

Methodology and Response

Doctors of BC conducted a benchmark member engagement survey in 2023

 Approximately 14,517 members were invited by email to complete the survey

The survey

- Opened on Tuesday, March 21
- Closed on Tuesday, April 11

Responses were received from 1,524 members for a response rate of 10%

■ The data is valid 19 times out of 20 within a margin of error of +/- 2.38%

The survey was hosted and reported by TWI SUR VEYS

Year	2008	2010	2012	2016	2018	2021	2023
Responses	2,016	1,497	1,759	2,485	1,553	1,607	1,524

Conclusion

A sizable majority of members are satisfied with Doctors of BC.

- ✓ Represents their interests
- ✓ Understands them
- Consults with them
- ✓ Raises important issues
- Keeps them informed

The numbers of this year's survey represent very little fluctuation compared to 2021.

Was no to little change a remarkable feat given the journey members have experienced over the past few years?

Section Summary

(precent of agreement scale and shift since 2021)

Overall impressions of Doctors of BC



66% (-1%) Overall impressions of sharing information



67% (-2%) Overall impression on representing you

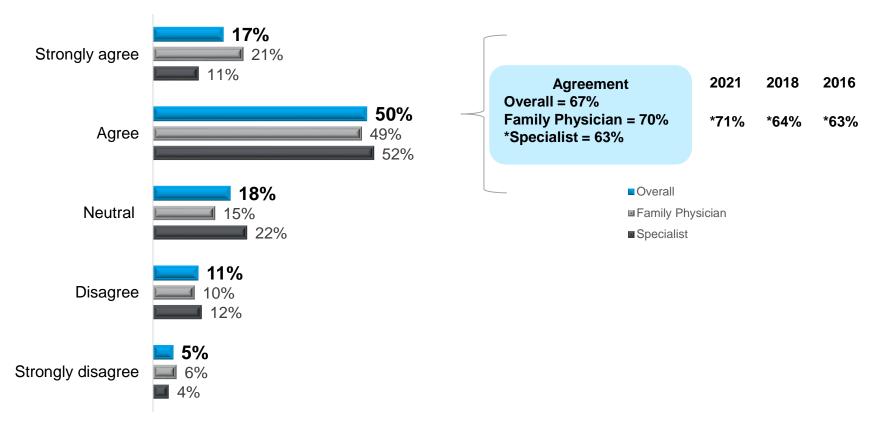


63% (NC) Joint Collaborative Committees

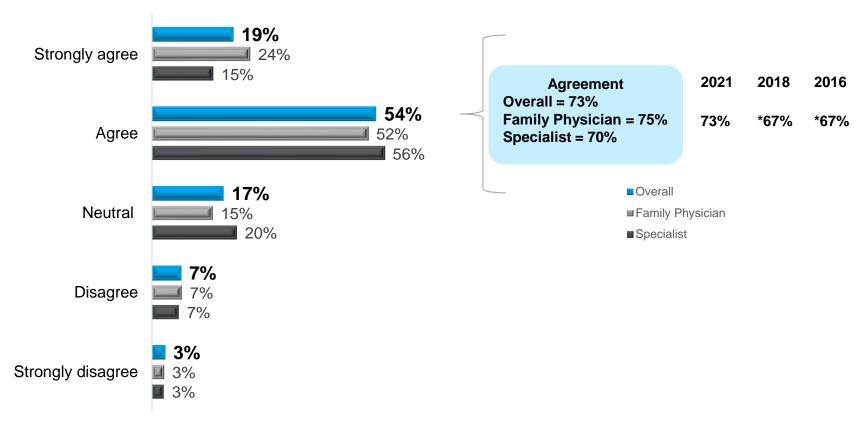


65% (NC)

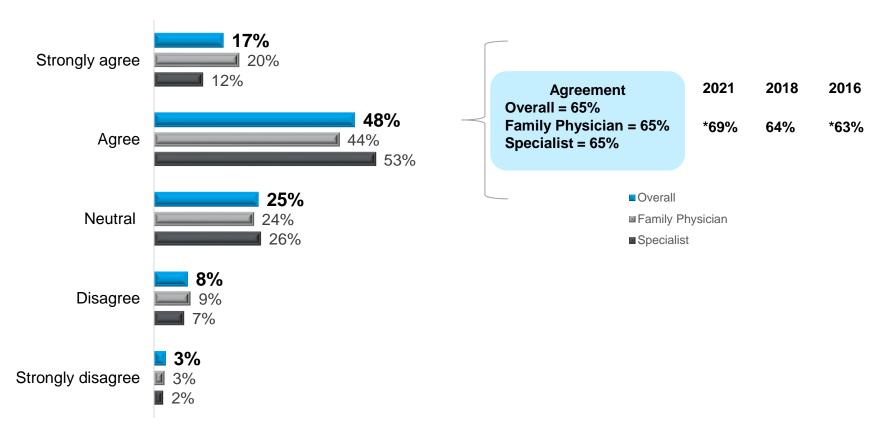
OVERALL 66%(-1%)



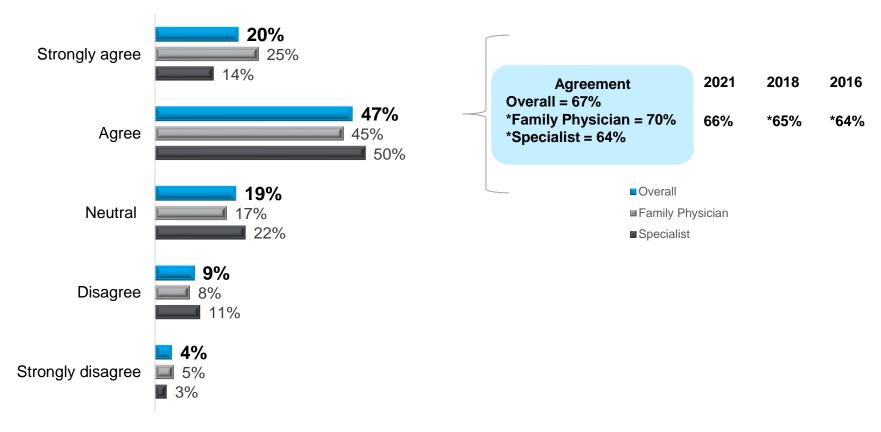
Overall I feel my needs and interests are well represented by Doctors of BC. Base: All respondents (n = 1,524)



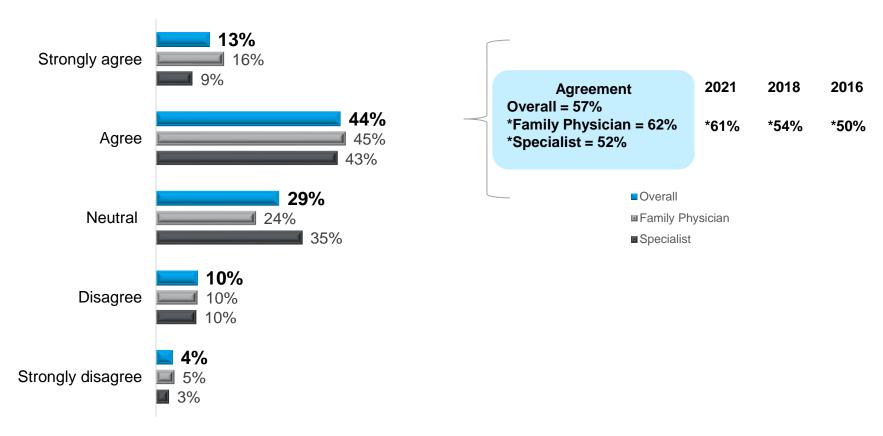
Doctors of BC understands the issues that matter to BC doctors. Base: All respondents (n = 1,523)



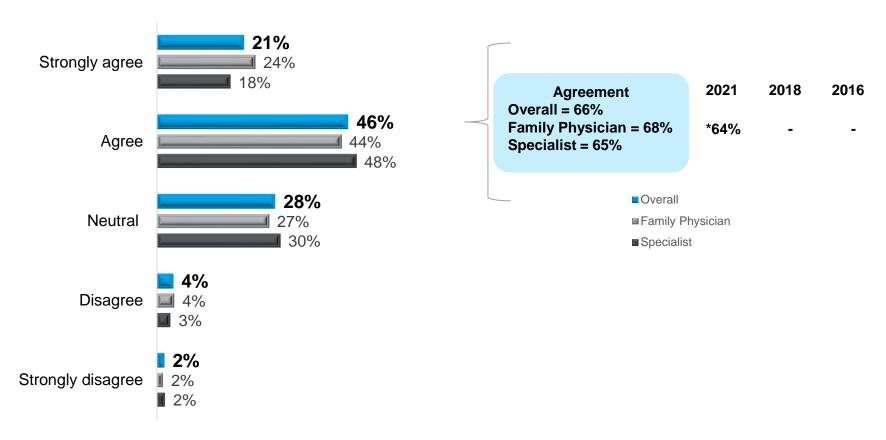
Doctors of BC does a good job of consulting with members to inform its activities. Base: All respondents (n = 1,520)



Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders). Base: All respondents (n = 1,522)

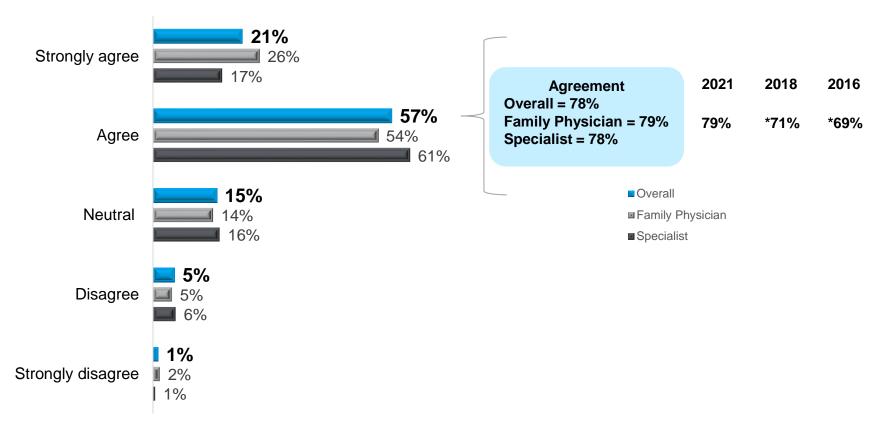


Doctors of BC does a good job of making timely decisions and taking action. Base: All respondents (n = 1,519)

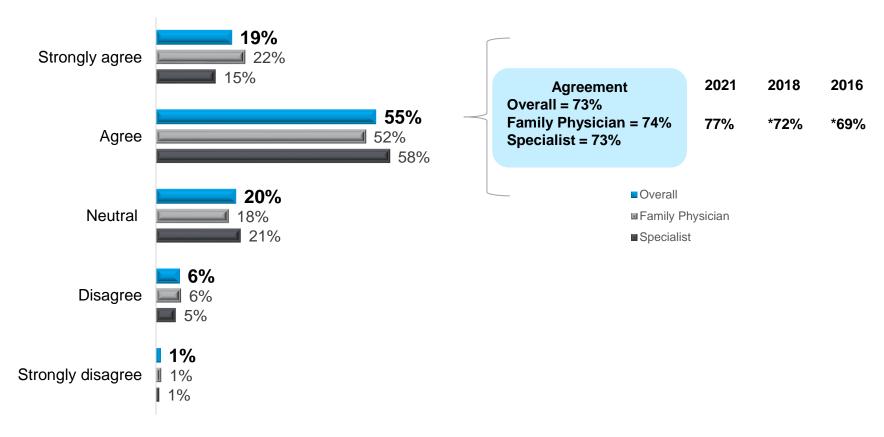


Doctors of BC values diversity and inclusion in the association. Base: All respondents (n = 1,519)

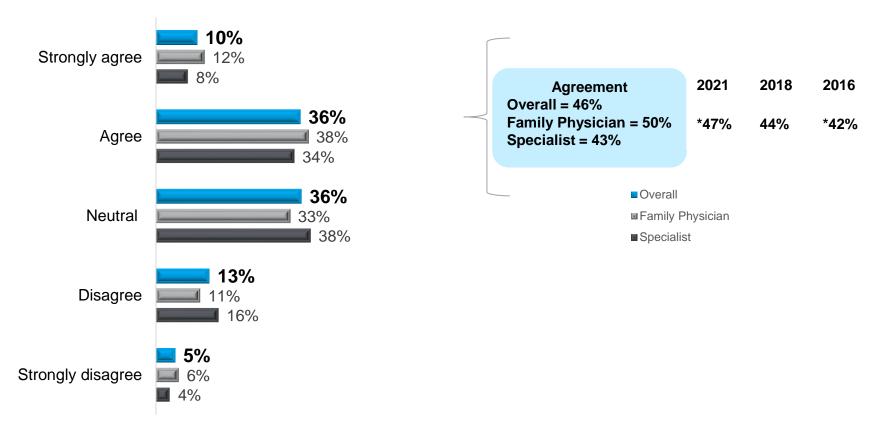
	Needs and interests are well represented	Understands the issues that matter		Does a good job of raising issues of importance		Values diversity and inclusion in the association
Community based	68%	74%	66%	70%	60%	67%
Hospital based	59%	70%	60%	61%	48%	63%
Both	71%	75 %	66%	68%	60%	69%
Resident	58%	63%	42%	47%	32%	68%
1st year in practice	63%	76%	73%	61%	59%	71%
2-5 years	73%	79%	67%	71%	66%	70%
6-10 years	61%	70%	61%	63%	55%	69%
11-15 years	65%	71%	63%	65%	57%	64%
16-20 years	62%	71%	65%	66%	53%	61%
21-25 years	69%	77%	69%	74%	61%	63%
26+ years	69%	72 %	64%	68%	55%	67%
Fraser	67%	72 %	63%	66%	57%	65%
Interior	71%	78%	69%	73%	64%	73%
Island	61%	70%	61%	61%	52%	65%
Northern	64%	69%	65%	62%	59%	66%
Provincial Health Services	74%	78%	71%	70%	52%	65%
Vancouver Coastal	68%	74%	66%	71%	59%	66%
ALL DATA	67%	73%	65%	67%	57%	66%



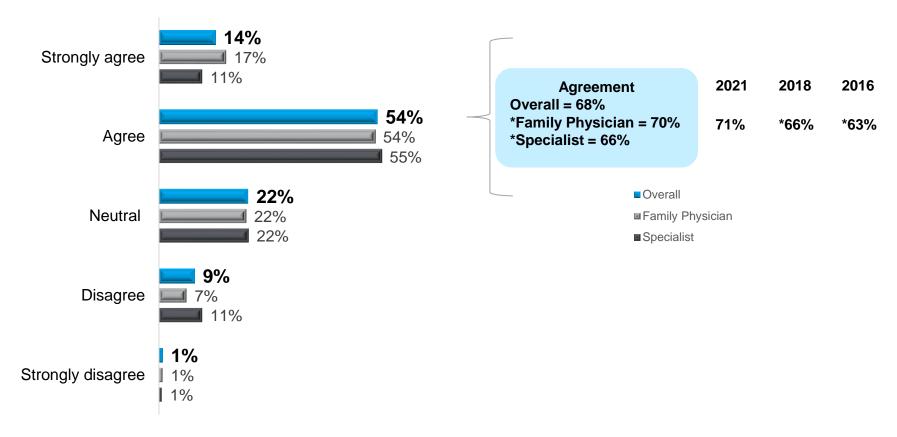
I feel well informed about activities and news from Doctors of BC. Base: All respondents (n = 1,522)



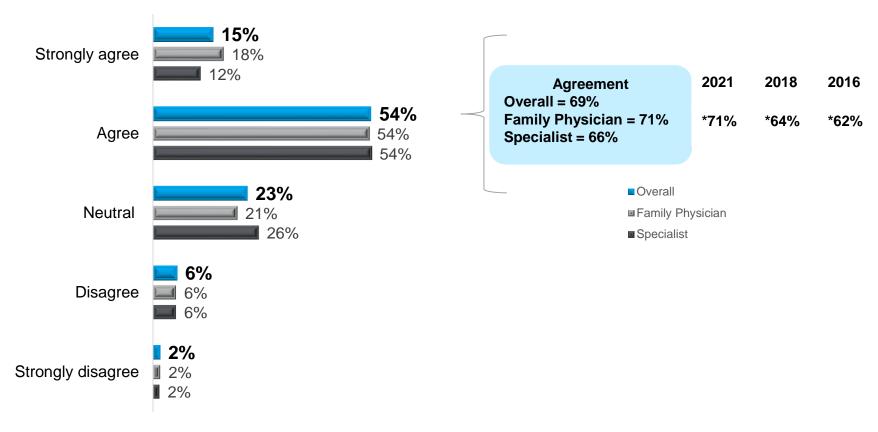
I know where to find information and answers to my questions related to Doctors of BC. Base: All respondents (n = 1,523)



I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me. Base: All respondents (n = 1,522)



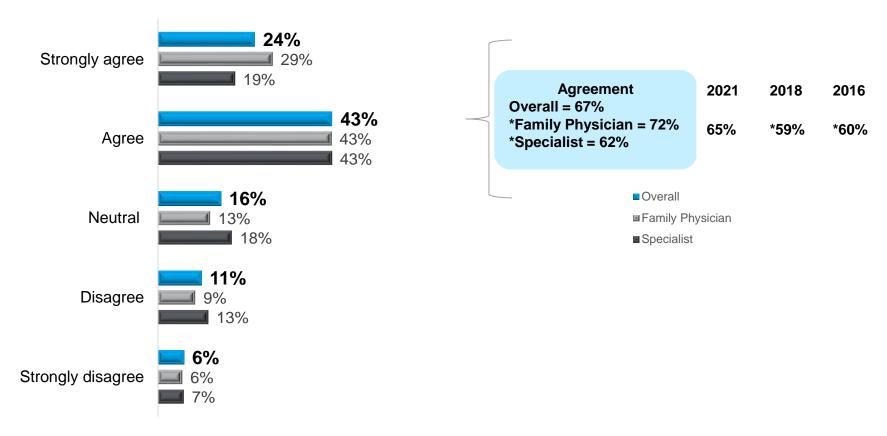
I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance). Base: All respondents (n = 1,521)



I am satisfied with the reports I receive about Doctors of BC Board activities and decisions. Base: All respondents (n = 1,519)

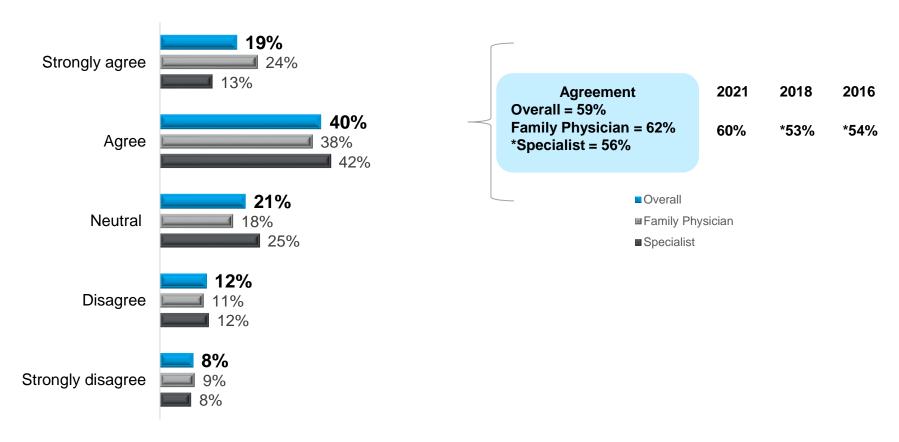
	Feel well informed	Know where to find information	Able to effectively share my opinion	Know about programs and services	Satisfied with the reports I receive
Community based	79%	74%	49%	70%	70%
Hospital based	75 %	68%	37%	63%	64%
Both	81%	77%	50%	70%	72 %
Resident	68%	63%	32%	37%	53%
1st year in practice	73%	71%	44%	63%	73%
2-5 years	83%	78%	50%	67%	68%
6-10 years	77%	74%	49%	64%	66%
11-15 years	77%	74%	46%	71%	66%
16-20 years	79%	69%	43%	66%	70%
21-25 years	79%	76%	49%	74 %	74%
26+ years	79%	72%	44%	70%	70%
Fraser	78%	72%	49%	72 %	66%
Interior	82%	78%	56%	66%	76%
Island	77%	73%	41%	65%	67%
Northern	74%	66%	43%	66%	70%
Provincial Health Services	83%	75%	37%	64%	70%
Vancouver Coastal	79%	74%	44%	70%	69%
ALL DATA	78%	73%	46%	68%	69%

Overall impression on representing you



Doctors of BC does a good job representing members in negotiations for compensation and benefits. Base: All respondents (n = 1,520)

Overall impression on representing you



Doctors of BC is effective in dealing with the BC Ministry of Health or the health authorities on behalf of the profession. Base: All respondents (n = 1,516)

Overall impression on representing you

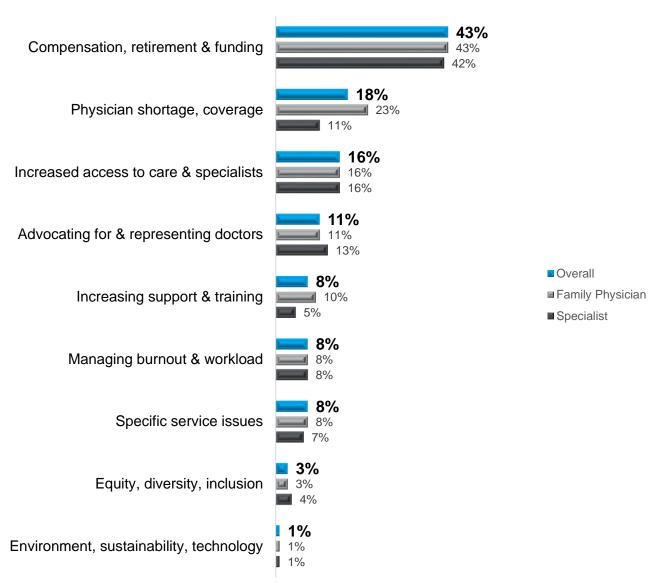
	Does a good job representing members in negotiations	Effective in dealing with the BC Ministry of Health or the HAs
Community based	70%	62%
Hospital based	60%	51%
Both	69%	62%
Resident	47%	53%
1st year in practice	61%	63%
2-5 years	69%	61%
6-10 years	62%	58%
11-15 years	64%	58%
16-20 years	62%	53%
21-25 years	72 %	63%
26+ years	71 %	60%
Fraser	66%	56%
Interior	74%	63%
Island	59%	52%
Northern	64%	57%
Provincial Health Services	72%	68%
Vancouver Coastal	71%	63%
ALL DATA	67%	59%

ISSUES THAT DOCTORS OF BC SHOULD ADDRESS IN THE NEXT FEW YEARS – THEMES/SUBTHEMES

Theme	Subtheme
Compensation, retirement & funding 43%	 13% Compensation 8% Retirement planning 6% Inflation / finances 5% Remuneration 4% Support LFP model 4% New payment model 3% Fee structure / increases 2% Increase funding
Physician shortage, coverage 18%	 8% More family physicians 5% Locum coverage 5% Doctor shortage / recruitment <1% FFS
Increased access to care & specialists 16%	 9% Access to primary care 3% Access to care in general 3% Expanded coverage 2% Access & support for specialists
Advocating for & representing doctors 11%	 4% Representation for doctors 3% Improve contracts 2% Government relations 2% Bill 36 1% DOBC relations 1% Conflict with health authority <1% Loss of autonomy
Increasing support & training 8%	4% Support for family medicine3% Training

Theme	Subtheme
Managing burnout & workload 8%	6% Burnout2% Increasing workload
Specific service issues 8%	 4% Rural & indigenous services 1% Aging population 1% Wait times 1% Addressing mental health
Equity, diversity, inclusion 3%	• 3% Equity, diversity, inclusion
Environment, sustainability, technology	<1% Environment / sustainability<1% Technology

ISSUES THAT DOCTORS OF BC SHOULD ADDRESS IN THE NEXT FEW YEARS - THEMES



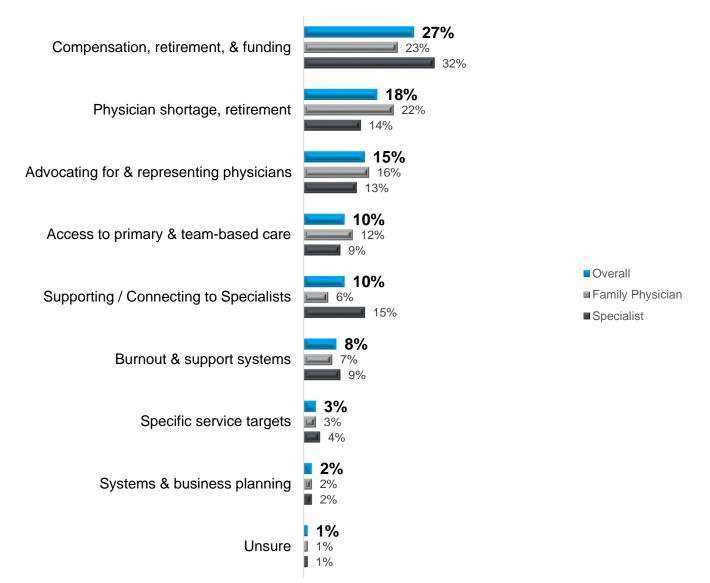
What are the most important issues for you in the next few years? Base: All respondents (n = 1,244)

ISSUES THAT DOCTORS OF BC SHOULD ADDRESS IN THE NEXT FEW YEARS – THEMES/SUBTHEMES

Theme	Subtheme
Compensation, retirement & funding 27%	 12% Compensation 5% Fee increases 3% Pay equity 2% Retirement planning 2% Increase funding 2% Remuneration 1% Payment models
Physician shortage, retirement 18%	 11% Family doctor shortage 7% Recruitment / physician shortage
Advocating for & representing physicians 15%	 6% Advocacy 3% Negotiations & representation 3% Dealing with government 1% Stopping Bill 36 1% Autonomy of physicians 1% Bureaucracy
Access to primary & teambased care	 7% Primary care 3% Access to care 1% Team-based care
Supporting / Connecting to Specialists 10%	 10% Supporting / Connecting to Specialists

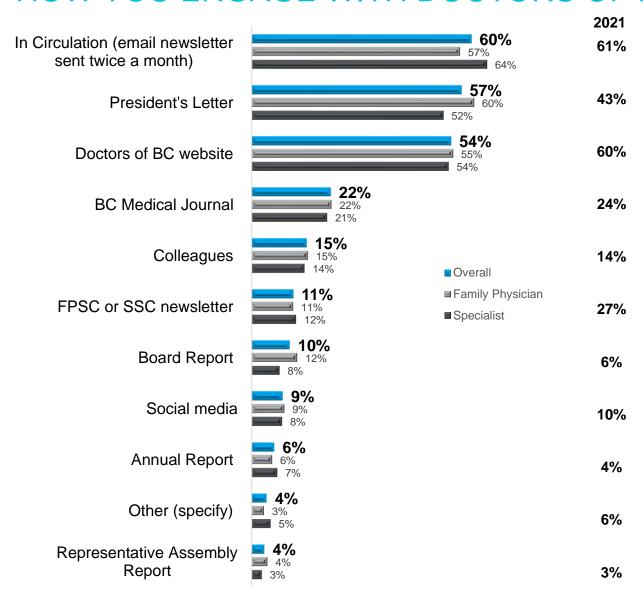
Theme	Subtheme
Burnout & support systems 8%	 3% Support for doctors 3% Burnout 2% Physician health & wellness 1% Manage workload
Specific service targets 3%	1% Mental health services1% Serving marginalized populations1% Rural services
Systems & business planning 2%	1% Sustainable business plans1% Integrate systems
Unsure 1%	• 1% Unsure

ISSUES THAT DOCTORS OF BC SHOULD ADDRESS IN THE NEXT FEW YEARS - THEMES



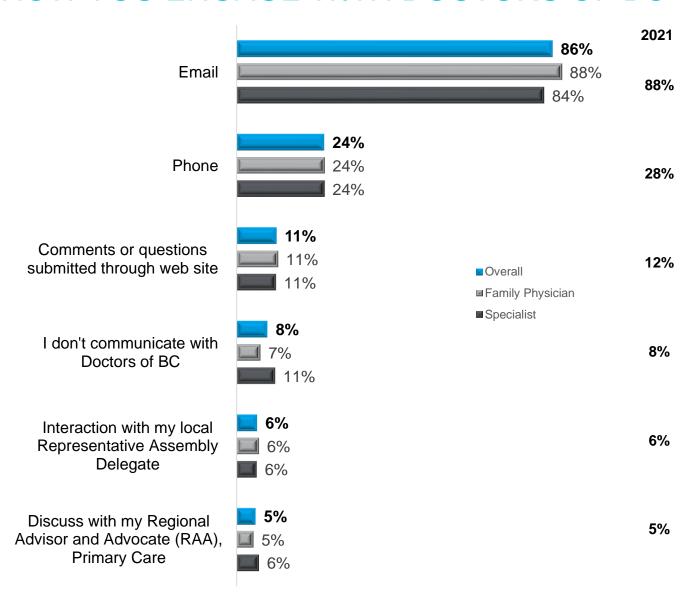
What is the number one service or activity that Doctors of BC should focus on in the next few years? Base: All respondents (n = 1,039)

HOW YOU ENGAGE WITH DOCTORS OF BC



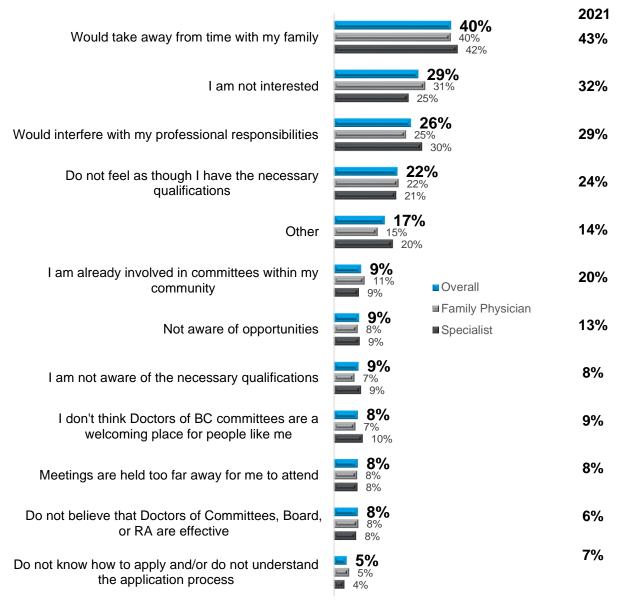
What are your preferred channels of communications to stay informed on Doctors of BC matters? (Select your top three) Base: All respondents (n = 1,506)

HOW YOU ENGAGE WITH DOCTORS OF BC



What are your preferred ways to communicate with Doctors of BC? (Select all that apply) Base: All respondents (n = 1,510)

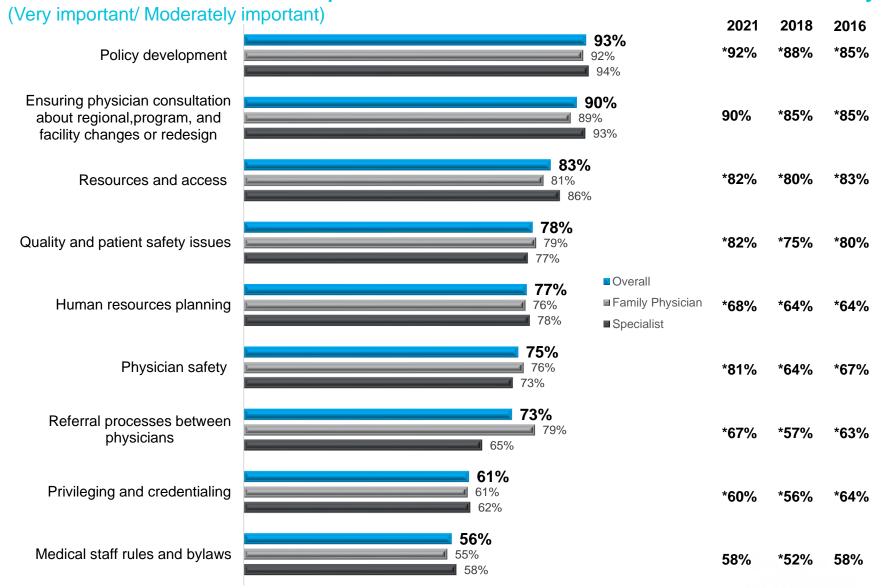
ENGAGEMENT WITH DOCTORS OF BC COMMITTEES



If you are not currently serving on any of Doctors of BC's committees, or on the Board or the Representative Assembly, what barriers are preventing you from getting involved? (Select up to three)

Base: All respondents (n = 1,454)

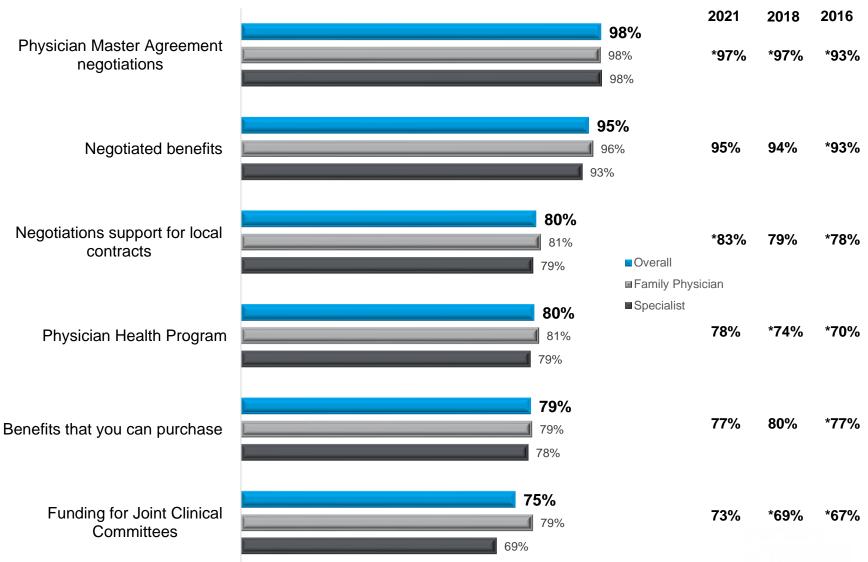
ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES - Non-compensation related services or advocacy



How important to you is it that Doctors of BC support members in each of the following? Base: All respondents (n = 1,502 - 1,513)

ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES - Compensation or benefit-related services

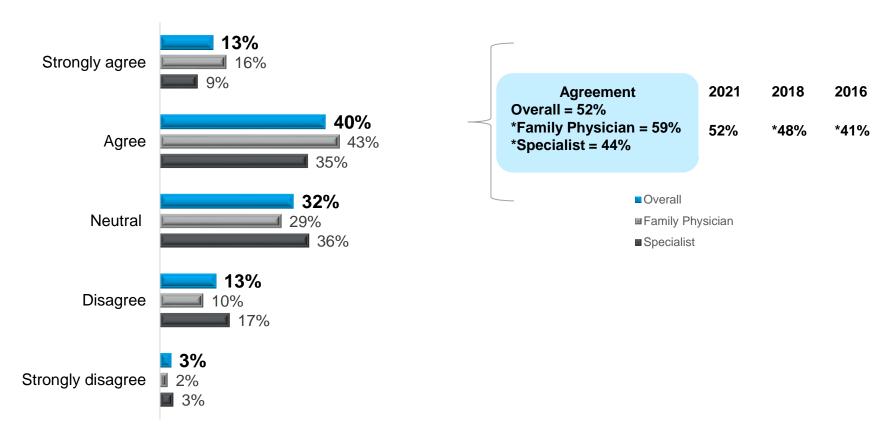
(Very important/ Moderately important)



Please tell us how important these are to you.

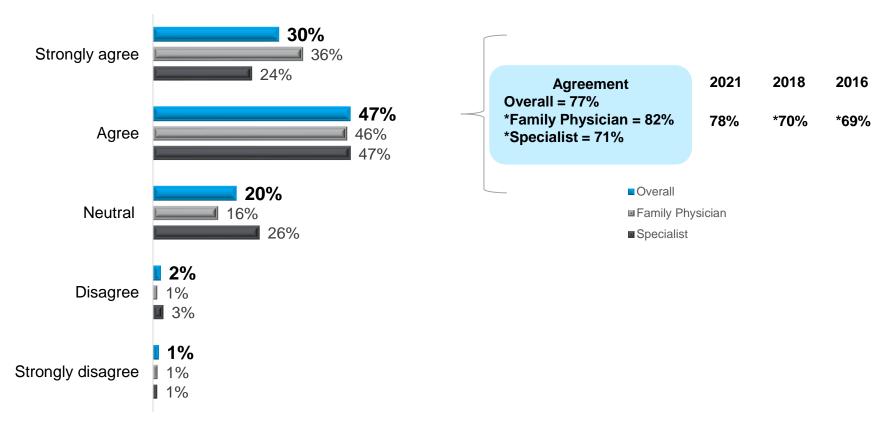
Base: All respondents (n = 1,513 - 1,519)

JOINT COLLABORATIVE COMMITTEES



I have a good awareness of the role Doctors of BC plays in these committees. Base: All respondents (n = 1,518)

JOINT COLLABORATIVE COMMITTEES



I support Doctors of BC continuing to provide these types of services/supports for members. Base: All respondents (n = 1,514)

JOINT COLLABORATIVE COMMITTEES

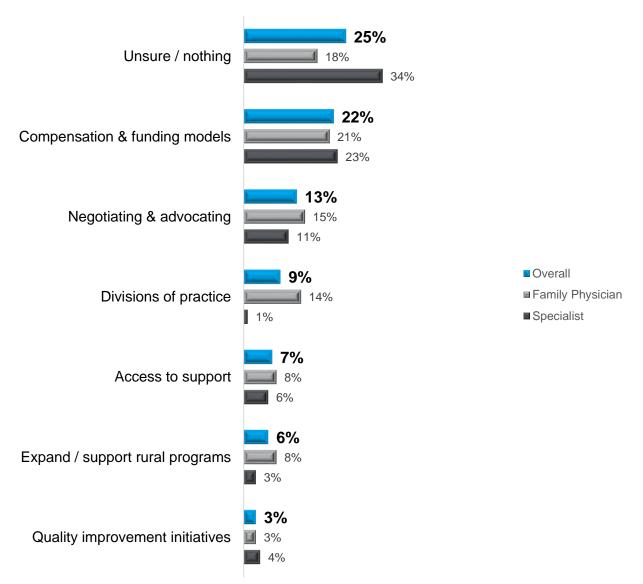
	Have a good awareness of the role Doctors of BC plays	Support continuing to provide these types of services/supports
Community based	56%	80%
Hospital based	44%	72%
Both	53%	77%
Resident	32%	79%
1st year in practice	27%	66%
2-5 years	44%	75%
6-10 years	50%	80%
11-15 years	59%	78%
16-20 years	52 %	74%
21-25 years	52 %	76%
26+ years	57%	79%
Fraser	51%	80%
Interior	54%	81%
Island	52%	73%
Northern	50%	77%
Provincial Health Services	40%	69%
Vancouver Coastal	55%	76%
ALL DATA	52%	77%

JOINT COLLABORATIVE COMMITTEES – THEMES/SUBTHEMES

Theme	Subtheme
Unsure / nothing 25%	18% Not sure5% Nothing / not aware2% Unclear / unsure about committees
Compensation & funding models 22%	 10% Access to funding 5% Negotiate better compensation 2% Benefits 2% New payment model 2% Improved fee structure
Negotiating & advocating 13%	5% LFP negotiation5% Negotiate contracts3% Advocacy1% Master agreement
Divisions of practice 9%	9% Divisions of practice
Access to support 7%	6% Access to support programs1% General assistance<1% Collaboration
Expand / support rural programs 6%	6% Expand / support rural programs
Quality improvement initiatives 3%	2% Quality improvement projects1% Quality Forum

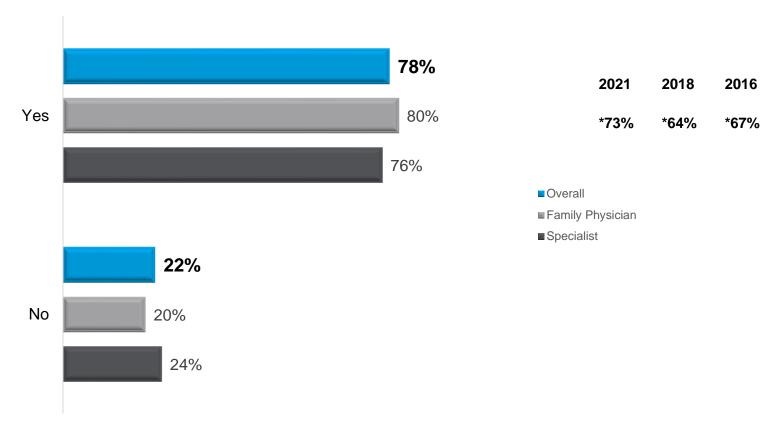
What is the number one thing Doctors of BC has done for you through any of the Joint Collaborative Committees and/or their programs? Base: All respondents (n = 764)

JOINT COLLABORATIVE COMMITTEES - THEMES



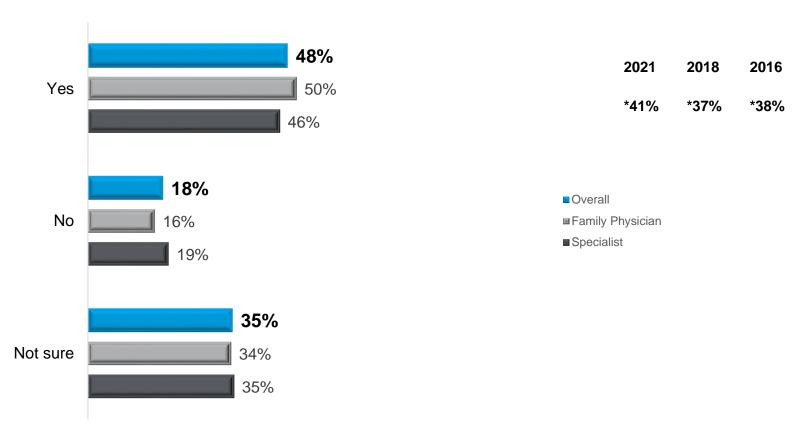
What is the number one thing Doctors of BC has done for you through any of the Joint Collaborative Committees and/or their programs? Base: All respondents (n = 764)

PHYSICIAN HEALTH PROGRAM



Are you aware of the services available from the Physician Health Program (PHP) at Doctors of BC? Base: All respondents (n = 1,515)

PHYSICIAN HEALTH PROGRAM



If you had a personal, family, or work issue that was impacting your health, would you contact the confidential PHP 24-hour assistance line?

Base: All respondents (n = 1,515)

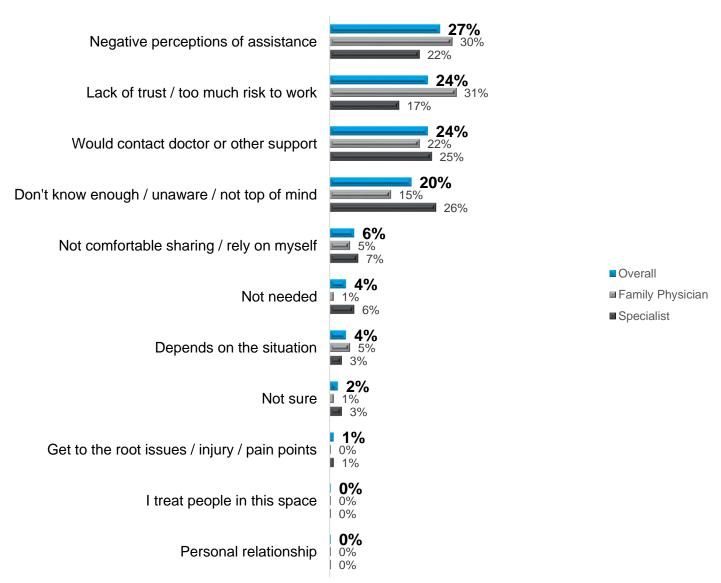
PHYSICIAN HEALTH PROGRAM – THEMES/SUBTHEMES

Theme	Subtheme
Negative perceptions of assistance 27%	 12% Unsure how helpful 9% Previous unhelpful / negative experiences 6% Unhelpful / believe it is unhelpful / ineffective 2% Not confident / no confidence
Lack of trust / too much risk to work 24%	 13% Confidentiality 5% Risk of report / potential negative impact 4% Don't trust it 4% Privacy concerns
Would contact doctor or other support 24%	 13% Other alternatives / support available 7% Have a physician / would contact my doctor / GP 2% Local resources are better 2% Reach out to family / friends / colleague <1% Need to find a GP first
Don't know enough / unaware / not top of mind 20%	 20% Don't know enough / unaware / not top of mind
Not comfortable sharing / rely on myself 6%	 4% Not comfortable / Uncomfortable step 2% Rely on myself / push through <1% Solves issues outside of work <1% Wouldn't share personal struggles
Not needed 4%	4% Not needed
Depends on the situation 4%	4% Depends on the situation
Not sure 2%	Not sure
Get to the root issues / injury / pain points 1%	1% Get to the root issues / injury / pain points
I treat people in this space <1%	• <1% I treat people in this space
Personal relationship <1%	 <1% Personal relationship

Why might you not contact the PHP 24-hour assistance line?

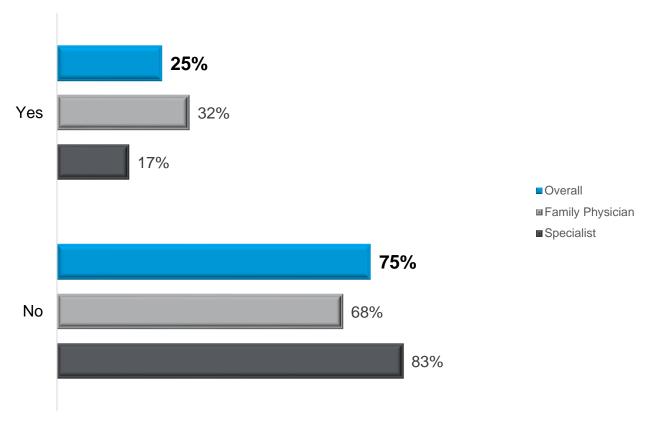
Base: All 'No' or 'Not sure' respondents (n = 524)

PHYSICIAN HEALTH PROGRAM – THEMES



Why might you not contact the PHP 24-hour assistance line? Base: All 'No' or 'Not sure' respondents (n = 524)

BUSINESS PATHWAYS PROGRAM - NEW



Are you aware of the services available from the Business Pathways program at Doctors of BC? Base: All respondents (n = 1,512)

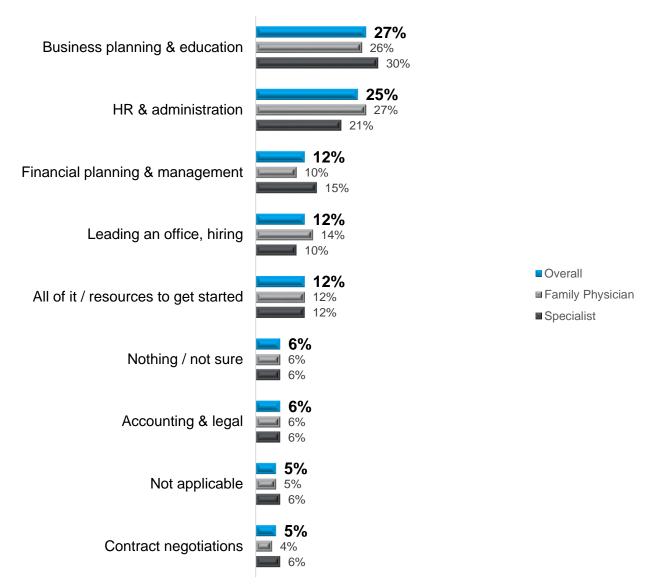
BUSINESS PATHWAYS PROGRAM – THEMES/SUBTHEMES

Theme	Subtheme
Business planning & education 27%	 16% Business education 10% Business plans 2% Retirement planning 1% Incorporation <1% Corporate structure
HR & administration 25%	22% Human Resources1% Administration1% EMR
Financial planning & management 12%	6% Financial planning5% Expenses1% Billing1% Managing payments
Leading an office, hiring 12%	5% Leadership4% Hiring3% Office management<1% Governance
All of it / resources to get started 12%	 8% All of above 2% Getting started 1% Technology 1% Access to resources

Theme	Subtheme
Nothing / not sure 6%	4% Nothing / none2% Not sure
Accounting & legal 6%	3% Taxes2% Legal help1% Accounting
Not applicable 5%	 5% Not applicable
Contract negotiations 5%	4% Contracts2% Negotiating contracts

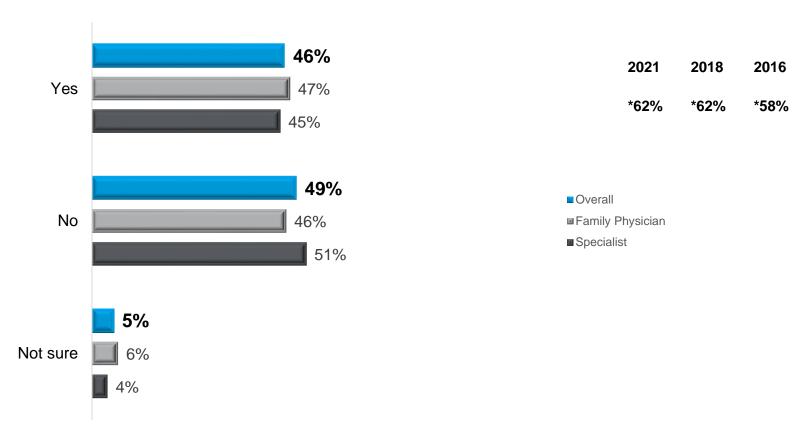
When it comes to running a business, what are the areas you feel you need the most support in? (i.e. business plans, business education, human resources, leadership) Base: All respondents (n = 766)

BUSINESS PATHWAYS PROGRAM – THEMES



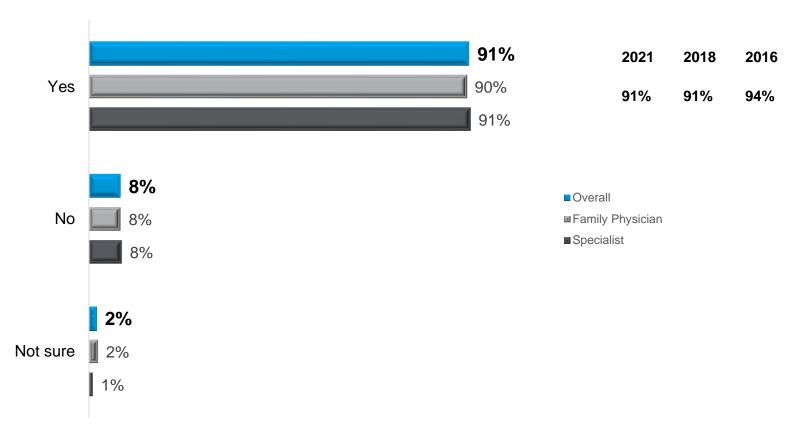
When it comes to running a business, what are the areas you feel you need the most support in? (i.e. business plans, business education, human resources, leadership) Base: All respondents (n = 766)

COMMUNICATION WITH DOCTORS OF BC REGARDING SERVICES OR PRODUCTS



Have you phoned or emailed Doctors of BC regarding products or services in the past 12 months? Base: All respondents (n = 1,516)

COMMUNICATION WITH DOCTORS OF BC REGARDING SERVICES OR PRODUCTS

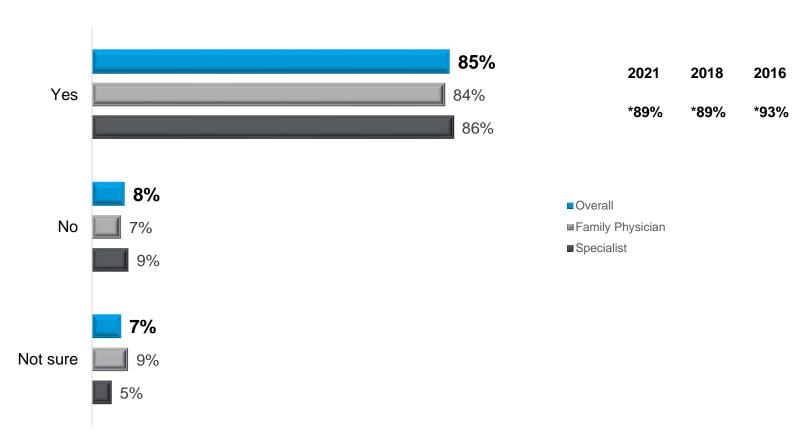


Did Doctors of BC staff respond in a timely fashion?

Base: If 'Yes' respondents (n = 678)

Trend data has been filtered for comparison

COMMUNICATION WITH DOCTORS OF BC REGARDING SERVICES OR PRODUCTS



Were you able to get accurate and reliable information?

Base: If 'Yes' respondents (n = 683)
Trend data has been filtered for comparison

Overall - Trends (percent of agreement)

Question	2023	% Difference From 2021	Direction
Doctors of BC does a good job representing members in negotiations for compensation and benefits.	67%	+2%	↑
Doctors of BC values diversity and inclusion in the association.	66%	+2%	↑
Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders).	67%	+1%	↑
Overall I feel my needs and interests are well represented by Doctors of BC.	67%	-4%	\
Doctors of BC does a good job of consulting with members to inform its activities.	65%	-4%	\downarrow
Doctors of BC does a good job of making timely decisions and taking action.	57%	-4%	\
I know where to find information and answers to my questions related to Doctors of BC.	73%	-4%	\

Overall - Trends (percent of agreement)

Question	2023	% Difference From 2021	Direction
I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance).	68%	-3%	\
I am satisfied with the reports I receive about Doctors of BC Board activities and decisions.	69%	-2%	\downarrow
I feel well informed about activities and news from Doctors of BC.	78%	-1%	\downarrow
I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me.	46%	-1%	↓
Doctors of BC is effective in dealing with the BC Ministry of Health or the health authorities on behalf of the profession.	59%	-1%	\
I support Doctors of BC continuing to provide these types of services/supports for members.	77%	-1%	↓

Family Physician - Trends (percent of agreement)

Question	2023	% Difference From 2021	Direction
Doctors of BC does a good job representing members in negotiations for compensation and benefits.	72%	+5%	1
Doctors of BC values diversity and inclusion in the association.	68%	+3%	1
I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me.	50%	+1%	1
I have a good awareness of the role Doctors of BC plays in these committees.	59%	+1%	↑
Doctors of BC does a good job of consulting with members to inform its activities.	65%	-7%	\downarrow
I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance).	70%	-5%	↓
Overall I feel my needs and interests are well represented by Doctors of BC.	70%	-4%	↓

Family Physician – Trends (percent of agreement)

Question	2023	% Difference From 2021	Direction
I know where to find information and answers to my questions related to Doctors of BC.	74%	-4%	\downarrow
Doctors of BC does a good job of making timely decisions and taking action.	62%	-2%	\downarrow
I feel well informed about activities and news from Doctors of BC.	79%	-2%	\downarrow
I am satisfied with the reports I receive about Doctors of BC Board activities and decisions.	71%	-2%	\downarrow
Doctors of BC understands the issues that matter to BC doctors.	75%	-1%	\downarrow

Specialist – Trends (percent of agreement)

Question	2023	% Difference From 2021	Direction
Doctors of BC values diversity and inclusion in the association.	65%	+4%	↑
Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders).	64%	+2%	↑
I feel well informed about activities and news from Doctors of BC.	78%	+2%	↑
Doctors of BC does a good job of making timely decisions and taking action.	52%	-5%	\downarrow
Overall I feel my needs and interests are well represented by Doctors of BC.	63%	-3%	\downarrow
I am satisfied with the reports I receive about Doctors of BC Board activities and decisions.	66%	-3%	↓
I know where to find information and answers to my questions related to Doctors of BC.	73%	-2%	\downarrow

Specialist – Trends (percent of agreement)

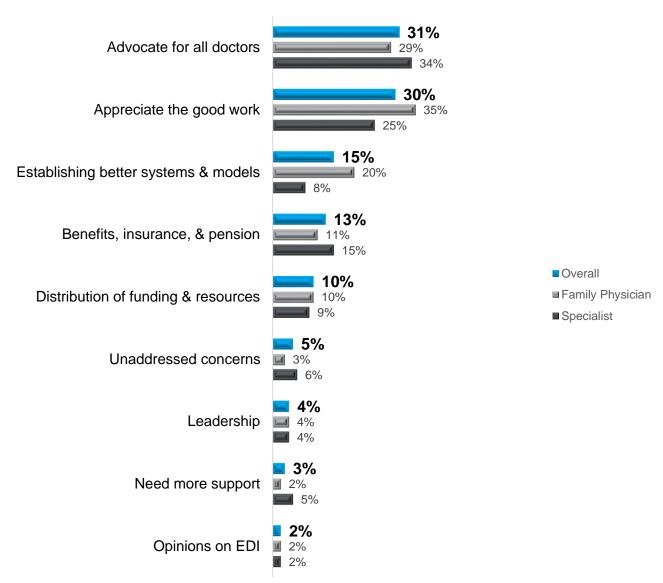
Question	2023	% Difference From 2021	Direction
I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me.	43%	-2%	\downarrow
Doctors of BC is effective in dealing with the BC Ministry of Health or the health authorities on behalf of the profession.	56%	-2%	\downarrow
I have a good awareness of the role Doctors of BC plays in these committees.	44%	-2%	\downarrow
Doctors of BC does a good job representing members in negotiations for compensation and benefits.	62%	-1%	\downarrow
I support Doctors of BC continuing to provide these types of services/supports for members.	71%	-1%	↓

FINAL THOUGHTS - THEMES/SUBTHEMES

Theme	Subtheme
Advocate for all doctors 31%	 12% Need advocate for doctors' interests 10% Government interference 8% Consideration of specialists 6% Negotiations 2% Bill 36 <1% Public image
Appreciate the good work 30%	 15% Thank you 12% Keep up the good work 7% Appreciate work being done
Establishing better systems & models 15%	 9% Establishing systems & processes 7% Development of models
Benefits, insurance, & pension 13%	8% Benefits4% Pension & retirement resources3% Improve insurance
Distribution of funding & resources 10%	 3% Resources for rural areas 3% Distribution of funding 2% Rising costs 2% Fee structure

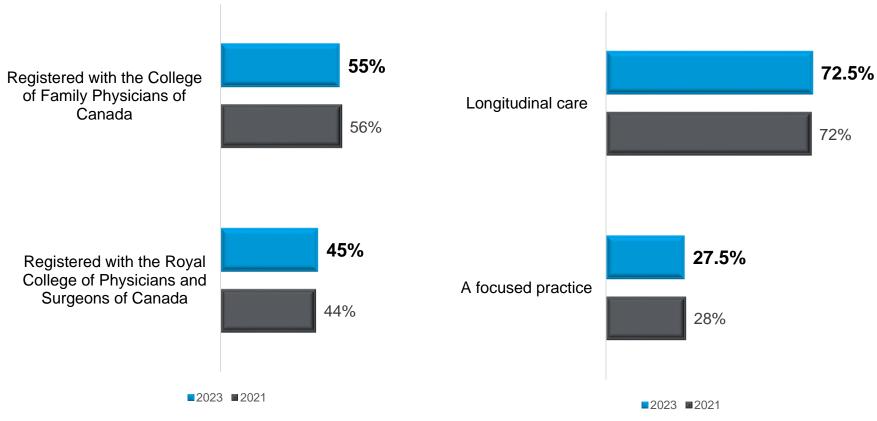
Theme	Subtheme
Unaddressed concerns 5%	 2% Failing to address concerns 2% Training concerns <1% Attention to climate change
Leadership 4%	• 4% Leadership
Need more support 3%	3% Increase support<1% More individual support
Opinions on EDI 2%	1% Diversity efforts1% Too much EDI

FINAL THOUGHTS - THEMES/SUBTHEMES



Do you have any final thoughts you would like to share? Base: All respondents (n = 461)

Current Practice & Area of Interest

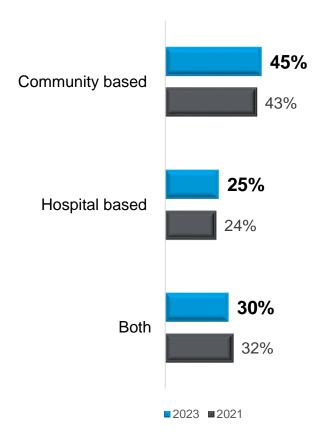


Practice:

Base: All respondents (n = 1,468)

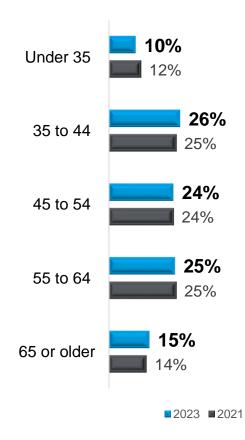
If registered with the CFPC, is your area of interest: Base: CFPC respondents (n = 788)

Primary practice & Age



My practice is:

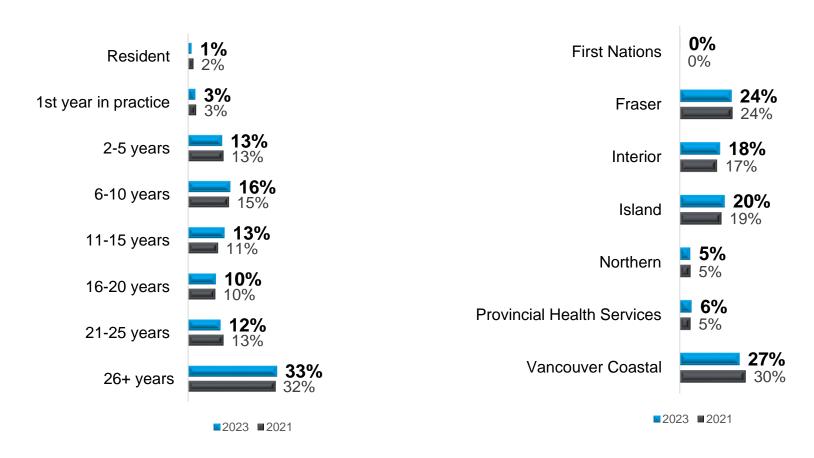
Base: All respondents (n = 1,511)



Age:

Base: All respondents (n = 1,513)

Years in Practice & Primary Health Authority

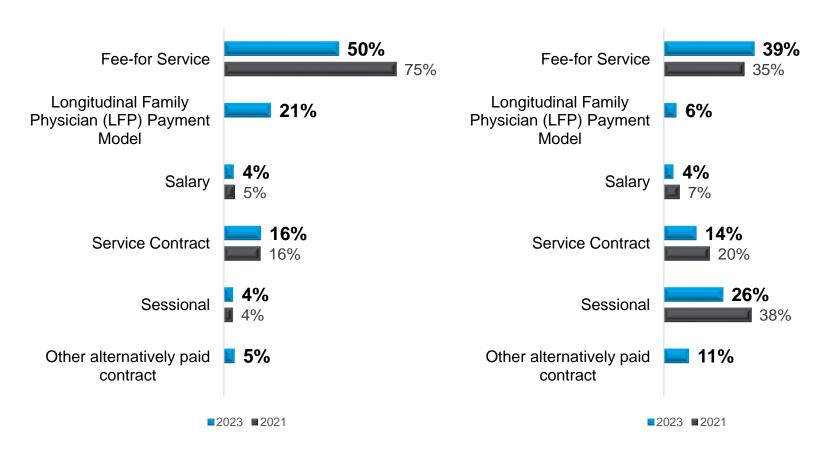


Years in practice:

Base: All respondents (n = 1,511)

Please tell us your primary health authority: Base: All respondents (n = 1,501)

Primary & Secondary Source of Payment



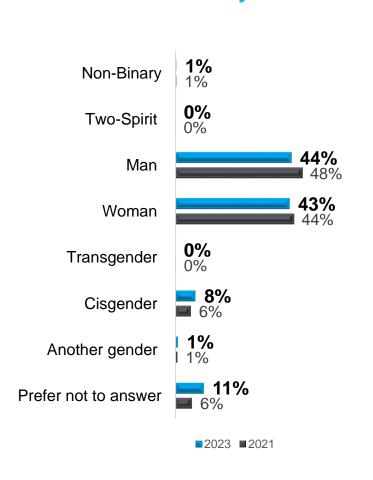
Which one of the following primarily describes how you are currently paid?
Base: All respondents (n = 1,509)

Which one of the following is your second-largest source of payment?

Base: All respondents (n = 1,247)

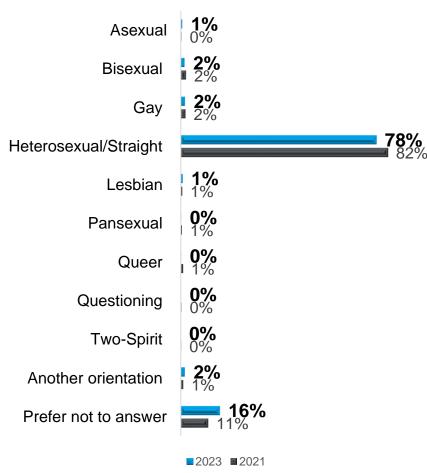
NEW in 2023: LFP & Other

Gender Identity & Sexual Orientation



What best describes your gender identity? (Select all that apply)

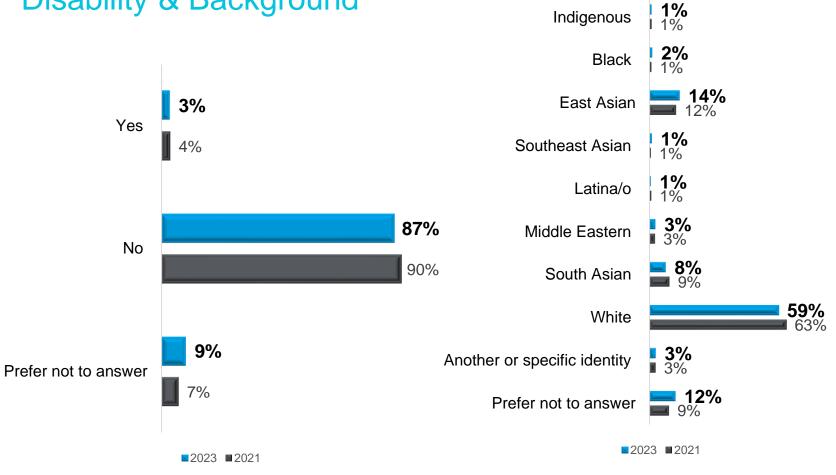
Base: All respondents (n = 1,497)



What best describes your sexual orientation? (Select all that apply)

Base: All respondents (n = 1,491)

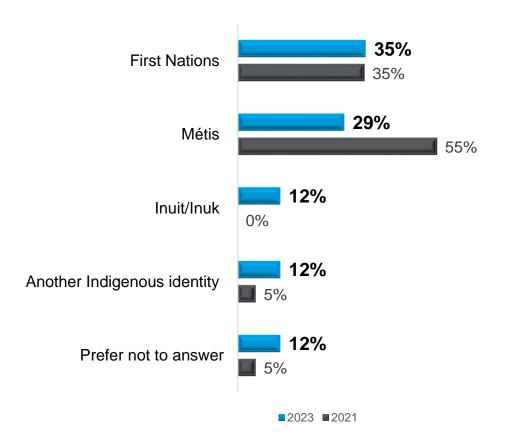
Disability & Background



Do you identify as a person with a disability? Base: All respondents (n = 1,499)

What best describes your background? (Select all that apply) Base: All respondents (n = 1,496)

Specific Indigenous Community or Culture



Please specify whether you identify as First Nations, Métis, Inuit/Inuk, or another Indigenous identity (i.e. your specific Indigenous community or culture).

Base: Indigenous respondents (n = 17)

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