BC Cancer – CST

Learning Survey Results
Report 1 of 2

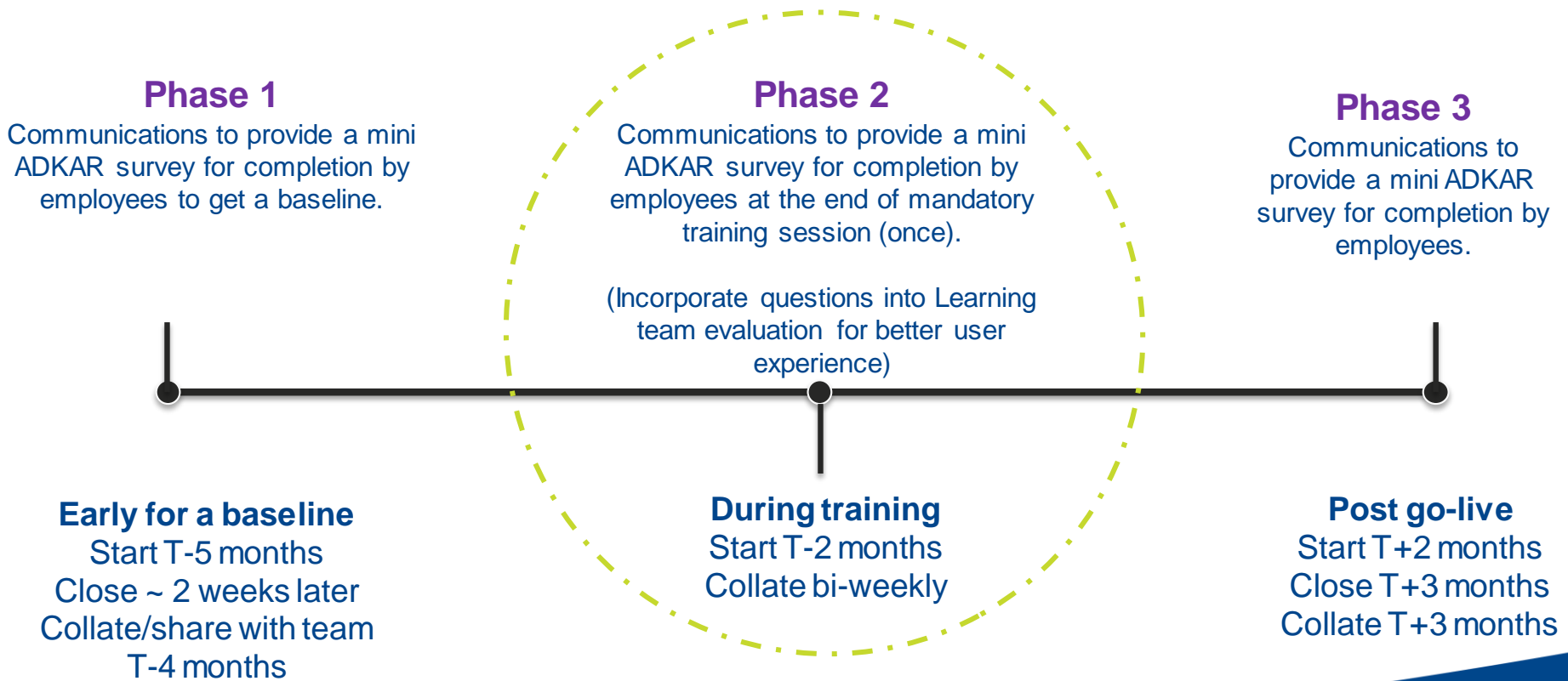Date: June 3, 2021

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CST Learning Survey: 1 of 2

Goals: Gauge awareness of CST and resources available; Evaluate confidence in upcoming changes and benefits; Measure results against finding of baseline assessment survey.
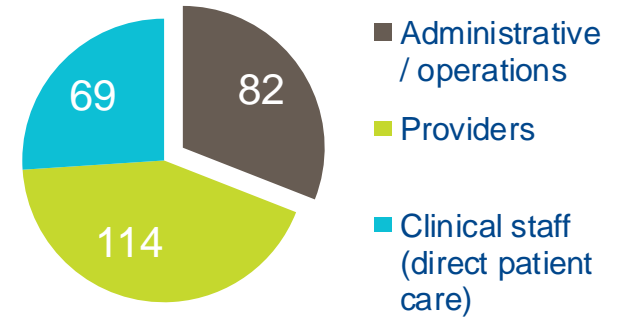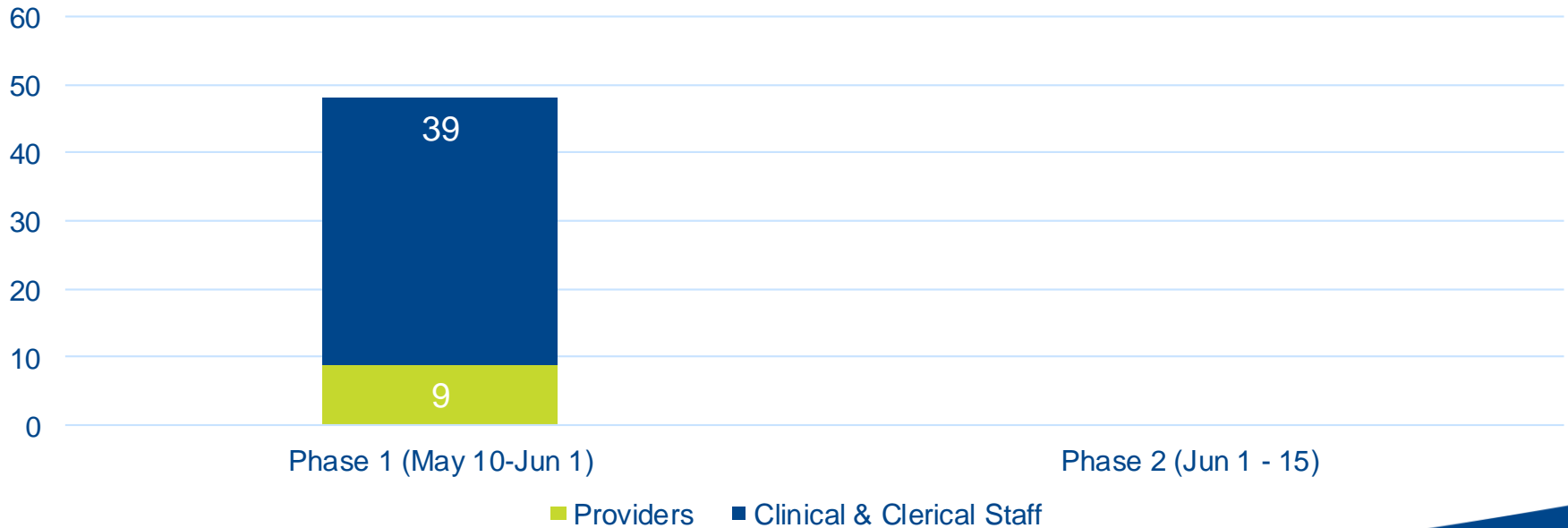
Results reported: June 3 and June 17.

Phase 1
Communications to provide a mini ADKAR survey for completion by employees to get a baseline.

Phase 2
Communications to provide a mini ADKAR survey for completion by employees at the end of mandatory training session (once).

(Incorporate questions into Learning team evaluation for better user experience)

Phase 3
Communications to provide a mini ADKAR survey for completion by employees.

Early for a baseline
Start T-5 months
Close ~ 2 weeks later
Collate/share with team
T-4 months

During training
Start T-2 months
Collate bi-weekly

Post go-live
Start T+2 months
Close T+3 months
Collate T+3 months

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CST Learning Survey: 1 of 2

- As of May 31, the survey was sent to 51 providers and 246 clerical and clinical staff. 48 people completed the survey.
- Low response rate could be due to delays distributing the survey (~1 week) due to issues generating reports.
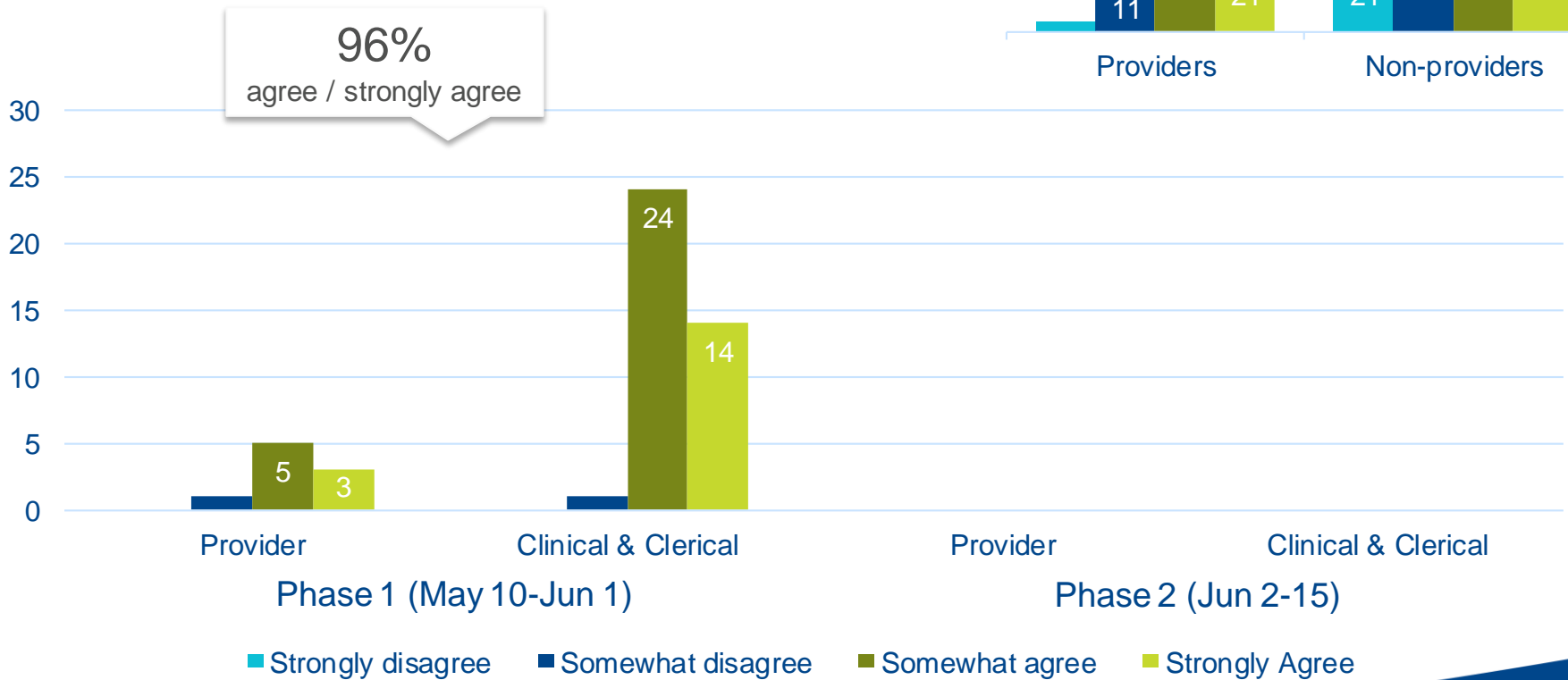
Baseline Assessment Survey

- Administrative / operations — 82
- Providers — 114
- Clinical staff (direct patient care) — 69

Learning Survey Respondents

Phase 1 (May 10-Jun 1): Providers 9, Clinical & Clerical Staff 39
Phase 2 (Jun 1 - 15)

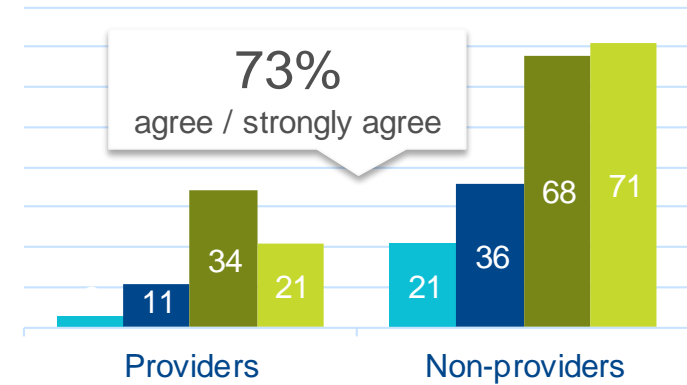Legend: Providers, Clinical & Clerical Staff

CST Learning Survey: 1 of 2

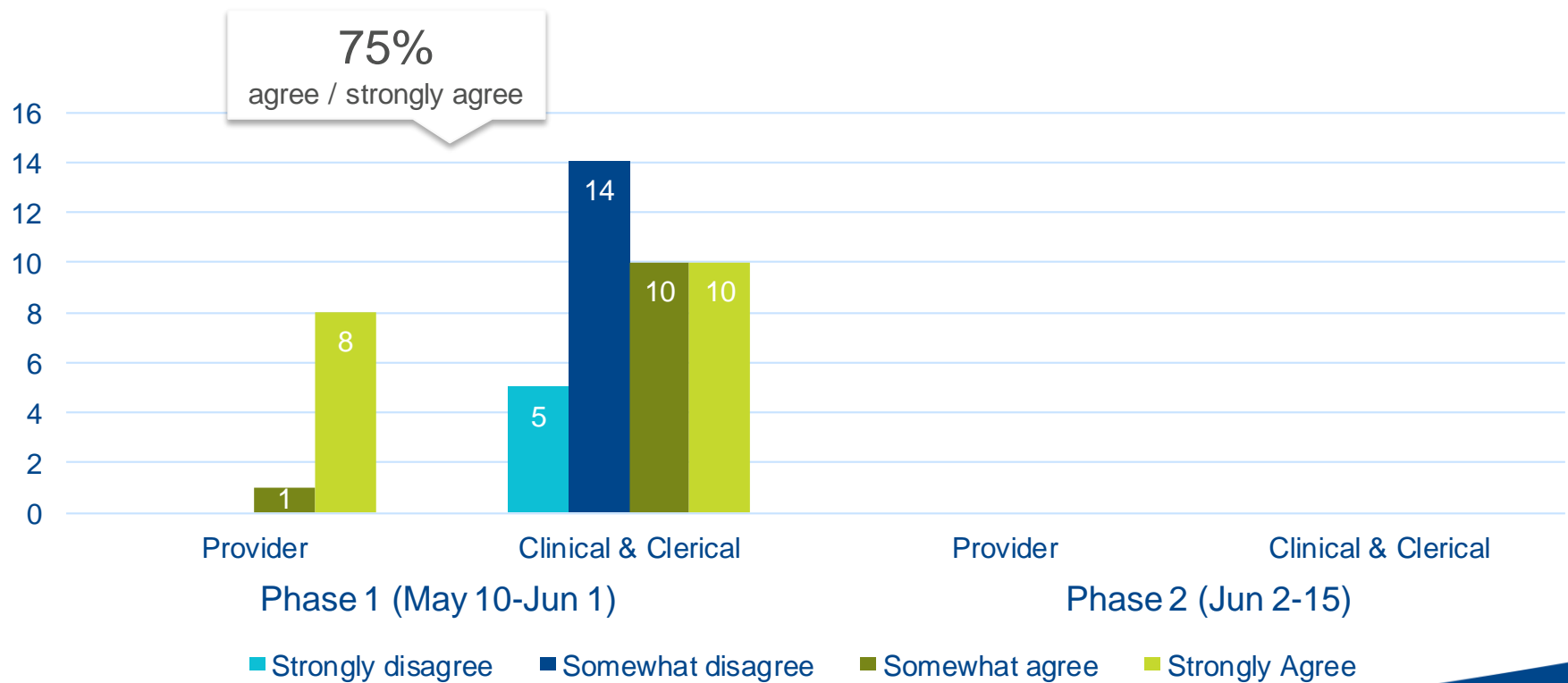**I understand the impact (clinical practice and process changes) CST will have on my day-to-day work activities.**
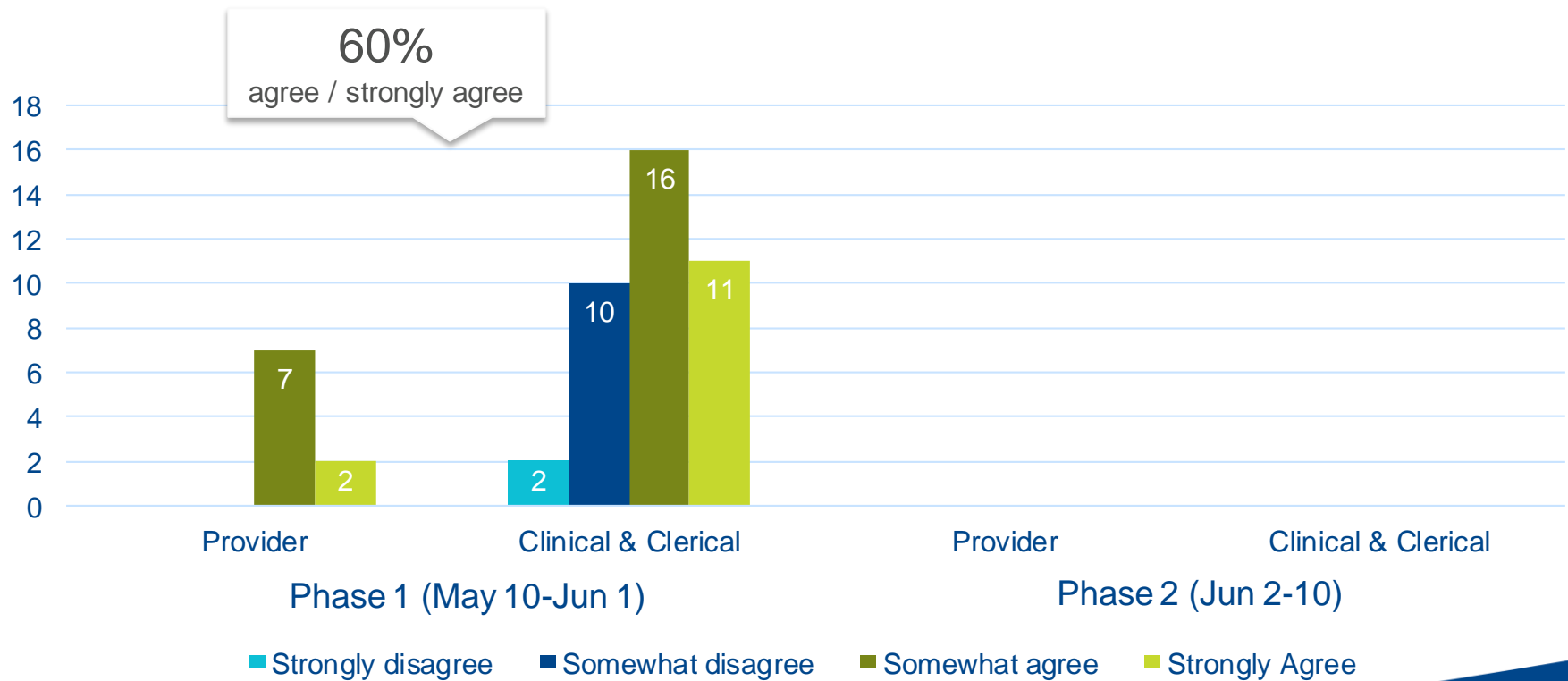
Baseline Assessment Survey

73% agree / strongly agree

	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly Agree
Providers		11	34	21
Non-providers	21	36	68	71

96% agree / strongly agree

	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly Agree
Provider (Phase 1)		1	5	3
Clinical & Clerical (Phase 1)		1	24	14

Phase 1 (May 10-Jun 1)   Phase 2 (Jun 2-15)

■ Strongly disagree ■ Somewhat disagree ■ Somewhat agree ■ Strongly Agree

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CST Learning Survey: 1 of 2

I am personally motivated to use the new clinical information system (CST Cerner).

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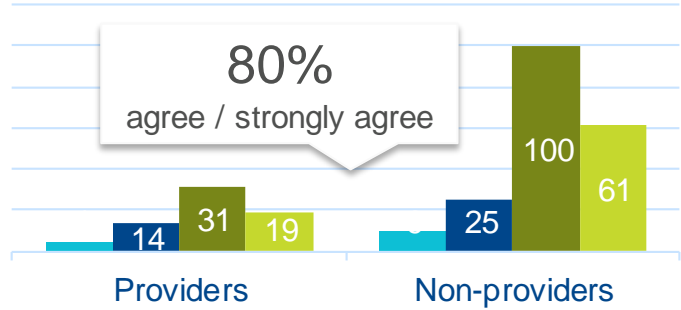Provincial Health Services Authority

CST Learning Survey: 1 of 2

After completing my training (e.g. e-Learning modules, self-directed online learning, facilitated workflow reviews) and finding out what comes next (see "My CST Journey" below), I feel confident that I will have the skills and knowledge to be successful when we go-live with CST.
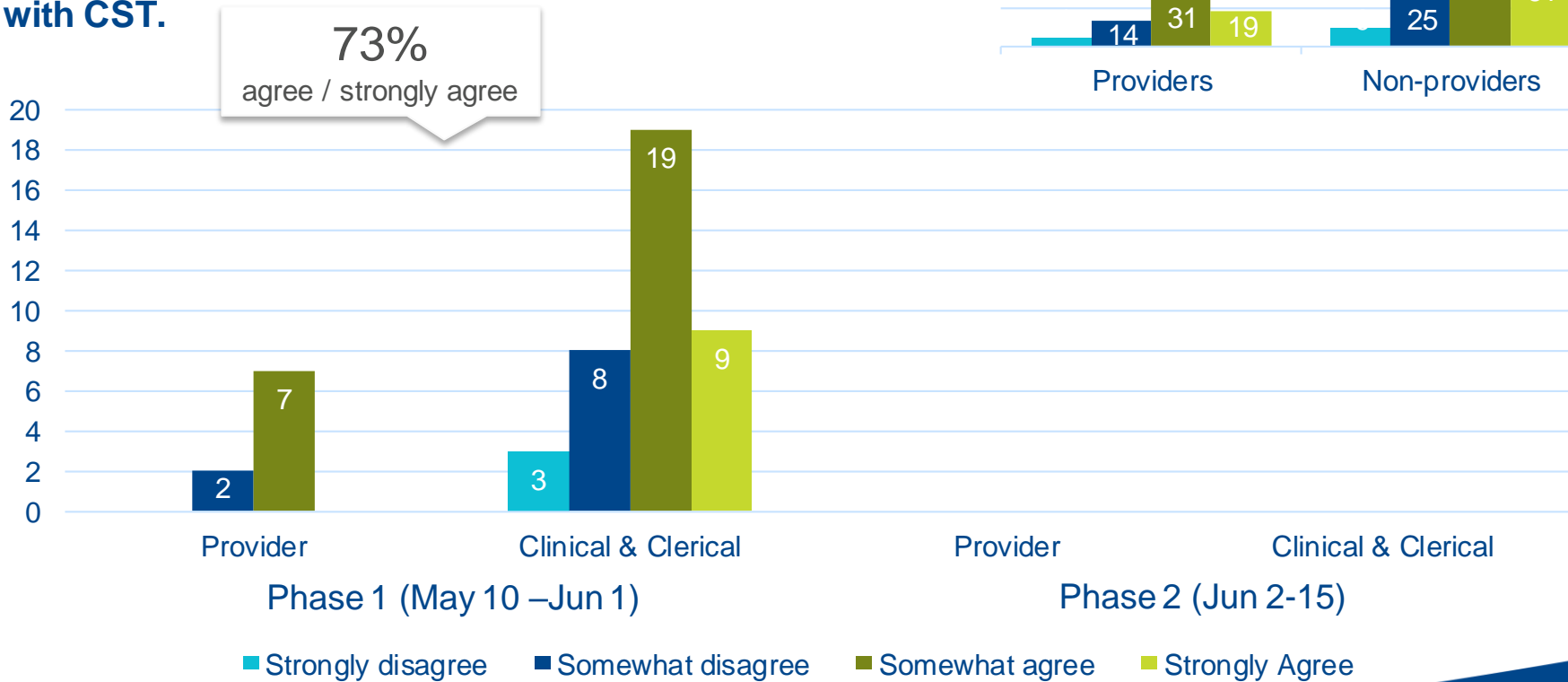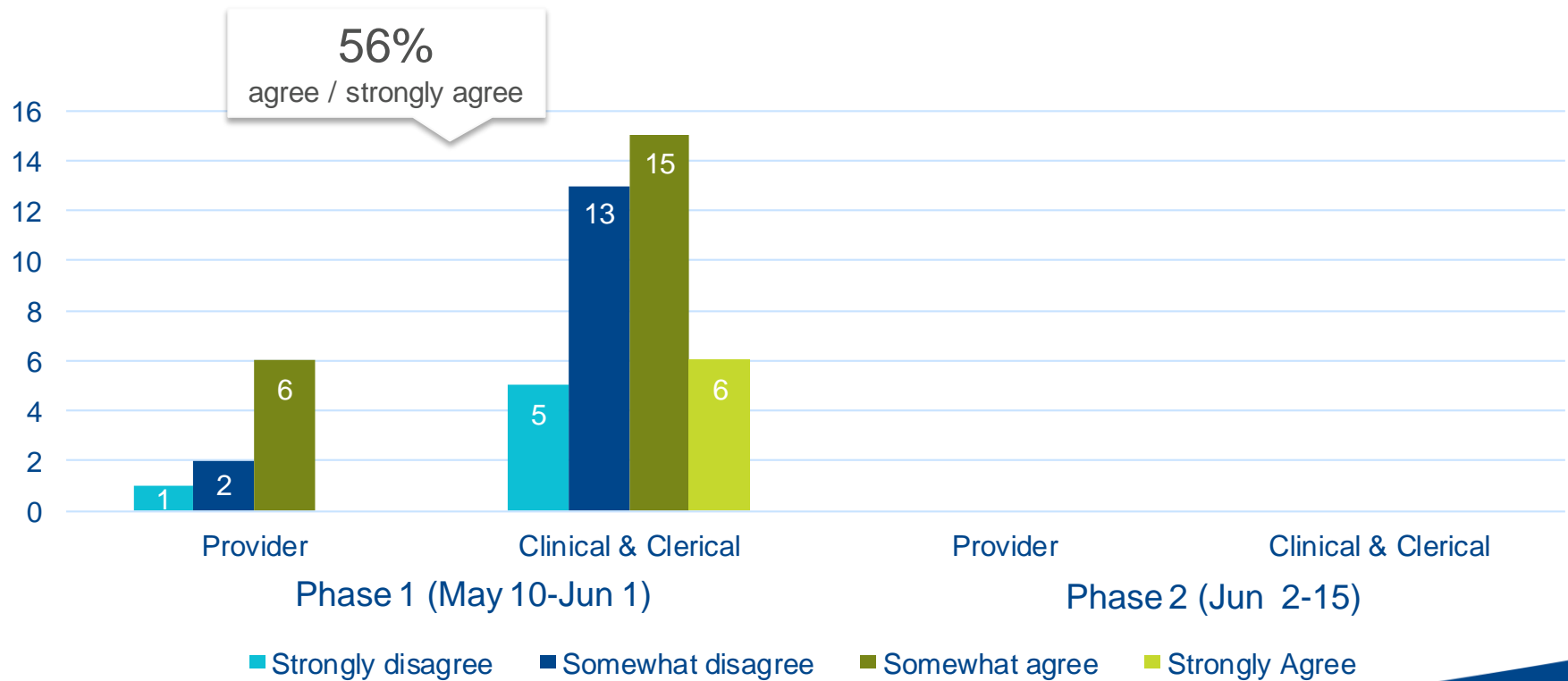
Baseline Assessment Survey
I feel confident that BC Cancer/PHSA and CST will provide the training and support for me to be successful when we go live with CST

80% agree / strongly agree

Providers: 14, 31, 19
Non-providers: 25, 100, 61

73% agree / strongly agree

Phase 1 (May 10 – Jun 1)
- Provider: 2, 7
- Clinical & Clerical: 3, 8, 19, 9

Phase 2 (Jun 2-15)
- Provider
- Clinical & Clerical

■ Strongly disagree   ■ Somewhat disagree   ■ Somewhat agree   ■ Strongly Agree

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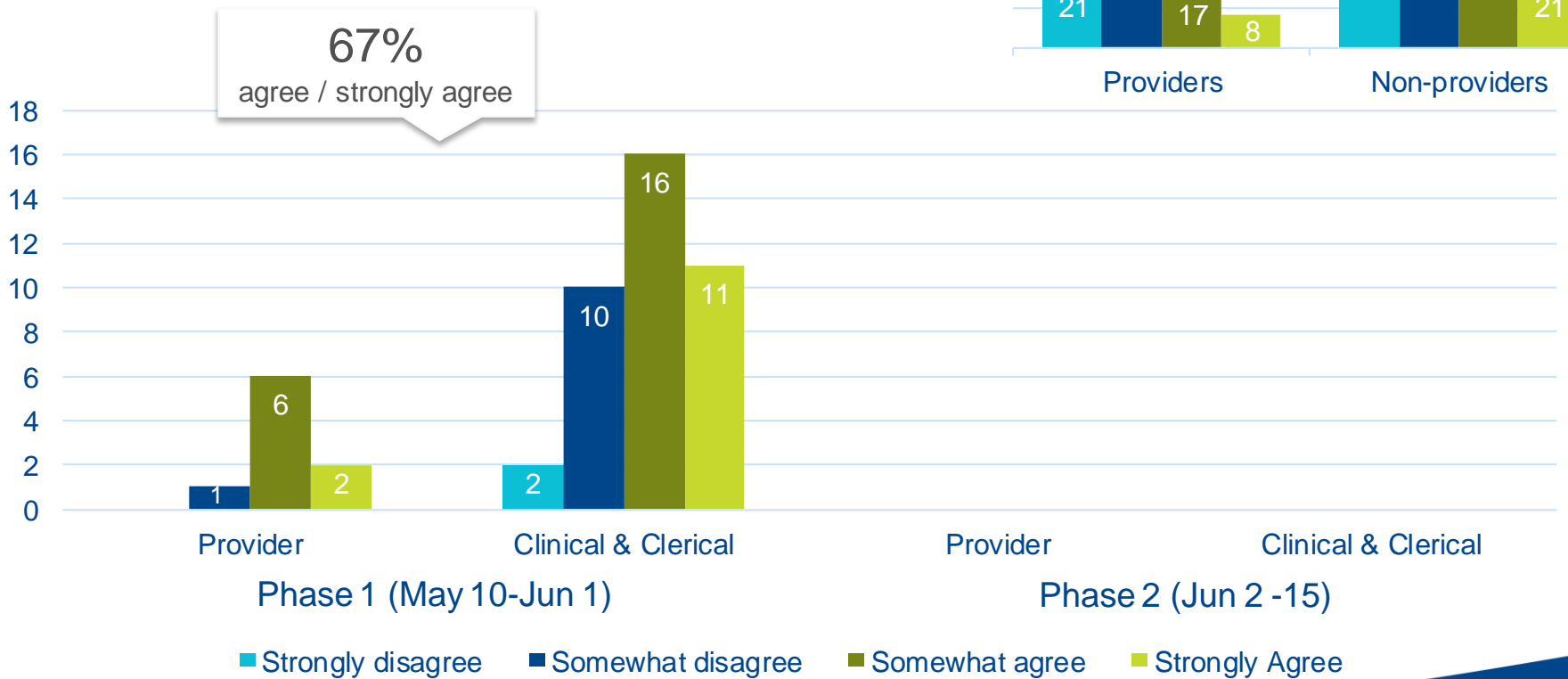Provincial Health Services Authority

CST Learning Survey: 1 of 2

Overall, I have adequate time for CST training (e.g. e-Learning modules, self-directed online learning, facilitated workflow reviews).
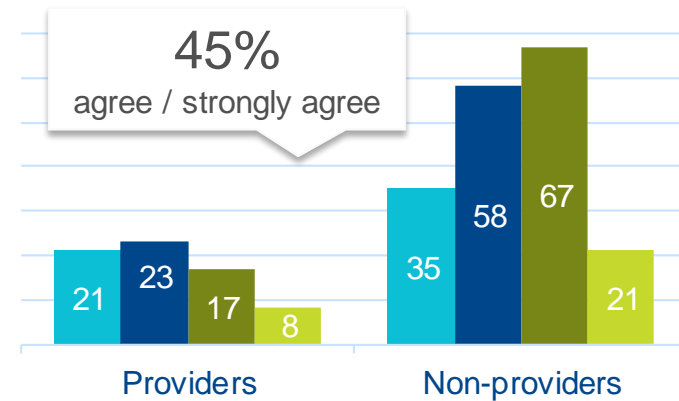
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CST Learning Survey: 1 of 2

I know who to contact when I have problems, concerns and questions related to CST.

Baseline Assessment Survey

45% agree / strongly agree

	Providers	Non-providers
Strongly disagree	21	35
Somewhat disagree	23	58
Somewhat agree	17	67
Strongly Agree	8	21

67% agree / strongly agree

Phase 1 (May 10-Jun 1) — Provider: Strongly disagree 1, Somewhat agree 6, Strongly Agree 2; Clinical & Clerical: Strongly disagree 2, Somewhat disagree 10, Somewhat agree 16, Strongly Agree 11

Phase 2 (Jun 2 -15) — Provider; Clinical & Clerical

■ Strongly disagree   ■ Somewhat disagree   ■ Somewhat agree   ■ Strongly Agree

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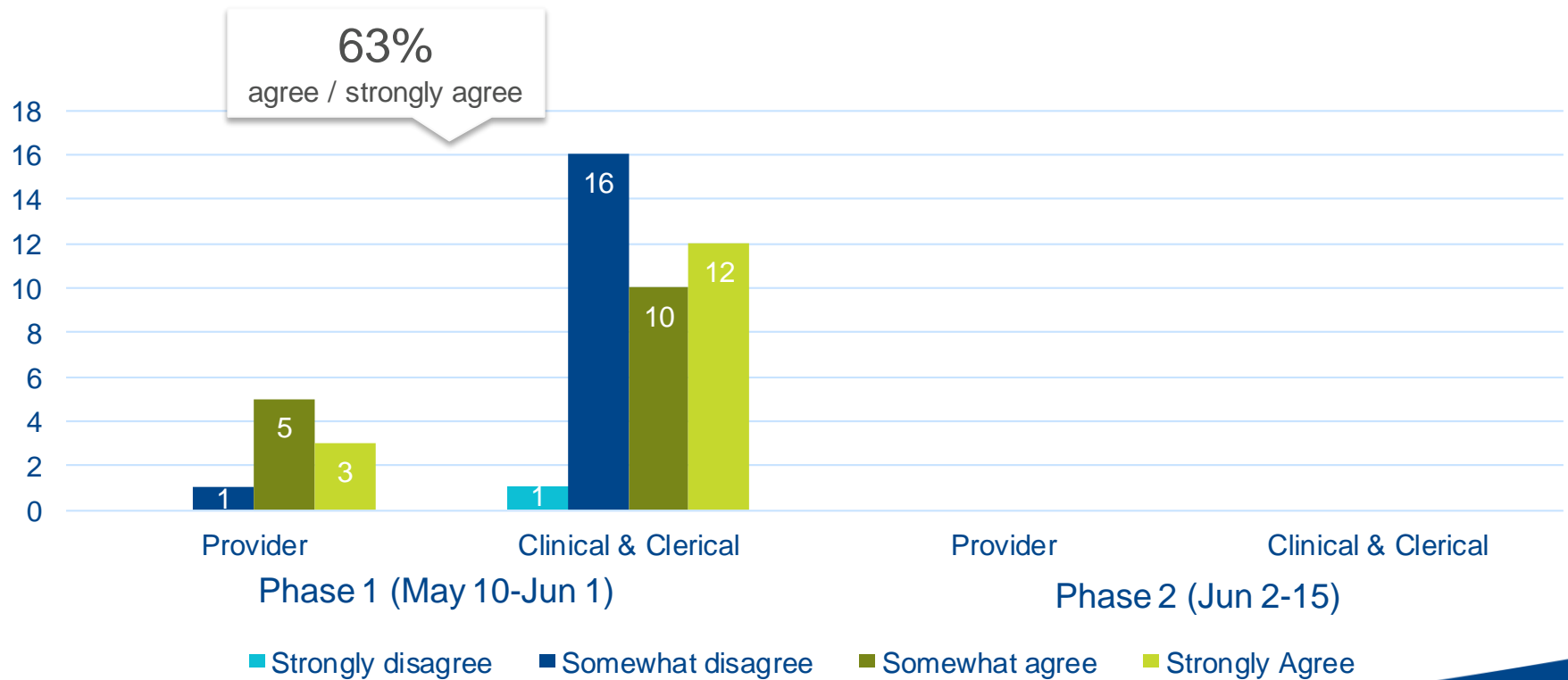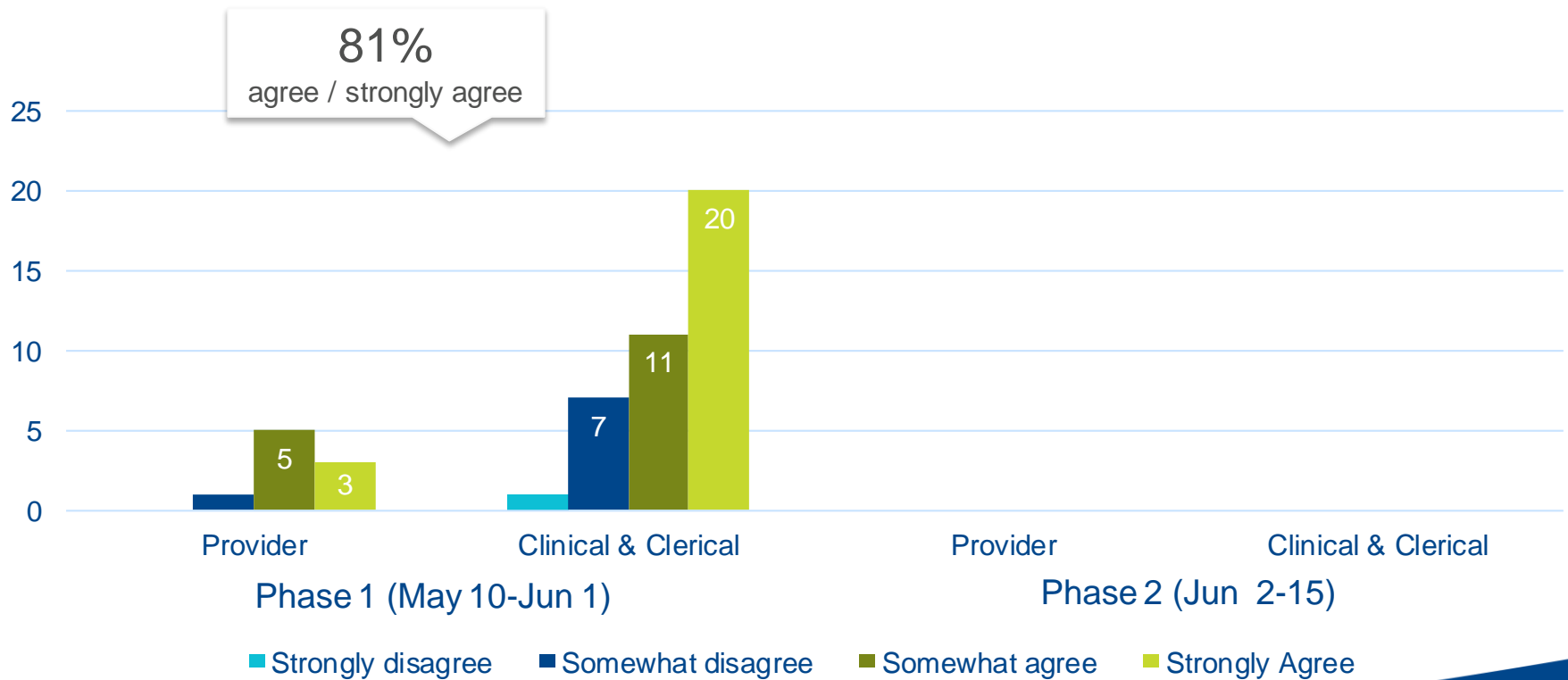
CST Learning Survey: 1 of 2

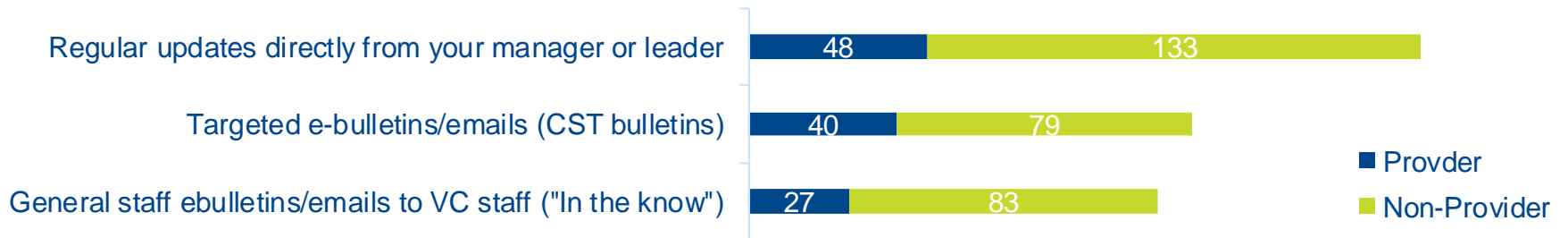**I am getting the support I need when I raise problems, concerns and questions related to CST.**

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CST Learning Survey: 1 of 2

My manager or division/department leader is committed to supporting this change.

81%
agree / strongly agree

Phase 1 (May 10-Jun 1)
Phase 2 (Jun 2-15)

Provider: Somewhat agree 5, Strongly Agree 3, Somewhat disagree 1

Clinical & Clerical: Strongly disagree 1, Somewhat disagree 7, Somewhat agree 11, Strongly Agree 20

Legend: ■ Strongly disagree ■ Somewhat disagree ■ Somewhat agree ■ Strongly Agree

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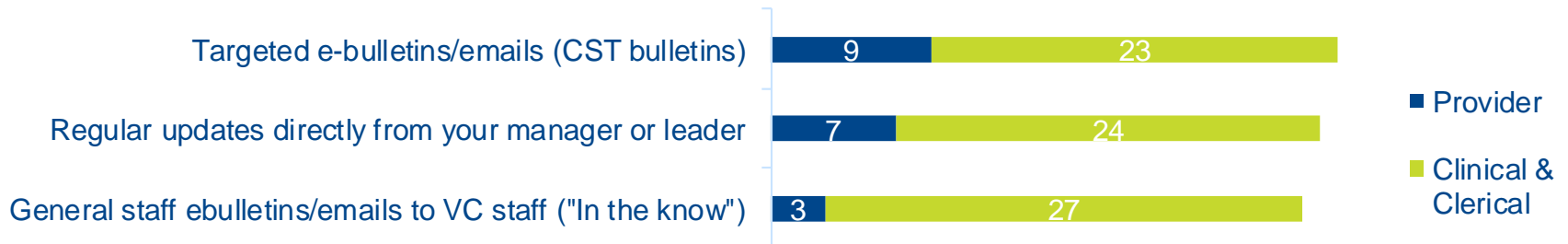
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CST Learning Survey: 1 of 2

How do you receive information about CST? Check all that apply.

Baseline Assessment Survey (Top 3)

	Provder	Non-Provider
Regular updates directly from your manager or leader	48	133
Targeted e-bulletins/emails (CST bulletins)	40	79
General staff ebulletins/emails to VC staff ("In the know")	27	83

Learning Survey Phase 1 (Top 3)

	Provider	Clinical & Clerical
Targeted e-bulletins/emails (CST bulletins)	9	23
Regular updates directly from your manager or leader	7	24
General staff ebulletins/emails to VC staff ("In the know")	3	27

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CST Learning Survey: 1 of 2

Your input and engagement are critical to the success of CST. Please share any thoughts or feedback at this stage of implementation.

Providers

- Expectation of training being done during work time is unreasonable. Training is being done evenings and weekend.

- Training is taking longer than estimated.

- Ensure training expectations are clear and clearly communicated.

- "I really hope it makes our lives, and especially patient care, easier"

Non-Providers

- Training materials should be specific to department workflows.

- "Many people are unsure of their roles, instructions, expectations"

- "Go-live and hope for the best creates a LOT of stress and anxiety. People in this department care about the work they do and patients they serve. They worry about service delivery given unknowns and little time for testing/sampling new system."

CST Learning Survey: 1 of 2

Summary of key findings

- There was **a low number of survey respondents**: 9 of 51 providers; 39 of 246 clerical and clinical staff (Slide 3)
- There continues to be **strong awareness of the impacts of CST** (Slide 4)
- **Most report readiness for go-live**:
  - 75% report that they are looking forward to the changes CST will bring (Slide 5)
  - 60% report that they are motivated to use the new system (Slide 6).
  - 73% report they are confident they will have the skills and knowledge to be successful when we go-live with CST (Slide 7)
  - 56% report that they have adequate time for training (Slide 8)
- **There is increased awareness of CST support**. 68% know who to contact with problems, concerns and questions related to CST. This is an improvement over the baseline assessment survey where 36% of providers and 49% of non-providers reported that they knew who to contact (Slide 9)
- **Most are getting the support they need** when they raise problems, concerns and questions related to CST and from their managers/leaders (Slides 10 and 11)
- Their key sources of CST information are updates from managers/leaders and in e-newsletters/bulletins. This aligns with their preferred sources of information from the baseline assessment survey (Slide 12)

Next steps

- CST Learning Survey Phase 2 survey results to be presented June 17.

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