Member Interests Survey 2019

A member interests survey with approximately 14,000 members. Tuesday, February 26, 2019 to Tuesday, March 5, 2019. Responses were received from 1,339 members for a response rate of 10%. The data is valid 19 times out of 20 within a margin of error of +/- 2.55%.
### Profile of the respondents:

<table>
<thead>
<tr>
<th>Male (58%) Female (42%)</th>
<th>Primary Care Network Members (51%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family physician/ GP (27%)</td>
<td>Community based practice (45%)</td>
</tr>
<tr>
<td>Specialist: Family Medicine (26%)</td>
<td>Community or hospital-based apt. from AHS (73%)</td>
</tr>
<tr>
<td>Specialist: Other (46%)</td>
<td>Have 26 or more years in practice (31%)</td>
</tr>
<tr>
<td>Urban (70%)</td>
<td>Are between 1 and 10 years in practice (32%)</td>
</tr>
</tbody>
</table>
Patient demand and your services

Effectively keep up with patient demand for services
- Strongly agree/Agree: 52%
- Agree: 15%
- Neutral: 15%
- Strongly disagree/Disagree: 33%

Generally accept all patients on a first come basis
- Strongly agree/Agree: 62%
- Agree: 11%
- Neutral: 11%
- Strongly disagree/Disagree: 26%

Have limitations on accepting new patients
- Strongly agree/Agree: 55%
- Agree: 14%
- Neutral: 14%
- Strongly disagree/Disagree: 31%
Patient demand and your services

- Personally accepting new patients: 60% Yes, 40% No
- Colleagues accepting new patients or patient appointments or referrals: 80% Yes, 20% No
Physician supply

- **Challenges recruiting physicians**
  - Yes: 51%
  - Don't Know: 15%
  - No: 35%

- **Actively recruiting now**
  - Yes: 46%
  - Don't Know: 10%
  - No: 45%
Physician supply

Profession has a responsibility get physicians where Albertans need them

<table>
<thead>
<tr>
<th>Strongly agree/ Agree</th>
<th>Neutral</th>
<th>Strongly disagree/ Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>76%</td>
<td>16%</td>
<td>8%</td>
</tr>
</tbody>
</table>
# E-care or virtual care

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree/ Agree</th>
<th>Neutral</th>
<th>Strongly disagree/ Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot replace face to face</td>
<td>78%</td>
<td>12%</td>
<td>10%</td>
</tr>
<tr>
<td>Will increase liability or security concerns</td>
<td>59%</td>
<td>22%</td>
<td>19%</td>
</tr>
<tr>
<td>Would be welcomed by patients in general</td>
<td>51%</td>
<td>38%</td>
<td>11%</td>
</tr>
<tr>
<td>Has potential but would need to try it first</td>
<td>58%</td>
<td>27%</td>
<td>15%</td>
</tr>
<tr>
<td>Would be welcomed by my patients</td>
<td>43%</td>
<td>39%</td>
<td>19%</td>
</tr>
<tr>
<td>Has potential but too busy to introduce</td>
<td>38%</td>
<td>31%</td>
<td>31%</td>
</tr>
<tr>
<td>Would significantly improve patient access to services</td>
<td>36%</td>
<td>32%</td>
<td>32%</td>
</tr>
</tbody>
</table>
Transfers of care
Primary to secondary/acute or secondary/acute to primary care

In general these processes work reasonably well

- Strongly agree/Agree: 48%
- Neutral: 22%
- Strongly disagree/Disagree: 30%
What patients need

Top 3 barriers to getting optimal care

- Wait time to see a specialist: 69%
- Wait time for procedures: 36%
- Inadequate home care, physio or other: 36%
What patients need

- My patients are receiving care in the right location & level
  - Strongly agree/Agree: 57%
  - Neutral: 24%
  - Strongly disagree/Disagree: 19%

- My patients are receiving the supports they require
  - Strongly agree/Agree: 42%
  - Neutral: 28%
  - Strongly disagree/Disagree: 30%
Your practice, business and future plans

Persistent issues/challenges or opportunities between your clinic and Alberta Health Services

- Yes: 25%
- Unsure: 27%
- No: 48%
Your practice, business and future plans

Change in overhead costs in the past two years

- Dropped significantly, 1%
- Dropped a little, 1%
- About the same, 28%
- Somewhat more, 38%
- Significantly more, 33%
Your practice, business and future plans

Top 3 components that have increased the most

- Staff: 86%
- Info technology costs: 77%
- Space costs: 72%
Your practice, business and future plans

Effectively attract and retain staff to meet patients' needs

- Strongly agree/Agree: 50%
- Neutral: 24%
- Strongly disagree/Disagree: 26%
Your practice, business and future plans

Cannot effectively attract and retain staff to meet patients needs because of:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay</td>
<td>66%</td>
</tr>
<tr>
<td>Shortage of skilled workers</td>
<td>53%</td>
</tr>
<tr>
<td>Work requirements</td>
<td>35%</td>
</tr>
<tr>
<td>Schedule</td>
<td>27%</td>
</tr>
<tr>
<td>Other</td>
<td>18%</td>
</tr>
</tbody>
</table>
## Your practice, business and future plans

### Rules or regulations that are creating difficulties

<table>
<thead>
<tr>
<th>Yes</th>
<th>Unsure</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>28%</td>
<td>34%</td>
<td>39%</td>
</tr>
</tbody>
</table>

### Easy to access the resources you need

<table>
<thead>
<tr>
<th>Strongly agree/ Agree</th>
<th>Neutral</th>
<th>Strongly disagree/ Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>20%</td>
<td>37%</td>
<td>44%</td>
</tr>
</tbody>
</table>
Your practice, business and future plans

Five years from now:

- Still in my practice as it exists today: 53%
- Retired: 25%
- Practicing in another location in Alberta: 5%
- Practicing in another province: 3%
- Other: 14%

Still in my practice as it exists today: 53%
Incentives

<table>
<thead>
<tr>
<th>Suggestion</th>
<th>Strongly favour/ Somewhat favour</th>
<th>Neutral</th>
<th>Strongly Oppose/ Somewhat oppose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create incentives to work with other health providers</td>
<td>62%</td>
<td>27%</td>
<td>12%</td>
</tr>
<tr>
<td>Establish shared savings initiatives</td>
<td>62%</td>
<td>28%</td>
<td>11%</td>
</tr>
<tr>
<td>Bill for other providers who work within offices</td>
<td>54%</td>
<td>29%</td>
<td>18%</td>
</tr>
<tr>
<td>Shift away from fee-for-service episodic care</td>
<td>29%</td>
<td>24%</td>
<td>47%</td>
</tr>
</tbody>
</table>
Building a high value health care system

Physicians have a responsibility to be leaders and stewards
93%
5%
2%

Supporting patients and the system will also benefit physicians
86%
11%
3%

AMA can help to build a high value health care system
82%
12%
6%
**Building a high value health care system**

Schedule of Medical Benefits Coverage

<table>
<thead>
<tr>
<th>Services currently not covered but should be covered</th>
<th>Yes</th>
<th>Unsure</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>40%</td>
<td>32%</td>
<td>29%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Things currently covered that should not be covered</th>
<th>Yes</th>
<th>Unsure</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10%</td>
<td>31%</td>
<td>59%</td>
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</table>