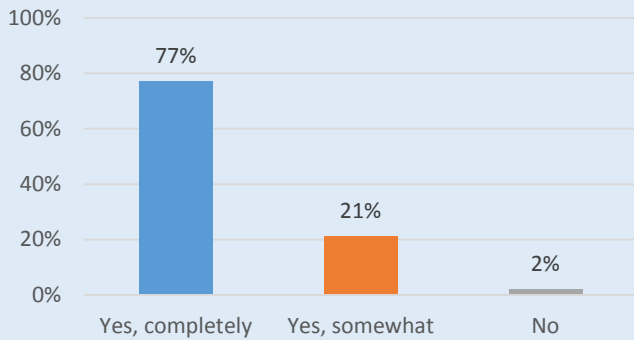
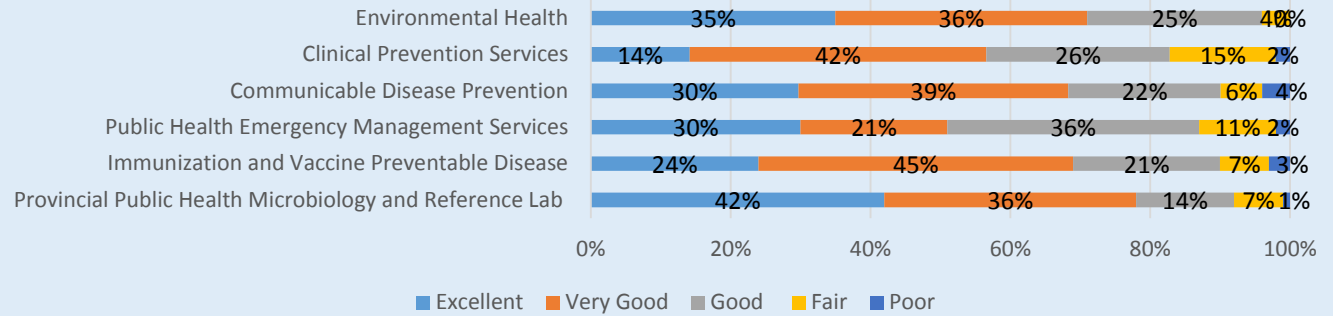


BCCDC Health System Client Experience Survey Dashboard

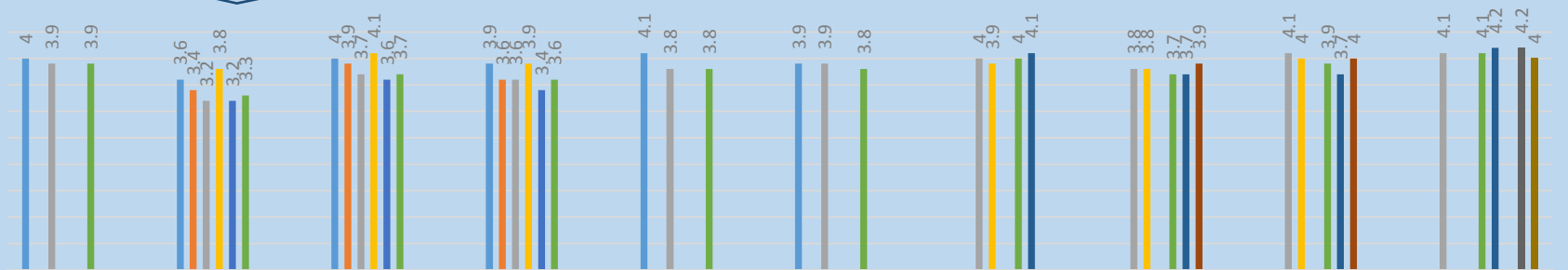
WILLINESS TO RECOMMEND BCCDC



SERVICE LINE EXPERIENCE RATING



STAKEHOLDER EXPERIENCE BY SERVICE LINE



	Environmental Health	Clinical Prevention Services TB Control	CPS STI/HIV	Hepatitis Services	Communicable Disease Prevention	Public Health Management	Immunization & Vaccine Preventable Diseases	Vaccine Warehouse	Pharmacy Drug Dispensary	Microbiology & Reference Lab
Practical Guidelines	4	3.6	4	3.9	4.1	3.9				
Practical Surveillance		3.4	3.9	3.6						
Timely Information	3.9	3.2	3.7	3.6	3.8	3.9	4	3.8	4.1	4.1
Availability of Consultants		3.8	4.1	3.9			3.9	3.8	4	
Educational Resources		3.2	3.6	3.4						
Collaboration	3.9	3.3	3.7	3.6	3.8	3.8	4	3.7	3.9	4.1
Practical Information							4.1	3.7	3.7	4.2
Timely Vaccines								3.9	4	
Expertise of Lab										4.2
Availability of tests										4

Missing data is the result of particular questions not being asked of certain service lines

BCCDC Health System Client Experience Survey Key Themes

- 1. Provide more timely responses, follow-up, reports, education and training regarding emerging trends and infections.** Increasing timeliness will not only improve efficiencies within BCCDC but will also result in a significant positive impact with local and regional partnering providers.
- 2. Provide updated and user-friendly resources, including guidelines, manuals and online supports.** Access to up-to-date and user-friendly resources has been identified as a significant priority for local and regional providers and partners
- 3. Provide more educational opportunities (including patient handouts) targeted toward front line staff and physicians to enhance knowledge of BCCDC and build local capacity.** Stakeholders clearly identified the need for more education and training opportunities, including handouts. In addition, they cited the need for BCCDC to build awareness of current resources available to partners and providers.
- 4. Improve communication, including content, to support best practices and consistency of messaging between providers.** Improving communication and specific content would help to ensure providers are aware of resources and that best practices in testing are being followed. A few stakeholders expressed the desire for more pleasant and helpful technologists on the phone, more consistency amongst treating physicians at TB control and closing the loop on issues (even if they cannot be resolved).
- 5. Address staffing challenges.** Addressing staffing challenges will ensure that BCCDC is well-positioned to handle current and future public health demands and will provide the enhanced public health capacity that partners desire.
- 6. Leverage capacity and expertise of partners, while clearly honouring roles and responsibilities.** Adhering to defined roles and re-aligning roles and responsibilities, where necessary, will reduce confusion and frustration currently attributed to overlapping mandates and resources. Further, leveraging capacity and expertise of partners will help to create efficiencies.
- 7. Review governance.** While BCCDC is governed in accordance with PHSA policies, stakeholders are clearly asking for more opportunities to provide direct input, particularly as it relates to leveraging regional expertise.
- 8. Improve collaboration with local and regional providers and partners to improve service delivery and working relationships (trust).** Consulting with and listening to the feedback of partners will assist in informing guidelines and ensuring that decisions are both relevant and meeting the current needs of public health care. Collaboration with partners will improve service delivery and strengthen working relationships by building trust.