

Community Engagement Advisory Network Annual Involvement Survey 2015

Each year, the Community Engagement Team asks members of the Community Engagement Advisory Network (CEAN) to complete a survey regarding their involvement. We do this to better understand what your expectations are as CEAN members and also to help guide us on what engagement and work is meaningful you. This year, we had **56** completed responses on the CEAN Annual Involvement Survey. Here's a quick look at the results.

Q: What influences you to participate?

Top 3 answers

- #1 Give back to my community
- #2 I have a personal interest/experience
- #3 I am interested in the topic

Q: What CEAN activities have you been involved in since you joined CEAN?

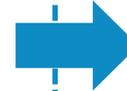
90.9% - Read the CEAN in Between (weekly newsletter with opportunities) **GREAT!**

Other big contenders:

- Filled out an on-line survey
- Reviewed patient material
- Attended a CEAN Forum
- Participated in a focus group on a project
- Participated in CEAN orientation
- Participated in an advisory committee

Q: What did you expect from your involvement with CEAN?

- Use/develop existing skills
- Feel I was making a contribution to the community
- Influence change in healthcare
- Meet new People
- Gain New Skills



✓ The majority of respondents felt their expectations were met

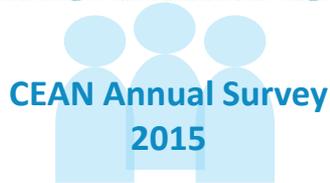
Q: What limits your involvement?

- **48.1%** - Opportunities conflict with my schedule
- Other limitations:
 - Too busy
 - Not interested in topic offered
 - Location/Travel

Q: What activities do you find the most meaningful?

- Participation on advisory committees
- CEAN forums
- Focus Groups
- Document Reviews





Q: How can we better support you? What would make your role easier?

- More lead time for engagement opportunities
- More opportunities to network socially with CEANs
- More support and connection with coastal & rural communities
- More CEAN driven opportunities
- More information/training to support participation
- Better tracking system for opportunities that CEANs have been involved in.

Q: What would be some of the positive aspects of being a CEAN member?

- Networking – meeting others who share the same interest and connecting to their community
- Effecting/influencing positive change
- Receiving information about VCH and the health system
- Feel I am contributing and sharing, giving back to my community
- Working with the CE staff

We love working with you too!



“Being part of [CEAN] has been a wonderful experience: it has prompted me to formally set aside time to think and reflect on my past experiences with “the system” in a way that is productive and contributory. Rather than dwell on these experiences (good and sometimes not-so-good) in isolation as an individual, I have been enabled to share my experiences and resulting perspectives within a community in a way that is validating and useful.”

-quote from CEAN Annual Involvement Survey

Q: What have been some of the challenging aspects of being a CEAN member?

BIGGEST CHALLENGE: TIME



Both making time in your busy schedules to participate and the time of meetings/events do not work with your schedule.

Others:

- Having the appropriate amount of information to participate
- Use of jargon by staff/not feeling feedback is valued
- Location of engagement process/transportation
- Feeling engagement is tokenistic
- Not seeing the results of input

What's next?

The results of the annual survey help us in our yearly strategic planning and also let us know how we are doing when it comes to supporting and creating spaces for CEANs, patients and families to collaborate and partner with VCH. The feedback also helps us to develop tools for staff and patients and families to work together. This year we will continue to update and create tools and provide learning opportunities for CEANs and staff. We will endeavor to offer more on-line participation/teleconferencing where possible to help with two of the biggest barriers: time and location. We will continue to grow and evolve with the help of our greatest resource: YOU! Thank you for participating in this annual survey and for helping us in our efforts to improve patient engagement at VCH!