

# 2017 HCMS Physician Satisfaction Survey

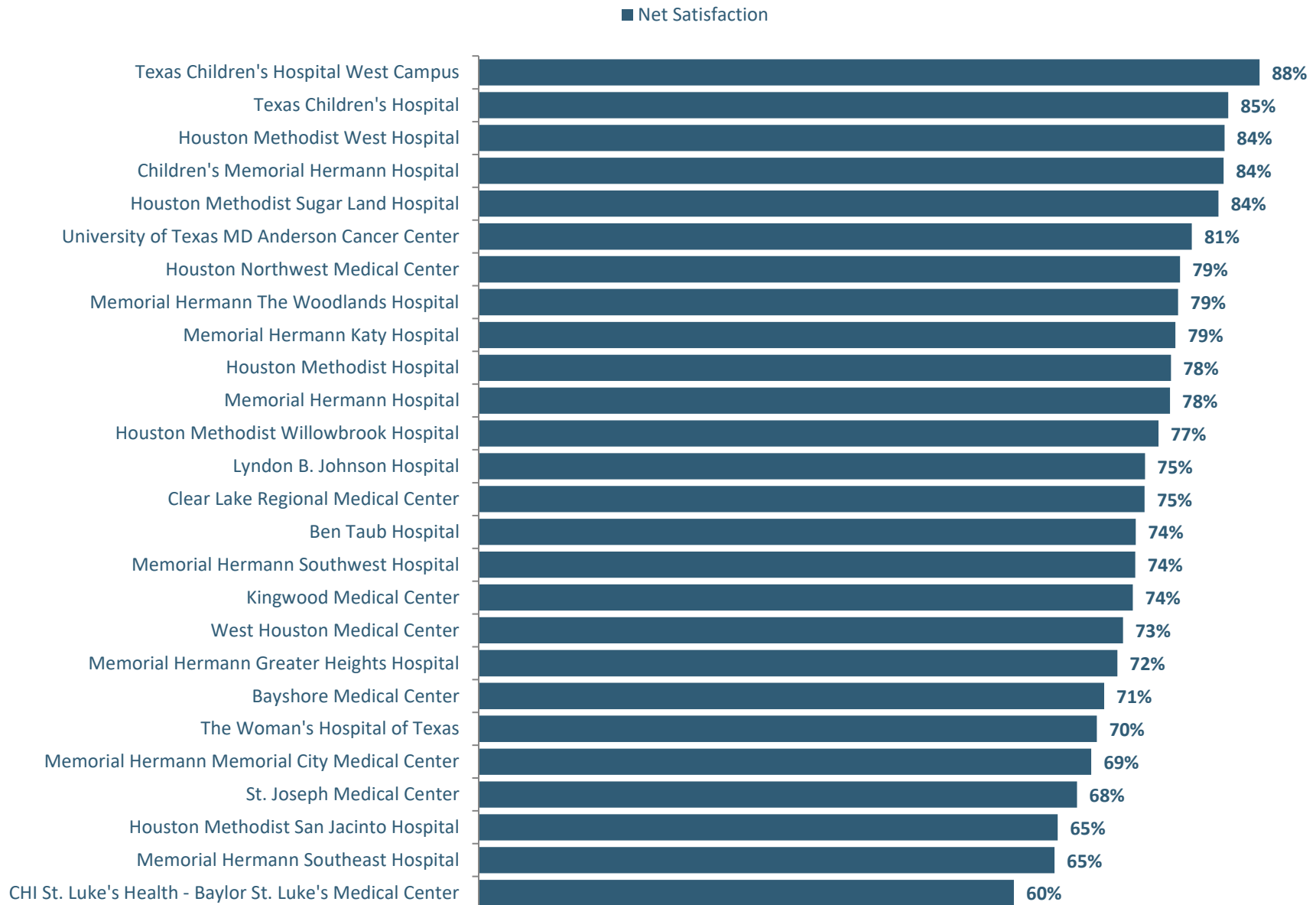
## Overall Satisfaction Ratings by Hospital

**Net Satisfaction: Very Satisfied = 100%, Somewhat Satisfied = 75%, Neutral = 50%, Somewhat Dissatisfied = 25%**



# 2017 HCMS Physician Survey

Please rate your **OVERALL** satisfaction with each hospital listed



# 2017 HCMS Physician Satisfaction Survey

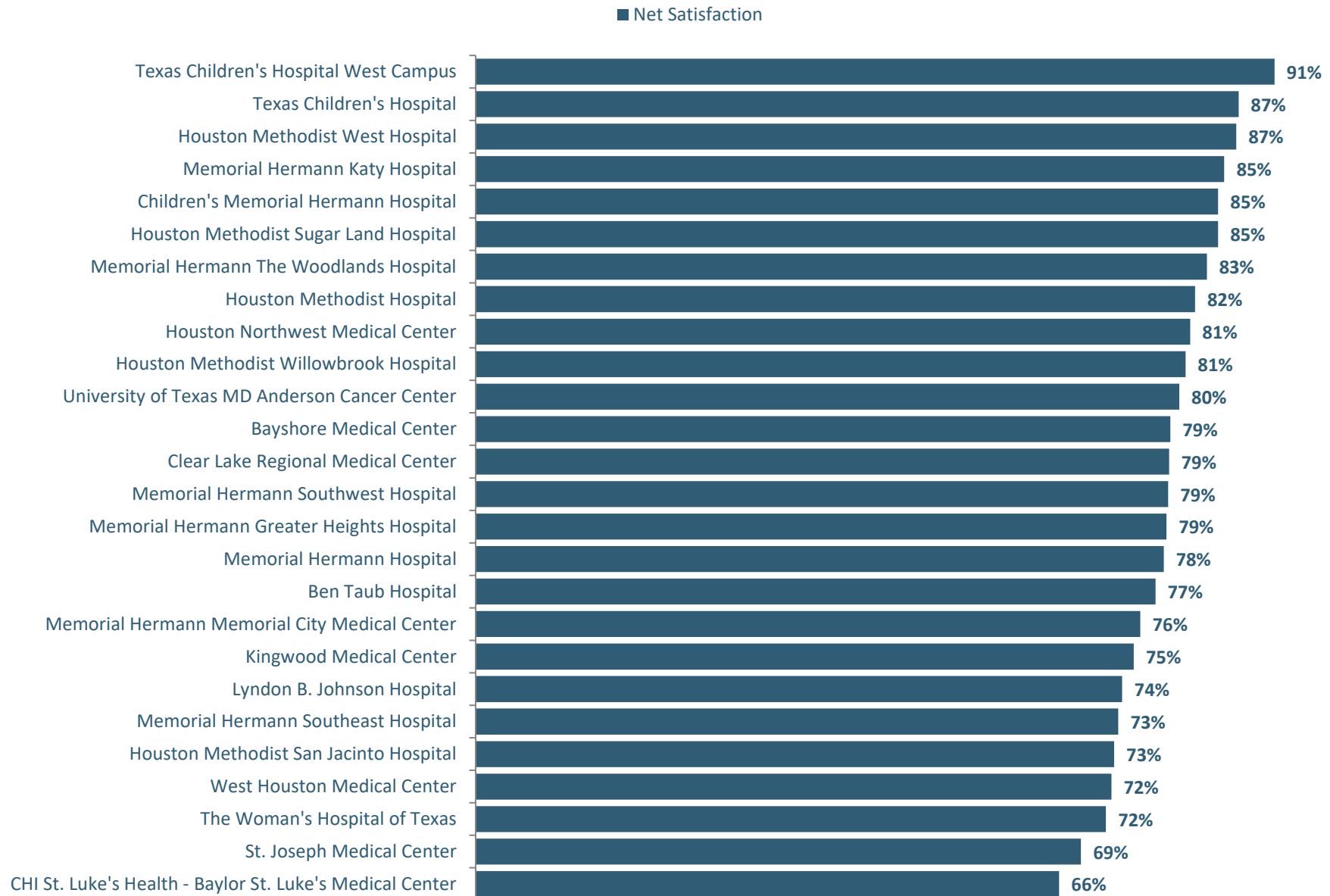
## Quality of Medical Care Ratings by Hospital

Net Satisfaction: Very Satisfied = 100%, Somewhat Satisfied = 75%, Neutral = 50%, Somewhat Dissatisfied = 25%



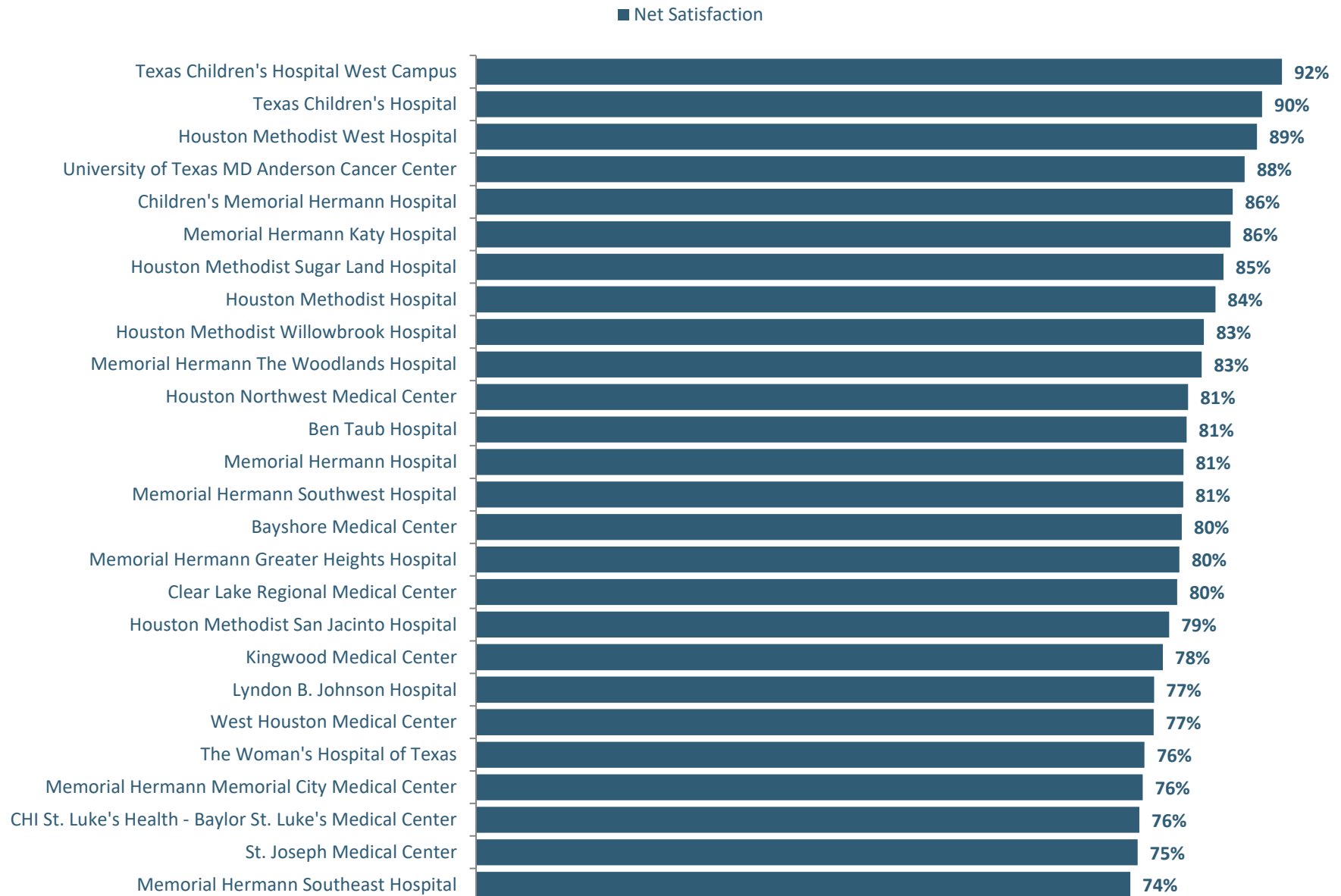
# 2017 HCMS Physician Survey

## Policies/systems good at preventing errors



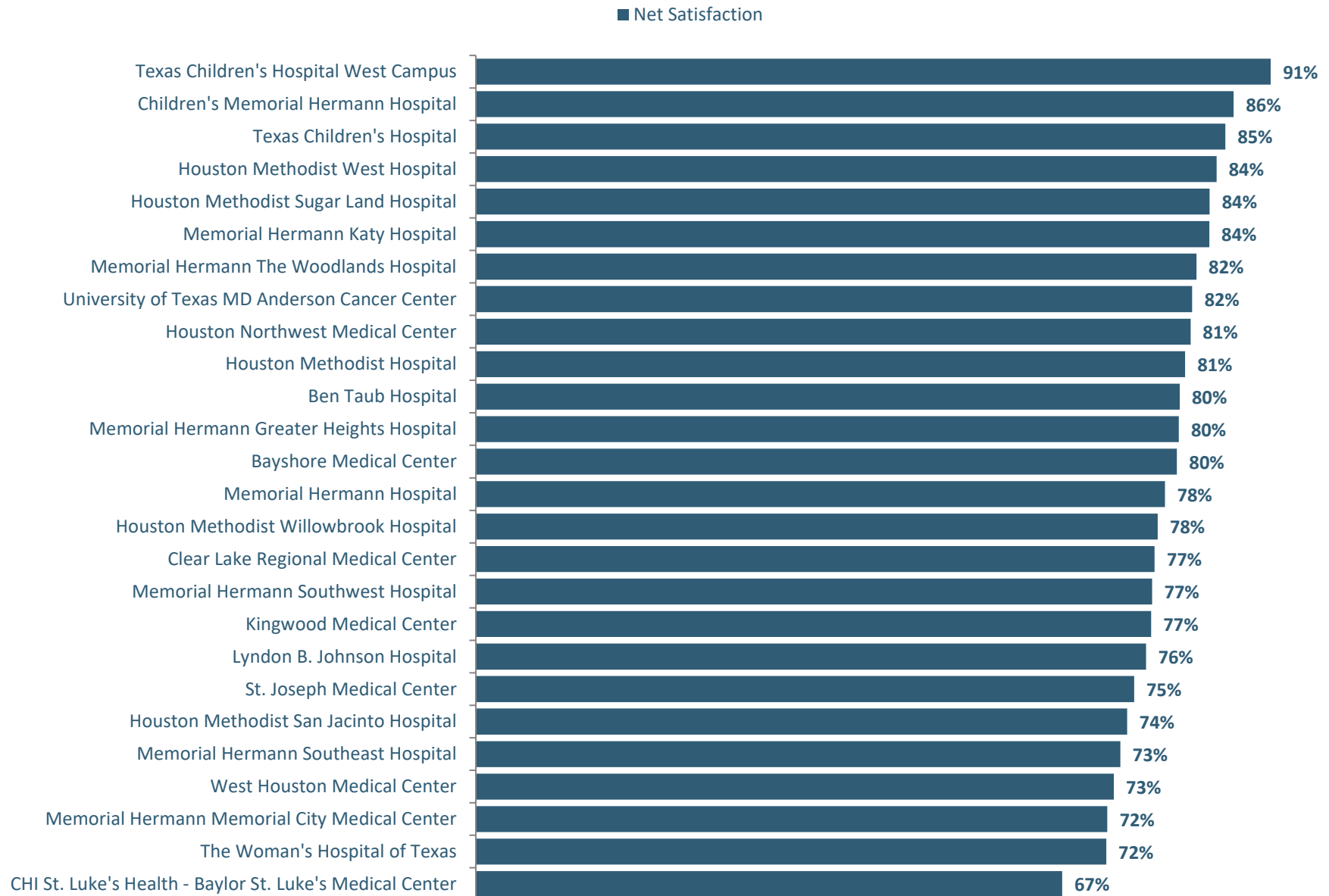
# 2017 HCMS Physician Survey

## Reporting medical errors encouraged



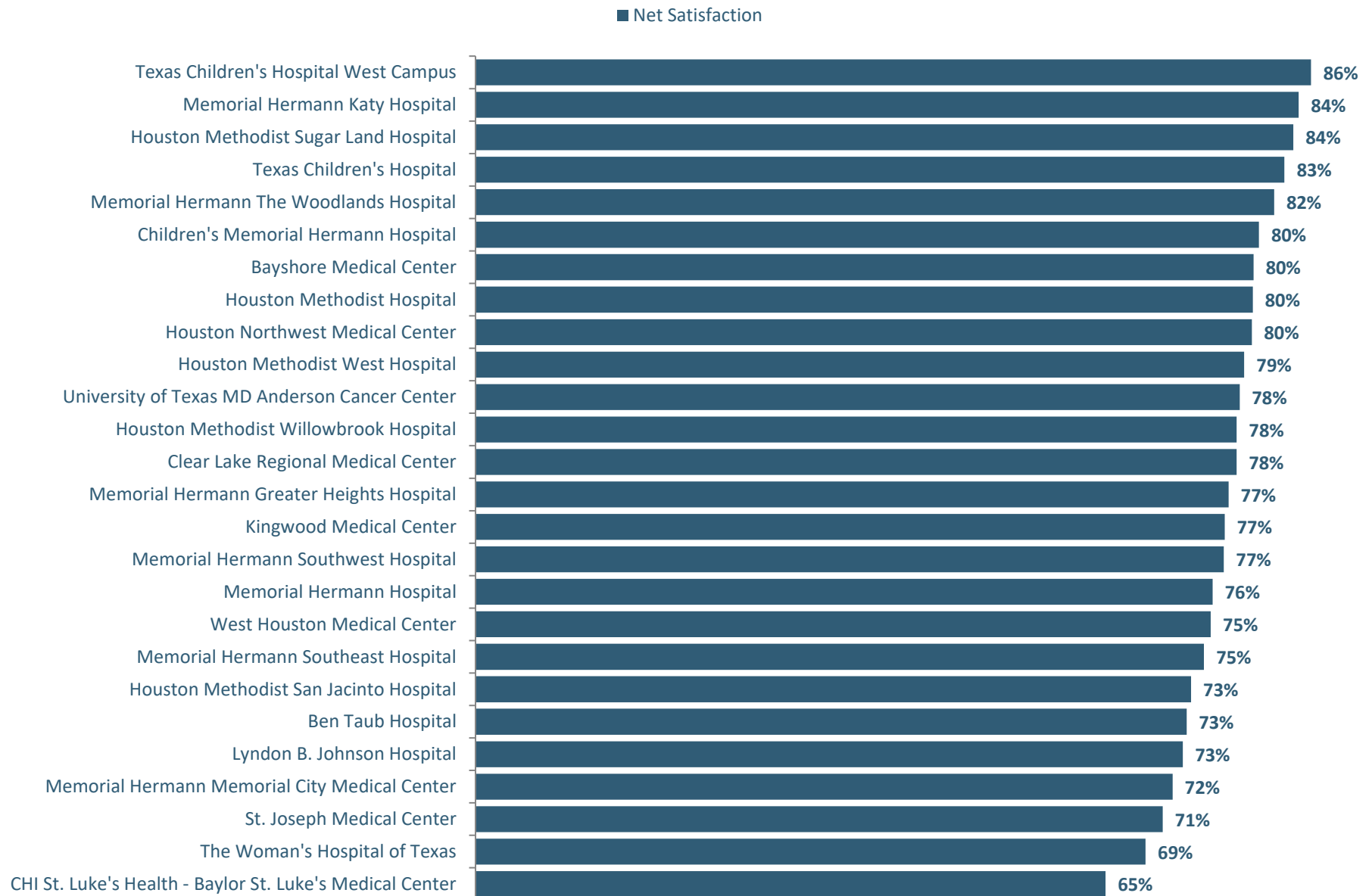
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## Mistakes led to positive changes



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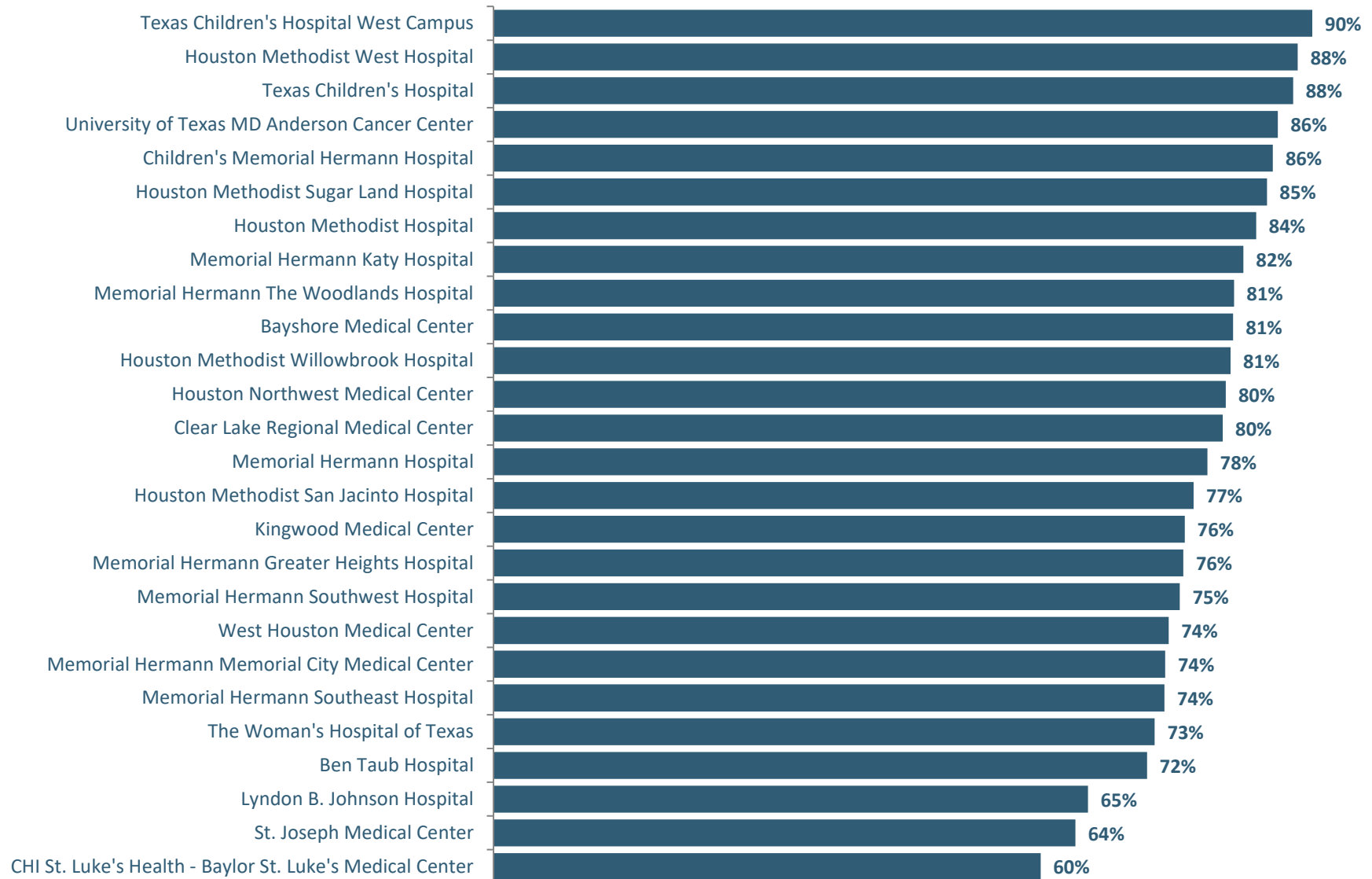
## Safety/quality data reported to physicians



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## Adequate supplies/equipment

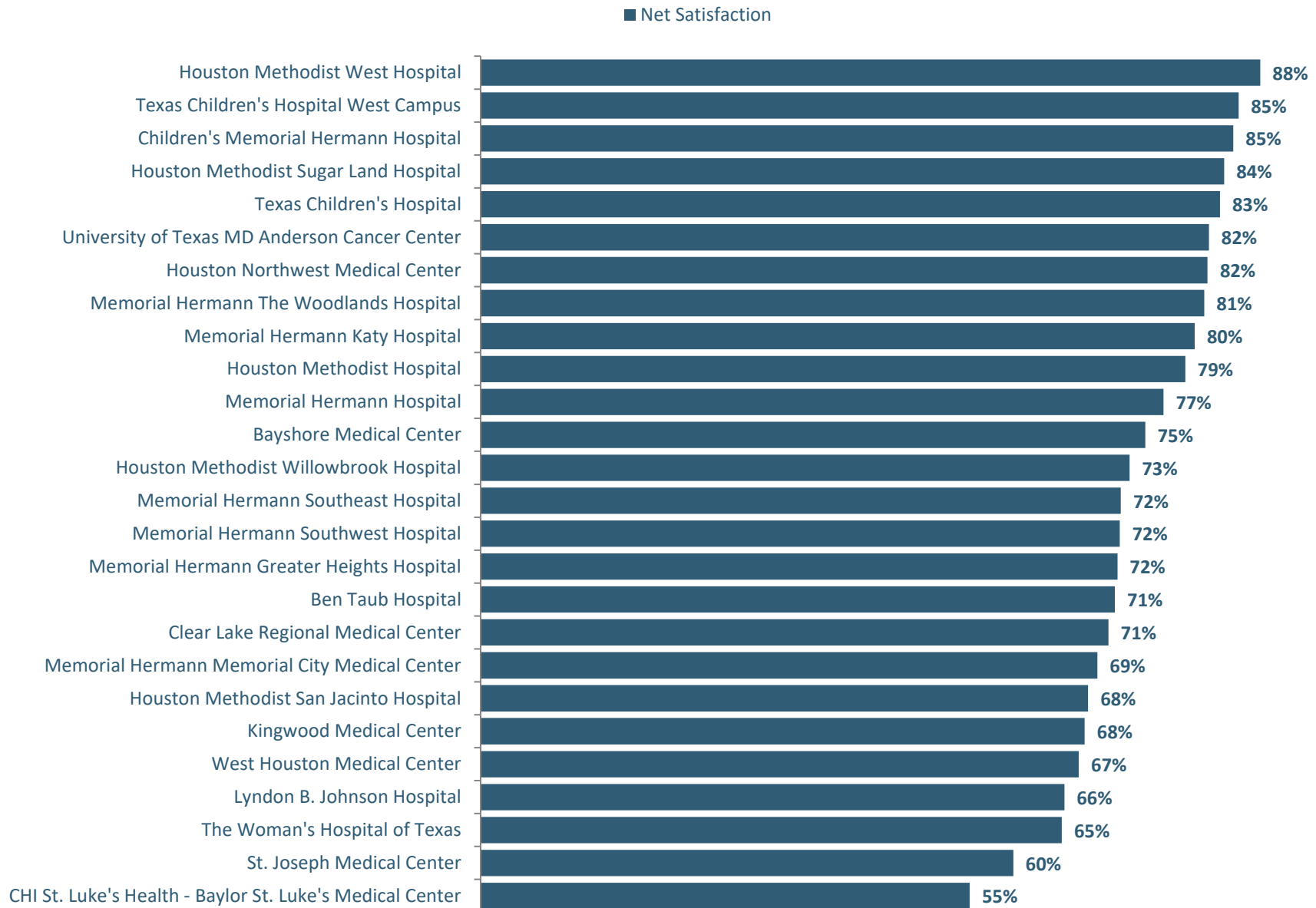
■ Net Satisfaction





# 2017 HCMS Physician Survey

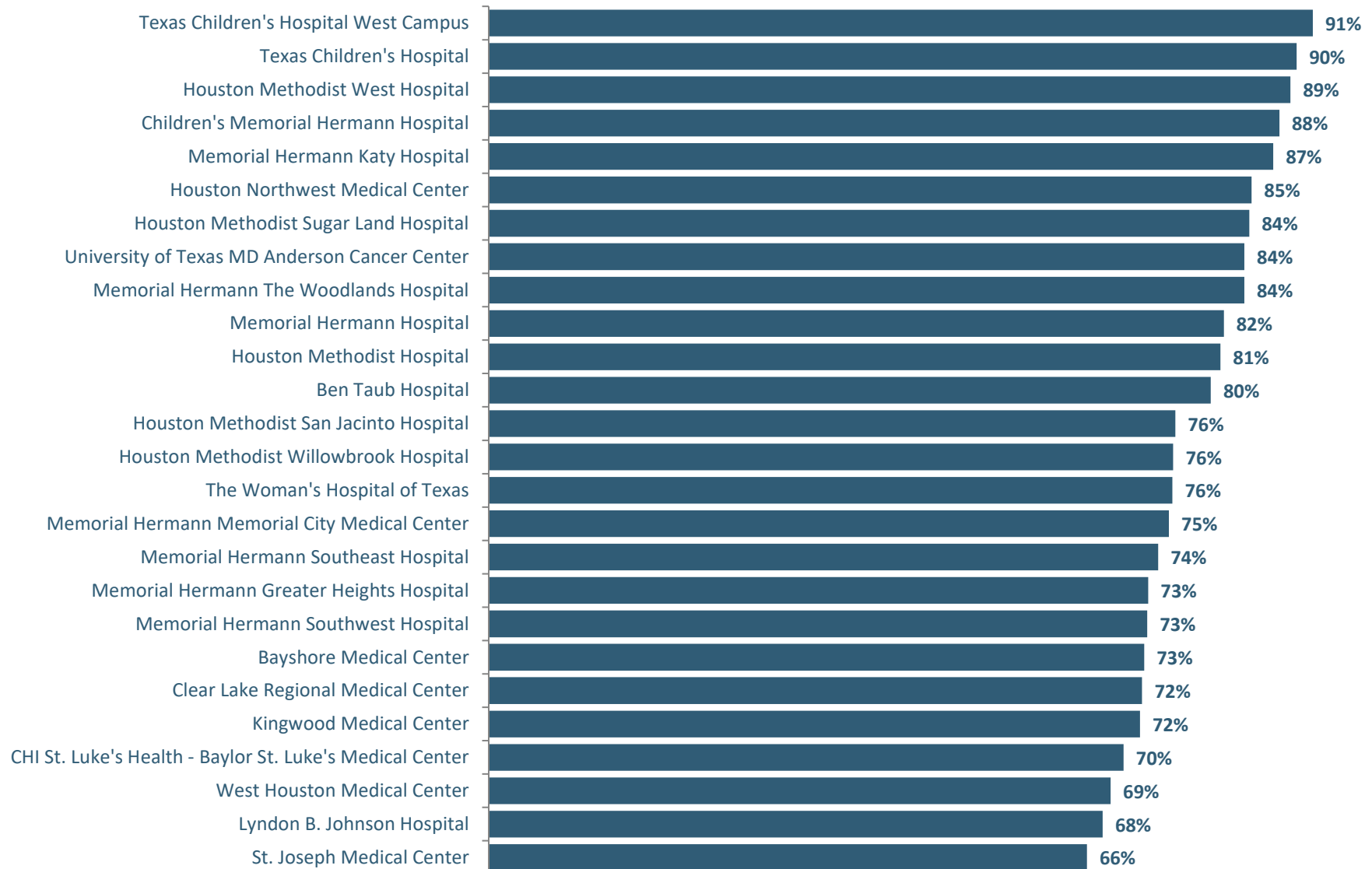
## Adequate nurse staffing levels



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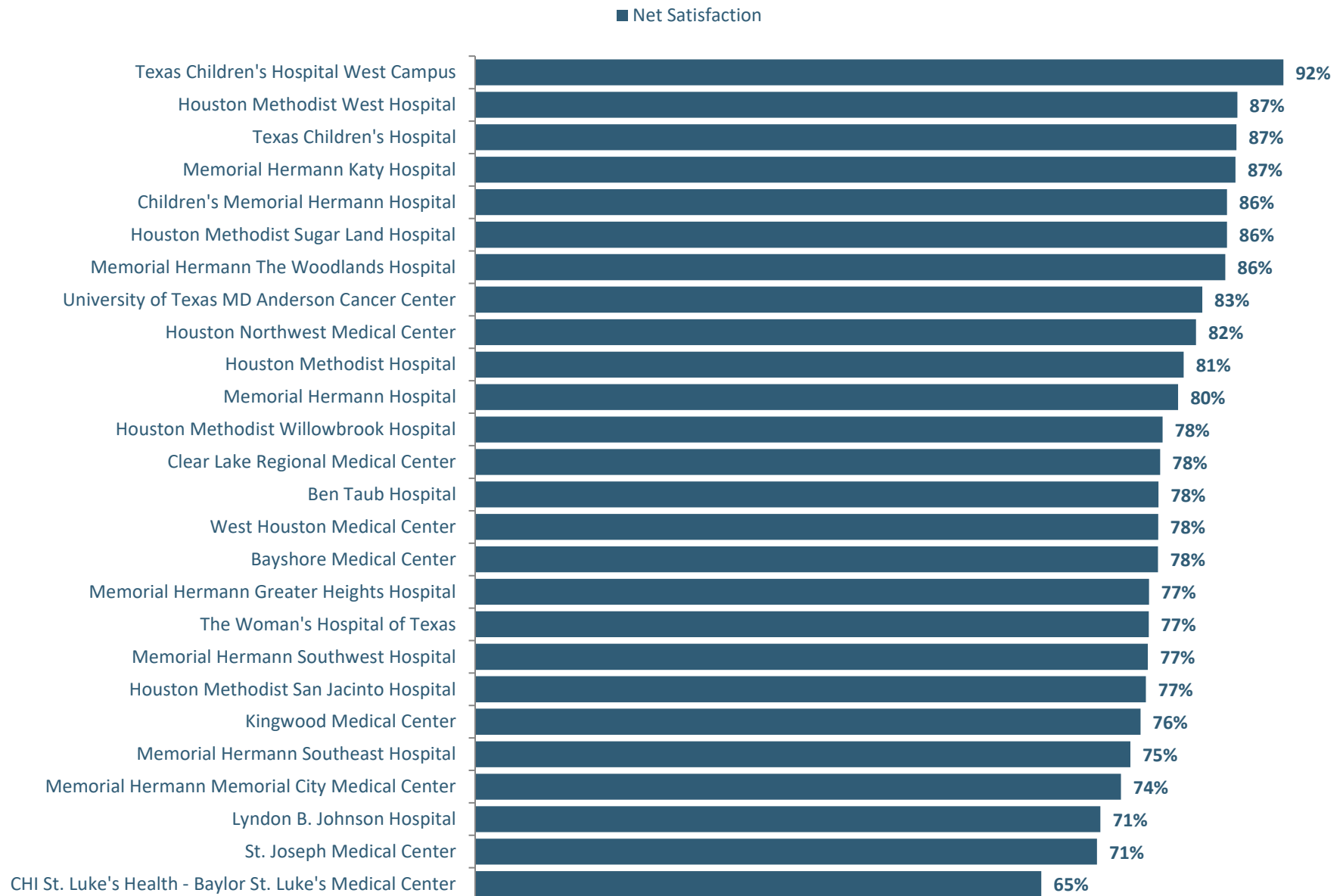
## Quality of nursing staff

■ Net Satisfaction



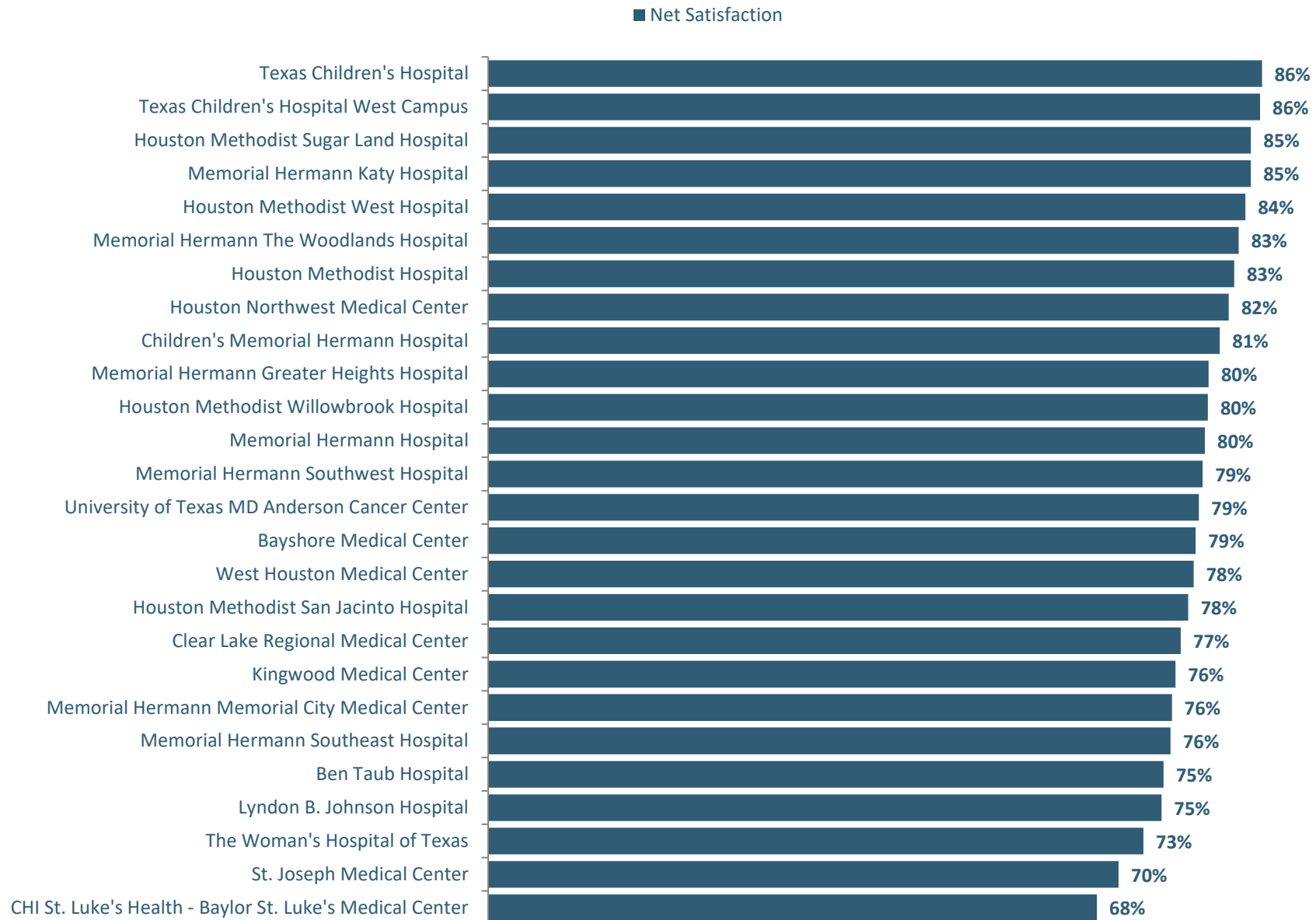
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## Quality of other support staff



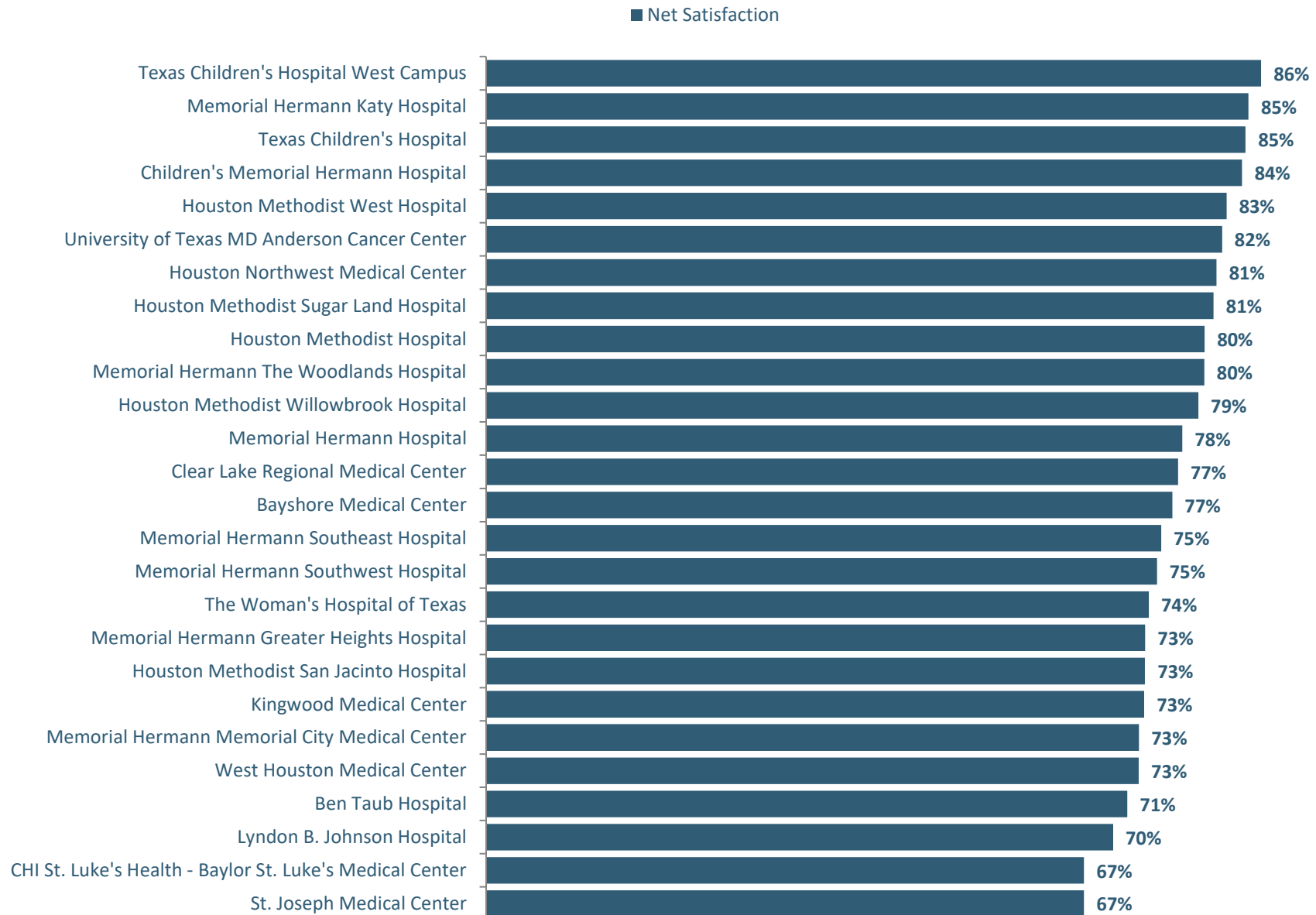
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## Communication about compliance with standards



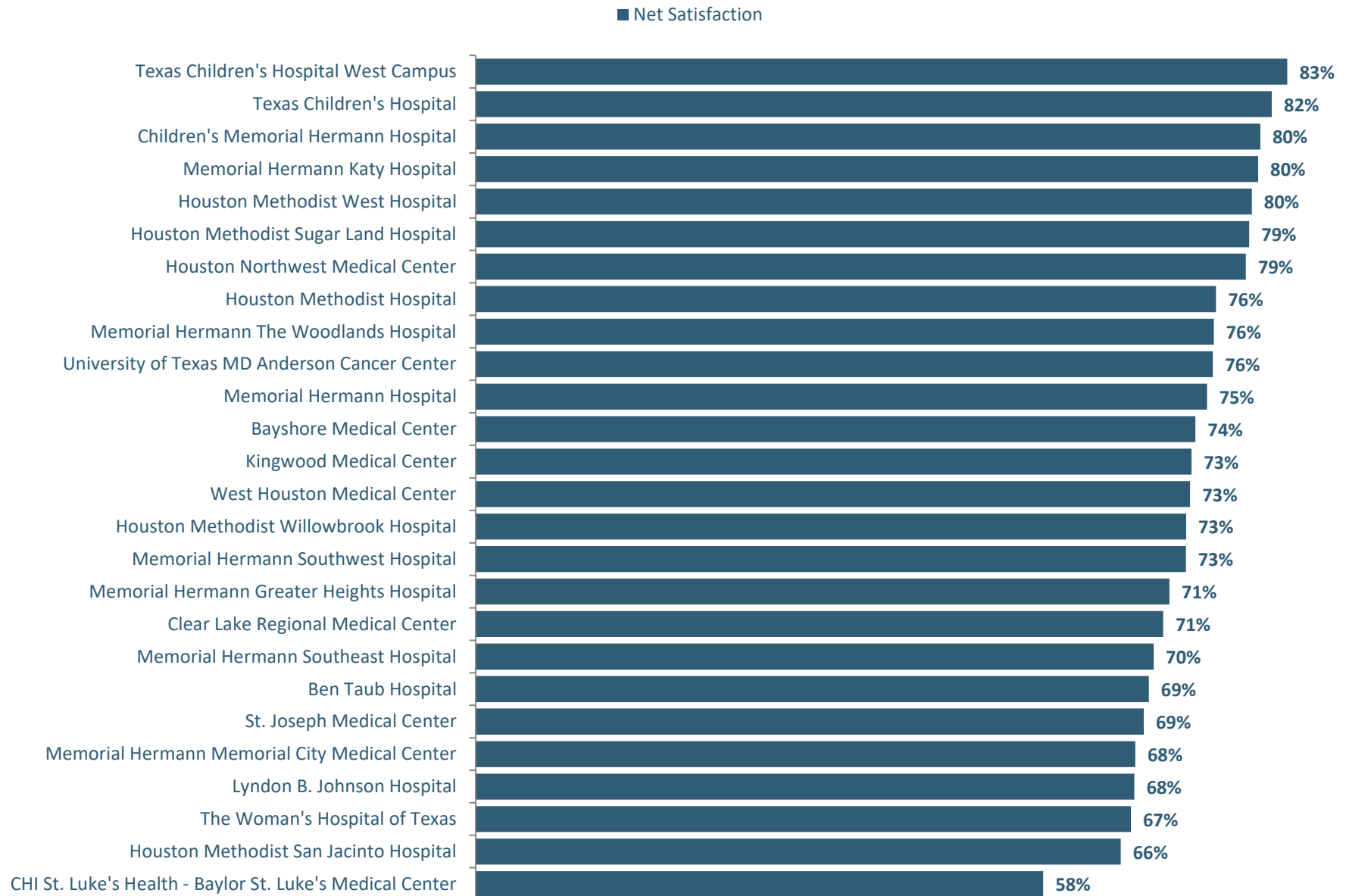
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## Impact of formularies and standing orders on quality care



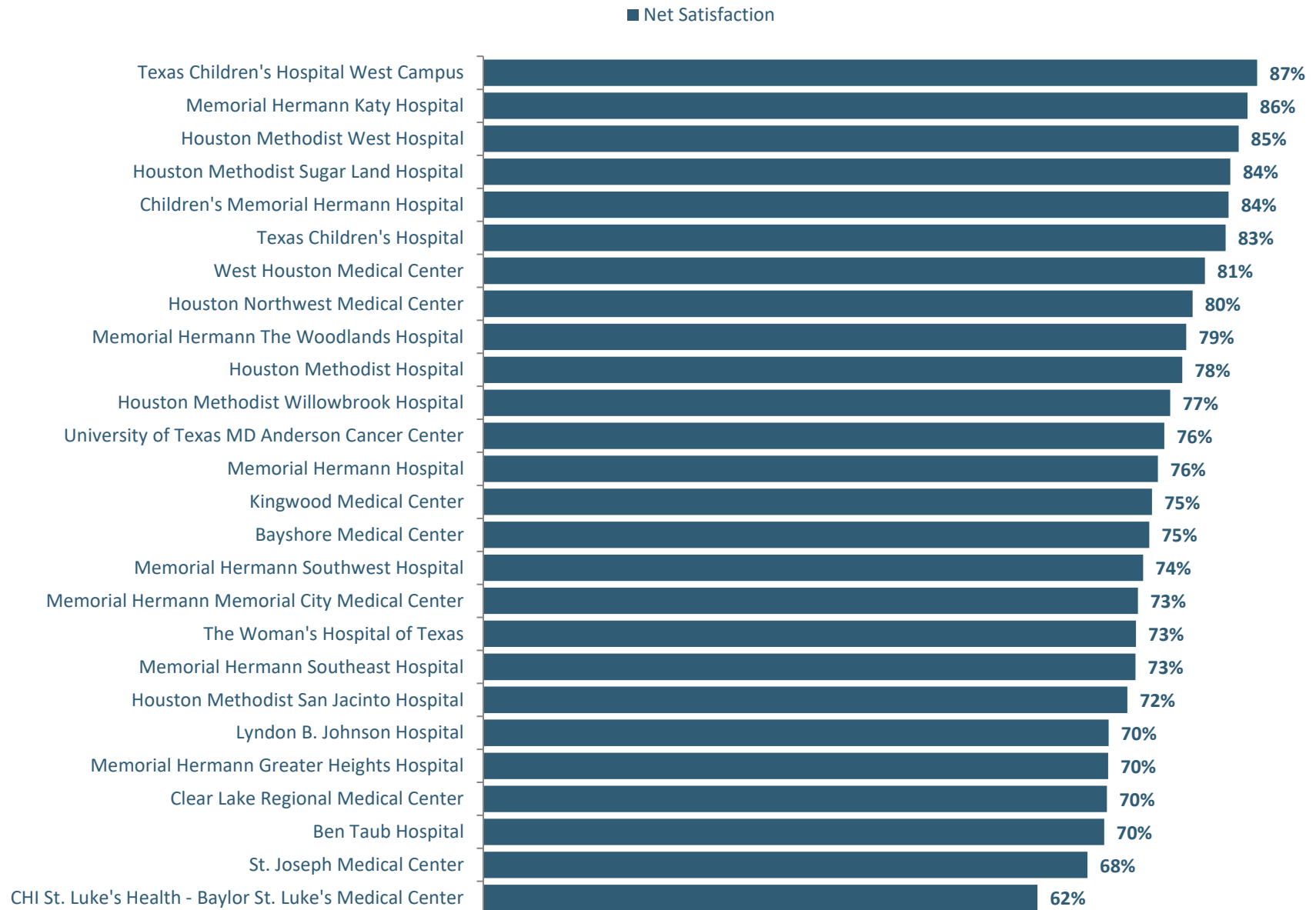
# 2017 HCMS Physician Survey

## Adequate physician input into quality measures



# 2017 HCMS Physician Survey

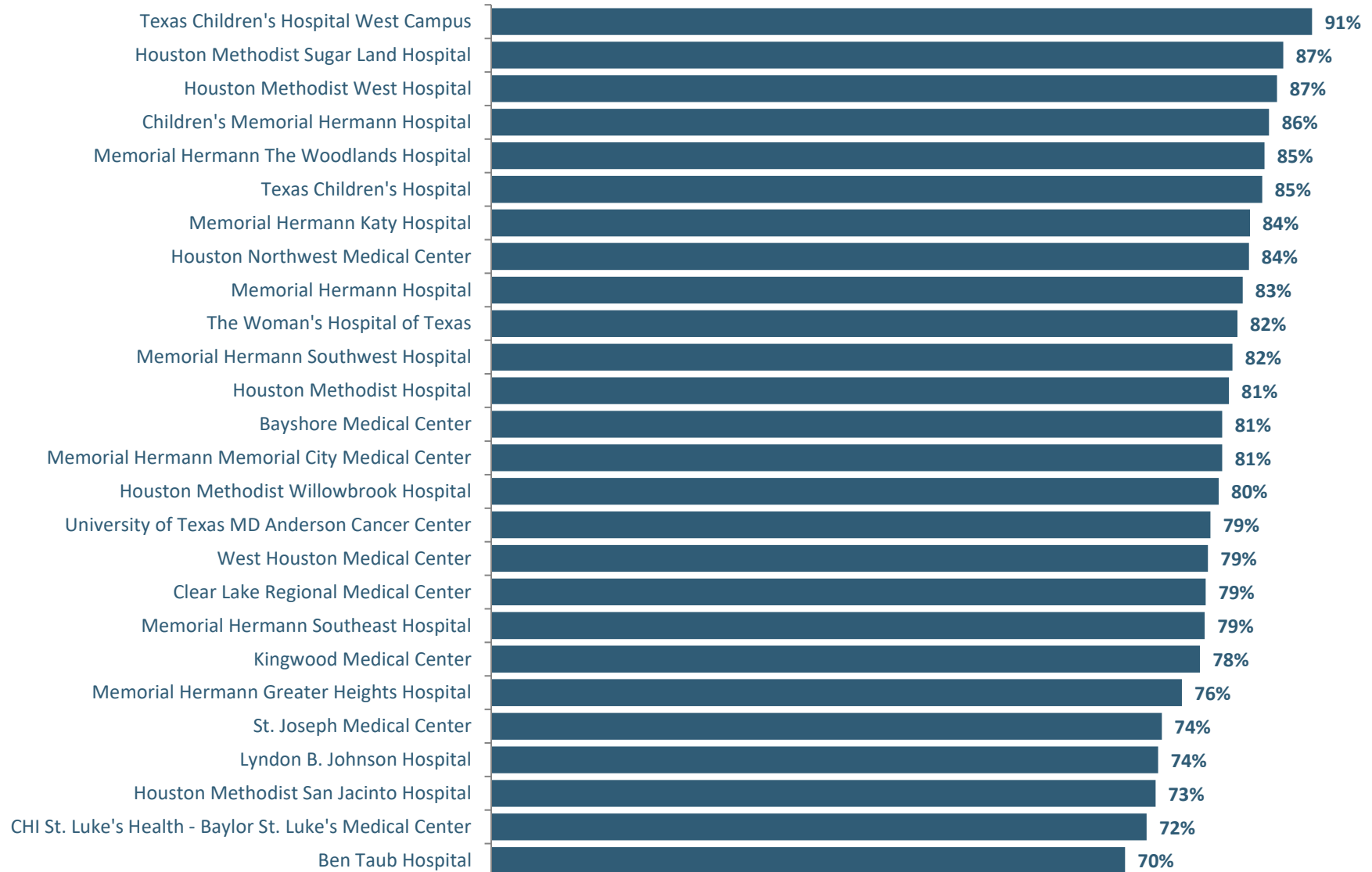
## Availability/effectiveness of case management



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## Patients discharged at appropriate time

■ Net Satisfaction





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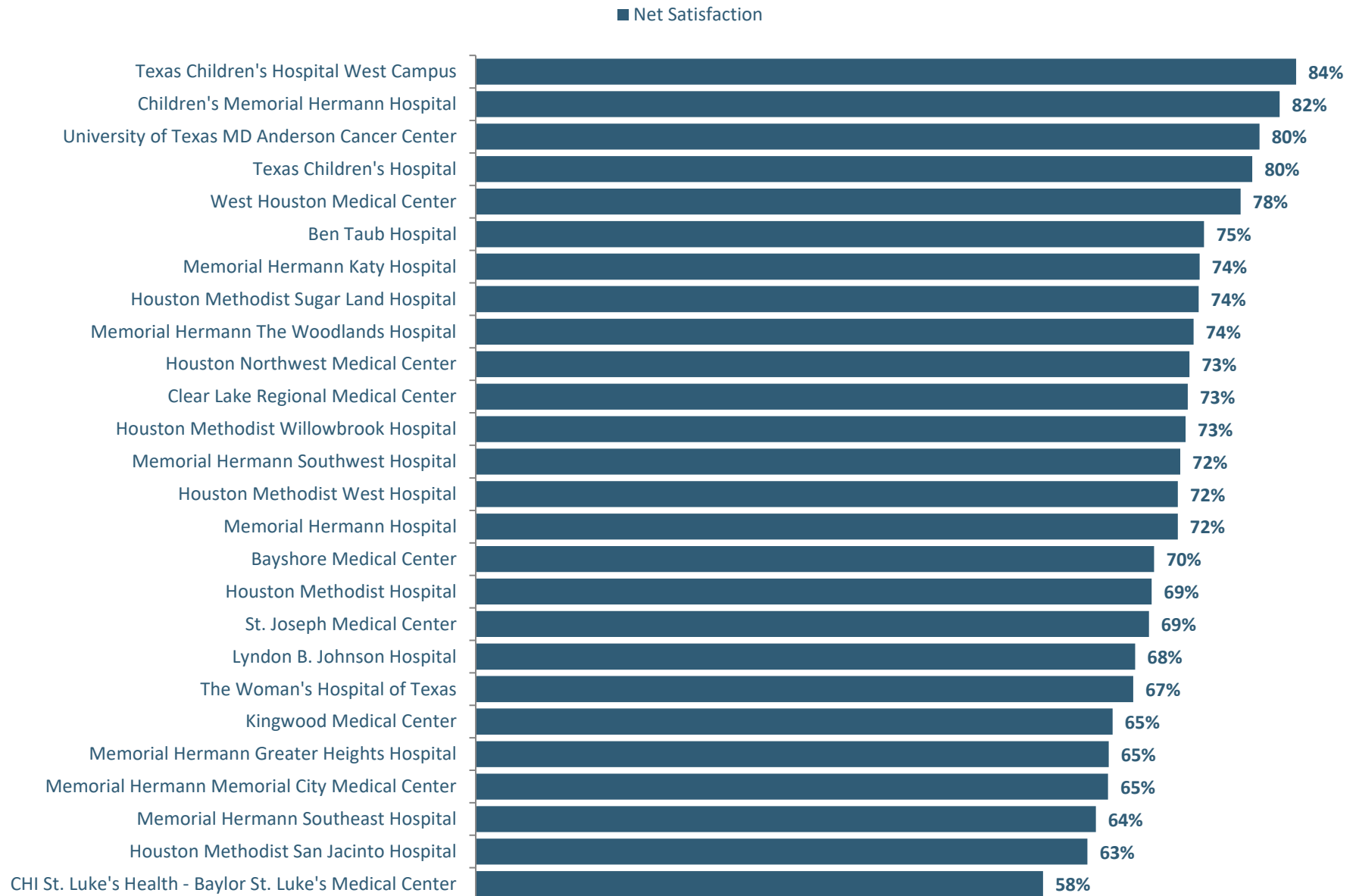
## Hospital Policy & Administration Ratings by Hospital

Net Satisfaction: Very Satisfied = 100%, Somewhat Satisfied = 75%, Neutral = 50%, Somewhat Dissatisfied = 25%



# 2017 HCMS Physician Survey

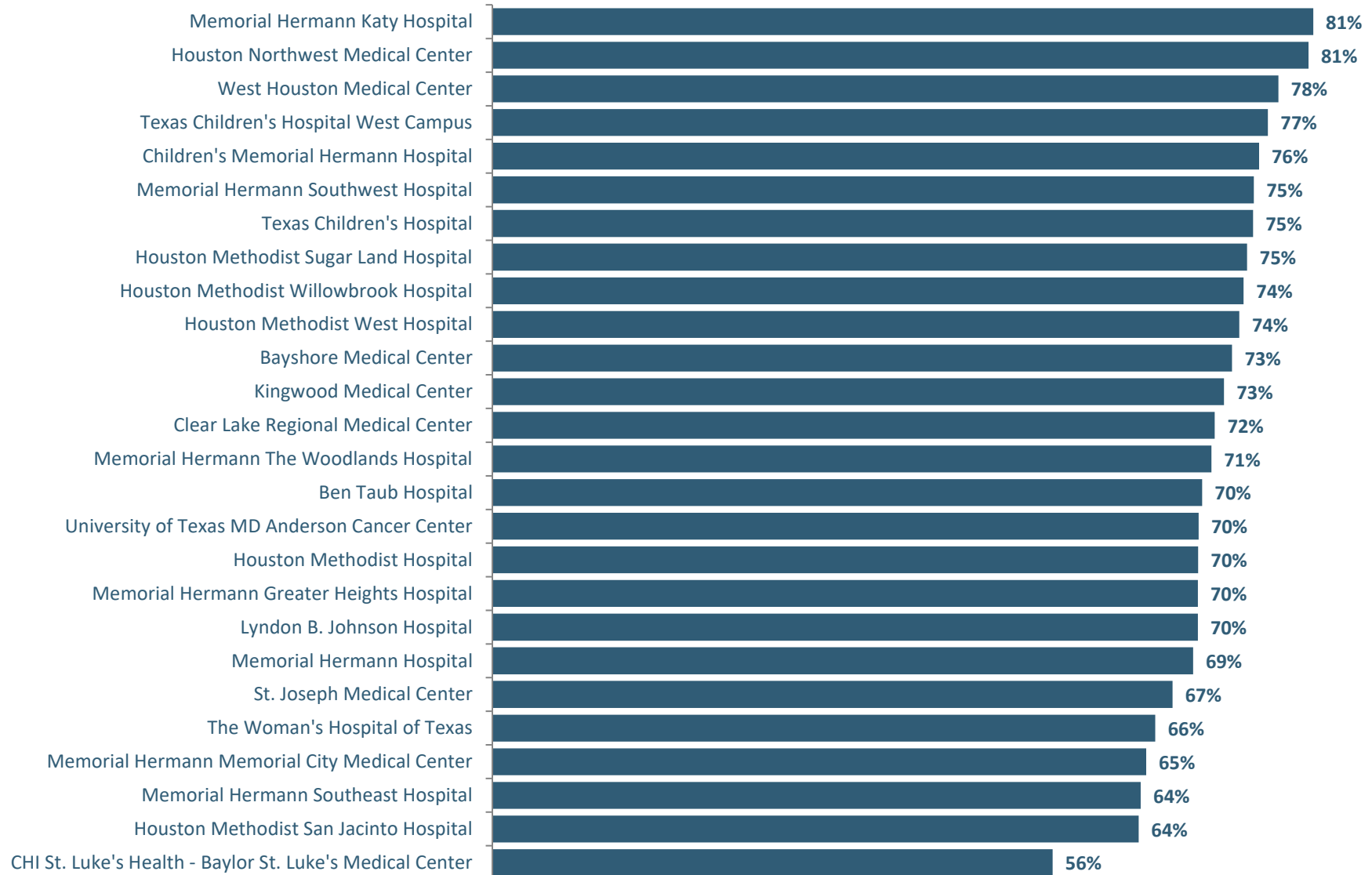
## Referrals (patient distribution)



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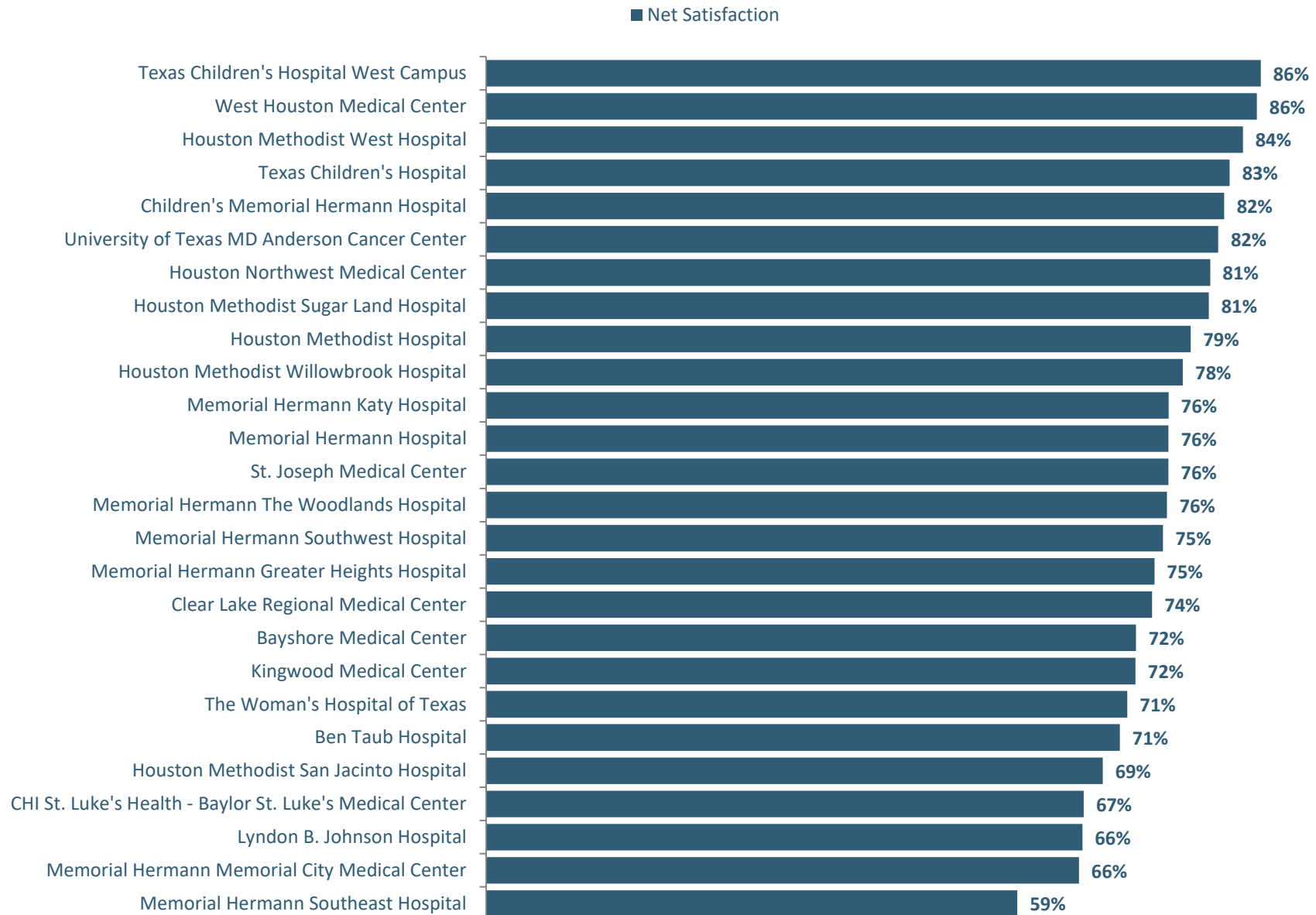
## Leadership opportunities

■ Net Satisfaction



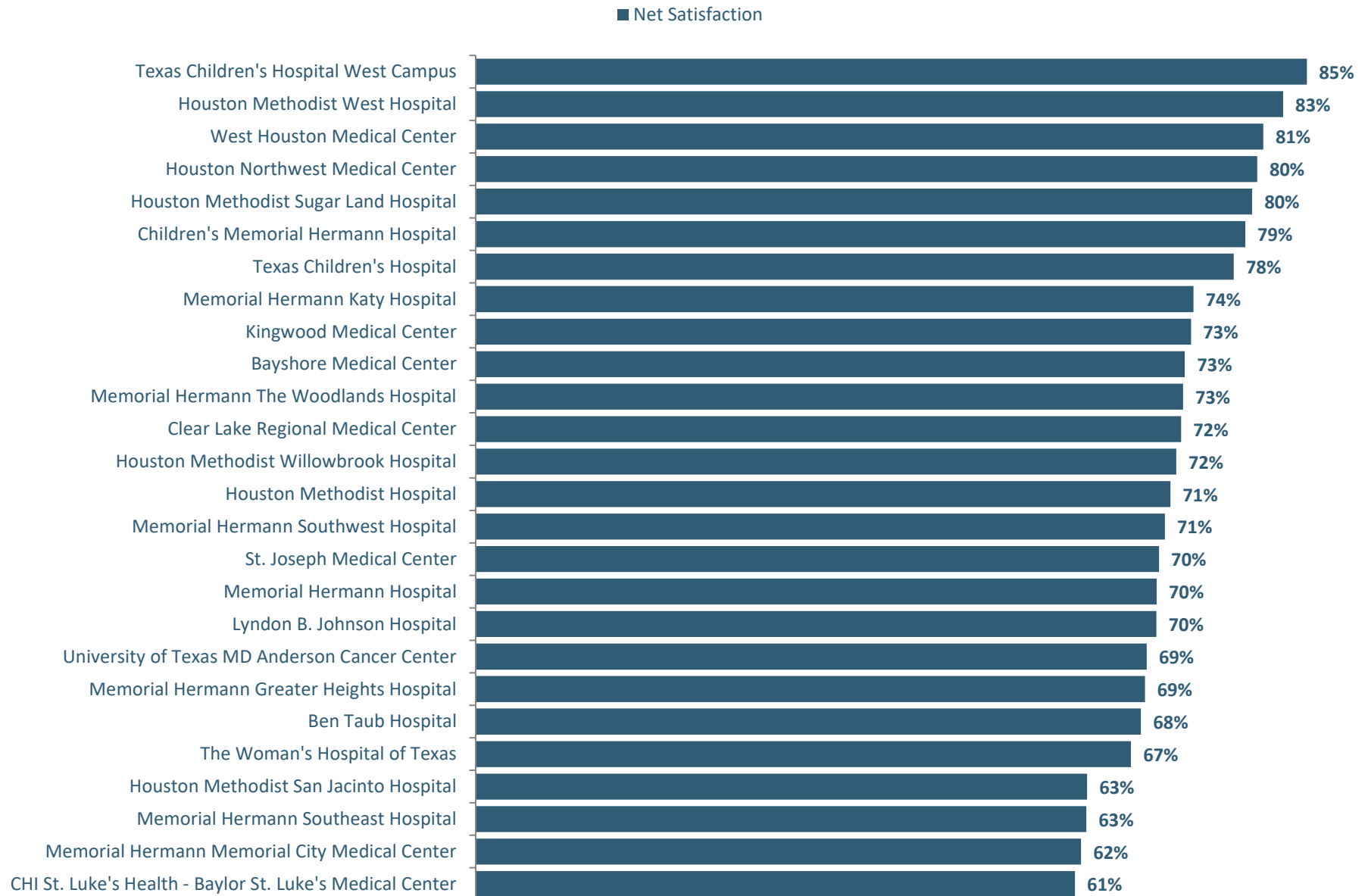
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## Refer patients to physician/facility of choice without retribution



# 2017 HCMS Physician Survey

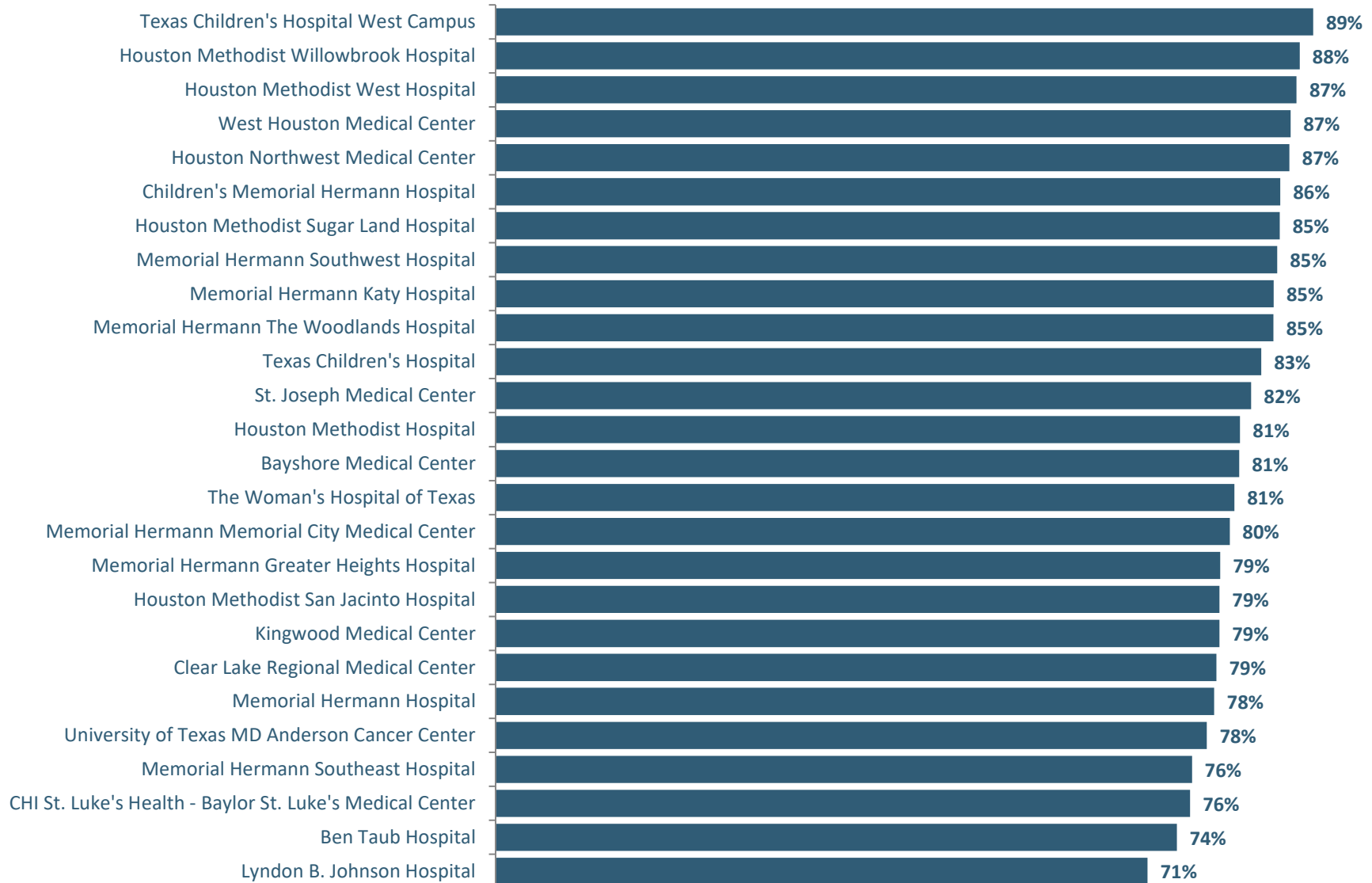
## Provide feedback on policies without retribution



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## Ease of admitting patients

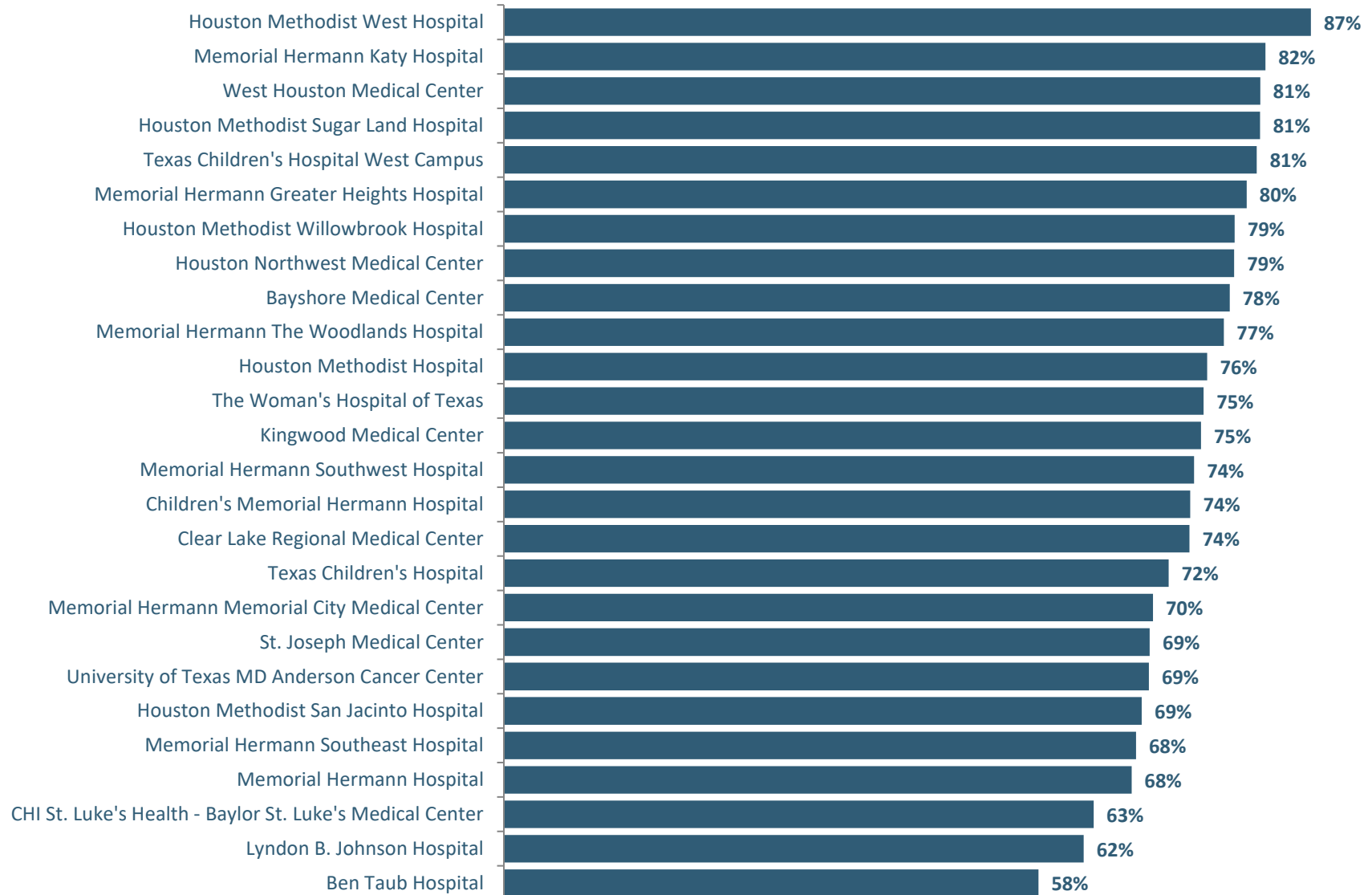
■ Net Satisfaction



# 2017 HCMS Physician Survey

## Ease of scheduling patients

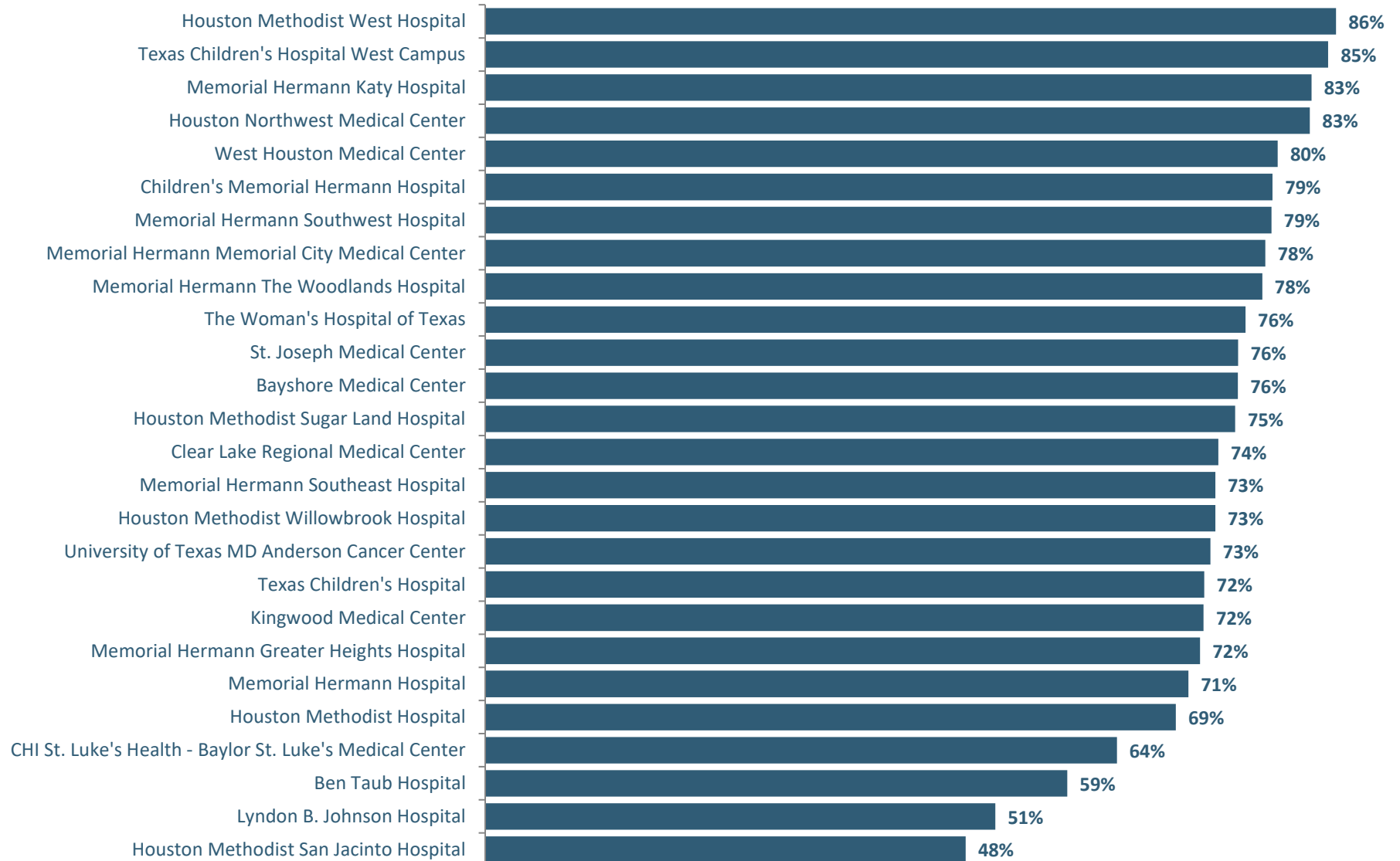
■ Net Satisfaction



# 2017 HCMS Physician Survey

## Availability of beds

■ Net Satisfaction

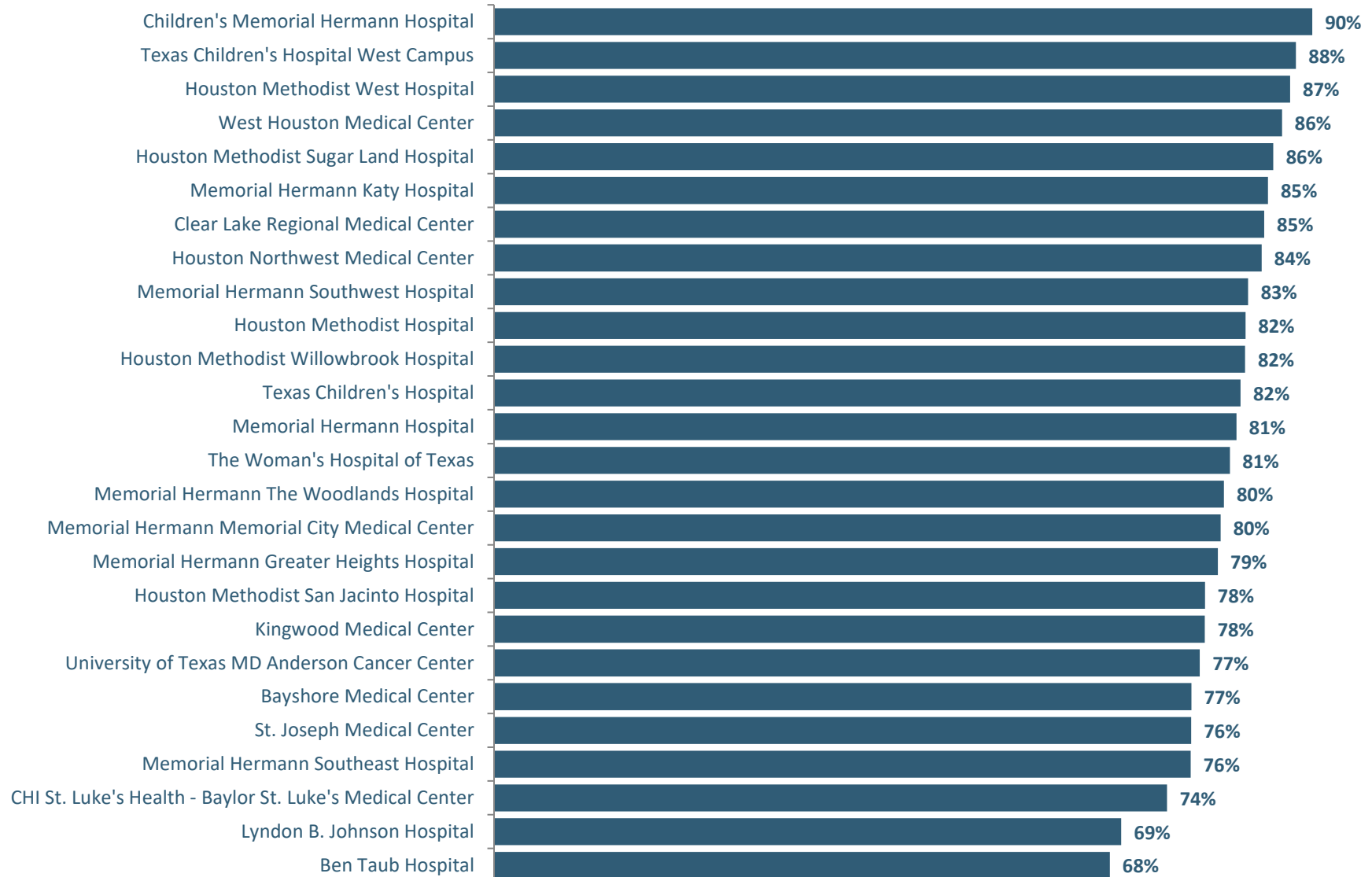




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## Ease of referring patients

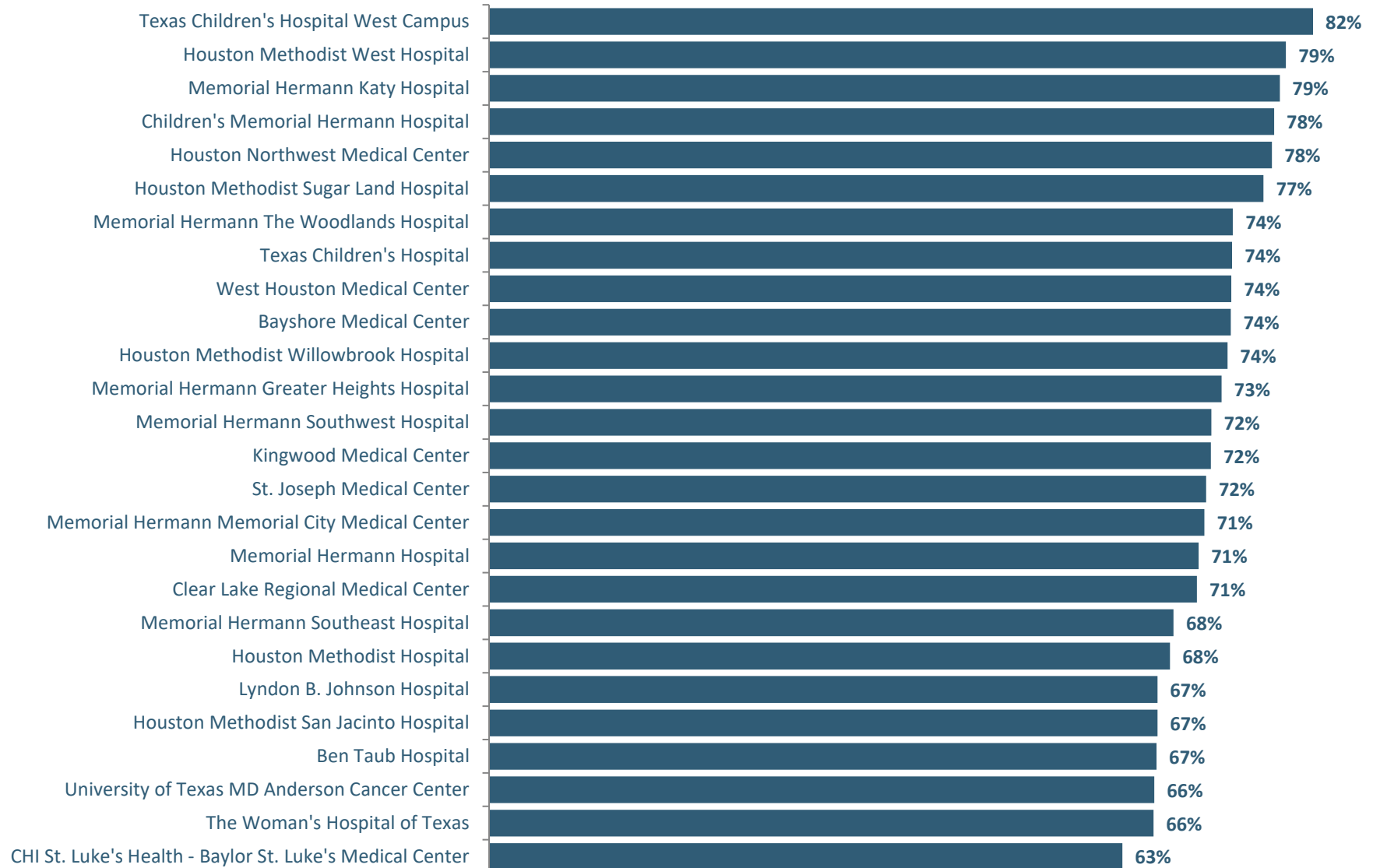
■ Net Satisfaction



# 2017 HCMS Physician Survey

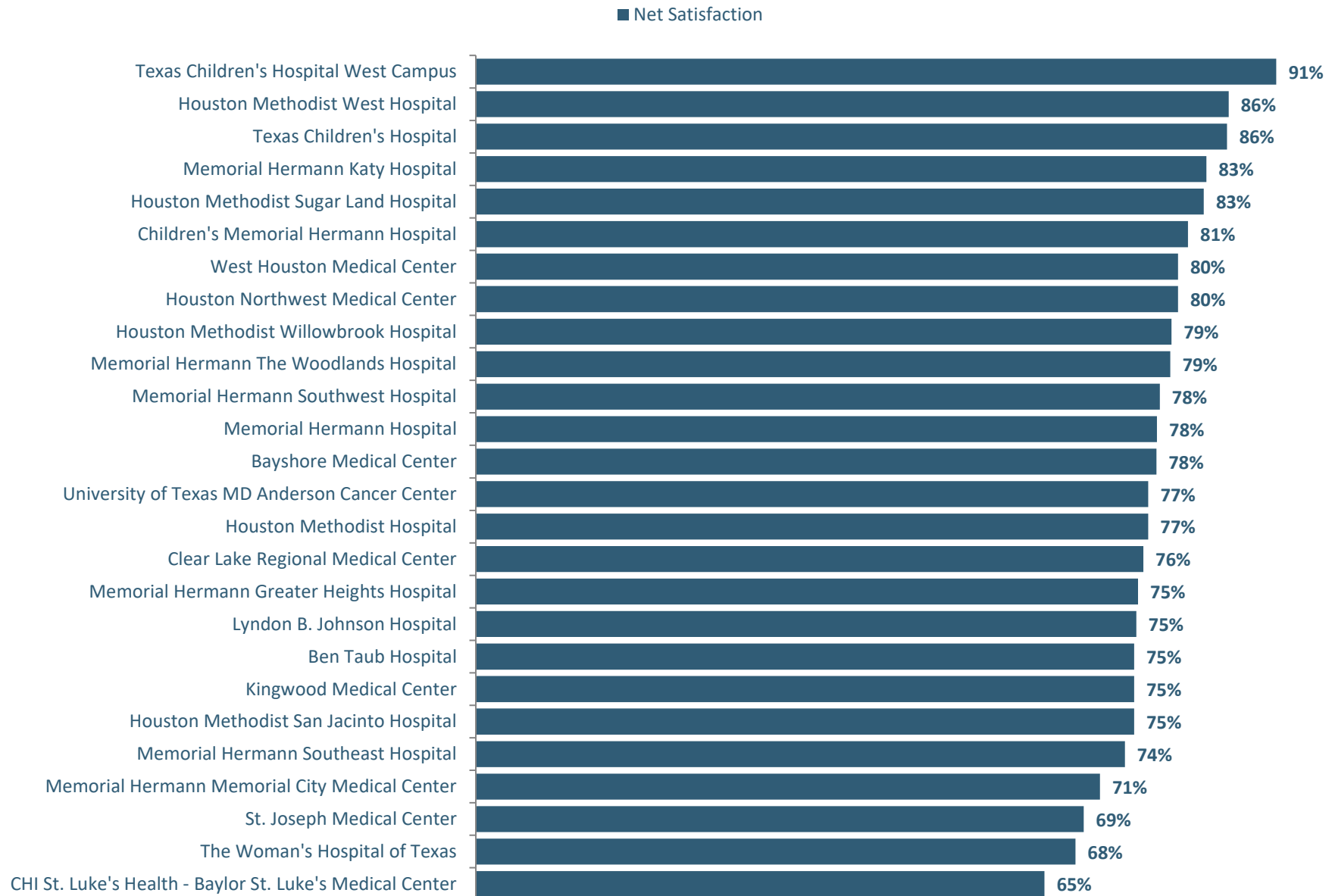
## Ease of completing forms

■ Net Satisfaction



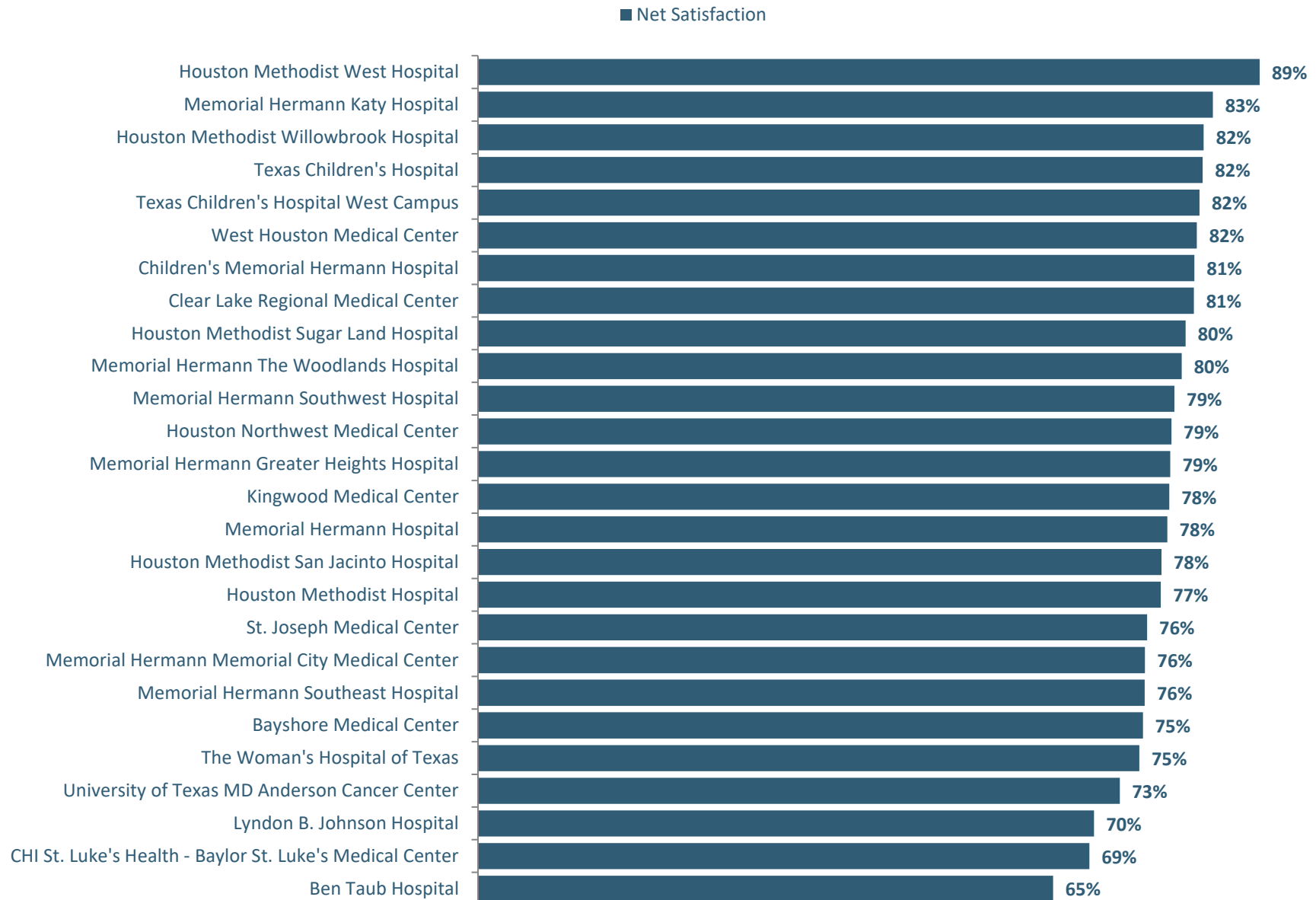
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## Management shows patient safety is priority



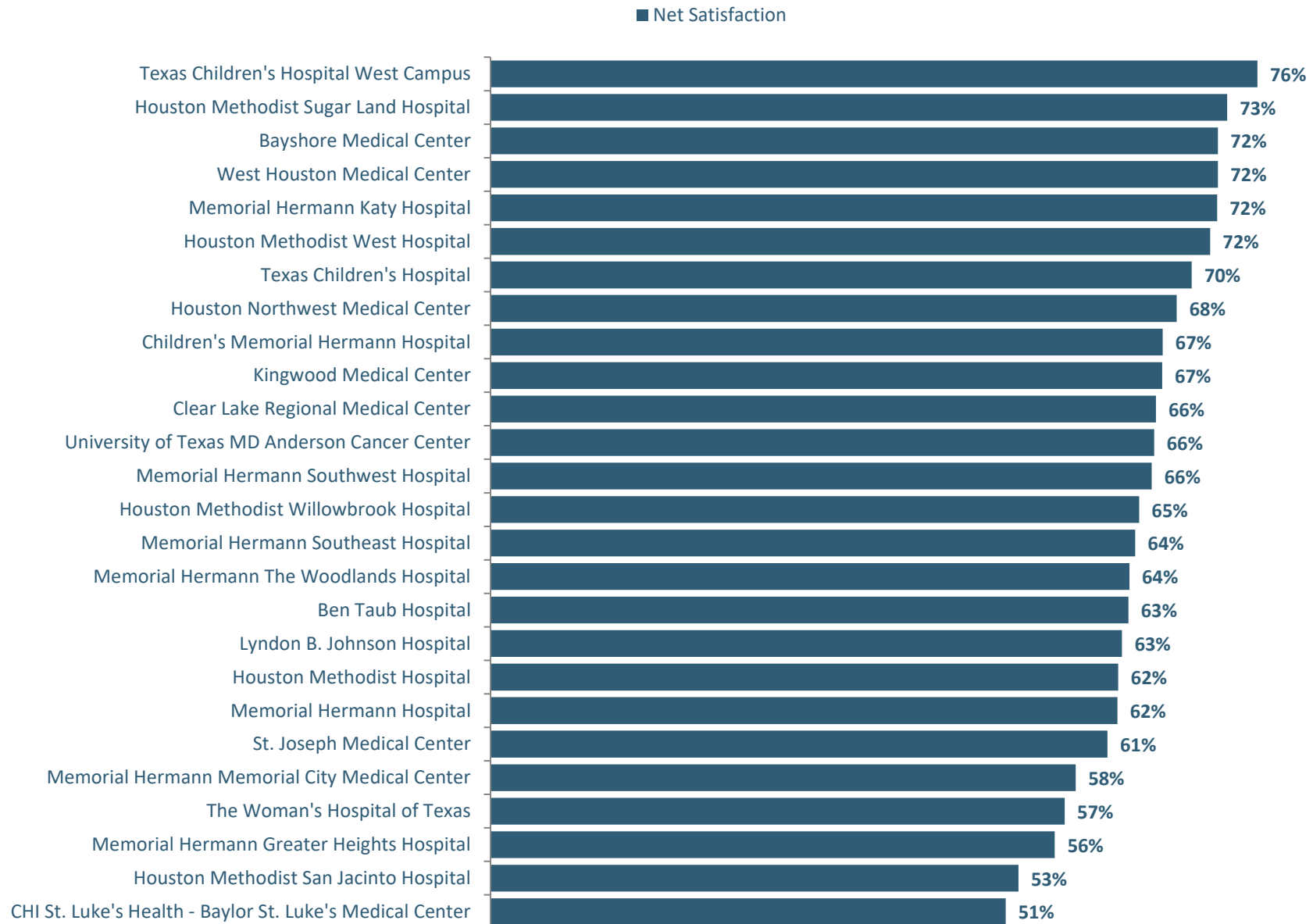
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## Consistent in obtaining payer preauthorizations



# 2017 HCMS Physician Survey

## Addressing physician stress and burnout is priority



# 2017 HCMS Physician Satisfaction Survey

## Medical Staff Issues Ratings by Hospital

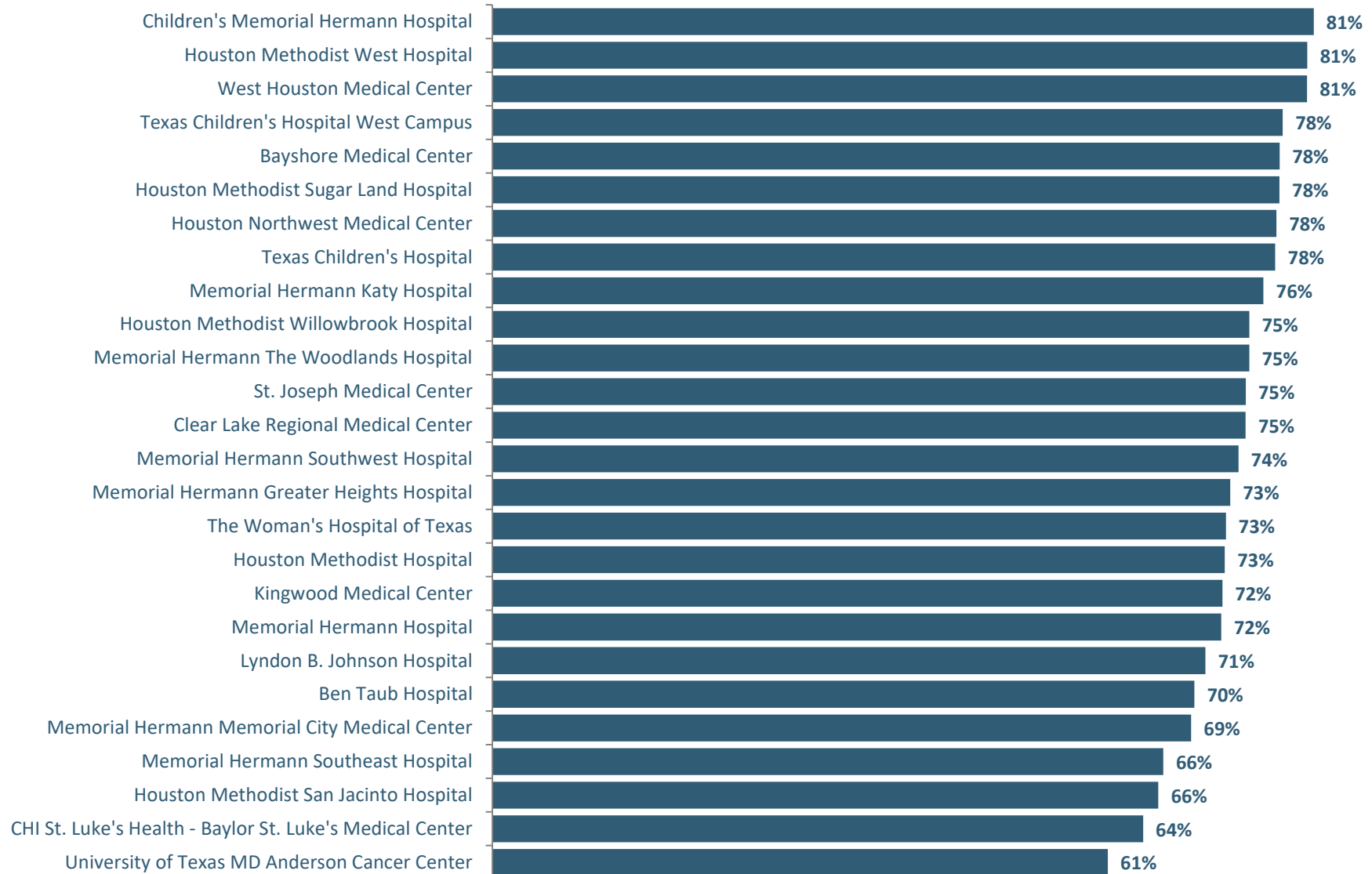
**Net Satisfaction: Very Satisfied = 100%, Somewhat Satisfied = 75%, Neutral = 50%, Somewhat Dissatisfied = 25%**



# 2017 HCMS Physician Survey

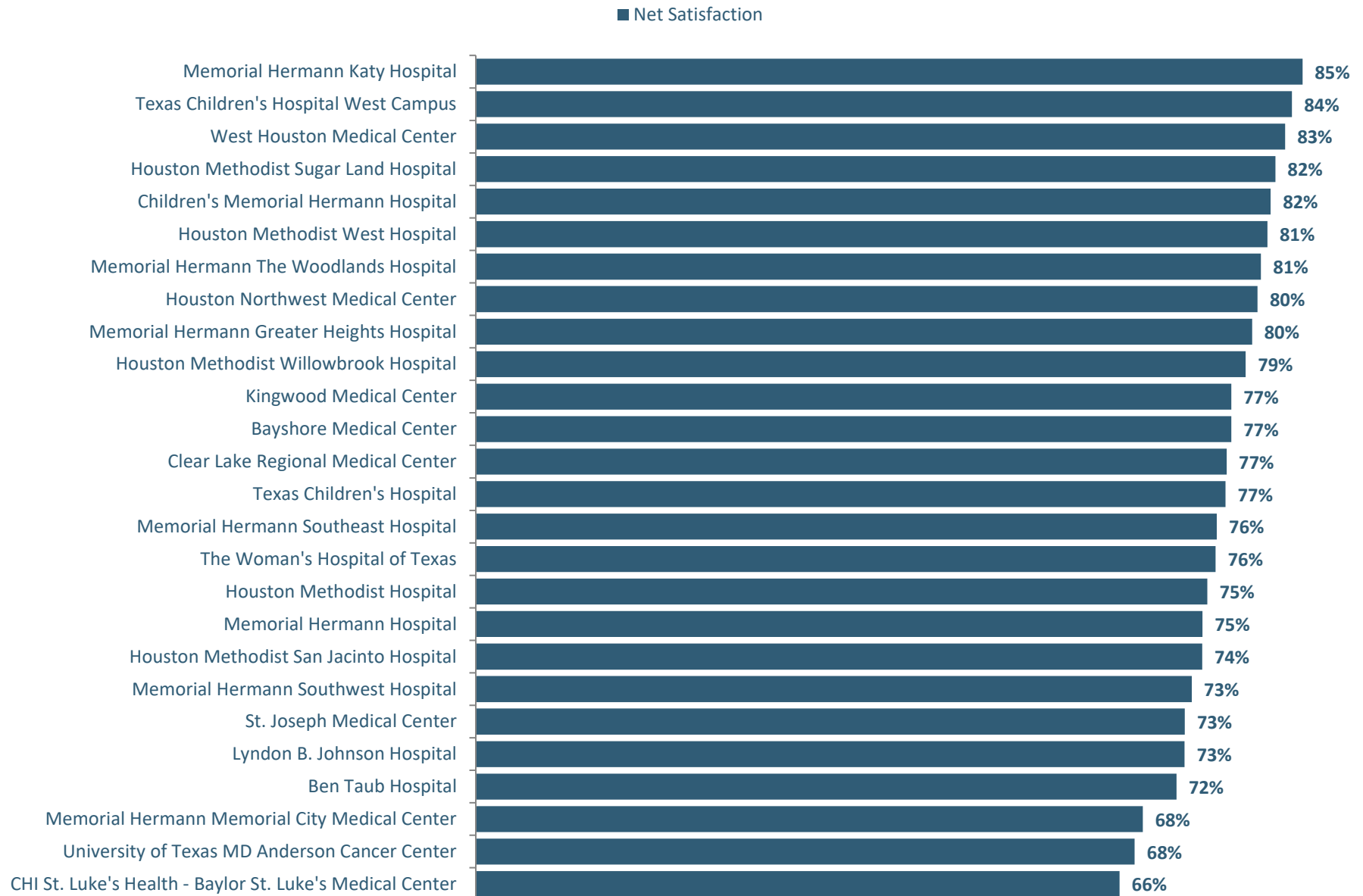
## Frequency of meetings

■ Net Satisfaction



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## Answers to physicians' questions by Administration

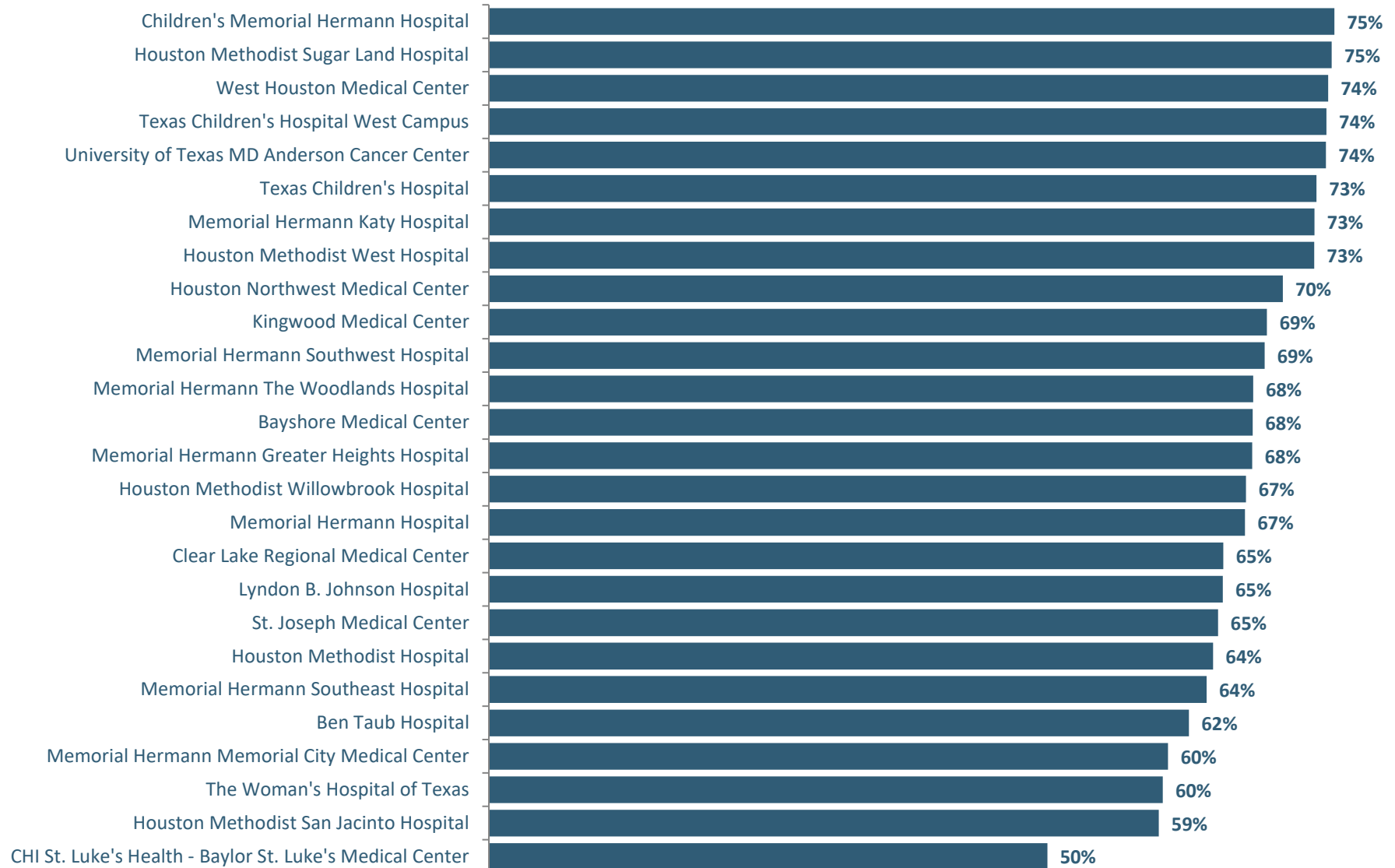




# 2017 HCMS Physician Survey

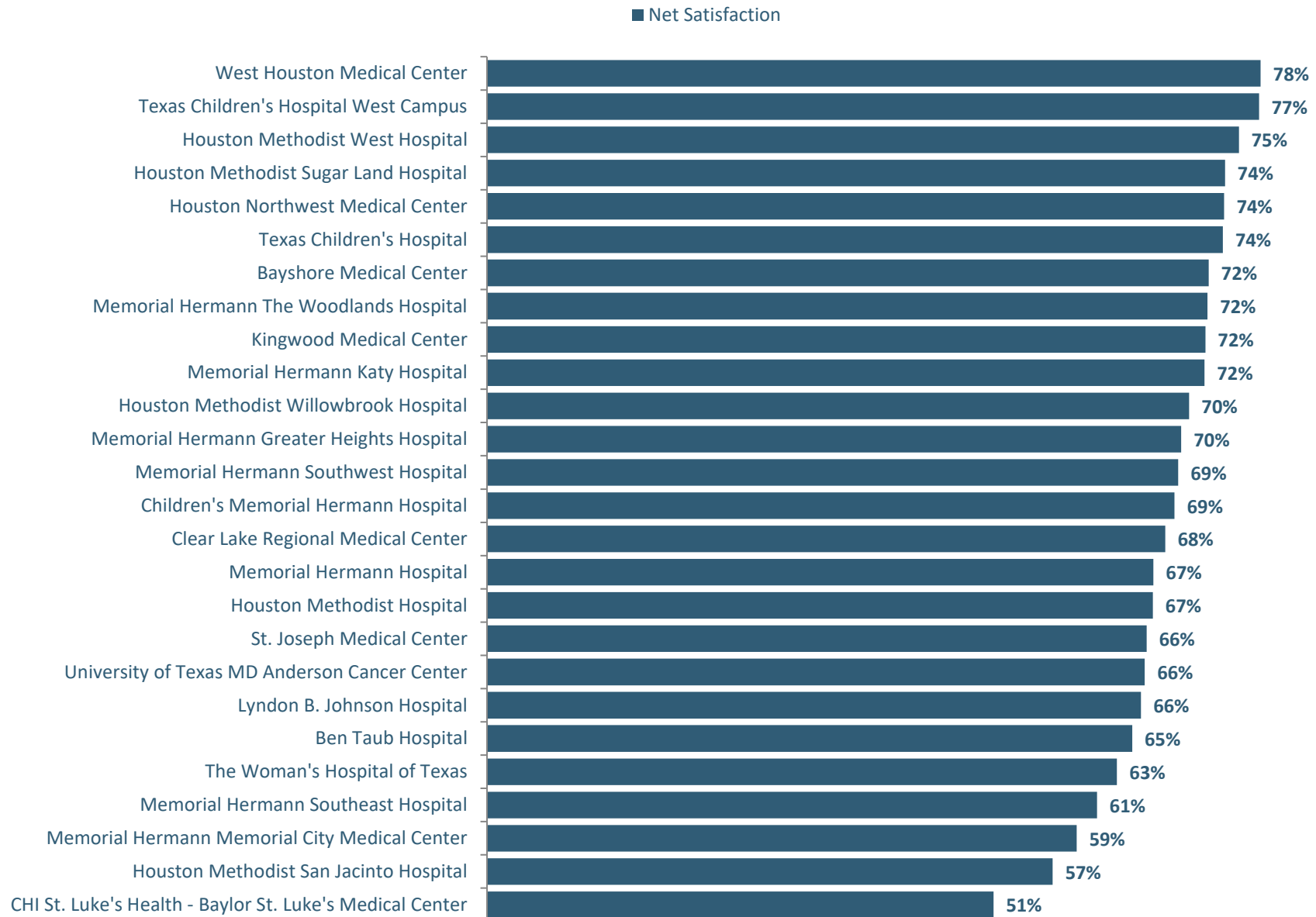
## Leadership training opportunities

■ Net Satisfaction



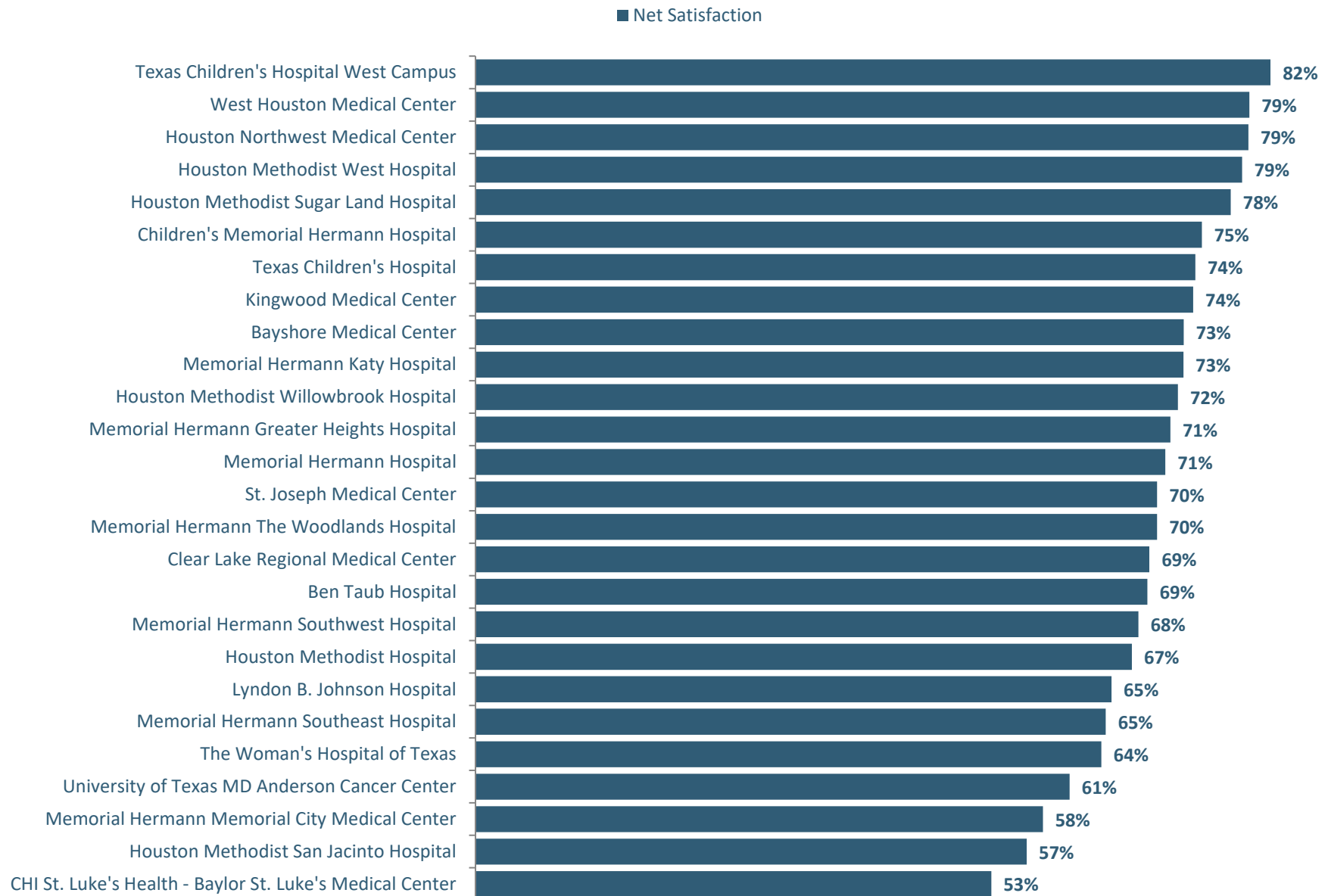
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## Effective physician impact on policies



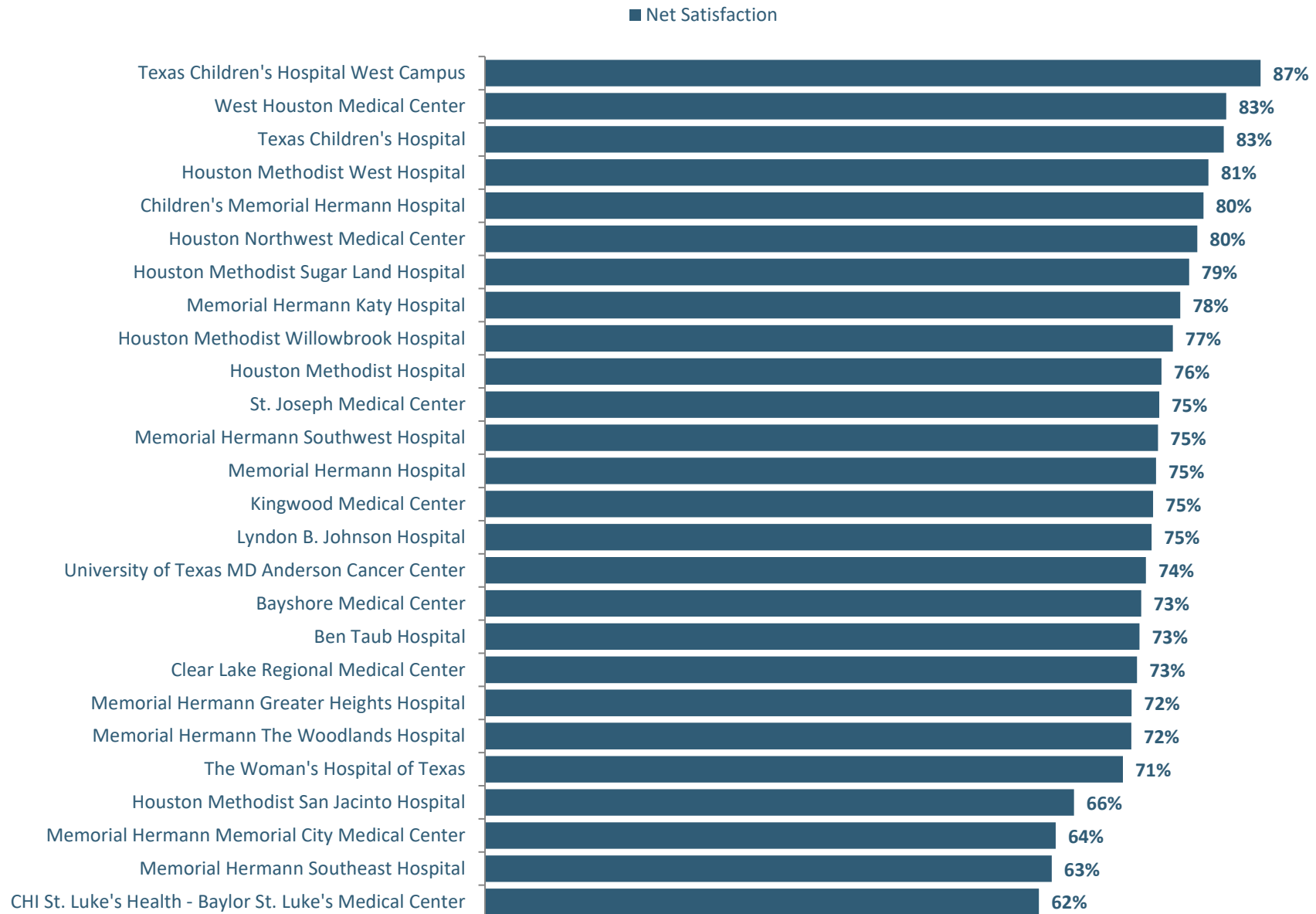
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## Administration respects/collaborates with staff



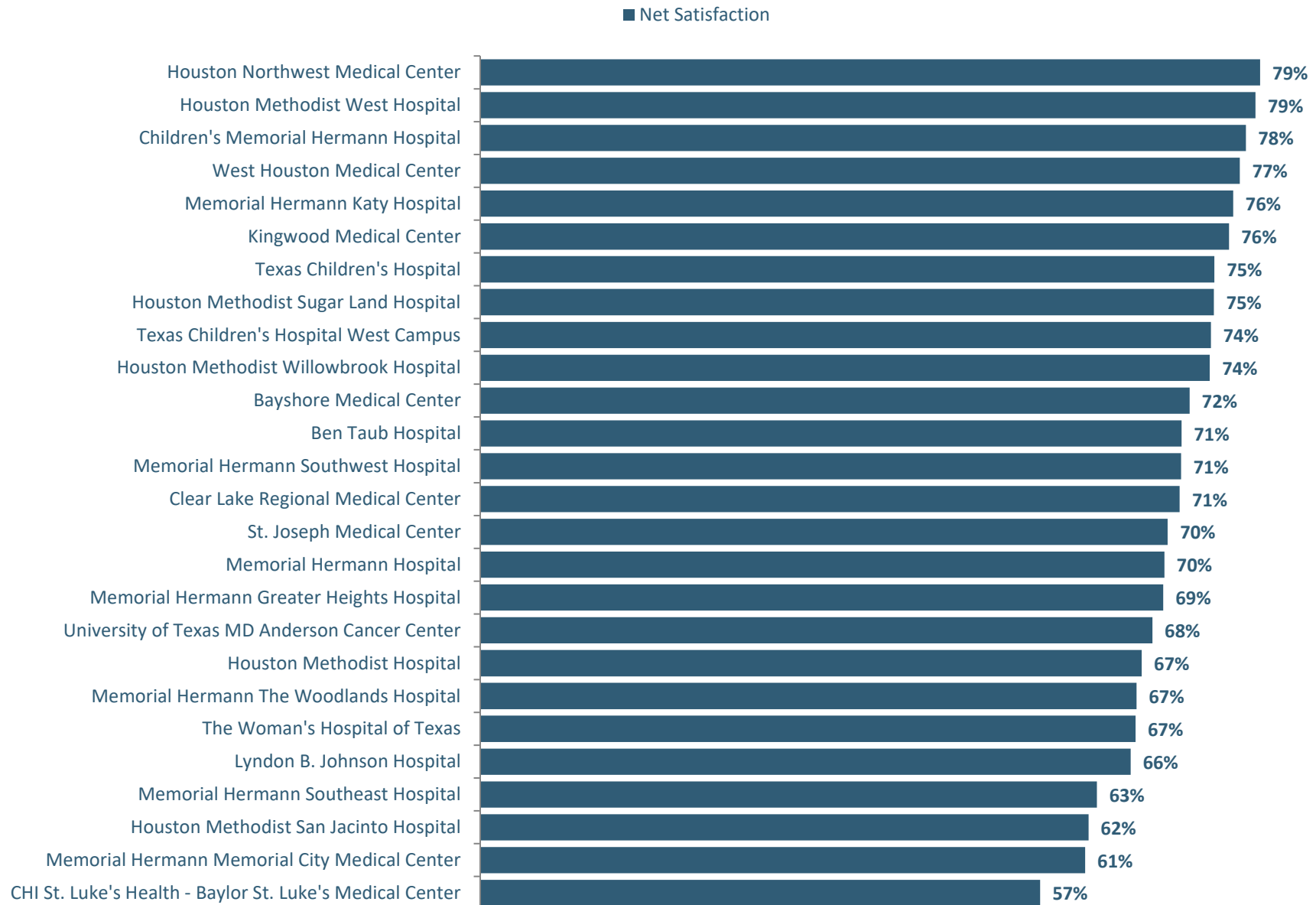
# 2017 HCMS Physician Survey

## Medical staff has autonomy to make medical care decisions



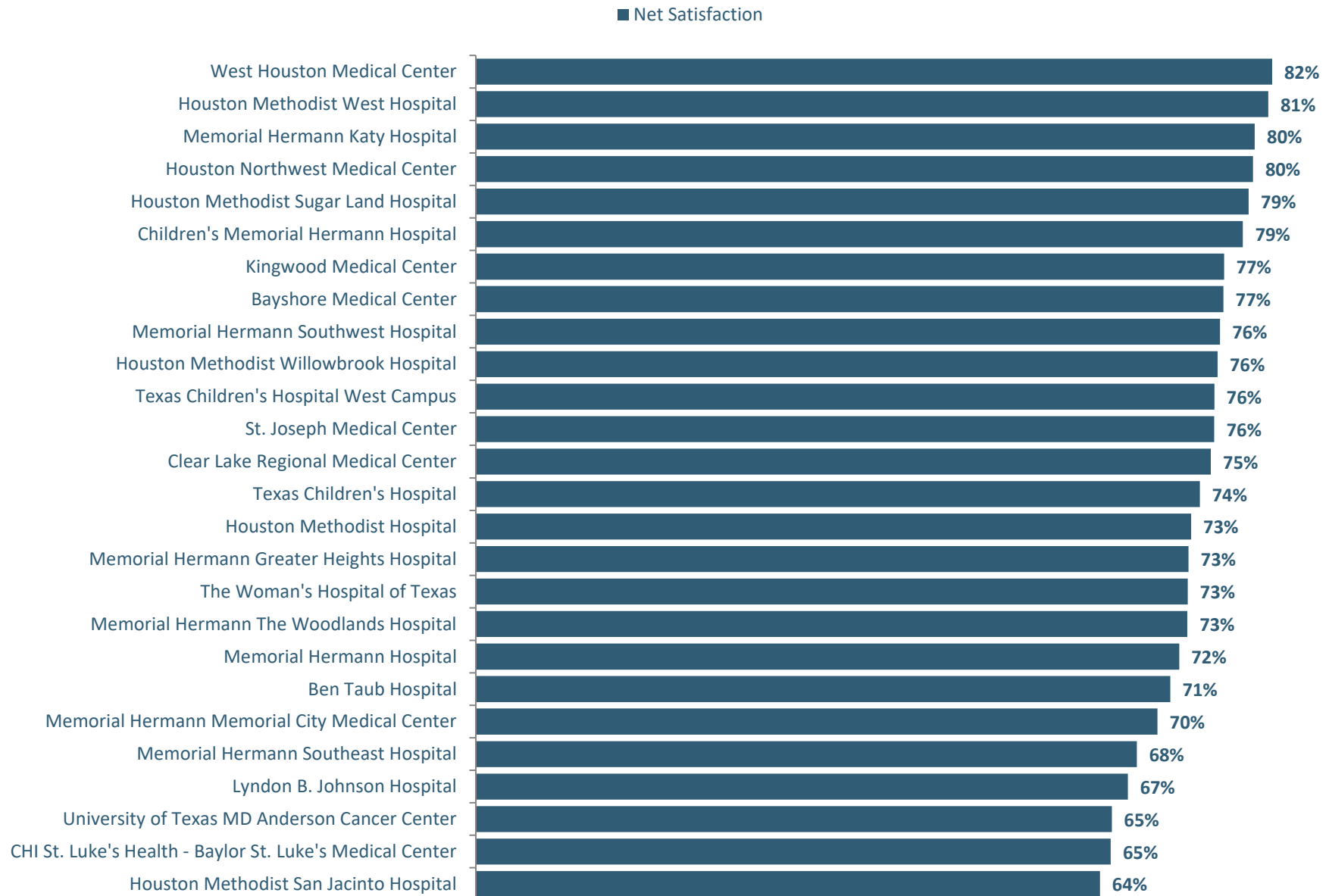
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## Perceived fair process of appointment and promotion



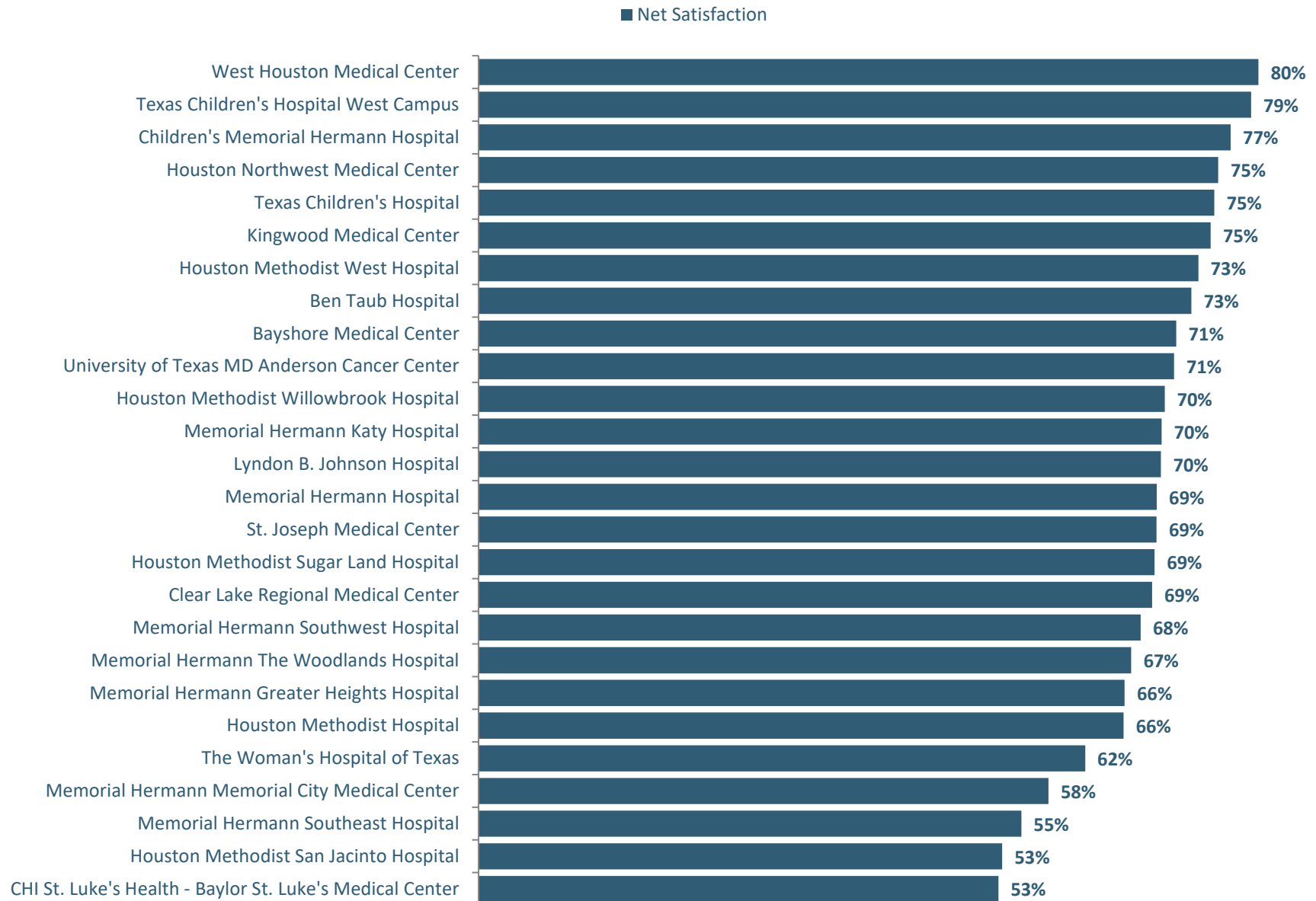
# 2017 HCMS Physician Survey

## Staff meetings at convenient times (work/life balance)



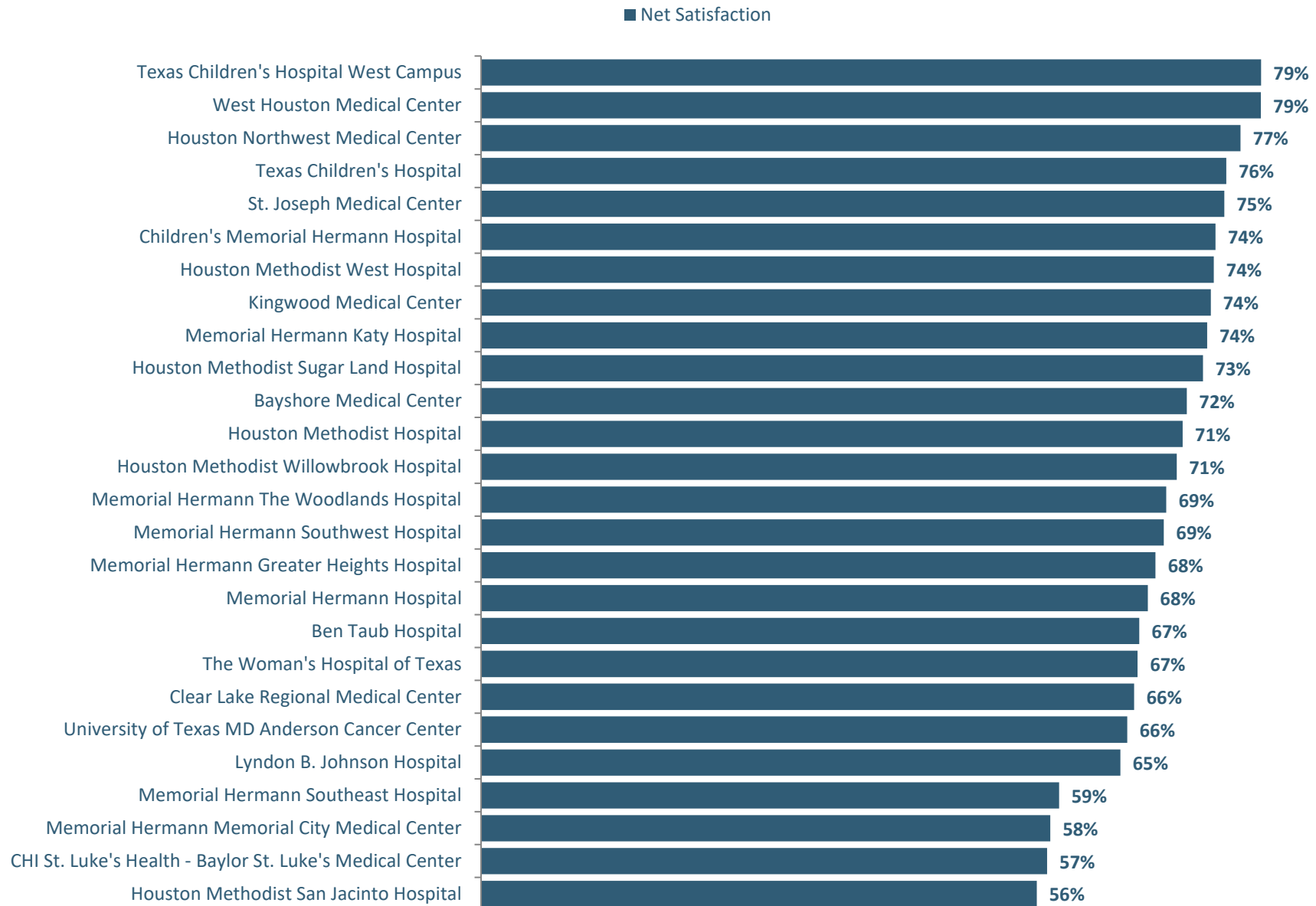
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## Balance interests of employed/independent physicians



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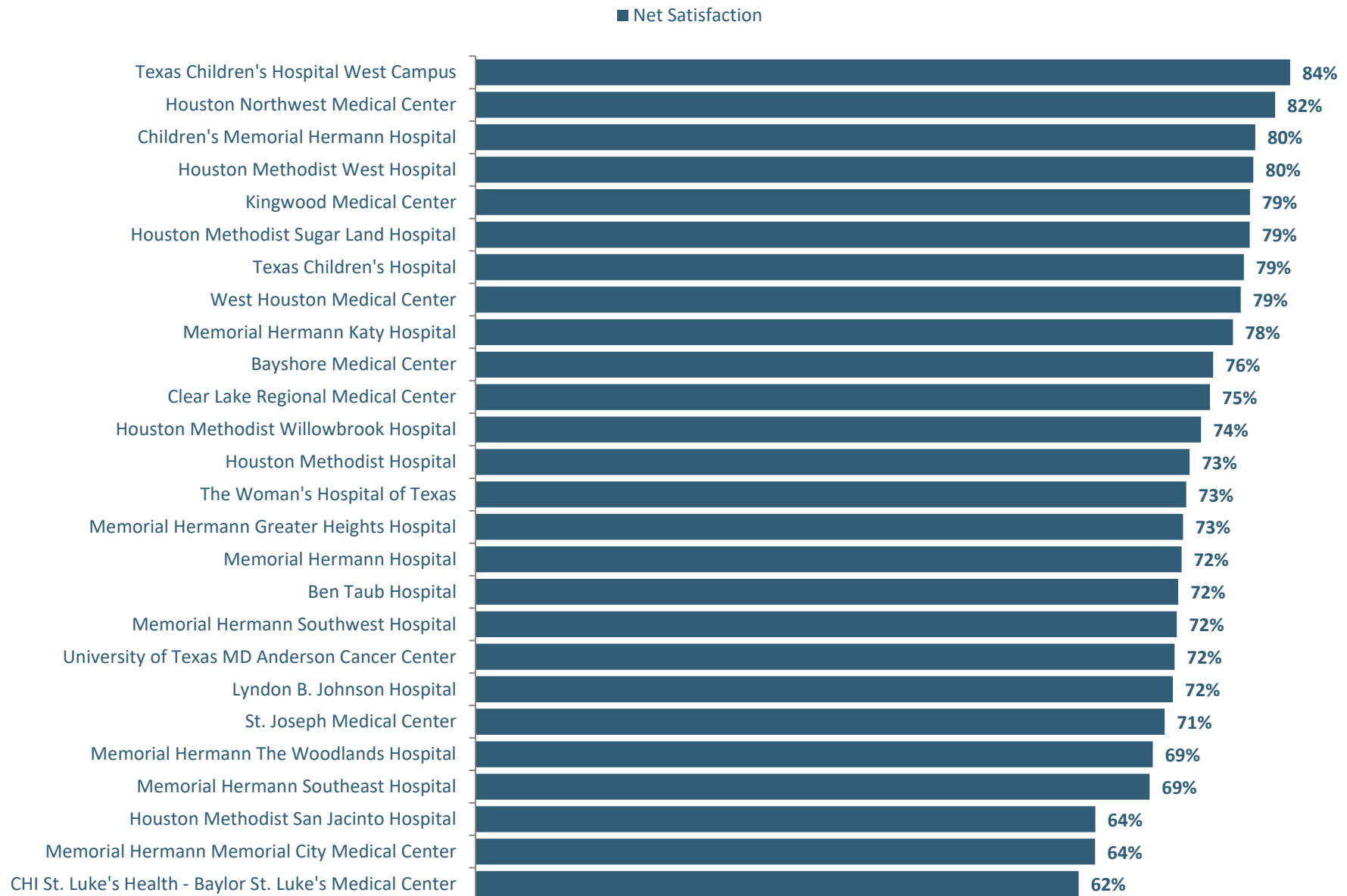
## Medical staff has autonomy to make necessary bylaw changes





# 2017 HCMS Physician Survey

## Physician code of conduct issues handled in effective/fair process



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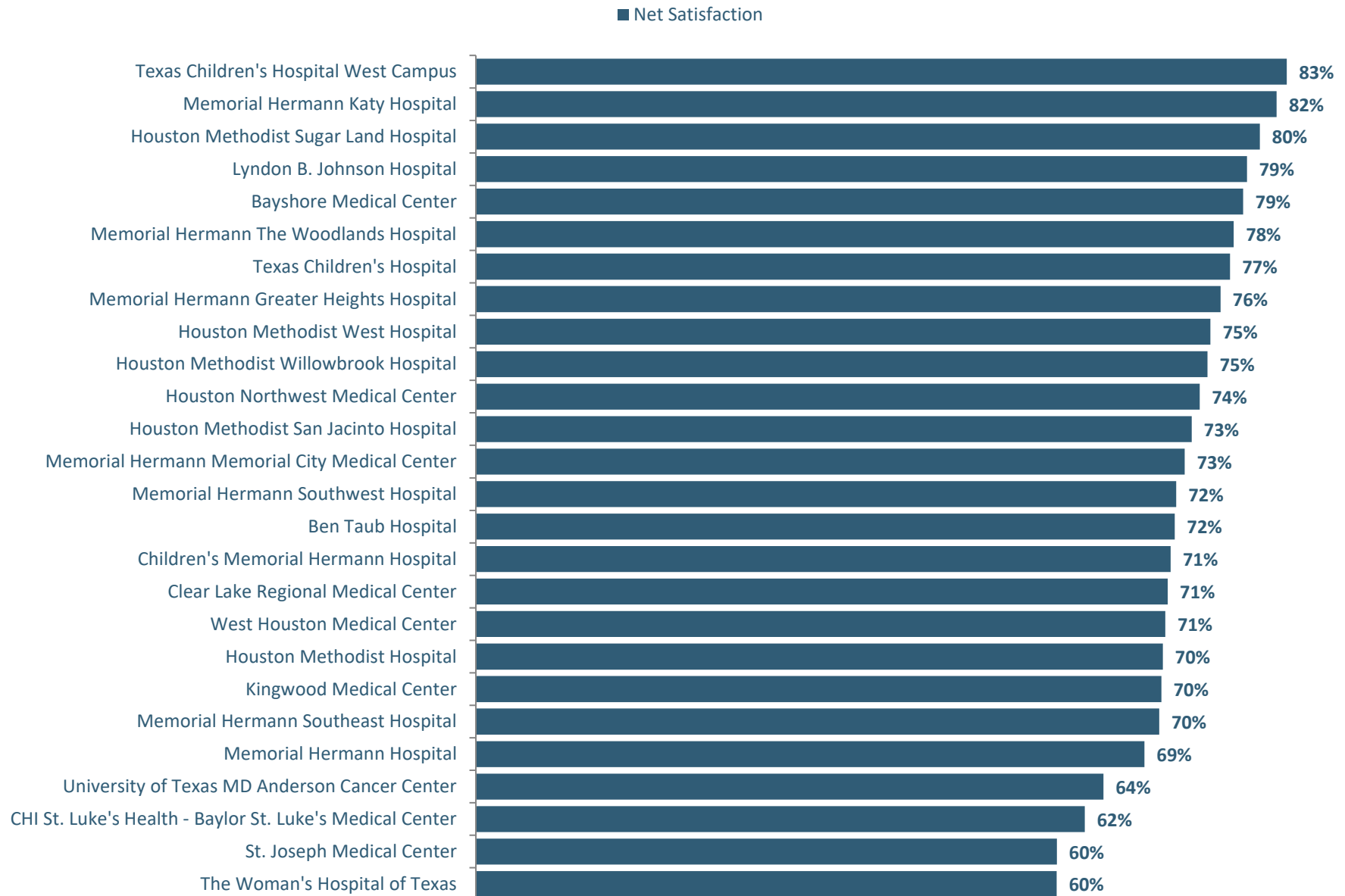
## Electronic Medical Records (EMR) Ratings by Hospital

Net Satisfaction: Very Satisfied = 100%, Somewhat Satisfied = 75%, Neutral = 50%, Somewhat Dissatisfied = 25%



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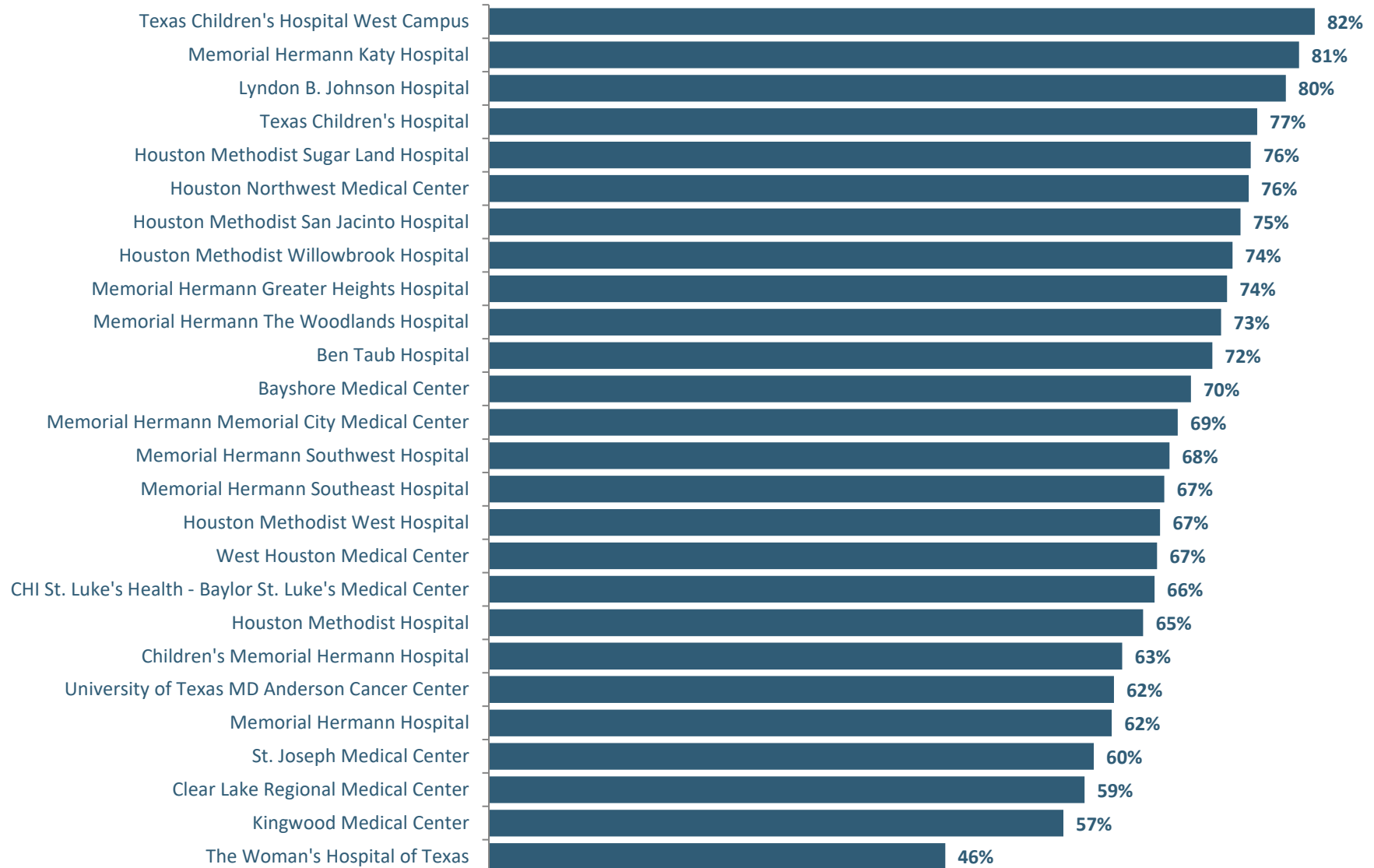
## Implementation and training



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## Ease of use

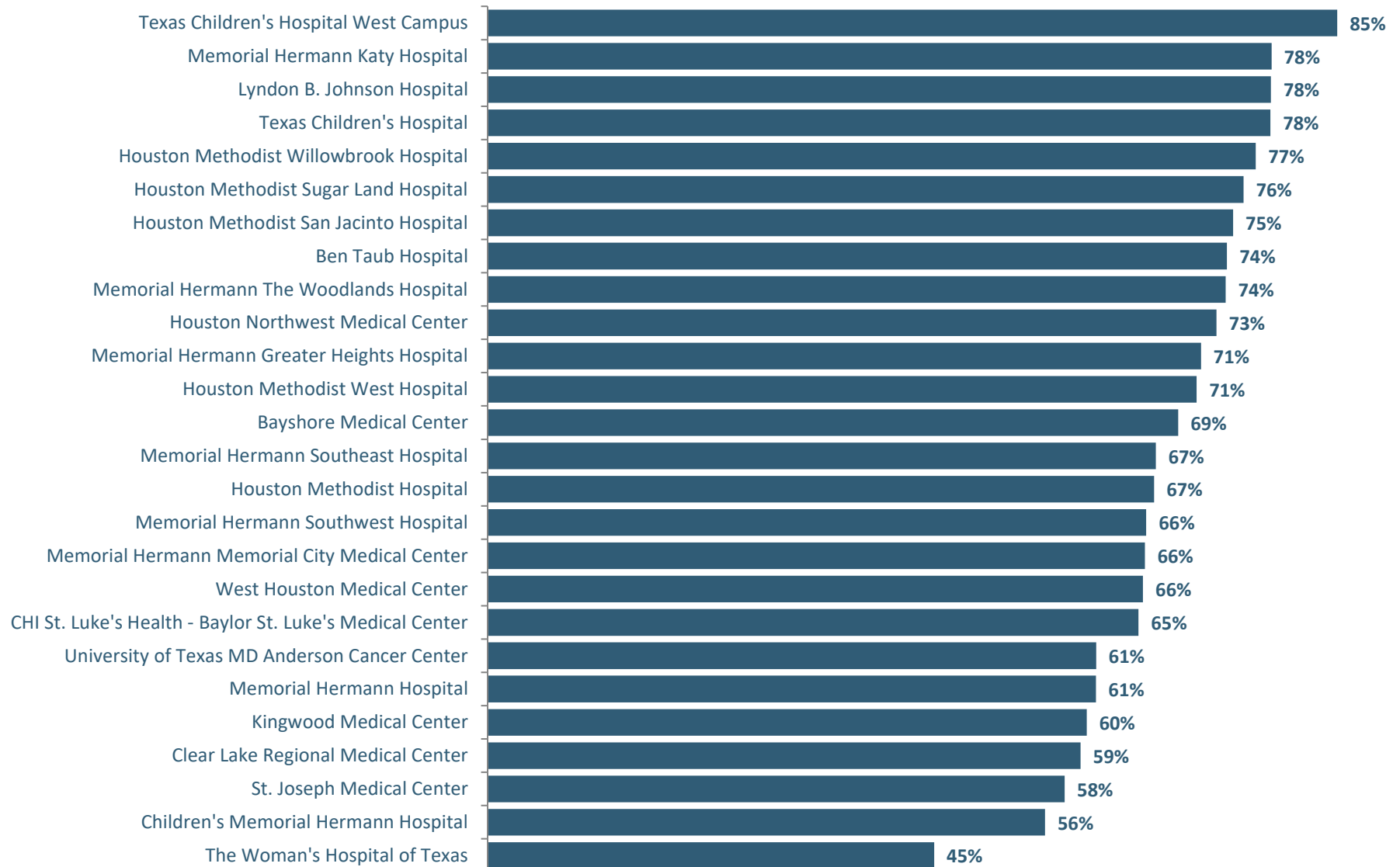
■ Net Satisfaction



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## Inter-operability

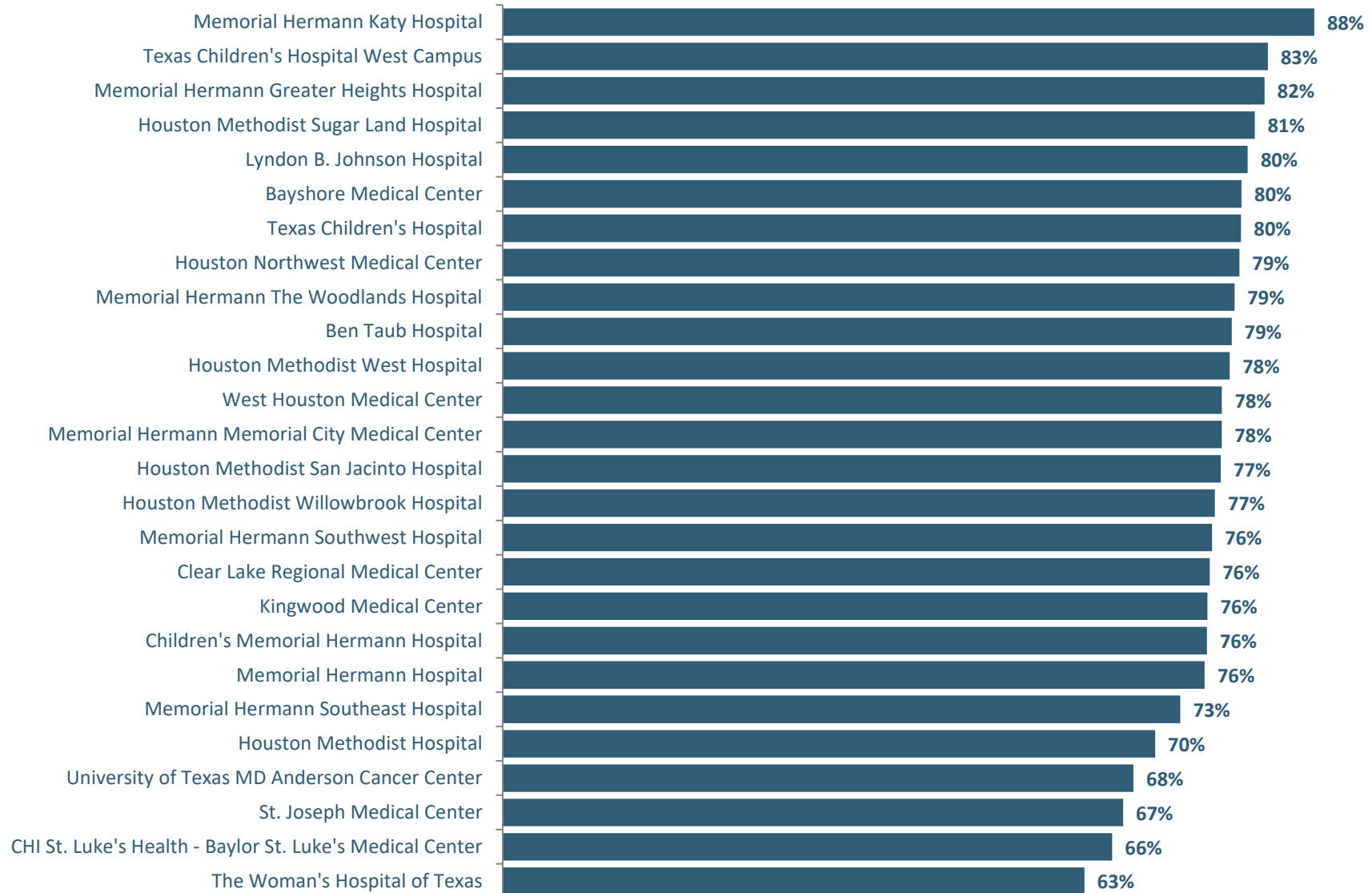
■ Net Satisfaction



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## Help desk support

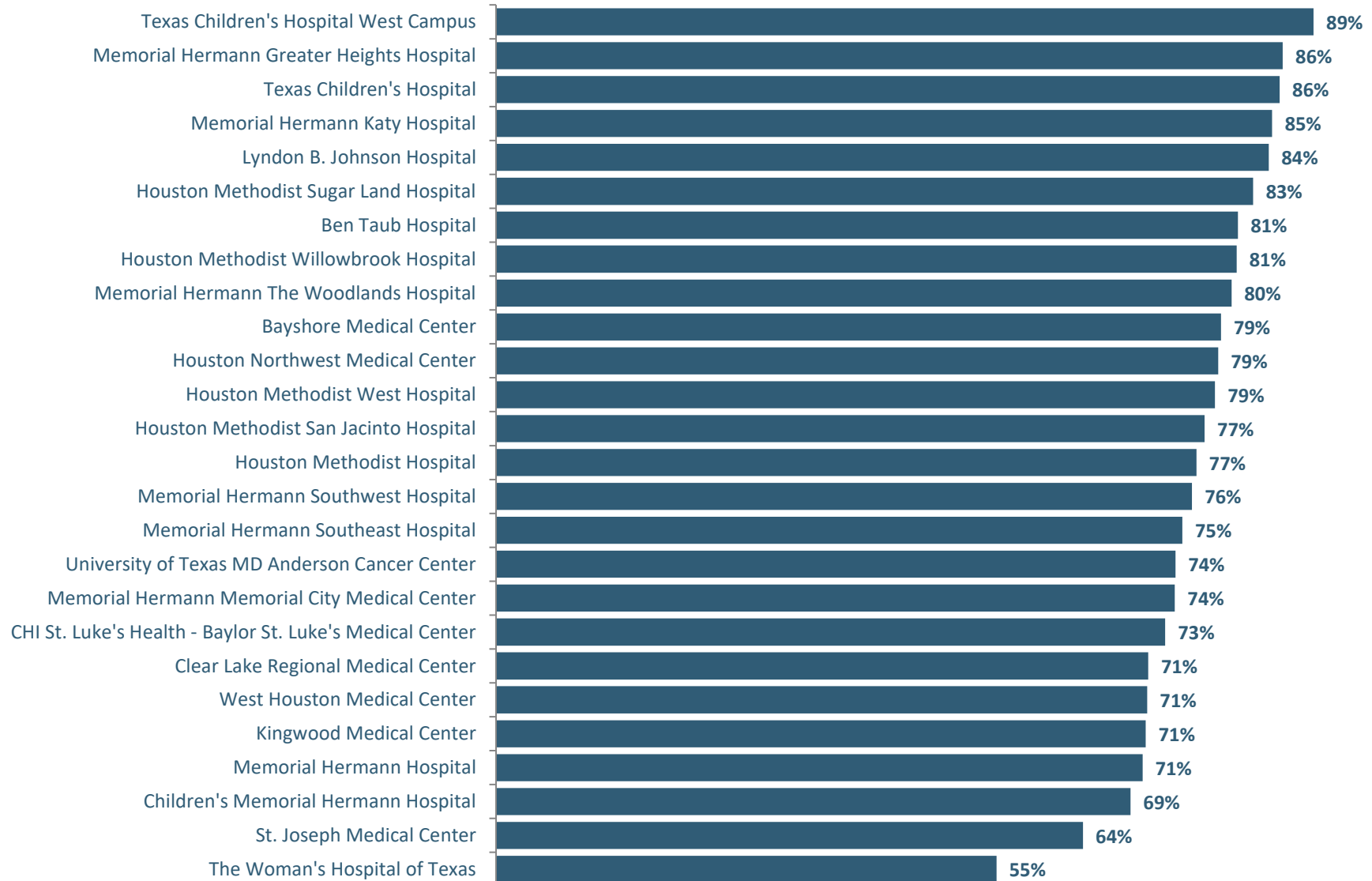
■ Net Satisfaction



# 2017 HCMS Physician Survey

## Comprehensive access to patient information

■ Net Satisfaction



# 2017 HCMS Physician Survey

## Adequate info communicated to outpatient physicians after discharge

