

Business Lounge: Year One

Summary Report

YEAR 1 AT A GLANCE

Following the success of a pilot session, three additional sessions were held over the course of the first year, covering a range of topics from staff recruitment and retention to operational strategies.

RESOURCES CREATED

[Associate Education Handout](#)

FUTURE TOPICS

- AI & Technology
- HR & Staff Management
- Retirement Planning
- Negotiation Techniques, Leases, & Group Purchasing
- Recruitment Strategies
- Overhead & Payment Models

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OVERVIEW

The Business Lounge is an initiative designed to bring primary care clinic leaders together in an informal, discussion-driven space. As a unique subset of Division membership, clinic leaders value these sessions for the opportunity to connect with peers facing similar day-to-day challenges and to confidentially share strategies and lessons learned around clinic operations.

RULES OF ENGAGEMENT

Participants are expected to balance the time between describing the problem and providing solutions, and follow this code of conduct:

- Listen to understand, not just reply
- Respect confidentiality
- Be an active participant & take every opportunity to ask questions
- Assume positive intent & respect other's time

AREAS FOR IMPROVEMENT

Guests valued learning peer insights and discussing common problems in small groups. They suggest more structure through facilitation, focused topics & action item follow-up. This allows conversations to be more solution-focused, and all guests have the opportunity to contribute to the discussion.



SESSION HIGHLIGHTS

Session 1: Pilot

01



75%
Overall Satisfaction



75%
Topic Satisfaction



88%
Agreed with Group Size



HIGH
Future Interest



“Everyone had plenty to say. Thank you for creating the space for us to share. We don't get this kind of opportunity... ever!”

“This was a really fun and useful event! Loved the energy in the room. Think the conversations could have gone on twice as long!”

Session 2: Connecting with Fraser Northwest Clinic Owners

02



80%
Overall Satisfaction



90%
Topic Satisfaction



80%
Agreed with Group Size



50%
Future Interest in Collaborate Session

“Very much liked the opportunity to meet other clinic owners and share information as I have not done much of that historically.”

Session 3: The Business Side: Money, Technology & Independence

03



86%
Overall Satisfaction



100%
Topic Satisfaction



100%
Agreed with Group Size



86%
Future Interest in Education Focused Session

“Nice to hear how others are struggling with similar challenges. Nice supportive community!”

“It was good to hear other people's problems which are similar to my own”

Session 4: The People Side: Building, Retaining & Expanding Your Team

04



100%
Overall Satisfaction



100%
Topic Satisfaction



90%
Agreed with Group Size



90%
Future Interest in Education Focused Session



“Hearing from various clinics is very helpful - as we are often isolated. Collectively determining things that might help when we find common ground. sharing our resources.”