



Better. Together.

MEMBER SURVEY REPORT 2016



PRESIDENT'S MESSAGE

Dear Colleagues,

Thank you to all those who participated in the Doctors of BC membership survey.

The information and feedback we received will allow the Association to understand where we are doing well in meeting your professional needs and where we can make improvements. The responses will be important in the development of our 2017 three-year Strategic Plan, and staff will use the information from the survey as they develop and enhance our member programs and services.

Doctors of BC remains committed to providing the highest degree of professional satisfaction and best value to you, and to all of our members. The input provided through this survey will help us to do that. If you would like additional information, email us at communications@doctorsofbc.ca.

I am also interested to hear your thoughts, both now and throughout the term of my presidency. Please don't hesitate to contact me at president@doctorsofbc.ca.

Your voice remains important to me and to the Association.

Dr Alan Ruddiman
President, Doctors of BC

INTRODUCTION

Doctors of BC conducted an online membership survey from February 5 to 22, 2016. It was sent to 12,580 members.

Responses were received from **2,485** members for a response rate of **20%** of all members. This produced results that were statistically valid and represent the broader membership.

The survey was facilitated by TWI Surveys Inc., a BC based company that has conducted member and employee research for the past 20 years in health care and other sectors across North America, hosted the survey.

This report provides high level findings to describe the current membership, its needs, and how the feedback relates to Doctors of BC.

The data is valid 19 times out of 20 within a margin of error of +/- 1.76%.



THE SURVEY OBJECTIVES

- Measure the level of connection (engagement) with members.
- Inform how to develop a connection (engage) with our members.
- Measure levels of engagement and satisfaction members feel about their Health Authorities.

KEY FINDINGS

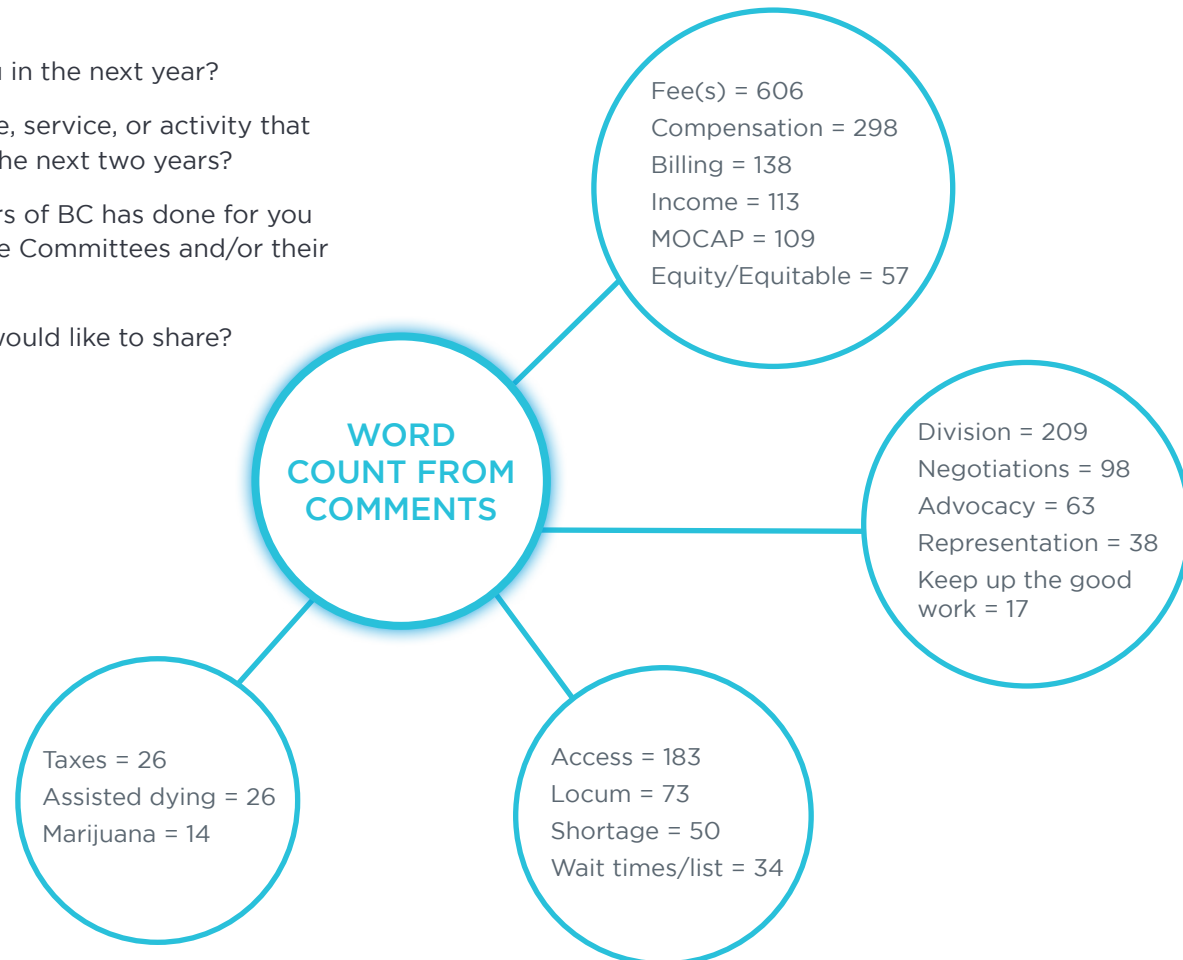
- The majority of members agreed that Doctors of BC is meeting their needs, consulting members, understanding issues, and raising those issues with government.
- The most important services and priorities for members relate to negotiations, policy development regarding their practices, and consultation with them by agencies such as Health Authorities and the Ministry of Health.
- Members believe the organization could improve timely decision-making or taking of action, and provide the opportunity to share their opinions with Doctors of BC when issues or challenges impact them.
- Members that contact Doctors of BC receive timely and reliable information.
- Member engagement with their Health Authorities is low with less than 40% agreeing that they engage with health authorities effectively.

YOUR COMMENTS

Members were asked open-ended questions regarding their views on topics of importance to them. Here is a summary of the most commonly referenced topics:

Comment Questions

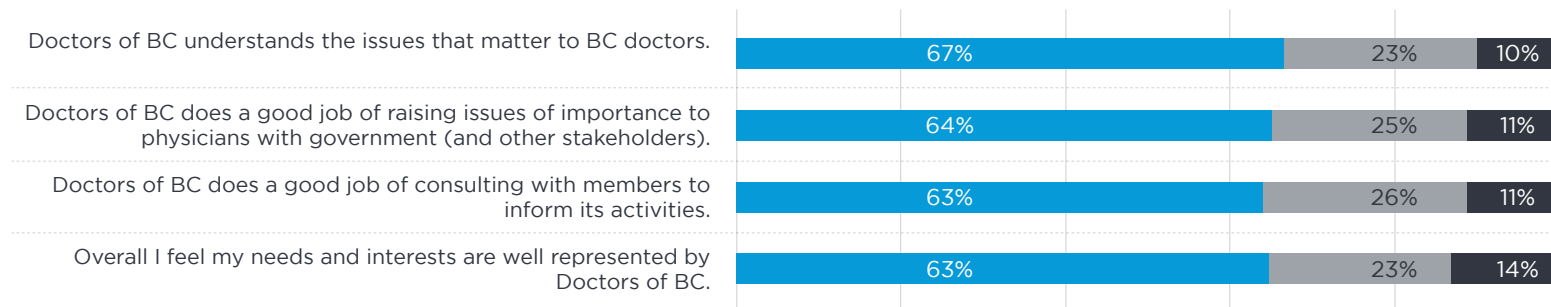
- What is the number one issue for you in the next year?
- What should be the number one issue, service, or activity that Doctors of BC should focus on over the next two years?
- What is the number one thing Doctors of BC has done for you through any of the Joint Collaborative Committees and/or their programs?
- Do you have any final thoughts you would like to share?



THE DATA

OVERALL IMPRESSIONS OF DOCTORS OF BC

Majority of members agreed that:



The area of greatest opportunity:

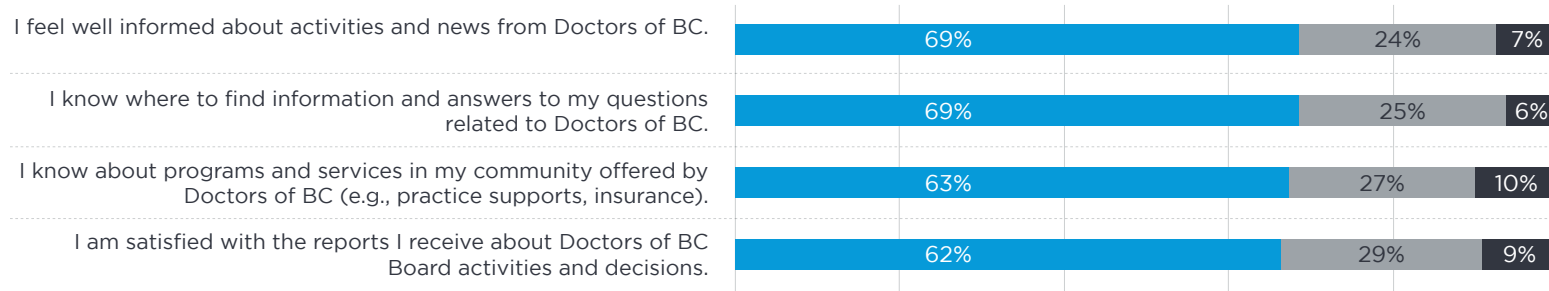


■ Agree ■ Neutral ■ Disagree

Please note: percentages have been rounded to the nearest whole number.

OVERALL IMPRESSIONS OF SHARING INFORMATION

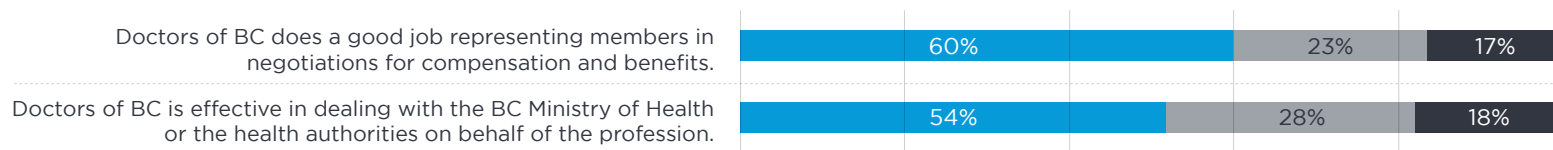
The strengths:



The opportunity:



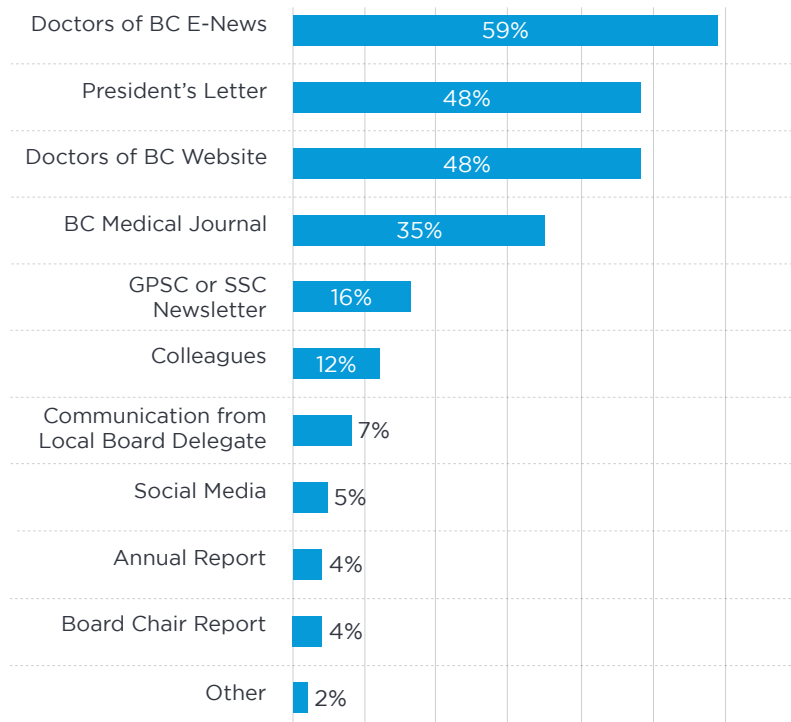
OVERALL IMPRESSION ON REPRESENTING YOU



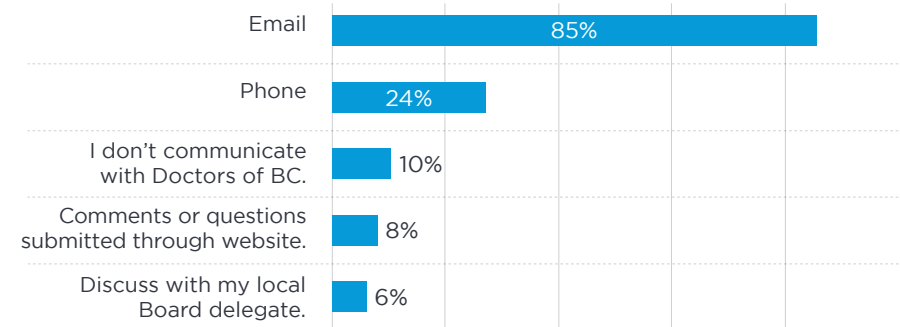
■ Agree
 ■ Neutral
 ■ Disagree

HOW YOU ENGAGE WITH DOCTORS OF BC

Preferred channels of communication to stay informed on Doctors of BC matters
(Select your top three)



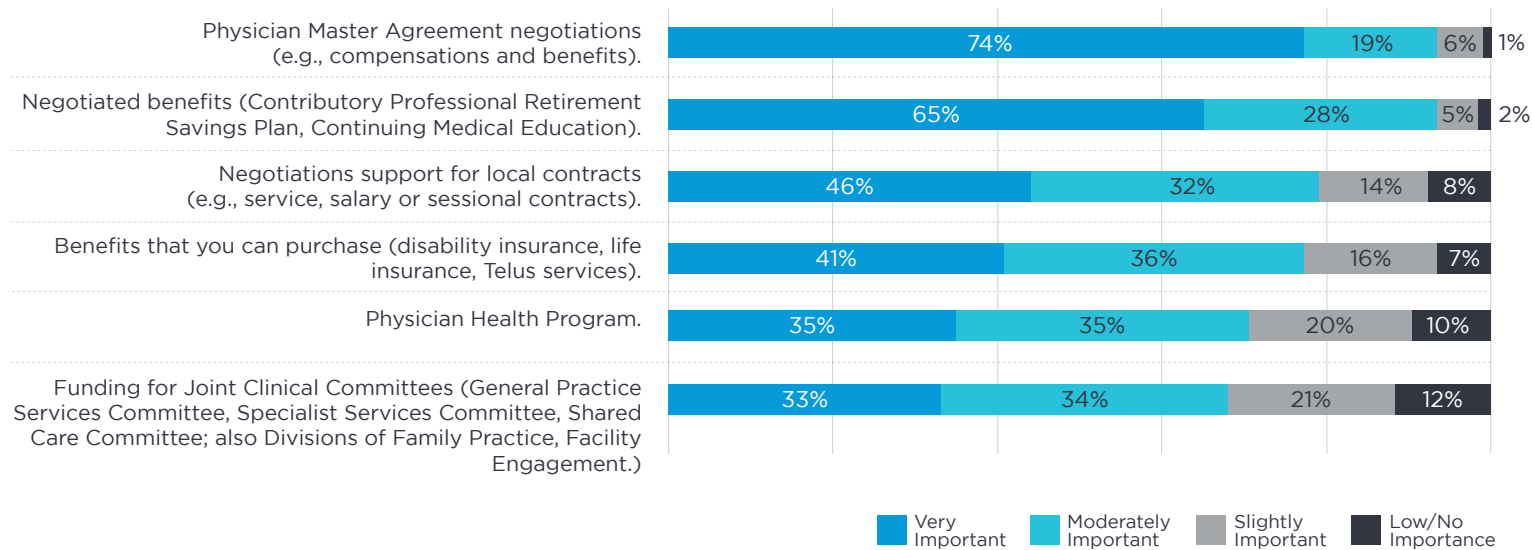
Preferred ways to communicate with Doctors of BC: (Select all that apply)



ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES

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.

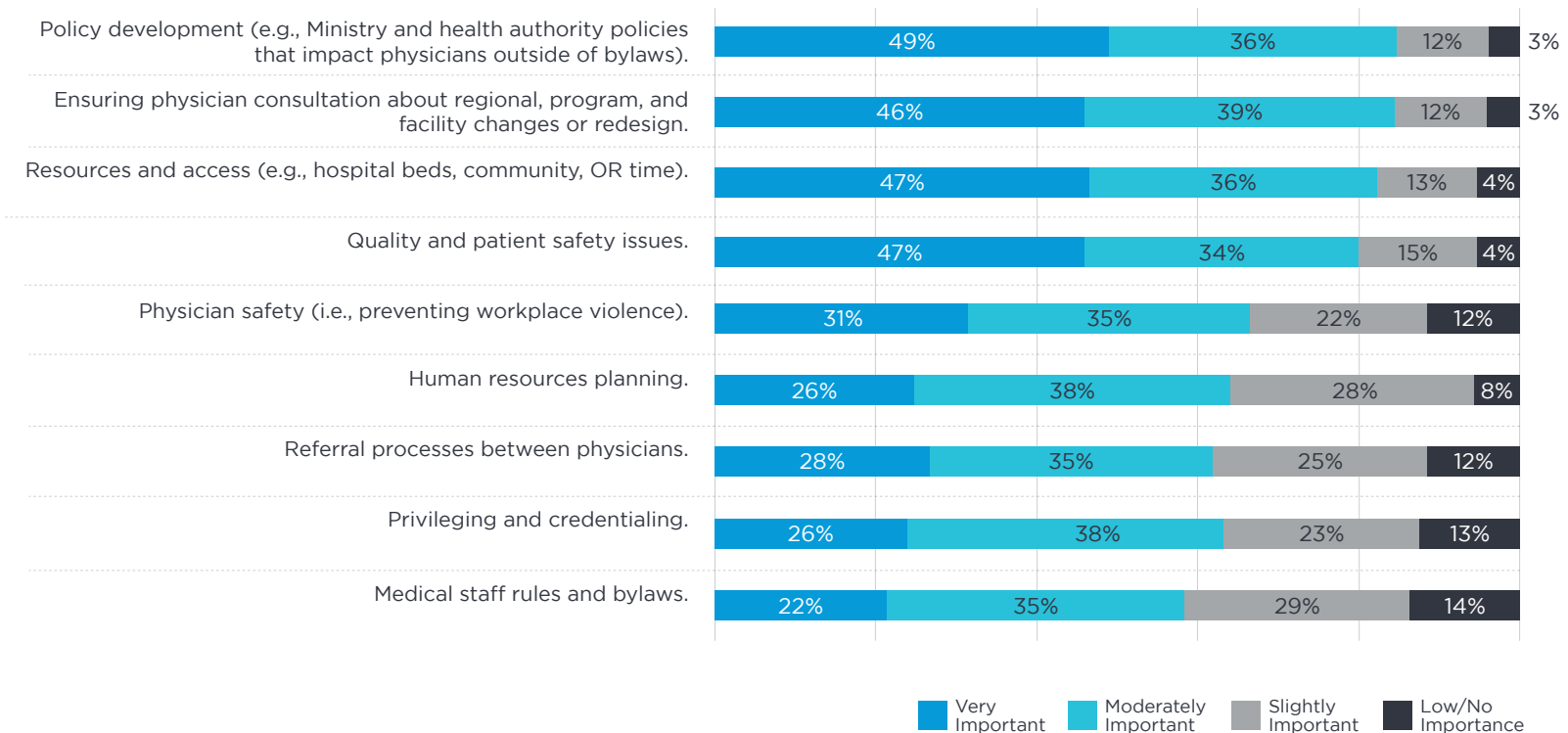
How important to you is it that Doctors of BC support members in each of the following?



ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES

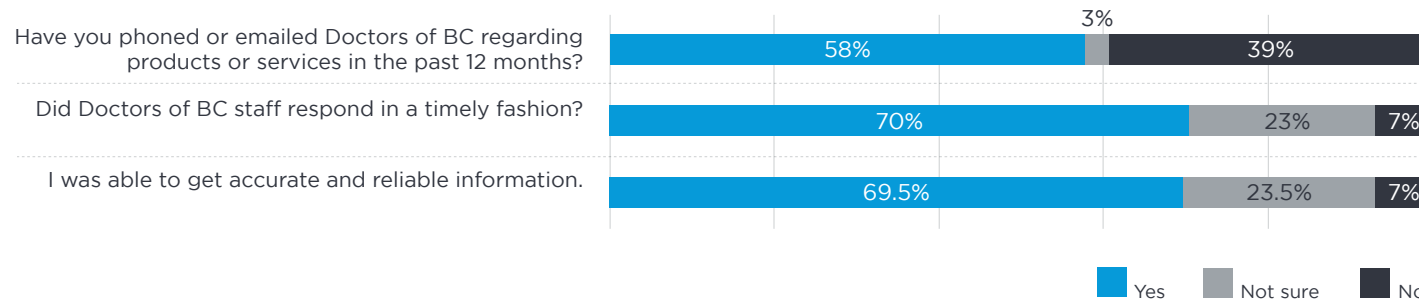
Doctors of BC offers a number of services and programs to members. The following are examples of non-compensation related services or advocacy that Doctors of BC provides or is looking to expand for members.

How important to you is it that Doctors of BC support members in each of the following?



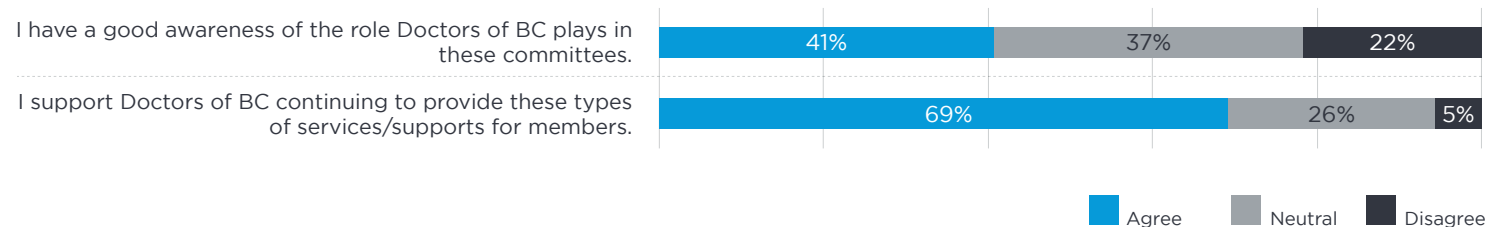
ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES

Communication with Doctors of BC regarding services of products:



JOINT COLLABORATIVE COMMITTEES

Doctors of BC negotiates funding for the Joint Collaborative Committees through the Physician Master Agreement. These include the following committees and programs: General Practice Services Committee, Specialist Services Committee, Shared Care, Joint Standing Committee on Rural Issues, Divisions of Family Practice, Facility Engagement, and Practice Support Program.

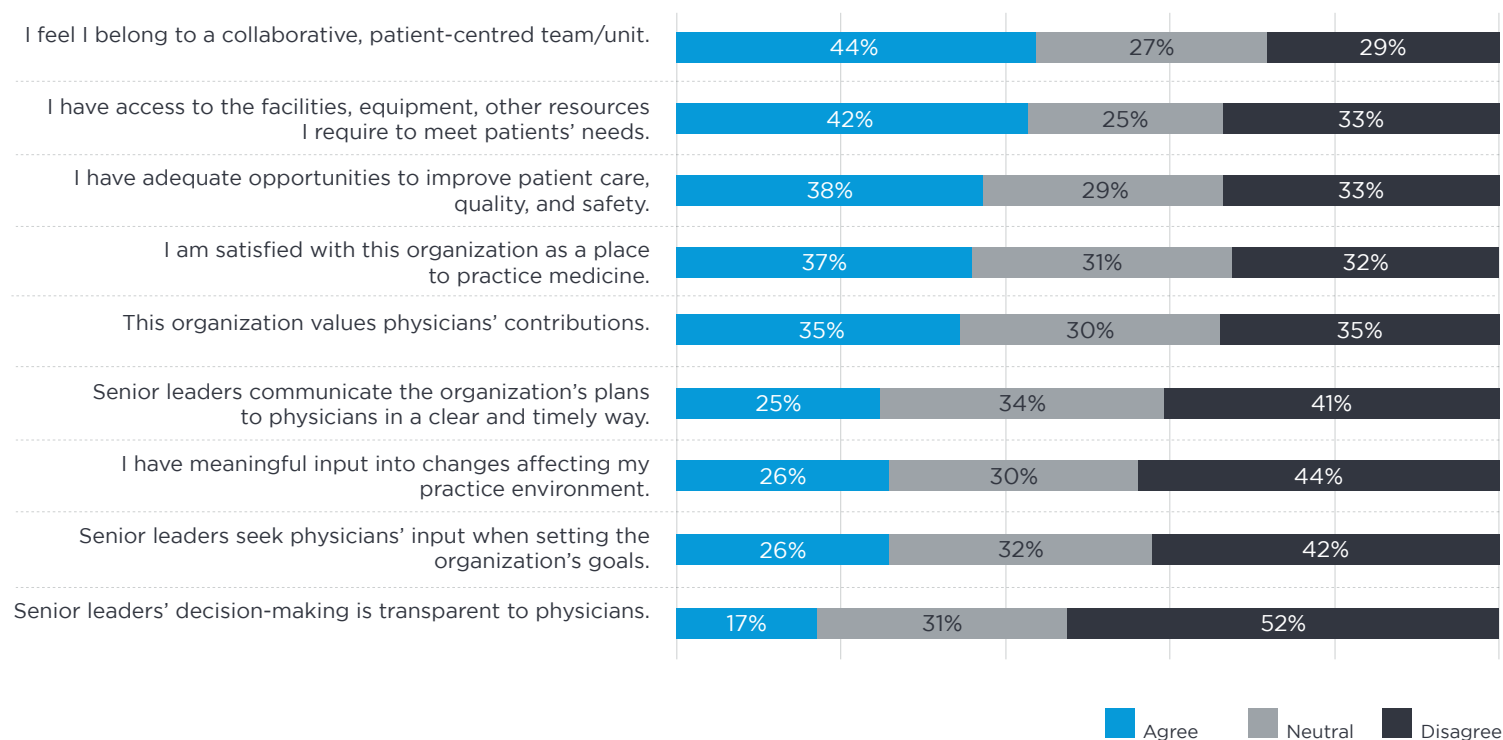


ENGAGEMENT WITH HEALTH AUTHORITIES

The following questions address members' experiences and engagement with their Health Authority and the hospital where they practice medicine. The questions are taken directly from Accreditation Canada's Physician Worklife Pulse Tool.

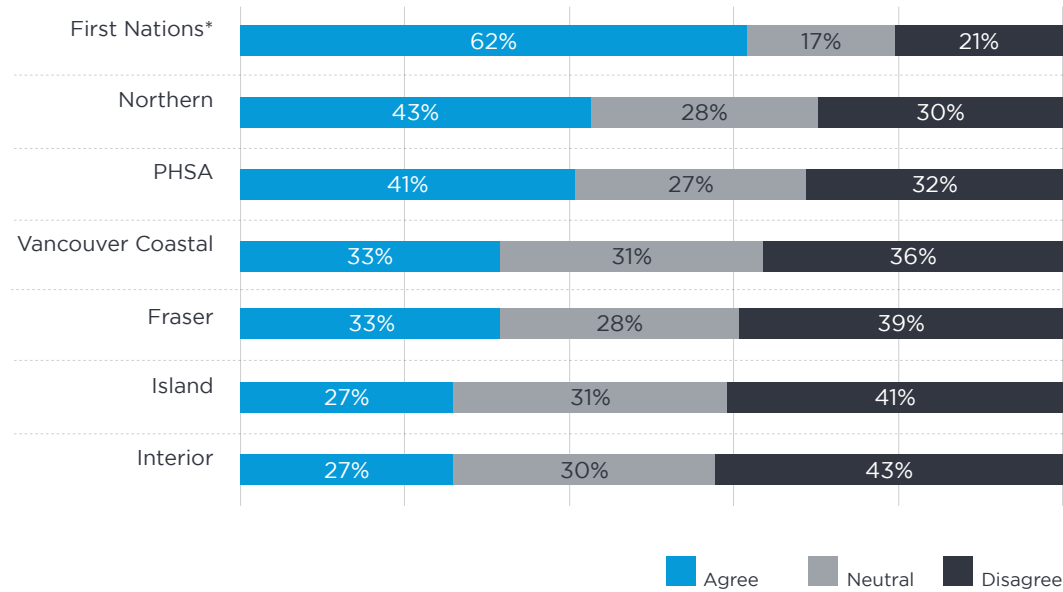
Note: references to "this organization" or "leadership" refer to the Health Authorities. This chart reflects the average provincial response.

Please tell us the degree to which the following statements apply to your health authority:

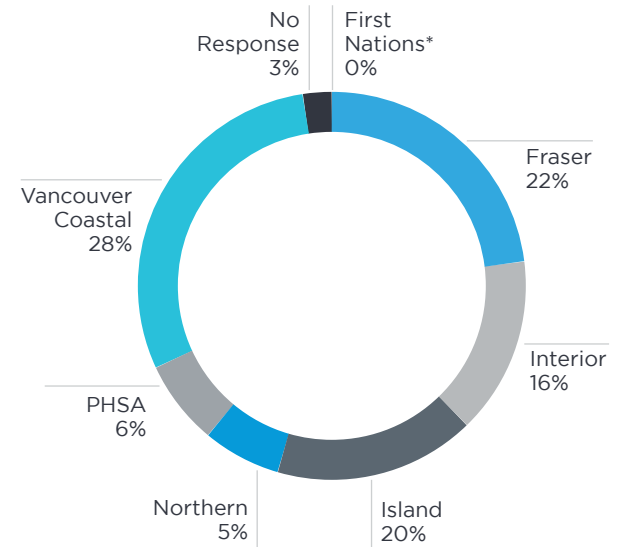


BASED ON RESULTS FROM PREVIOUS PAGE:

Average by Health Authority

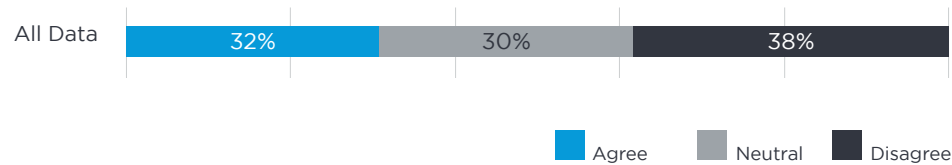


Primary health authority:



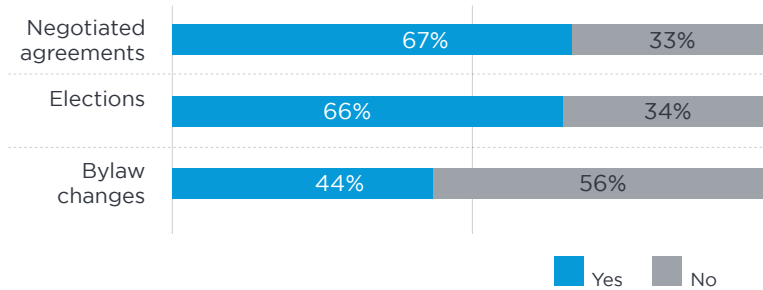
*0% due to small number of responses relative to sample size.

Provincial Average



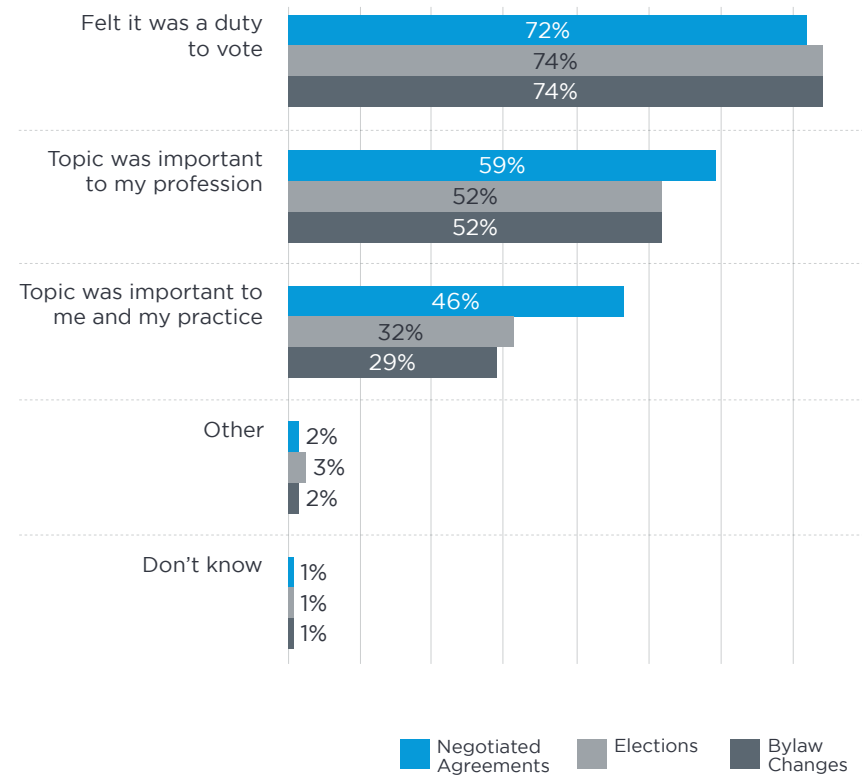
MEMBER VOTING:

Within the last five years did you vote in:



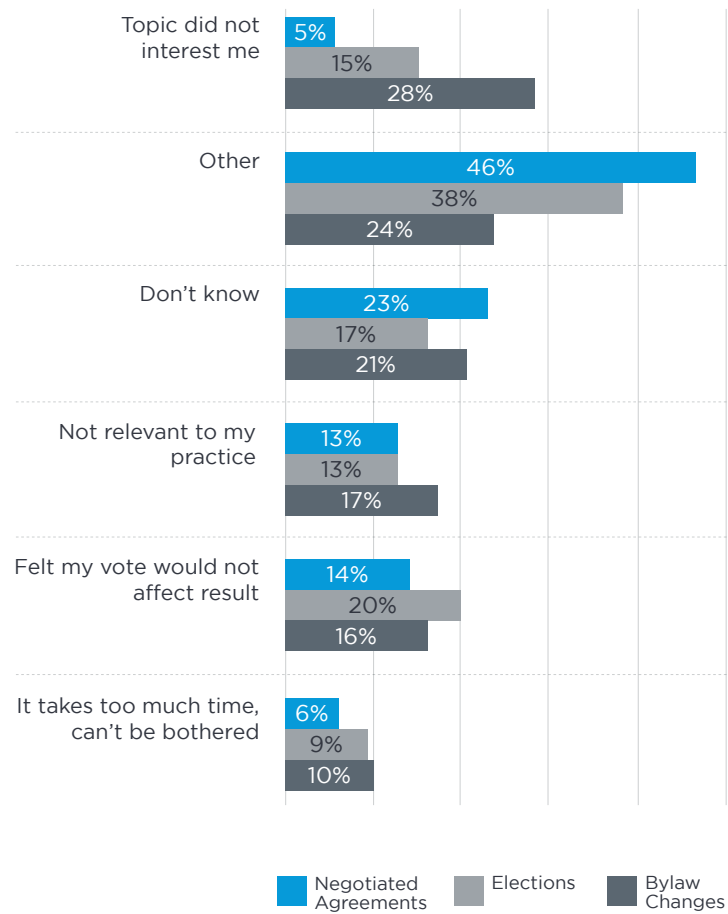
PLEASE TELL US WHY YOU VOTED:

Why members voted:



PLEASE TELL US WHY YOU DID NOT VOTE:

Why did not vote:



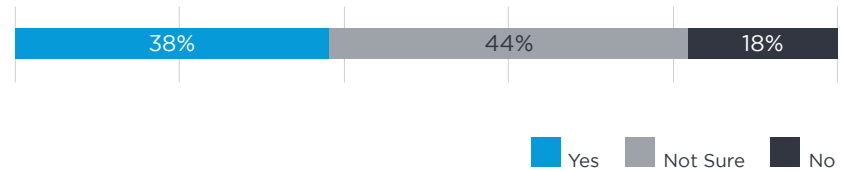
CANADIAN MEDICAL ASSOCIATION

When becoming a member of Doctors of BC, you automatically become a member of the Canadian Medical Association.



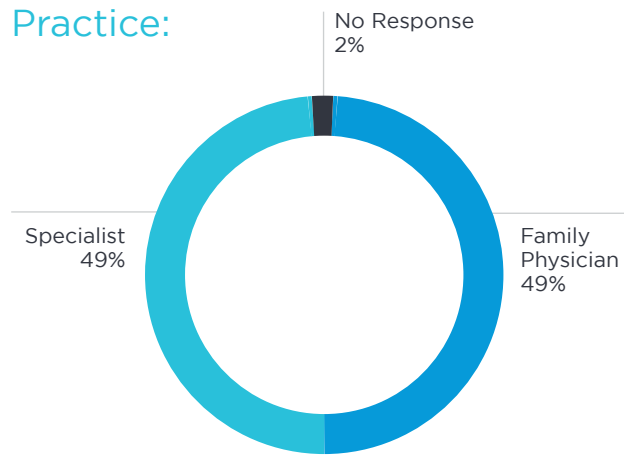
PHYSICIAN HEALTH PROGRAM (PHP)

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

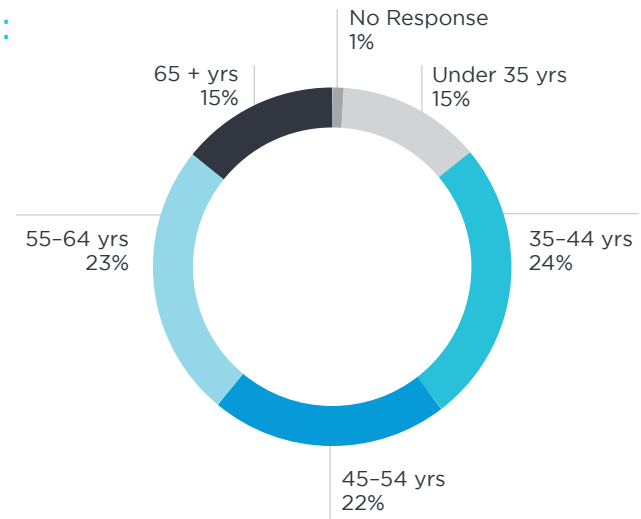


DEMOGRAPHICS — WHO RESPONDED?

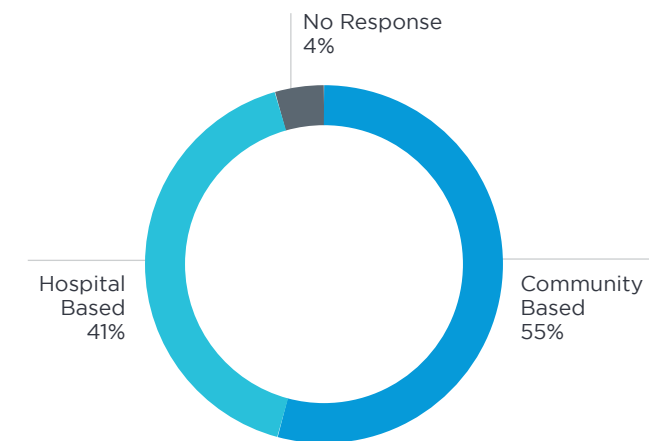
Practice:



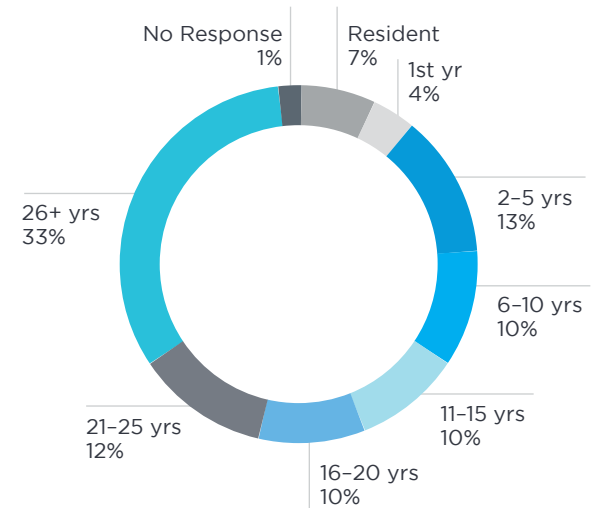
Age:



Practice is primarily:



Years in practice:

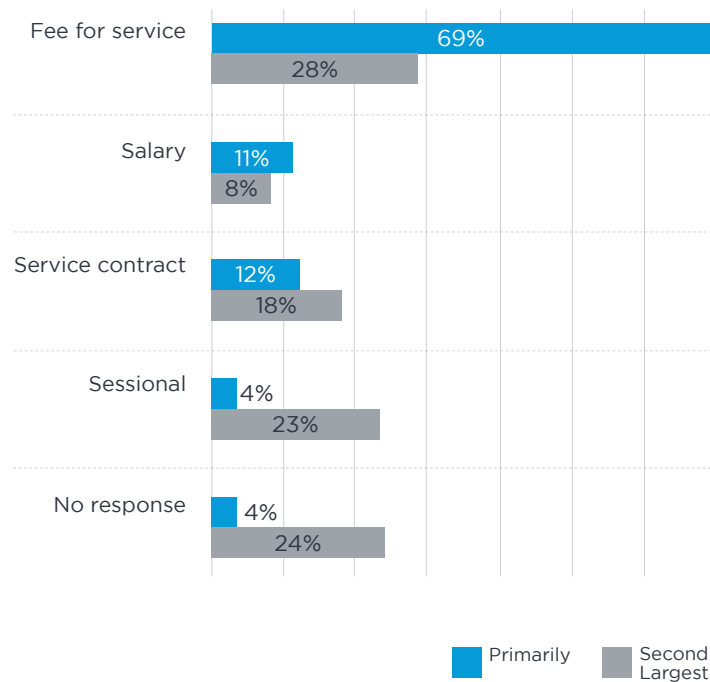


QUESTIONS:

Which one of the following primarily describes how you are currently paid?

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

Currently paid:



doctors
of bc
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