

# 2020 VCH Vancouver Acute (VA) and Vancouver Community (VC)

## Physician Wellness Survey Results

We are pleased to share the results of the 2020 VA and VC Physician Wellness Survey. Physicians within VA and VC were invited to take the survey, which ran from October 26, 2020 to November 23, 2020. This was the first time that a wellness survey was administered to all VA and VC physicians.

Below are the results of the Wellness Survey, which examined three elements: burnout and its contributing factors (using the Stanford Professional Fulfillment Index), psychological safety and influence of the pandemic.

**Response Rate (475/1949 physicians) = 24%\***

**Response Rate across Departments ranged from 10% to over 80%.**

\*The data used to calculate the response rate is from the VCH credentialing/privileging database, which overestimates the number of physicians at VCH due to cross appointments; therefore, the response rate presented here is an underestimation of the actual response rate.

### 2020 VA/VC Physician Wellness Survey Snapshot



**25.3%** professionally fulfilled

Within Departments, professional fulfillment ranged from 22% to 35%.



**51%** experienced burnout

Within Departments, burnout ranged from 40% to as high as 63%.



TOP 5 things identified that would improve **Workplace Wellbeing**:

- More resources available for my patients
- Higher remuneration
- More efficient EMR
- More control of my work environment
- More support staff at work (RNs, secretaries, RTTs)



TOP 5 things identified that would improve **Personal Wellbeing**:

- System change to allow for better support of work/life balance
- More financial support
- Personal fitness training
- Coaching sessions
- More physical activities facilitated outside of work

Influence of the **Pandemic**



**63.7%** rated mental health slightly worse or much worse than before pandemic.

**51%** rated physical health as slightly worse or much worse than before the pandemic.

#### Open-Ended Feedback Summary

Over **400** comments were provided. Several themes emerged which are being used to improve the understanding of the quantitative data. Top themes include: more **resources** to do the work, less **workload**; more resources for patients; improve **communication** and **psychological safety** at all levels; and improve **leadership** (i.e. transparency, respect, trust, accountability).

#### Next Steps

Continue to share survey results with VCH leadership and physicians. Identify wellness champions; collect additional data from Departments (e.g. focus groups); and develop a targeted implementation plan based on findings.

For more information please feel free to contact Neli Remo (neli.remo@vch.ca)

If you are in distress at any time, you are welcome to access **Employee & Family Assistance Program (EFAP)** for confidential assistance, at no cost to you. They can be reached at 604-872-4929 or 1-800-505-4929; email: help@efap.ca