



March 30, 2023

2022 Health Authority Engagement Survey Results

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

Surrey Memorial Hospital

Presented by: Eileen Janel, Regional Advisor and Advocate – Fraser





Survey Overview



Key Trends

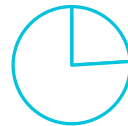


Improvement Themes

OVERVIEW



Survey launched
September 12 - October 12, 2022
by TWI Surveys



7th year
24% response rate
2,983 responses



Questions on engagement,
and physician health & safety

NEW in 2022

Local level
workplace
satisfaction

Physical &
psychological safety
incidents

Respect, consideration
& fair treatment in the
workplace

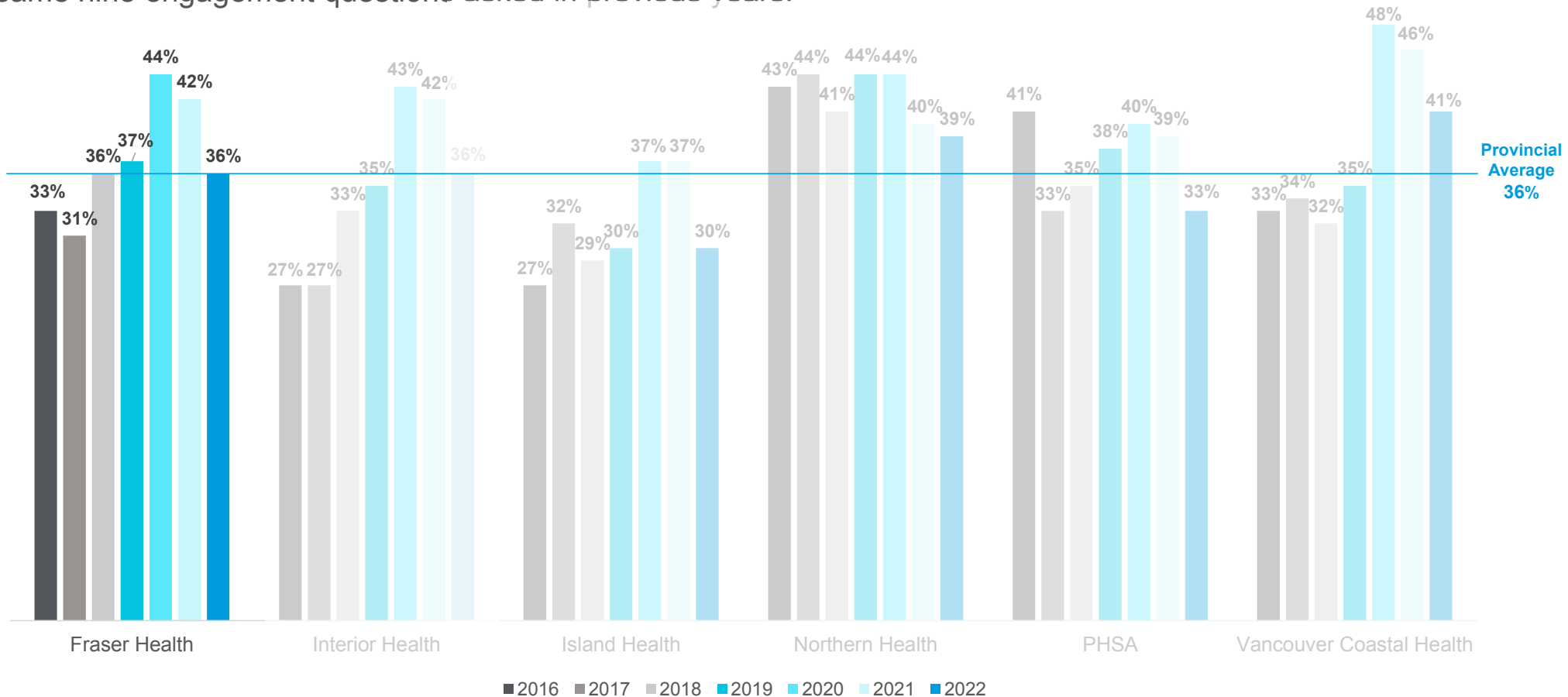
PHYSICIAN PARTICIPATION - FRASER



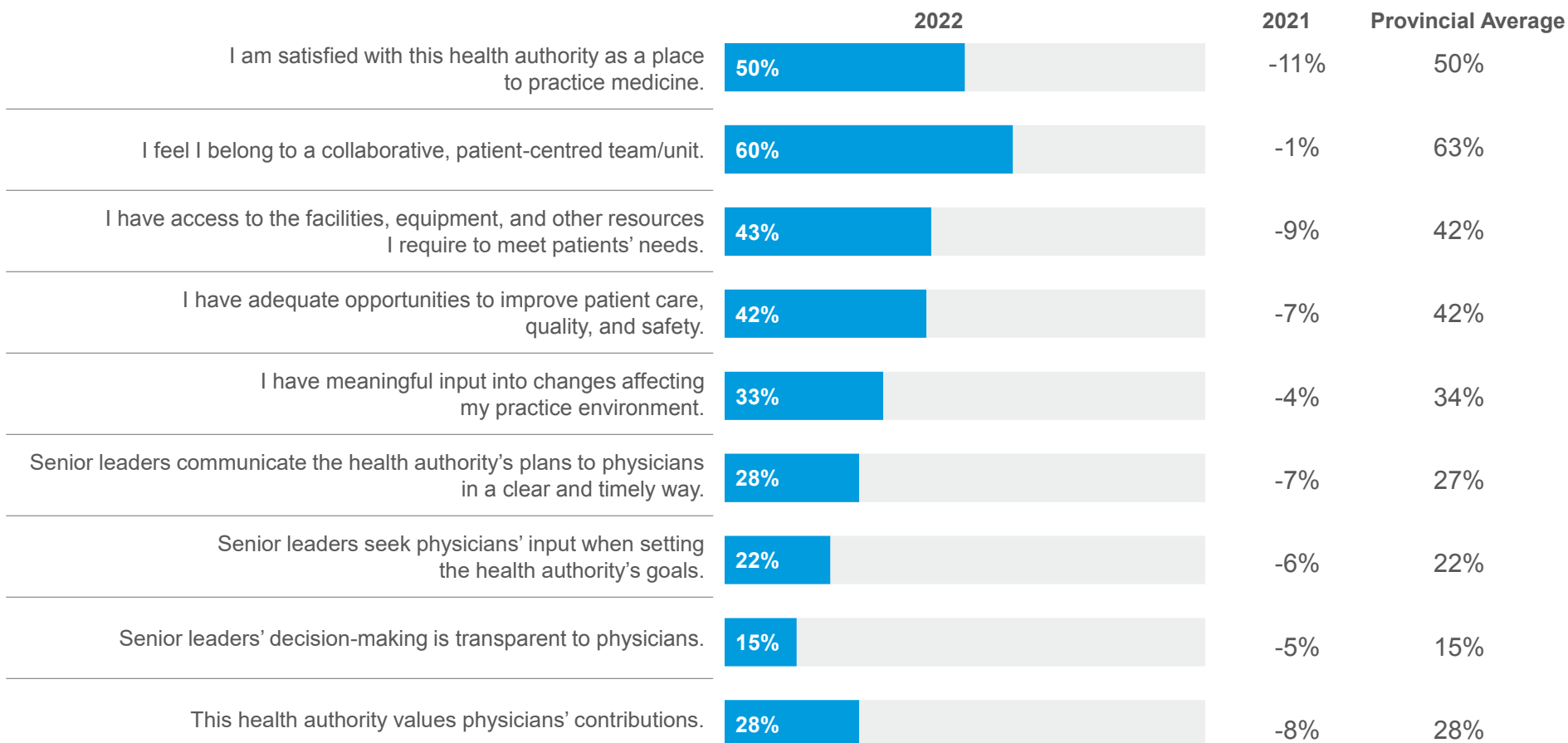
Health Authority Responses	2022	2021	2020	2019	2018	2017	2016
Fraser Health	646	758	735	664	650	729	555

OVERALL AVERAGE ENGAGEMENT TRENDS

The following chart outlines overall average scores (% Agree only) from 2016 to 2022 for the same nine engagement questions asked in previous years.



Fraser Health's Engagement Trends: % of Agreement





KEY FINDINGS FRASER HEALTH

77%

Physicians report that people are **treated with respect and consideration in their workplace.**

no change from 2021

42%

Significant decline in agreement that their hospital **deals effectively with threatening or harmful situations**

-10% from 2021

44%

Less physicians feel that **they are able to maintain a healthy work-life balance**

-11% since 2021

Surrey Memorial Hospital

156 Respondents 2022 | 181 Respondents 2021



	2022			2021		
I am satisfied with this health authority as a place to practice medicine.	49%	20%	31%	55%	21%	24%
I feel I belong to a collaborative, patient-centred team/unit.	50%	20%	30%	48%	21%	31%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	41%	20%	40%	49%	19%	32%
I have adequate opportunities to improve patient care, quality, and safety.	37%	28%	34%	42%	26%	32%
I have meaningful input into changes affecting my practice environment.	32%	21%	47%	31%	27%	42%
Senior leaders communicate the health authority's plans to physicians in a clear and timely way.	25%	28%	47%	26%	33%	41%
Senior leaders seek physicians' input when setting the health authority's goals.	17%	29%	54%	22%	34%	45%
Senior leaders' decision-making is transparent to physicians.	13%	24%	64%	13%	38%	49%
This health authority values physicians' contributions.	23%	30%	47%	30%	27%	43%

SURREY MEMORIAL - KEY CONCERNS: ENGAGEMENT

49%

Of members report being satisfied with this Health Authority as a place to practice; **down 6%**

41%

Of physicians feel they have access to the facilities, equipment, and other resources required to meet patients' needs, **down 8%**

17%

Of physicians feel senior leaders seek physicians' input when setting the Health Authority's goals, **down 5%**

23%

Of members feel this Health Authority values physicians' contributions; **down 7%**

Jim Pattison Outpatient Care and Surgery Centre



8 Respondents 2022 | 14 Respondents 2021

	2022			2021		
I am satisfied with this health authority as a place to practice medicine.	38%	25%	38%	69%	8%	23%
I feel I belong to a collaborative, patient-centred team/unit.	75%	13%	13%	77%	0%	23%
I have access to the facilities, equipment, and other resources I require to meet patients' needs.	25%	13%	63%	57%	7%	36%
I have adequate opportunities to improve patient care, quality, and safety.	13%	25%	63%	29%	29%	43%
I have meaningful input into changes affecting my practice environment.	25%	13%	63%	31%	31%	39%
Senior leaders communicate the health authority's plans to physicians in a clear and timely way.	13%	13%	75%	15%	39%	46%
Senior leaders seek physicians' input when setting the health authority's goals.	25%	13%	63%	15%	23%	62%
Senior leaders' decision-making is transparent to physicians.	0%	13%	88%	8%	31%	62%
This health authority values physicians' contributions.	13%	50%	38%	15%	39%	46%

PHYSICIAN HEALTH AND SAFETY

Surrey Memorial Hospital

Physician Health and Safety

	2022						2021		
I have been involved in, or impacted by a physical safety or psychological safety issue or incident at my current hospital/facility/practice.	59%			12%	29%		56%	12%	32%
**New Question	Mean	Mode (b) = bimodal	Median	Min	Max	Count			
**Approximately how many times have you experienced a <u>physical</u> safety incident over the past 12 months? (e.g. 1 to 999).	8.66	1	3.0	1.00	100.00	65 / 156	-		
**Approximately how many times have you experienced a <u>psychological</u> safety incident over the past 12 months? (e.g. 1 to 999).	10.98	2	4.0	1.00	100.00	85 / 156	-		

Physical and Psychological Well-Being

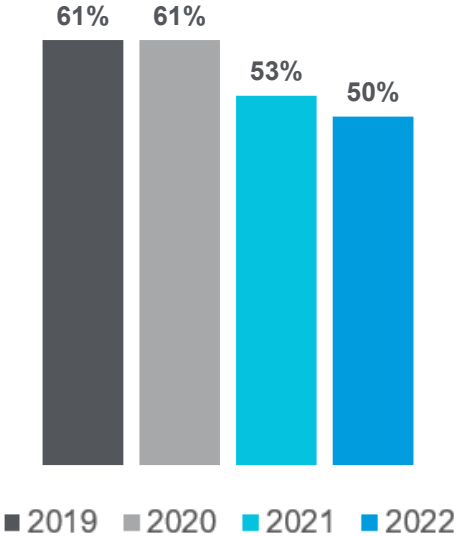
This hospital/facility takes effective action to prevent violence in the workplace.	53%			31%	16%		47%	36%	17%
This hospital/facility takes effective action to promote a healthy and safe workplace.	50%			30%	20%		47%	33%	20%
People treat each other with respect and consideration in our workplace.	73%			15%	12%		74%	16%	10%
I am able to reasonably balance the demands of work and personal life.	33%			20%	47%		54%	16%	31%
People from all backgrounds are treated fairly in our workplace.	70%			15%	16%		74%	13%	14%
This hospital/facility deals effectively with situations that may threaten or harm employees (e.g., harassment, discrimination, violence).	40%			39%	21%		47%	31%	22%

Trust

Physicians and medical leaders trust one another in my health authority.	30%			34%	36%		33%	33%	34%
--	-----	--	--	-----	-----	--	-----	-----	-----

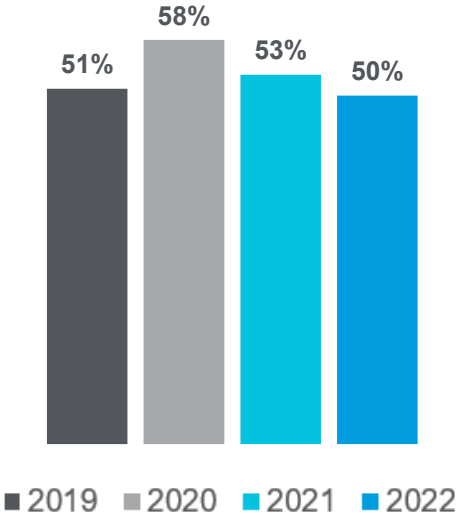
FRASER HEALTH - PHYSICIAN HEALTH & SAFETY

Prevent workplace violence



1 in 2
physicians report being involved or impacted by a physical or psychological safety incident.

Promote a healthy and safe workplace



SURREY MEMORIAL - KEY TRENDS: HEALTH & SAFETY

53%

Of members feel that their hospital takes effective action to prevent violence in the workplace; **up 6%**

50%

Of members feel that their hospital takes effective action to promote a healthy and safe workplace; **up 3%**

40%

Of respondents say this hospital deals effectively with situations that may threaten or harm employees (e.g., discrimination); **down 7%**

33%

Of respondents say they can reasonably balance the demands of work and personal life; **down 21%**

Jim Pattison Outpatient Care and Surgery Centre

Physician Health and Safety

	2022						2021		
I have been involved in, or impacted by a physical safety or psychological safety issue or incident at my current hospital/facility/practice.	71%			0%	29%	46%	9%	46%	
**New Question	Mean	Mode (b) = bimodal	Median	Min	Max	Count			
**Approximately how many times have you experienced a <u>physical</u> safety incident over the past 12 months? (e.g. 1 to 999).	4.67	1	1.0	1.00	12.00	3 / 8	-		
**Approximately how many times have you experienced a <u>psychological</u> safety incident over the past 12 months? (e.g. 1 to 999).	7.33	2 (b)	7.0	1.00	15.00	6 / 8	-		

Physical and Psychological Well-Being

This hospital/facility takes effective action to prevent violence in the workplace.	50%	50%	0%	58%	33%	8%
This hospital/facility takes effective action to promote a healthy and safe workplace.	50%	38%	13%	50%	33%	17%
People treat each other with respect and consideration in our workplace.	50%	50%	0%	67%	17%	17%
I am able to reasonably balance the demands of work and personal life.	75%	13%	13%	54%	8%	39%
People from all backgrounds are treated fairly in our workplace.	75%	25%	0%	77%	23%	0%
This hospital/facility deals effectively with situations that may threaten or harm employees (e.g., harassment, discrimination, violence).	38%	63%	0%	50%	40%	10%

Trust

Physicians and medical leaders trust one another in my health authority.	50%	25%	25%	23%	46%	31%
--	-----	-----	-----	-----	-----	-----

■ Agree ■ Neutral ■ Disagree

FRASER HEALTH - CONSIDERATION, RESPECT AND FAIR TREATMENT

1. What specific actions could your hospital/facility take to improve fair treatment for people from all backgrounds?
2. What improvements could your hospital/facility make to ensure people are treating each other with respect and consideration?



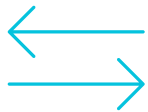
Training and Resources
(Equity, Diversity and Inclusion;
and Cultural Safety and Humility)



Fair process
(leadership representation,
disciplinary management)



Improving engagement
with leaders



Shifting Workplace
Culture



Safer working conditions
(e.g. Accountability for violent
patient encounters)



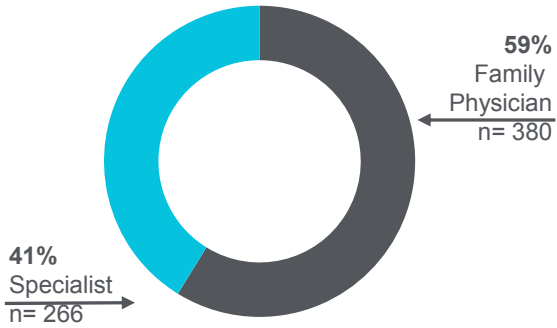
Adequate Resources
(Staffing, Equipment, other)



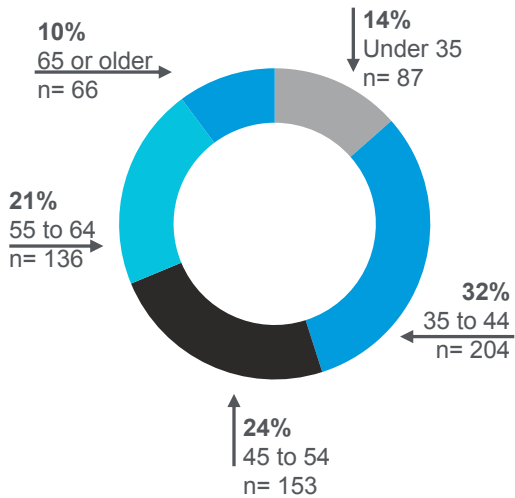
Contact:
Eileen Janel
ejanel@doctorsofbc.ca

Demographics - Fraser (N = 646)

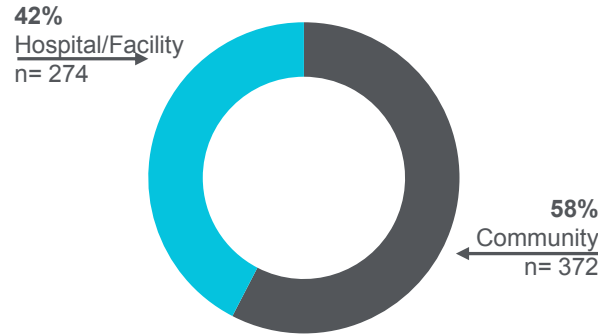
FAMILY PHYSICIANS OR SPECIALISTS



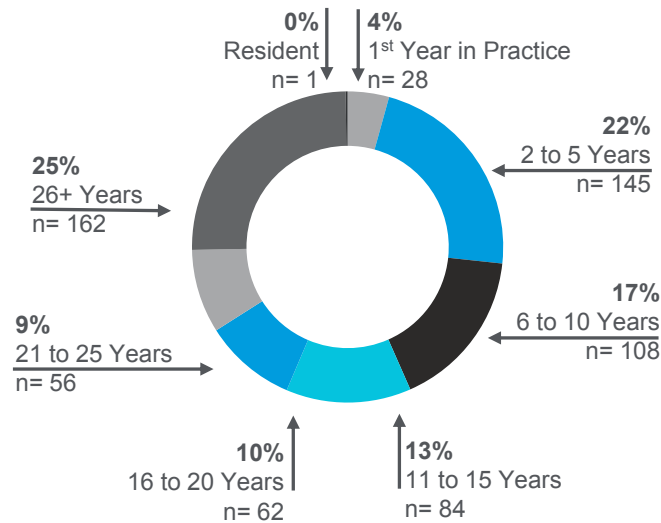
AGE



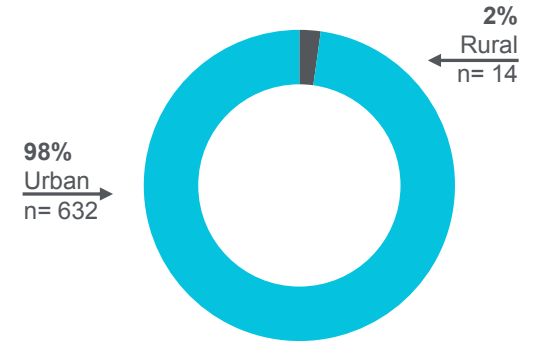
HOSPITAL/FACILITY OR COMMUNITY BASED



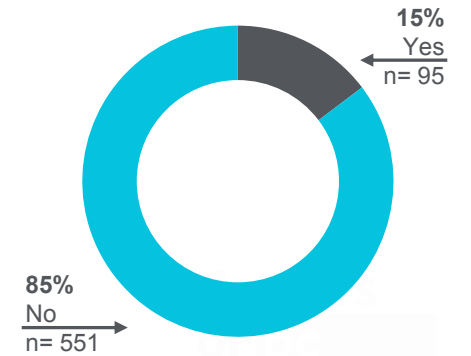
TENURE



SETTING



MEDICAL LEADERSHIP



PROVINCIAL DEMOGRAPHICS (Optional)

The following two demographic questions were asked for the first time in the 2021 survey. In 2022, the gender identity question asked to select the option that best describes your identity or write in a term that works better for you. The background question asked to 'check all that apply' format.

Gender Identity (N= 2,839) Select one	n	%
Male/Man	1,418	50%
Female/Woman	1,282	45%
*Transgender Male/Man	*	*
*Transgender Female/Woman	*	*
*Nonbinary	*	*
Another gender	11	0.4%
Prefer not to answer	120	4%

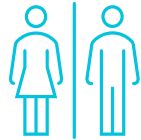
*n<10

Background (N= 2,834) Check all that apply	n	%
Indigenous (e.g. First Nations, Métis, Inuit/Inuk, other)	38	1%
Black (e.g. African, Afro-Caribbean, African Canadian, African American descent etc.)	47	2%
East Asian (e.g. Chinese, Korean, Japanese, Taiwanese descent etc.)	387	14%
Southeast Asian (e.g. Vietnamese, Cambodian, Thai, Indonesian descent etc.)	33	1%
Latina/o (e.g. Latin American, Latin Caribbean descent etc.)	14	1%
Middle Eastern (e.g. Arab, Persian, West Asian descent etc.)	100	4%
South Asian (e.g. Pakistani, Indian, Bangladeshi, Sri Lankan, Indo-Caribbean descent etc.)	272	10%
White (e.g. Eastern European, Western European descent etc.)	1,819	64%
Another/specific identity	170	6%
Prefer not to answer	66	2%

GENDER INSIGHTS

- Engagement scores are **lower for women than men**, except for belonging to a collaborative, patient centered team unit (67% vs. 62%)
- Women also **experience safety issues more often** than men (53% vs. 44%)

Physical



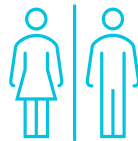
Women: **35%** | Men: **32%**

Psychological



Women: **55%** | Men: **44%**

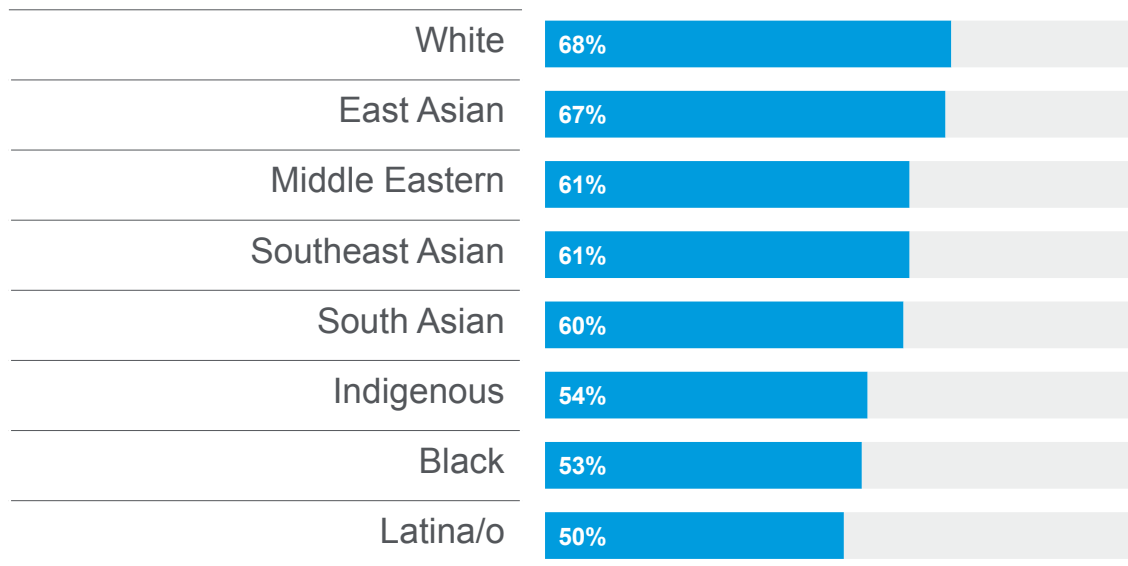
- People from all backgrounds are **treated fairly** in our workplace



Women: **61%** | Men: **71%**

BACKGROUND INSIGHTS

- Engagement averages are lower for all groups in 2022 compared to 2021
- Physicians from most backgrounds other than white, are more often impacted or involved in safety issues.
- People from all backgrounds are treated fairly in our workplace:





- Full Reports were published February 1, 2023
- Staff have started presenting to various groups
e.g. Ministry of Health, Health Authorities, MSAs, Divisions,
Committees, etc.