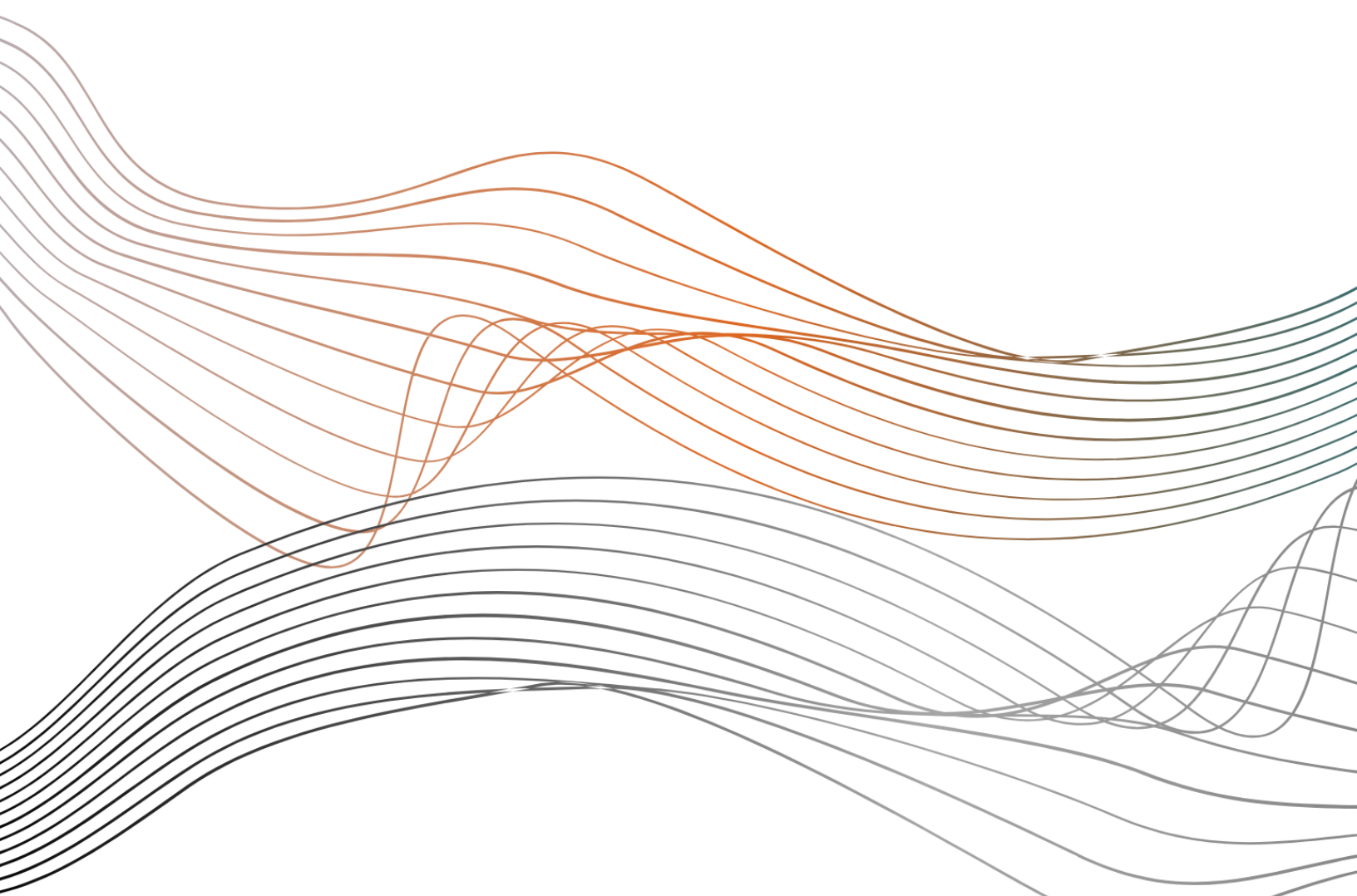


SND Physician Members Survey

March 2021/ Responses & Results



Prepared May 12, 2021

TABLE OF CONTENTS

Introduction	1
Background & Objectives.....	2
Survey Method.....	2
Survey Responses.....	3
Number of Reponses	3
Clinic Panel Size of Responding Clinics.....	3
Covid-19 Workload	4
Perceived Patient Satisfaction	4
Remote Patient Visits.....	5
FP-FP network.....	6
Primary Care	6
Allied Care.....	7
Billing Codes.....	7
HR Management	8
Clinic EMR System.....	8
Health Data Coalition (HDC).....	9
Special Request For Support From The Division.....	10
PSP Assessment	10
Comments, Concerns & Suggestions	11

Results prepared for the SND Division of Family Practice by Tesla Lively and approved by Christopher Pinske.

INTRODUCTION

These are the results of the internal Surrey-North Delta Division's survey conducted in March of 2021. The objective is to conduct an entire clinic assessment to identify issues affecting clinic operations. The goal of this report is to present the data collected and isolate the critical issues affecting clinics and their ability to effectively help patients.

Currently, clinics are being influenced by the Covid-19 pandemic which in the last year has greatly affected their operations. While the results of this survey reflect these difficulties, some of the results reflect ongoing issues for clinics even after the pandemic. As well, there is no way to determine how long clinics will continue to be affected by these issues.

The scope of the survey was wide enough to get a broad understanding of any issues affecting clinics to then assess what the division might be able to assist clinics with moving forward. We targeted topics like operations management, technology systems, human resources, feedback on Division efforts, and Covid-19 effects.

Some data has been withheld to assure the privacy of the respondents. Written responses were also summarized into topics to protect the anonymity of responses.

BACKGROUND & OBJECTIVES

Clinics are currently operating during a global pandemic which has triggered an operations shift from the status quo, to be in accordance with health and safety regulations. The purpose of this survey was to assess how SND Clinics are managing, operating, and performing during this difficult time and to assess where the Division might be able to assist it's members.

The scope of this survey was to cover topics like:

- operations management
- technical systems
- HR management
- Covid-19 related effects and operational changes
- Feedback on SND Divisions efforts and projects

Survey Objectives & Goal

With the results of this survey, we aim to better assist clinics during this difficult time and moving forward. The results of this survey will determine if there are any opportunities where the Division can support clinics in their operations or if there is a program that might need to be revised to suit member's needs. The ultimate goal for this survey will be to provide clear issues and concerns to be addressed and provide recommendations on what the Division can do to attempt to resolve them.

SURVEY METHOD

This survey was conducted online through a paid third-party survey platform called Checkbox. The division has used this platform before and has observed a steady response in the past. The survey did record names and clinic names only to track the responses and prevent repeat responses; however, responses and data will only be presented anonymously.

The survey ran between March 12th, 2021, and March 31, 2021. During the survey, we received the consent of some respondents to follow up with them, to explore their responses further. Moving forward we will be contacting some of those members who opted to be contacted.

SURVEY RESPONSES

NUMBER OF REPOSSES

SND Neighborhood	Number of Reponses
North Delta	12
Guildford	11
North Surrey/Whalley	9
East Newton	8
Cloverdale	6
West Newton	5
Fleetwood	4
SND	1
Panorama	1
multiple	1
Total	58

*Names of respondents & clinics were collected in the survey and kept confidential as this data might disclose personal information about respondents.

- The survey received a total of 58 responses from 9 neighborhoods in the division.
- 41 different clinics: 24 Family Practice Clinics, 14 Walk-in Clinics, & 2 specialists

CLINIC PANEL SIZE OF RESPONDING CLINICS

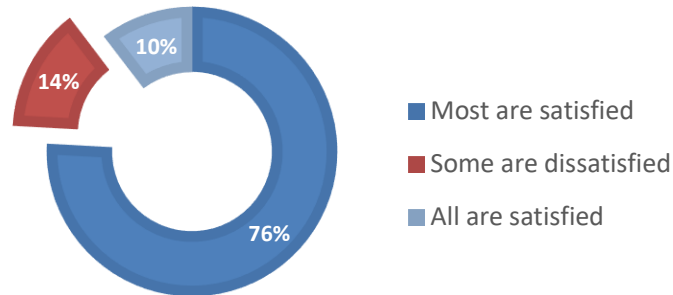
Panel Size	Count	Percent of total
Does not Attach Patients	7	12%
Less than 500	9	16%
501-750	5	9%
751 - 1000	7	12%
1001 - 1250	9	16%
1251 - 1500	3	5%
1501 - 1750	1	1%
1751 - 2000	7	12%
2001 - 2250	1	2%
2251 - 2500	2	4%
2501 or greater	7	12%

COVID-19 WORKLOAD

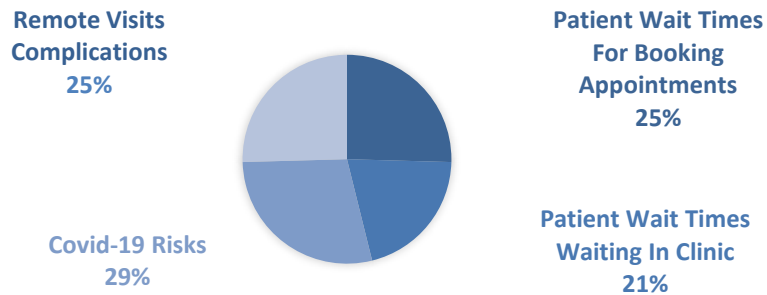
How has COVID-19 affected your workload?		
Increased Workload Greatly	13	25%
Increased Workload Moderately	21	36%
No Effect	9	16%
Decreased Workload	7	12%
Decreased Workload Greatly	4	7%
No Answer	4	7%
Grand Total	58	

PERCEIVED PATIENT SATISFACTION

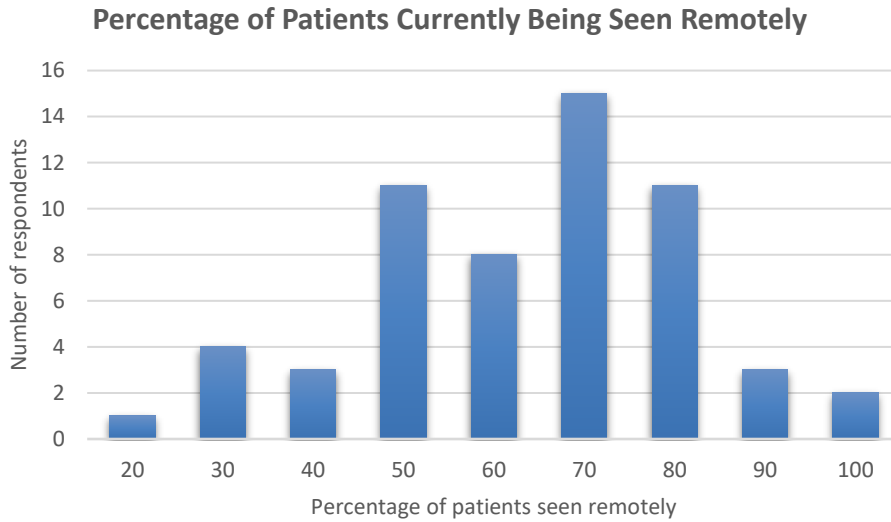
Do You Feel Patients Are Satisfied With Their Current Experiences And Service?



Patient Satisfaction Concerns From Doctors



REMOTE PATIENT VISITS



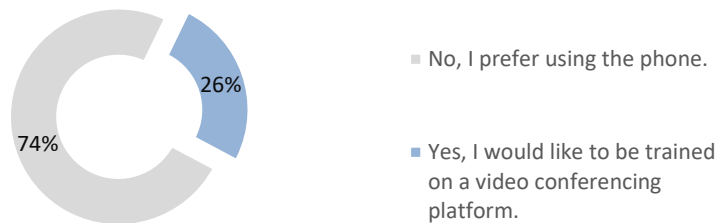
The average percent of patients being seen remotely as opposed to in-person is **64%**.

Which remote conferencing application or system do you use for remote consults?

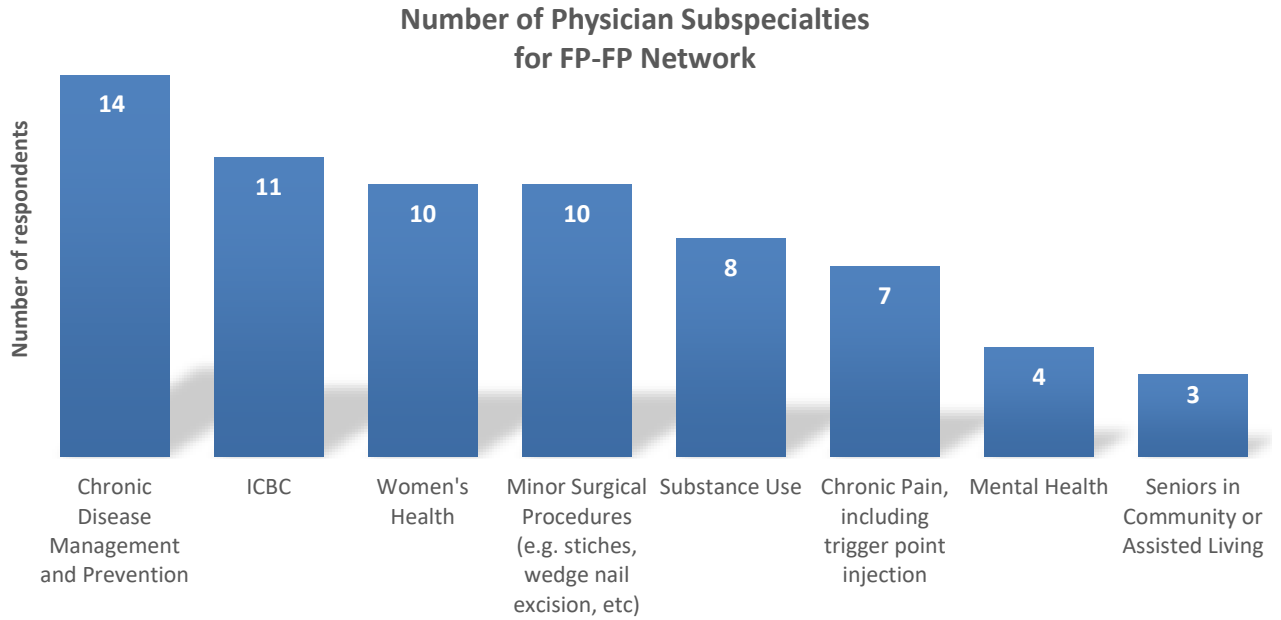
By Phone	43	74%
Doxy	8	14%
My health access	1	1.7%
JUNO	1	1.7%
Telus	1	1.7%
WELL Virtual platform	1	1.7%
Multiple	3	5%
Grand Total	58	

Those who are using an online video platform expressed confidence using their platform or minimal complaints about user experience.

Doctors Interested in Switching from Phone to Video Platform



FP-FP NETWORK



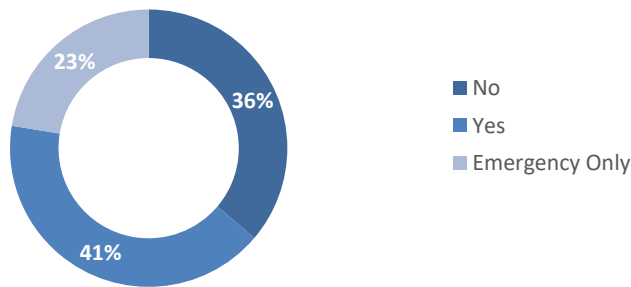
Of 58 respondents, 32 had subspecialties they would like to receive referrals from in the future, and 26 listed no specialty. In total, there are 67 specialties indicated in the chart above.

Other specialties listed are:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Viral hepatitis B & C (2) • Dermatology • Midwifery | <ul style="list-style-type: none"> • Prenatal and delivery • Cryotherapy • Sports medicine |
|---|---|

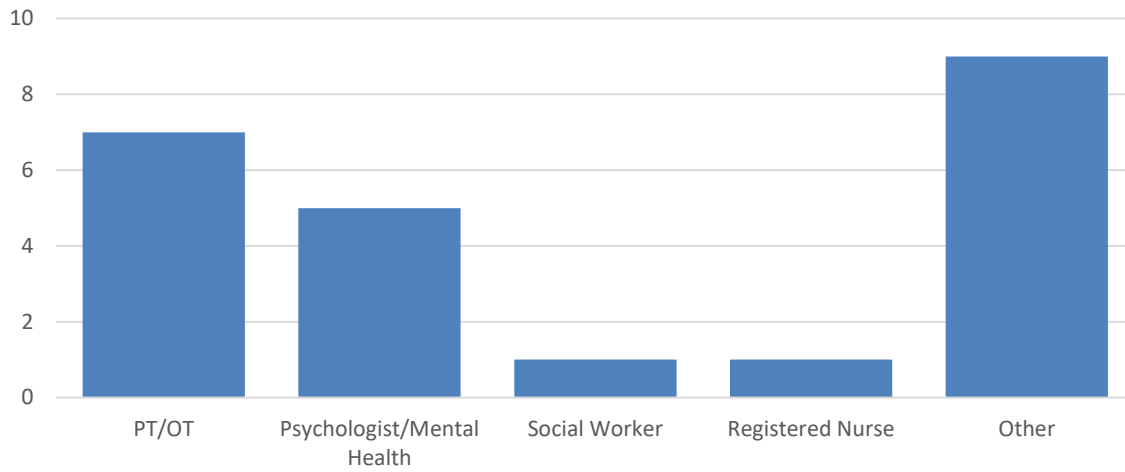
PRIMARY CARE

Percentage Of Respondents Who Offer Primary Care Outside Regular Hours



ALLIED CARE

Number of Clinics Offering Allied Care

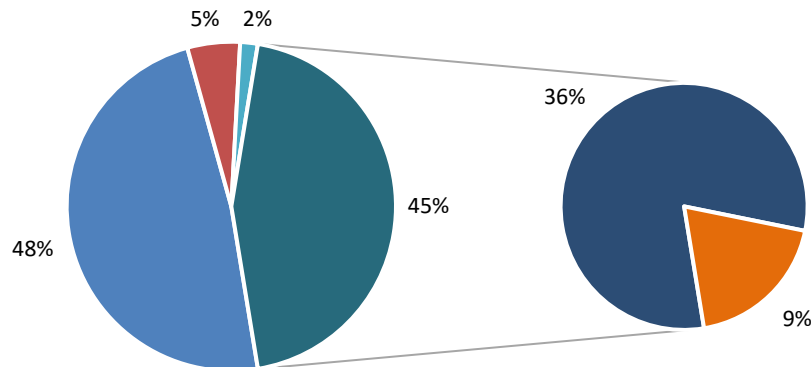


Other kinds of Allied Care offered at clinics:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Chiropractic • Acupuncture • Audiology • Midwifery • Rheumatologist • Psychiatrist | <ul style="list-style-type: none"> • Massage • Acupuncturist • Orthotist • Registered counselor • Physiatrist • Pharmacist |
|---|--|

BILLING CODES

How Confident Do You Feel With Billing Codes?



- I feel confident with billing codes.
- Not confident, but I am interested in attending training.
- Not applicable.
- Not confident, but I wont pay to attend training
- Not confident, but I would pay to attend training

HR MANAGEMENT

Do you have HR management software or systems in place for onboarding or staff management? If so, what system?

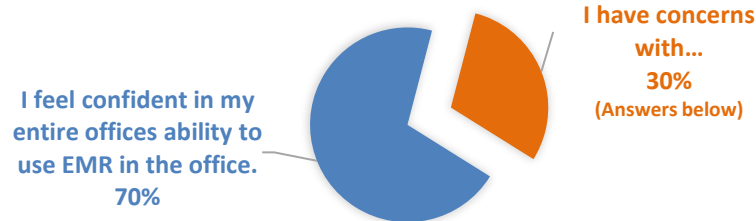
No.	52	95%
Internally Created System	1	1.7%
Google Workspace	1	1.7%
Unsure	1	1.7%

Grand Total 55

*Those who answered they had no clinic have been removed from the pool for this question.

CLINIC EMR SYSTEM

Staff Confidence Using EMR



Concerns with EMR expressed by respondents:

- | | |
|---|--|
| - Outdated software | - Information organization in the software |
| - Sending prescriptions, referrals, and billing | - Staff need training on features |
| - Generating reports | - Wolf retiring with no plans on how to switch |

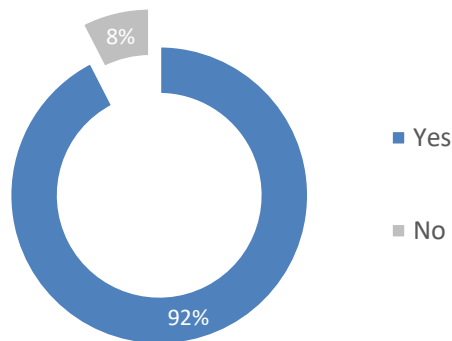
HEALTH DATA COALITION (HDC)

Have you joined HDC data-sharing?		
No, I do not know what HDC is.	30	52%
No, I need more information.	18	31%
Yes.	5	9%
n/a	1	1.7%
Considering	1	1.7%
I am ineligible	1	1.7%
Unsure	1	1.7%
Don't have time	1	1.7%
Grand Total	58	

Respondents who have joined HDC						
	1	2	3	4	5	Average Rating
Do you find this useful to you?	1 (20%)	1 (20%)	2 (40%)	0 (0%)	1 (20%)	2.8
Would you recommend it to another clinic or practitioner?	1 (20%)	1 (20%)	2 (40%)	0 (0%)	1 (20%)	2.8

* Recommendation results might be due to the low level of users.

Respondents Who Would Attend a Presentation on HDC



SPECIAL REQUEST FOR SUPPORT FROM THE DIVISION

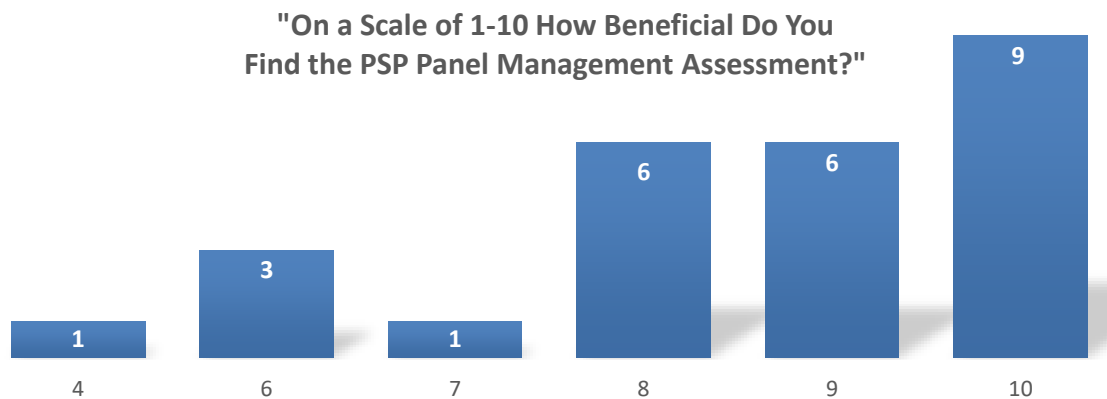
"Is there any kind of support you would like from the division specifically or any requests?"

Top Responses:

- Staffing support management (MOA, RN, & GP/FP)
- Access to Allied Health Professionals Information
- Billing Webinars
- Referral Orientation
- Support with GPSC grant application (for expansion)
 - funding for EMR and virtual meeting platforms
- EMR support
 - transitioning to a new EMR to replace WOLF
- Pathways Referral Tracker (needs more specialist)
- HDC/PSP to help optimize our workflow in the clinic
- Virtual Care support

PSP ASSESSMENT

Have you completed your PSP Panel Management assessment?		
Yes.	26	45%
I have signed up and I am currently completing the program.	10	17%
I don't know what this is.	10	17%
Not yet, but I intend to.	6	10%
No panel	2	3%
n/a	1	2%
Other Responses		
I am planning my retirement	1	2%
I do not qualify	1	2%
Other physicians suggested it is time-consuming and not worth it.	1	2%
Grand Total	58	



COMMENTS, CONCERNS & SUGGESTIONS

“Is there any kind of support you would like from the division specifically or any requests?”

Top Responses Categories

- **HR management and support**
 - MOA support
 - Registered nurses in clinics
- **Training on sending referrals**
 - Pathways Referral Tracker
- **EMR assistance**
- **Information for patients on available services**
 - Allied Care Resources
- **Funding assistance**