CFPC Federal Forms Survey: Results
October 2023
Data Collection

- October 2023
- Survey emailed to ~32,000 CFPC members
- 5416 respondents
- 17% response rate
Highlights

• Over 99% of family physicians in Canada complete federal forms personally.
• For 83% of family physicians, these forms are a significant or main source of administrative burden.
• 96% support the federal government re-assessing the federal forms
• Younger family physicians tend to be affected by forms more negatively than older physicians, are more likely to rate value of information as “Low” and remuneration as “Insufficient”
To what extent do medical forms for federal institutions contribute to your overall administrative burden?

- Significant but not main source, 67%
- Main source, 16%
- Minor source, 16%
- Not a source, 1%

To what extent do you support the federal government re-assessing the federal forms?

- Strong support, 77%
- Somewhat support, 20%
- Somewhat oppose, 3%
- Strongly oppose, 1%
- Not a source, 1%
Percentage who reported completing forms contributes to...

- Dissatisfaction with remuneration received for my work: 79%
- Feeling of not being appreciated by policy-makers: 71%
- Burnout and unmanageable work/life balance: 68%
- Desire to keep practising but no longer offering comprehensive care: 38%
- Desire to retire from clinical practise: 28%
Forms are more likely to contribute to a desire to retire among older family physicians.

Forms tend to negatively affect younger family physicians in most other career areas.

Percentage of family physicians who report completing federal forms contributes to certain aspects of their career, by generation

- Burnout and unmanageable work/life balance
- Desire to keep practising but no longer offering comprehensive care
- Desire to retire from clinical practise
- Dissatisfaction with remuneration received for my work
- Feeling of not being appreciated by policy-makers

Baby Boomers | Gen X | Gen Y | Gen Z
Percentage who reported using forms

- Disability Tax Credit Certificate: 97%
- Medical Certificate for Employment Insurance: Sickness Benefits: 89%
- Canada Pension Plan Disability Credit: 82%
- Health Canada Special Access Program (Drugs) request: 60%
- Child Tax Benefits for Canada Revenue Agency: 41%
- Veterans Affairs Disability Benefits: 38%
- Pension Buyback: 12%
- Other: 10%
Respondents rated forms on a scale of 1 (very low) to 5 (very high). Ratings are grouped as follows: Low = 1-2, Neutral = 3, High = 4-5.
Gen Y & Z most likely to rate value of forms “Low”

Respondents rated forms on a scale of 1 (very low) to 5 (very high). Ratings are grouped as follows:
Low = 1-2, Neutral = 3, High = 4-5

Value of information of forms reported as "LOW," by generation

Forms more FPs use

Forms fewer FPs use

Baby Boomers
Gen X
Gen Y & Z
Complexity of Forms

Respondents rated forms on a scale of 1 (very complex) to 5 (very simple). Ratings are grouped as follows: Complex = 1-2, Neutral = 3, Simple = 4-5
Respondents rated forms on a scale of 1 (very insufficient) to 5 (very sufficient). Ratings are grouped as follows:
Insufficient = 1-2, Neutral = 3, Sufficient = 4-5

Remuneration of Forms

<table>
<thead>
<tr>
<th>Form Type</th>
<th>Sufficient</th>
<th>Neutral</th>
<th>Insufficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability Tax Certificate</td>
<td>5%</td>
<td>10%</td>
<td>90%</td>
</tr>
<tr>
<td>Medical Certificate for EI:</td>
<td>5%</td>
<td>11%</td>
<td>84%</td>
</tr>
<tr>
<td>Sickness Benefits</td>
<td>4%</td>
<td>10%</td>
<td>86%</td>
</tr>
<tr>
<td>CPP Disability Credit</td>
<td>4%</td>
<td>9%</td>
<td>88%</td>
</tr>
<tr>
<td>HC Special Access Program (Drugs) request</td>
<td>4%</td>
<td>11%</td>
<td>84%</td>
</tr>
<tr>
<td>Child Tax Benefits for CRA</td>
<td>10%</td>
<td>15%</td>
<td>75%</td>
</tr>
<tr>
<td>Veterans Affairs Disability Benefits</td>
<td>6%</td>
<td>12%</td>
<td>82%</td>
</tr>
<tr>
<td>Pension Buyback</td>
<td>5%</td>
<td>9%</td>
<td>86%</td>
</tr>
<tr>
<td>Other forms</td>
<td>5%</td>
<td>9%</td>
<td>86%</td>
</tr>
</tbody>
</table>

Forms **more** FPs use

Forms **fewer** FPs use
Younger physicians more likely to rate remuneration as “Insufficient.”

Respondents rated forms on a scale of 1 (very low) to 5 (very high). Ratings are grouped as follows:
Low = 1-2, Neutral = 3, High = 4-5

Forms more FPs use

Disability Tax Credit Certificate Form
Veterans Affairs Disability Benefits Form
CPP Disability Credit
HC Special Access Program (Drugs) request form
Medical Certificate for EI: Sickness Benefits form
Pension Buyback Form
Child Tax Benefits for CRA form
Other forms

Forms fewer FPs use

Baby Boomers
Gen X
Gen Y & Z
Analyses of Individual Forms

• Presented in order of most frequently reported used
• Compares responses for three categories to average responses for all forms:
  • Value of information
  • Complexity
  • Remuneration
Disability Tax Credit Certificate

Percentage who reported using this form: **97%**
Medical Certificate for EI: Sickness Benefits

Percentage who reported using this form: **89%**
CPP Disability Credit

Percentage who reported using this form: 82%

Notable usage - QC: 50%
HC Special Access Program (Drugs) request

Percentage who reported using this form: 60%

Notable usage
- QC: 32%
- TER: 39%
- ON: 73%
Child Tax Benefits for CRA

Percentage who reported using this form: 41%

Value of Information
- High, 18%
- Neutral, 34%
- Low, 48%

Complexity
- Simple, 29%
- Neutral, 36%
- Complex, 35%

Remuneration
- Sufficient, 4%
- Neutral, 11%
- Insufficient, 84%
Veterans Affairs Disability Benefits

Percentage who reported using this form: 38%

Notable usage
- QC: 27%
- TER: 28%
- ATL: 69%
Pension Buyback

Percentage who reported using this form: 12%

Notable usage
- ATL: 23%
- TER usage: 50%
Summary

Federal medical forms are a significant or main source of administrative burden for most family physicians. Almost all family physicians support federal forms being re-assessed, especially younger physicians who are more likely to report that forms contribute to burnout, a desire to no longer offer comprehensive care, and feeling unappreciated by policymakers.

Federal forms contribute to 2 out of 5 of Baby Boomer physicians’ desire to retire.
Recommendations

Focus on federal forms is critical to reduce the overwhelming administrative burden on family physicians. Their time could be allocated to **direct patient care** to help improve access and outcomes. Improved remuneration for the forms could reduce associated stress and lead to **improved work-life balance** to prevent burnout—especially among younger family physicians:

1. **Provide central federally-funded pool of physicians or other qualified health care workers to review and process applications.** The expectation of these services being provided by community-based physicians detracts from their ability to provide timely access to care and take on new patients. This change will remove the responsibility of gatekeeping of various federal programs by community-based family physicians.
   - Alternatively, task-shift responsibility for forms completion to other members of interprofessional teams to foster collaboration and increase available physician time for direct patient care.

2. **In the short term – commit to simplifying/streamlining forms and provide enhanced compensation to family physicians through dedicated federal funding.** Patients should not be required to pay out-of-pocket for insufficiently compensated forms.

3. **Institute a federally-funded Task Force (including representative sample of family physicians compensated for their time) to guide the streamlining of frequently used forms:**
   - Disability Tax Credit Certificate
   - Medical Certificate for EI: Sickness Benefits
   - CPP Disability Credit
   - HC Special Access Program (Drugs) request

4. **Eliminate the need for forms to be filled out by family physicians wherever possible.** This will reduce administrative burden and lift the need for patients to gather onerous documentation to support core well-being.