

# 2017 HCMS Physicians' Hospital Survey

## Executive Summary

### Objective and Background

The Harris County Medical Society (HCMS) Physicians' Hospital Survey is conducted every year to encourage an open dialogue to improve the quality of care for Harris County residents as well as to improve physician-hospital relations. The results of the surveys are shared with hospitals who had statistically valid results, physicians and the public. This was our second survey. The 2016 results were blinded and shared only with hospitals and physicians. However, the results of the 2017 showed improvements in the quality of care.

### Key Findings

Below you will find the key findings of the survey.

- ✓ Overall quality of medical care scores were the highest among the four topics rated.
- ✓ Hospitals within Systems had high and low scores, providing an opportunity to learn from each other.
- ✓ Overall physician satisfaction was highest among specialized hospitals.
- The results of the survey identified the issues which most affect physician satisfaction with the hospital are:
  - Management actions that show patient safety is a top priority
  - Positive changes arising from mistakes
  - Opportunities to provide feedback on policies without retribution
  - Administration respect for and willingness to collaborate with medical staff
- ✓ Hospital policies/systems scored well at preventing errors, receiving some of the highest scores.
- ✓ The highest ratings received by all hospitals was physician satisfaction with hospital policies on reporting medical errors and learning from those mistakes to make positive changes.
- ✓ Hospitals were also rated on whether patients were discharged at an appropriate time. All hospitals scored 70% or higher for this measure, indicating high level of satisfaction among physicians regarding the appropriateness of patient discharge schedule.
- ✓ Quality of nursing staff and other staff received high scores. Some of the areas of concern for physicians were adequacy of nursing staff levels and adequate supplies and equipment.
- ✓ The survey showed that nursing staff levels and adequate supplies/equipment were among highest spreads between the lowest and highest-ranking hospitals with scores of 55% to 88% in physician satisfaction.
- ✓ Ease of Admitting Patients received the highest level of satisfaction across all hospital systems.
- ✓ Questions related to electronic medical records had the lowest scores and widest spread among the highest and lowest rated hospitals. Ease of use and Inter-operability between clinicians, labs, hospitals, pharmacies, and the patient had the lowest scores and the largest range between highest and lowest scores.

### Methodology

The 2017 HCMS Physicians' Hospital Survey, conducted by Gelb Consulting, was launched in September 2017 and was completed in November 2017.

Invitations to participate in the Web survey were e-mailed in September and reminders were sent via email and fax throughout September, October and November. Announcements encouraging participation were made at hospital medical staff meetings.

HCMS sent the survey to all physicians practicing throughout the Greater Houston area for whom email was available. Of the over 13,800 surveys emailed, 3,900 responses were received.

The survey asked a total of 43 questions covering four areas: 1) Quality of Medical Care; 2) Hospital Policy and Administration; 3) Medical Staff Issues; and 4) Electronic Medical Records (EMRs).

All satisfaction questions were asked on a 5-point rating scale, with 5 meaning Very Satisfied and 1 meaning Very Dissatisfied. Results for these questions are reported as Net Satisfaction, weighting individual responses by this formula: Very Satisfied=100%; Somewhat Satisfied=75%; Neutral=50%; Somewhat Dissatisfied=25%; Very Dissatisfied=0%

### Conclusion

The main purpose of the HCMS 2017 HCMS Physicians' Hospital Survey was to encourage a dialogue between physicians and hospital administrators. HCMS and hospital administrators made two presentations to hospital administrator organizations in 2017 and plans to continue outreach in 2018. The results of the survey show that overall all physician satisfaction is high, but there are areas where physicians and hospital administrators can work together to improve the quality of care for Harris County residents.