



PHYSICIAN BURDENS

Identify.
Understand.
Inform.

PHASE 3: WHAT WE HEARD

What was the goal of this member engagement?

Prior to the pandemic, we asked you about your concerns regarding mounting demands impacting you and your practice. The disruptions and changes in the health care system caused by Covid-19 required us to reassess our understanding of your priority concerns. In this current engagement, we asked you to provide further input on the impact of the pandemic on the demands you face to inform our ongoing policy and advocacy work to address your needs.

What did we ask?

We used 2 tools to gather member input:



A survey asking for input on if and how burden areas have changed over the past two years and their impact.



An interactive ideas board asking about any positive shifts or changes, and any significant long-term pressures not yet reflected in our work to-date.

How did we seek member input?

Phase 1

In-person and interactive online engagement to confirm literature review findings, identify burdens specific to BC and their consequences, and begin to inform our solutions.

Phase 2

Online engagement to seek feedback on proposed policy commitments and recommendations and confirm if our proposed solutions reflected the experiences and needs of BC physicians.

Phase 3

Interactive online engagement to identify and understand possible shifts in members' priority concerns.

Who participated?

170
Participants

Type of practice

Family physician: 64%
Specialist: 34%
Other: 2%

Practice setting

Community-based: 42%
Facility-based: 21%
Both: 37%

Geographic setting

Urban: 68%
Semi-urban: 15%
Rural: 17%

170 surveys completed (including 58 comments to open ended questions)
195 contributions shared on an ideas board (ideas, comments, likes)

WHAT DID WE LEARN?

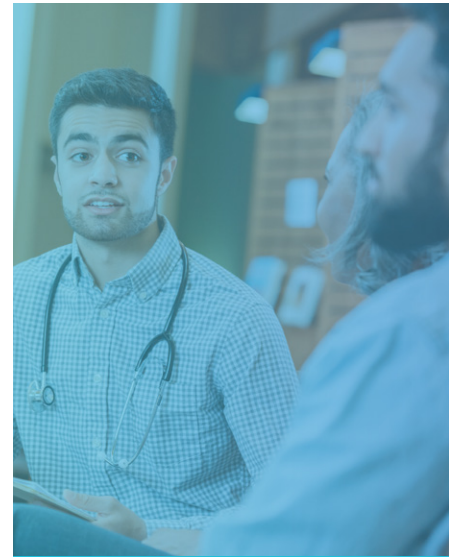
Feedback echoed what we heard in Phase 1 of engagement: You remain frustrated by varied and mounting demands in your practice. You also confirmed that the pandemic has increased the overall demands you face and that the types of burdens remain the same, but are having a more significant impact.

Key demands/challenges

- For every demand, respondents indicated they felt more burdened, most notably by patient expectations (72% said they felt significantly and somewhat more burdened than before the pandemic). Responses highlighted ongoing vaccine-related challenges (e.g., misinformation, hesitancy, access) and availability of services (often due to staffing shortages) as likely contributors to this increased burden.
- Paperwork remains the #1 most commonly reported demand, followed by documentation, technology, and health system growth.
- The top 3 priority demands to address remain unchanged from Phase 1 of engagement: Paperwork, documentation, and finances, with paperwork an increasing concern.
- More than half of respondents considered virtual care demands burdensome.

Impact/outcomes

- The percentage of respondents experiencing decreased job satisfaction, poor work/life balance, and burnout remains nearly unchanged from Phase 1.
- Significantly more participants indicated they were considering retiring early or leaving the medical profession entirely compared to Phase 1.
- Approximately 18% of participants indicated they have considered switching specialties.



WHAT'S NEXT?

Doctors of BC will use these findings to inform development of further policy and resources to advocate for a dedicated, long-term approach focused on systemic change.