2017 HCMS Physician Satisfaction Survey

Reputation
by Hospital System

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From a physician's point of view, how would you rate the overall reputation of each of the following hospital systems for medical care?

% Very/Somewhat Favorable

- Texas Children's: 92%
- Houston Methodist: 89%
- MD Anderson Cancer Center: 88%
- Memorial Hermann: 76%
- CHI - St. Luke's: 64%
- HCA: 45%
- Harris Health: 40%
- St. Joseph's: 27%
How likely are you to refer your patients to each of these hospital systems if the need arose?
% Very/Somewhat Likely

- Texas Children’s: 86%
- MD Anderson Cancer Center: 86%
- Houston Methodist: 82%
- Memorial Hermann: 71%
- CHI - St. Luke’s: 59%
- HCA: 42%
- Harris Health: 36%
- St. Joseph’s: 21%
How likely would you be to recommend to a colleague each of the following hospital systems for a patient’s medical care?

Net Promoter Score

- Texas Children’s: 50.0
- MD Anderson Cancer Center: 43.8
- Houston Methodist: 31.7
- Memorial Hermann: 3.3
- CHI - St. Luke’s: -18.5
- HCA: -43.5
- Harris Health: -55.8
- St. Joseph’s: -71.3

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