

# BENCHMARK MEMBER ENGAGEMENT SURVEY

SUMMARY OF RESULTS  
2021

## Methodology and Response

Doctors of BC conducted a benchmark member engagement survey in 2021

- Approximately 13,024 members were invited by email to complete the survey

The survey

- Opened on Tuesday, March 23
- Closed on Tuesday, April 13

Responses were received from **1,607** members for a response rate of **12%**

- The data is valid 19 times out of 20 within a margin of error of +/- 2.29%

The survey was hosted and reported by **TWISUR** ✓ **EYS**

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

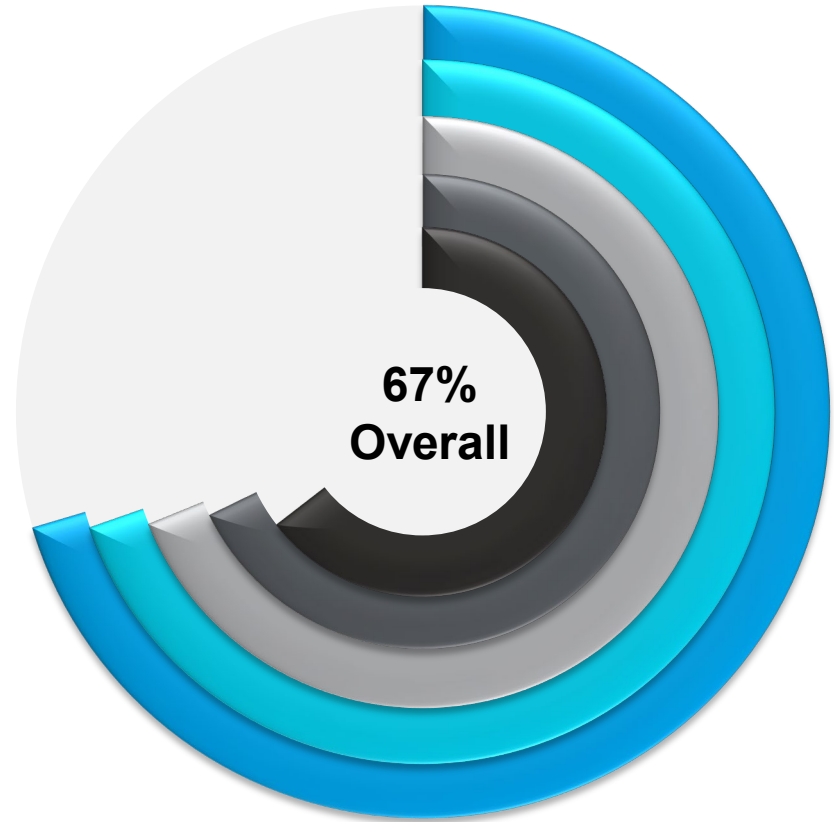
# Highlights

1. Positive momentum in all categories
2. Gap between Specialists and Family Physicians remains
  - Both have a higher levels of agreement
3. Areas of focus are the same; starting at a better place
  - ✓ Viability and Sustainability
    - Pay
    - Overhead
    - Equity (Gender, Sections)
    - Pensions
    - Burnout
    - COVID-19
  - ✓ Physician's values are reflected in contemporary issues
    - Fairness and influence over workload
    - Autonomy and oversight of clinical practice
  - ✓ Unique challenges
    - Telehealth/ virtual health
    - Access to longitudinal primary care
    - Contract representation with health authorities

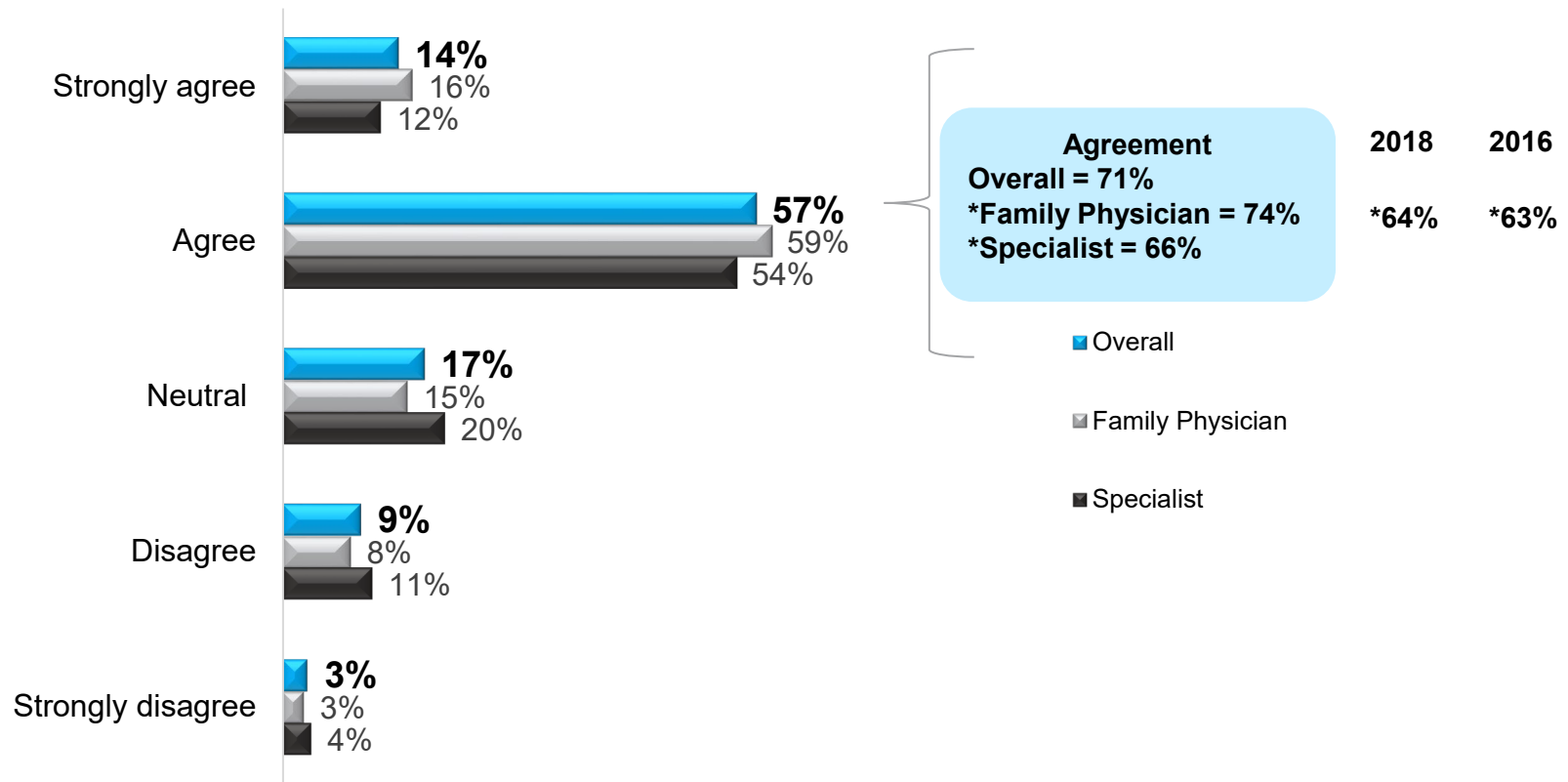
# Section Summary

(percent of agreement scale)

- 69%** Overall impressions of sharing information
- 68%** Overall impression on advocating and informing you during the pandemic
- 67%** Overall impressions of Doctors of BC
- 65%** Joint Collaborative Committees
- 63%** Overall impression on representing you



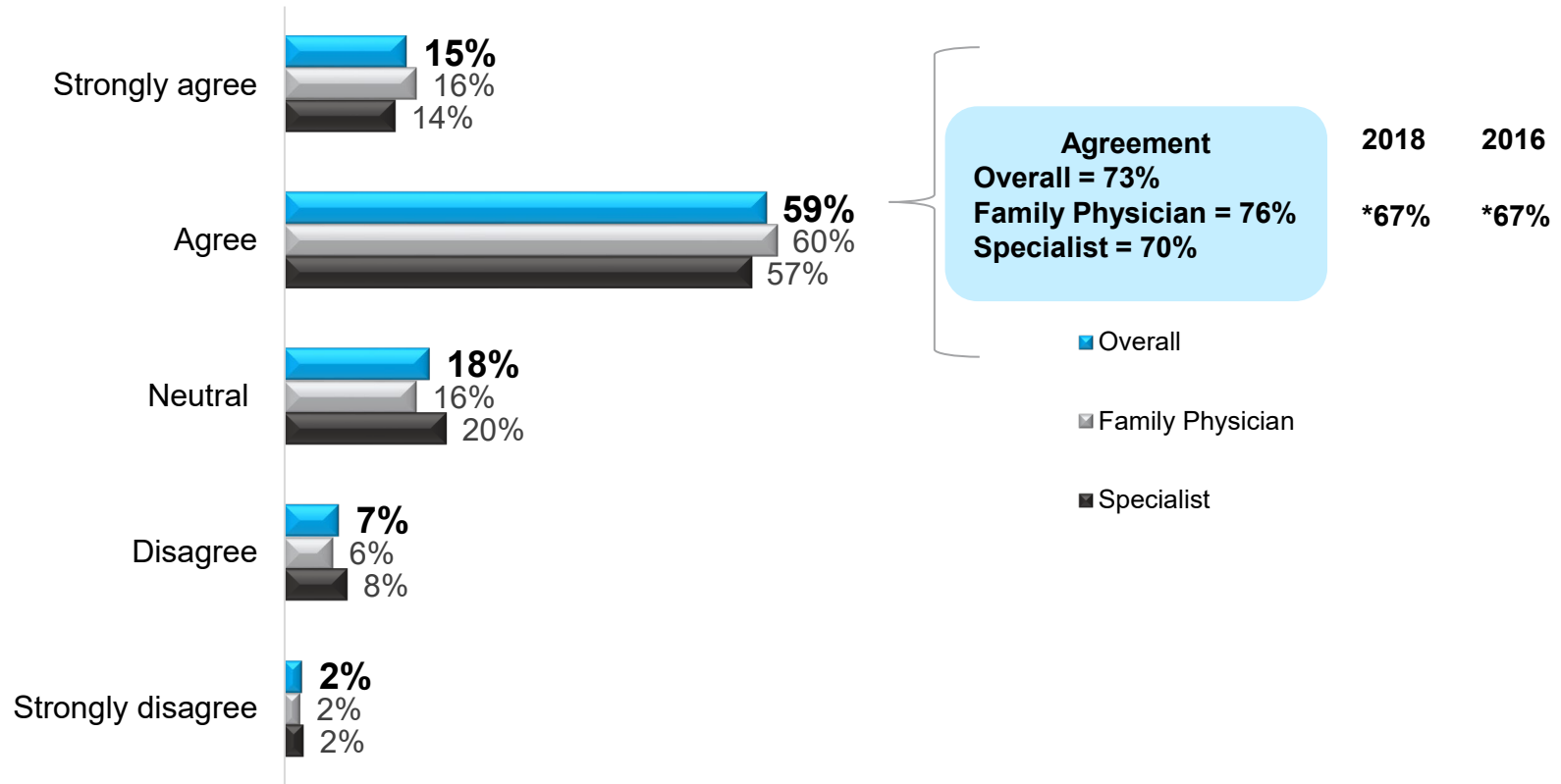
# Overall impressions of Doctors of BC



*Overall I feel my needs and interests are well represented by Doctors of BC.*

Base: All respondents (n = 1,603)

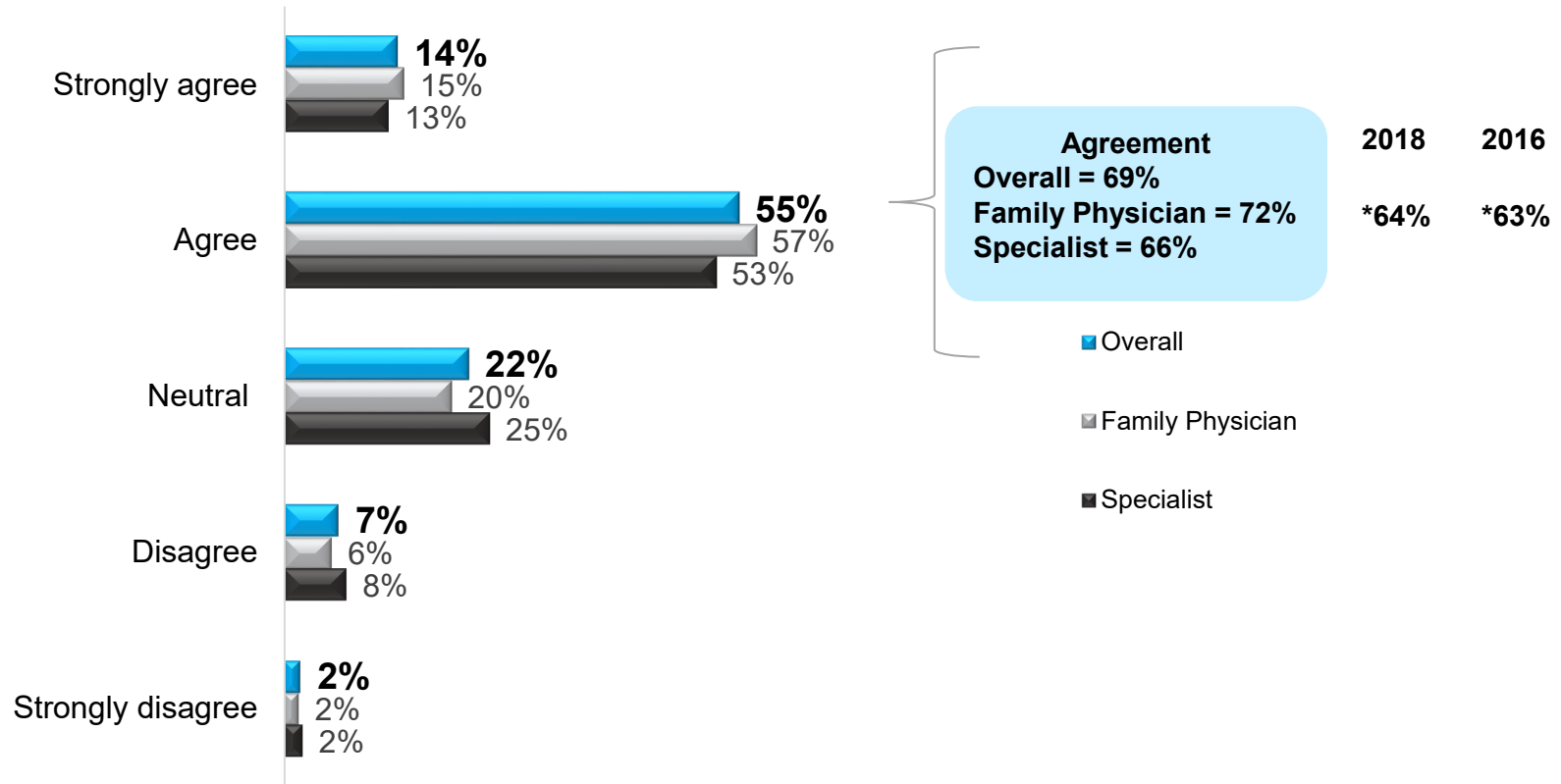
# Overall impressions of Doctors of BC



*Doctors of BC understands the issues that matter to BC doctors.*

Base: All respondents (n = 1,602)

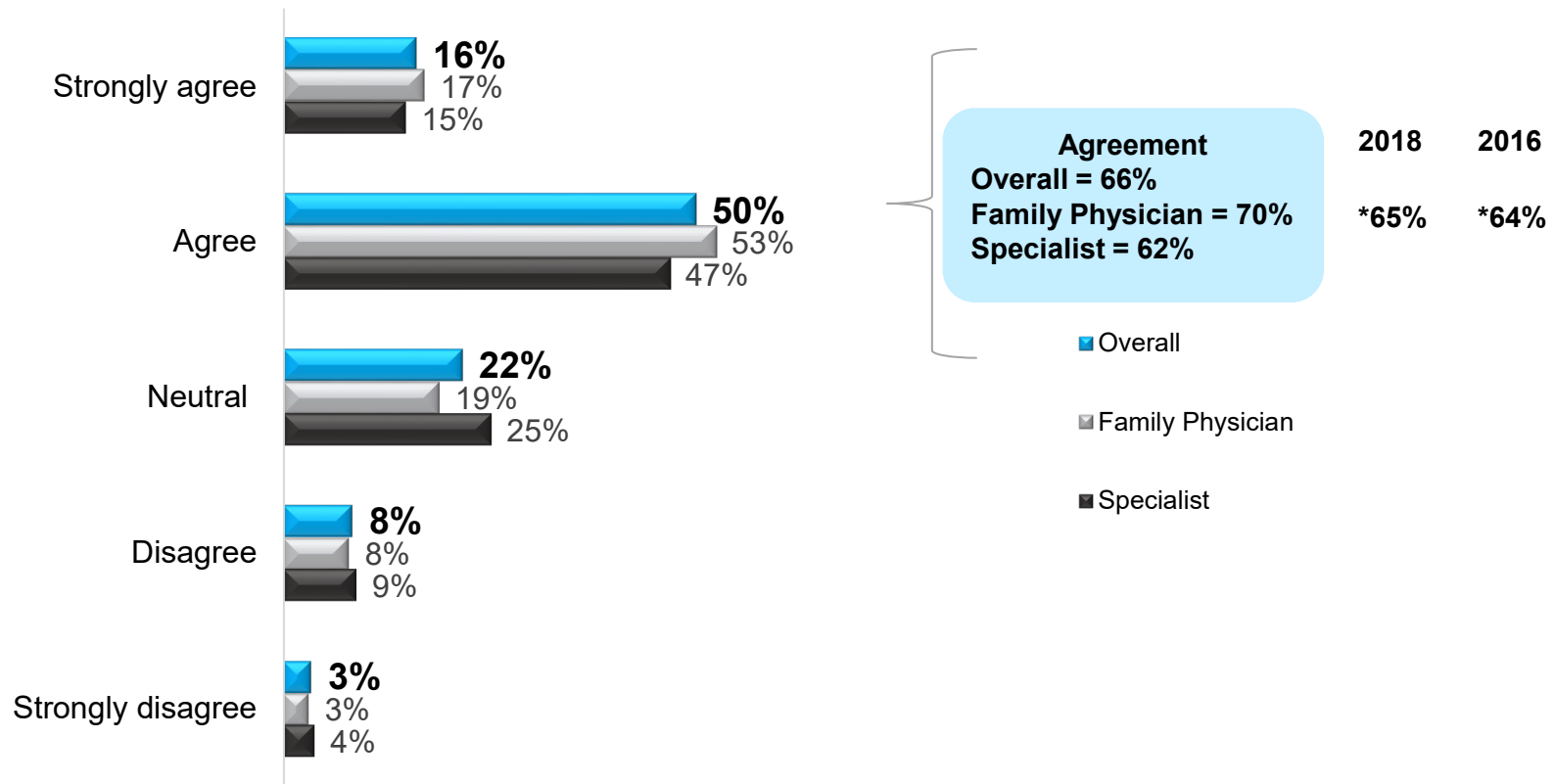
# Overall impressions of Doctors of BC



*Doctors of BC does a good job of consulting with members to inform its activities.*

Base: All respondents (n = 1,600)

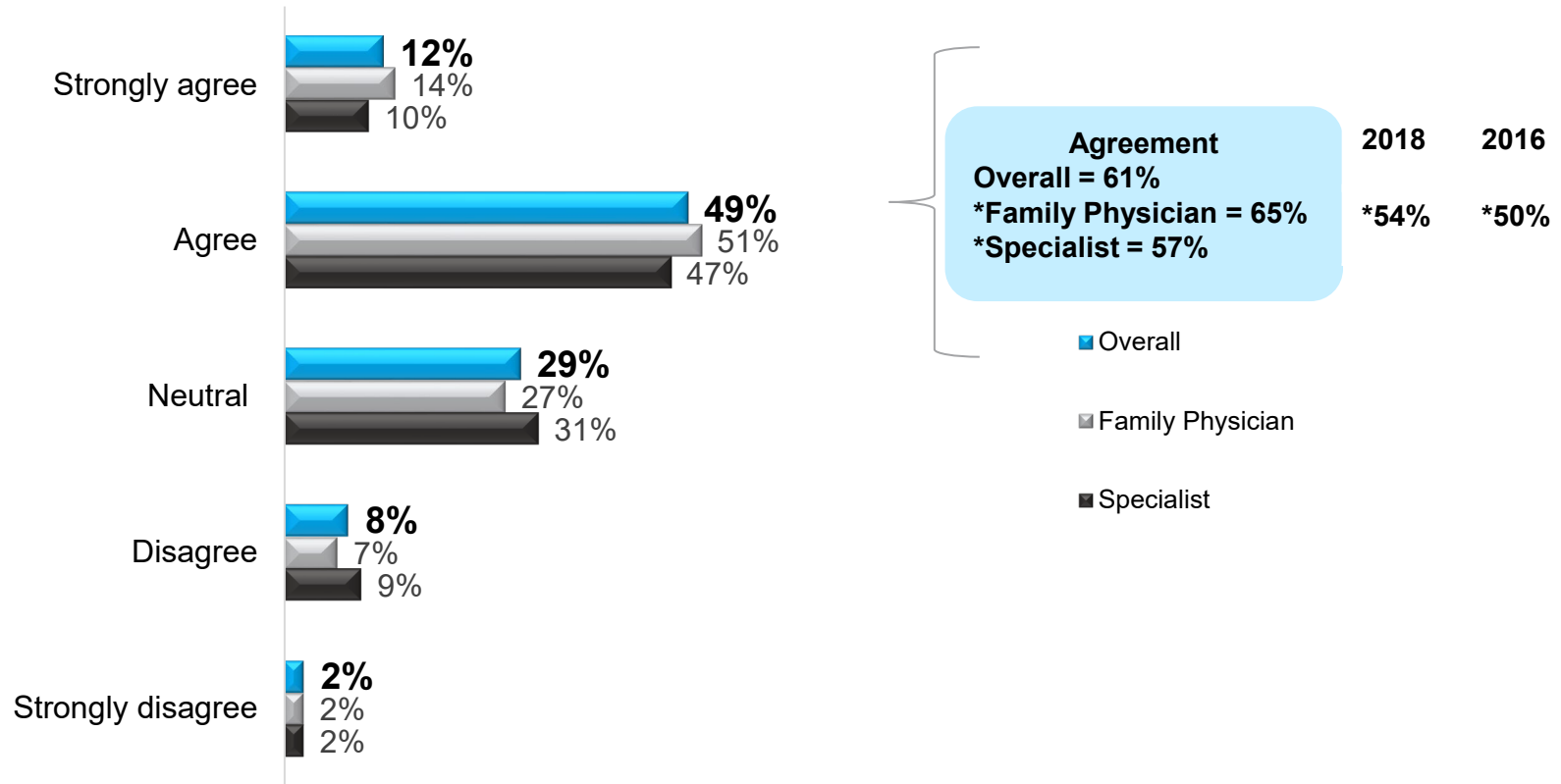
# Overall impressions of Doctors of BC



*Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders).*  
Base: All respondents (n = 1,601)



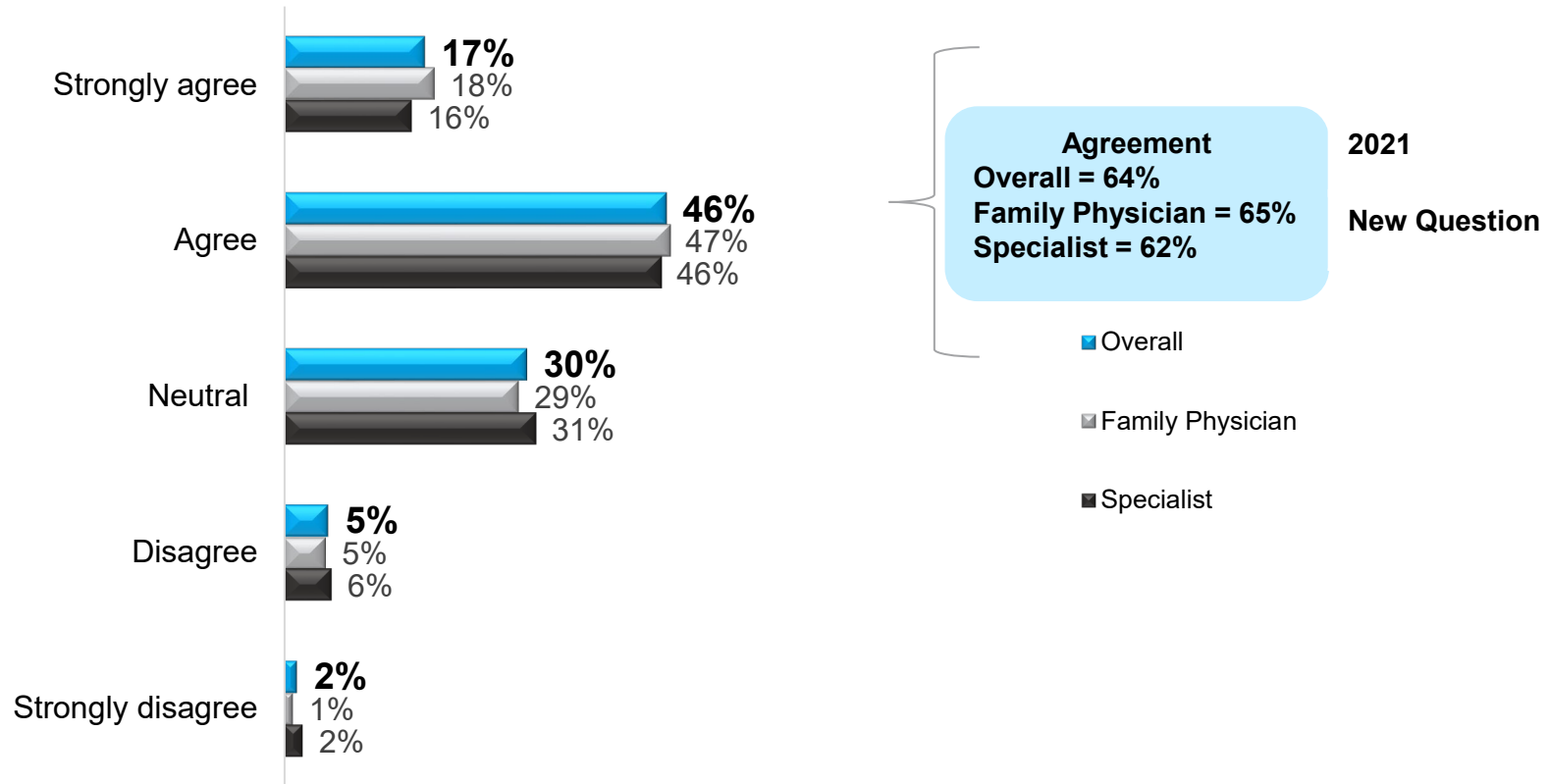
# Overall impressions of Doctors of BC



*Doctors of BC does a good job of making timely decisions and taking action.*

Base: All respondents (n = 1,597)

# Overall impressions of Doctors of BC



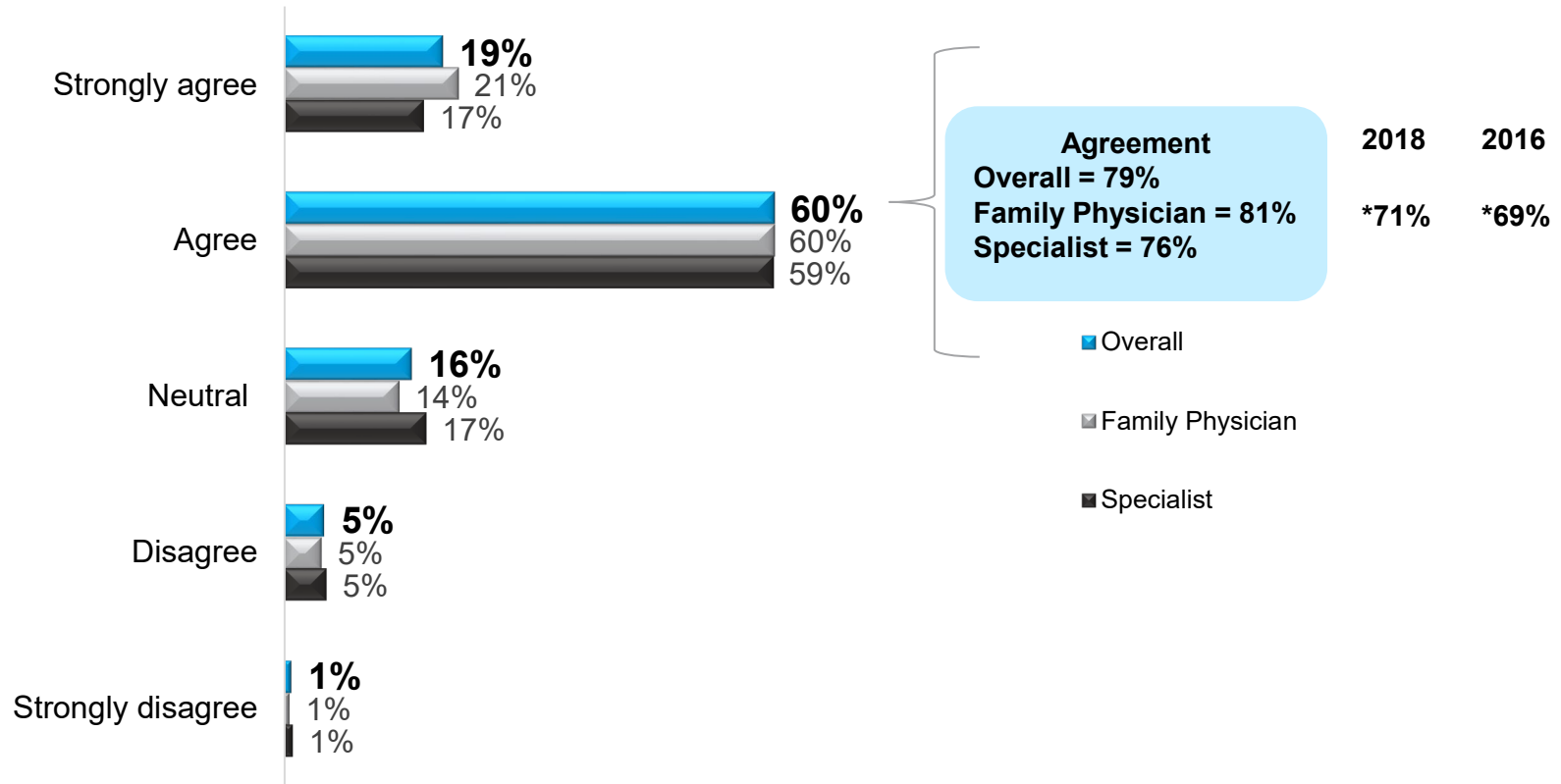
*Doctors of BC values diversity and inclusion in the association.*

Base: All respondents (n = 1,591)

# Overall impressions of Doctors of BC

	Needs and interests are well represented	Understands the issues that matter	Does a good job of consulting with members	Does a good job of raising issues of importance	Does a good job of making timely decisions	Values diversity and inclusion in the association
Community based	74%	75%	71%	70%	65%	65%
Hospital based	64%	69%	66%	61%	51%	59%
Both	72%	75%	70%	67%	64%	65%
Resident	35%	38%	54%	45%	38%	45%
1st year in practice	78%	78%	72%	67%	68%	67%
2-5 years	73%	75%	70%	65%	66%	69%
6-10 years	69%	71%	66%	62%	59%	62%
11-15 years	64%	69%	64%	60%	57%	59%
16-20 years	75%	78%	73%	67%	61%	57%
21-25 years	69%	72%	68%	68%	60%	61%
26+ years	73%	76%	72%	72%	63%	67%
Fraser	72%	74%	68%	65%	61%	66%
Interior	78%	80%	76%	71%	68%	71%
Island	66%	69%	65%	61%	56%	60%
Northern	74%	78%	75%	69%	65%	63%
Provincial Health Services	71%	77%	69%	73%	63%	58%
Vancouver Coastal	69%	71%	68%	68%	61%	62%
ALL DATA	71%	73%	69%	66%	61%	64%

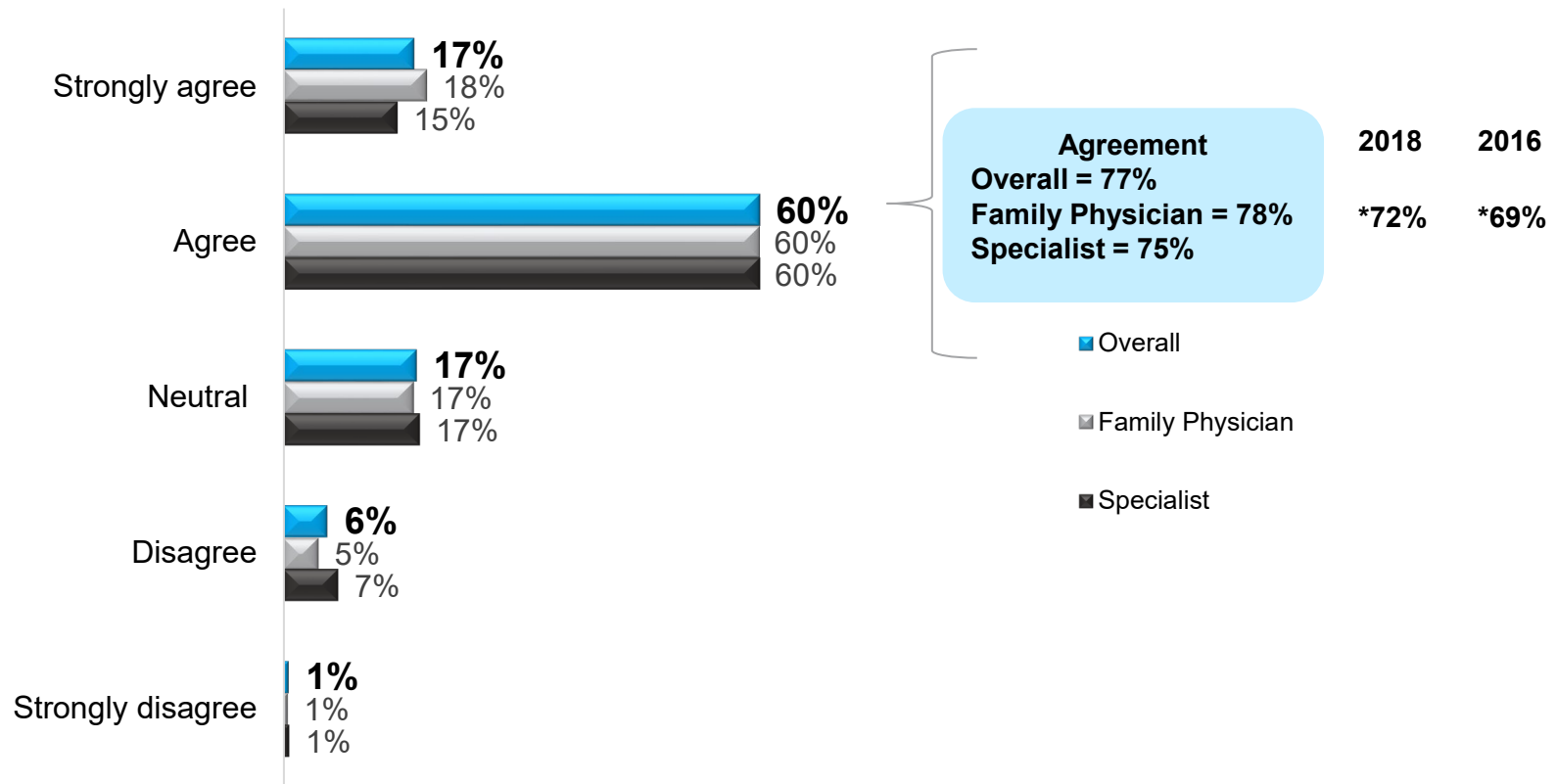
# Overall impressions of sharing information



*I feel well informed about activities and news from Doctors of BC.*

Base: All respondents (n = 1,604)

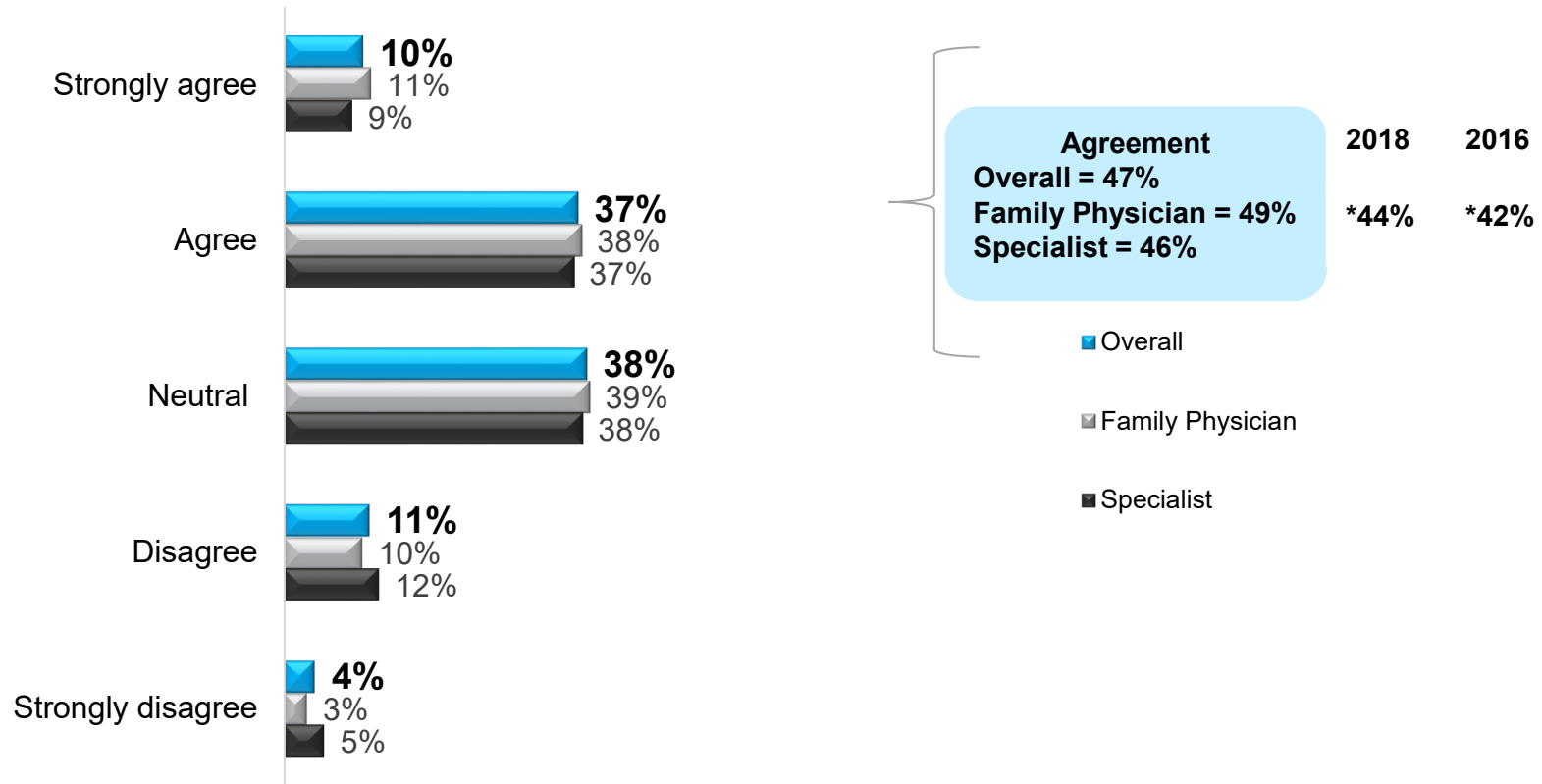
# Overall impressions of sharing information



*I know where to find information and answers to my questions related to Doctors of BC.*

Base: All respondents (n = 1,601)

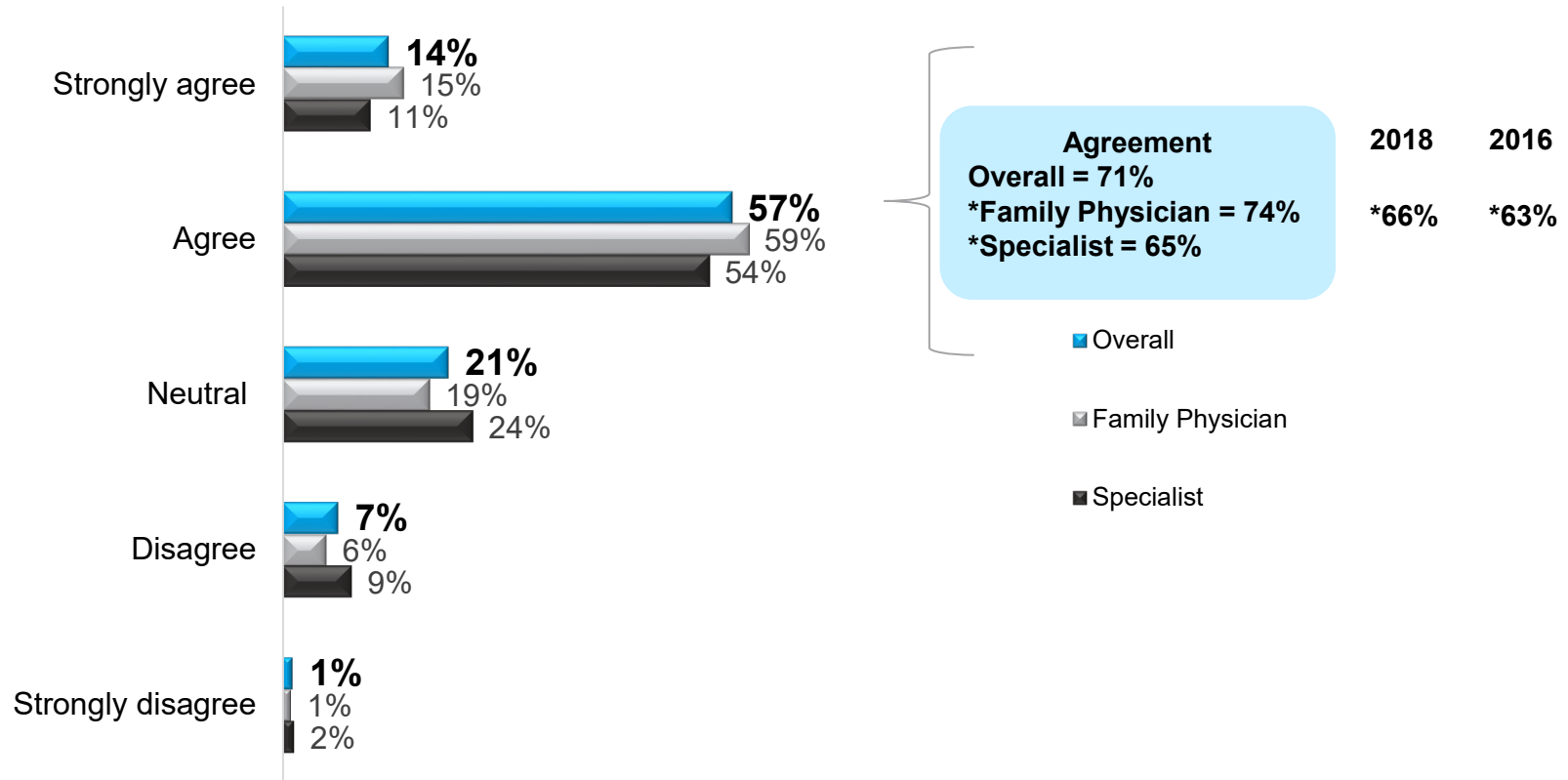
# Overall impressions of sharing information



*I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me.*

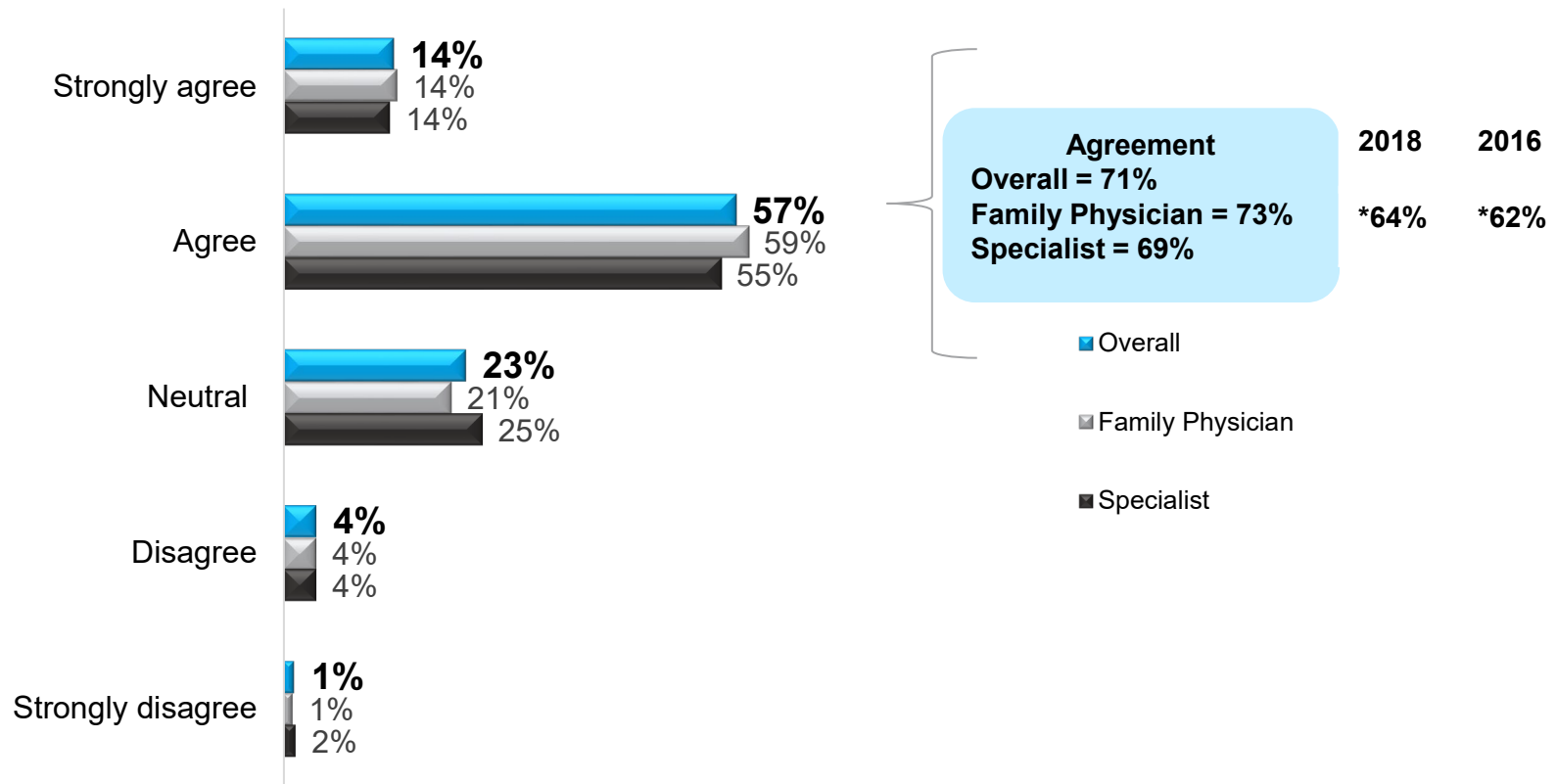
Base: All respondents (n = 1,597)

# Overall impressions of sharing information



*I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance).*  
Base: All respondents (n = 1,602)

# Overall impressions of sharing information



*I am satisfied with the reports I receive about Doctors of BC Board activities and decisions.*

Base: All respondents (n = 1,599)



## Overall impressions of sharing information

	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	81%	78%	51%	74%	73%
Hospital based	72%	75%	43%	67%	67%
Both	82%	78%	47%	71%	74%
Resident	59%	59%	31%	55%	52%
1st year in practice	87%	74%	61%	72%	74%
2-5 years	77%	79%	53%	65%	74%
6-10 years	77%	78%	45%	70%	69%
11-15 years	74%	74%	47%	68%	64%
16-20 years	87%	81%	49%	73%	75%
21-25 years	84%	78%	47%	76%	72%
26+ years	79%	76%	45%	73%	74%
Fraser	78%	78%	47%	71%	71%
Interior	85%	80%	57%	75%	81%
Island	77%	75%	42%	69%	68%
Northern	86%	84%	50%	71%	78%
Provincial Health Services	80%	85%	46%	70%	71%
Vancouver Coastal	77%	74%	46%	69%	69%
ALL DATA	79%	77%	47%	71%	71%

# Issues that Doctors of BC should address in the next few years

- Getting through the pandemic
- Return to in-person care
- A viable practice
- Physician autonomy
- CRNAs entering practice
- Gender diversity and representation
- Mental health resources for patients and physicians
- Physician wellbeing
- Physician abuse
- Paperwork/ administrative tasks
- Collaboration/ engagement
- Overhead
- Contracts/ remuneration
- Payment options
- Pay equity
- Sustainable longitudinal family practices
- Burnout/ workload
- Racism
- Opioid crisis
- Maternity care
- Diversity and inclusion
- Locum access
- EMR integration
- Quality improvements
- Contracts with health authorities
- Telehealth; payments, quality, access
- Access to OR time
- Access to radiological imaging

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

Base: All respondents (n = 1,369)

# Issues that Doctors of BC should address in the next few years



Elements to display	Count
Care	331
Physicians	212
Family	204
Covid	170
Practice	168
Health	163
Doctors	147
Compensation	137
Work	134
Support	123
Pandemic	122
More	119
Fee	109
Patients	106
Virtual	104

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

Base: All respondents (n = 1,369)

# Issues that Doctors of BC should address in the next few years

- PMA negotiations
- Support for all physicians
- Primary care teams
- Patients having access to a family physician
- Funding for new EMR
- Shortage of physicians
- Inequities
- Use of nurse practitioners
- Simplified fee schedule
- Expanded alternative funding and payment models
- COVID recovery
- Climate crisis
- Hospital overcrowding
- Paperless referral pathway
- Retail medicine
- Rapidly changing environment
- Pension
- Transformation of healthcare
- Audit process
- Duplication of tests
- Conscience rights
- Barriers to recruitment

*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 = 1,203)

# Issues that Doctors of BC should address in the next few years

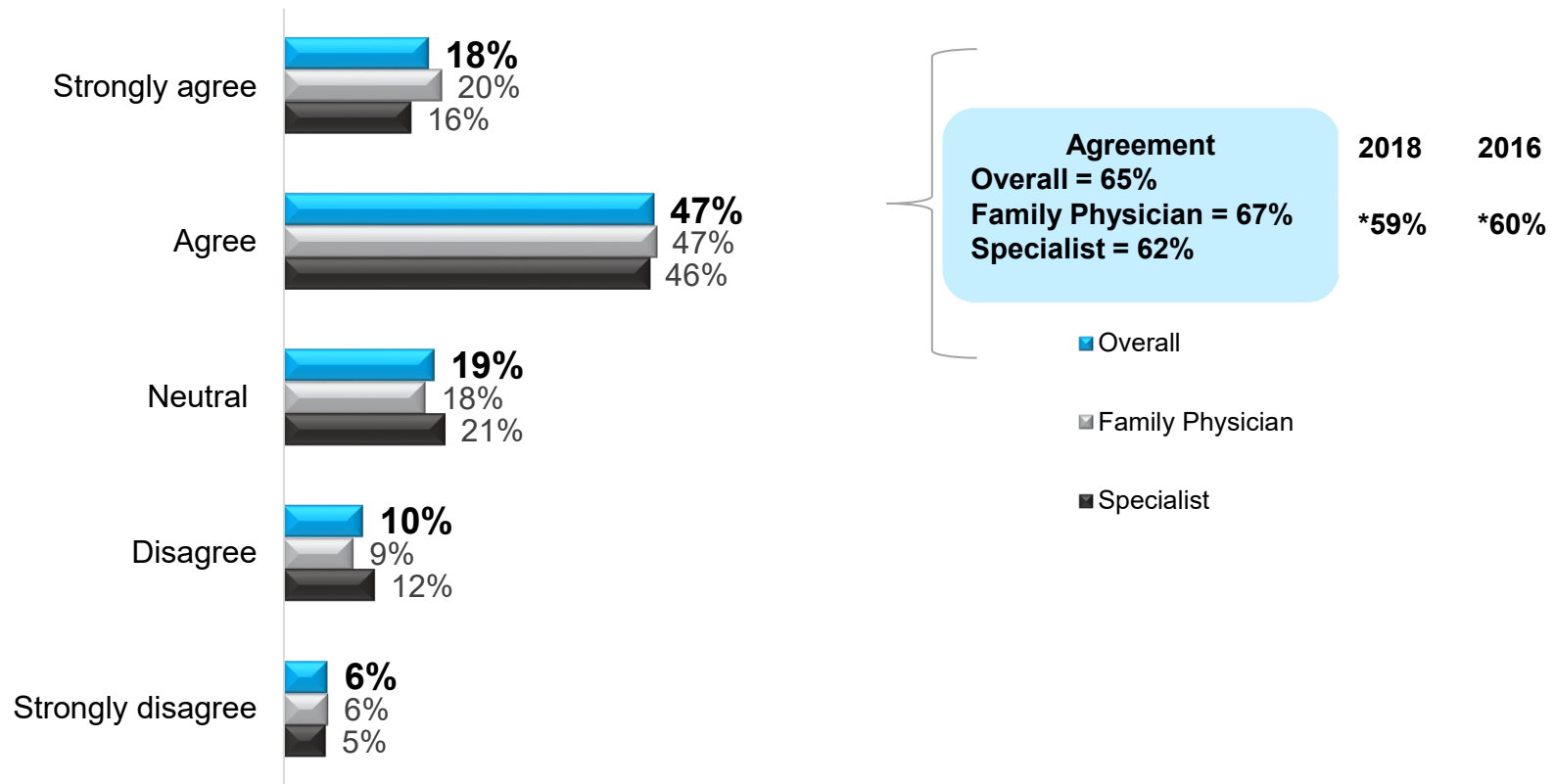


Elements to display	Count
Care	259
Physicians	236
Family	186
Health	182
Doctors	160
Compensation	132
More	105
Patients	99
Practice	97
Primary	94
Support	94
Pay	91
Work	83
Above	77
Fee	71

*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 = 1,203)

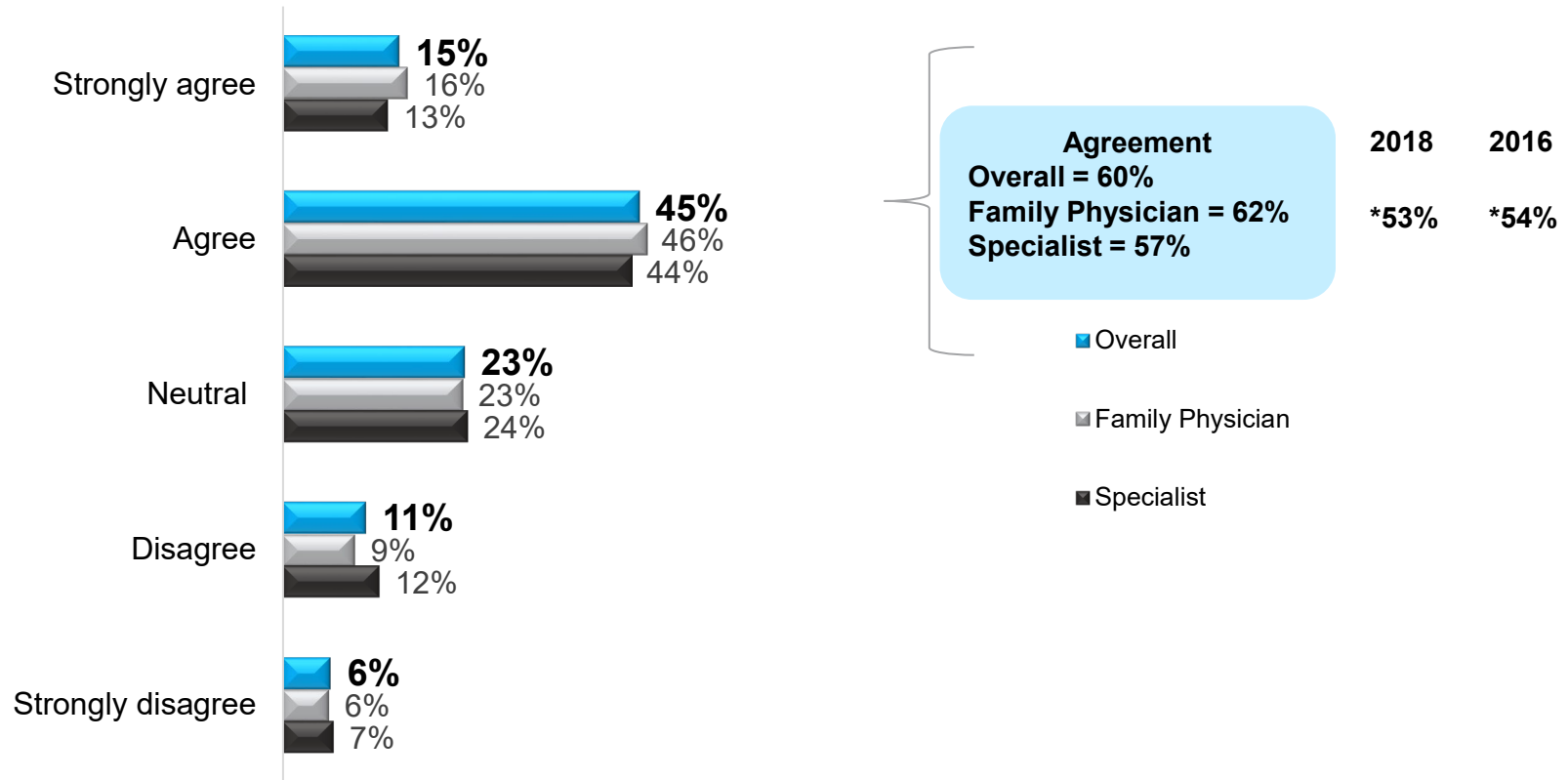
# Overall impression on representing you



*Doctors of BC does a good job representing members in negotiations for compensation and benefits.*

Base: All respondents (n = 1,599)

# Overall impression on representing you



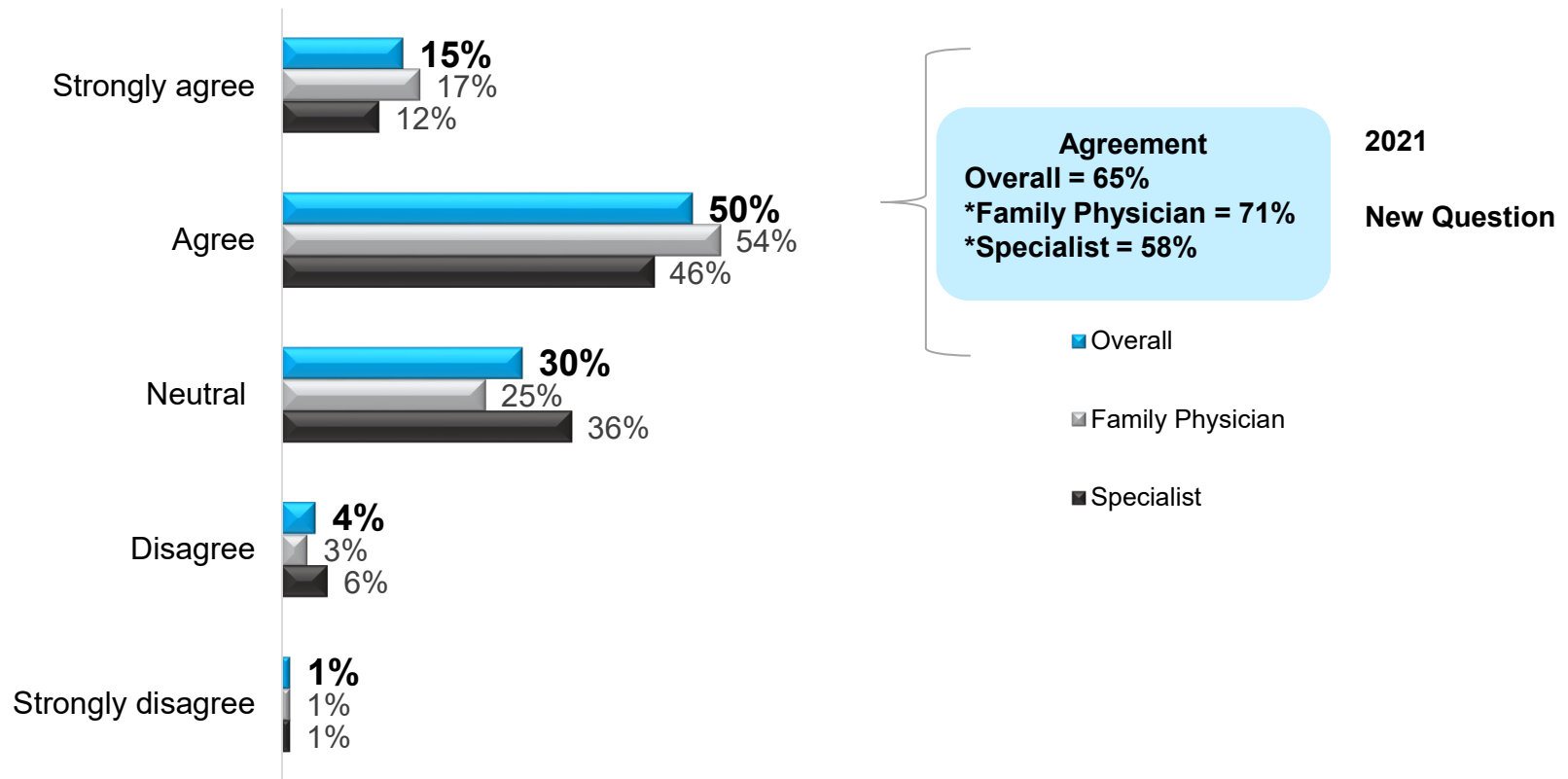
*Doctors of BC is effective in dealing with the BC Ministry of Health or the health authorities on behalf of the profession.*  
Base: All respondents (n = 1,595)

## 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	69%	63%
Hospital based	59%	55%
Both	66%	62%
Resident	35%	35%
1st year in practice	70%	63%
2-5 years	68%	62%
6-10 years	59%	55%
11-15 years	58%	55%
16-20 years	67%	65%
21-25 years	66%	59%
26+ years	71%	64%
Fraser	64%	57%
Interior	74%	75%
Island	61%	53%
Northern	70%	62%
Provincial Health Services	64%	58%
Vancouver Coastal	65%	61%
ALL DATA	65%	60%



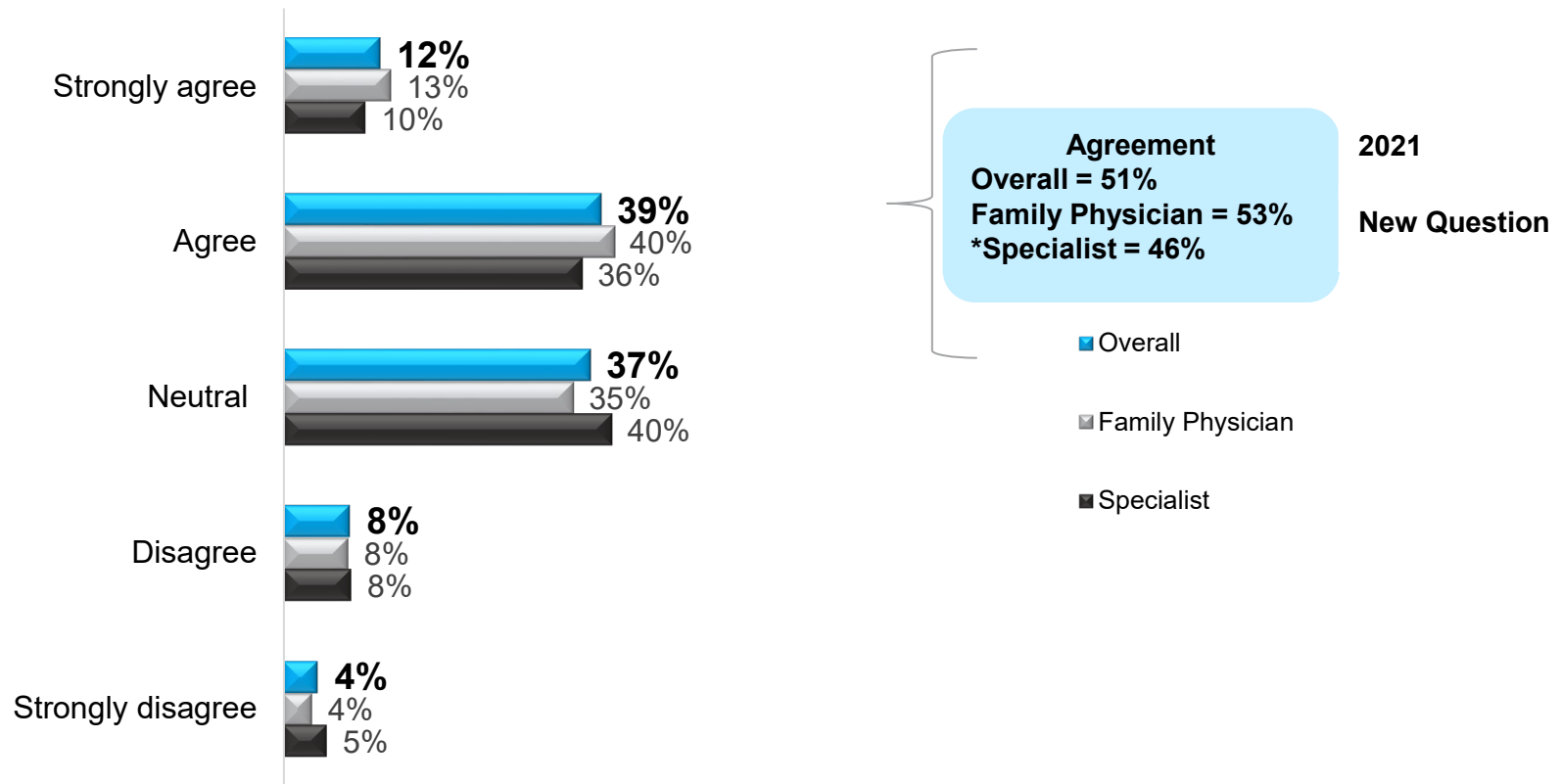
# Overall impression during the pandemic



*The advice, toolkits, webinars provided by Doctors of BC were relevant and useful.*

Base: All respondents (n = 1,487)

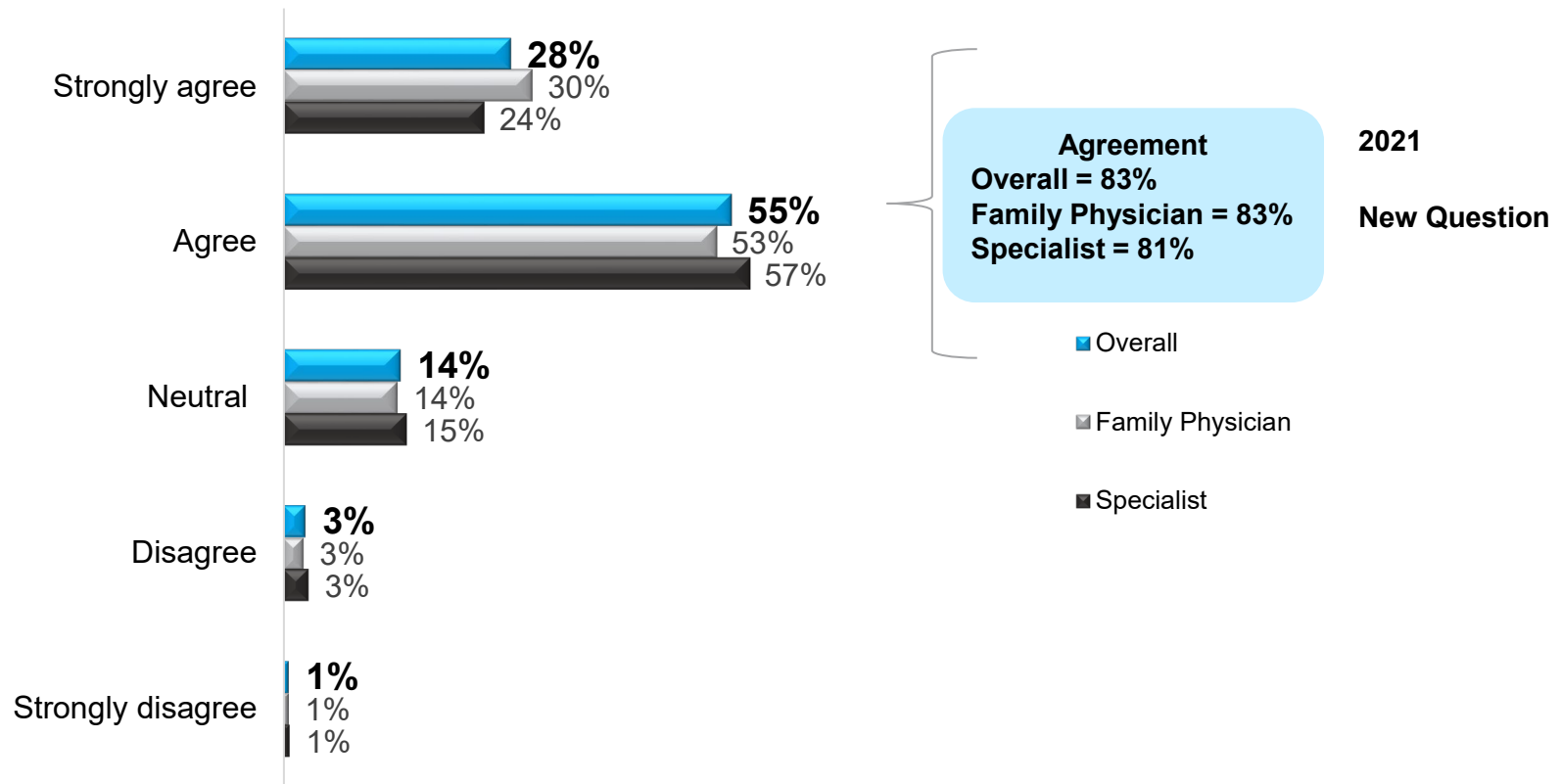
# Overall impression during the pandemic



*I felt listened to by Doctors of BC when issues of concern were raised.*

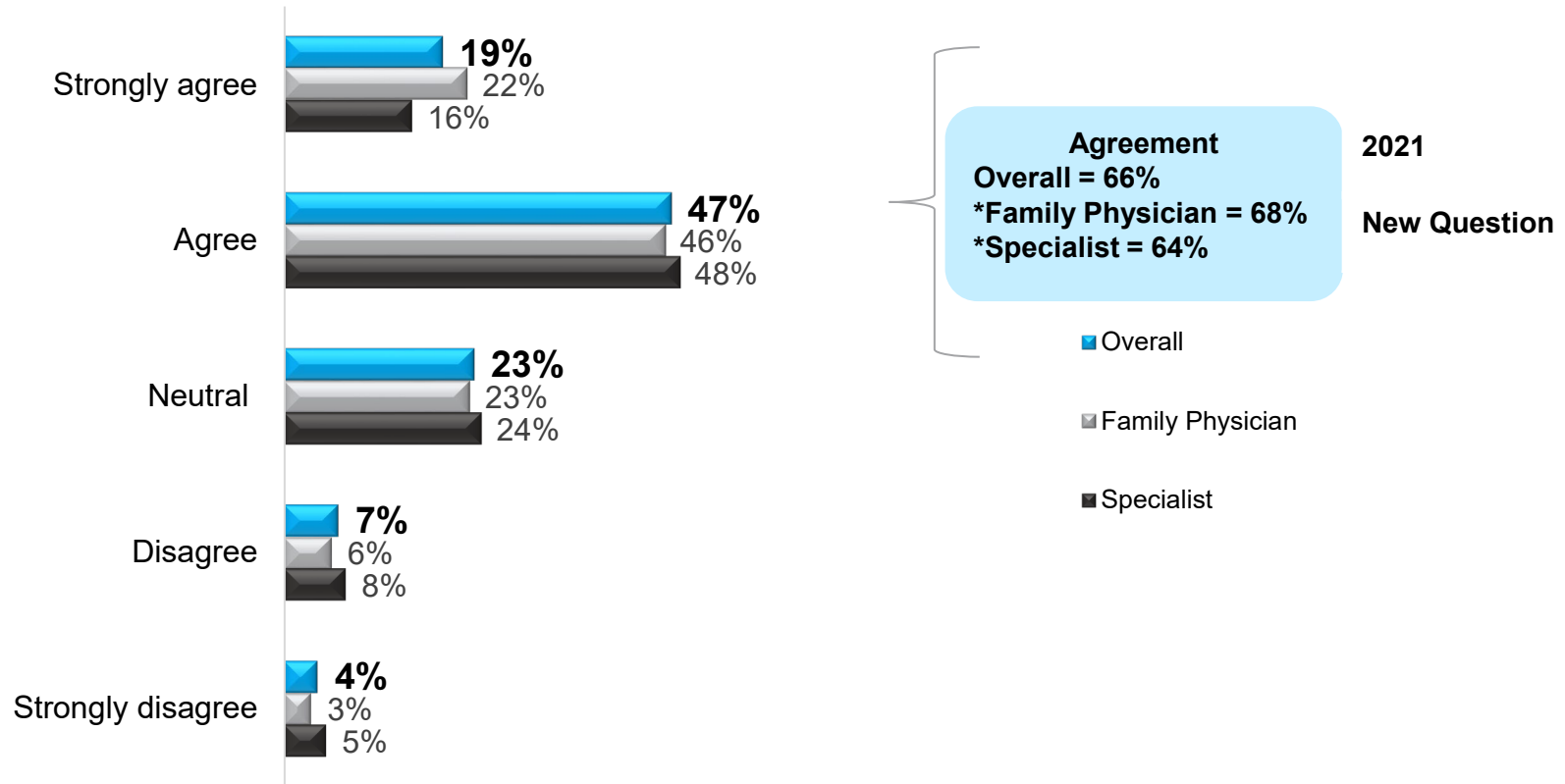
Base: All respondents (n = 1,370)

# Overall impression during the pandemic



*Doctors of BC did a good job of keeping me informed of COVID-19 related developments.*  
Base: All respondents (n = 1,603)

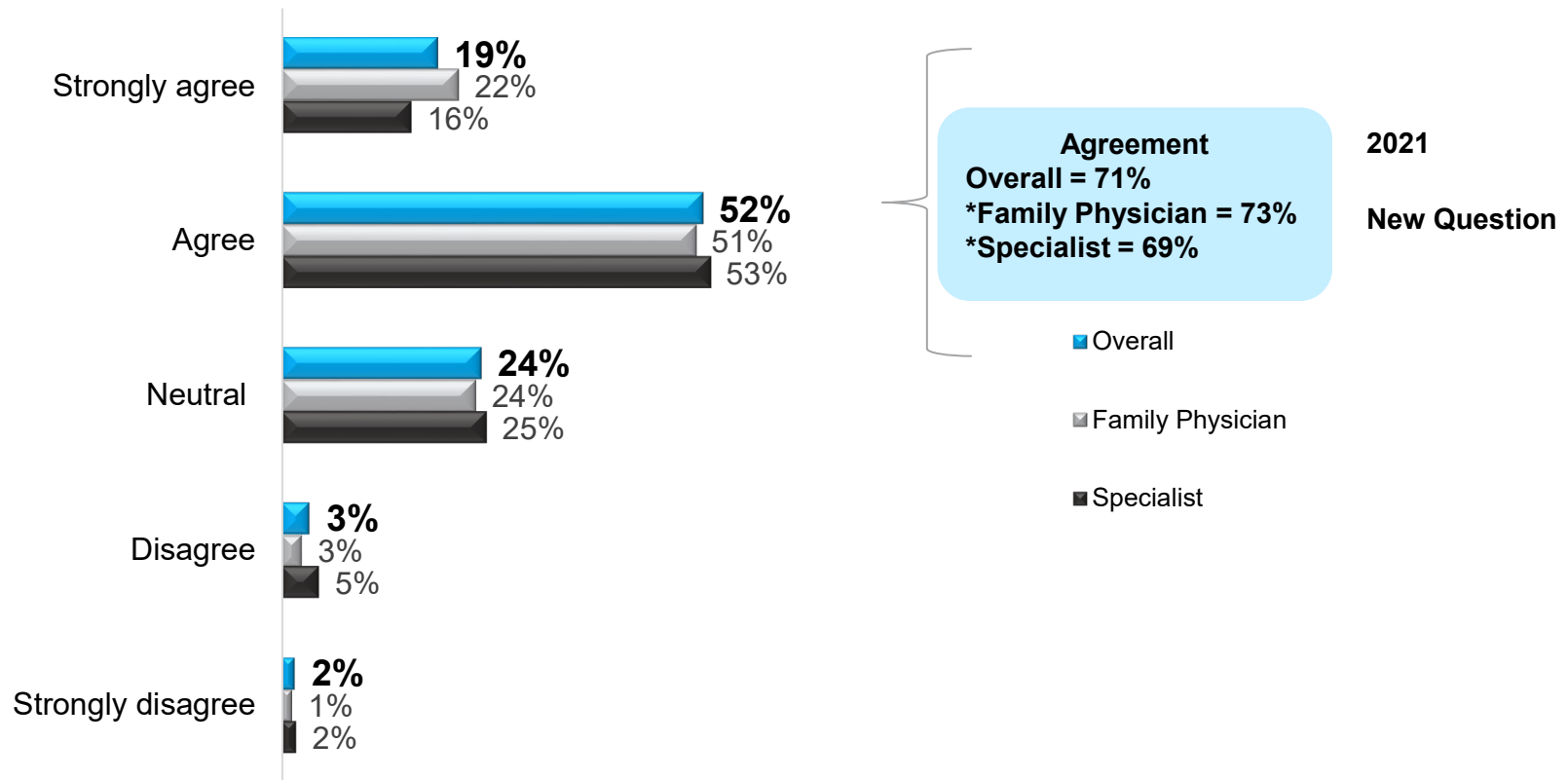
# Overall impression during the pandemic



*Doctors of BC did a good job of advocating on members' behalf with government/MoH.*

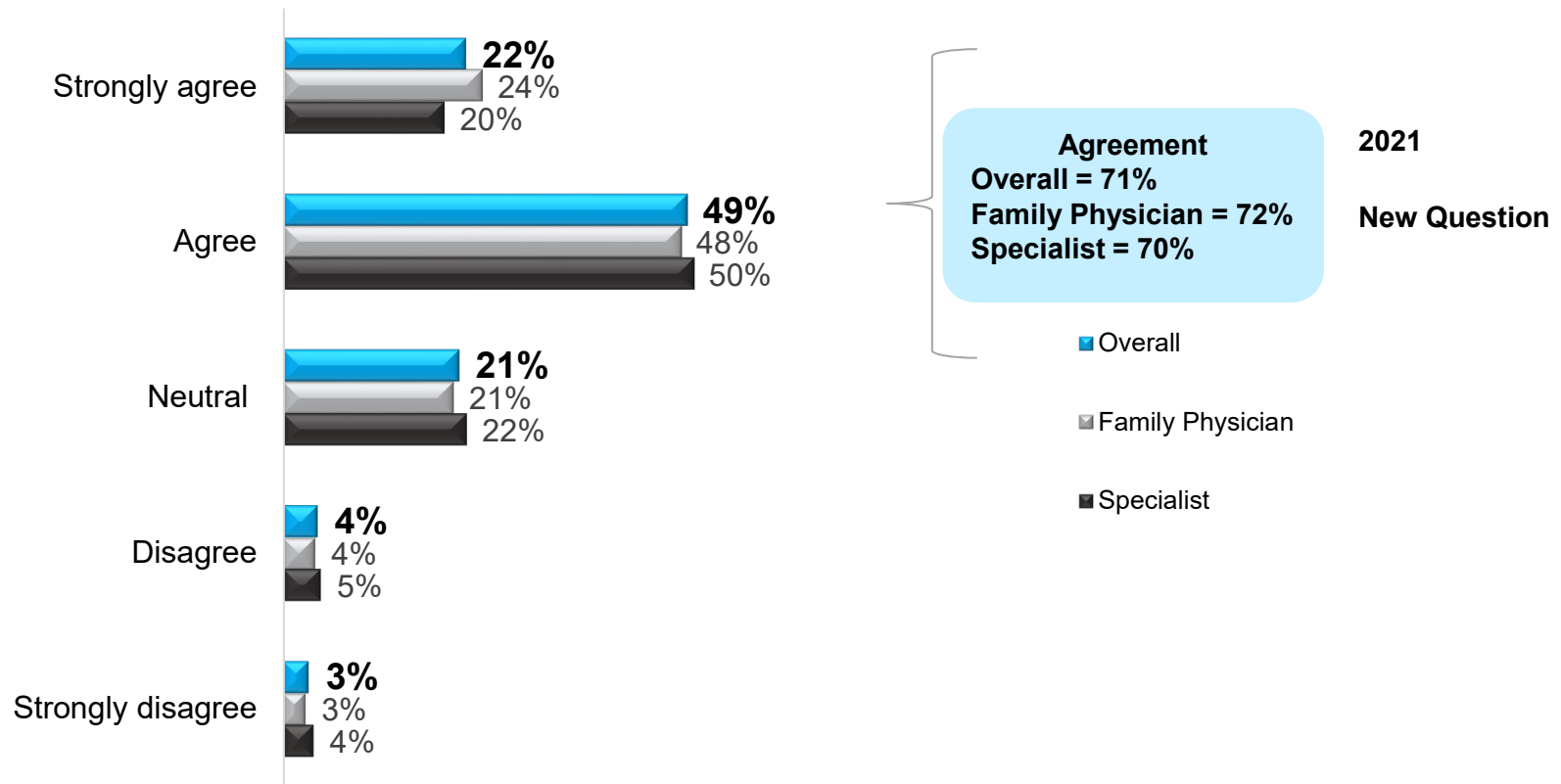
Base: All respondents (n = 1,600)

# Overall impression during the pandemic



*Throughout COVID-19, response from Doctors of BC has been flexible and responsive.*  
Base: All respondents (n = 1,600)

# Overall impression during the pandemic

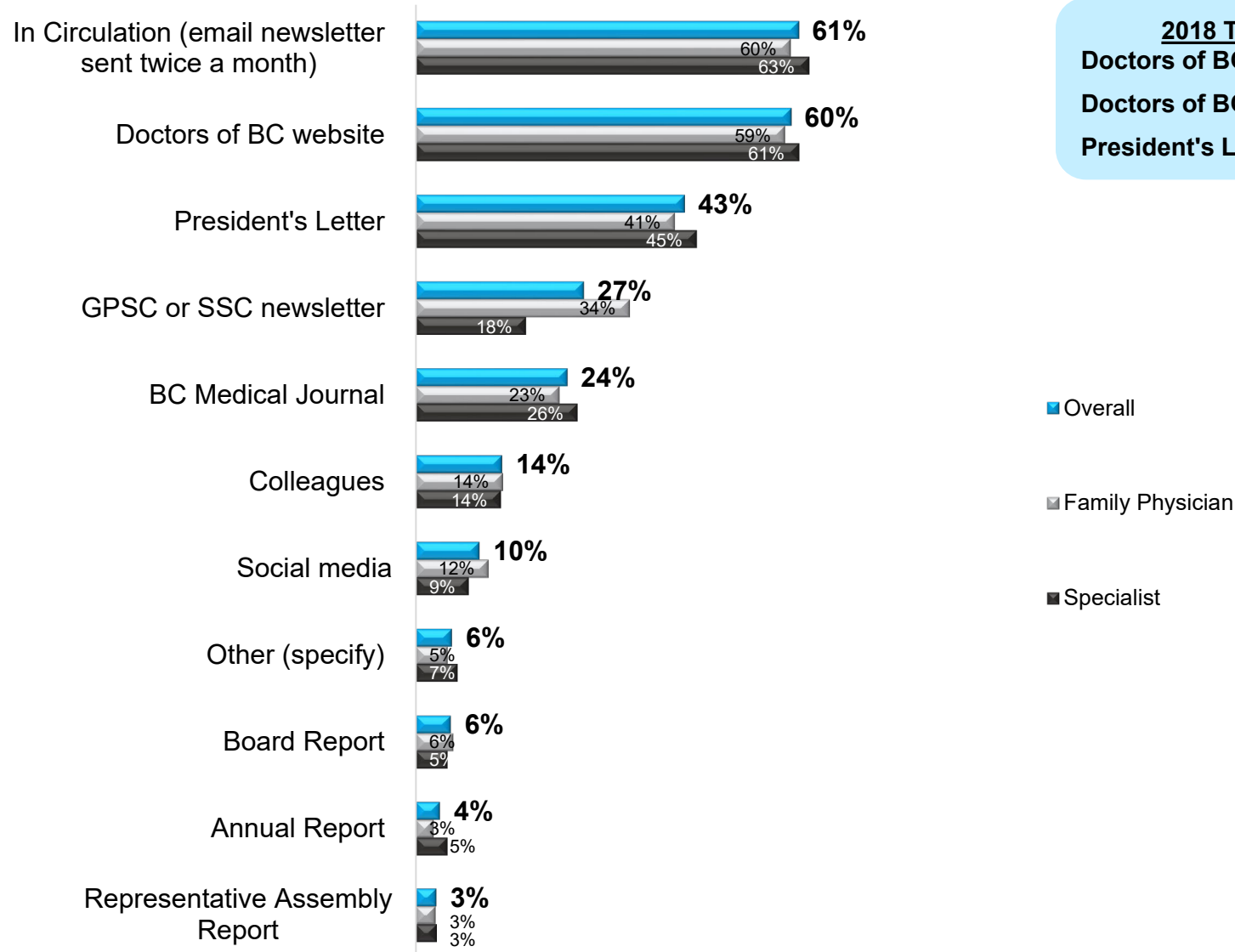


*I felt Doctors of BC cared about my safety and well being.*  
Base: All respondents (n = 1,602)

## Overall impression during the pandemic

	Advice, toolkits, webinars provided relevant & useful	Felt listened to when issues of concern were raised	Did a good job of keeping me informed	Did a good job of advocating on members' behalf	Throughout, response has been flexible & responsive	Felt cared about my safety and well being
Community based	71%	54%	86%	70%	76%	74%
Hospital based	52%	39%	74%	55%	60%	64%
Both	67%	53%	83%	69%	72%	73%
Resident	52%	28%	72%	45%	55%	66%
1st year in practice	75%	61%	85%	65%	70%	72%
2-5 years	66%	55%	82%	68%	73%	76%
6-10 years	64%	51%	82%	62%	68%	69%
11-15 years	65%	56%	82%	62%	65%	70%
16-20 years	71%	54%	84%	66%	70%	72%
21-25 years	67%	49%	81%	69%	72%	71%
26+ years	62%	46%	83%	70%	74%	71%
Fraser	71%	53%	83%	65%	68%	69%
Interior	73%	62%	83%	77%	76%	78%
Island	61%	48%	84%	64%	72%	69%
Northern	71%	51%	83%	65%	75%	74%
Provincial Health Services	62%	46%	84%	63%	60%	70%
Vancouver Coastal	60%	45%	80%	64%	71%	71%
ALL DATA	65%	50%	82%	66%	71%	71%

# HOW YOU ENGAGE WITH DOCTORS OF BC

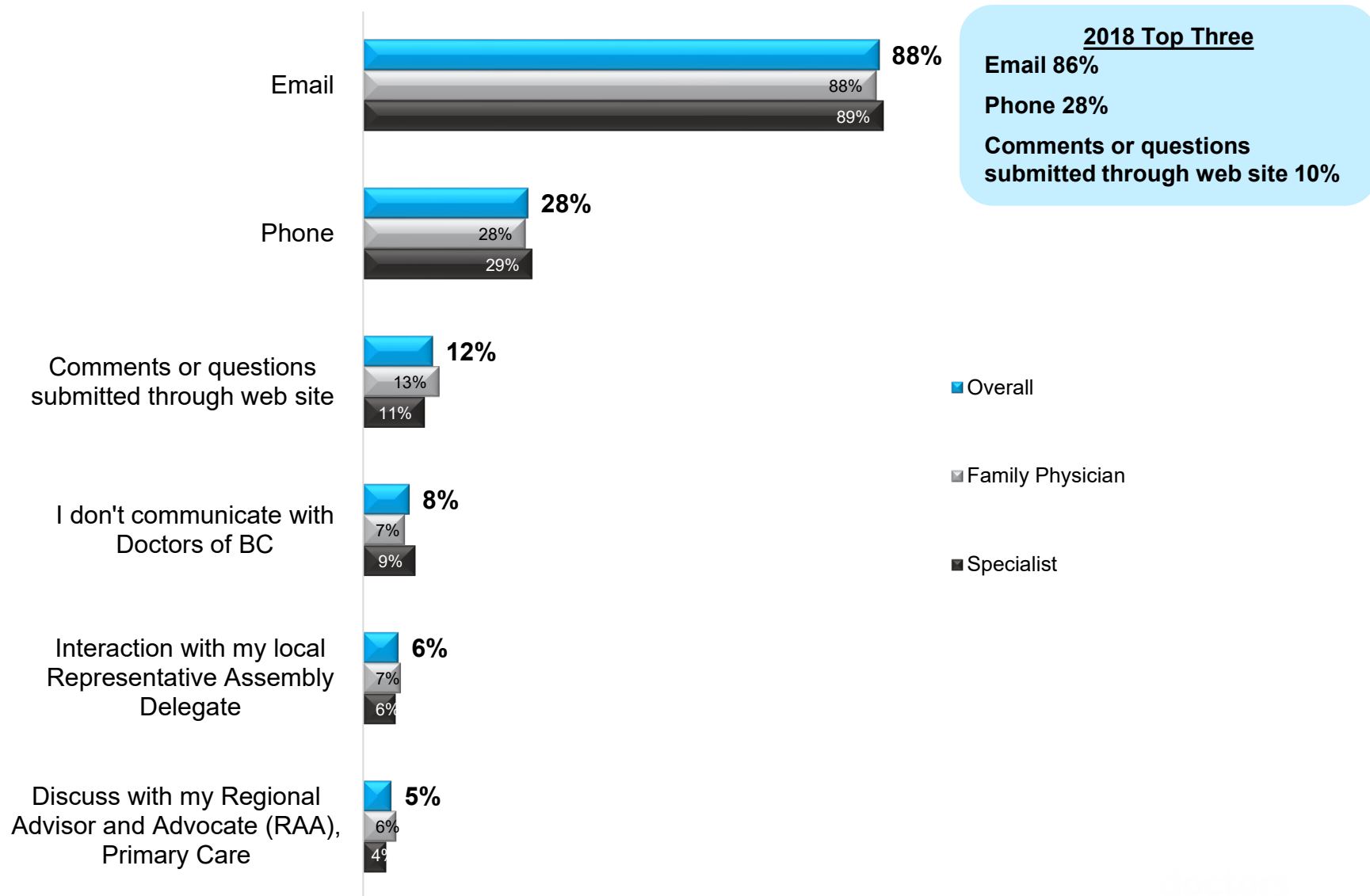


**2018 Top Three**  
**Doctors of BC E-News 62%**  
**Doctors of BC website 48%**  
**President's Letter 42%**

*What are your preferred channels of communications to stay informed on Doctors of BC matters? (Select your top three)*  
 Base: All respondents (n = 1,591)



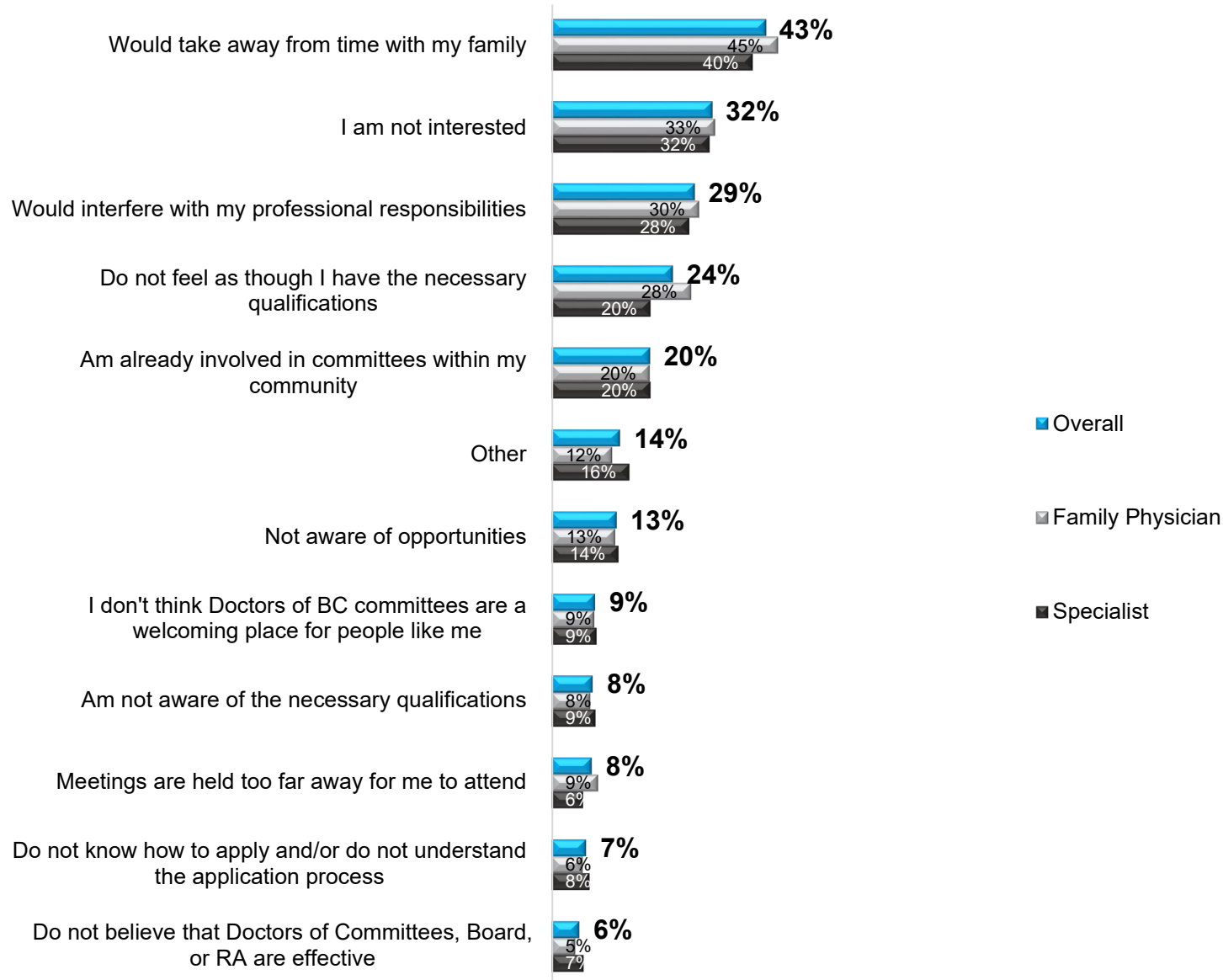
# HOW YOU ENGAGE WITH DOCTORS OF BC



What are your preferred ways to communicate with Doctors of BC? (Select all that apply)

Base: All respondents (n = 1,598)

# ENGAGEMENT WITH DOCTORS OF BC COMMITTEES

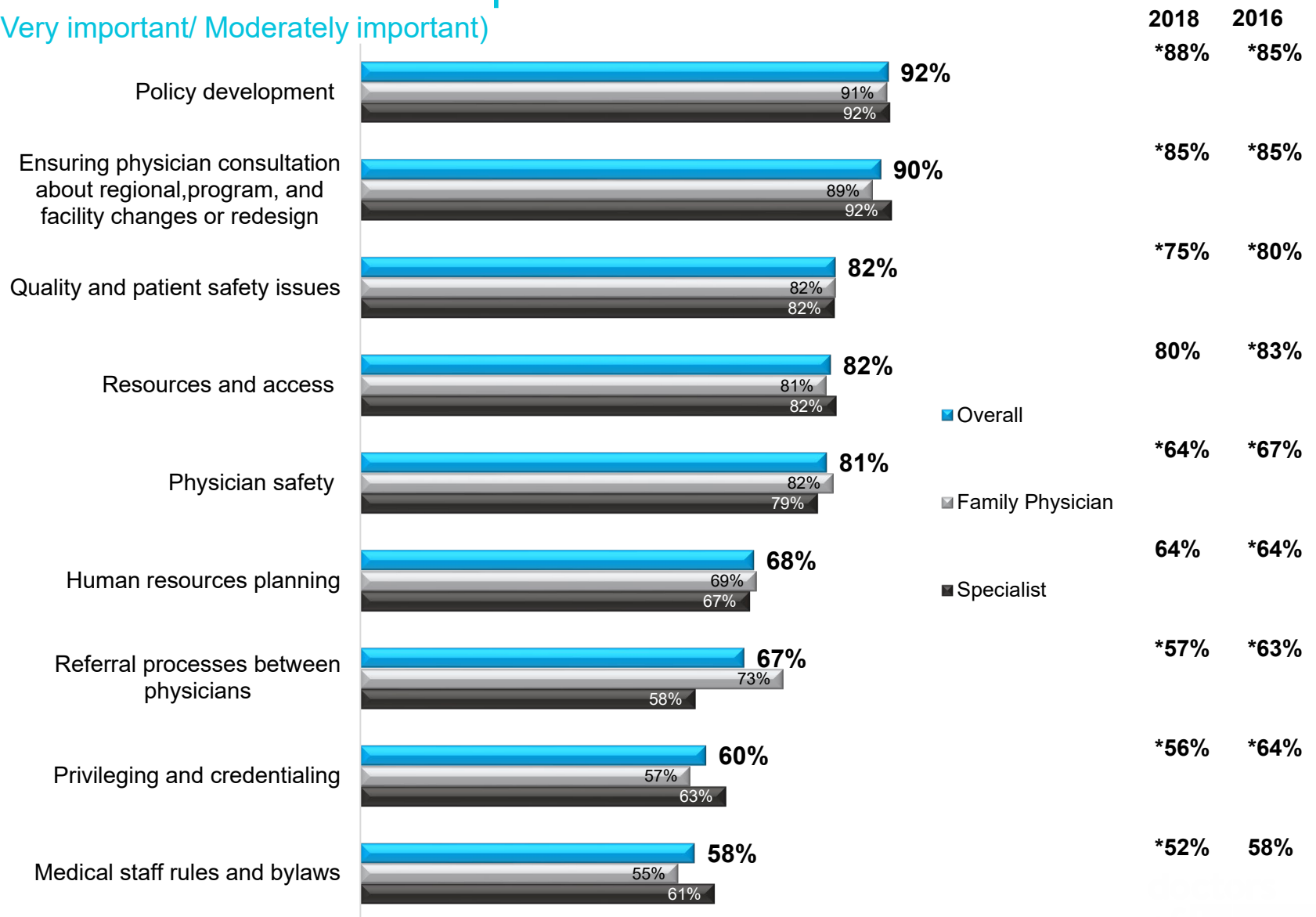


*If you are not currently serving on any of Doctors of BC's committees, or on the Board or the Representative Assembly, what barriers are preventing you from getting involved? (Select up to three)*

Base: All respondents (n = 1,525)

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

(Very important/ Moderately important)

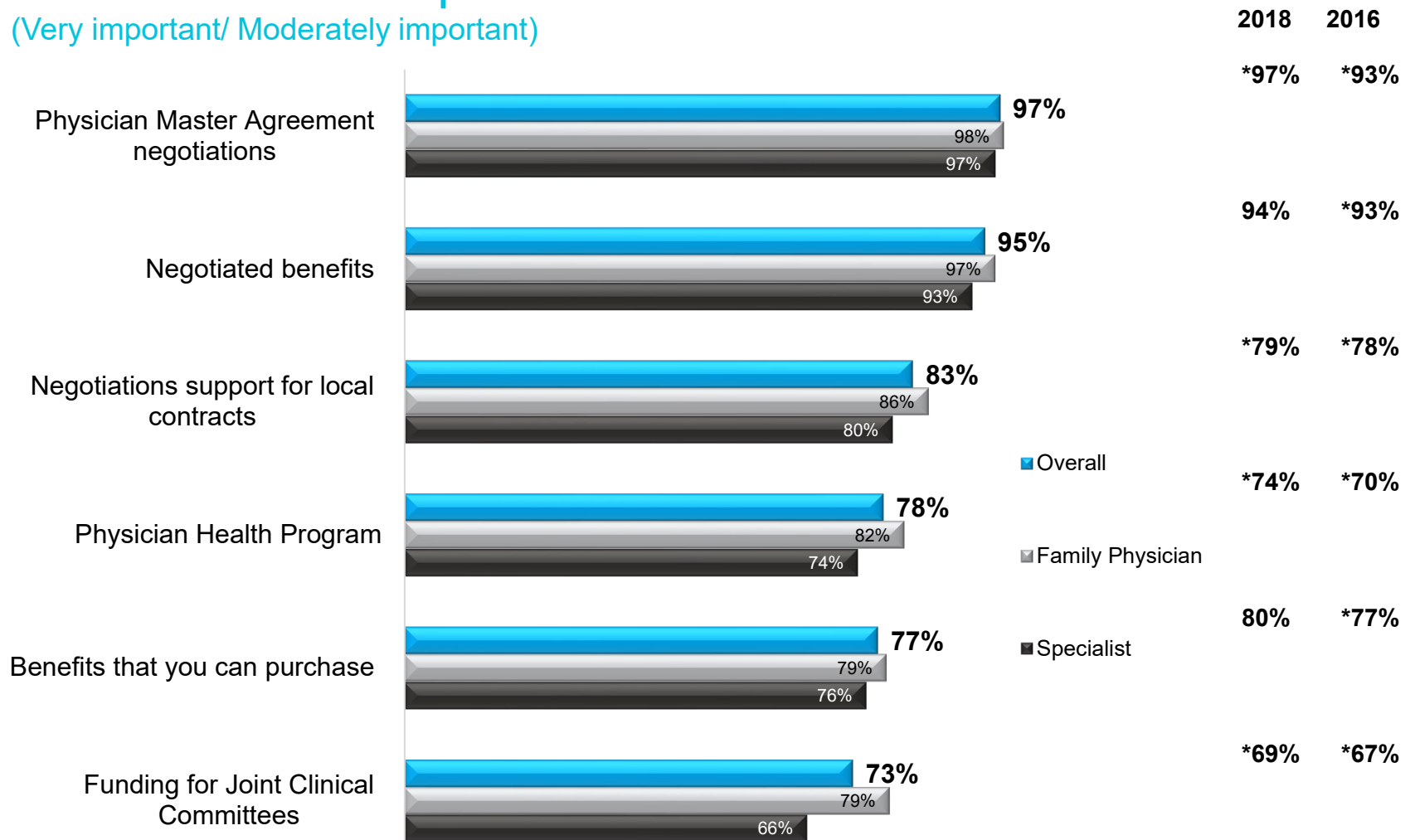


*How important to you is it that Doctors of BC support members in each of the following?*

Base: All respondents (n = 1,592 – 1,599)

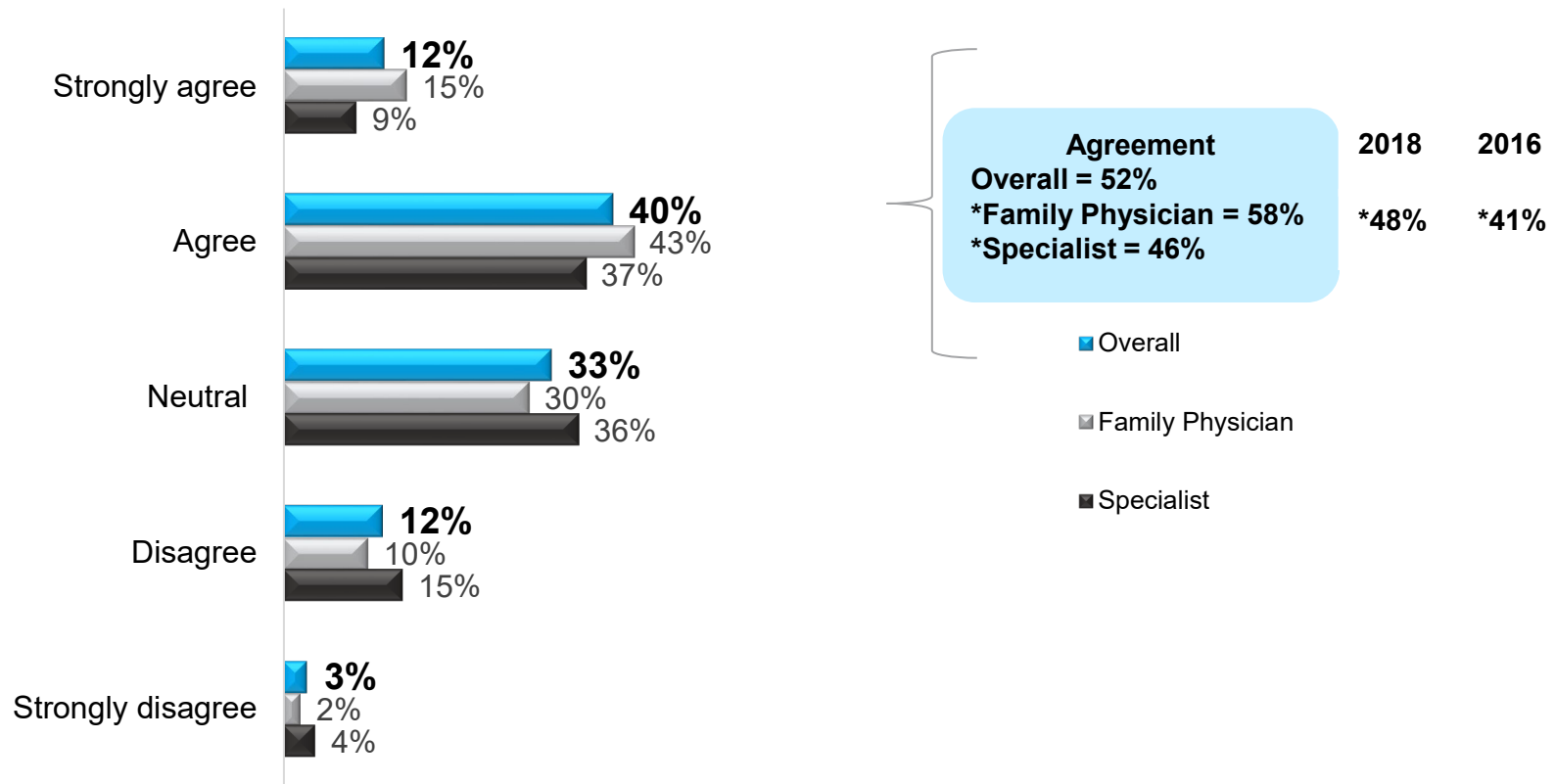
# ENGAGEMENT WITH DOCTORS OF BC PROGRAMS AND SERVICES - Compensation or benefit-related services

(Very important/ Moderately important)



Please tell us how important these are to you.  
Base: All respondents (n = 1,596 – 1,601)

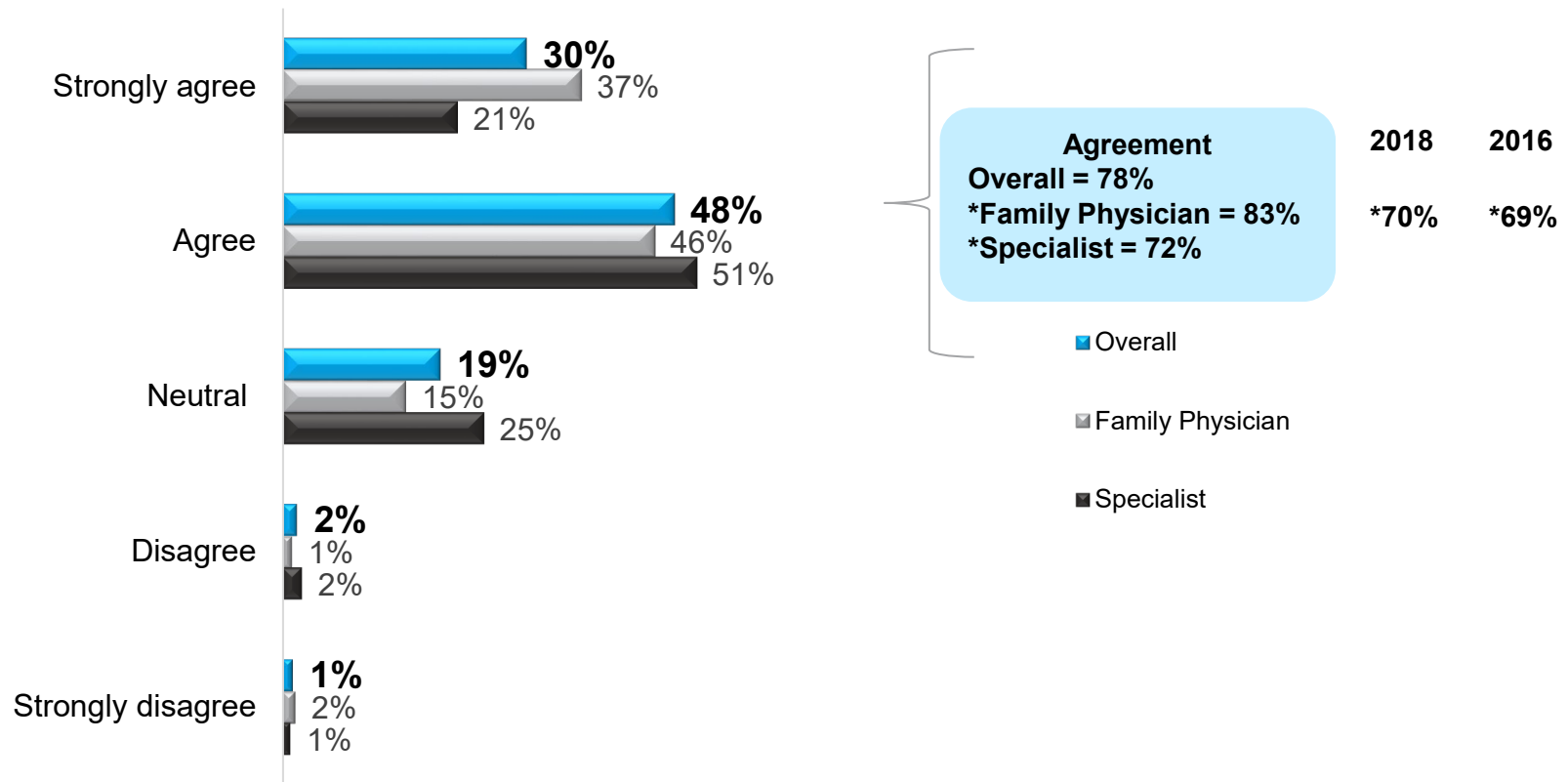
# JOINT COLLABORATIVE COMMITTEES



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

Base: All respondents (n = 1,597)

# JOINT COLLABORATIVE COMMITTEES



*I support Doctors of BC continuing to provide these types of services/supports for members.*  
 Base: All respondents (n = 1,594)

# 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	59%	80%
Hospital based	41%	69%
Both	54%	82%
Resident	14%	59%
1st year in practice	48%	67%
2-5 years	42%	74%
6-10 years	50%	81%
11-15 years	47%	75%
16-20 years	59%	78%
21-25 years	55%	77%
26+ years	60%	81%
Fraser	56%	76%
Interior	56%	82%
Island	51%	80%
Northern	59%	84%
Provincial Health Services	37%	63%
Vancouver Coastal	51%	77%
ALL DATA	52%	78%

# JOINT COLLABORATIVE COMMITTEES

- Funding programs
- Billing/ fees
- Consultation/ engagement
- Funding education
- Divisions of family practice
- Unsure

***“Divisions have an impressive influence in the day-to-day operations of family doctors, way to go!”***

***“I still do not understand the relationship between and the role of these committees.”***

*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 = 785)



# JOINT COLLABORATIVE COMMITTEES

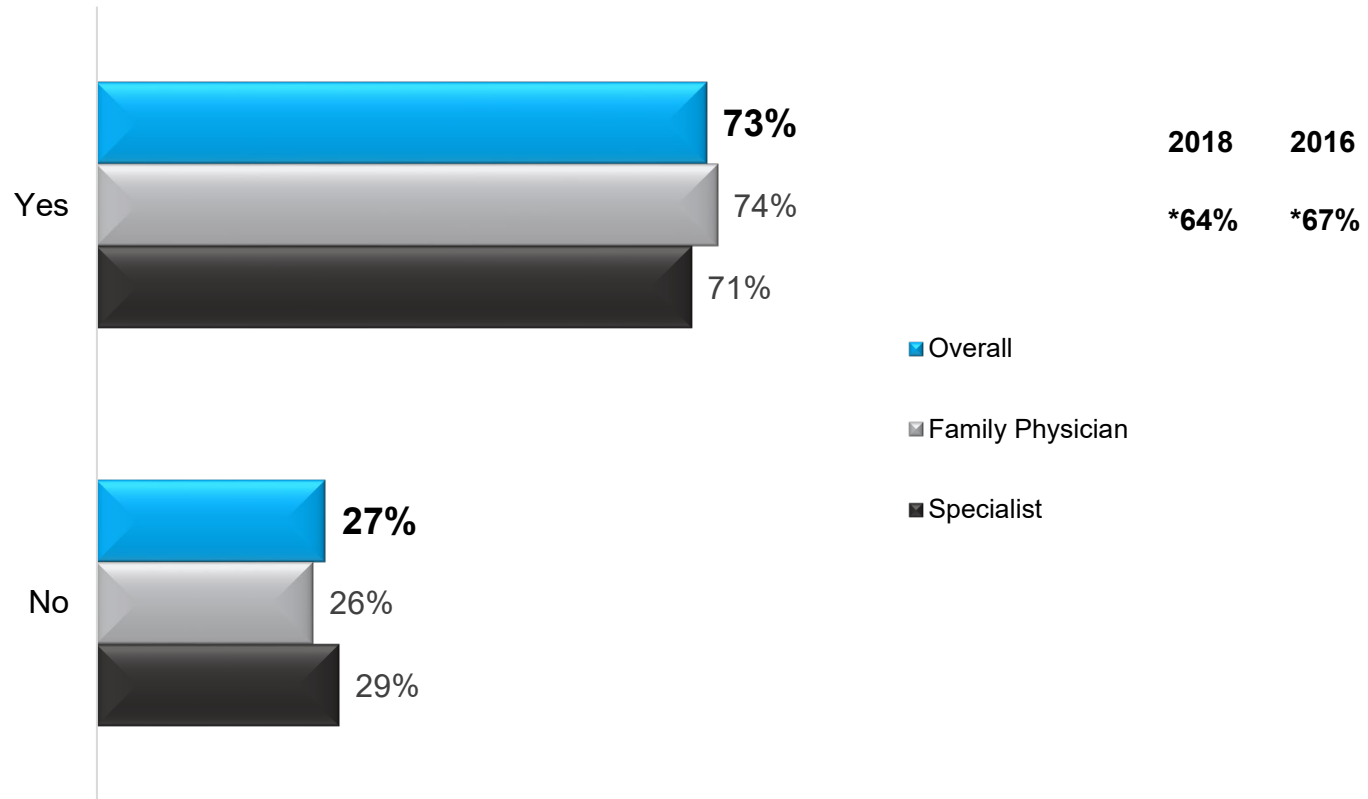


Elements to display	Count
Practice	109
Family	107
Support	100
Funding	71
Divisions	68
Care	67
GPSC	64
Rural	54
Physicians	46
Work	44
Programs	43
Fees	35
Billing	32
SSC	30
Codes	29

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

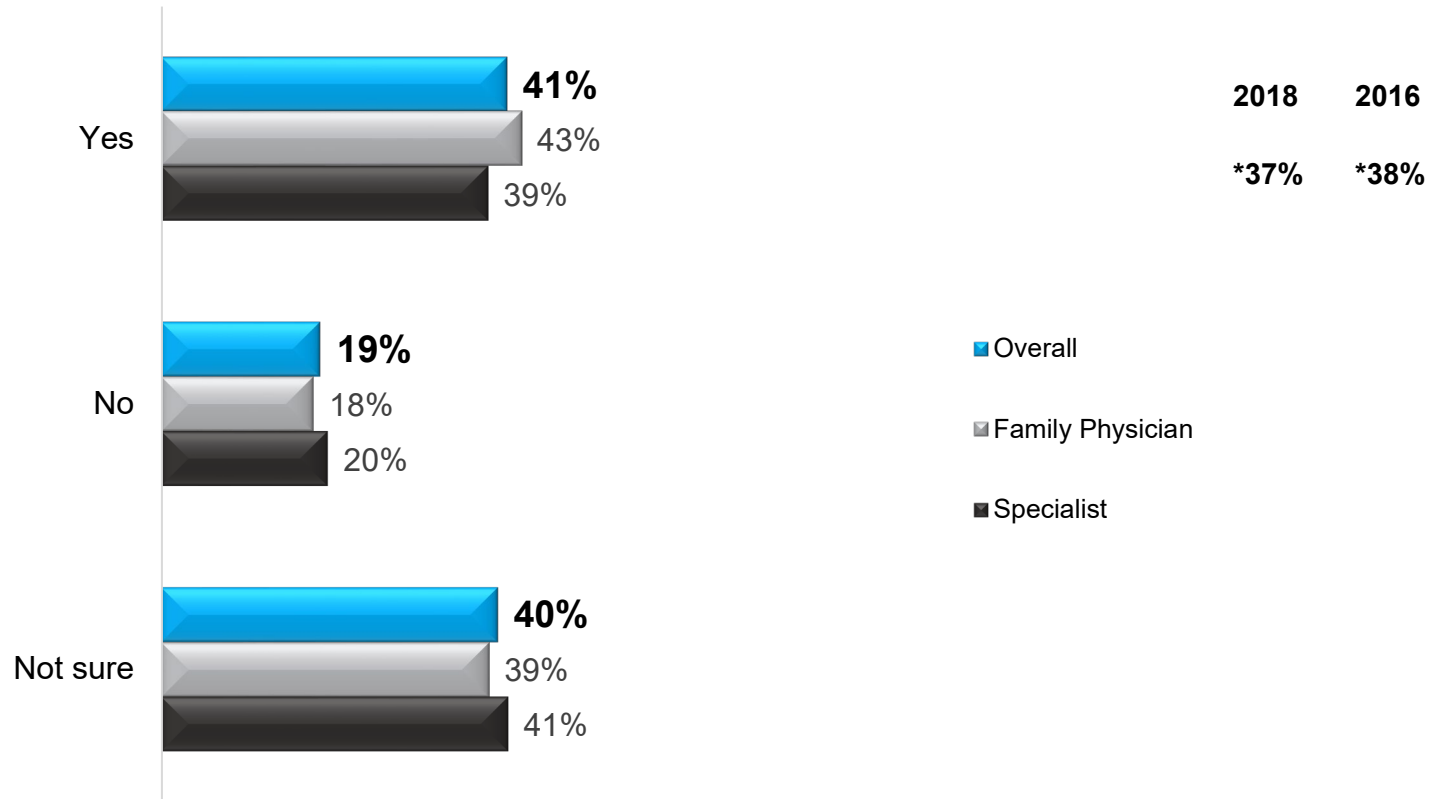
Base: All respondents (n = 785)

# PHYSICIAN HEALTH PROGRAM



*Are you aware of the services available from the Physician Health Program (PHP) at Doctors of BC?*  
Base: All respondents (n = 1,598)

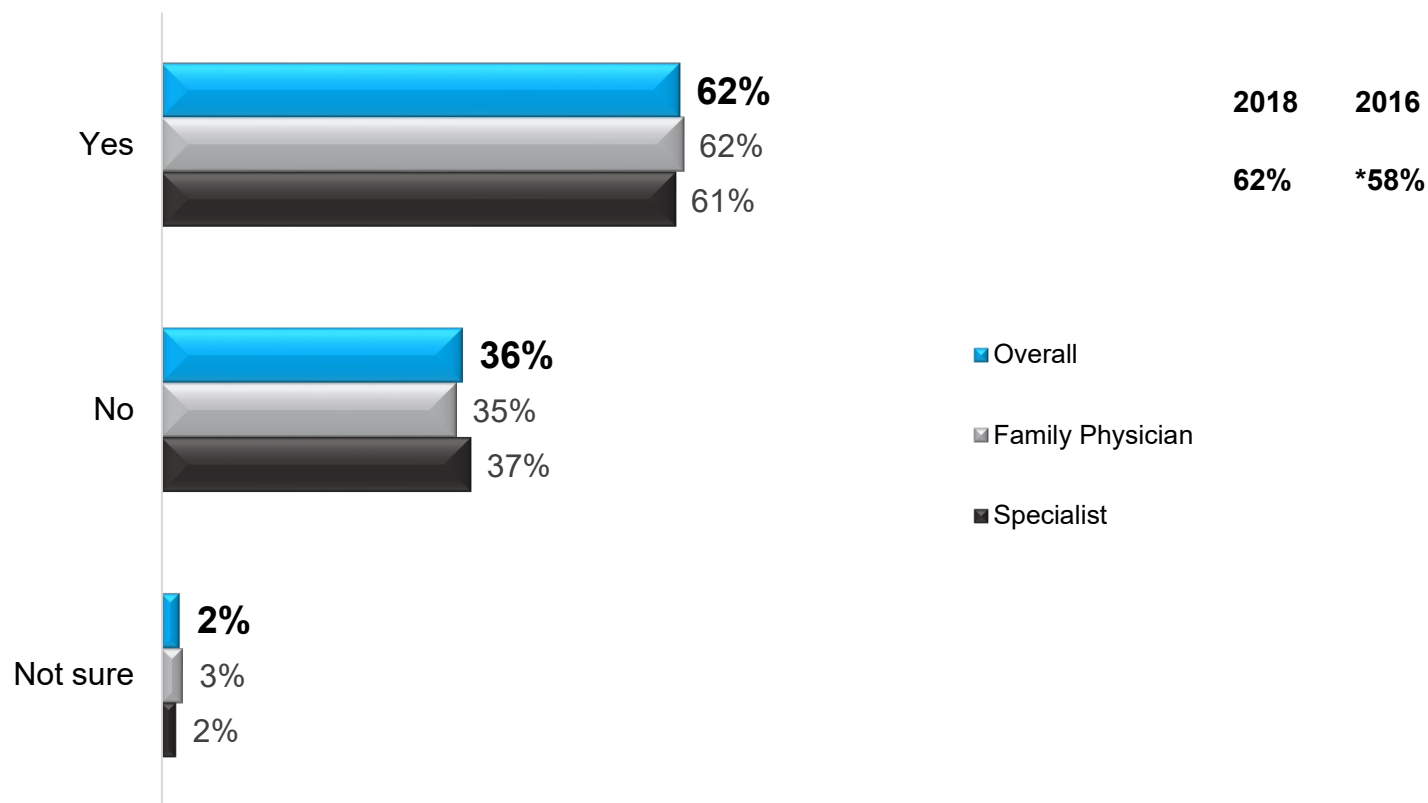
# PHYSICIAN HEALTH PROGRAM



*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 = 1,602)

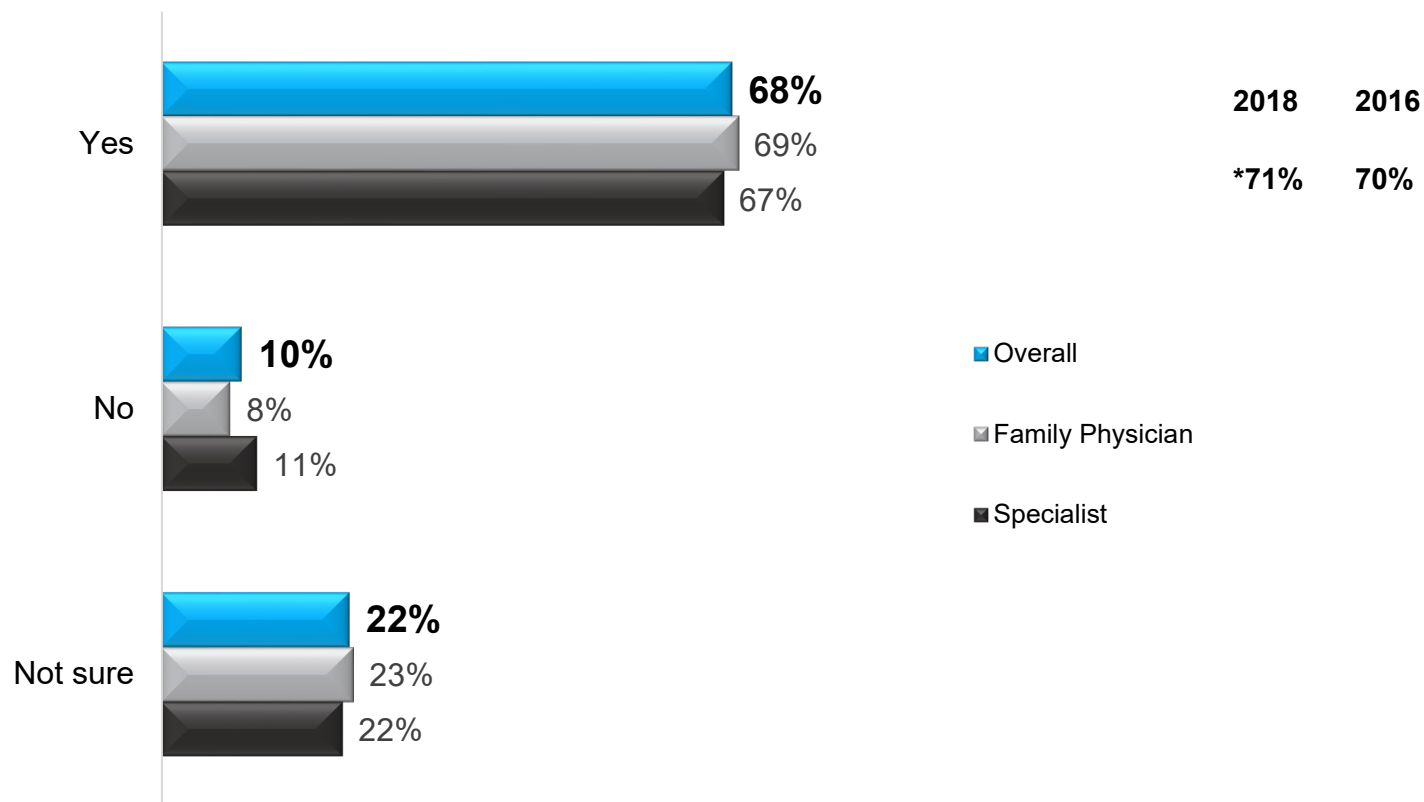
# COMMUNICATION WITH DOCTORS OF BC REGARDING SERVICES OR PRODUCTS



*Have you phoned or emailed Doctors of BC regarding products or services in the past 12 months?*

Base: All respondents (n = 1,606)

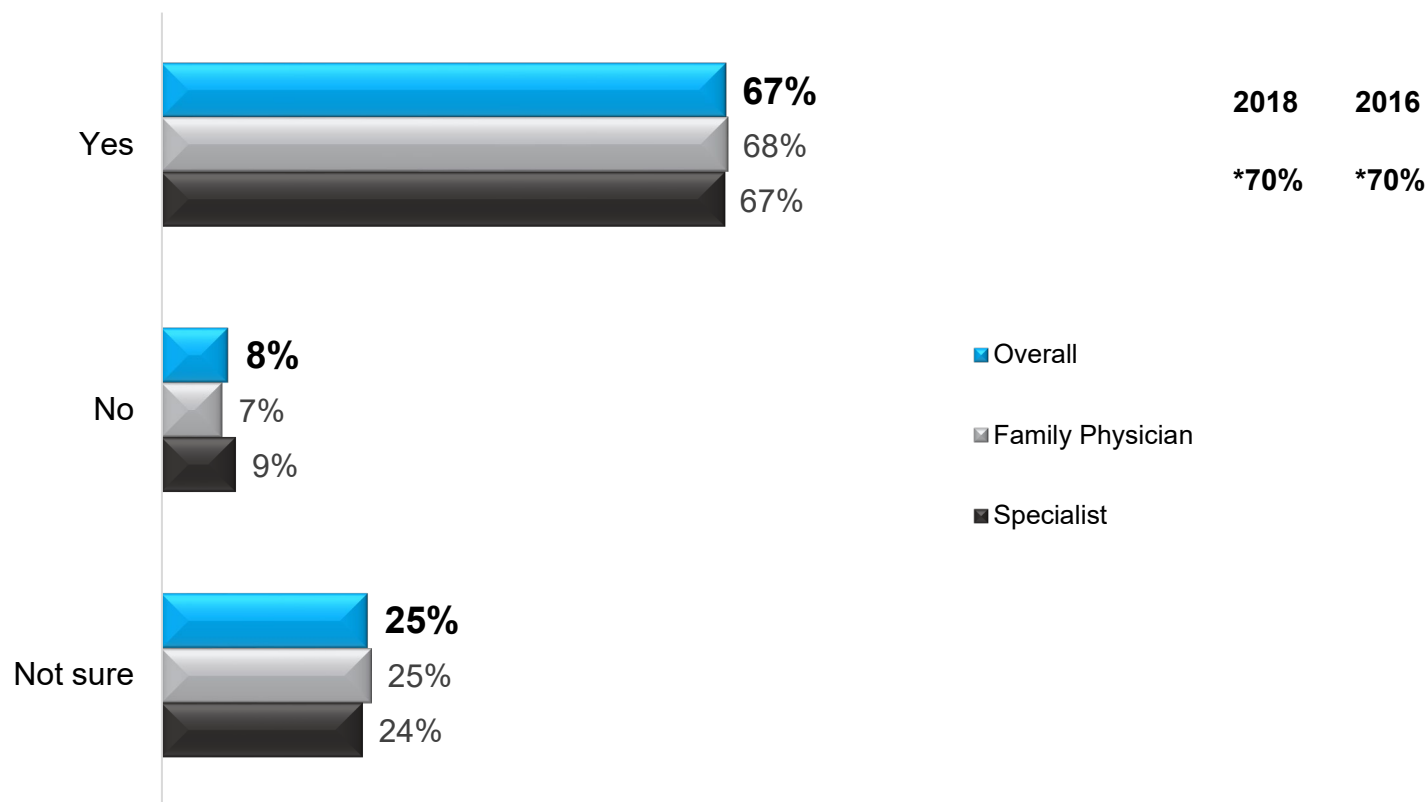
# COMMUNICATION WITH DOCTORS OF BC REGARDING SERVICES OR PRODUCTS



*Did Doctors of BC staff respond in a timely fashion?*

Base: All respondents (n = 1,373)

# COMMUNICATION WITH DOCTORS OF BC REGARDING SERVICES OR PRODUCTS



*Were you able to get accurate and reliable information?*

Base: All respondents (n = 1,369)

# Overall - Trends

(percent of agreement)

Question	2021	% Difference From 2018	Direction
I am satisfied with the reports I receive about Doctors of BC Board activities and decisions.	71%	8%	↑
I feel well informed about activities and news from Doctors of BC.	79%	8%	↑
I support Doctors of BC continuing to provide these types of services/supports for members.	78%	7%	↑
Doctors of BC does a good job of making timely decisions and taking action.	61%	7%	↑
Doctors of BC is effective in dealing with the BC Ministry of Health or the health authorities on behalf of the profession.	60%	7%	↑
Overall I feel my needs and interests are well represented by Doctors of BC.	71%	7%	↑
Doctors of BC does a good job representing members in negotiations for compensation and benefits.	65%	7%	↑

# Overall - Trends

(percent of agreement)

Question	2021	% Difference From 2018	Direction
Doctors of BC understands the issues that matter to BC doctors.	73%	7%	↑
I have a good awareness of the role Doctors of BC plays in these committees.	52%	5%	↑
I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance).	71%	5%	↑
I know where to find information and answers to my questions related to Doctors of BC.	77%	5%	↑
Doctors of BC does a good job of consulting with members to inform its activities.	69%	5%	↑
I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me.	47%	3%	↑
Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders).	66%	1%	↑



# Family Physician - Trends

(percent of agreement)

Question	2021	% Difference From 2018	Direction
Doctors of BC does a good job of making timely decisions and taking action.	64%	<b>10%</b>	↑
Overall I feel my needs and interests are well represented by Doctors of BC.	74%	<b>10%</b>	↑
I am satisfied with the reports I receive about Doctors of BC Board activities and decisions.	73%	<b>9%</b>	↑
Doctors of BC understands the issues that matter to BC doctors.	76%	<b>9%</b>	↑
I feel well informed about activities and news from Doctors of BC.	81%	<b>9%</b>	↑
Doctors of BC is effective in dealing with the BC Ministry of Health or the health authorities on behalf of the profession.	62%	<b>8%</b>	↑
Doctors of BC does a good job representing members in negotiations for compensation and benefits.	67%	<b>7%</b>	↑

# Family Physician – Trends

(percent of agreement)

Question	2021	% Difference From 2018	Direction
Doctors of BC does a good job of consulting with members to inform its activities.	72%	7%	↑
I support Doctors of BC continuing to provide these types of services/supports for members.	82%	6%	↑
I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me.	49%	6%	↑
I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance).	75%	6%	↑
I know where to find information and answers to my questions related to Doctors of BC.	78%	6%	↑
I have a good awareness of the role Doctors of BC plays in these committees.	58%	5%	↑
Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders).	70%	4%	↑

# Specialist – Trends

(percent of agreement)

Question	2021	% Difference From 2018	Direction
I support Doctors of BC continuing to provide these types of services/supports for members.	72%	8%	↑
I feel well informed about activities and news from Doctors of BC.	76%	6%	↑
Doctors of BC is effective in dealing with the BC Ministry of Health or the health authorities on behalf of the profession.	58%	6%	↑
Doctors of BC does a good job representing members in negotiations for compensation and benefits.	63%	6%	↑
I am satisfied with the reports I receive about Doctors of BC Board activities and decisions.	69%	6%	↑
I have a good awareness of the role Doctors of BC plays in these committees.	46%	4%	↑
Doctors of BC does a good job of making timely decisions and taking action.	57%	4%	↑

# Specialist – Trends

(percent of agreement)

Question	2021	% Difference From 2018	Direction
I know where to find information and answers to my questions related to Doctors of BC.	75%	3%	↑
Doctors of BC understands the issues that matter to BC doctors.	70%	3%	↑
I know about programs and services in my community offered by Doctors of BC (e.g., practice supports, insurance).	66%	3%	↑
Overall I feel my needs and interests are well represented by Doctors of BC.	66%	2%	↑
Doctors of BC does a good job of consulting with members to inform its activities.	65%	2%	↑
I am able to effectively share my opinion with Doctors of BC when an issue or change will impact me.	45%	0%	---
Doctors of BC does a good job of raising issues of importance to physicians with government (and other stakeholders).	62%	-3%	↓

# FINAL THOUGHTS

- Doctors of BC is doing a great job
- Thank you
- Speak with one voice
- Advocate
- Protect family practice
- Too much focus on family practice
- Feel overlooked
- Too many programs
- Support contracted doctors
- Advocate for equity
- Role is not social activist
- Have inclusive and transparent processes
- Review insurance provider

***“The Board knows little what the members face or feel. The Board hears too much from staff and not from members.”***

*Do you have any final thoughts you would like to share?*

Base: All respondents (n = 523)

## FINAL THOUGHTS



Elements to display	Count
Doctors	222
Physicians	144
Work	133
Health	122
More	114
Care	98
Support	83
Patients	78
Feel	75
Practice	71
DOBC	67
Family	65
Needs	57
Good	53
Government	49

*Do you have any final thoughts you would like to share?*

Base: All respondents (n = 523)

# DOCTORS OF BC CALL-OUTS

***“Of all my mandatory professional fees I feel my yearly fees are the best return on my investment.”***

***“The communications department does an excellent job in a demanding environment and should be congratulated.”***

***“Doctors of BC is the organization best placed to assist the profession through a time of necessary change.”***

***“Doctors of BC is great for insurance and the benefits are tremendous.”***

***“The physician health program saved me this past year.”***

***“Proud of the association.”***

***“Great work this past year. I feel supported. Thank you.”***

***“Thank you for your advocacy, your help, your availability and your forward thinking.”***

***“The work over the last 5 – 6 years has been game changing in my opinion.”***

***“I feel very supported by Doctors of BC.”***

# Current Practice & Area of Interest

Registered with the College  
of Family Physicians of  
Canada **56%**

Registered with the Royal  
College of Physicians and  
Surgeons of Canada **44%**

*Practice: (Must complete)*  
Base: All respondents (n = 1,607)

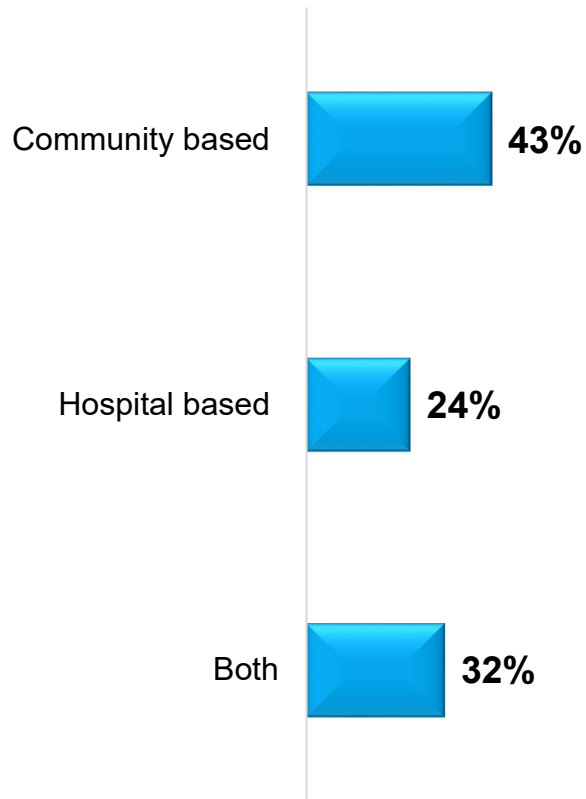
Longitudinal care **72%**

A focused practice **28%**

*If registered with the CFPC, is your area of interest:*  
Base: CFPC respondents (n = 870)

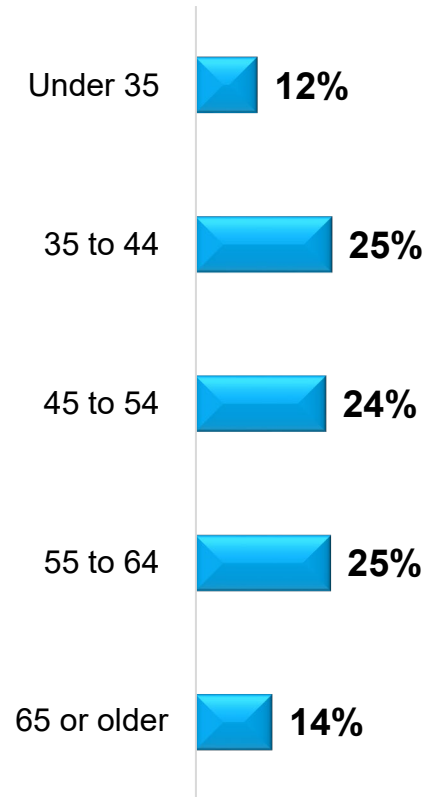


## Primary practice & Age



*My practice is:*

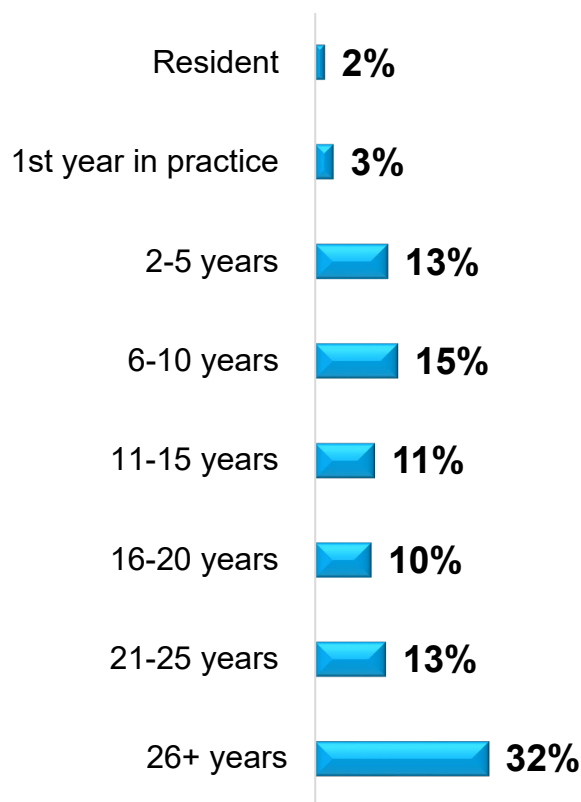
Base: All respondents (n = 1,562)



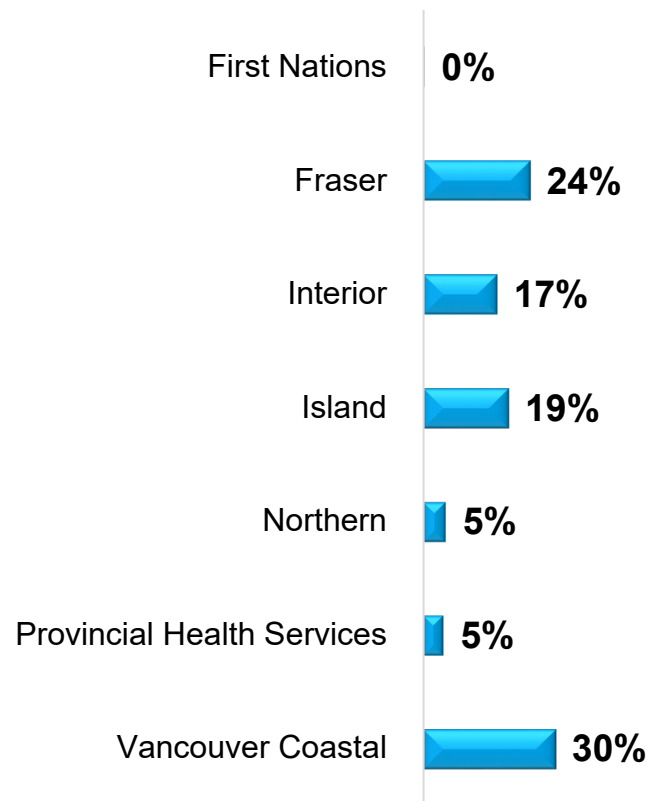
*Age:*

Base: All respondents (n = 1,597)

# Years in Practice & Primary Health Authority

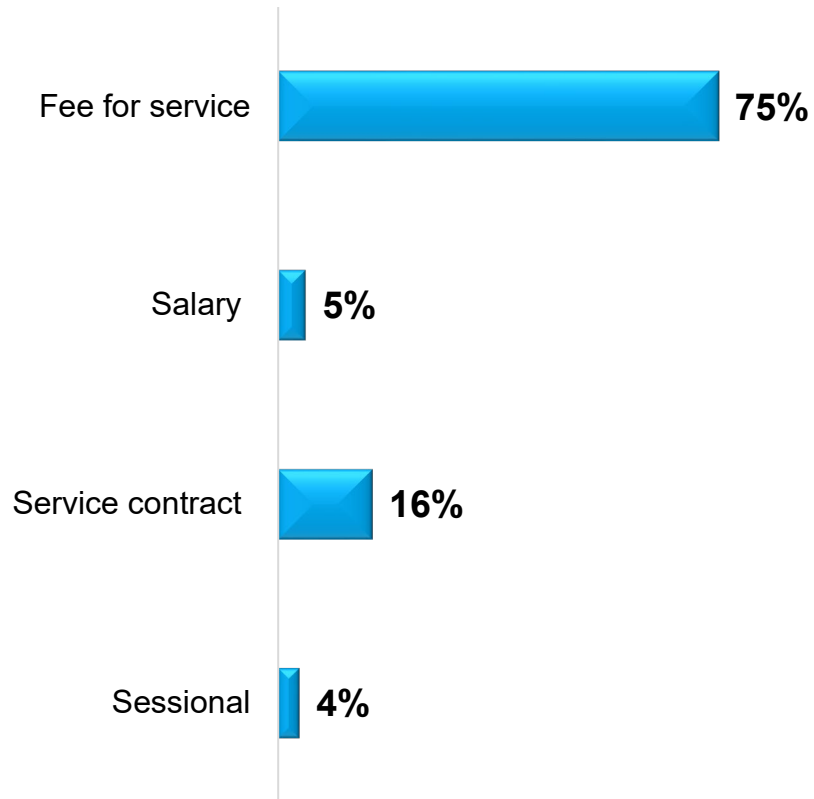


*Years in practice:*  
Base: All respondents (n = 1,597)



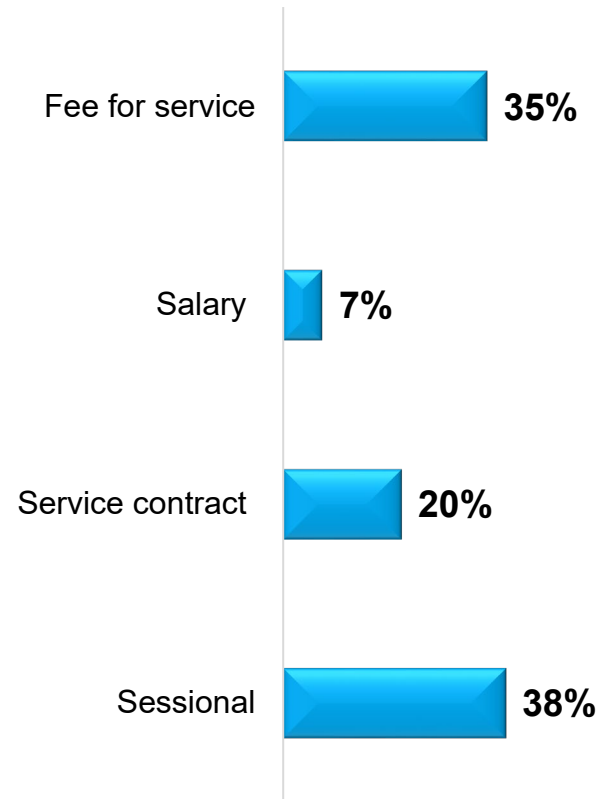
*Please tell us your primary health authority:*  
Base: All respondents (n = 1,584)

# Primary & Secondary Source of Payment



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

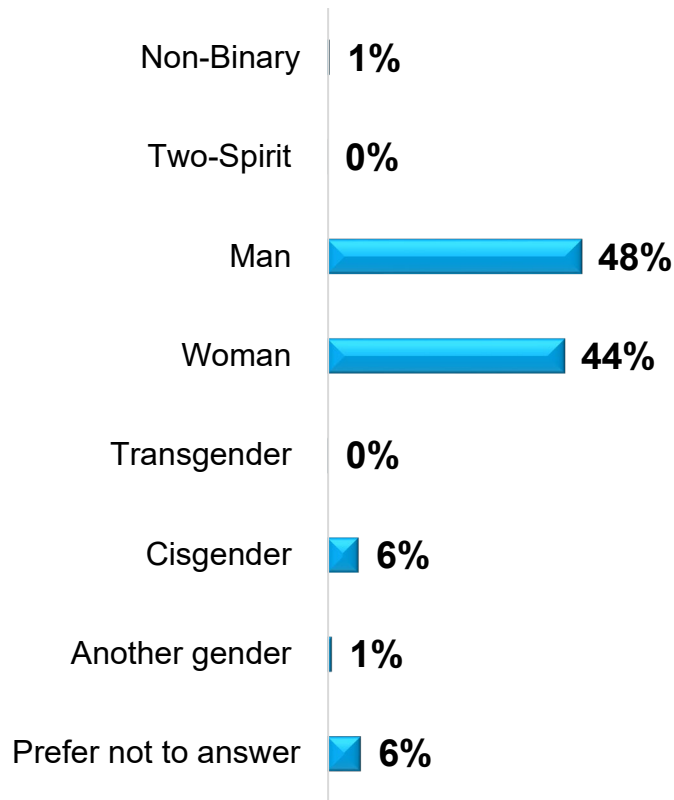
Base: All respondents (n = 1,584)



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

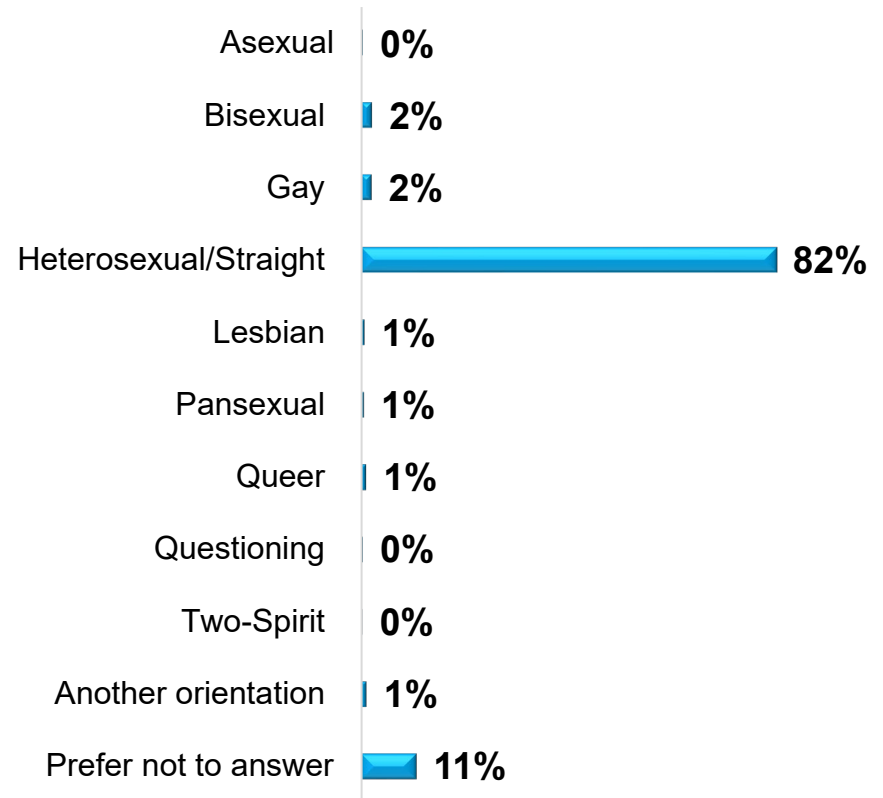
Base: All respondents (n = 1,379)

# Gender Identity & Sexual Orientation



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

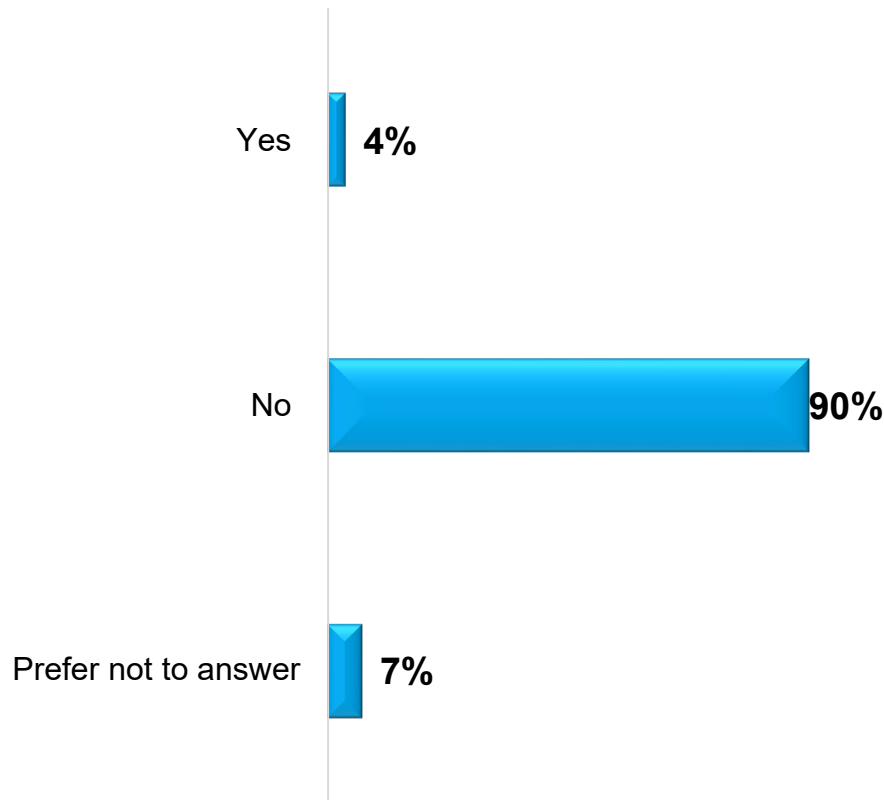
Base: All respondents (n = 1,595)



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

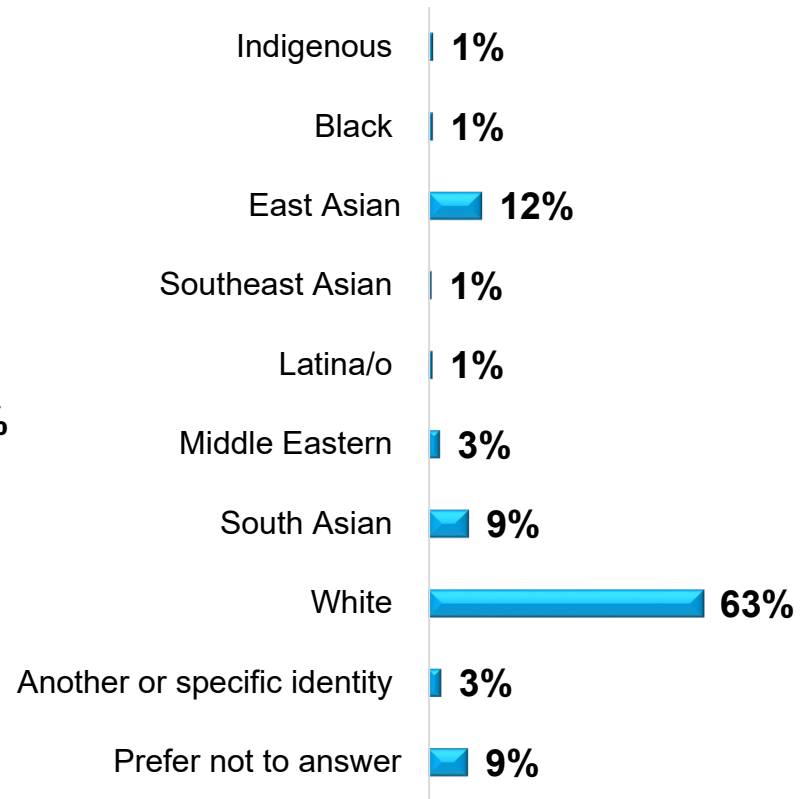
Base: All respondents (n = 1,584)

# Disability & Background



*Do you identify as a person with a disability?*

Base: All respondents (n = 1,594)

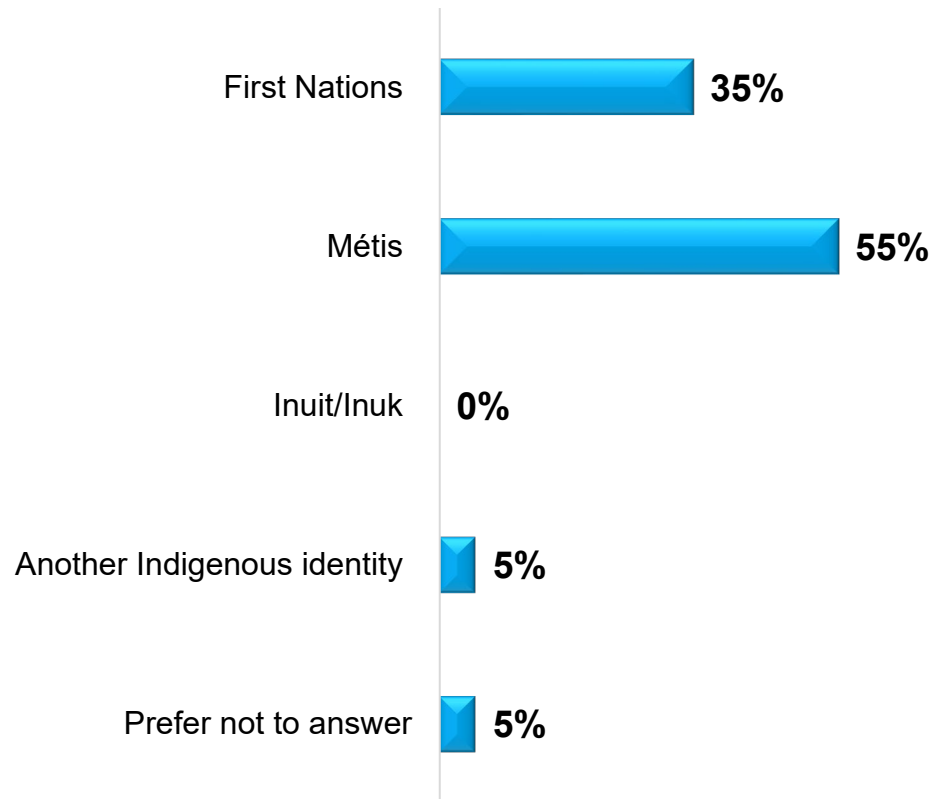


*What best describes your background?*

*(Select all that apply)*

Base: All respondents (n = 1,607)

## 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 = 20)

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