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?

WORD COUNT FROM COMMENTS

Fee(s) = 606
Compensation = 298
Billing = 138
Income = 113
MOCAP = 109
Equity/Equitable = 57

Division = 209
Negotiations = 98
Advocacy = 63
Representation = 38
Keep up the good work = 17

Taxes = 26
Assisted dying = 26
Marijuana = 14

Access = 183
Locum = 73
Shortage = 50
Wait times/list = 34
THE DATA

OVERALL IMPRESSIONS OF DOCTORS OF BC

Majority of members agreed that:

- Doctors of BC understands the issues that matter to BC doctors. 67% Agree, 23% Neutral, 10% Disagree
- Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders). 64% Agree, 25% Neutral, 11% Disagree
- Doctors of BC does a good job of consulting with members to inform its activities. 63% Agree, 26% Neutral, 11% Disagree
- Overall I feel my needs and interests are well represented by Doctors of BC. 63% Agree, 23% Neutral, 14% Disagree

The area of greatest opportunity:

- Doctors of BC does a good job of making timely decisions and taking action. 50% Agree, 38% Neutral, 12% Disagree

Please note: percentages have been rounded to the nearest whole number.
OVERALL IMPRESSIONS OF SHARING INFORMATION

The strengths:

- I feel well informed about activities and news from Doctors of BC. 69% Agree, 24% Neutral, 7% Disagree
- I know where to find information and answers to my questions related to Doctors of BC. 69% Agree, 25% Neutral, 6% Disagree
- I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance). 63% Agree, 27% Neutral, 10% Disagree
- I am satisfied with the reports I receive about Doctors of BC Board activities and decisions. 62% Agree, 29% Neutral, 9% Disagree

The opportunity:

- I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me. 42% Agree, 43% Neutral, 15% Disagree

OVERALL IMPRESSION ON REPRESENTING YOU

- Doctors of BC does a good job representing members in negotiations for compensation and benefits. 60% Agree, 23% Neutral, 17% Disagree
- Doctors of BC is effective in dealing with the BC Ministry of Health or the health authorities on behalf of the profession. 54% Agree, 28% Neutral, 18% Disagree
HOW YOU ENGAGE WITH DOCTORS OF BC

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

- Doctors of BC E-News: 59%
- President’s Letter: 48%
- Doctors of BC Website: 48%
- BC Medical Journal: 35%
- GPSC or SSC Newsletter: 16%
- Colleagues: 12%
- Communication from Local Board Delegate: 7%
- Social Media: 5%
- Annual Report: 4%
- Board Chair Report: 4%
- Other: 2%

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

- Email: 85%
- Phone: 24%
- I don’t communicate with Doctors of BC: 10%
- Comments or questions submitted through website: 8%
- Discuss with my local Board delegate: 6%
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?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Moderately Important</th>
<th>Slightly Important</th>
<th>Low/No Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician Master Agreement negotiations (e.g., compensations and benefits).</td>
<td>74%</td>
<td>19%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>Negotiated benefits (Contributory Professional Retirement Savings Plan, Continuing Medical Education)</td>
<td>65%</td>
<td>28%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Negotiations support for local contracts (e.g., service, salary or sessional contracts).</td>
<td>46%</td>
<td>32%</td>
<td>14%</td>
<td>8%</td>
</tr>
<tr>
<td>Benefits that you can purchase (disability insurance, life insurance, Telus services).</td>
<td>41%</td>
<td>36%</td>
<td>16%</td>
<td>7%</td>
</tr>
<tr>
<td>Physician Health Program.</td>
<td>35%</td>
<td>35%</td>
<td>20%</td>
<td>10%</td>
</tr>
<tr>
<td>Funding for Joint Clinical Committees (General Practice Services Committee, Specialist Services Committee, Shared Care Committee; also Divisions of Family Practice, Facility Engagement.)</td>
<td>33%</td>
<td>34%</td>
<td>21%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Very Important | Moderately Important | Slightly Important | Low/No Importance
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?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Moderately Important</th>
<th>Slightly Important</th>
<th>Low/No Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy development (e.g., Ministry and health authority policies that impact physicians outside of bylaws).</td>
<td>49%</td>
<td>36%</td>
<td>12%</td>
<td>3%</td>
</tr>
<tr>
<td>Ensuring physician consultation about regional, program, and facility changes or redesign.</td>
<td>46%</td>
<td>39%</td>
<td>12%</td>
<td>3%</td>
</tr>
<tr>
<td>Resources and access (e.g., hospital beds, community, OR time).</td>
<td>47%</td>
<td>36%</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td>Quality and patient safety issues.</td>
<td>47%</td>
<td>34%</td>
<td>15%</td>
<td>4%</td>
</tr>
<tr>
<td>Physician safety (i.e., preventing workplace violence).</td>
<td>31%</td>
<td>35%</td>
<td>22%</td>
<td>12%</td>
</tr>
<tr>
<td>Human resources planning.</td>
<td>26%</td>
<td>38%</td>
<td>28%</td>
<td>8%</td>
</tr>
<tr>
<td>Referral processes between physicians.</td>
<td>28%</td>
<td>35%</td>
<td>25%</td>
<td>12%</td>
</tr>
<tr>
<td>Privileging and credentialing.</td>
<td>26%</td>
<td>38%</td>
<td>23%</td>
<td>13%</td>
</tr>
<tr>
<td>Medical staff rules and bylaws.</td>
<td>22%</td>
<td>35%</td>
<td>29%</td>
<td>14%</td>
</tr>
</tbody>
</table>
ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES

Communication with Doctors of BC regarding services of products:

- Have you phoned or emailed Doctors of BC regarding products or services in the past 12 months? 58% Yes, 39% No, 3% Not sure
- Did Doctors of BC staff respond in a timely fashion? 70% Yes, 23% Neutral, 7% No
- I was able to get accurate and reliable information. 69.5% Yes, 23.5% Neutral, 7% No

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.

- I have a good awareness of the role Doctors of BC plays in these committees. 41% Agree, 37% Neutral, 22% Disagree
- I support Doctors of BC continuing to provide these types of services/supports for members. 69% Agree, 26% Neutral, 5% Disagree
## 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:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel I belong to a collaborative, patient-centred team/unit.</td>
<td>44%</td>
<td>27%</td>
<td>29%</td>
</tr>
<tr>
<td>I have access to the facilities, equipment, other resources I require to meet patients’ needs.</td>
<td>42%</td>
<td>25%</td>
<td>33%</td>
</tr>
<tr>
<td>I have adequate opportunities to improve patient care, quality, and safety.</td>
<td>38%</td>
<td>29%</td>
<td>33%</td>
</tr>
<tr>
<td>I am satisfied with this organization as a place to practice medicine.</td>
<td>37%</td>
<td>31%</td>
<td>32%</td>
</tr>
<tr>
<td>This organization values physicians’ contributions.</td>
<td>35%</td>
<td>30%</td>
<td>35%</td>
</tr>
<tr>
<td>Senior leaders communicate the organization’s plans to physicians in a clear and timely way.</td>
<td>25%</td>
<td>34%</td>
<td>41%</td>
</tr>
<tr>
<td>I have meaningful input into changes affecting my practice environment.</td>
<td>26%</td>
<td>30%</td>
<td>44%</td>
</tr>
<tr>
<td>Senior leaders seek physicians’ input when setting the organization’s goals.</td>
<td>26%</td>
<td>32%</td>
<td>42%</td>
</tr>
<tr>
<td>Senior leaders’ decision-making is transparent to physicians.</td>
<td>17%</td>
<td>31%</td>
<td>52%</td>
</tr>
</tbody>
</table>
### Average by Health Authority

<table>
<thead>
<tr>
<th>Primary Health Authority</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Nations*</td>
<td>62%</td>
<td>17%</td>
<td>21%</td>
</tr>
<tr>
<td>Northern</td>
<td>43%</td>
<td>28%</td>
<td>30%</td>
</tr>
<tr>
<td>PHSA</td>
<td>41%</td>
<td>27%</td>
<td>32%</td>
</tr>
<tr>
<td>Vancouver Coastal</td>
<td>33%</td>
<td>31%</td>
<td>36%</td>
</tr>
<tr>
<td>Fraser</td>
<td>33%</td>
<td>28%</td>
<td>39%</td>
</tr>
<tr>
<td>Island</td>
<td>27%</td>
<td>31%</td>
<td>41%</td>
</tr>
<tr>
<td>Interior</td>
<td>27%</td>
<td>30%</td>
<td>43%</td>
</tr>
</tbody>
</table>

### Provincial Average

<table>
<thead>
<tr>
<th>All Data</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>32%</td>
<td>30%</td>
<td>38%</td>
<td></td>
</tr>
</tbody>
</table>

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

Within the last five years did you vote in:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negotiated agreements</td>
<td>67%</td>
<td>33%</td>
</tr>
<tr>
<td>Elections</td>
<td>66%</td>
<td>34%</td>
</tr>
<tr>
<td>Bylaw changes</td>
<td>44%</td>
<td>56%</td>
</tr>
</tbody>
</table>

PLEASE TELL US WHY YOU VOTED:

Why members voted:

- Felt it was a duty to vote:
  - Negotiated Agreements: 72% Yes, 74% No
  - Elections: 74% Yes, 74% No

- Topic was important to my profession:
  - Negotiated Agreements: 59% Yes, 52% No
  - Elections: 52% Yes, 52% No

- Topic was important to me and my practice:
  - Negotiated Agreements: 46% Yes, 32% No
  - Elections: 32% Yes, 29% No

- Other:
  - Negotiated Agreements: 2% Yes, 3% No
  - Elections: 2% Yes, 1% No
  - Bylaw Changes: 1% Yes, 2% No

- Don’t know:
  - Negotiated Agreements: 1% Yes, 1% No
  - Elections: 1% Yes, 1% No
  - Bylaw Changes: 1% Yes, 1% No
PLEASE TELL US WHY YOU DID NOT VOTE:

Why did not vote:

- Topic did not interest me: 5%, 15%, 28%
- Other: 46%, 38%, 24%
- Don't know: 23%, 17%, 21%
- Not relevant to my practice: 13%, 13%, 17%
- Felt my vote would not affect result: 14%, 20%, 16%
- It takes too much time, can't be bothered: 6%, 9%, 10%
CANADIAN MEDICAL ASSOCIATION

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

Automatically becoming a member of the Canadian Medical Association is a valuable addition to my Doctors of BC membership.

<table>
<thead>
<tr>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>55%</td>
<td>26%</td>
<td>19%</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>Yes</th>
<th>Not Sure</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>38%</td>
<td>44%</td>
<td>18%</td>
</tr>
</tbody>
</table>
DEMOGRAPHICS — WHO RESPONDED?

Practice:
- No Response: 2%
- Specialist: 49%
- Family Physician: 49%

Practice is primarily:
- No Response: 7%
- Hospital Based: 41%
- Community Based: 55%

Age:
- No Response: 1%
- 65 + yrs: 15%
- Under 35 yrs: 15%
- 35–44 yrs: 24%
- 45–54 yrs: 22%
- 55–64 yrs: 23%
- 16–20 yrs: 10%
- 21–25 yrs: 12%
- 26+ yrs: 33%

Years in practice:
- No Response: 1%
- Resident: 7%
- 1st yr: 4%
- 2–5 yrs: 13%
- 6–10 yrs: 10%
- 11–15 yrs: 10%
- 16–20 yrs: 10%
- 21–25 yrs: 12%
- 26+ yrs: 33%
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:

- **Fee for service**: [69%](#) primarily, [28%](#) second-largest
- **Salary**: [11%](#) primarily, [8%](#) second-largest
- **Service contract**: [12%](#) primarily, [18%](#) second-largest
- **Sessional**: [4%](#) primarily, [23%](#) second-largest
- **No response**: [4%](#) primarily, [24%](#) second-largest