



2021 Health Authority Engagement Survey Results

doctors
of **bc**
Better. Together.

Results and key highlights from the sixth annual Doctors of BC Health Authority Engagement Survey

South Island MSA

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Regional Advisor and Advocate – Island

March 7, 2022

Overview

Key
Results



Trending
Analysis



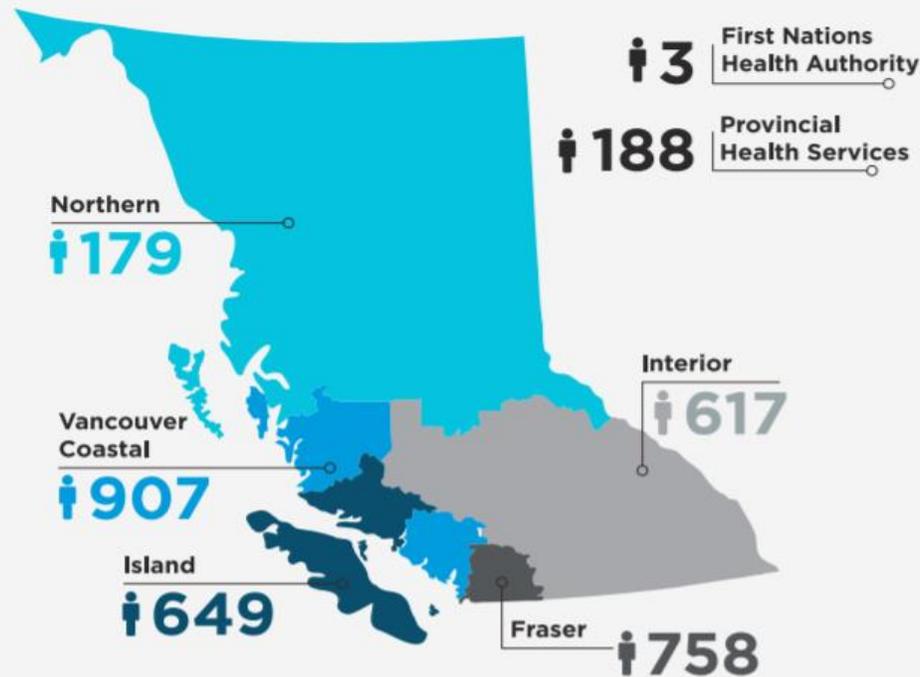
What
We Heard



Provincial – Physician Participation

Who participated in the survey?

Regional health authority breakdown:



3,301 members

27% response rate

Type of Practice

Family physician 49%
Specialist 51%



Practice Setting

Hospital/facility based 48%
Community based 52%



Geographic Setting

Rural 22%
Urban 78%



Island Health – Physician Participation



Health Authority Responses	2021	2020	2019	2018	2017	2016
Island Health	649	650	574	496	524	486



3,301
Physicians
completing the
survey



27%
Survey
response rate

Survey Updates (2021)

“Physicians and medical leaders trust one another.”

“Physicians and medical leaders trust one another **in my health authority.**”

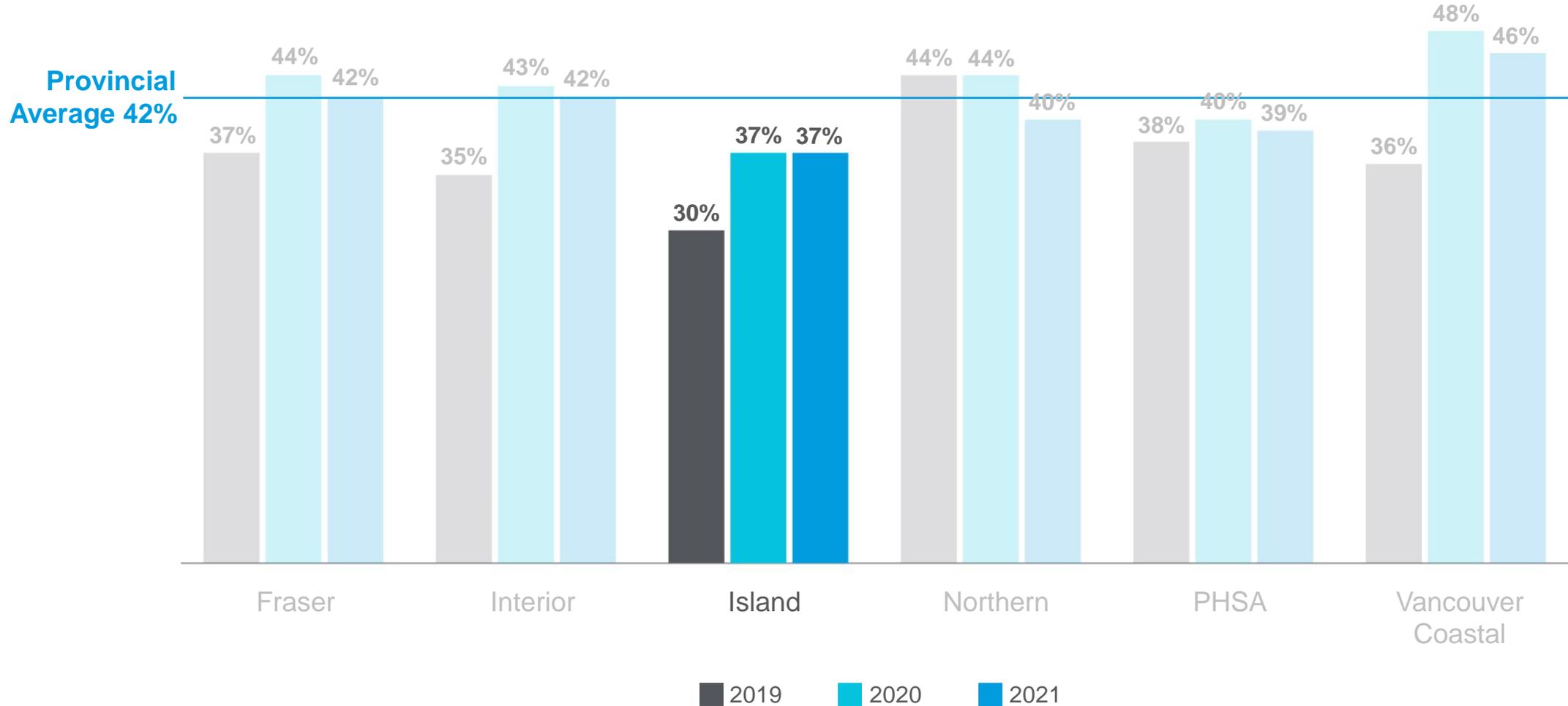
“Physicians and medical leaders trust one another **in my hospital/facility.**”

and

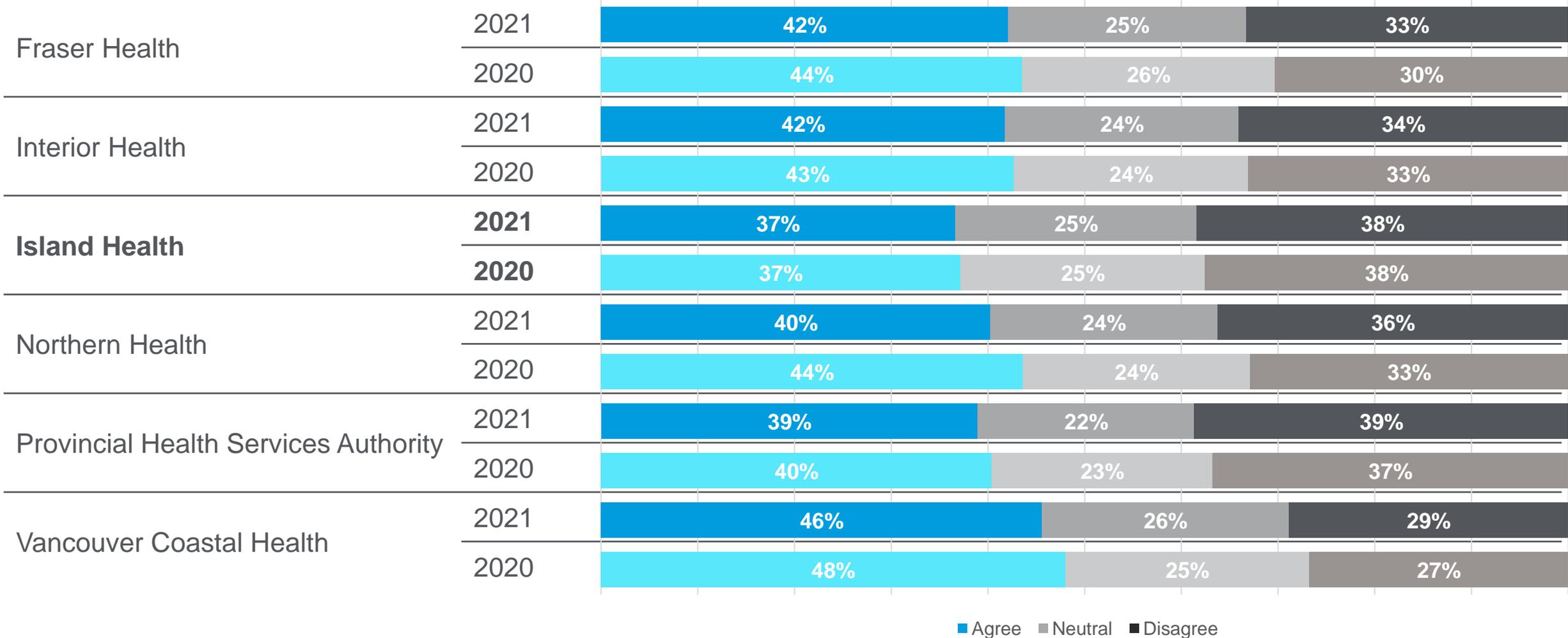
“This health authority values physicians' contributions.”

“This **hospital/facility** values physicians' contributions.”

Provincial Averages – Nine Core Questions



Provincial Averages – Nine Core Questions



Island Health – Key Findings

29 %

Communication from senior leadership trending upward
(25% in 2020; 16% in 2019)

31 %

Increase in physicians **feeling valued** in the health authority
(26% in 2020; 23% in 2019)

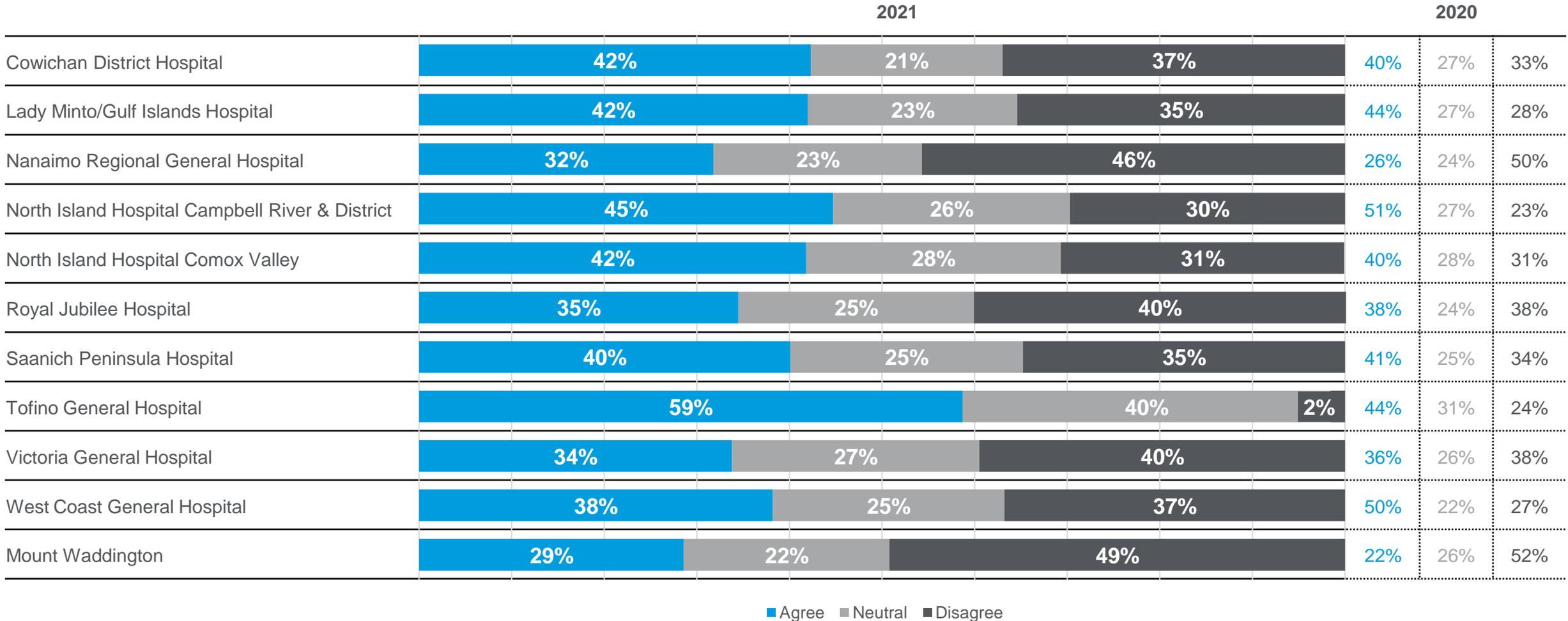
48 %

Physicians report less **work/life balance**
(56% in 2020)

Island Health – Nine Core Questions

	2021			2020		
I am satisfied with this health authority as a place to practice medicine.	54%	22%	25%	59%	21%	20%
I feel I belong to a collaborative, patient-centred team/unit.	60%	16%	24%	59%	17%	24%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	47%	16%	37%	51%	18%	31%
I have adequate opportunities to improve patient care, quality, and safety.	44%	24%	32%	50%	24%	26%
I have meaningful input into changes affecting my practice environment.	31%	29%	40%	34%	26%	40%
Senior leaders communicate the health authority's plans to physicians in a clear and timely way.	29%	30%	41%	26%	31%	43%
Senior leaders seek physicians' input when setting the health authority's goals.	21%	29%	51%	19%	28%	53%
Senior leaders' decision-making is transparent to physicians.	13%	31%	56%	11%	27%	62%
This health authority values physicians' contributions.	31%	29%	40%	26%	35%	39%

Island Health – Facility Averages



Royal Jubilee Hospital

176 Respondents 2021 | 184 Respondents 2020

Engagement

	2021			2020		
I am satisfied with this health authority as a place to practice medicine.	52%	21%	27%	55%	21%	24%
I feel I belong to a collaborative, patient-centred team/unit.	59%	17%	25%	59%	15%	27%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	42%	16%	42%	52%	17%	31%
I have adequate opportunities to improve patient care, quality, and safety.	40%	24%	36%	50%	21%	29%
I have meaningful input into changes affecting my practice environment.	31%	28%	42%	39%	21%	41%
Senior leaders communicate the health authority's plans to physicians in a clear and timely way.	25%	32%	43%	24%	33%	42%
Senior leaders seek physicians' input when setting the health authority's goals.	18%	32%	50%	20%	30%	51%
Senior leaders' decision-making is transparent to physicians.	9%	33%	58%	13%	28%	60%
This health authority values physicians' contributions.	35%	26%	40%	31%	28%	41%

Value

**This hospital/facility values physicians' contributions.	39%	31%	30%	-	-	-
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**New Question

■ Agree ■ Neutral ■ Disagree

Victoria General Hospital

110 Respondents 2021 | 124 Respondents 2020

Engagement

	2021			2020		
I am satisfied with this health authority as a place to practice medicine.	49%	27%	24%	61%	20%	20%
I feel I belong to a collaborative, patient-centred team/unit.	61%	9%	30%	58%	23%	20%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	42%	17%	40%	58%	15%	28%
I have adequate opportunities to improve patient care, quality, and safety.	40%	28%	33%	48%	30%	21%
I have meaningful input into changes affecting my practice environment.	30%	30%	40%	30%	31%	40%
Senior leaders communicate the health authority's plans to physicians in a clear and timely way.	28%	33%	40%	30%	27%	43%
Senior leaders seek physicians' input when setting the health authority's goals.	17%	29%	53%	17%	26%	58%
Senior leaders' decision-making is transparent to physicians.	10%	35%	55%	7%	26%	67%
This health authority values physicians' contributions.	27%	31%	42%	21%	36%	43%

Value

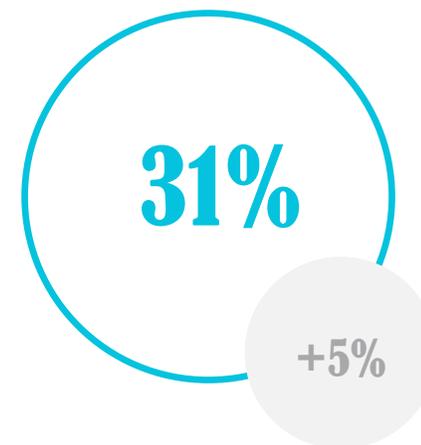
**This hospital/facility values physicians' contributions.	40%	30%	31%	-	-	-
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**New Question

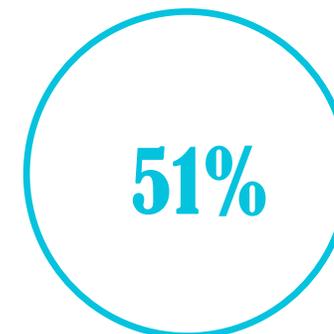
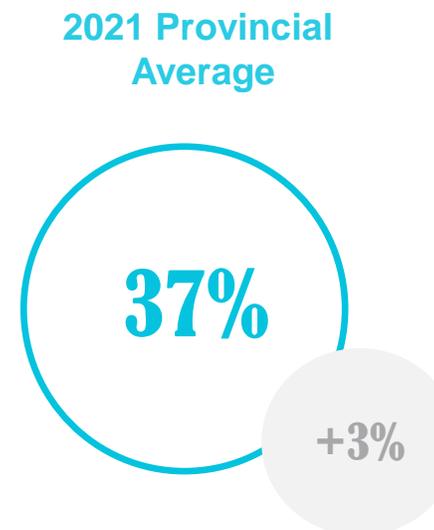
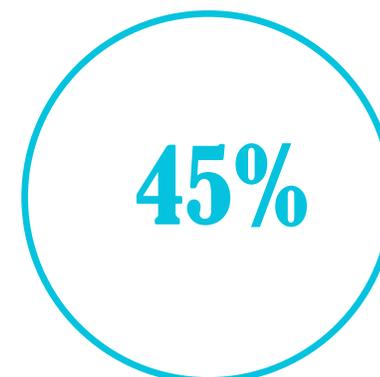
■ Agree ■ Neutral ■ Disagree

Island Health – Valuing physicians’ contributions

Island Health Authority values physicians’ contributions.



This hospital/facility values physicians’ contributions.



Island Health – Trust

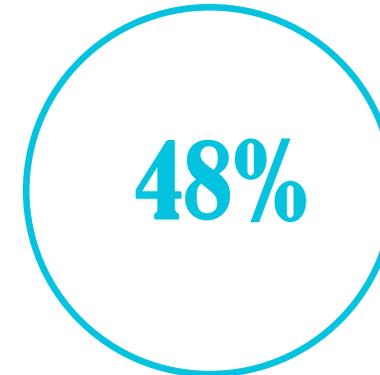
Physicians and medical leaders trust one another in my health authority.



2021 Provincial
Average



Physicians and medical leaders trust one another in my hospital/facility.

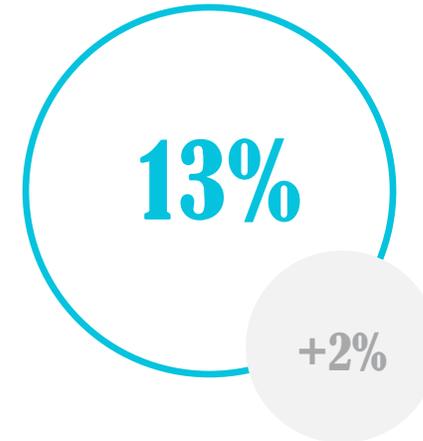


Medical leaders refers to those who hold a formal medical leadership position and receive a stipend/payment from the Health Authority.

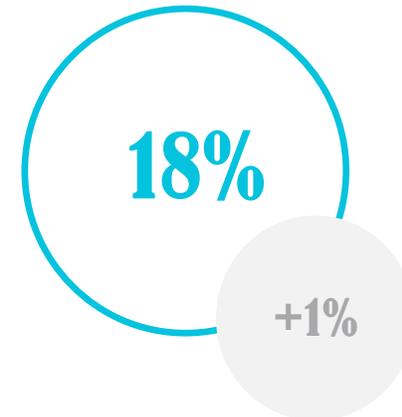
i.e., Department Head, Regional Medical Lead/Director, Vice President of Medicine.

Island Health – Transparency

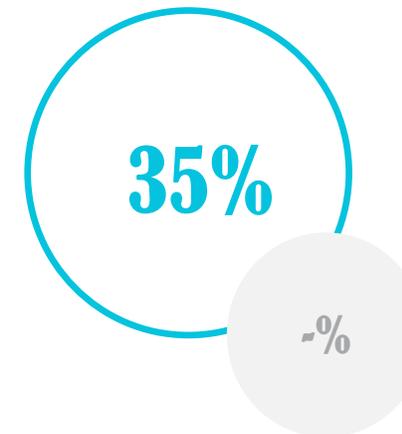
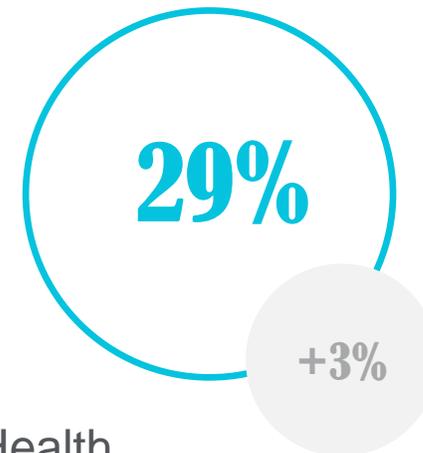
Senior leaders' decision-making is transparent to physicians.



2021 Provincial
Average



Senior leaders communicate the health authority's plans to physicians in a clear and timely way.

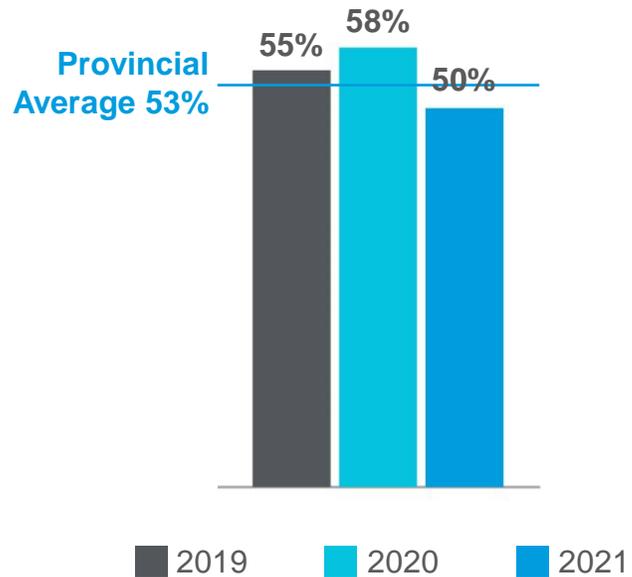


Senior leaders refers to the most senior level of leadership in your Health Authority.

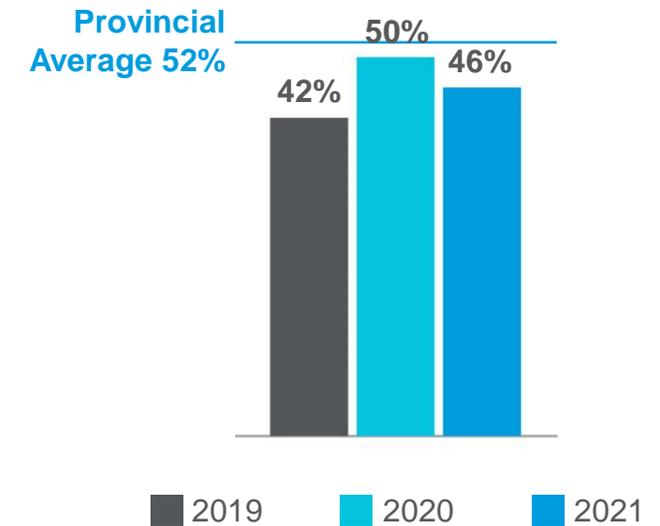
i.e., *CEO, Vice Presidents, VP Medicine, etc.*

Island Health – Physician Health and Safety

Prevention of violence in the workplace



Promotion of a healthy and safe workplace



Royal Jubilee Hospital

Physician Health and Safety

	2021			2020		
I have been involved in, or impacted by a physical safety or psychological safety issue or incident at my current hospital/facility/practice.	57%	12%	32%	45%	15%	40%

Physical and Psychological Well-Being

This hospital/facility takes effective action to prevent violence in the workplace.	42%	40%	17%	59%	27%	14%
This hospital/facility takes effective action to promote a healthy and safe workplace.	45%	32%	23%	50%	29%	22%
People treat each other with respect and consideration in our workplace.	68%	21%	11%	68%	18%	14%
I am able to reasonably balance the demands of work and personal life.	43%	21%	36%	56%	18%	27%
People from all backgrounds are treated fairly in our workplace.	61%	22%	17%	62%	21%	17%
My hospital/facility deals effectively with situations that may threaten or harm employees (e.g., harassment, discrimination, violence).	33%	42%	25%	35%	40%	26%

Trust

**Physicians and medical leaders trust one another in my health authority.	31%	34%	36%	-	-	-
**Physicians and medical leaders trust one another in my hospital/facility.	35%	38%	27%	-	-	-
Physicians and medical leaders trust one another.	2020 Wording of the question – included for comparability			32%	26%	42%

**New Question

■ Agree ■ Neutral ■ Disagree

Victoria General Hospital

Physician Health and Safety

	2021			2020		
I have been involved in, or impacted by a physical safety or psychological safety issue or incident at my current hospital/facility/practice.	55%	13%	33%	45%	19%	36%

Physical and Psychological Well-Being

This hospital/facility takes effective action to prevent violence in the workplace.	46%	37%	17%	56%	36%	9%
This hospital/facility takes effective action to promote a healthy and safe workplace.	40%	34%	26%	45%	33%	22%
People treat each other with respect and consideration in our workplace.	71%	14%	15%	74%	16%	10%
I am able to reasonably balance the demands of work and personal life.	50%	18%	32%	58%	15%	27%
People from all backgrounds are treated fairly in our workplace.	62%	20%	18%	65%	23%	12%
My hospital/facility deals effectively with situations that may threaten or harm employees (e.g., harassment, discrimination, violence).	35%	40%	25%	40%	41%	18%

Trust

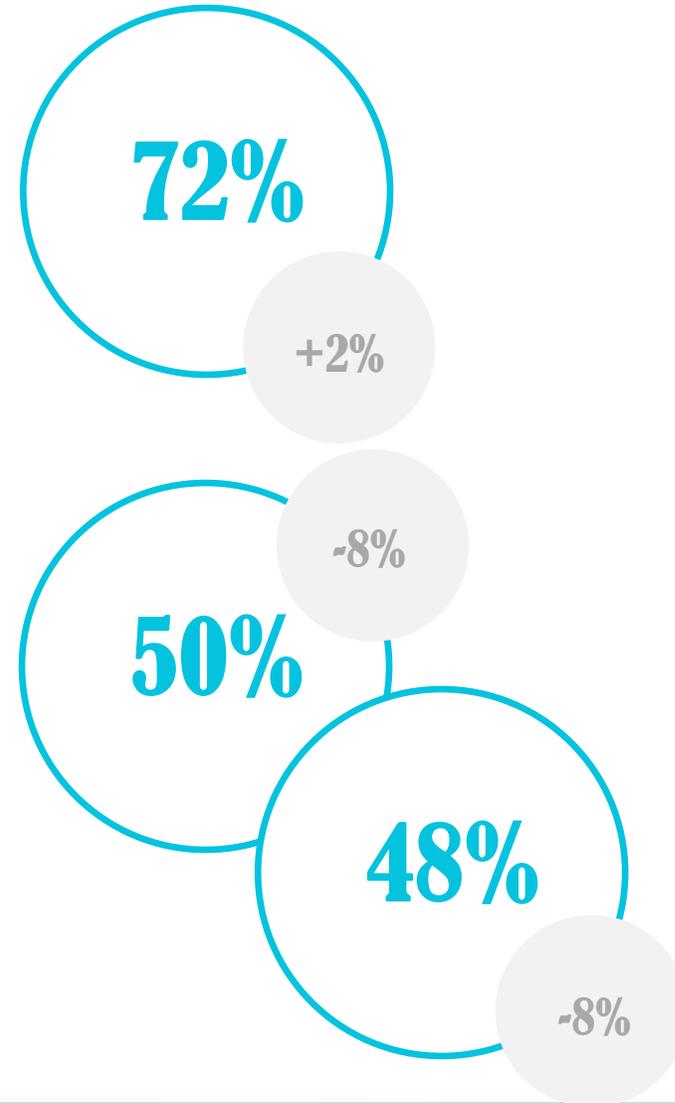
**Physicians and medical leaders trust one another in my health authority.	28%	38%	35%	-	-	-
**Physicians and medical leaders trust one another in my hospital/facility.	43%	29%	28%	-	-	-
Physicians and medical leaders trust one another.	2020 Wording of the question – included for comparability			35%	32%	34%

**New Question

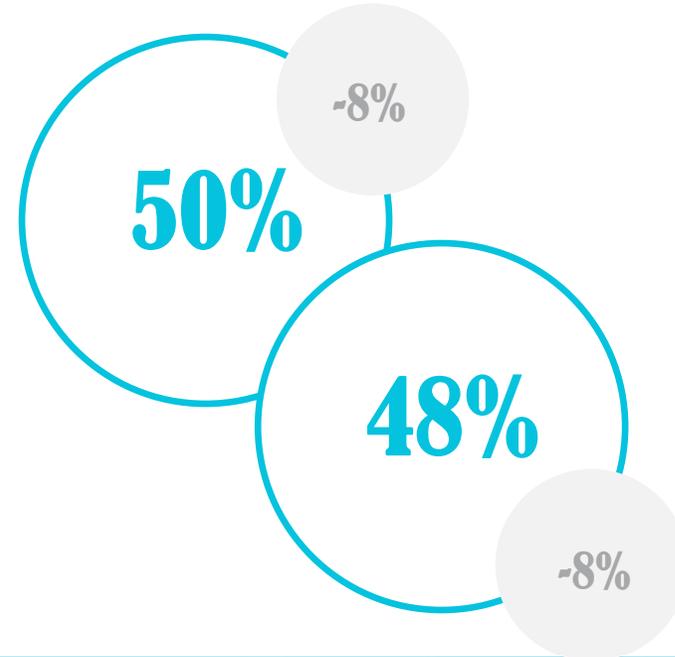
■ Agree ■ Neutral ■ Disagree

Island Health – Health and Safety Key Findings

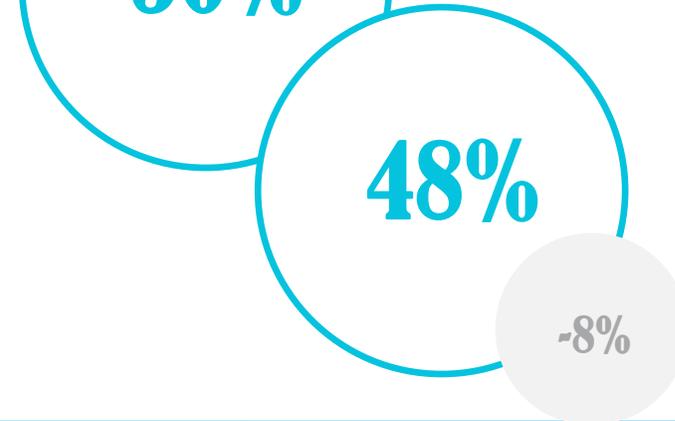
People treat each other with respect and consideration in our workplace.



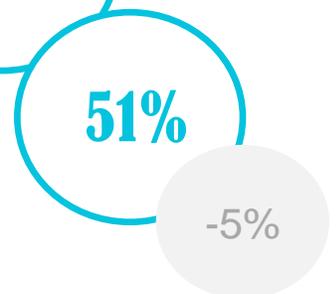
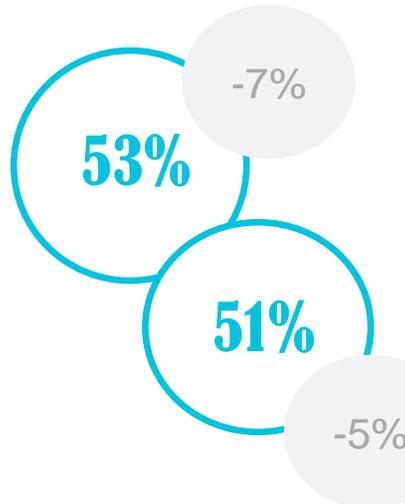
This hospital/facility takes effective action to prevent violence in the workplace.



I am able to reasonably balance the demands of work and personal life.



2021 Provincial Averages



What We Heard

“Continue to disseminate information to medical staff and solicit input as timely and transparently as possible.”

“Actually listening to recommendations from physicians regarding clinic and program modifications. It feels as if you are asked to participate in order for a tick box to be filled and input not actually valued.”

“The psychological and morale distress that physicians face with increased workload and limited resources is very stressful for physicians... medical leadership would have more trust and buy-in from physicians if they recognized and validated this openly, rather than just talking about what ways they are trying to address it in the more distant future.”

Initial Recommendations

- Local leaders are critical
- Be visible
- Encourage physician input
- Listen, act where you can, and be transparent

Supplemental report with these initial recommendations on the [Doctors of BC webpage](#).

CONTACT

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Supplemental Information

Island Health

Methodology

- The survey was conducted by TWI Surveys from September 13, 2021 to October 13 2021.
- The analysis is presented in an agree, neutral, disagree format.
- The overall data is valid 99 times out of 100 within a margin of error of +/- 1.92%.
- All percentages have been rounded to the nearest whole number.
- Sample sizes for the demographic breakdowns are included in some of the tables below and will be outlined in detail in the supplemental report.
- All individual responses and comments are anonymous and confidential.
- Open ended comments have been themed and summarized to reflect physician feedback.

2020	2021
Sept 14 – Oct 14, 2020	Sept 13, 2021 – Oct 13, 2021
3,200 responses	3,301 responses

Business Pathways

Doctors of BC Promotional Slide

What is the Business Pathways program?

- A new Doctors of BC initiative that helps physicians navigate the operational side of running a practice.
- Led by the Physician Business Services team at Doctors of BC, a department specifically dedicated to this work.
- Tools, resources, and educational opportunities will be released on a continual basis.

Stay tuned for exciting material to be released this year!
For more information please visit the [Business Pathways website.](#)

