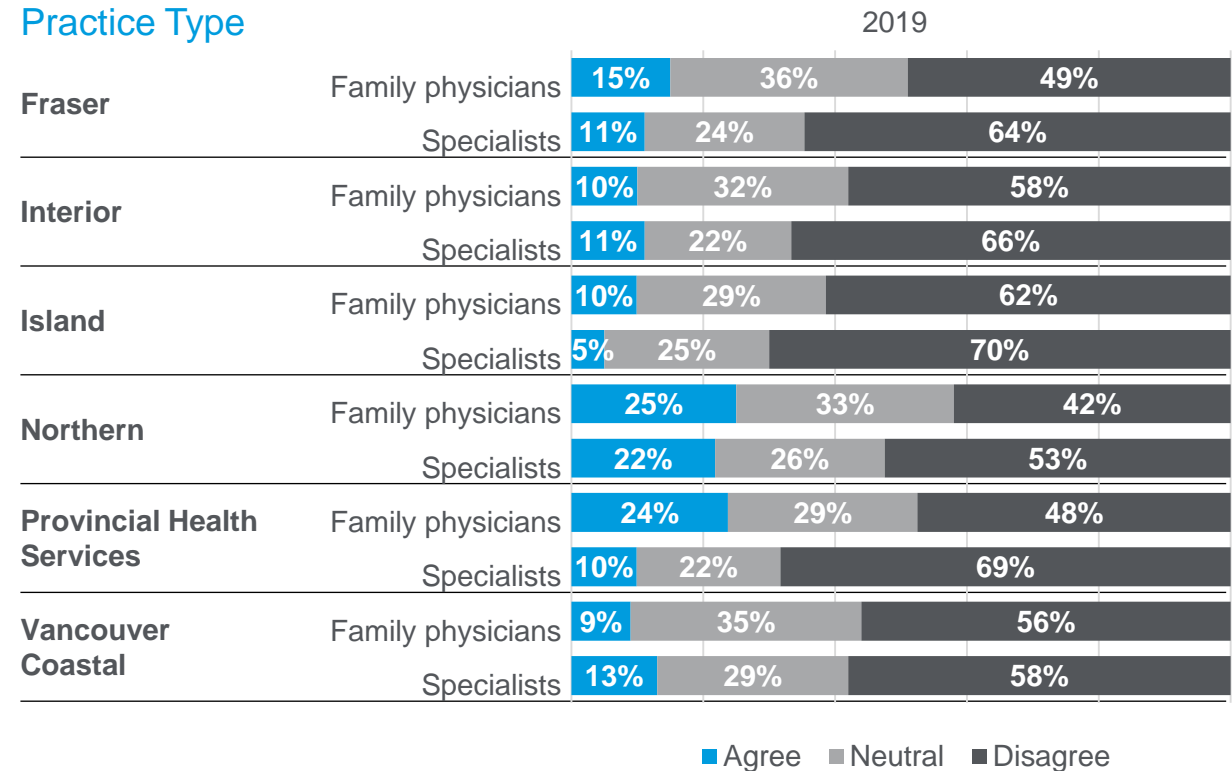
SECTION 3 – Survey Questions by Group

Senior leaders' decision-making is transparent to physicians.

Practice Location



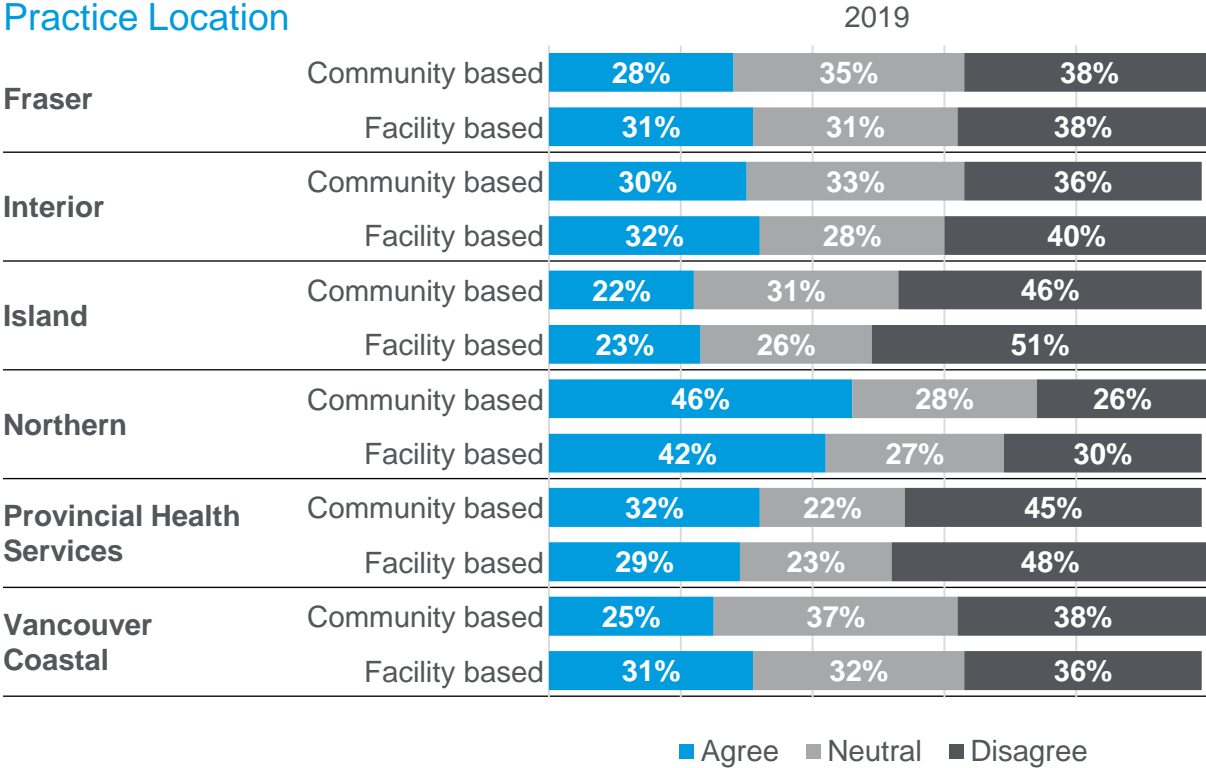
Practice Type



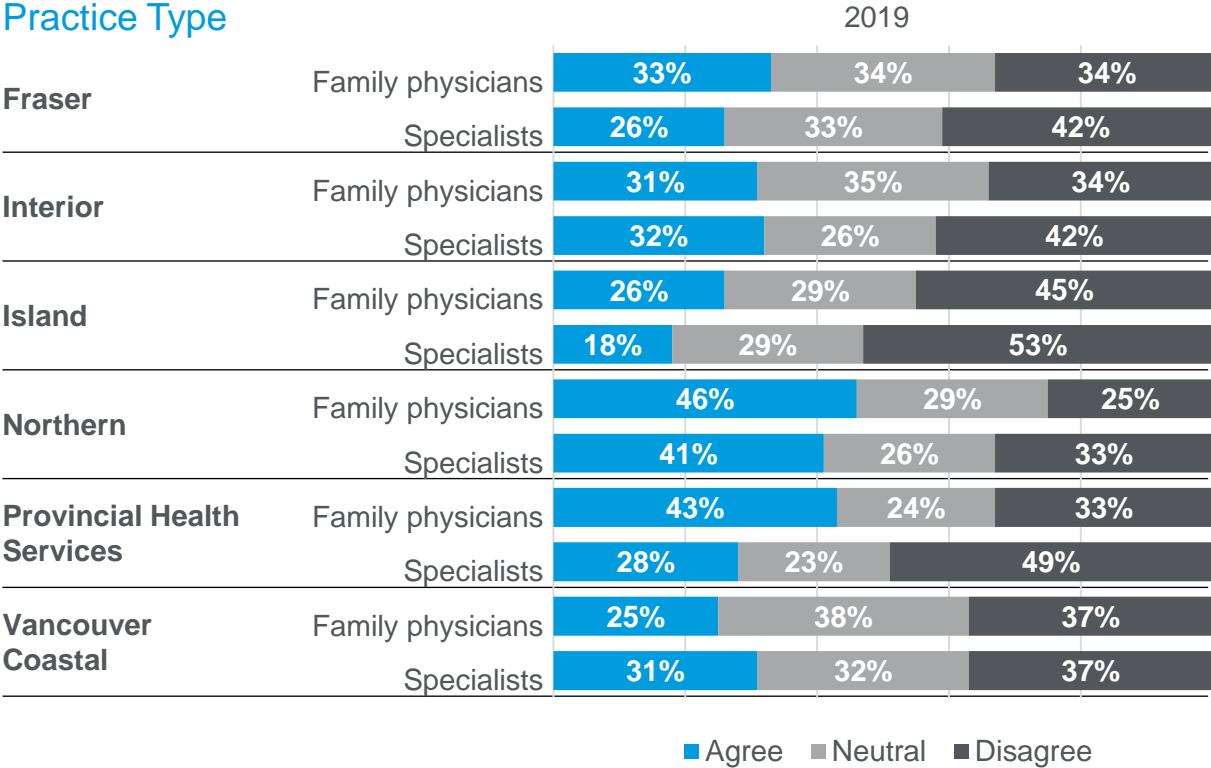
SECTION 3 – Survey Questions by Group

This health authority values physicians' contributions.

Practice Location



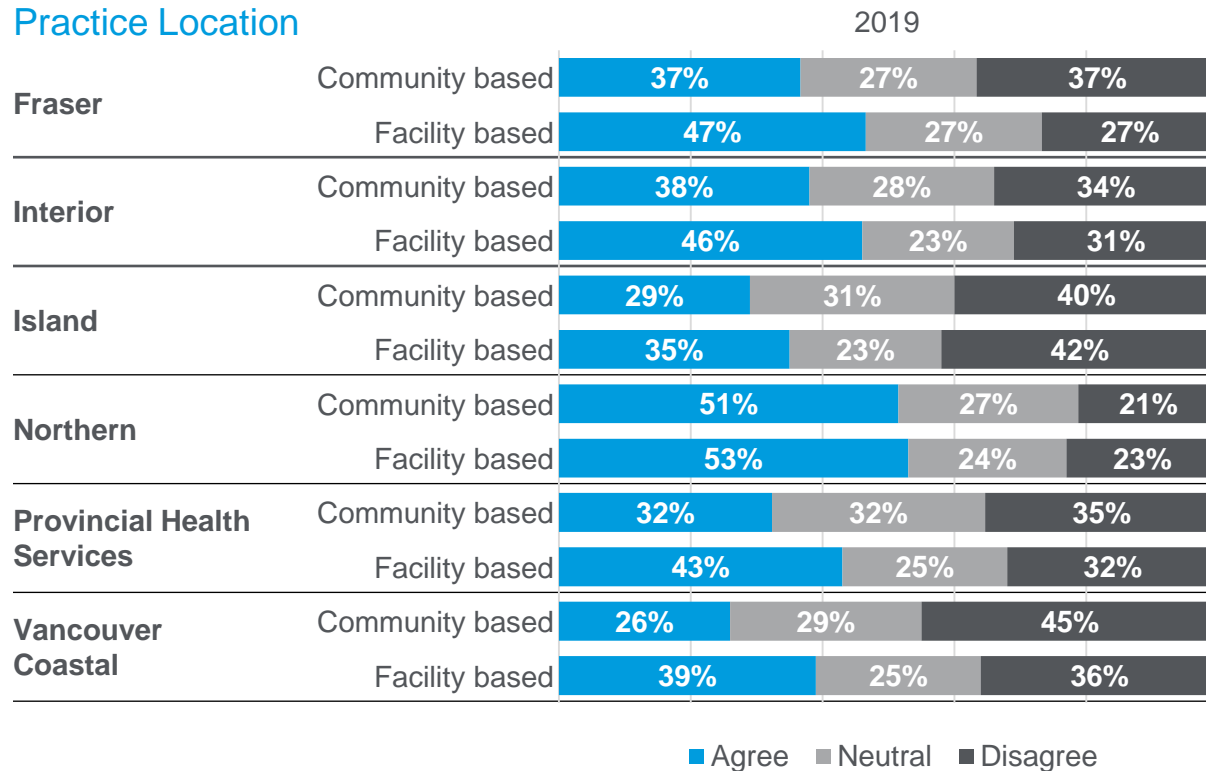
Practice Type



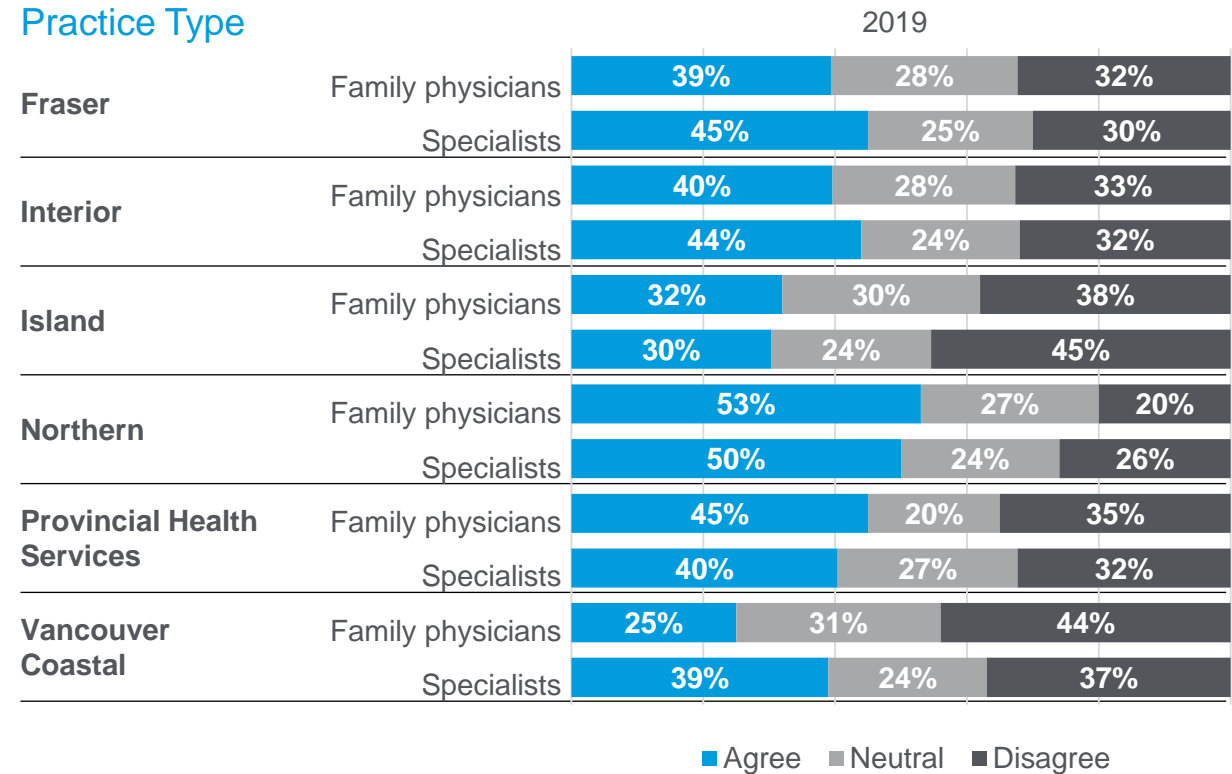
SECTION 4 – Local Engagement

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

Practice Location



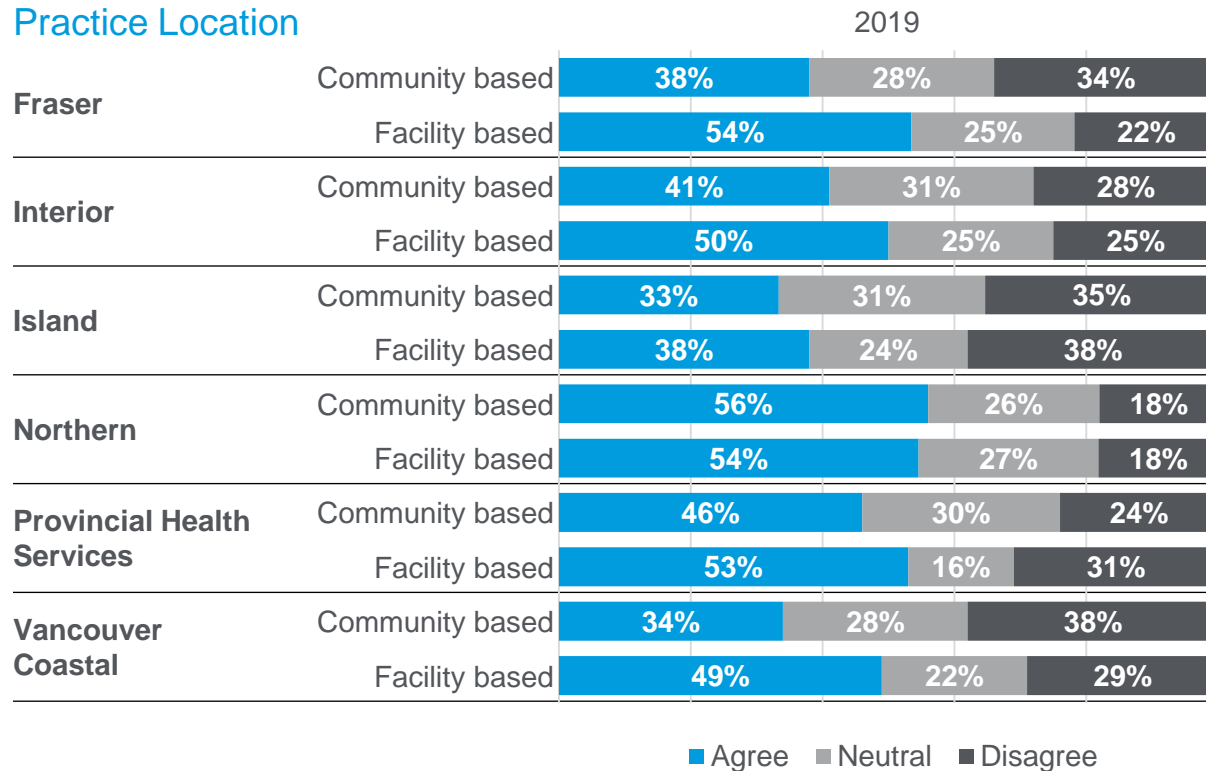
Practice Type



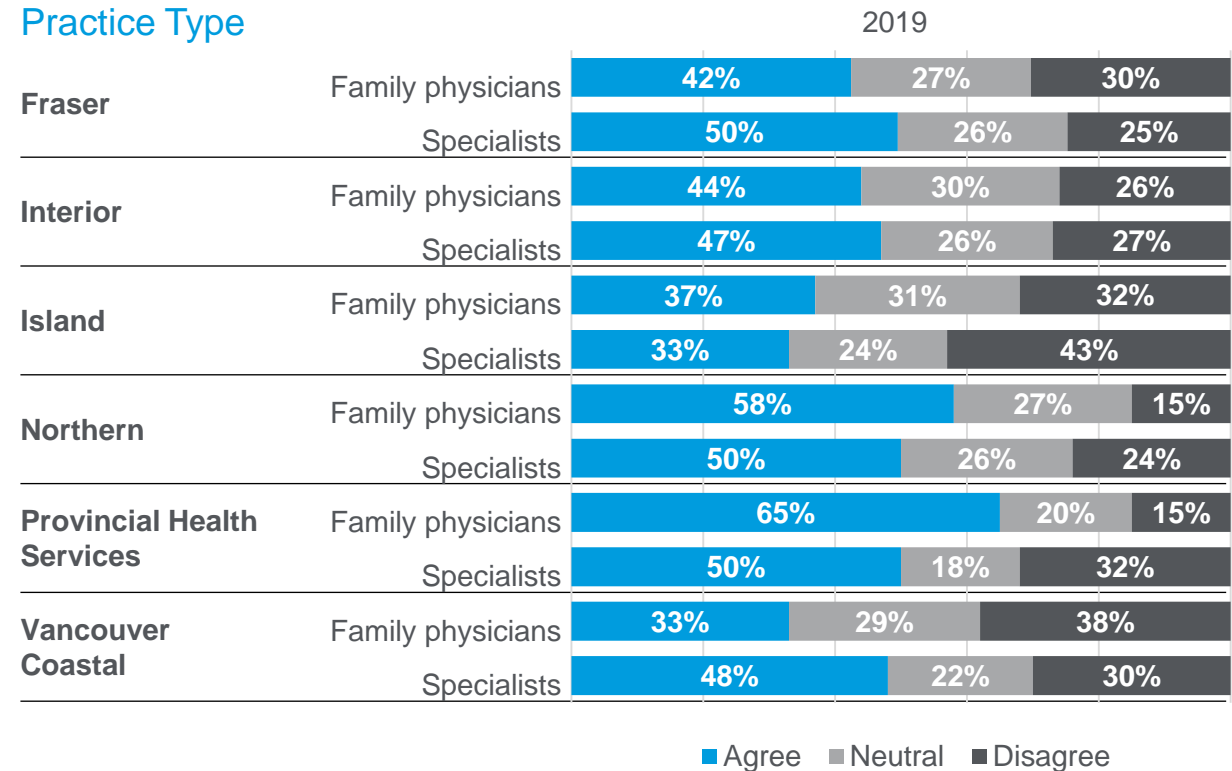
SECTION 4 – Local Engagement

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

Practice Location



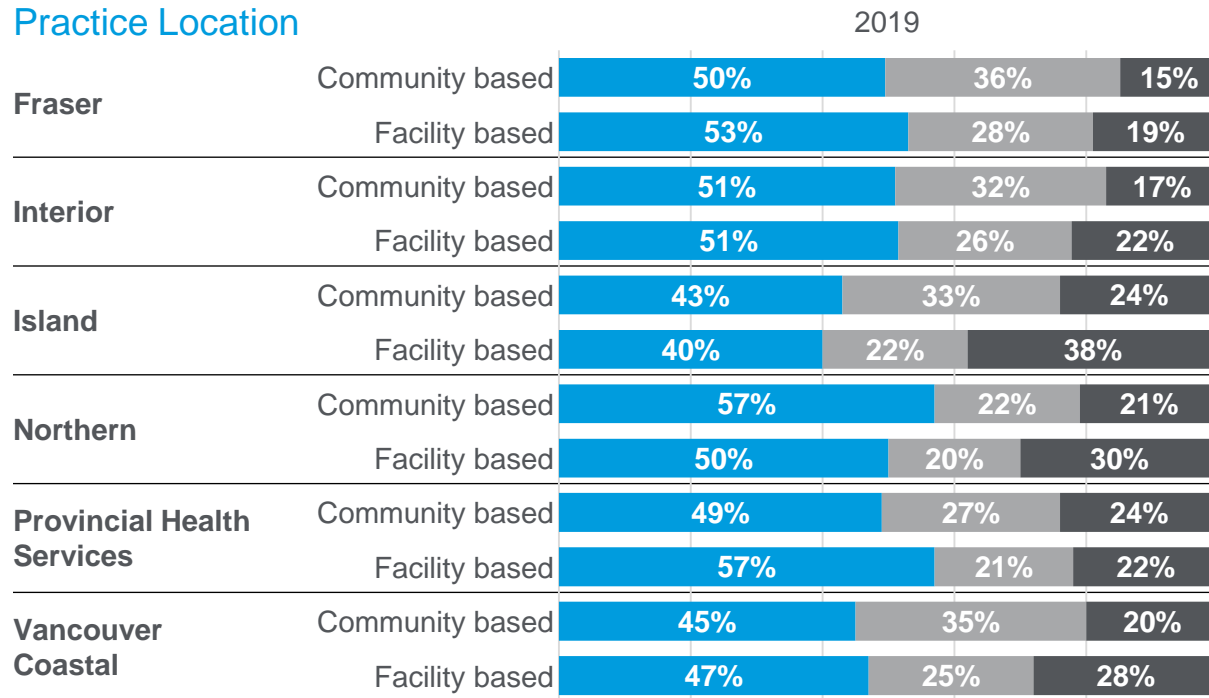
Practice Type



SECTION 5 – Physical & Psychological Health and Safety

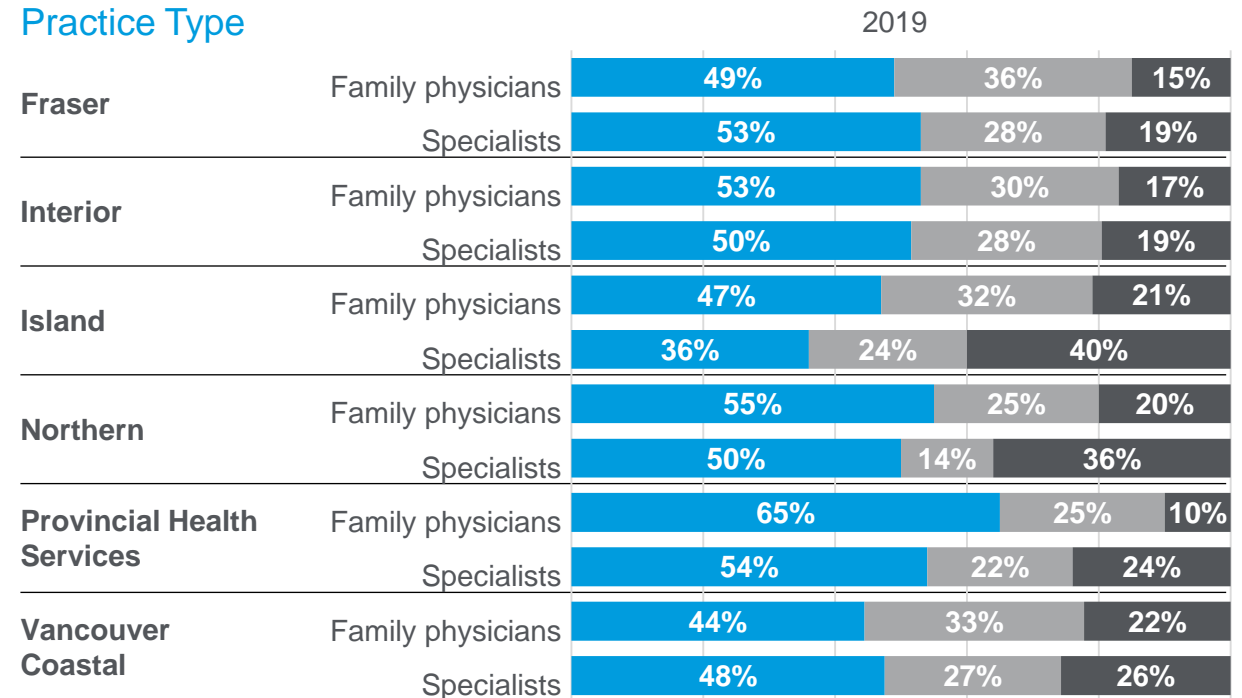
This hospital/facility takes effective action to promote a healthy and safe workplace.

Practice Location



■ Agree ■ Neutral ■ Disagree

Practice Type

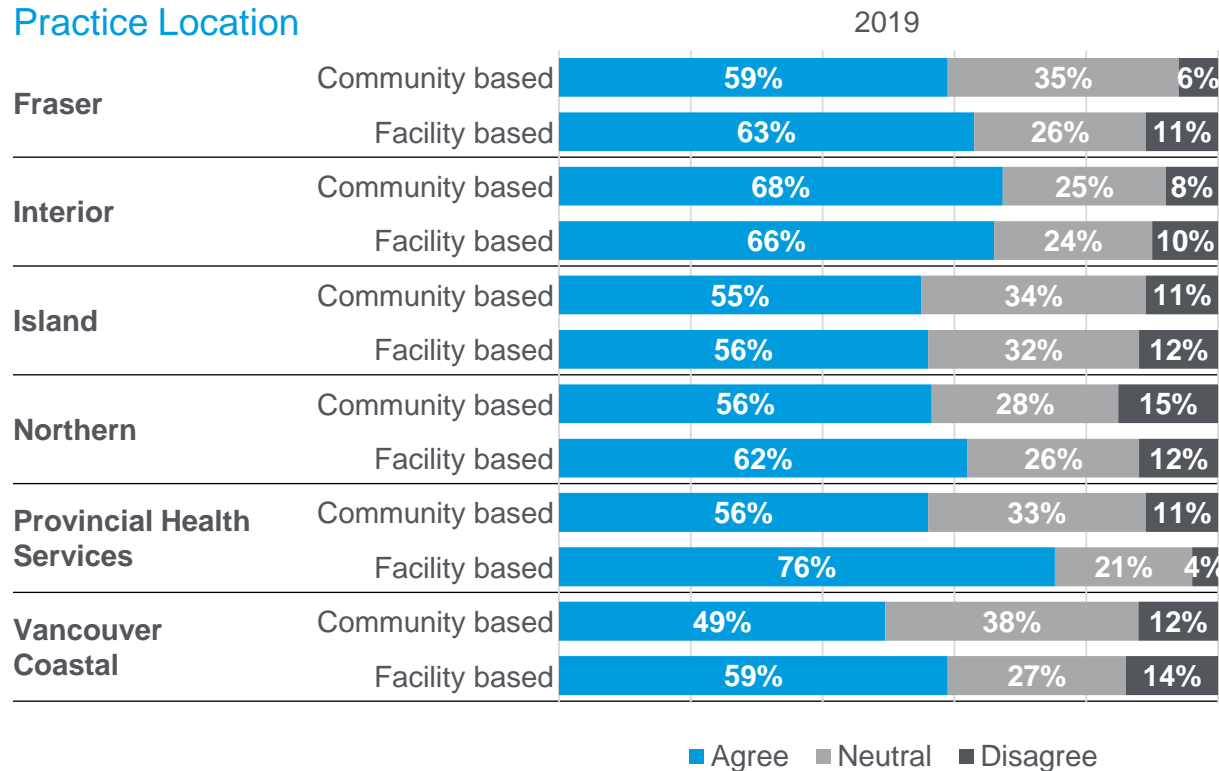


■ Agree ■ Neutral ■ Disagree

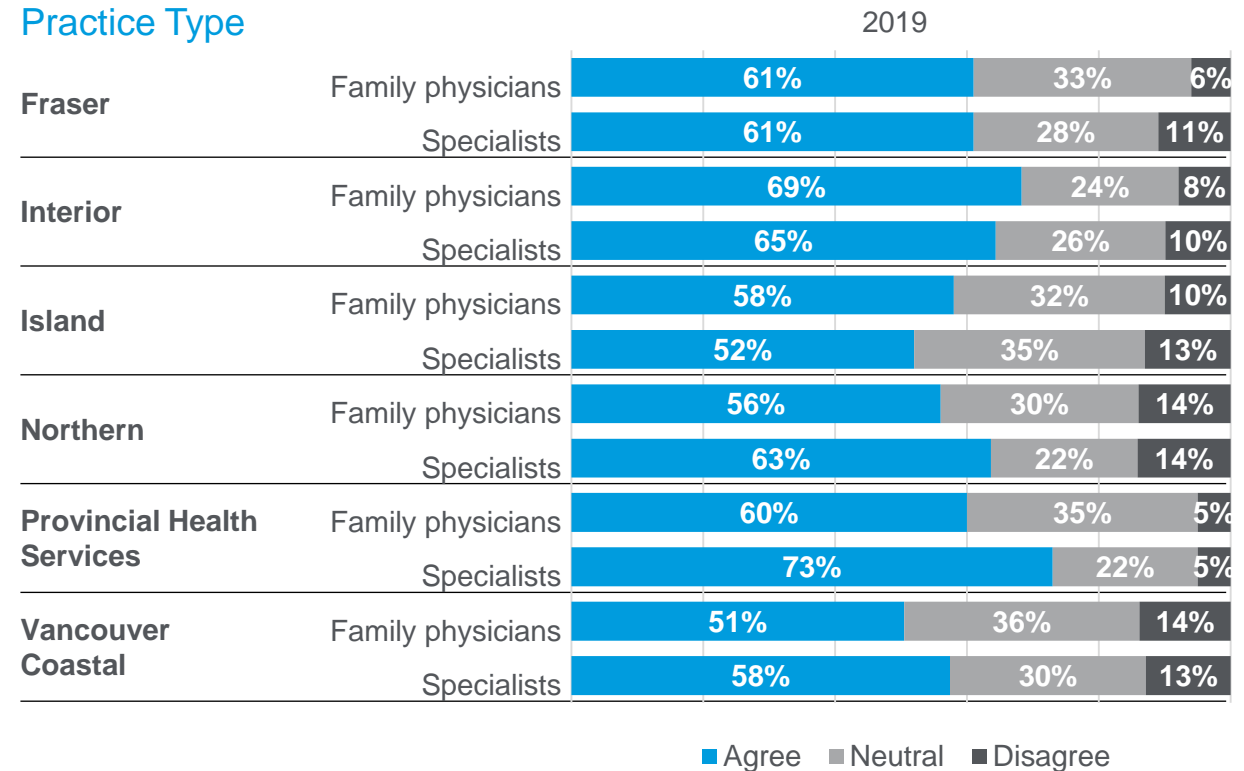
SECTION 5 – Physical & Psychological Health and Safety

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

Practice Location

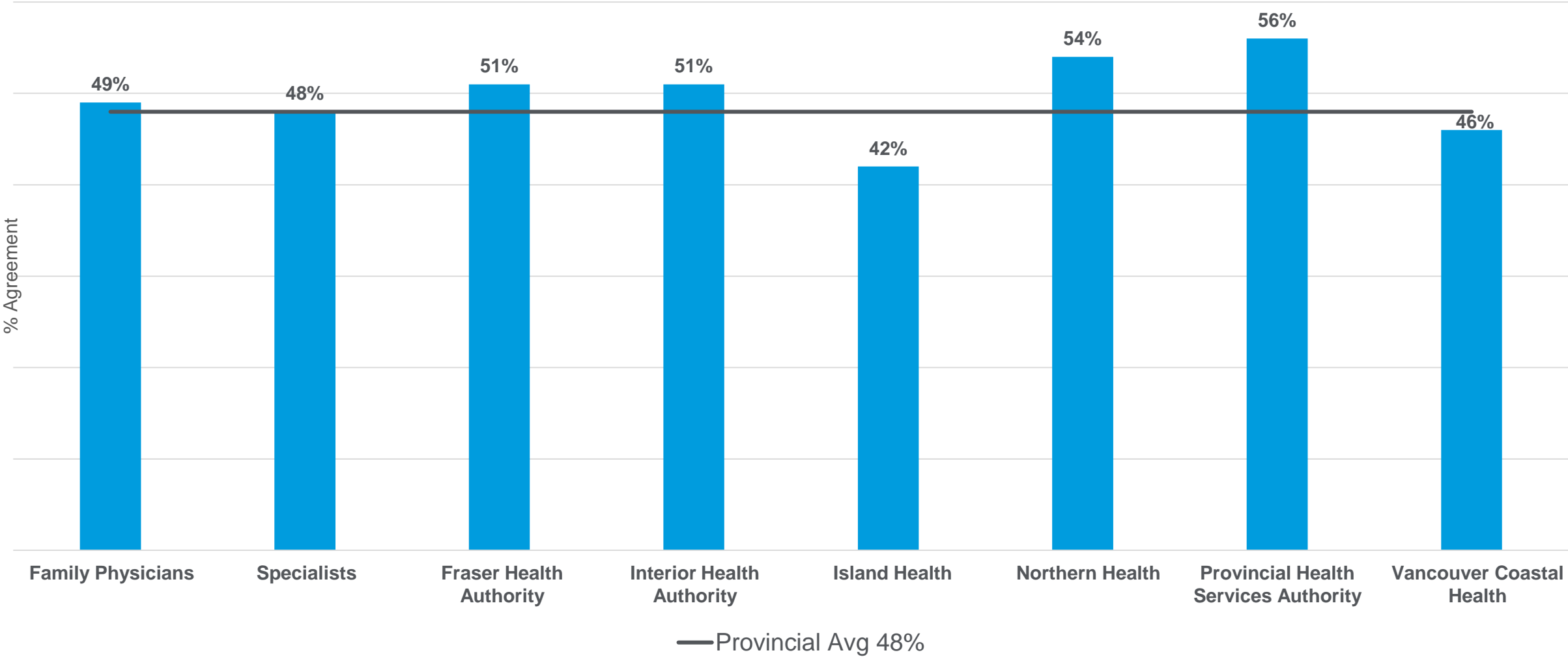


Practice Type



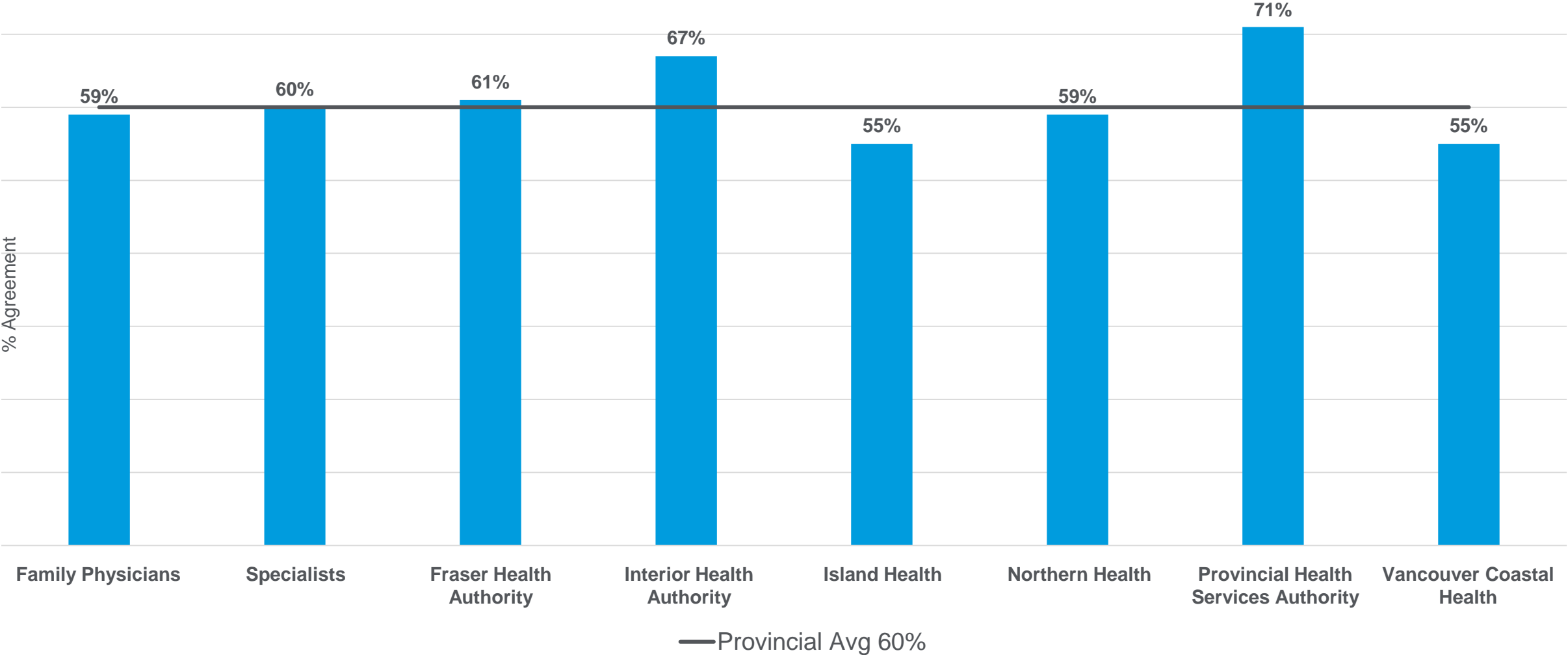
SECTION 5 – Physical & Psychological Health and Safety

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

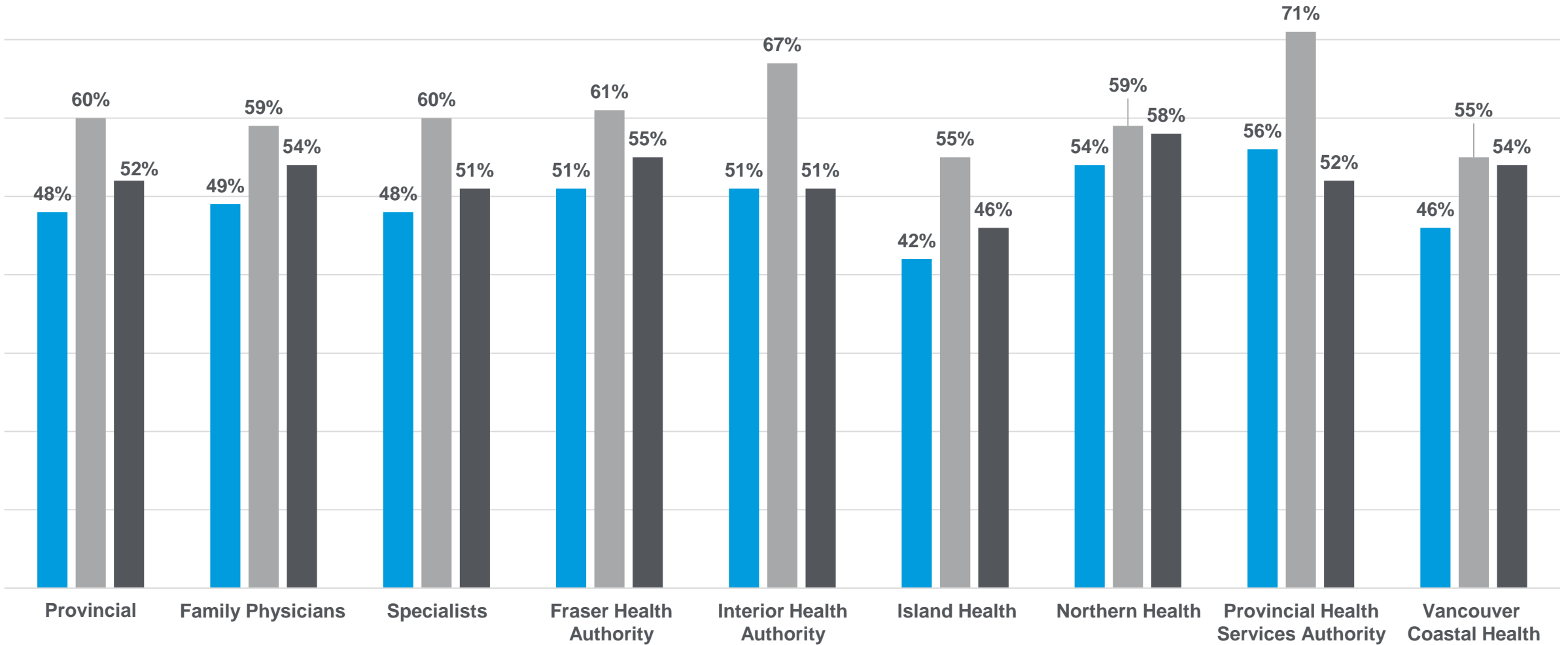


SECTION 5 – Physical & Psychological Health and Safety

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



SECTION 5 – Physical & Psychological Health and Safety



■ 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.

doctors
of bc 
Better. Together.