

Factsheet – Doctors of BC Health Authority Engagement Survey Report 2019

Key Findings

- Overall, there is consistency in the survey results compared to 2018. The areas of strength continue to be satisfaction levels with the physician's organization as a place to practice medicine, with an overall 6% point increase in provincial positive scores from last year (i.e. 46% to 52%).
- The areas with the lowest scores are consistent with previous years. 2019 saw decreased provincial average scores in two areas: senior leaders seeking physician input when setting goals for the health authority and transparency in decision-making.
- Average scores for regions were similar to last year with some increases in select areas. Regional results may vary based on respondents who indicate they hold a formal medical leadership position with the health authority. Trends show that on average, this group has higher positive scores across all questions.
- 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%.
- Our goal is to share this report with members and health authorities to help inform collaborative conversations on engagement in the system.
- 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.

Background

- The survey was conducted by Health Standards Organization (HSO) from April 1-30, 2019.
- The purpose of the survey is to seek members' views regarding their level of engagement and interaction with health authorities.
- This is the fourth annual survey by Doctors of BC; the same 9 questions from HSO's *Work Life Pulse Tool for Physicians* have been asked annually.
- This year we asked members to answer two of the nine questions at both a regional and site level to help compare levels of local engagement.
- Additionally, we added two new questions to help measure how physicians feel about levels of psychological health and physical safety in local facilities.

Methodology

- The survey link was sent from HSO to 11,504 members; retired and student members were excluded.
- HSO received 2,928 responses, resulting in a response rate of 26%.
- The report includes benchmark data from HSO. This data includes 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.