



Overview of results

NOVEMBER 2018

Biennial General Membership Survey

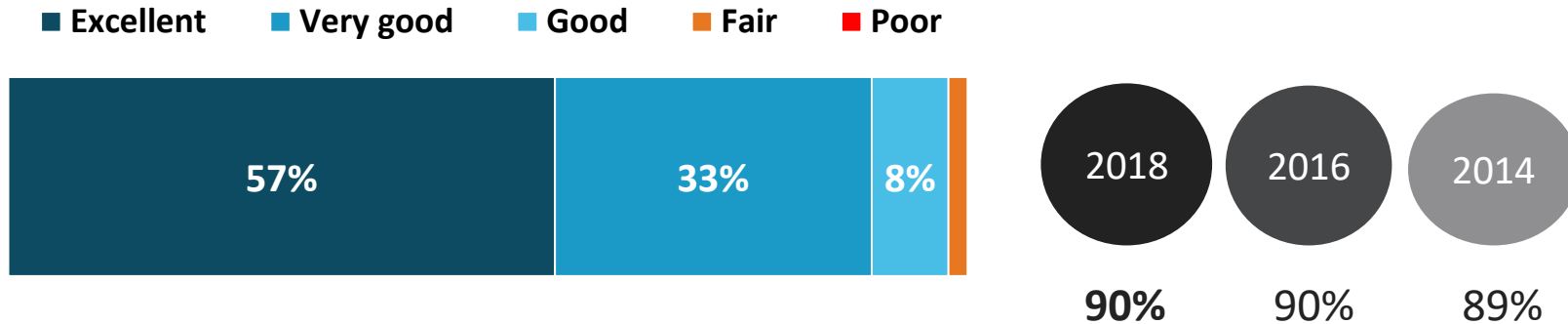
Methodology

- Total of **96,130 email invites** were sent out to members.
- Online survey was in the field from **September 10 to October 3, 2018.**
- English and French.
- A total of **6,846** completed the survey.
- Completion rate was **7%.**
- Median time to complete was just over **12 minutes.**

	Total 2018
Total sample of CMPA members	96,920
Undeliverable (bounce backs)	742
Unsubscribed	48
Valid invites	96,130
Survey completes	6,846
Completion rate	7%

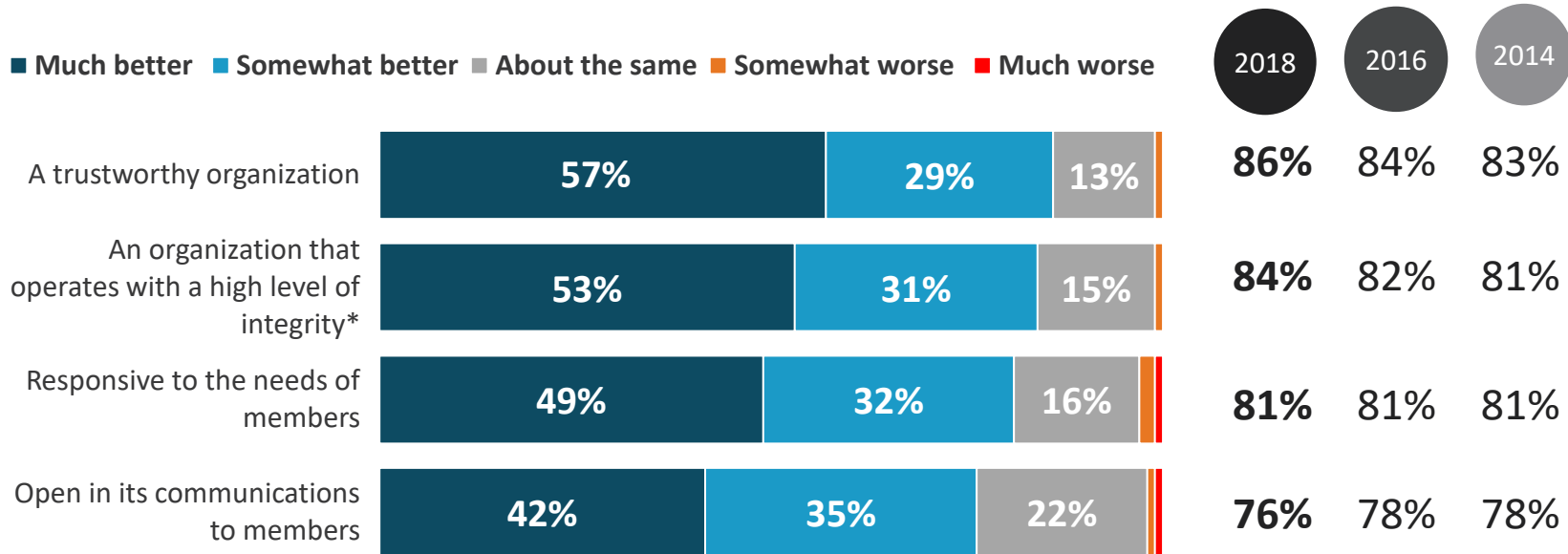
Note: a 'complete' is defined as those who responded beyond Q7 in the survey.

Image and reputation of the CMTA remains on a par with 2016 overall, however **shows growing strength.**



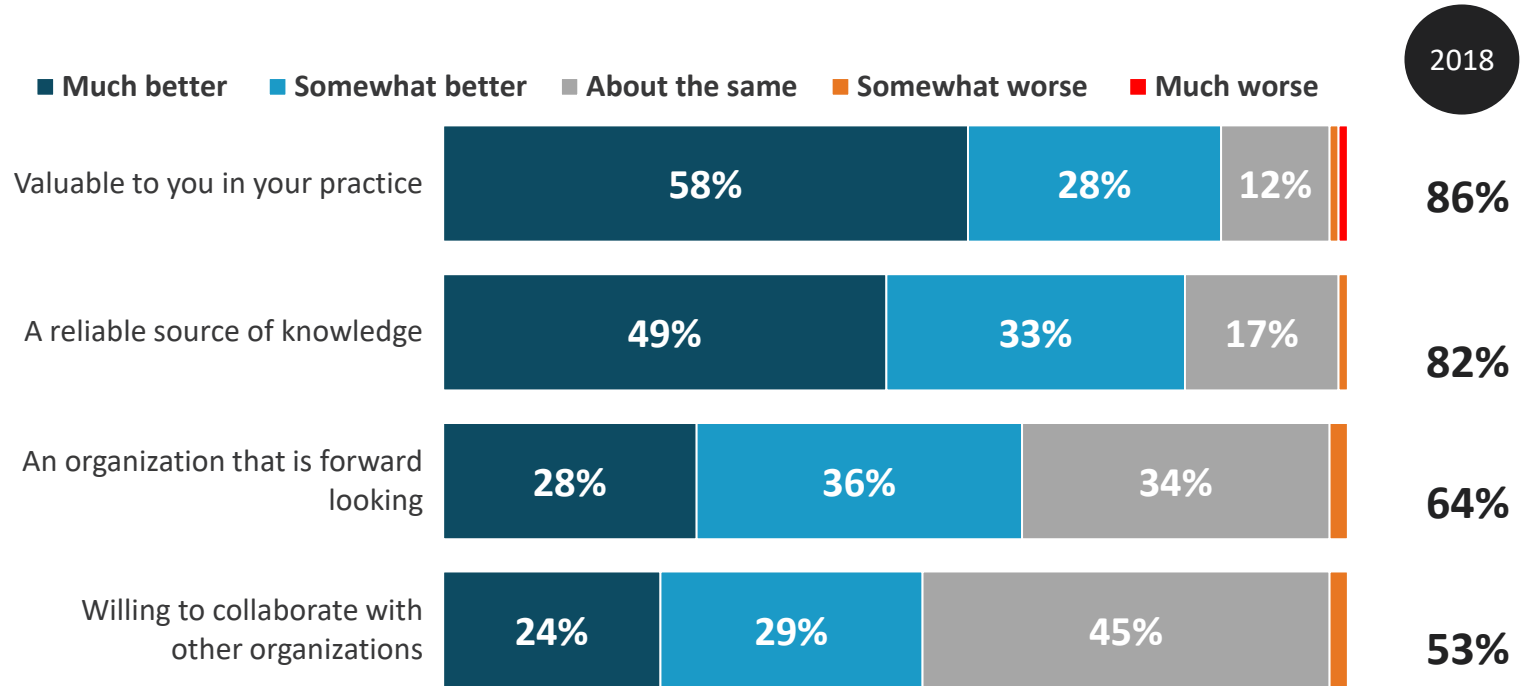
Q4. How would you rate the overall image and reputation of the CMTA? Base: All Answering - 2018 (n=6846); 2016 (n=8732); 2014 (n=10330).

Improvements recorded in the CMPA's perceived reputation as trustworthy and operating with high integrity.



Q5. How would you compare the CMPA to other medical organizations you deal with in your practice in being...Base: All Answering - 2018 (n=6846); 2016 (n=8732); 2014 (n=10330). *2016 wording change: *An organization that operates with the highest level of integrity.*

While considered **valuable** and a **reliable source of knowledge**, there is room to improve in other areas.



Q5. How would you compare the CMPA to other medical organizations you deal with in your practice in being...Base: All Answering - 2018 (n=6846).

Apparent decline in confidence in the CMPA may be led by question change, but could also be an indication of skepticism among responding members.

■ Strongly agree
 ■ Somewhat agree
 ■ Neither agree nor disagree
 ■ Somewhat disagree
 ■ Strongly disagree
 ■ Don't know

I am confident that, where patient harm occurs as a result of negligent care...

2018
 2016
 2014

...the CMPA will protect my interests



87% 94% 93%

...the CMPA will provide appropriate compensation to patients



62% 78% 81%

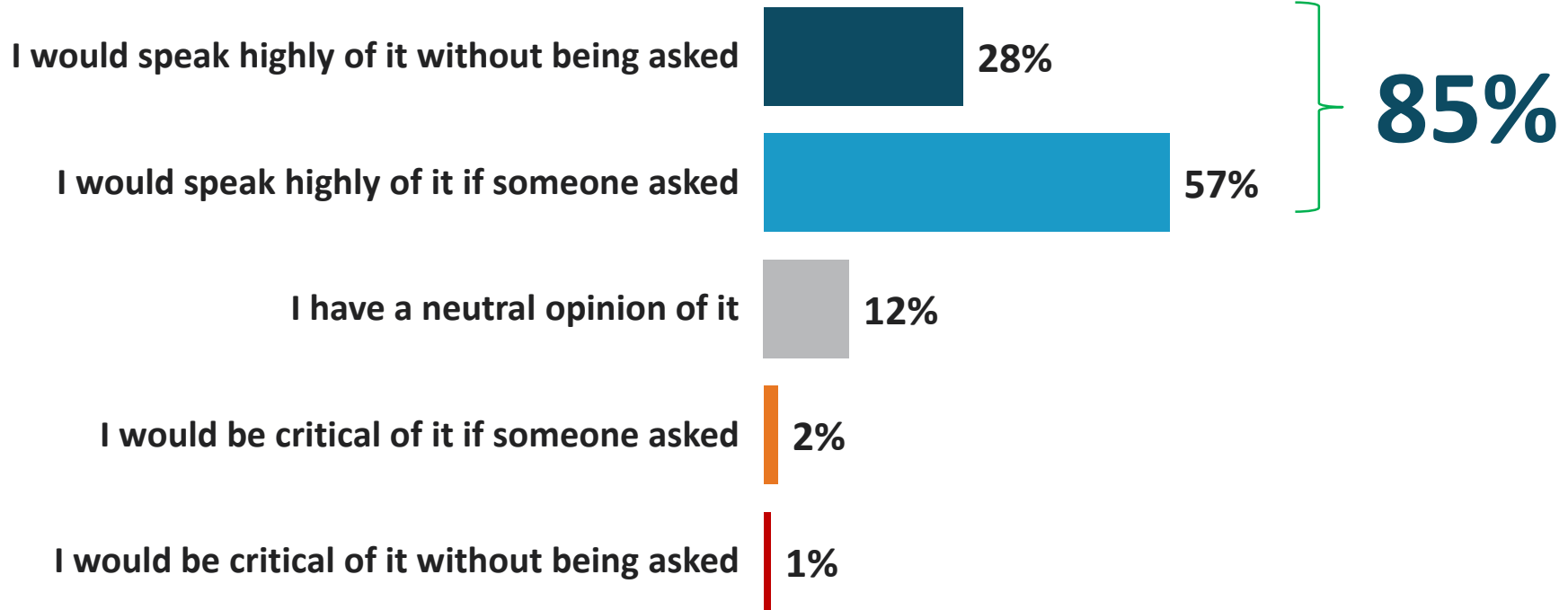
...the CMPA will compensate patients in a timely manner



54% 78% 81%

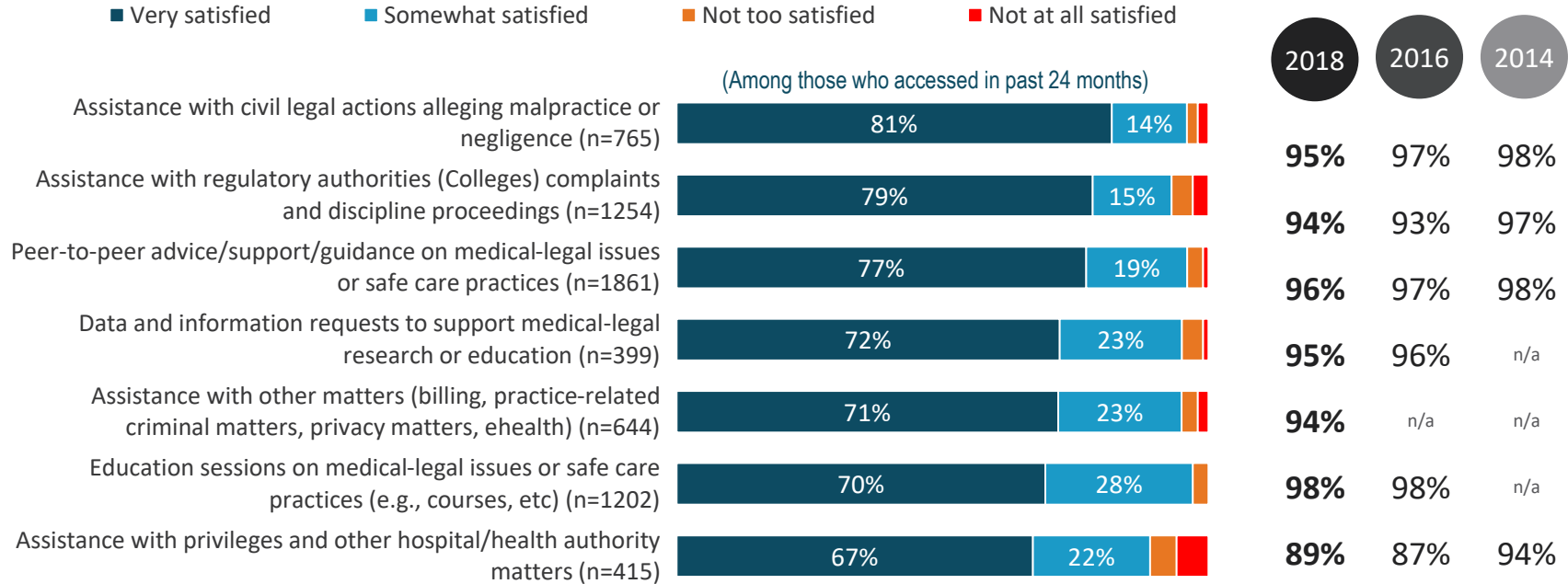
Q6. 2014 – 2016 Question Wording: Generally speaking, please indicate if you agree or disagree with each of the following statements : I am confident that the CMPA will protect my interests in the event a patient was harmed in healthcare delivery, but the standard of care was met / I am confident the CMPA will appropriately compensate patients in a timely manner in the event they have been harmed as a result of negligent care. / New Question Wording used in 2018: Please indicate if you agree or disagree with each of the following statements... Base: All Answering - 2018 (n=6846); 2016 (n=8732); 2014 (n=10330).

The **majority** of responding members indicated they would advocate on behalf of the CMPA.



Q7. Which of these statements best reflects your current overall view of CMPA? Base: All Answering - 2018 (n=6846).

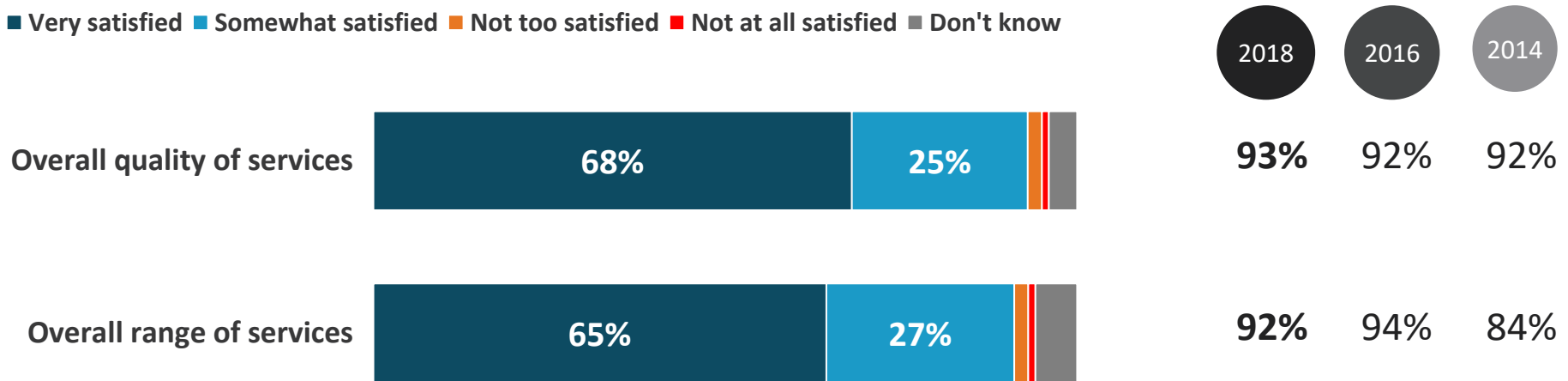
Satisfaction with medical-legal services remains strong.



Q9. 2014 – 2016 Question Wording: How satisfied were you with the medical-legal service(s) you accessed?/ New Question Wording used in 2018: How satisfied were/are you with the service(s) you accessed? Base: Among those who have accessed each service in the past 24 months – All Answering, base sizes vary by item.

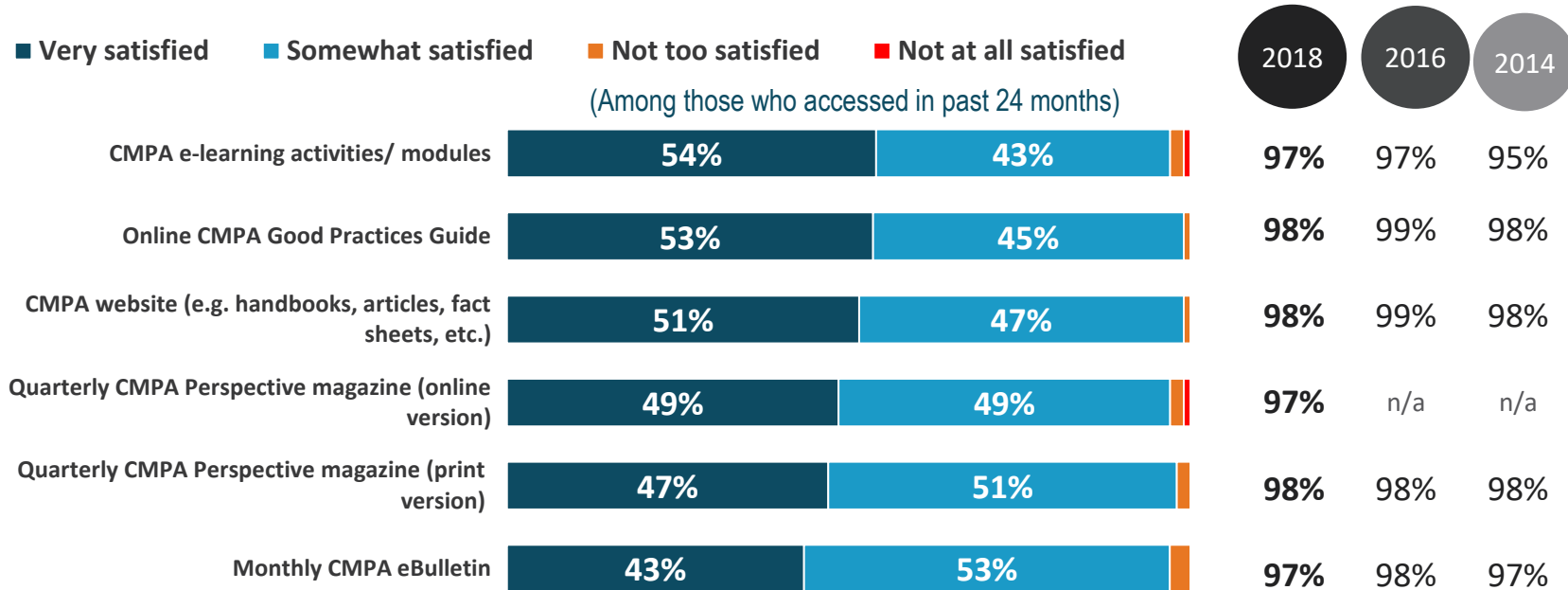
Majority of responding members are **satisfied with the overall quality and range of services** provided by the CMPA.

■ Very satisfied ■ Somewhat satisfied ■ Not too satisfied ■ Not at all satisfied ■ Don't know



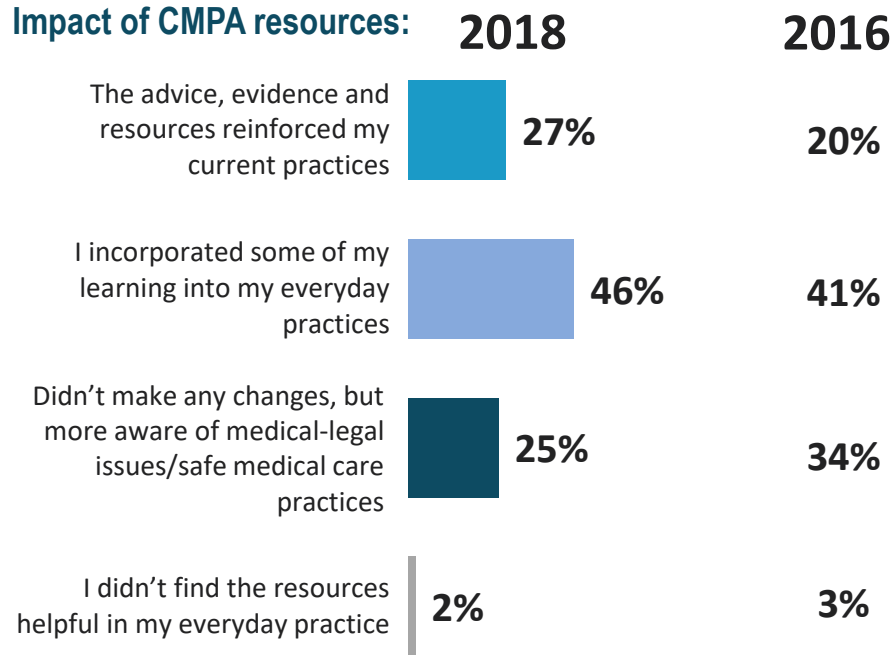
Q12. How satisfied are you with the overall quality of services provided by the CMPA? Base: 2016 Split Sample (n=4329) / Q13. How satisfied are you with the overall range of services provided by the CMPA? Base: 2016 Split Sample (n=4270) / Note: questions were moved in 2016 to follow questions on use and awareness of services. Base: All Answering – 2018 (n=6756)

Consistently high satisfaction for CMPA resources.

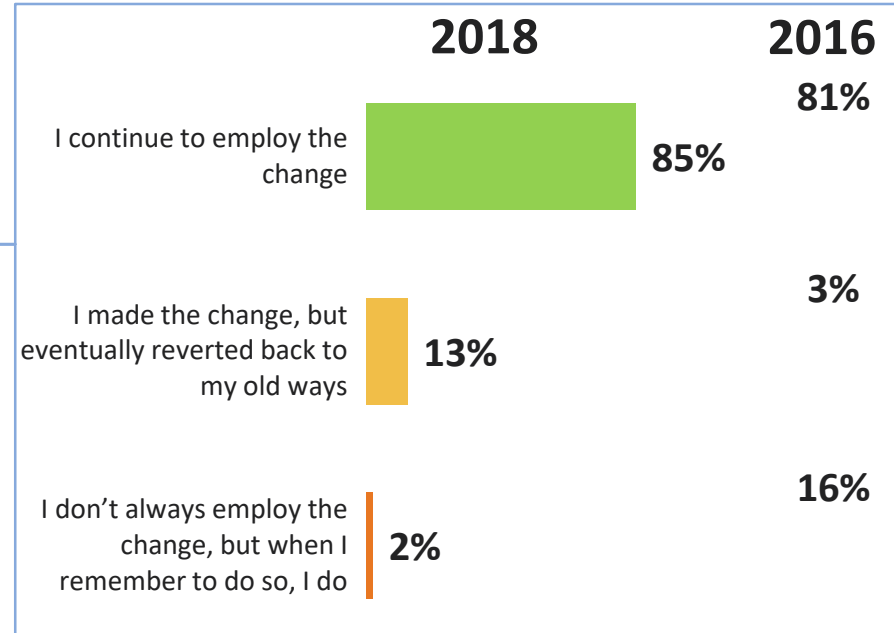


Q20. 2014-2016 Question Wording: How satisfied were you with the safe medical care resource(s) you accessed?/ New Question wording used in 2018: How satisfied were/are you with the resource(s) you accessed? Base: Those who have accessed each resource in past 24 months – All Answering – Split Sample 2016 / 2018, base size vary by item. Note: 2014 data re-based to exclude “have never used this resource”.

CMPA resources are seen as helpful and have enduring impact on practices.



Of those who incorporated learning into everyday practice:

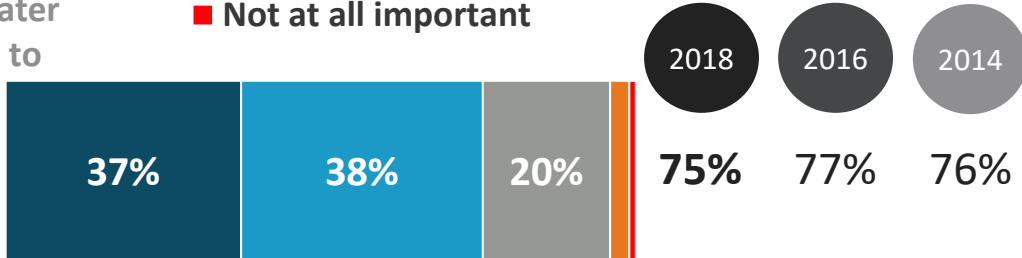


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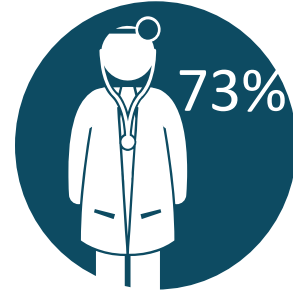
Responding members feel it is **important to require members** whose medical-legal experience is greater than their peers to **participate in educational programming.**

How important is it for the CMPA to require members whose medical-legal experience is significantly greater than their peers to participate in appropriate educational programming?

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not at all important

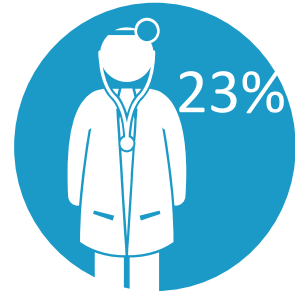


Aware of concept of mutuality as a core principle of membership



%Yes

Aware of CMPA's Member Support Program



Q30. Were you aware that this concept of mutuality is a core principle of membership with the CMPA? Base: All Answering – 2018 (n=6309)

Q31. 2014-2016 Question Wording: The CMPA provides medical liability protection to its members while, in turn, members are responsible to their colleagues and to the CMPA to practice in a manner consistent with the values of the medical profession. Given this definition of mutuality, how important is it for the CMPA to participate in appropriate educational programming?/ New Question Wording used in 2018: Given the above definition of mutuality, how important is it for the CMPA to require members whose medical legal experience is significantly greater than their peers to participate in appropriate educational programming? Base: All Answering - 2018 (n=6309). Note: 2014 data – rebased to exclude 'don't know'.

Q32. Are you aware of the CMPA's Member Support Program, which aims to assist members whose medical legal experience is significantly greater than their peers? Base: All Answering - 2018 (n=6309)

Survey comments provided insights into the **issues faced by members and the environment** in which they are working.

