

Community Engagement Advisory Network Annual Involvement Survey 2018



Thanks to those of you who filled out the CEAN Annual Involvement Survey! This year, we had 52 responses. Here's what we heard....

Q: What influences you to participate?

Top **3** answers

- #1** I am interested in the topic
- #2** I want to give back to my community
- #3** I have/had lived experience relevant to the topic

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

Top responses:

- Feel I was making a contribution to the community
- Influence change in healthcare
- Use/develop existing skills
- Meet new people
- Find out more about VCH



✓ The majority of respondents felt their expectations were met or partially met.

Q: What limits your involvement?

TOP **2** answers

- Opportunities conflict with my schedule
 - Too busy to commit the time
- Other
- Application process for opportunities
 - Not interested in topic
 - Potential financial cost to me for participating

\$ What about compensation? **\$**

43% of respondents felt Health Authorities should offer financial compensation to advisors.

79% of respondents felt that advisors should have the option to decline being financially compensated for their time.

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

74% - Read the CEAN in Between (weekly newsletter with opportunities) **GREAT!**

OTHER BIG CONTENDERS:

- Visited the CEAN website
- Read the CEAN seasonal newsletter
- Participated in CEAN Orientation
- Filled out a survey/questionnaire
- Reviewed orientation materials
- Participated on a VCH Advisory Committee
- Attended a workshop or focus group



Vancouver Coastal Health

Promoting wellness. Ensuring care.



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

- Meeting new people
- Effecting change
- Gaining more info about healthcare system
- Working with CE staff
- My voice is valued

OTHER THINGS WE HEARD....

- 90% felt they received sufficient orientation about VCH
- 89% felt they were provided with an accurate description of CEANs role
- 86% would recommend joining CEAN to others
- 79% felt adequately supported by the CE team
- 77% felt their CEAN work is interesting and rewarding

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

- More follow up and feedback around CEAN work
- More support & skill development
- More varied opportunities
- More opportunities with flexible times
- More info about healthcare priorities

What's next?

- Try to offer more options for participation that will support time challenge
- Keep up with training of staff on how to do CE/engage patients and family members and do it well, specifically communicating outcomes
- More regular project updates
- More being CEAN information and training tools

"The relationships and learning are my favourite aspect of CEAN. Not that I don't value being able to contribute but I equally value hearing other perspectives and stories – it broadens my thinking on how to improve aspects of the system. It also deepens my compassion for others and the journeys they've been on and reinforces the importance of continuing to partner and advocate for change." - quote from CEAN Member – CEAN Annual Involvement Survey 2018

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:

- Tokenism – engagement is done to “tick a box” rather than to inform and influence projects
- Not enough feedback/follow up from project teams
- More knowledge, skills and experience needed to participate
- Not knowing how my contributions made a difference



Making better decisions together with patients and families

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