

A photograph of a modern hospital hallway. Four surgeons in light blue scrubs and bouffant caps are walking away from the camera. The hallway has large windows on the left, white columns, and a grey tiled floor. In the background, there is a sign for "EMERGENCY" and a medical cart.

BENCHMARK MEMBER ENGAGEMENT POLL

SUMMARY OF RESULTS

2018

Methodology and Response

Doctors of BC conducted its second benchmark member engagement poll

- Approximately 12,300 members were invited by email to complete the survey

The survey

- Opened on Wednesday, February 21, 2018
- Closed on Wednesday, March 7, 2018

Responses were received from **1,553** members for a response rate of **13%**

- The data is valid 19 times out of 20 within a margin of error of +/- 2.32%

The survey was hosted and reported by



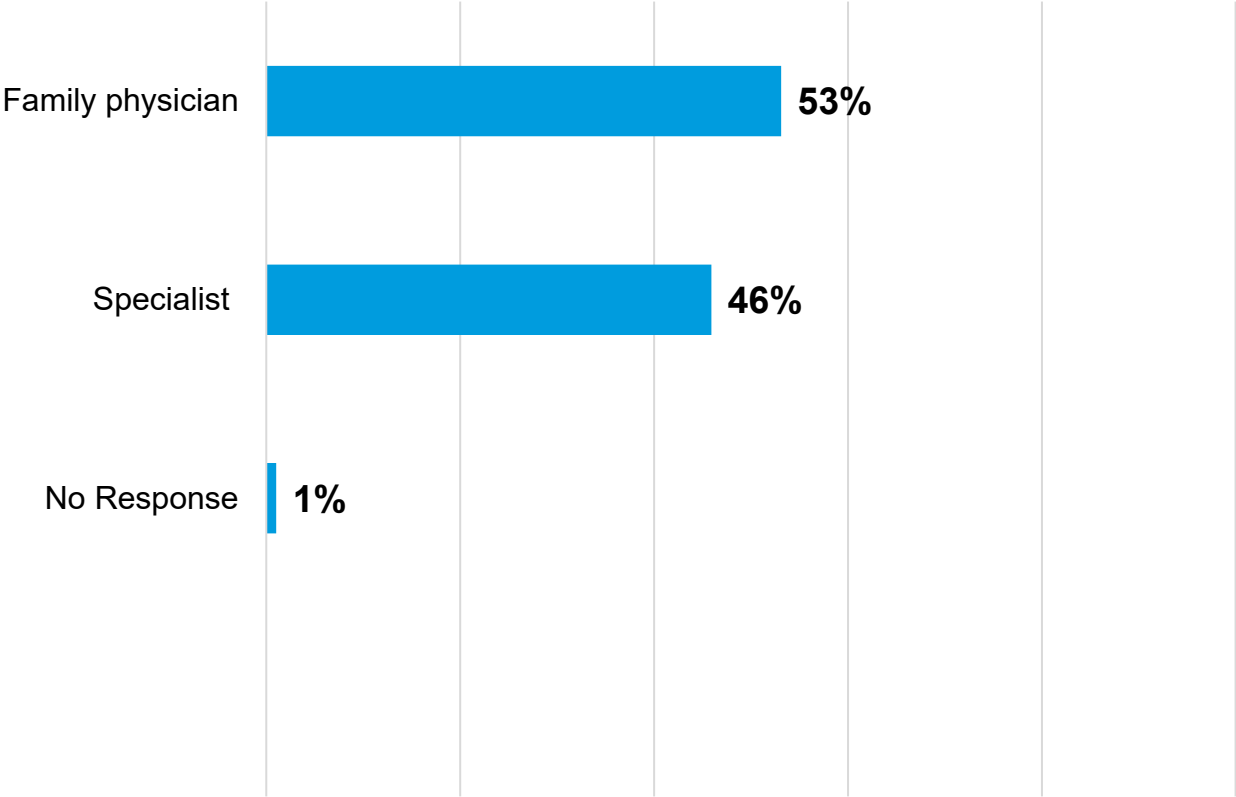
Highlights

- Overall, our members view our organization in a favourable light. They feel we are doing a good job of representing them. They value the communications they get from us, and trust us as a reliable source.
- In their impressions of Doctors and BC, GPs and Specialists are narrowing the gap. (GPs went down a little, Specialists went up!)
- Members overall (but especially GPs) are frustrated with the health care system, and feel undervalued (And some of the blame – fairly or unfairly – goes to Doctors of BC)
- Good job of sharing information; need more to work to do in really engaging them – understanding the issues important to them.

Highlights

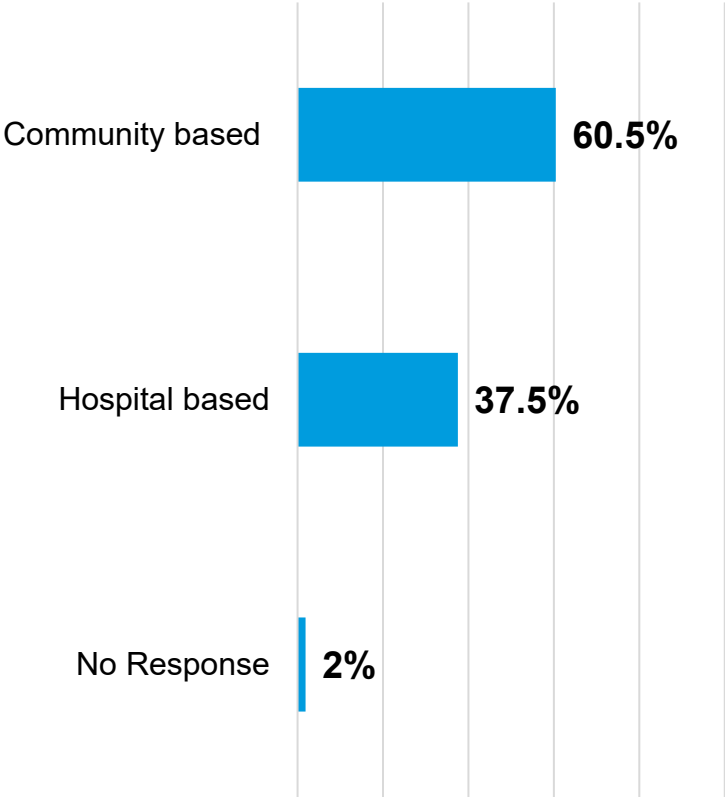
- Increased agreement from 2016 were awareness (7% increase in agreement) and support for Joint Collaborative Committees (1% increase in agreement)
- Continued strong support for the JCC programs/initiatives.

Current Practice

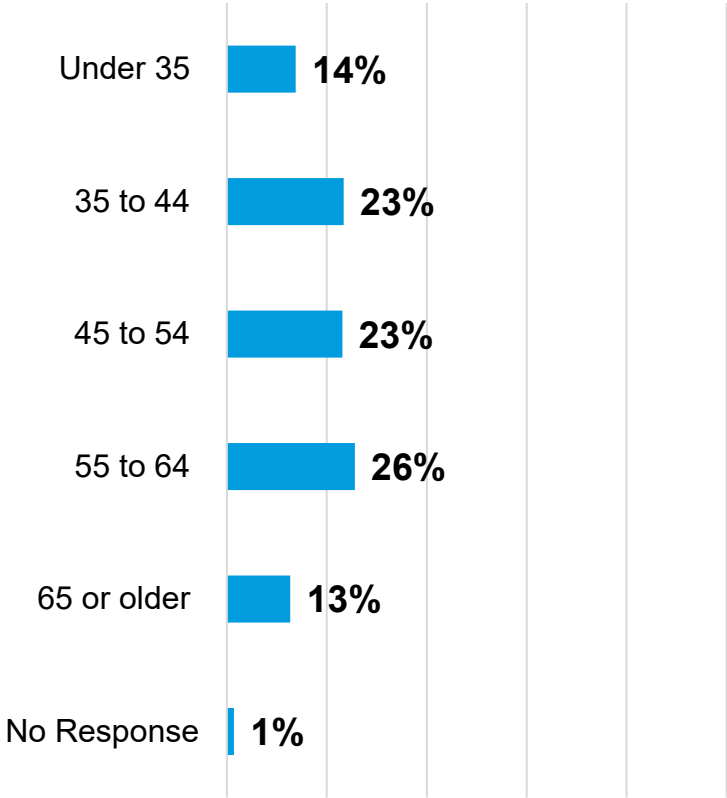


Practice:
Base: All respondents (n = 1,553)

Primary practice & Age

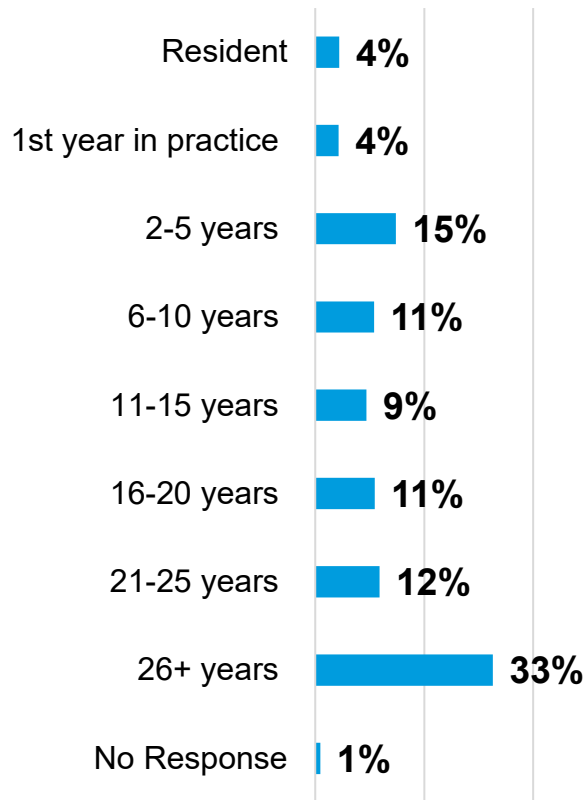


My practice is primarily:
Base: All respondents (n = 1,553)

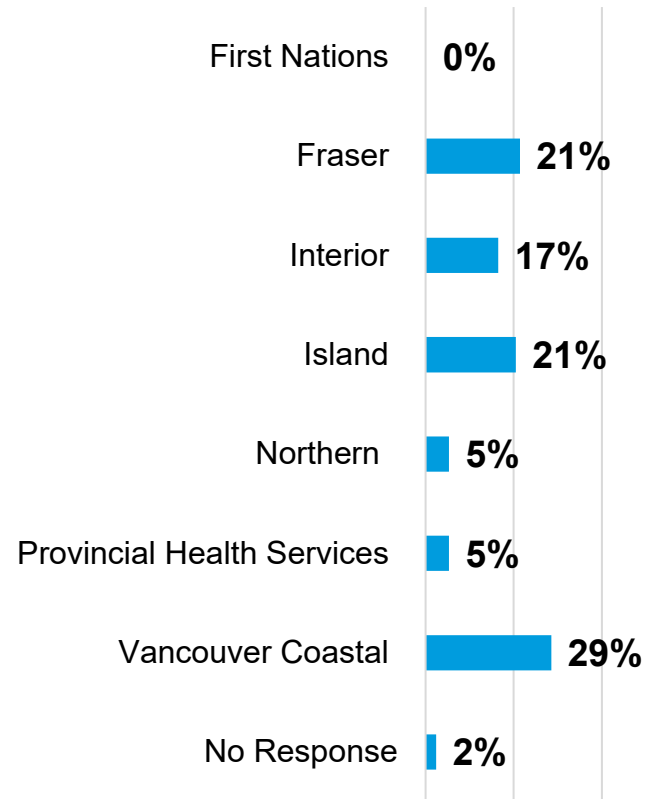


Age:
Base: All respondents (n = 1,553)

Years in Practice & Primary Health Authority

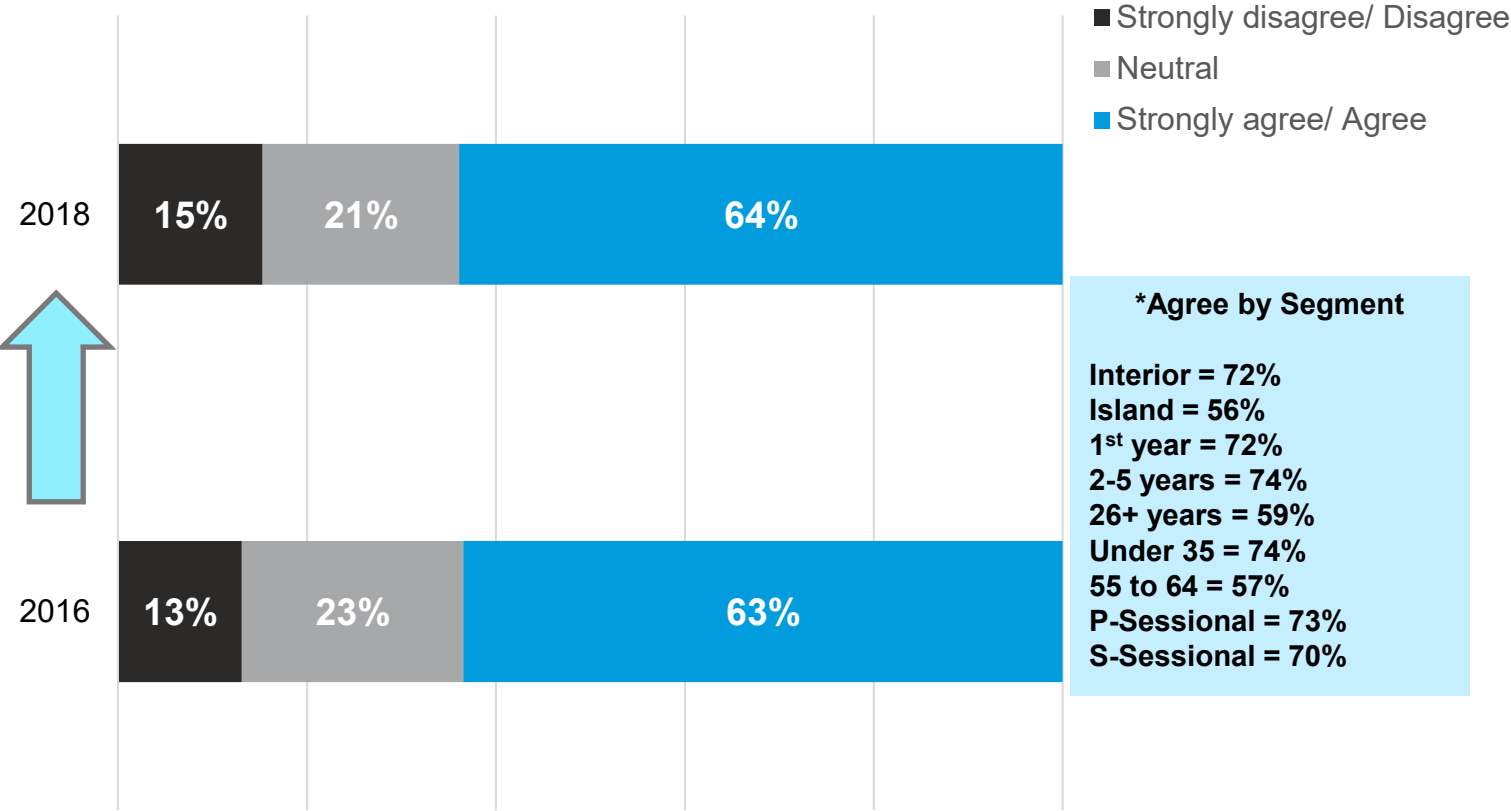


Years in practice:
Base: All respondents (n = 1,553)



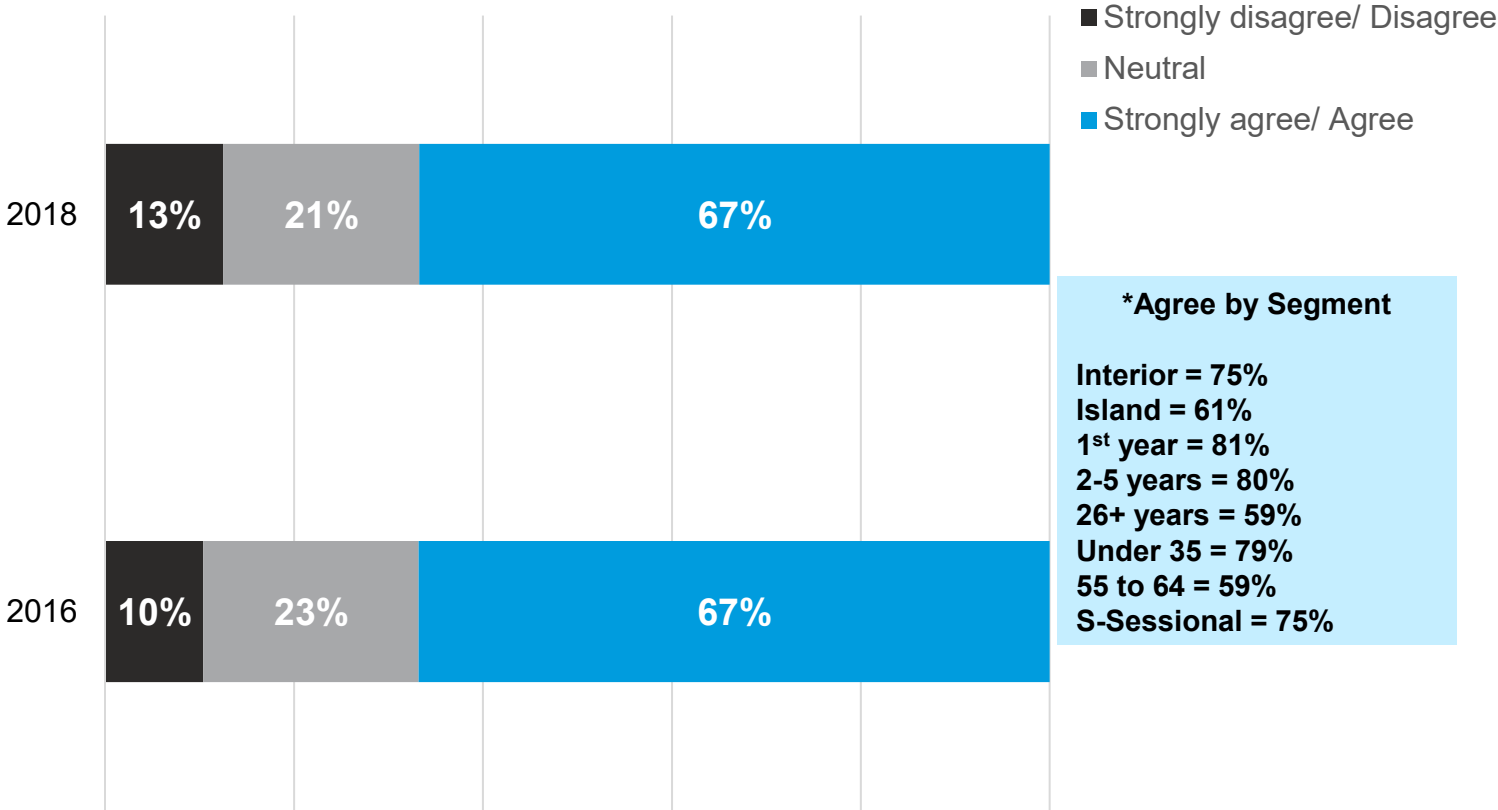
Please tell us your primary health authority:
Base: All respondents (n = 1,553)

Overall impressions of Doctors of BC



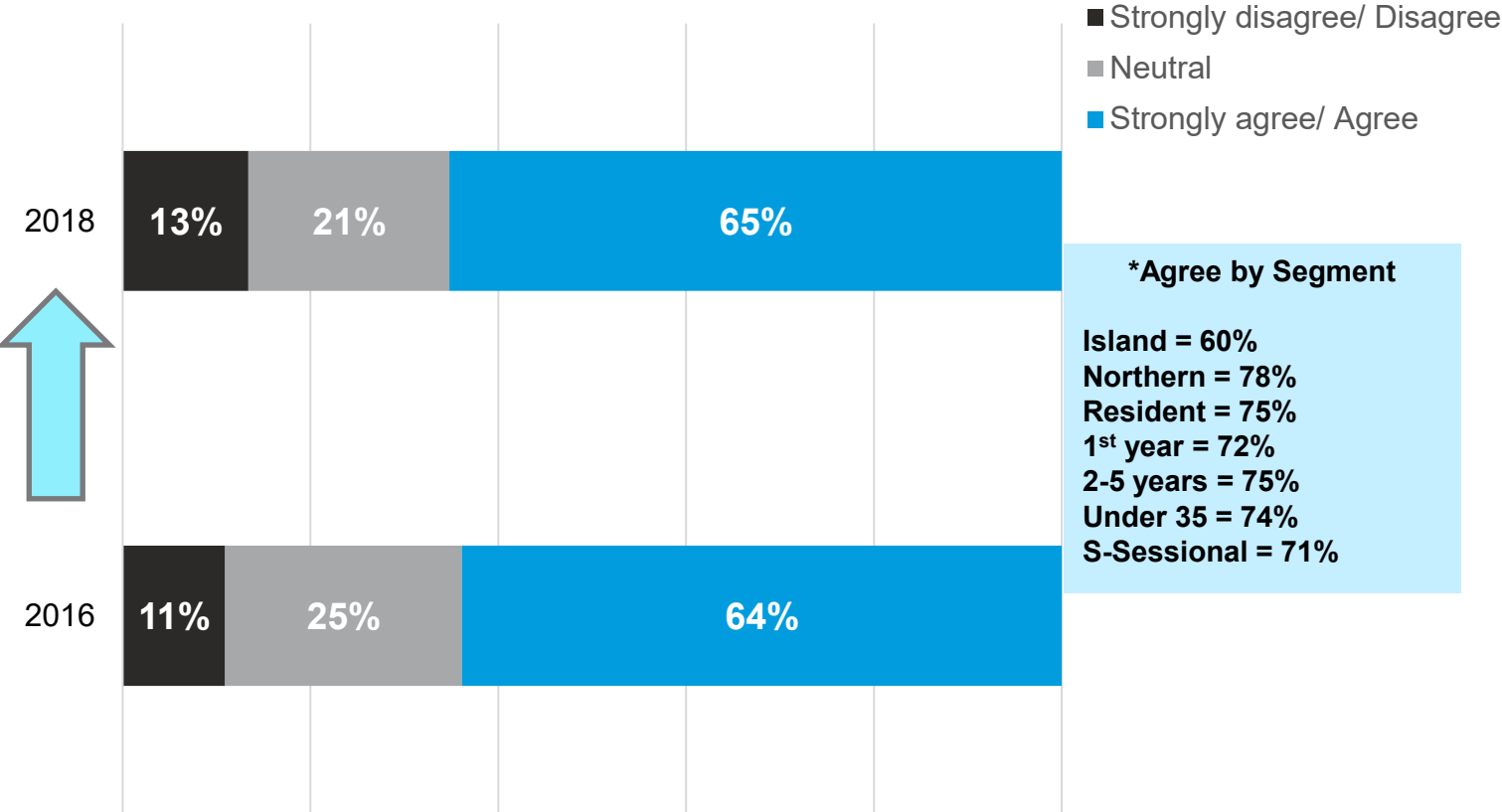
1. Overall I feel my needs and interests are well represented by Doctors of BC.
Base: All respondents (n = 1,549)

Overall impressions of Doctors of BC



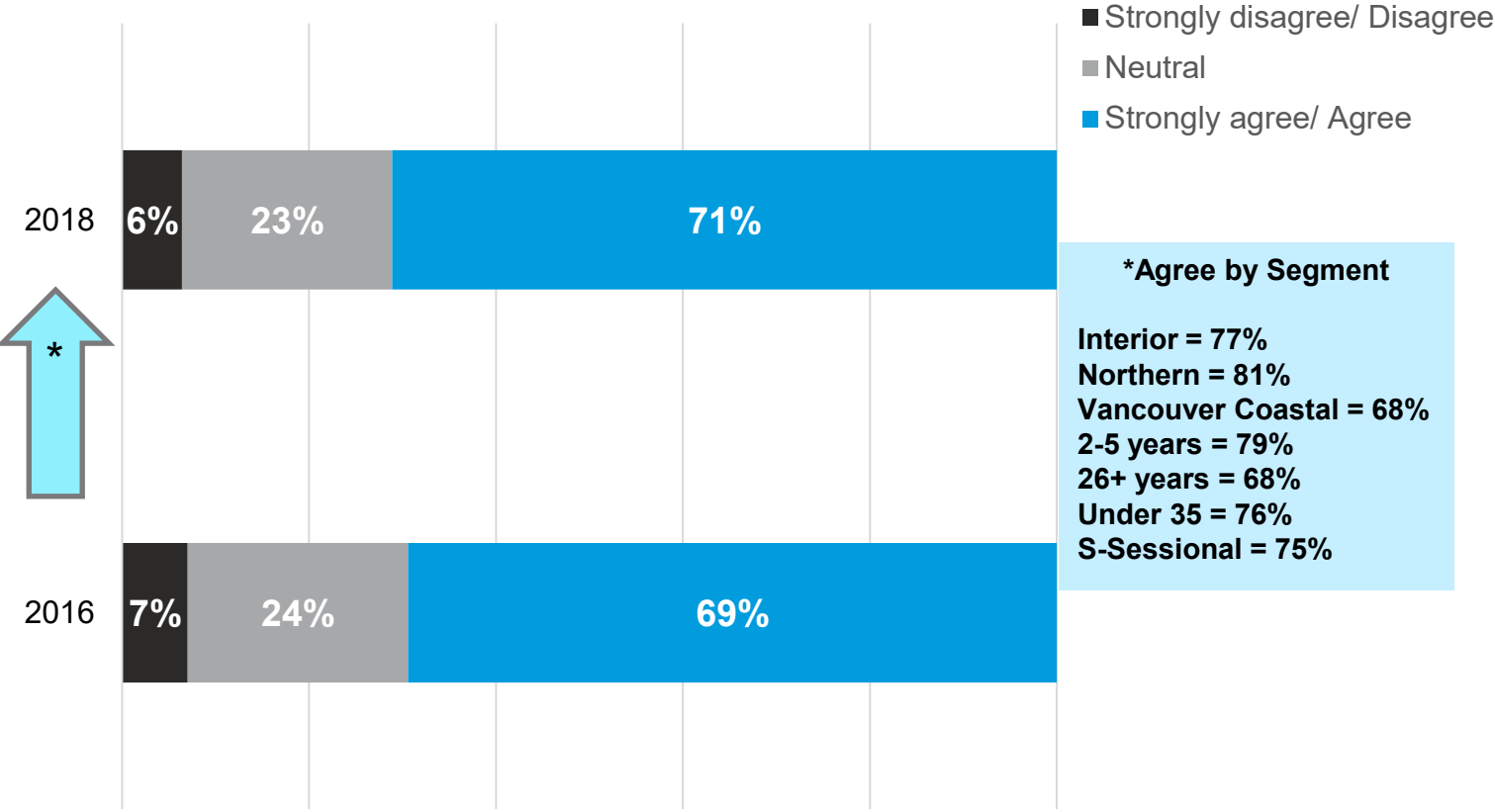
2. Doctors of BC understands the issues that matter to BC doctors.
Base: All respondents (n = 1,537)

Overall impressions of Doctors of BC



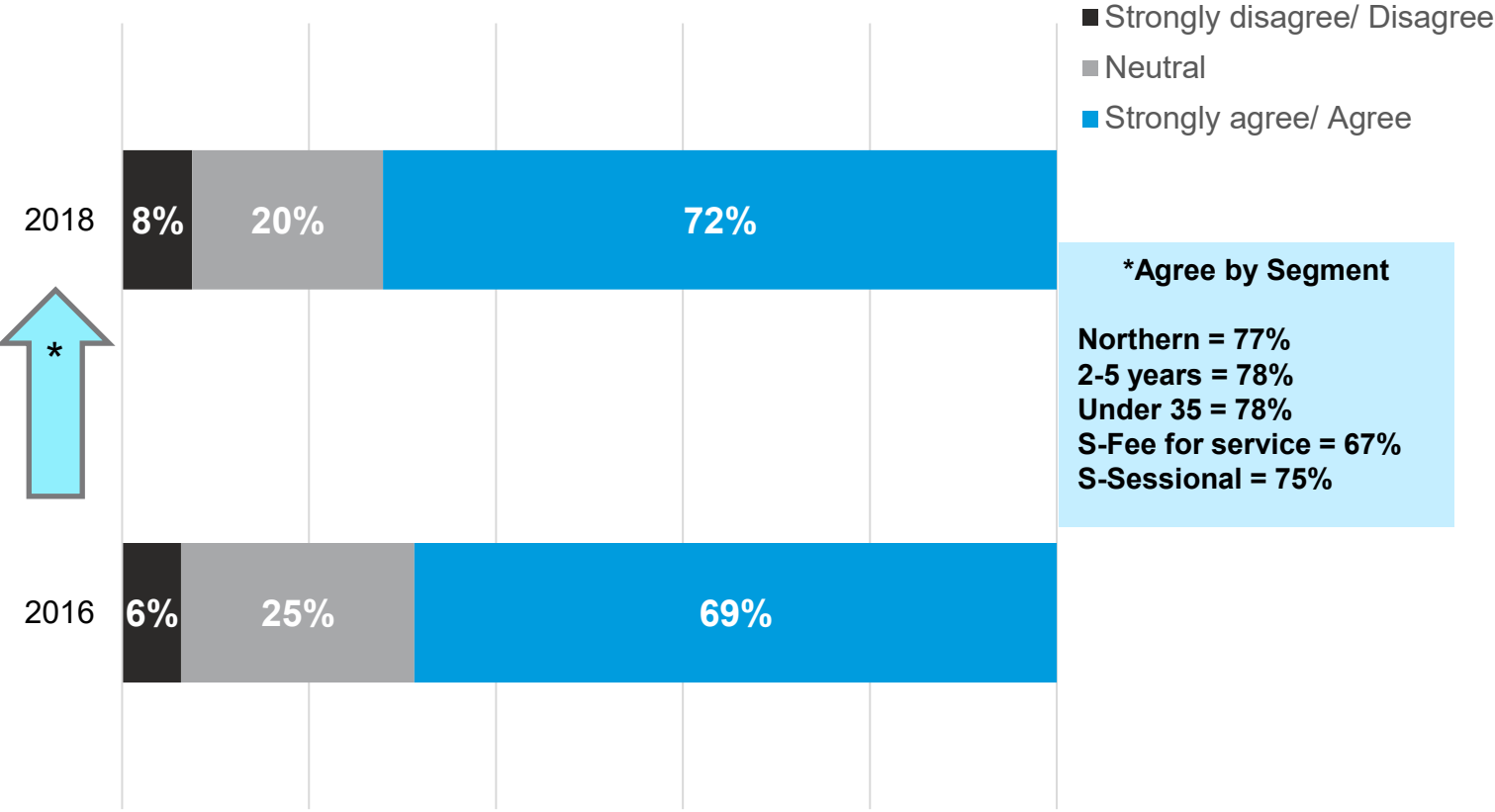
4. Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders).
Base: All respondents (n = 1,541)

Overall impressions of sharing information



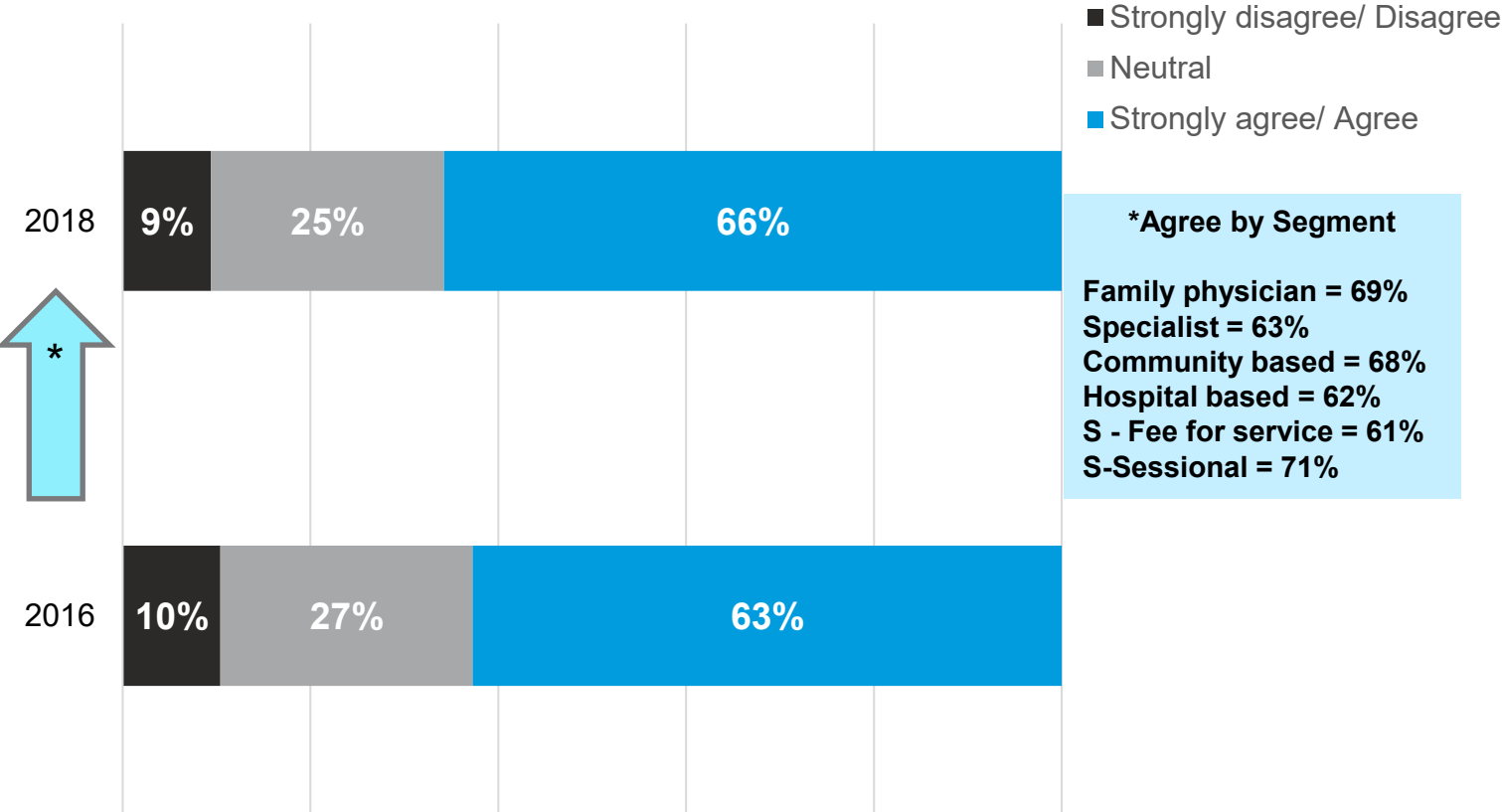
6. I feel well informed about activities and news from Doctors of BC.
Base: All respondents (n = 1,535)

Overall impressions of sharing information



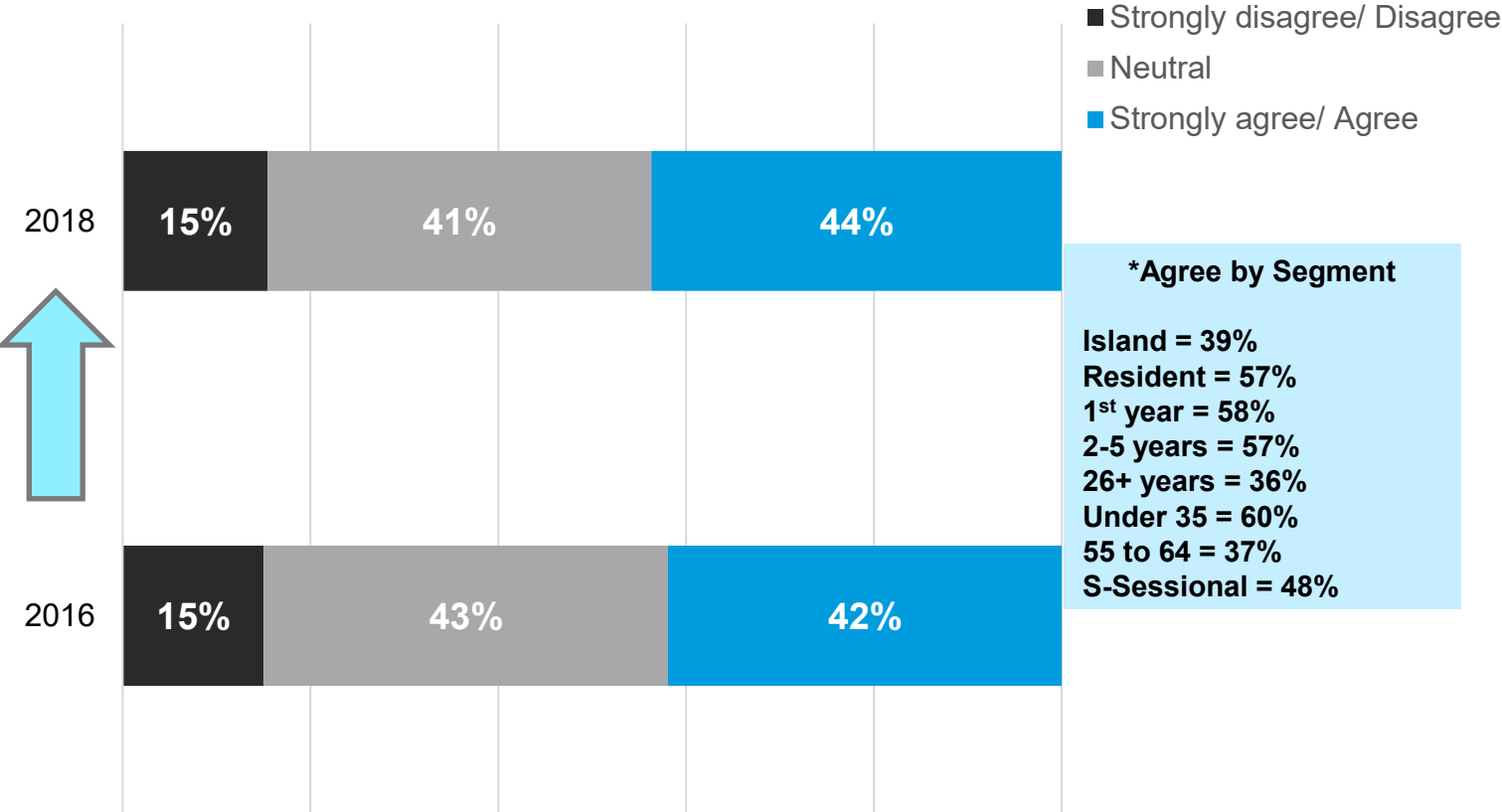
7. I know where to find information and answers to my questions related to Doctors of BC.
Base: All respondents (n = 1,528)

Overall impressions of sharing information



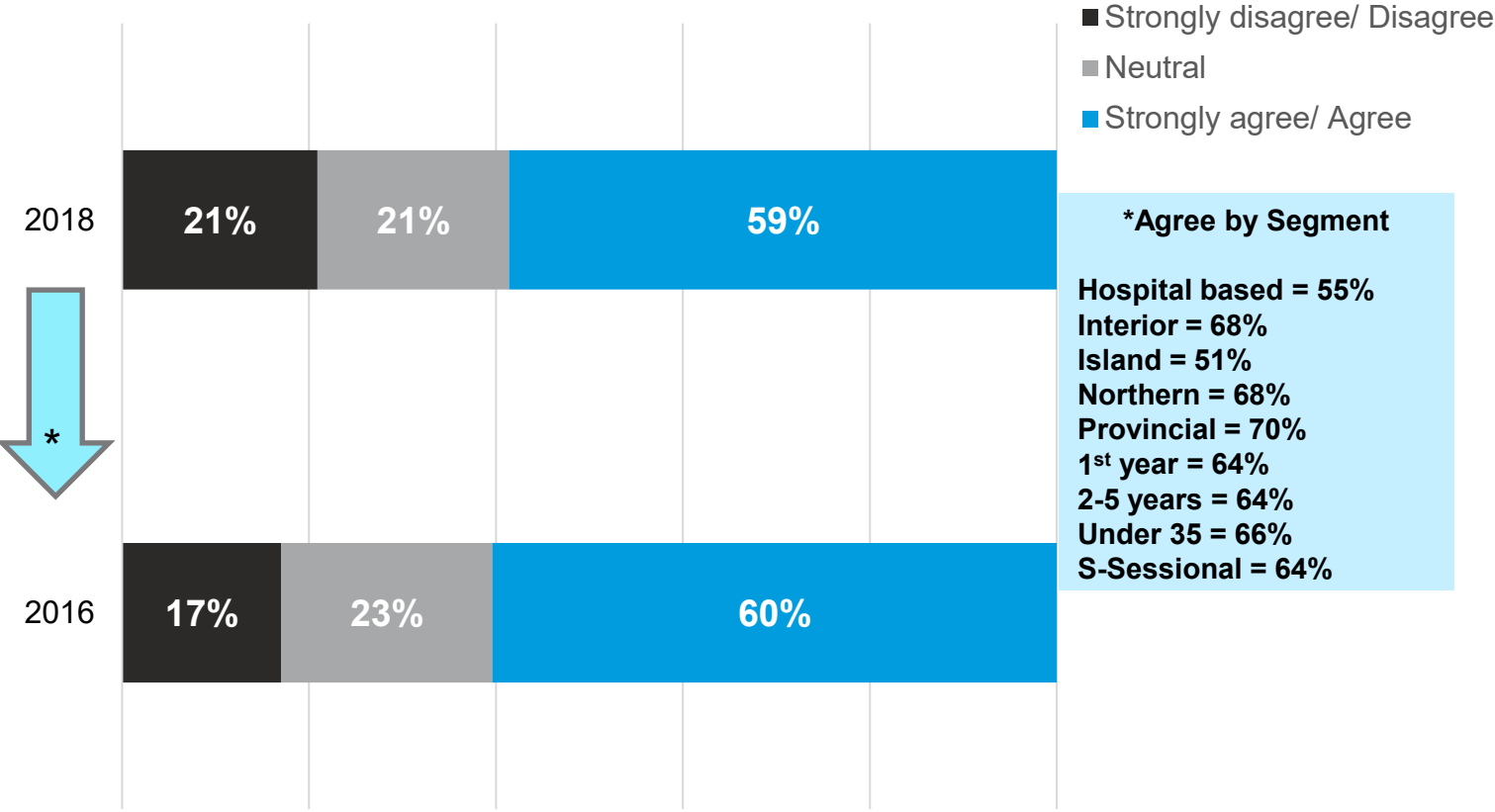
9. I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance).
 Base: All respondents (n = 1,530)

Overall impressions of sharing information



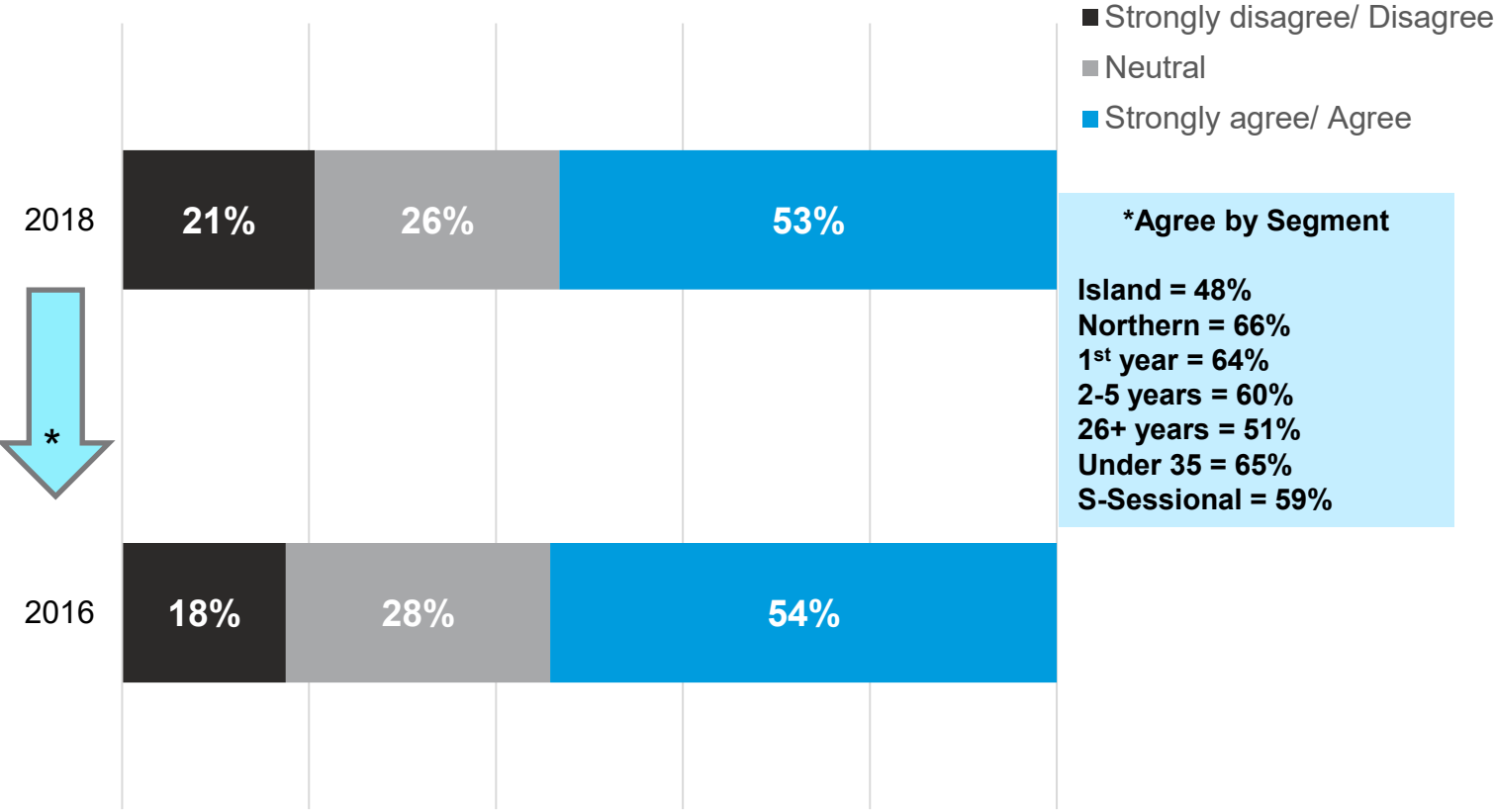
8. I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me.
 Base: All respondents (n = 1,529)

Overall impression on representing you



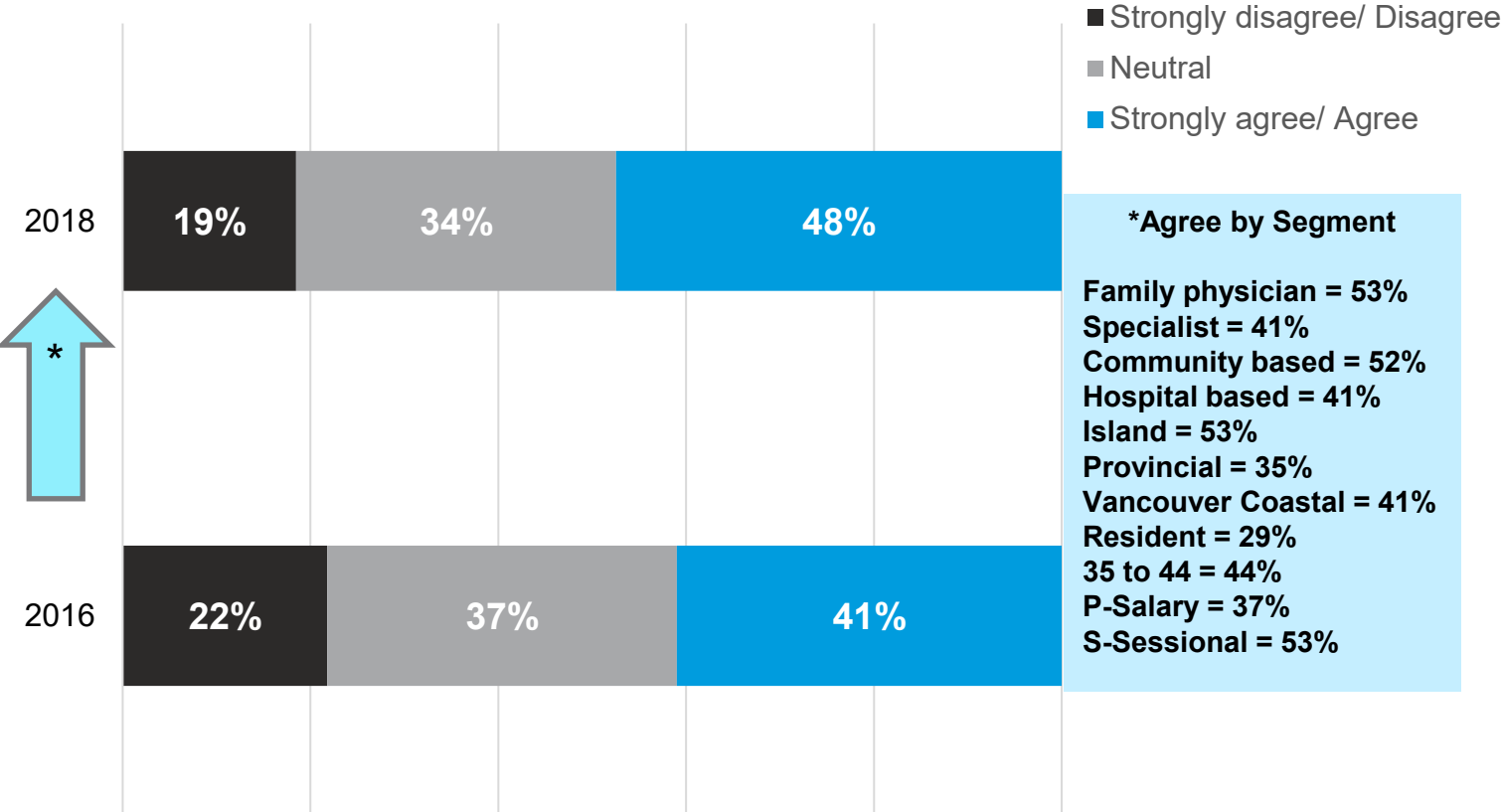
11. Doctors of BC does a good job representing members in negotiations for compensation and benefits.
 Base: All respondents (n = 1,538)

Overall impression on representing you



12. 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 = 1,539)

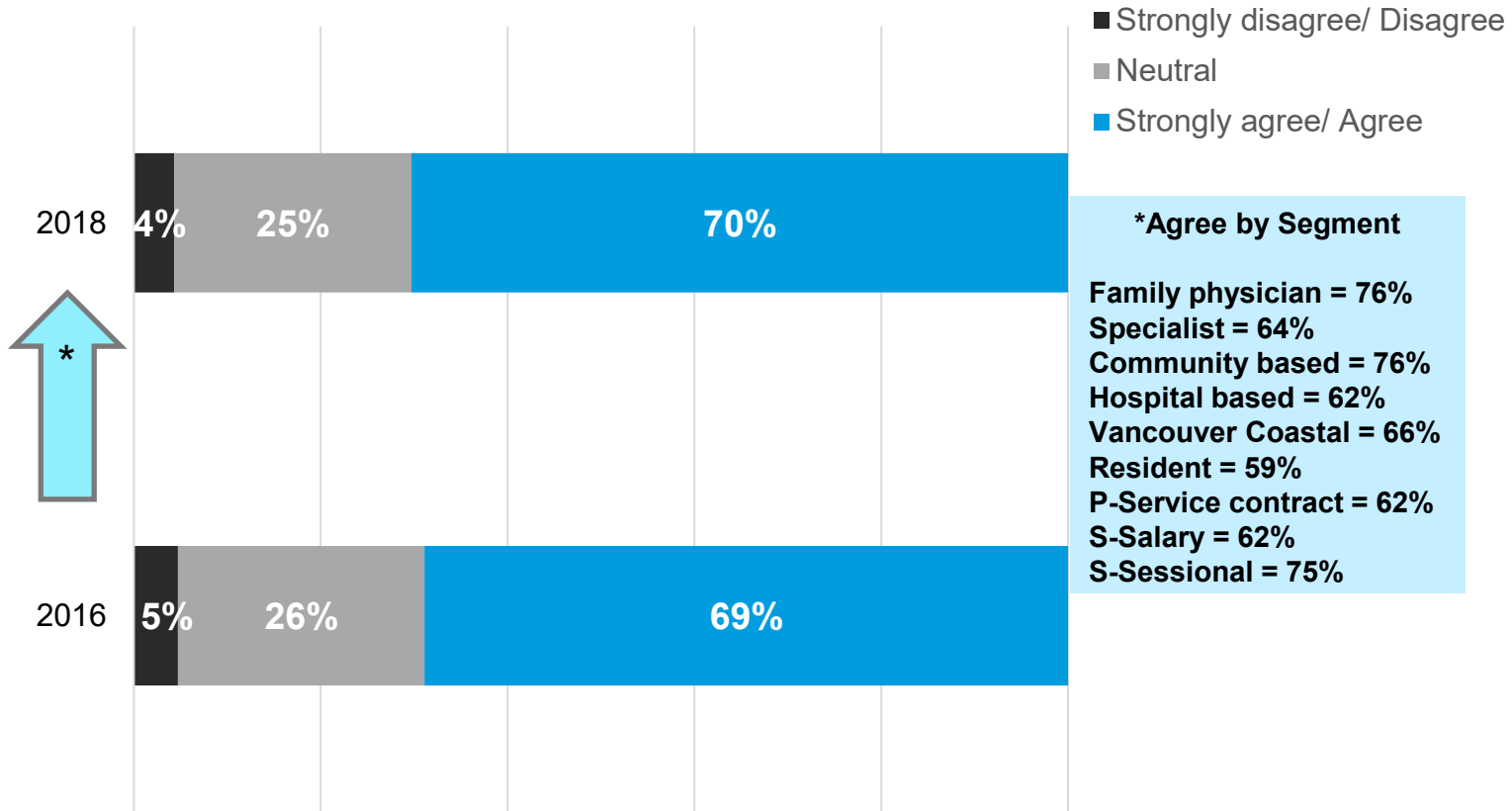
JOINT COLLABORATIVE COMMITTEES



33. I have a good awareness of the role Doctors of BC plays in these committees.

Base: All respondents (n = 1,530)

JOINT COLLABORATIVE COMMITTEES



34. I support Doctors of BC continuing to provide these types of services/supports for members.

Base: All respondents (n = 1,541)

Number one thing through JCC and/or programs

“Divisions of Family Practice.”

“Funding for GPSC fee codes.”

“Got me out of locuming and into a full service family practice!”

“Voice of doctors in negotiations.”



“Negotiations with government.”

“Supporting rural health.”

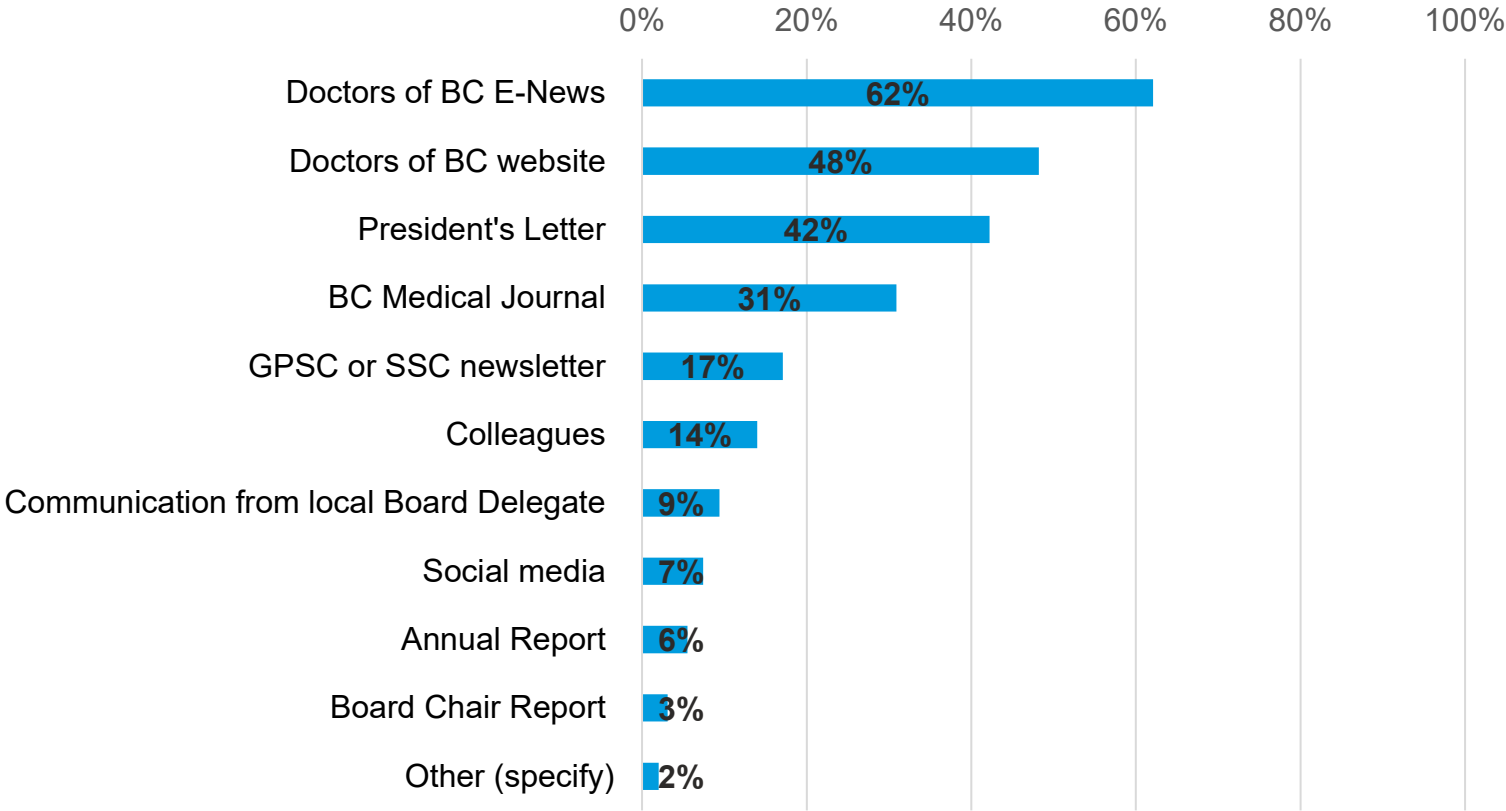
“Improving relationship between GPs and Specialists.”

“Not aware of anything in this category.”

35. What is the number one thing Doctors of BC has done for you through any of the Joint Collaborative Committees and/or their programs?

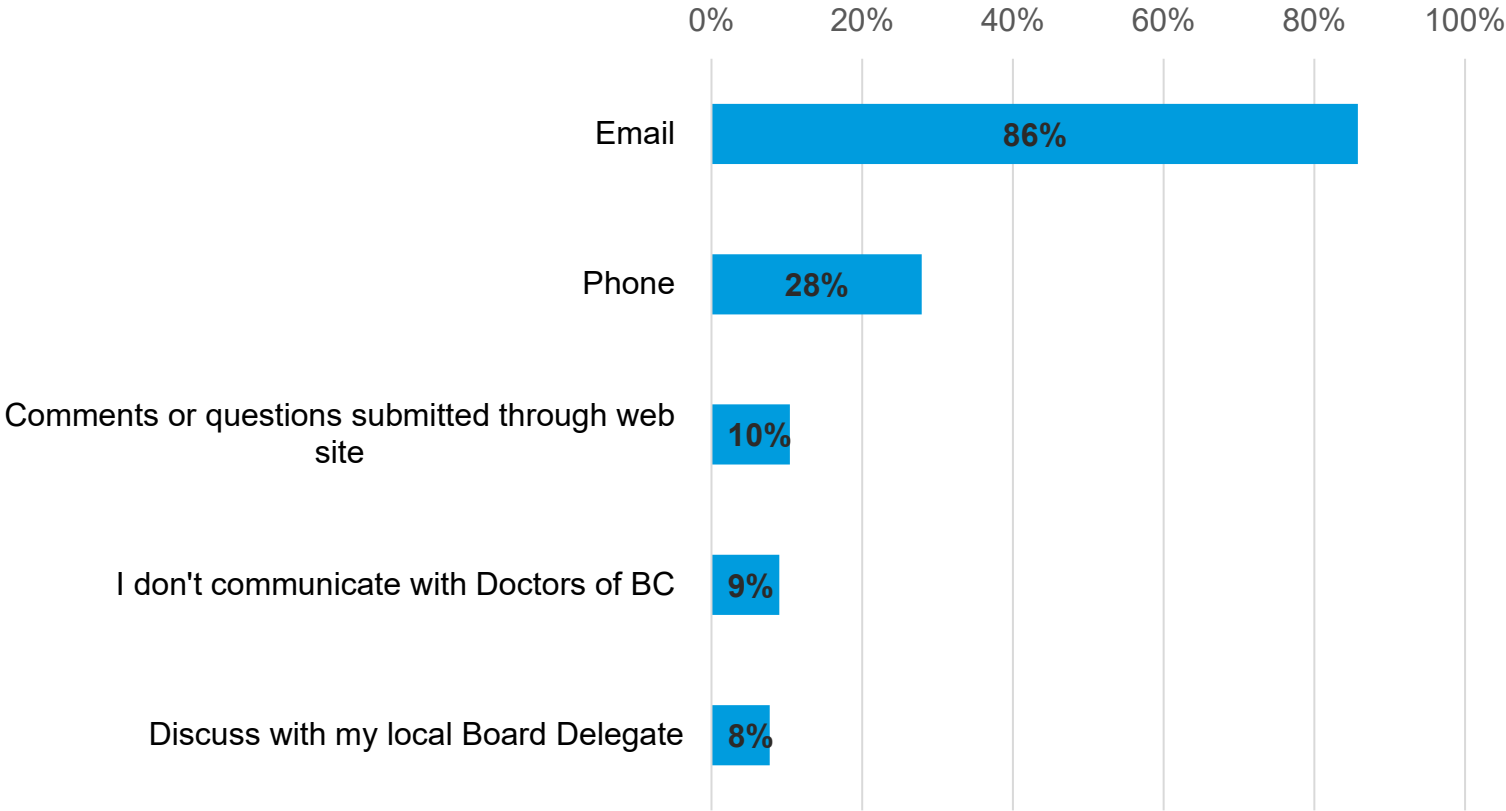
Base: All respondents (n = 752)

HOW YOU ENGAGE WITH DOCTORS OF BC



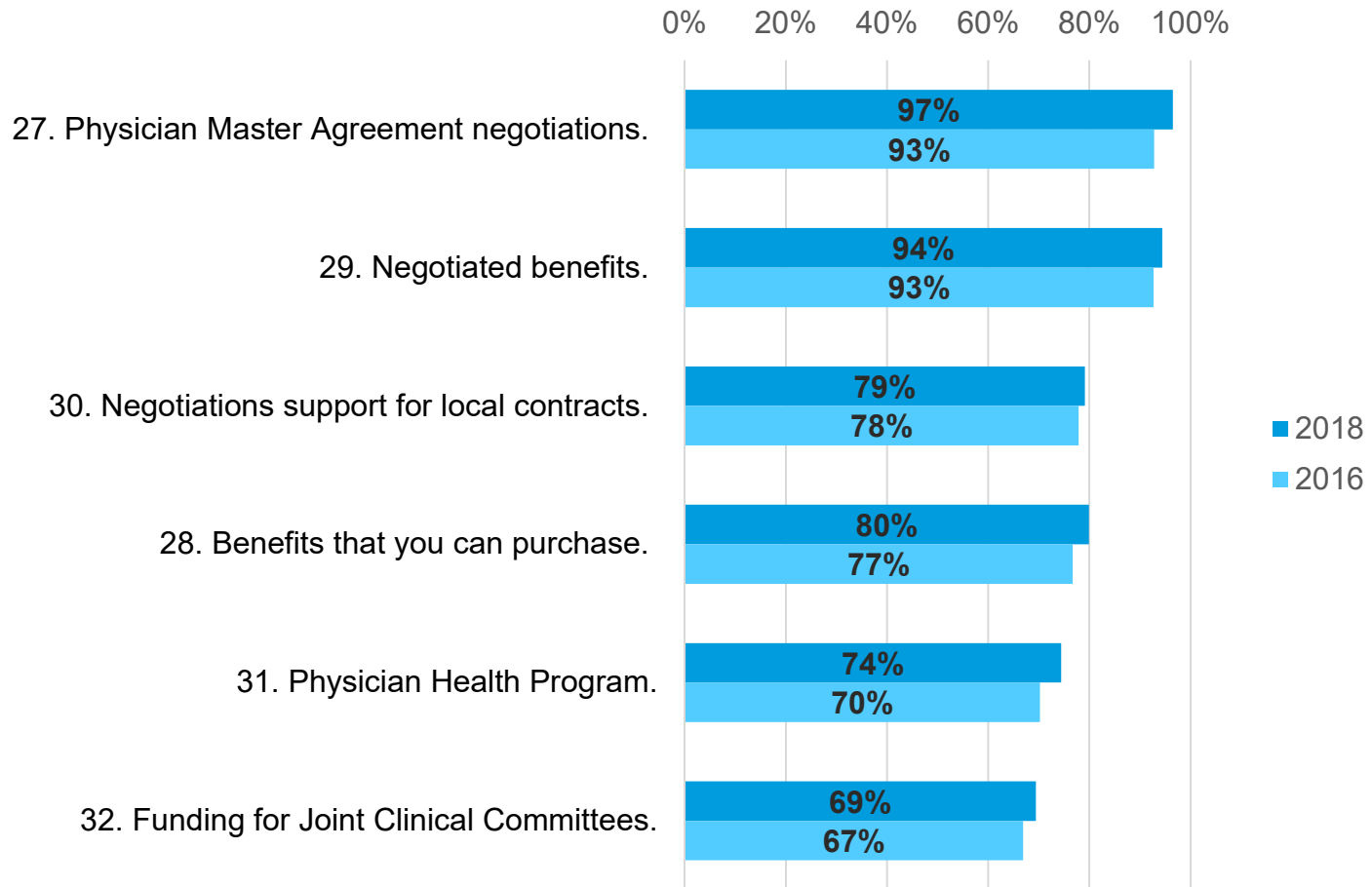
15. What are your preferred channels of communications to stay informed on Doctors of BC matters? (Select your top three)
Base: All respondents (n = 1,540)

HOW YOU ENGAGE WITH DOCTORS OF BC



16. What are your preferred ways to communicate with Doctors of BC? (Select all that apply)
Base: All respondents (n = 1,543)

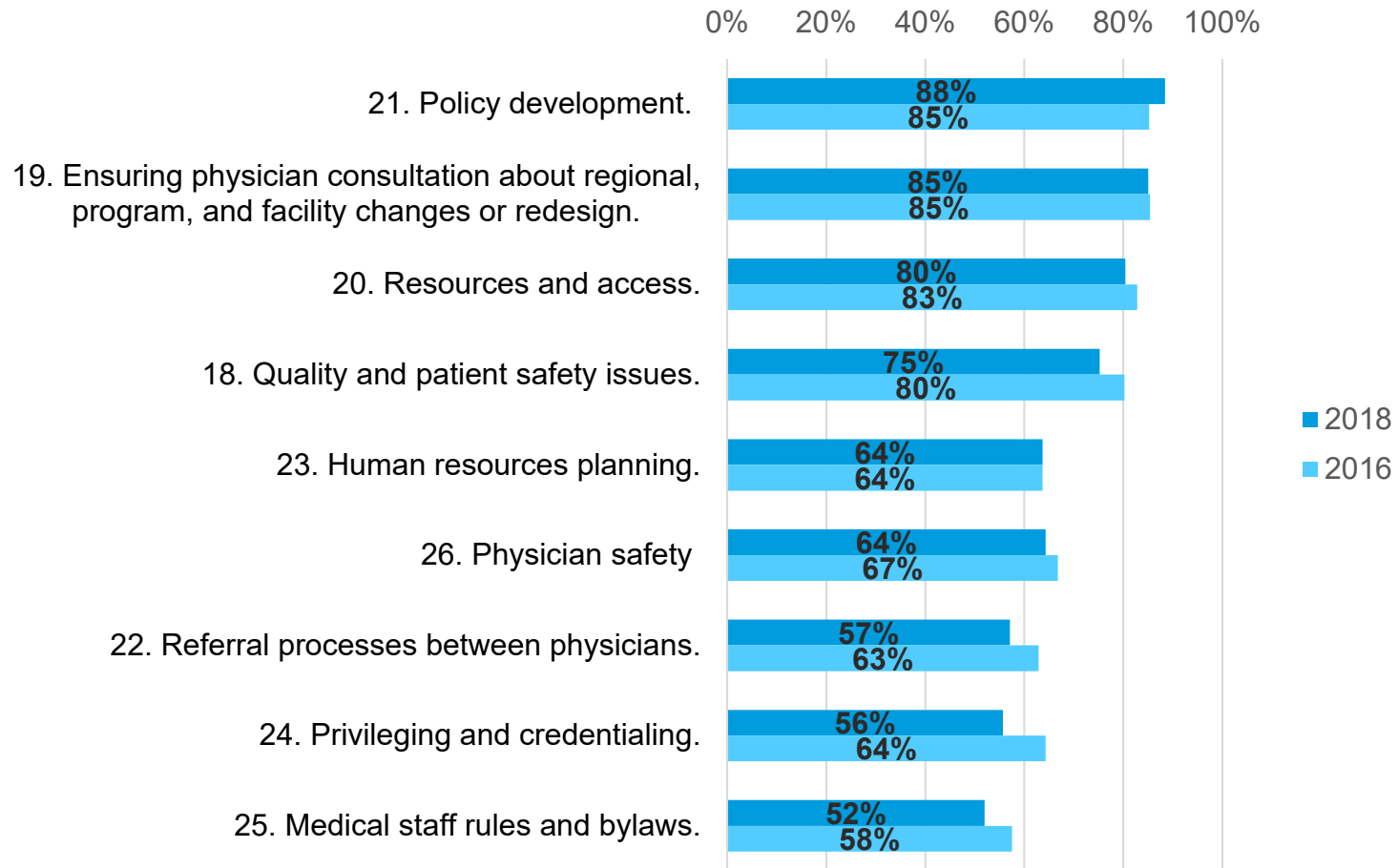
ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES (Very important/ Moderately important)



The following list of compensation or benefit-related services are what Doctors of BC currently offers or negotiates on your behalf. Please tell us how important these are to you.

Base: All respondents (n = 1,517 – 1,535)

ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES (Very important/ Moderately important)



How important to you is it that Doctors of BC support members in each of the following?
Base: All respondents (n = 1,506 – 1,539)

Number one issue – next year

“Double our fees or pay my overhead.”

“The rapid disappearance of `full-service family physician`.”

“How best to prepare for retirement.”

“Remuneration and taxation.”

“My health.”



“The discrepancy between our salaries is unfair, unjustified and keeps growing.”

(Specialist comment re: Family Physician)

“Recruitment and retention of physicians.”

“Salaries not keeping up with inflation.”

“Work load management.”

“Tax changes and impact on practice.”

13. What is the number one issue for you in the next year?

Base: All respondents (n = 1,331)

Number one issue, service, or activity – next two years

“The remuneration system in fundamentally unfair.”

“My heart rate is about 100 now and I think I need to chill!”

“Overhead relief.”

“Being aggressive to regain respect for the profession.”

“This medical home thing scares me.”



“Pension plan.”

“...the question of conscience rights.”

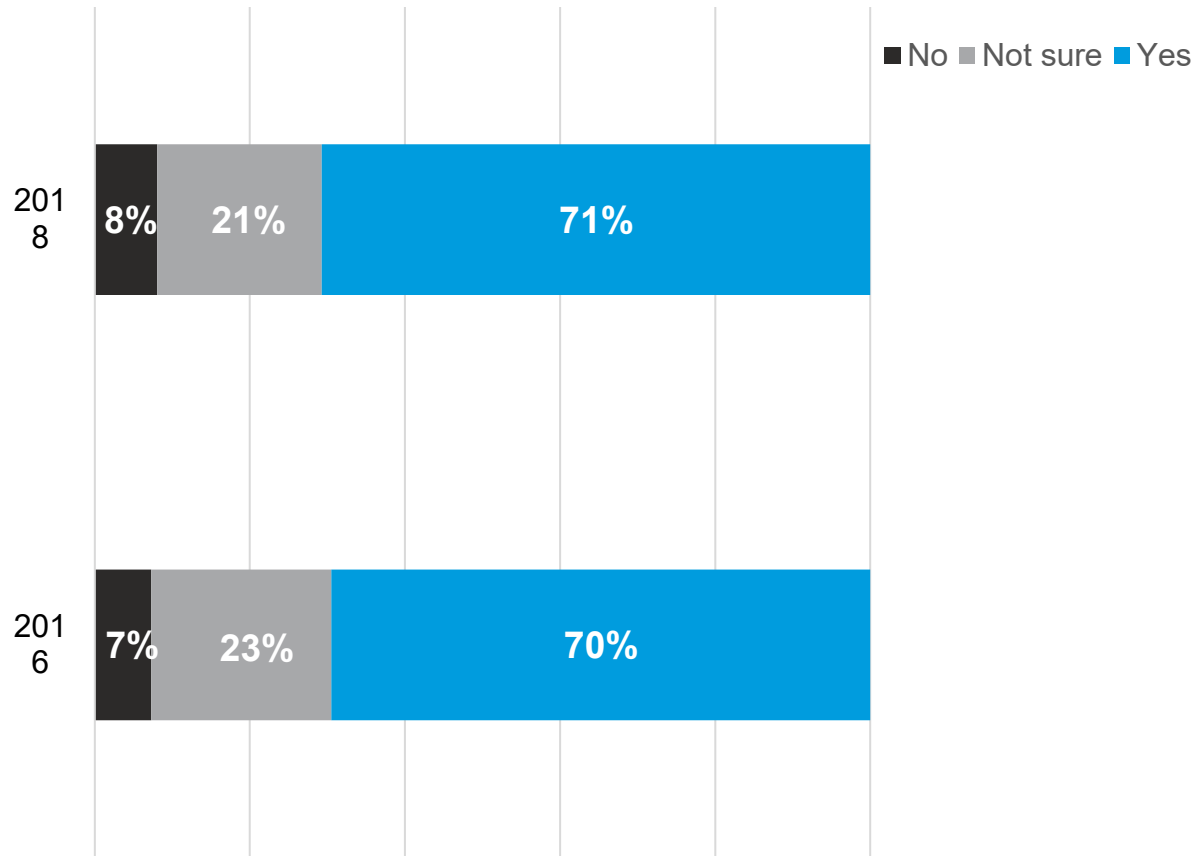
“Attracting physicians to rural areas.”

“Increased support services for mental health patients.”

“Improving fee codes.”

14. What should be the number one issue, service, or activity that Doctors of BC should focus on over the next two years?

Base: All respondents (n = 1,123)



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