


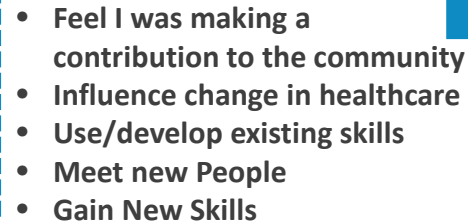
Community Engagement Advisory Network Annual Involvement Survey 2016



Thank you for filling out the CEAN Annual Involvement Survey! This year we had **72 completed responses** (up from 56 last year!)

Let's take a look at some of the results...

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

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

✓ The majority of respondents felt their expectations were met. In the category "Influence change in healthcare" the majority partially felt their expectations were met.

Q: What influences you to participate?

Top **3** answers

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

Q: What limits your involvement?

- **60%** - Opportunities conflict with my schedule
- Other limitations:
- Too busy
 - Unaware of the various opportunities
 - Info not received far enough in advance

Q: What activities do you find the most meaningful?

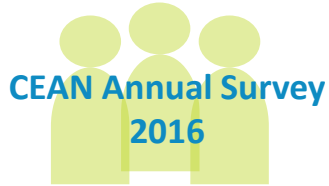
- Participation on advisory committees
- Document reviews
- CEAN Forums
- Engagement opportunities with senior leadership

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

85.1% - Read the CEAN in Between (weekly newsletter with opportunities) **GREAT!**

Other big contenders:

- Participated in CEAN Orientation
- Responded to an on-line survey
- Reviewed patient materials
- Participated in a focus group on a project
- Attended a CEAN Forum
- Participated in an advisory committee



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

- More outcomes/results communicated
- More flexibility with the times that opportunities happen
- More diversity in the network
- More non-location dependent opportunities (on-line)
- More acknowledgement from Senior Leadership
- More information/orientation re: opportunities

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

- Learning more about VCH and healthcare
- Making a difference/impacting change
- Meeting new people/networking
- Working with the CE staff
- Feeling listened to and having a voice

We love working with you too!



“...through CEAN I have been positively exposed to great people who like me would like to make a difference in our community’s well-being. Furthermore, through both the forum and the newsletters I am aware to some extent of what is going on in our healthcare system at a local level.” - quote from CEAN Member – CEAN Annual Involvement Survey 2016

What’s next?

- Revamp orientation materials
- Offer other options to participate that are not time restricted on engagement processes i.e. – online engagement
- Create a template for reporting outcomes for staff. More frequent updates on CE work and CEAN
- Continue to diversify CEAN
- Keep up with training of staff on how to do CE/engage patients and family members

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

BIGGEST CHALLENGE (3 years in a row): **TIME** 

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

Others:

- Engagement being tokenistic – either decision has already been made or not taken seriously by staff
- When people attending meetings use time to discuss topics that don’t contribute to the meeting goal
- Location of engagement process/transportation

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Bringing the patient voice to Vancouver Coastal Health