

Community Engagement Advisory Network Annual Involvement Survey 2019



Thanks for filling out the 2019 CEAN Annual Involvement Survey! This year, we had **54** responses. Here's what we heard....

Q: What influences you to participate?

Top 3 answers

- I am interested in the topic
- I have/had lived experience relevant to the topic
- I want to give back to my community

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

Top 5 answers

- Read the CEAN in Between (weekly newsletter with opportunities)
- Visited the CEAN website
- Participated in CEAN Orientation
- Attended a workshop or focus group to provide feedback/input
- Filled out a questionnaire or survey to provide feedback

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
- Find out more about VCH

✓ The majority of respondents felt their expectations were met.

Q: What limits your involvement?

TOP 3 answers

- Opportunities conflict with my schedule
- Too busy to commit the time
- Not interested in the opportunities/topics offered

OTHER THINGS WE HEARD....

- 93% felt they were provided with an accurate description of CEAN's role
- 91% thought the CEAN Orientation materials were helpful
- 89% felt they received enough info to get involved
- 89% felt they were able to express their views freely
- 87% would recommend joining CEAN

CEAN Annual Survey 2019

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

- Gaining more info about healthcare system
- Making an impact/effecting change
- Having a voice
- Being part of a network & meeting people
- My voice is valued
- Being able to give back

“The best for me is the learning opportunity that each engagement offers; each time I learn something new about the organizational structure/behaviour and gain insight into the highly nuanced complexities of the system”

- quote from CEAN Member – CEAN Annual Involvement Survey 2019

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

- More opportunities (including online) in communities farther from Vancouver
- More information on the impact of engagement
- Support less tokenism, more meaningful processes

Thank you for providing this feedback!



- The CE team will use this feedback to support our own planning and decision making around how to support engagement of patients/public at VCH.
- We will share this feedback with the project teams that we work with, as well as within CE training, to support meaningful involvement of patients and families.
- We will continue to seek virtual engagement opportunities, as well as rural opportunities to support distance and time as a barrier to participate
- We will work on supporting more regular project updates

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

BIGGEST CHALLENGE: DISTANCE

Most opportunities are happening in and around Vancouver

Others:

- Time – either finding time in your busy schedule or the time that opportunities are scheduled
- Tokenism – contribution is not utilized or meaningful
- Bureaucracy – large organization with complex issues and decision-making
- Impact - not knowing how my contributions made a difference
- Jargon – too much technical language and acronyms used without explanation



Making better decisions together with patients and families

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