

HEALTH AUTHORITY ENGAGEMENT SURVEY 2020

Preliminary findings on COVID-19
communication and overall engagement
levels

WHAT WE HEARD

What was the goal?

The 2020 Doctors of BC Health Authority Engagement Survey measures levels of engagement between BC physicians and their respective health authority. The goal of the Survey is to help inform conversations between Doctors of BC, Health Authorities, the Ministry of Health, and BC doctors. These survey results are important as they help to inform Doctors of BC on ways to advocate for physicians at provincial, regional, and local levels.

This document offers some preliminary survey data, particularly on COVID-19 communications and a few key indicators. We are eager to provide some early information given the impact of COVID-19 on our healthcare system. A detailed report outlining data by region, community, and facility/hospital will be made available in early 2021. For the 2019 survey results, please visit doctorsofbc.ca/surveys.

How did we seek member input?

All-member engagement

Health Standards Organization (HSO) conducted an online survey using its Physician Work Life Pulse Tool. The survey was sent by email and was open from September 14, to October 14 2020.

Who participated in the survey?

3,200 members, **28%** response rate (up 2% from 2019).

Regional health authority breakdown (n):

Fraser (FHA): 735
First Nations (FNHA): 5
Interior (IHA): 563
Island (IH): 650
Northern (NHA): 152
PHSA: 175
Vancouver Coastal (VCH): 920

Type of practice:

Family Physician 49%
Specialist 51%

Years in practice

16+ years: 50.5%
6-15 years: 29.1%
0-5 years: 20.4%

Practice setting

Community 52%
Hospital/Facility Based 48%

Geographic setting

Urban: 79.8%
Rural: 20.2%

What did we ask?

We have been asking the same 9 core questions from HSO's Physician Work Life Pulse Tool for the past 4 years. These include topics such as senior leadership transparency, meaningful opportunities to provide input, and overall satisfaction with the workplace.

This year we added three new sections:



1) COVID-19: questions seeking engagement levels between physicians and their health authority.



2) Physical and psychological health and safety in the workplace: questions to better understand how physicians feel about the safety of their work environments.



3) Open-ended questions: providing an opportunity to hear about specific ideas and challenges.

WHAT DID WE LEARN?

Positive scores have increased across all 9 core questions. Although the initial results illustrate a point in time, we are seeing meaningful positive change. This change can be seen specifically in areas of overall satisfaction, feeling of belonging, and having opportunities to provide quality patient care.

In most cases, this year's survey results are indicating that even in the midst of a challenging and unprecedented year, levels of communication and engagement between physicians and health authorities have improved. That being said, there are still many existing challenges, and this year we can use these results to ensure we move forward, not backwards on progress to date.

Here are some highlights of the 2020 results:

Increase in provincial-level scores regarding overall satisfaction and senior leadership communication

I am satisfied with this health authority as a place to practice medicine.	64% (+12% from 2019)
Senior leaders communicate the health authority's plans to physicians in a clear and timely way.	35% (+9% from 2019)

Physician satisfaction with HA COVID-19 communication

Prov. Avg.	FHA	FNHA	IHA	NHA	PHSA	VCHA	IH
66%	63%	60%	66%	56%	71%	72%	62%

Quotables

This year, we provided an opportunity to hear from members about topics such as engagement, psychological safety and COVID-19. We received more than 800 comments on ways to improve engagement and support during the COVID-19 pandemic. Some highlights include:

"There has been better physician support/engagement during COVID. Continuing this and broadening it to other areas would be beneficial."



"We were bombarded with email communications - keeping everyone up to date is certainly a priority, but often really important info was diluted in the lengthy daily info updates."

"Be honest with physicians! There was a lack of transparency regarding the critical nature of the PPE supply issue early on. This erodes trust."

"There should be more engagement to support community physicians in their places of practice with PPE and aid in delivering care and immunization in the office setting."

What's next

Doctors of BC will produce a summary analysis along with a full detailed report outlining each survey question with breakdowns by health authority, facility/hospital, community/divisions, medical leadership, along with other useful demographics. We received more than 2,500 comments and collected more data than previous years due to the addition of questions related to COVID-19 and health and safety. This Report will be available in early 2021.