

PROJECT BACKGROUND

MOA Appreciation Day happens in October of each year. MOAs play a major role in supporting patients and clinics in the PCNs. This appreciation event allows us an opportunity to acknowledge MOAs, as well as engage them to build out supports to educate and activate them within the PCNs.

WHO WE ENGAGED



47 MOAs responded to the survey from across Vancouver

METHOD OF ENGAGEMENT

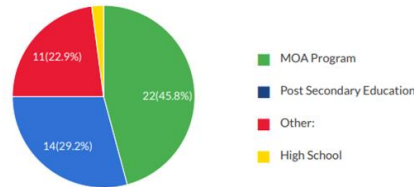


5 – 8 min.
ONLINE SURVEY

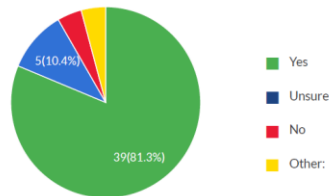
- The survey was promoted through:
- QR code on MOA Day appreciation cards
 - Fast Facts newsletter
 - Instagram
 - Direct e-mail from CNMs

WHAT WE HEARD

What is the highest level of education you obtained prior to joining the clinic that you currently work at?



Do you feel that you had sufficient training and/or education to be able to do your role in the clinic well?



What further training opportunities would support you in your role?

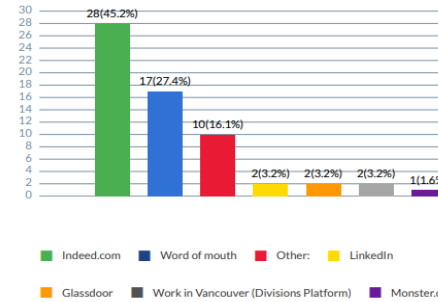
TOP 5

- Billing training
- Mental Health First Aid
- Office Management/Leadership
- De-escalation training
- Computer Programs

NEXT STEPS/OUTCOMES

We will be reviewing and sharing the input from the survey to inform our MOA engagement planning. Our first step will be to engage a group of MOAs through a reference group in the new year to inform the broader strategy.

When you were seeking employment, what platform(s) did you use?



What do you like about working in a primary care clinic?

#1 - HELPING PATIENTS/PEOPLE

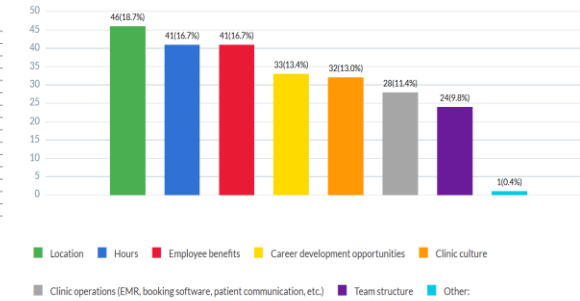
On a scale of 1 to 5, how important are continuing education opportunities?

MEDIAN SCORE

4/5

5 = Extremely Important

What factors determine the type of clinics you might consider applying to? Please check all that apply.



What could improve your experience?

#1 - MORE COMPENSATION

"In general, MOA is overloaded and underpaid, with current peaking inflation and rising loan interest rates, provincial government needs a guidance system for MOA pay."

"I enjoy working with the team on patient care, helping the doctors and assisting them."