

memorandum



The following memo has been sent on behalf of Dr. Jeremy Etherington, Executive Vice President and Chief Medical Officer and Dr. Rod McFadyen, Executive Medical Director, Medical Staff Engagement and Development.

Re: Medical Staff Engagement and Safety Culture Survey

We want to hear from Medical Staff!

Island Health is launching the second phase of the Engagement and Safety Culture Survey to poll the medical staff (physicians, midwives and dentists) about their experience at Island Health to identify areas of strength and opportunities for improvement. The results will help us to improve both the medical staff and patient experience.

The first phase of the survey, limited to non-medical staff, occurred in June 2017. As medical staff members are being surveyed for the first time this year, consultation was undertaken with Island Health medical leaders, Medical Staff Associations, the Specialist Services Committee and the Doctors of BC to ensure that the survey questions will capture *what matters most* to Medical Staff. Consultation also included advice to best structure the reporting of the results and how Island Health should respond to them.

How will the survey work?

All medical staff members who have privileges as of June 30th 2017 will receive an email from an external vendor, Inshtrix Research, on **September**

12th. All responses are anonymous and respondents identities will be protected. In November, aggregated summary reports will be provided to Island Health to be shared with our medical leaders and Medical Staff to develop collaborative improvement plans.

For more information about the survey, visit www.viha.ca/physicians. If you have any additional questions, please email MedStaffEngagement@viha.ca.

Beyond this survey, exciting new opportunities are emerging to support medical staff engagement. These include the Specialist Services Committee's Facility Engagement Initiative and Island Health's recently established Medical Staff Engagement and Development team. As this collaborative engagement work continues we will create new opportunities to improve the medical staff experience at Island Health.

Thank you for your continued work toward making Island Health a great place to learn and provide exceptional care.



Dr. Jeremy Etherington



Dr. Rod McFadyen

