FAQs

This Frequently Asked Questions (FAQs) section is intended to provide users with information and support related to the Site Engagement Activity Tracker (SEAT) and the Facility Engagement Management System (FEMS), where SEAT data is inputted.

TECHNICAL

? **When are the submission deadlines?**

Submission deadlines are as follows:

- October 15 (for activities occurring in quarters 1 and 2)
- April 15 (for activities occurring in quarters 3 and 4)

*Note: you may receive more frequent notification reminders in FEMS to update your SEAT engagement activity (EA) – to help ensure you're ready for submission deadlines

? **How do I submit engagement activities into the SEAT database?**

All SEAT data is now submitted through FEMS. When logged in to your FEMS account, when you either create a new EA or edit an existing EA, you will see a toggle that says 'Include this activity in SEAT?'. Select Yes, and additional SEAT fields will appear for you to enter information such as EA progress, health authority engagement, results/impact, etc.

? **Can a sub-activity be submitted to SEAT via FEMS as well?**

Yes, either at the EA or sub-activity level you can select Yes to 'Include this activity in SEAT?' SEAT questions will appear after selecting Yes.

? **What if I change my mind and want to include/exclude an existing EA??**

Select 'Edit Activity' and move the 'Include this activity in SEAT?' toggle from Yes to No, or No to Yes and click 'Submit'. Any previously entered data in the SEAT fields will re-appear upon selecting Yes.

? **Can I edit my responses to SEAT questions?**

Note that most of the SEAT responses will be 'locked' after submitting. For fields such as Progress and Next Steps, Health Authority Engagement and Results/Impact, you will be able to add additional updates as necessary. If you notice a major error in your submitted SEAT responses, please contact seatsupport@doctorsofbc.ca to rectify.

**?** **What if I make an error? Can I go back to a previous version?**

If you have made a major error in your current entry, we may be able to retrieve your previous data from regular system backups. Please contact us at seatsupport@doctorsofbc.ca.

FACILITY ENGAGEMENT
An SSC Initiative

? What if a physician lead entered an EA in FEMS and didn't select YES, even though it should be included in SEAT?

Anyone with the administrator permissions in FEMS for the site can move the 'Include this activity in SEAT?' toggle for EAs to Yes or No. The additional SEAT fields can be populated at a later time when the information becomes available.

**? How do I find my EAs that are not designated SEAT EAs in the Activities tab?**

To find the EAs that are not SEAT EAs (the SEAT toggle is set to No), you can use the filter option "EAs Required" in the "More" filter list:
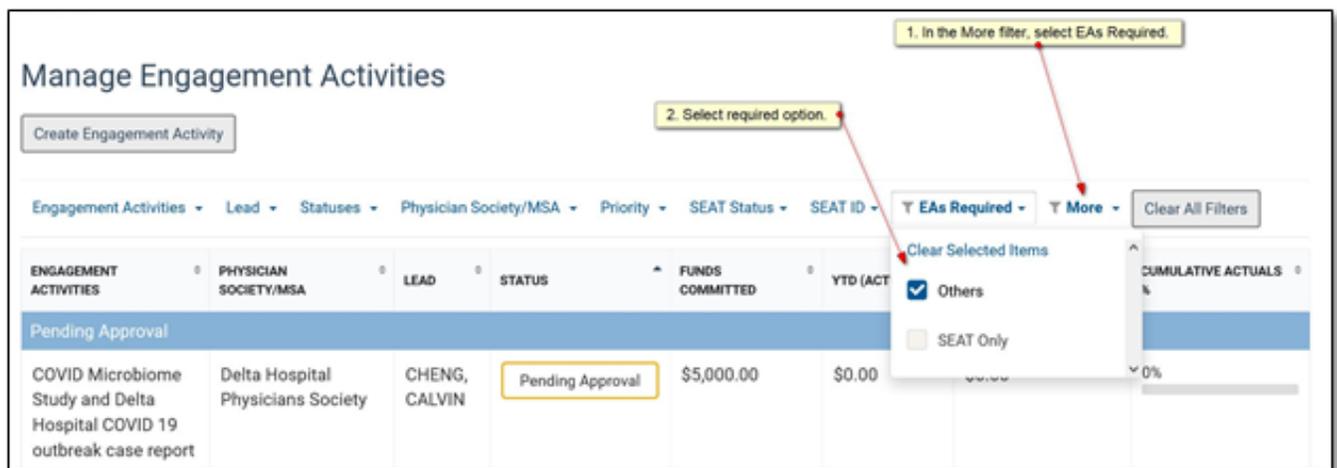
? What does the SEAT Status in the SEAT tab mean?

The SEAT Status, which is independent of the EA status in the EA Details tab, shows how far along the SEAT EA is in terms of submitting the SEAT EA to the provincial office. The three statuses that will appear are Draft, Info Required and Submitted. The full status cycle is shown in the below figure.

- **Draft:** The EA is designated as a SEAT EA but the SEAT info is still being drafted / edited.
- **Further Info Required:** The provincial office has reviewed the SEAT submission and requires further information from the EA lead or PS Admin.
- **Submitted:** The EA lead or PS Admin has completed their SEAT info and have now submitted the for the provincial office review, and subsequent sharing in the SEAT Database.

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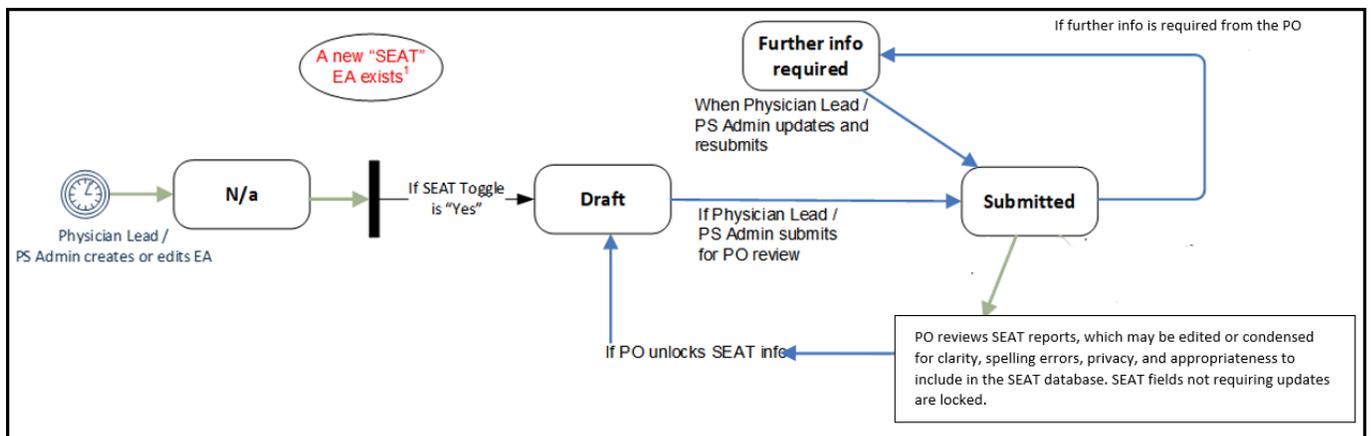
What is the difference between a SEAT ID number and a project number in FEMS?

The existing 'Project No.' renders on the EA Details tab that everyone can see, and is editable by the EA Lead / PS Admin. It is an optional field. The new 'SEAT ID' is now included on the SEAT tab. This value is autogenerated, unique and non-editable, and will be used as the common identifier between the FEMS EAs and the SEAT EAs.

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I can only see my own site's SEAT information in FEMS. How do I see what activities other sites around the province are working on?

To see what other sites are doing, visit the SEAT database at www.facilityengagement.ca/seatdatabase. A portion of the information you now enter into FEMS is now shared at this location.

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What is the SEAT database?

The SEAT database is a consolidated, password-protected database that pulls information reported in FEMS related to MSA/Physician Society activities, learnings and stories of change from across BC.

SEAT includes activities and initiatives that support internal physician communication, engagement and governance, and relationship-building and collaboration with site administrators and staff and regional health authorities.

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What is the SSC Exchange?

This is a separate, public-facing directory of all physician-led activities related to improving patient quality that are underway in the province. It pulls applicable high level data from Facility Engagement SEAT activities that have a quality focus, as well as the Specialist Services Committee (SSC) Quality Improvement Initiative (PQI) and Quality and Innovation Projects. Anyone can access this directory without a password at www.sscbc.ca/projects-directory.

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How can I get log in information for the SEAT database?

To request a general log in for yourself, MSA/Physician Society executives and/or members, please email seatsupport@doctorsofbc.ca.

CONTENT

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What type of EAs should I include in SEAT EAs in FEMS?

Choose YES to 'Include this activity in SEAT?' if your activity builds engagement and communication with medical staff colleagues and/or your hospital or health authority contributes to physician wellness, leadership, redevelopment, training and/or technology and/or seeks to improve patient quality.

? ## What are the guidelines when entering SEAT fields in FEMS?

Please provide a concise, clear, and brief non-scientific (high school-level reading level) description of the activity field. Please ensure that comments are appropriate for sharing and that a source is provided for any referenced data. Ensure the following questions are answered:

- Why the project/activity was proposed (why are you doing this?)
- The objectives of project/activity (what goals are you aiming to achieve), and
- The expected outcomes for the work (what impact/ benefits will this lead to?)

In your description, please avoid acronyms, personal names of physicians or health authority representatives or other collaborators, subjective terminology and assumptions (i.e. "patient care is poor"), and inflammatory language.

For more information, please refer to the [Exchange Data Entry Standards](#).

? ## Should I change the SEAT toggle to NO after a project is over?

The information you provide in SEAT is important for sharing across sites, reporting to the SSC Facility Engagement Working Group and for guiding the provincial evaluation of the FE Initiative. Important cross-site learnings can occur well after an activity has been completed, so we ask that you leave the SEAT toggle set to YES.

? ## What EAs shouldn't I include as SEAT EAs in FEMS? (i.e. what EAs should I set as No to 'Include this activity in SEAT?')

Activities that are required as part of the regular requirements/operations of a physician society do not generally need to be included in SEAT, as there wouldn't be much benefit to other sites from learning about them. Examples may include regular business events, regular governance activities, annual general meetings, working group meetings, etc.

? ## Do I have to keep re-entering the SEAT data fields for engagement activities that reoccur every year in FEMS? (i.e. Bimonthly Engagement Meetings 2019-20, 2020-21, 2021/2022, etc.)

If the SEAT information is duplicative in FEMS year to year, your site may choose to only include the most recent year in SEAT. Each year will require you to re-enter the data fields for SEAT – you may copy and paste from previous years as necessary.

? ## Where can I see some examples of how others have filled in the SEAT fields?

See some examples in the [SEAT Database](#).

? ## Why should our site submit SEAT information?

For these reasons:

- **Knowledge sharing between sites and the FE Initiative**: so all sites and partners can learn from each other's experiences, avoid reinventing the wheel, and connect around common activities; and to identify common challenges and learnings that can be supported by the provincial team and the SSC.
- **Evaluation**: to provide additional, aggregate data to inform the provincial evaluation of the FE Initiative, and to fulfill evaluation and reporting requirements as per the FE Funding Transfer Agreement.

SEAT was created for the purposes of knowledge sharing tool at a high level. It is not intended to be used to compare sites to each other nor to judge the quality of your work. Every site is experiencing different circumstances, with different funding levels, and are in different stages.

? ## Are all sites, even those that have just received funding, required to enter SEAT information via FEMS?

Yes, all fully funded sites are required to submit SEAT information for appropriate* EAs by the submission deadlines (*refer to What type of EAs should I include in SEAT EAs in FEMS?). In some cases newly funded sites that have not settled on project choices may not be in a position to populate SEAT EAs yet. If you are uncertain whether you are required to complete SEAT, please contact your Engagement Partner (EP). Note that this task is a responsibility of the site themselves, although EPs may provide support and guidance.

? ## Prior to the SEAT/FEMS integration, each EA in FEMS used to have two data fields: 'OBJECTIVES OF ENGAGEMENT ACTIVITY' and 'DESCRIPTION OF ENGAGEMENT ACTIVITY'. Now I just see one field: 'Activity Purpose/Summary' – why the change and what does this mean for my existing EA data?

In order to ensure consistency between what information was being collected in the former SEAT online form and FEMS, we have merged the FEMS Objectives and Description fields into one new field called 'Activity Purpose/Summary'. For existing non-SEAT EAs in FEMS (where the SEAT toggle is set to 'No'), your responses to both fields have been automatically merged into the one new field. For existing SEAT EAs in FEMS (where the SEAT toggle is set to 'Yes'), the Activity Purpose/Summary data that you had included in the SEAT online form prior to the integration was used instead – as in many cases the information provided there was more fulsome for knowledge sharing purposes. This means that the FEMS information was overridden with the SEAT information that you had included. If you would prefer to revert back to what was included in FEMS prior to the integration, please contact seatsupport@doctorsofbc.ca.

? When will the information appear in the provincial databases (after entered) ?

Following the SEAT submission deadlines (October 15 and April 15th) there will be a lag time for your entries to appear in the SEAT database (and the Exchange), while the FE provincial team verifies the data entered. Entries may be edited or condensed for clarity, spelling errors, privacy, and appropriateness of sharing.

? What information will be shared from SEAT EAs in FEMS, how, and who can see it?

All information you enter in SEAT EAs in FEMS will be available for all sites to see on a password protected provincial SEAT Database. The objectives of this online information management tool are to enable those involved with the FE Initiative to share high-level knowledge of past/present projects and activities for the purposes of identifying and avoiding duplication of activities, leveraging and/or sharing existing resources, and encouraging networking and collaboration.

Currently MSA/Physician Society leaders and working group members, MSA members, project staff, health authority partners, provincial team members and provincial evaluators involved in the FE Initiative are able to see this information using a generic login password.

In addition, limited, high-level information from quality related activities via SEAT is available on a public-facing provincial database, called "The Exchange: SSC QI Projects Directory". It includes a high-level listing of physician-led QI projects taking place in BC from Facility Engagement as well as from other initiatives. This database will include limited fields from your SEAT entries: activity title, purpose/summary, status, site name, health authority, medical area and health system areas of impact. Anyone can see this information.

The Exchange is aimed at physician and health care audiences. When completing your SEAT data fields in FEMS, please ensure your entries are appropriate for sharing to wider audiences.

? Who will find the SEAT database to be most useful?

- Doctors/MSAs/Physician Societies looking to partner with other doctors/MSAs/Physician Societies on certain activities
- MSAs/Physician Societies who are planning activities, and wish to learn about other similar activities underway
- Health authority leads seeking strategies for improvements at local or regional level
- SSC Facility Engagement Initiative

? Why is it important to participate in this provincial information collection and sharing process? By participating in SEAT, you:

- Support physician-colleagues from across BC with their FE work, and in turn, draw on their experiences and ideas to help with your own activities
- Share successful approaches to save time and resources, and learn about risks and pitfalls that can be avoided
- Connect with other sites involved in similar work to leverage good ideas and avoid reinventing the wheel
- Provide a strong case for ongoing support for these activities, which includes contributing to the provincial evaluation to assess the value of FE work
- At the provincial level, assist in contributing to a fulsome repository of FE activities to prepare for the negotiations of the Physician Master Agreement, which includes the FE Initiative and its funding, as well as to inform program planning and management

? How do my SEAT EAs get from FEMS to the SEAT database?

MSA enters SEAT EA information via FEMS prior to the October 15th and April 15th annual deadlines → SEAT EA information may be edited or condensed for clarity, spelling errors and appropriateness for sharing by the FE team → SEAT EAs are added to the SEAT database and the Exchange