REINVENTING HEALTHCARE ONE PATIENT AT A TIME
Physician Satisfaction Survey 2010
Summary
Overview

• Survey administered in September 2010
• Survey had four sections:
  - Physician-Hospital (12 questions)
  - Physician-Physician (3 questions)
  - Physician-Hospital Department (3 questions)
  - Comments (3 questions)

2010 survey results are similar to those of the 2008 survey.
Scoring

Scoring was a numeric value 1-5

Scoring Guide:

- Above 3.9 Superior Service Performance
- 3.65 - 3.9 Functional Systems and Service Support
- 3.40 – 3.65 Opportunities Exist for Improvement
- Below 3.4 Significant Inconsistencies and Breakdowns Exist
Response Rate

- 188 Physicians responded
  - 7 were unidentified

- Top specialties by total number:
  - 28 Surgery (combined)
  - 22 Family Practice
  - 15 Emergency Services
  - 15 General Internal Medicine
  - 15 Pediatrics
  - 11 Ob/Gyn
The Data

- Ellis Medicine is comparing itself to the 2008 survey results, which had 165 responses.
Physician to Hospital Interaction

HOSPITAL - PHYSICIAN INTERACTION

08. As a physician I believe a strong partnership with Ellis Medicine is important to my practice.

05. As a physician I believe the medical staff overall demonstrate a strong sense of commitment to the Medicine.

12. As a physician I am satisfied with the overall quality of care my patients receive at Ellis Medicine.

07. At Ellis Medicine physicians and associates work as a team to deliver quality patient care.

06. As a physician I believe the medical staff is represented by effective leadership.
Physician to Hospital Interaction (cont’d)

As a physician I believe Ellis Medicine and my medical staff are well prepared to collaborate in order to achieve success in the future.

03. As a physician I am able to communicate effectively with all levels of management at Ellis Medicine.

04. As a physician I feel Medicine senior management is responsive to physicians’ suggestions, complaints and/or concerns.

02. At Ellis Medicine physicians are consulted about major decisions that could affect their patients and/or practice.

10. As a physician I believe Ellis Medicine promotes physician practices effectively.

11. As a physician I feel that Ellis Medicine’s information technology systems meet my needs.

01. Compared to other hospitals, Ellis Medicine’s, patient-flow systems, such as registration, scheduling and discharge are relatively free of unnecessary paperwork.

DIFF = 2010 PPS Mean - 2008 PPS Mean
Physician to Physician Interaction

Summary Score

1. These physicians consistently provide high quality care.
   - N=8408
   - N=7963
   - Mean DIFF: 4.10
   - 2008 PPS
   - 2010 PPS

2. These physicians respond to my requests/referrals in a timely manner.
   - N=2938
   - N=2872
   - Mean DIFF: 4.24
   - 2008 PPS
   - 2010 PPS

3. These physicians adequately communicate with me regarding all aspects of my patients.
   - N=2700
   - N=2589
   - Mean DIFF: 4.08
   - 2008 PPS
   - 2010 PPS

DIFF = 2010 PPS Mean - 2008 PPS Mean
N = Number of Responses to the Statement
Physician to Physician Interaction (cont’d)
Physician to Physician Interaction (cont'd)
**Physician to Physician Interaction (cont’d)**

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Spec Mean</th>
</tr>
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<tbody>
<tr>
<td>Internal Medicine - Allergy/Immunology</td>
<td>3.91</td>
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<tr>
<td>Internal Medicine - Nephrology</td>
<td>4.17</td>
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<tr>
<td>Orthopedic Surgery</td>
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<tr>
<td>Surgery - Otolaryngology (ENT)</td>
<td>4.15</td>
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<tr>
<td>Neurosciences - Neurology</td>
<td>4.22</td>
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<tr>
<td>Surgery - Podiatry</td>
<td>4.15</td>
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<tr>
<td>Internal Medicine - Gastroenterology</td>
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<tr>
<td>Surgery - Vascular</td>
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<tr>
<td>Surgery - Urology</td>
<td>3.84</td>
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<td>Internal Medicine - Rheumatology</td>
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Physician to Physician Interaction (cont’d)

<table>
<thead>
<tr>
<th>Specialty</th>
<th>2008 PPS</th>
<th>2010 PPS</th>
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<tbody>
<tr>
<td>Neurosciences - Neurosurgery</td>
<td>3.90</td>
<td>3.96</td>
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<tr>
<td>Family Practice</td>
<td>3.94</td>
<td>3.93</td>
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<tr>
<td>Ophthalmology</td>
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<tr>
<td>Obstetrics/Gynecology</td>
<td>3.82</td>
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<tr>
<td>Emergency Services</td>
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<tr>
<td>Internal Medicine - Hospitalist Medicine</td>
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<tr>
<td>Internal Medicine - Dermatology</td>
<td>3.47</td>
<td>3.52</td>
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<tr>
<td>Dentistry and Oral Surgery</td>
<td>3.24</td>
<td>3.47</td>
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<tr>
<td>Psychology</td>
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<tr>
<td>Psychiatry</td>
<td>3.45</td>
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</table>

Means Reported for all Specialties Receiving Any Response
13. This department provides adequate services when my patients or I need them.

N= 1559
N= 1613

4.10
0.01 4.11

11. This department is well organized for physician and patient interaction.

N= 1704
N= 1705

4.01
0.01 4.05

12. This department provides complete, accurate patient information in a timely manner.

N= 1574
N= 1607

4.01
0.01 4.02
Physician to Hospital Dept. Interaction (cont’d)

- Radiation Oncology: DEPT MEAN
  - 4.60
  - 4.59
- Cardiology: DEPT MEAN
  - 4.53
  - 4.57
- Pharmacy: DEPT MEAN
  - 4.22
  - 4.39
- E1/E2 ICU: DEPT MEAN
  - 4.31
  - 4.36
- Nursing C6: DEPT MEAN
  - 4.30
  - 4.28
- Respiratory Care: DEPT MEAN
  - 4.30
  - 4.28
- Radiology Nott Street Campus: DEPT MEAN
  - 4.03
  - 4.22
- Nursing A4: DEPT MEAN
  - 4.29
  - 4.20
- Nursing A5: DEPT MEAN
  - 4.31
  - 4.18
- Ambulatory Surgery: DEPT MEAN
  - 4.10
  - 4.15
Physician to Hospital Dept. Interaction (cont’d)

Means Reported for all Departments Receiving Any Response
Physician to Hospital Dept. Interaction (cont’d)

Radiology Bellevue Campus
Operating Room/PAT Ellis Health Center
Bruggeman Center
Admitting
VNS - Home Care
Ellis Skilled Nursing Home
OB/GYN
Emergency Department Nott Street Campus

DEPT MEAN
4.40
4.02
4.01
4.00
3.93
3.98
3.96
3.98
3.96
3.96
0.00
3.96
4.00
3.89
4.38
3.89
3.61
3.87
Physician to Hospital Dept. Interaction (cont’d)

Means Reported for all Departments Receiving Any Response
Comments Section

Three open-ended questions were asked:

- What can Ellis do to support your practice?
- What can Ellis do to increase your use of hospital services?
- What are the changes needed for Ellis Medicine to remain competitive during the next two years?

Common Themes in Responses:

- Improve efficiencies and improve coverage for inpatients
- Promote physicians via recruitment and marketing
- Improve information technology and communication (support wireless devices with Soarian such as I-Pads)
- Focus on areas that are referred out - i.e., neurology, dermatology, surgery (vascular, ENT, colorectal, neuro, ortho surgery)
- Increase market share in Southern Saratoga
- Develop physician leaders
- Develop alliances/partnerships with physicians and hospitals
Action Plan Development

- Review results with Administrative and Medical Staff leaders – Fall 2010
- Develop action plan – Identify one area of focus with specific measurable tactics – December 2010
- Report status of action plan at departmental meetings – 2011-2012
- Retake the survey – Fall 2012
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