

# 2018 HCMS Physician Satisfaction Survey

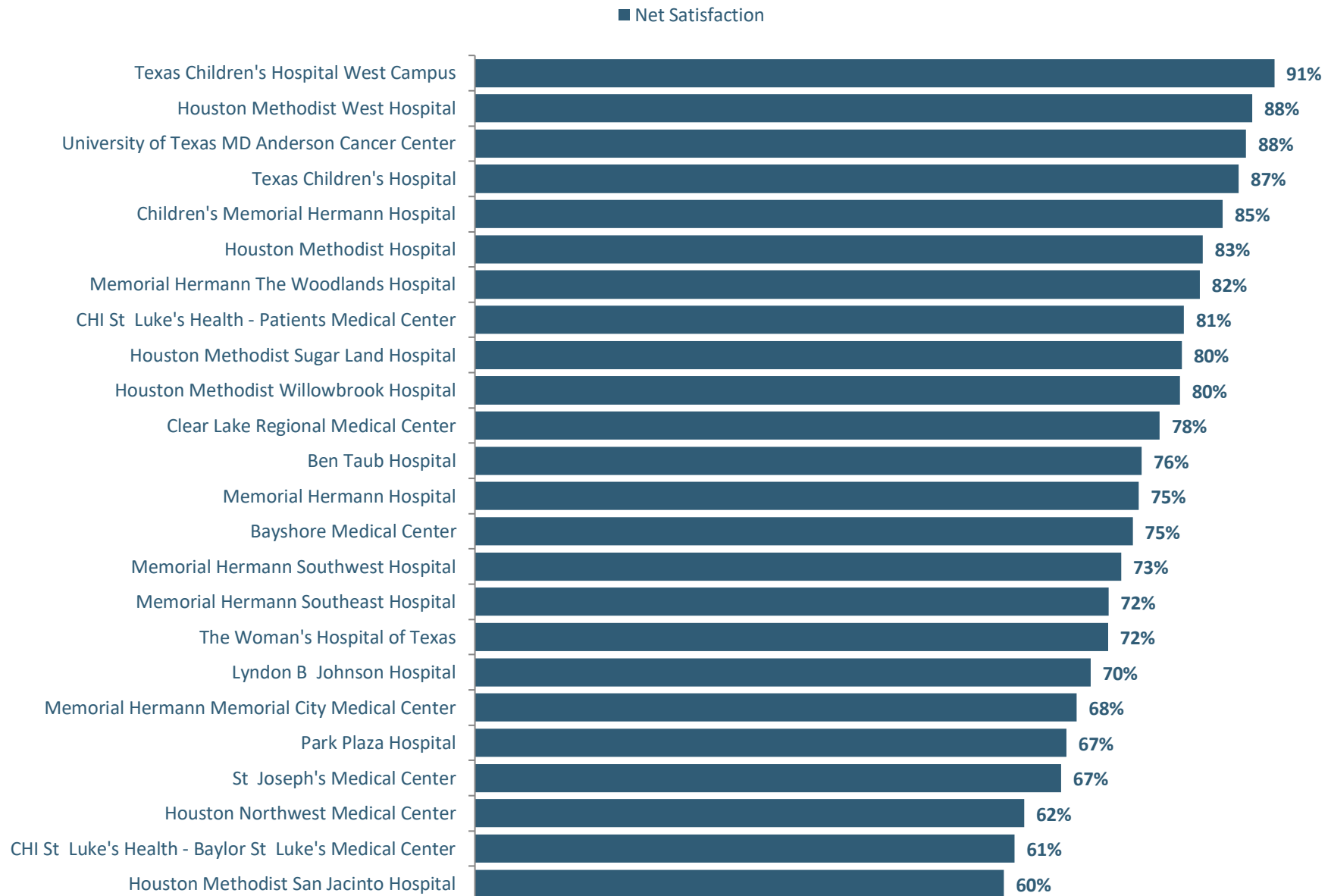
## Overall Satisfaction Ratings by Hospital

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



# 2018 HCMS Physician Survey

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



# 2018 HCMS Physician Satisfaction Survey

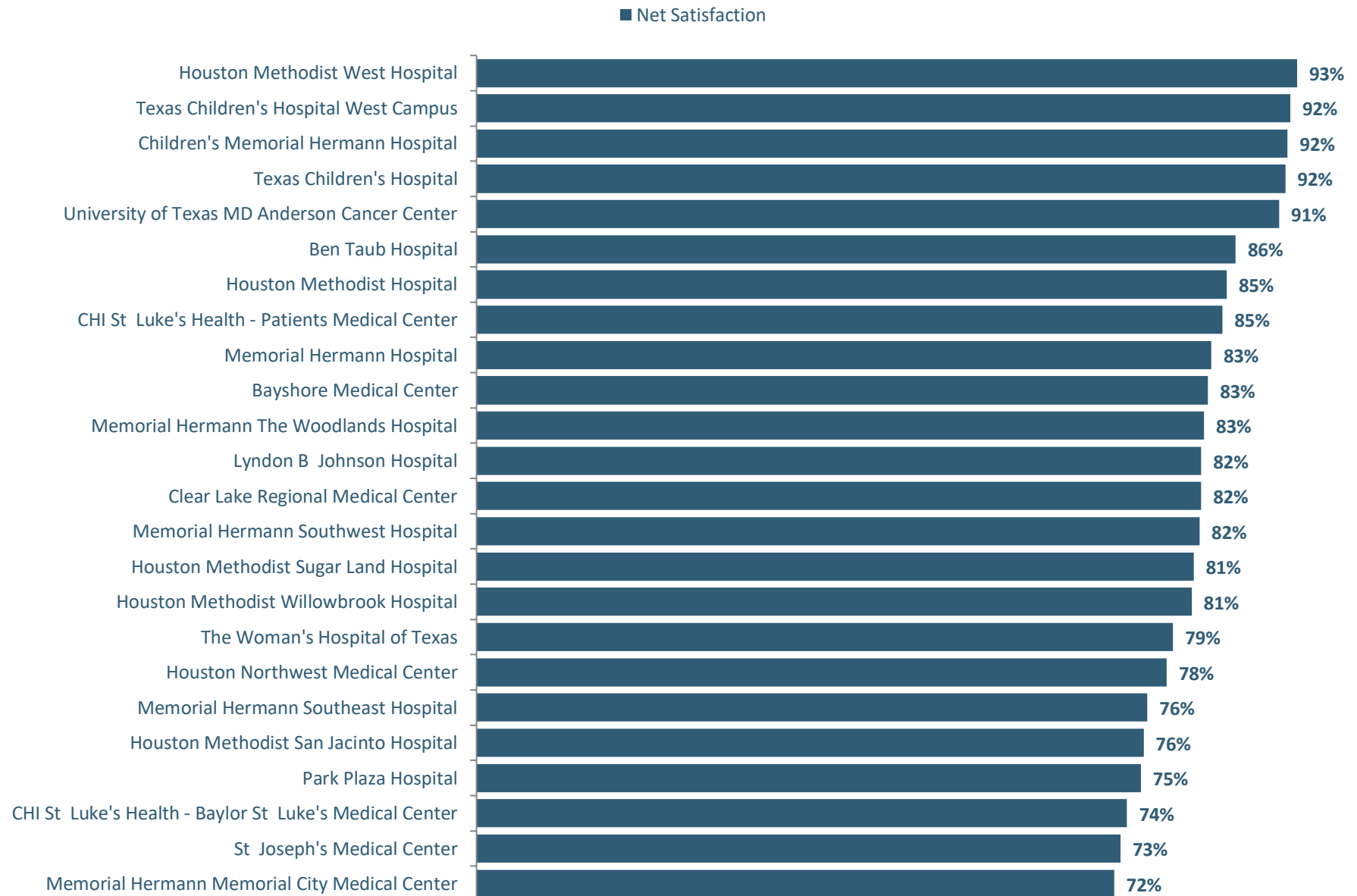
## Quality of Medical Care Ratings by Hospital

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



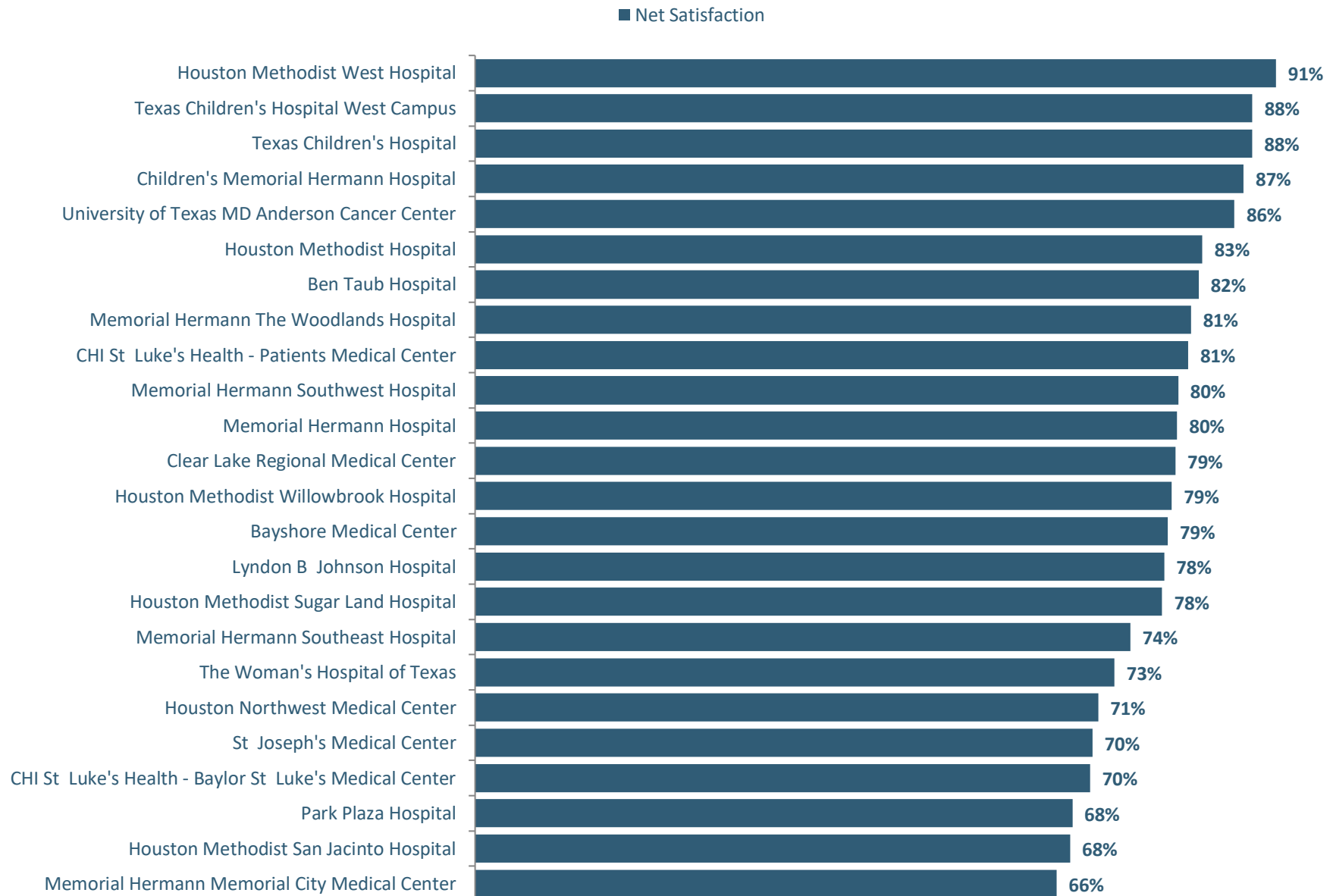
# 2018 HCMS Physician Survey

## Medical errors are encouraged to be reported



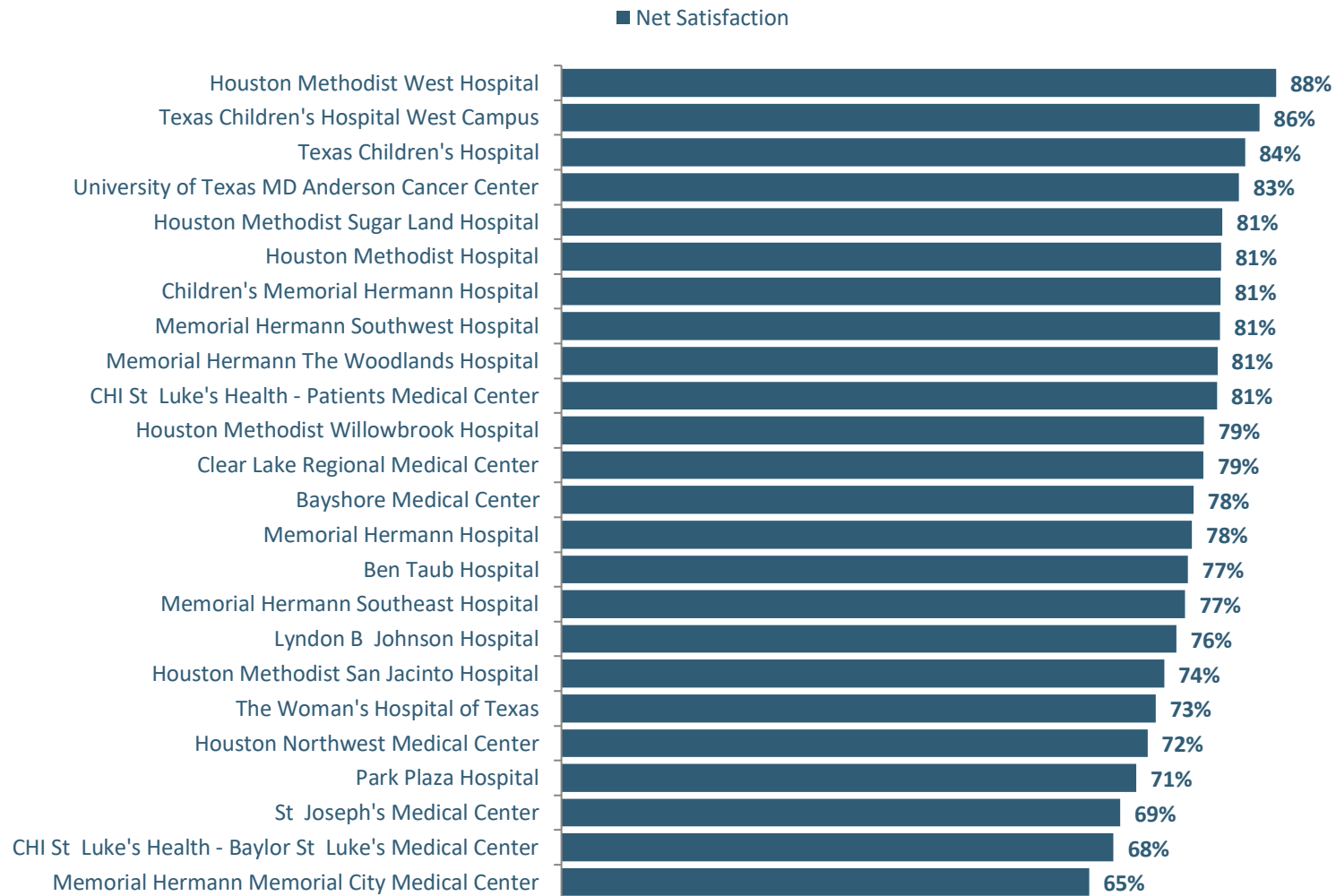
# 2018 HCMS Physician Survey

## Mistakes have led to positive changes



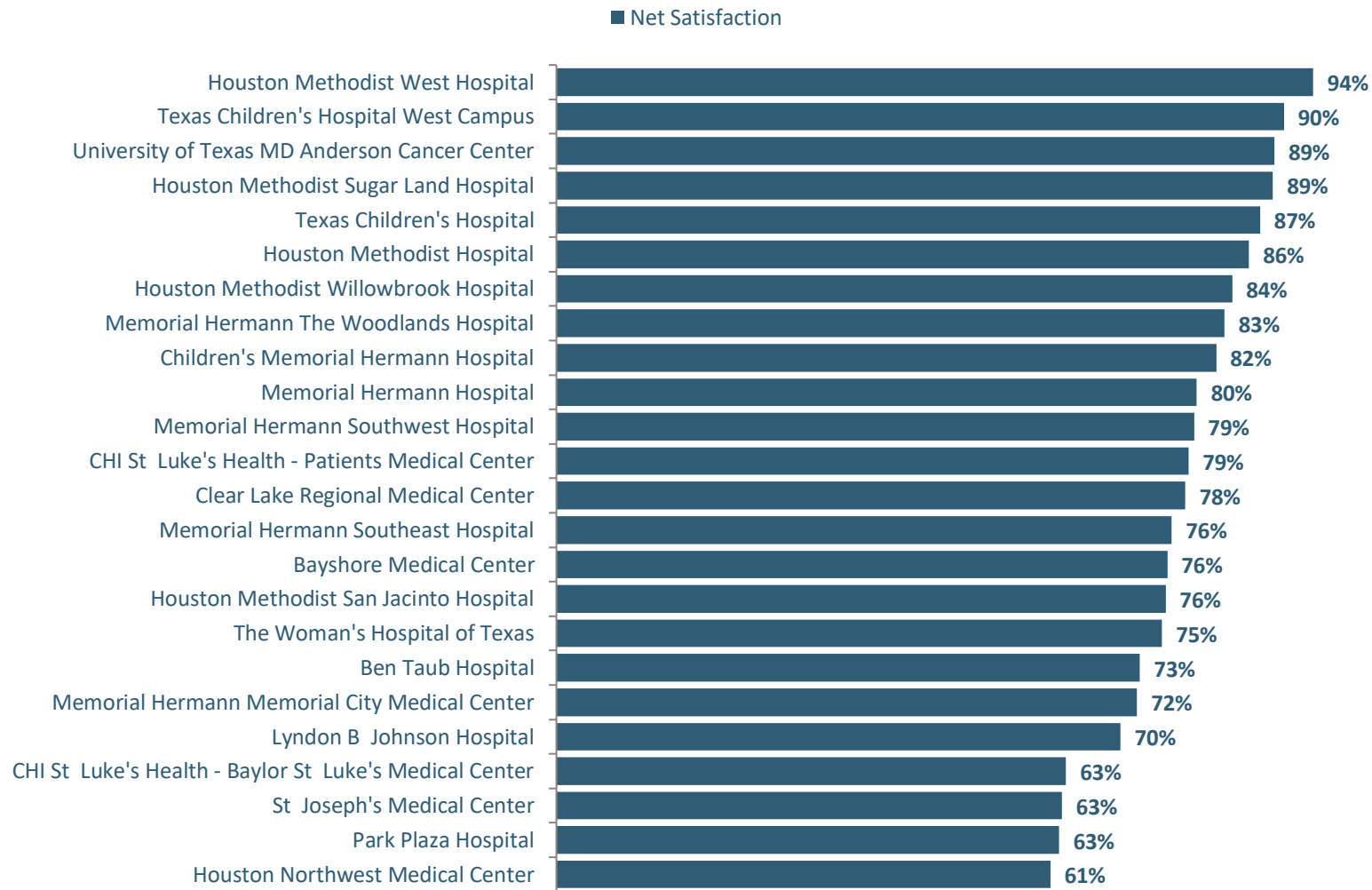
# 2018 HCMS Physician Survey

## Reporting of safety/quality data to physicians



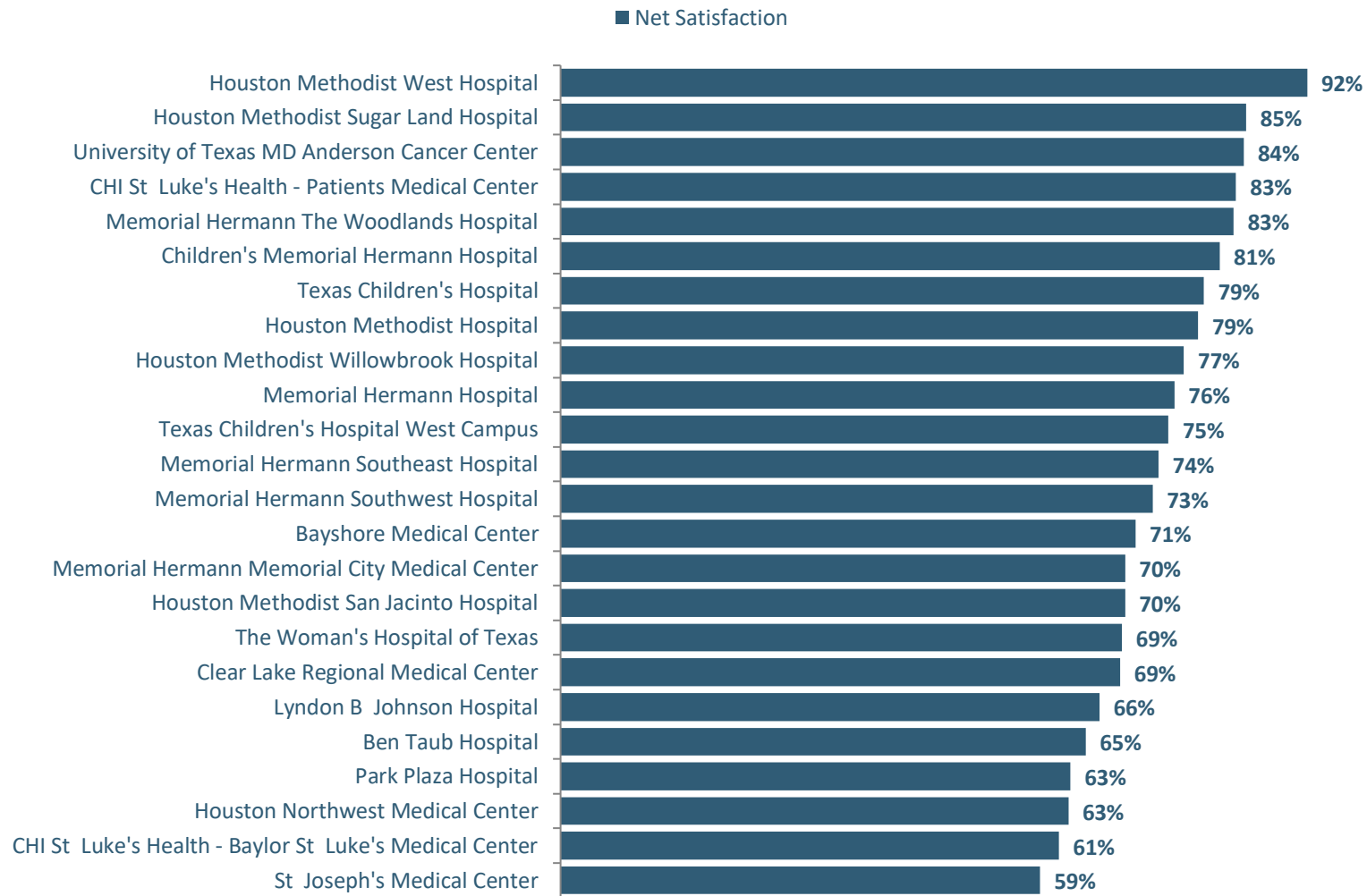
# 2018 HCMS Physician Survey

## Adequate supplies/equipment provided by facility



# 2018 HCMS Physician Survey

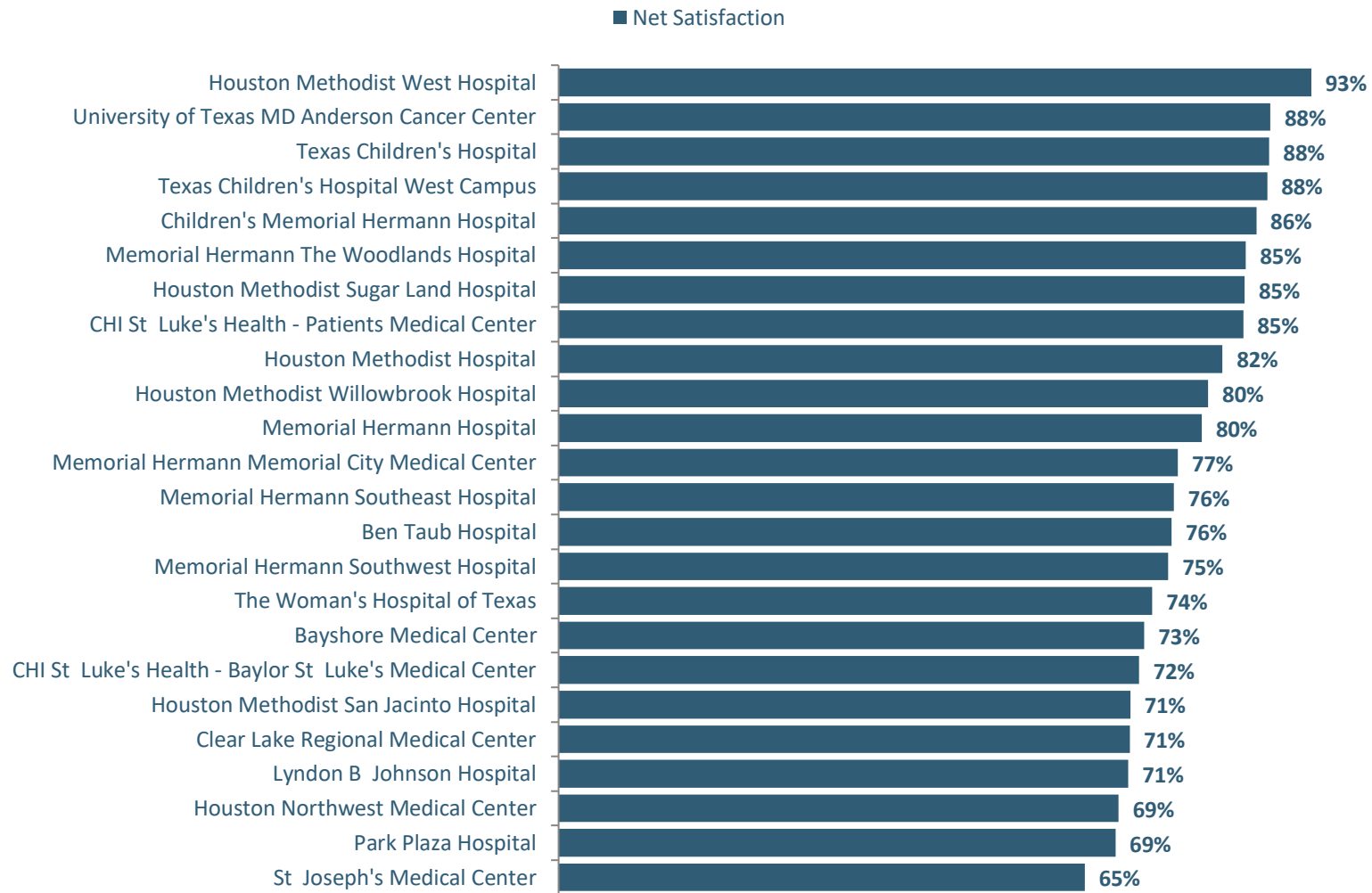
## Adequate nurse staffing levels





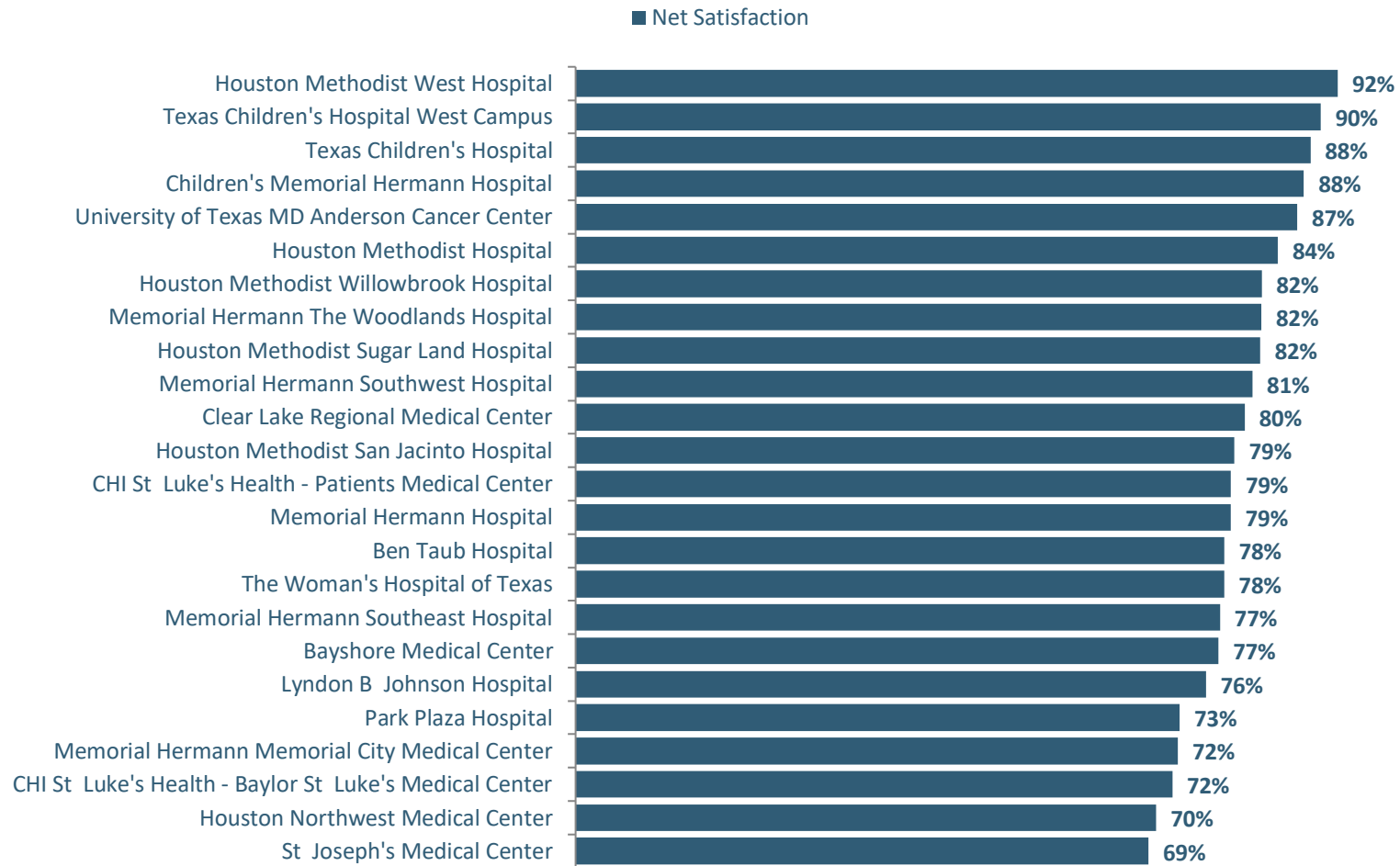
# 2018 HCMS Physician Survey

## Quality of nursing and support staff



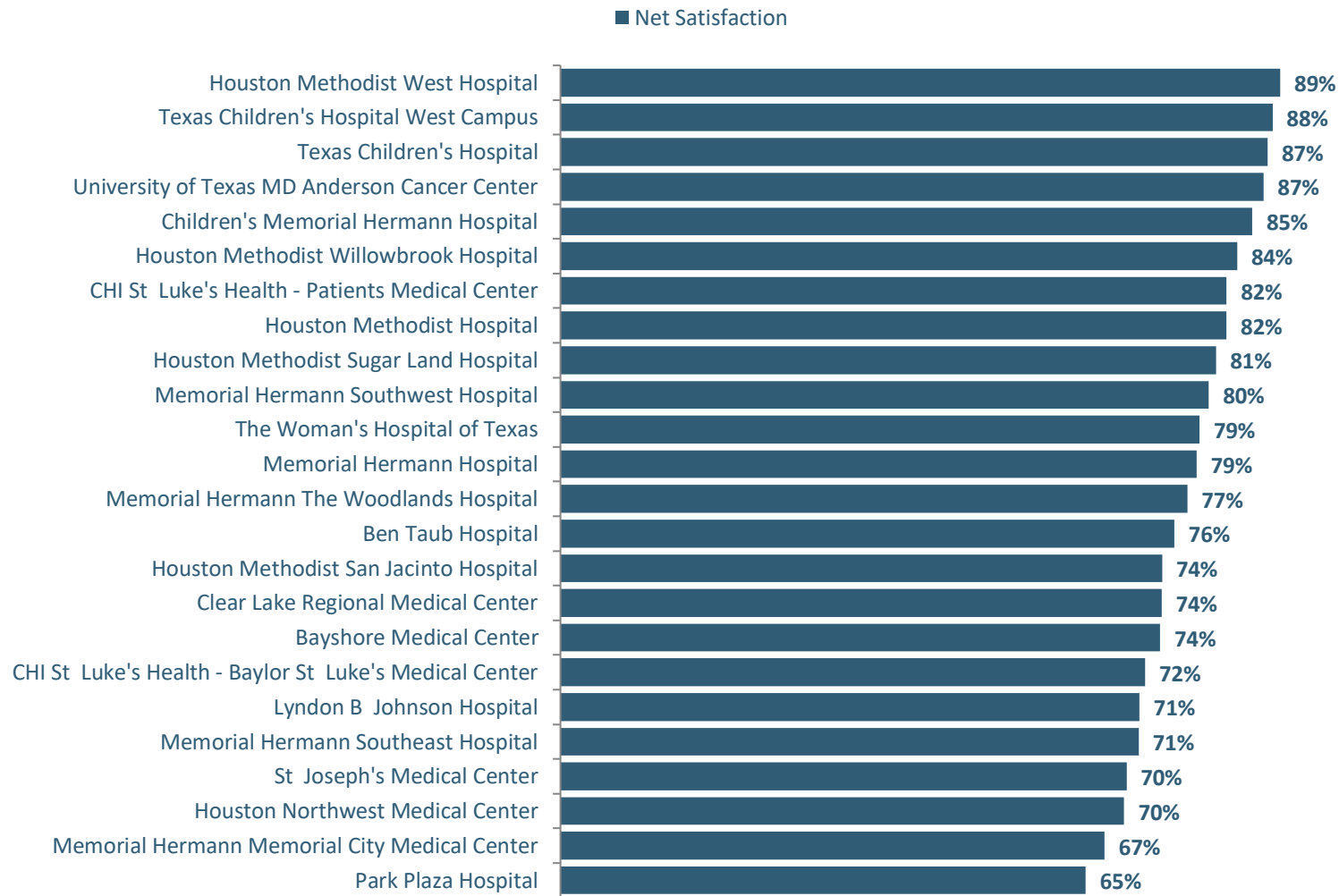
# 2018 HCMS Physician Survey

## Communication about compliance with national standard practices



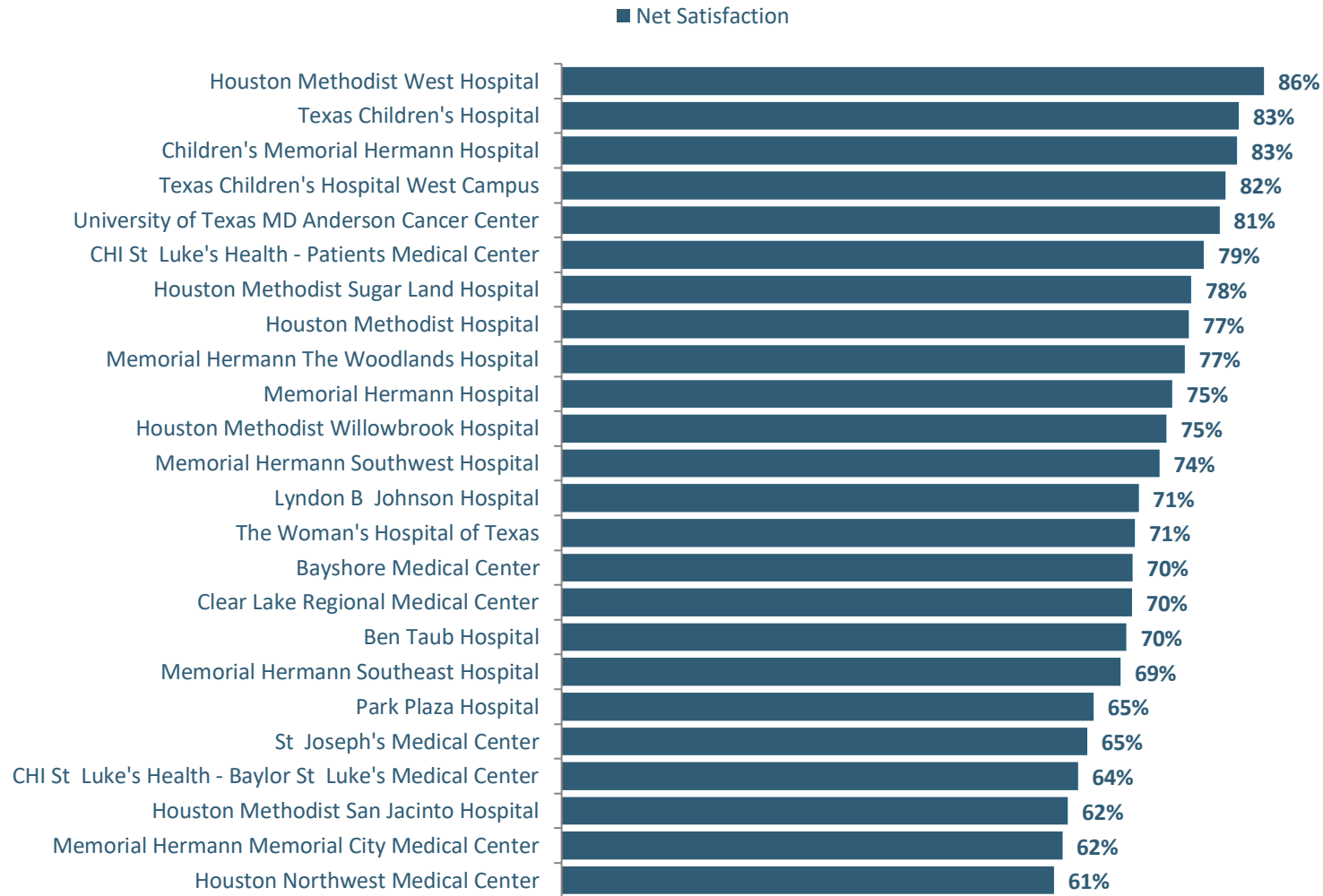
# 2018 HCMS Physician Survey

## Impact of formularies and standing orders on quality care



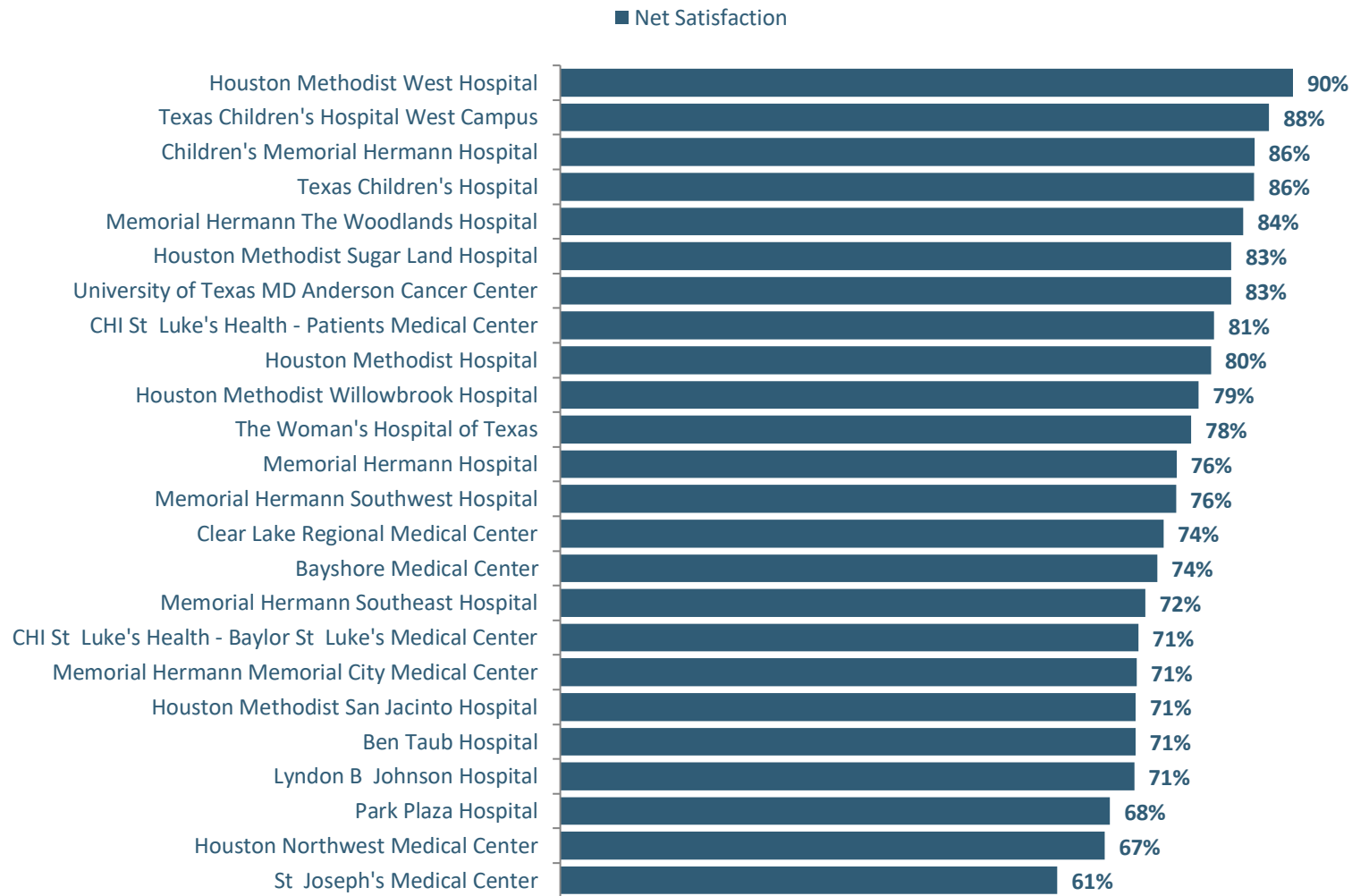
# 2018 HCMS Physician Survey

## Adequate physician input into quality measures



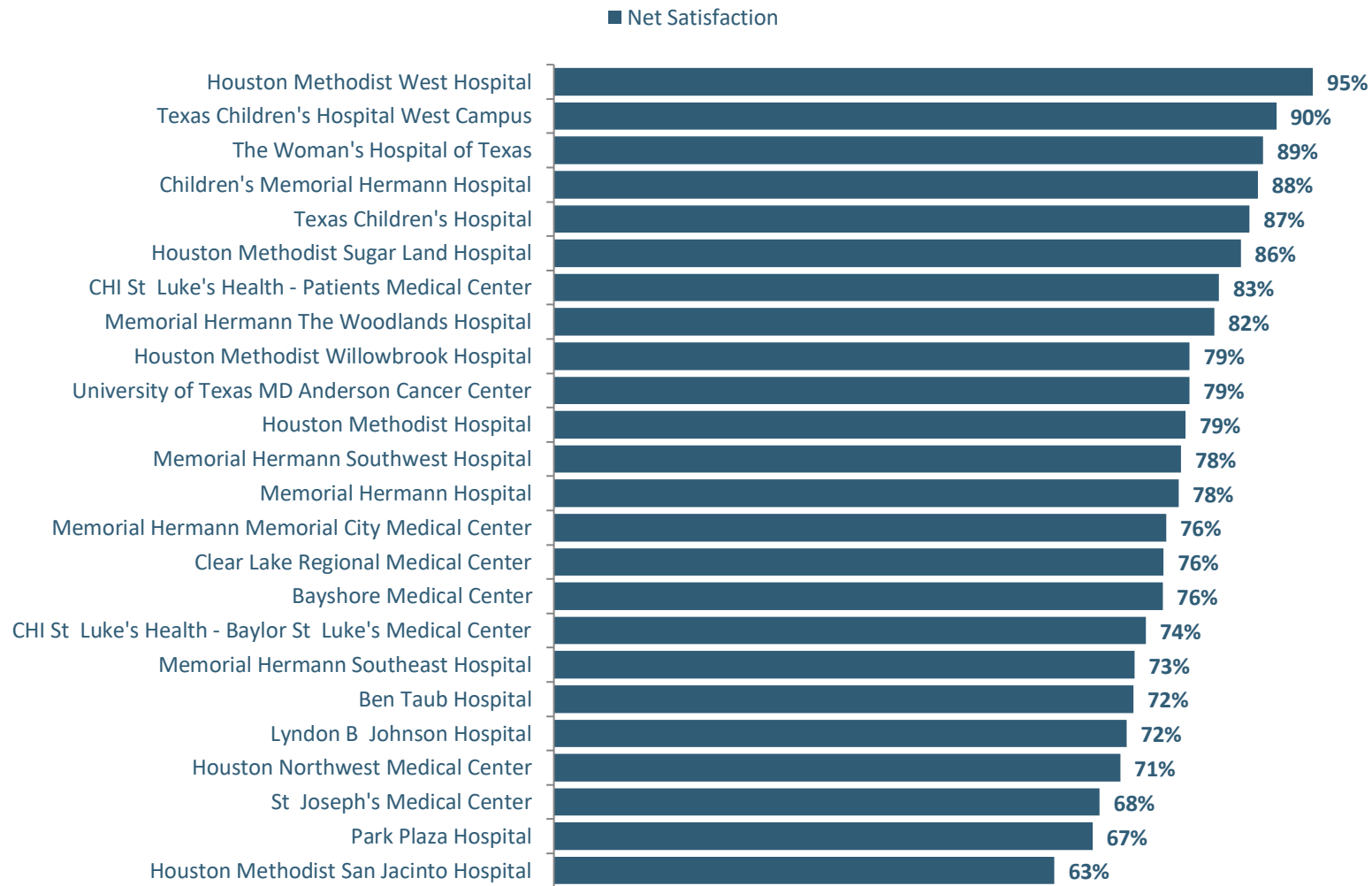
# 2018 HCMS Physician Survey

## Availability and effectiveness of case management



# 2018 HCMS Physician Survey

## Patients are discharged at the appropriate time



# 2018 HCMS Physician Satisfaction Survey

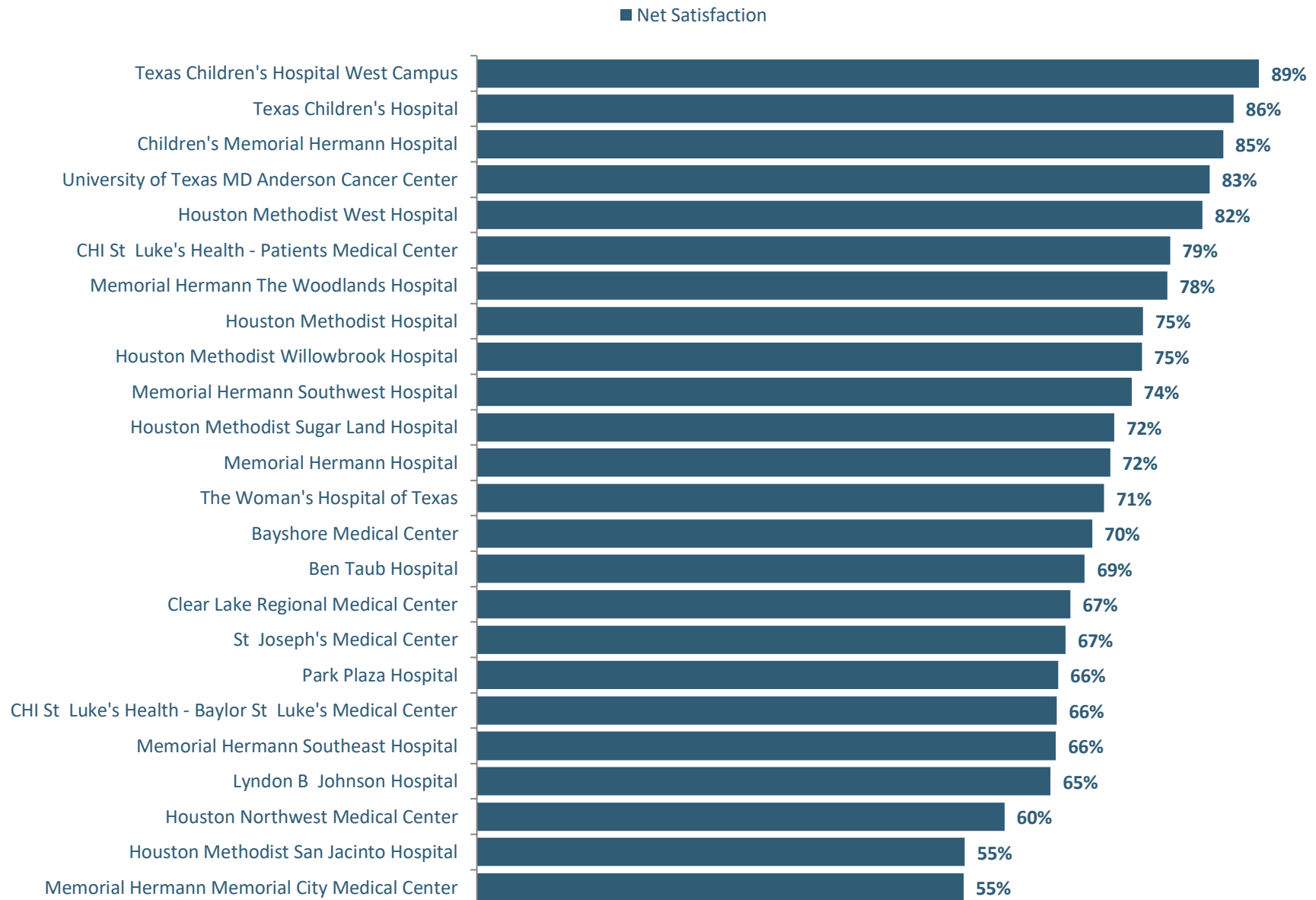
## Hospital Policy & Administration Ratings by Hospital

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



# 2018 HCMS Physician Survey

## Referrals (patient distribution)

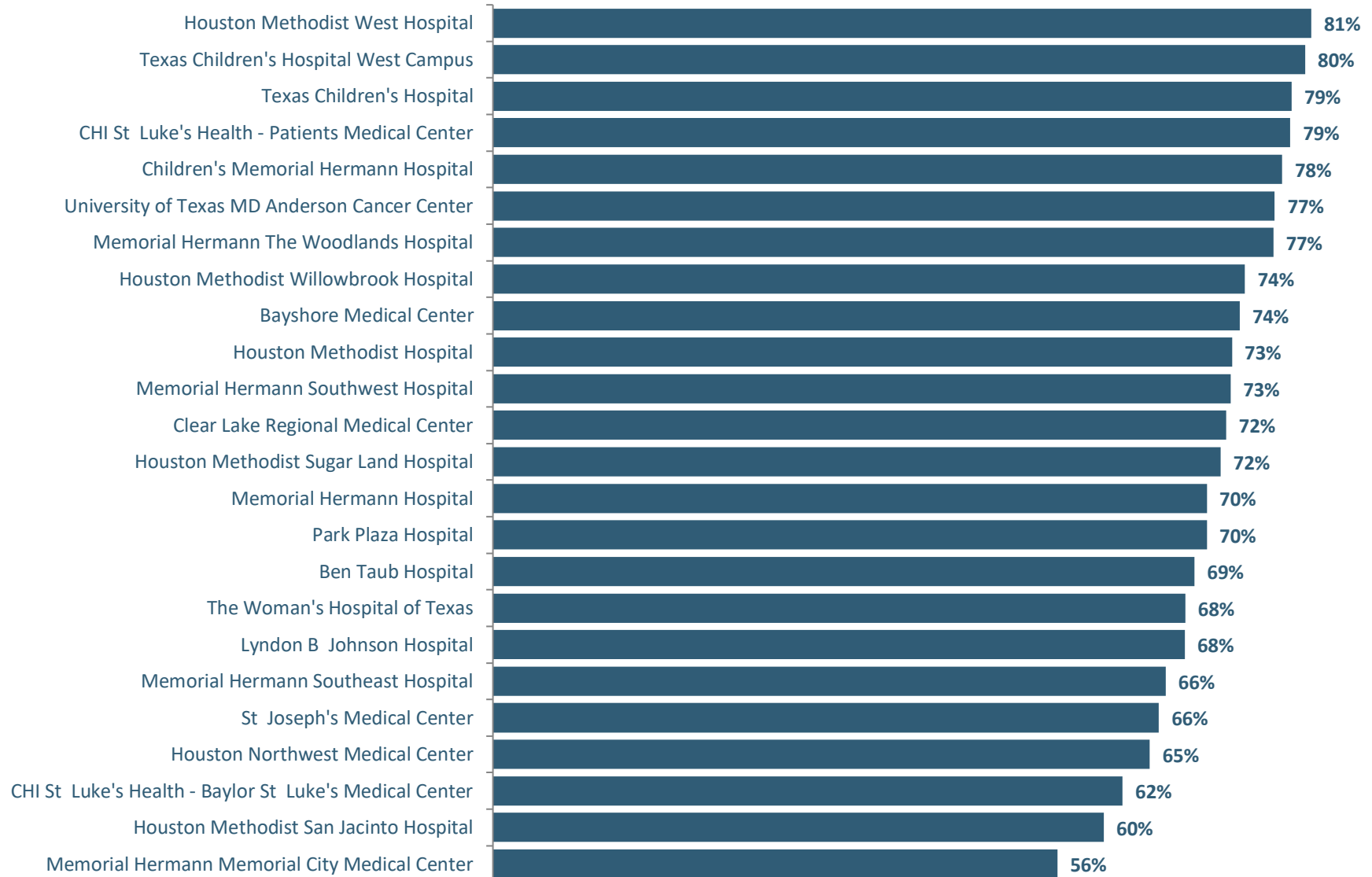




# 2018 HCMS Physician Survey

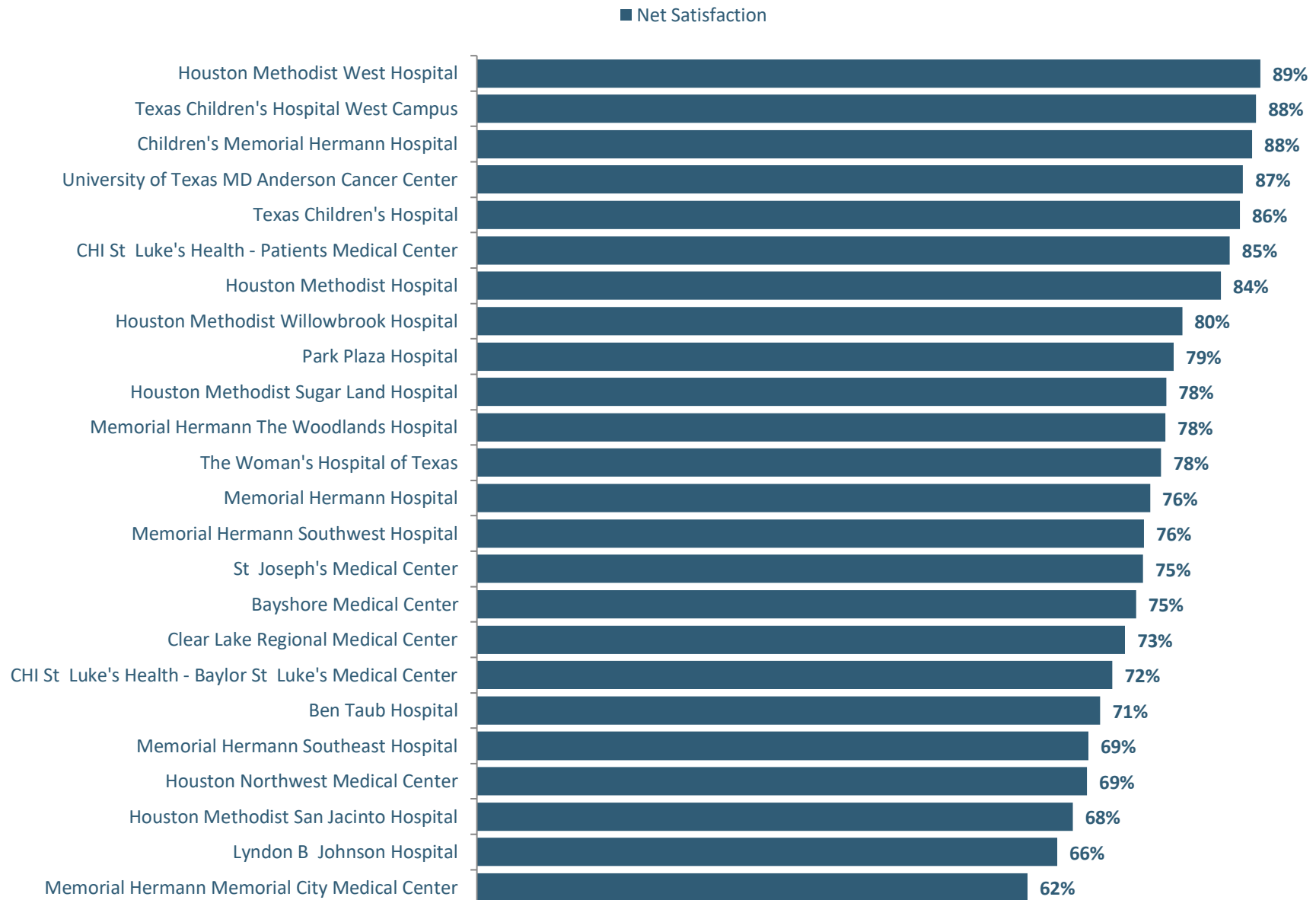
## Leadership opportunities

■ Net Satisfaction



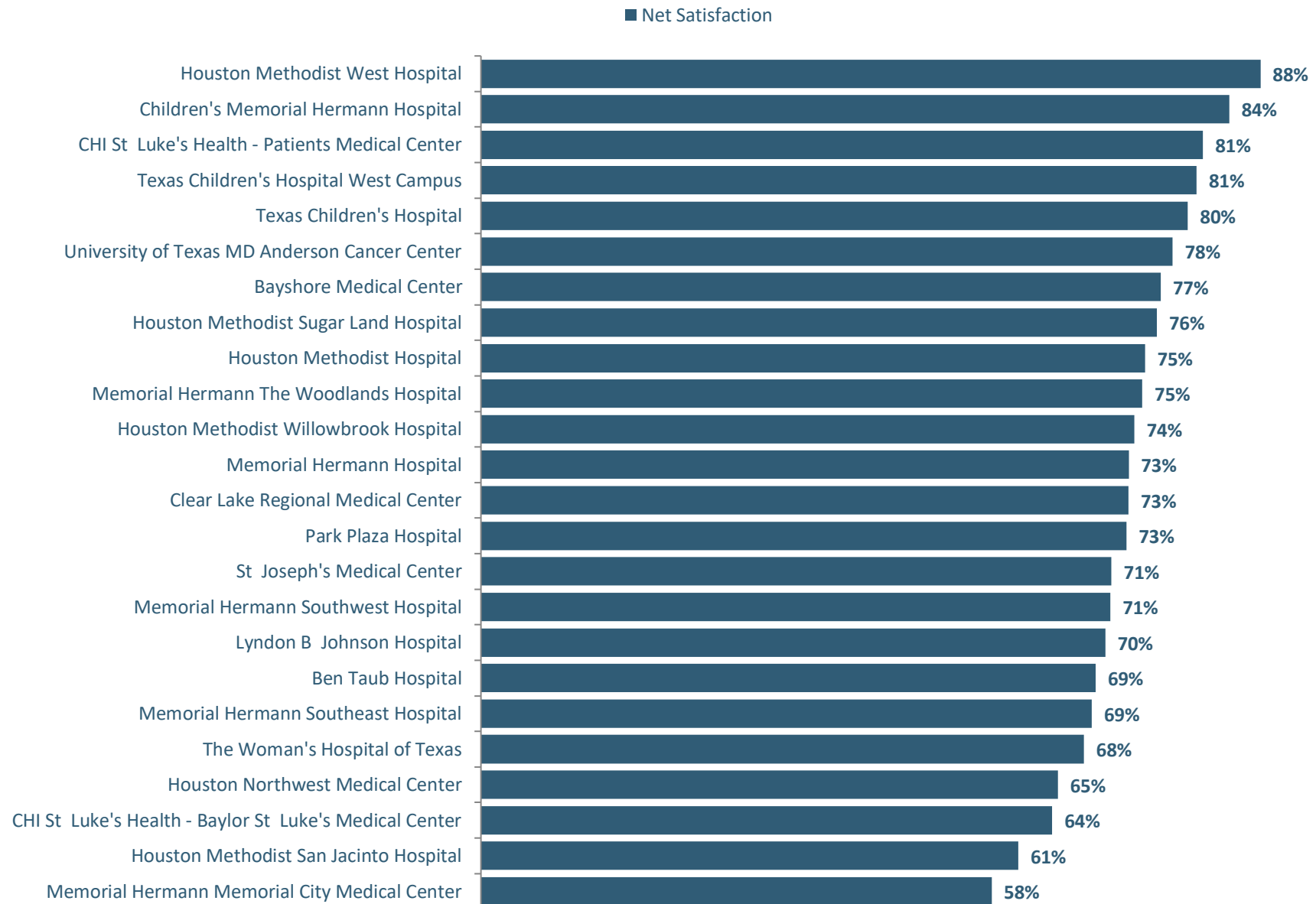
# 2018 HCMS Physician Survey

## Refer patients to the physician or facility of choice without retribution



# 2018 HCMS Physician Survey

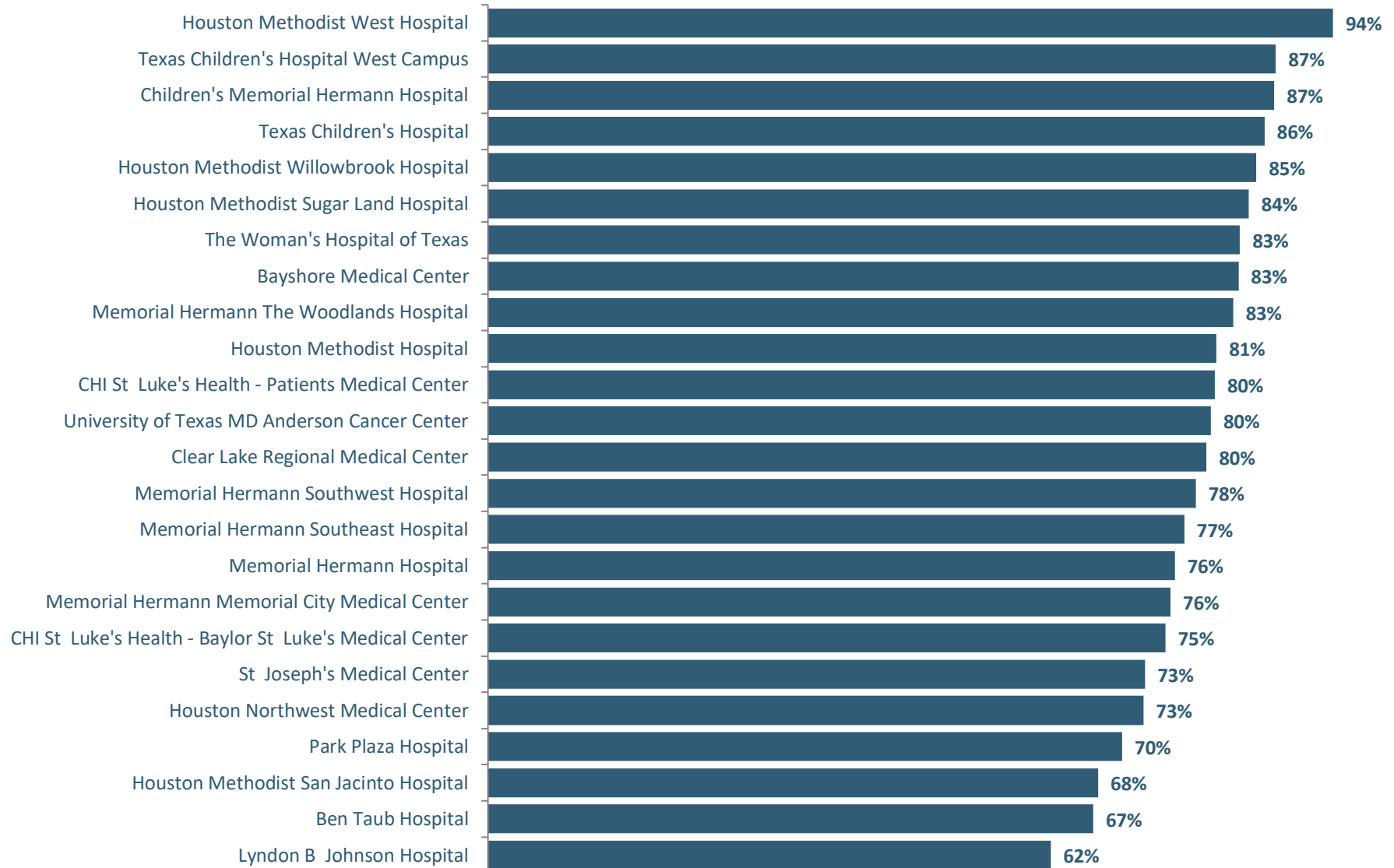
## Opportunities to provide feedback on policies without retribution



# 2018 HCMS Physician Survey

## Ease of admitting patients

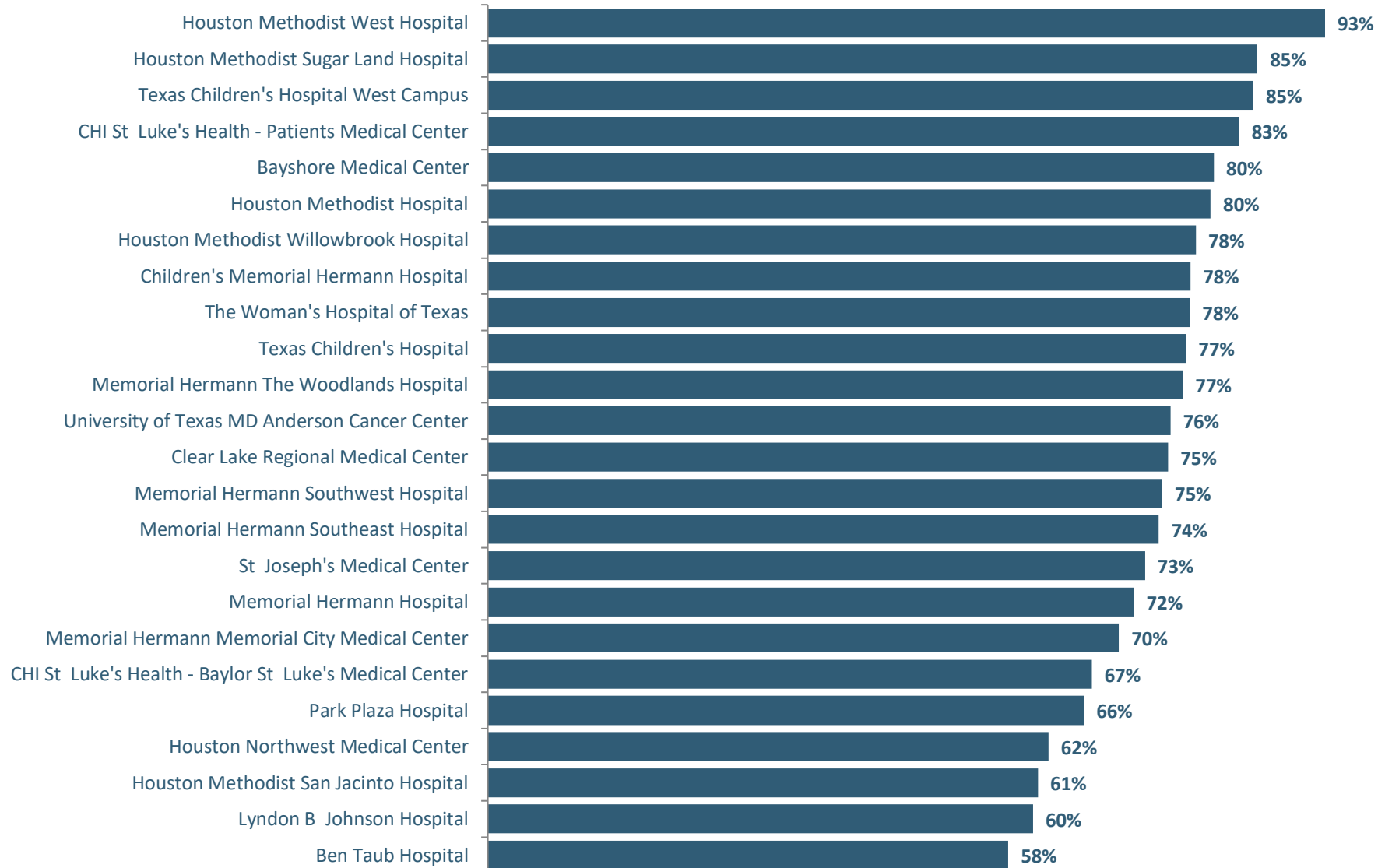
■ Net Satisfaction



# 2018 HCMS Physician Survey

## Ease of scheduling patients

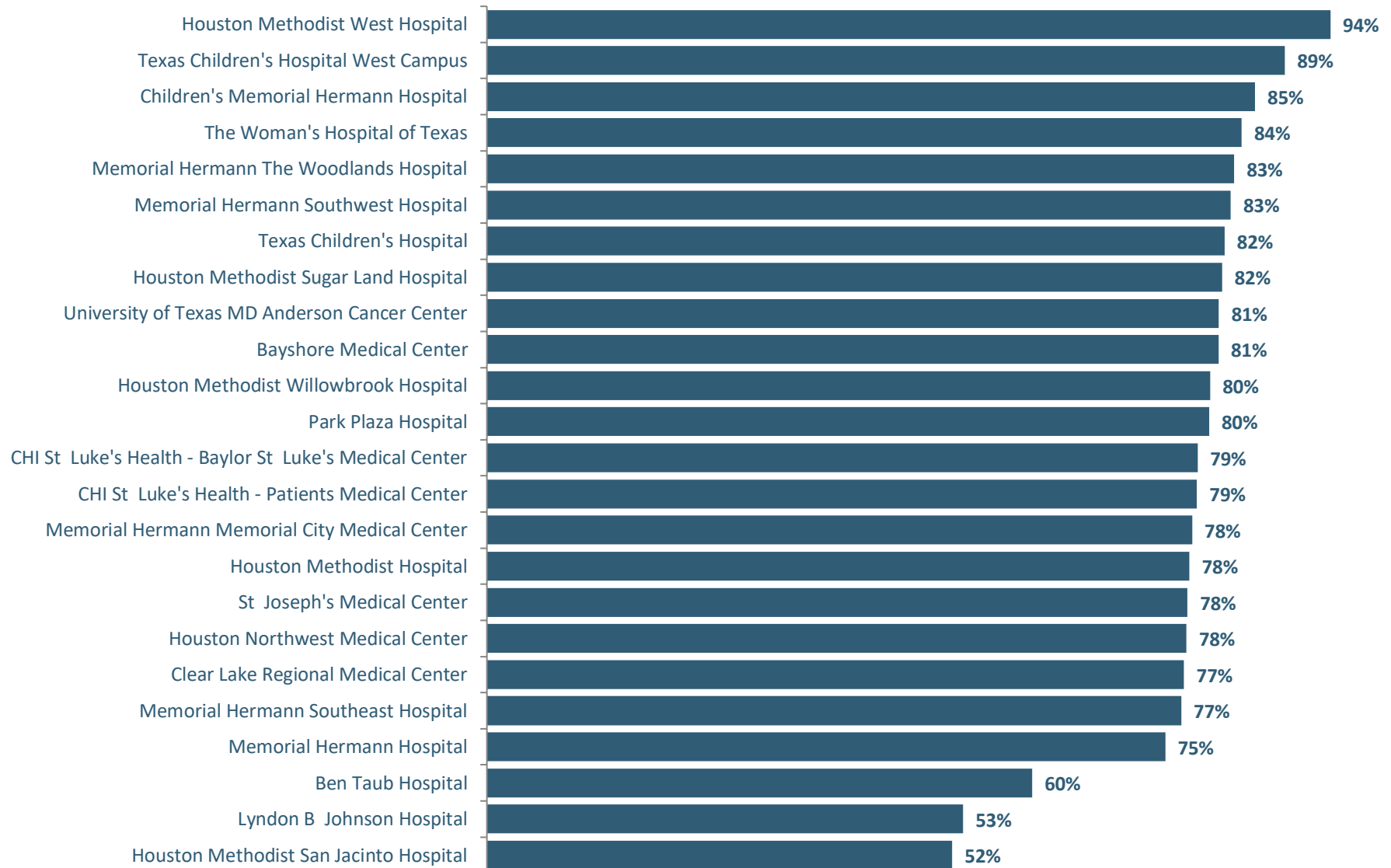
■ Net Satisfaction



# 2018 HCMS Physician Survey

## Availability of beds

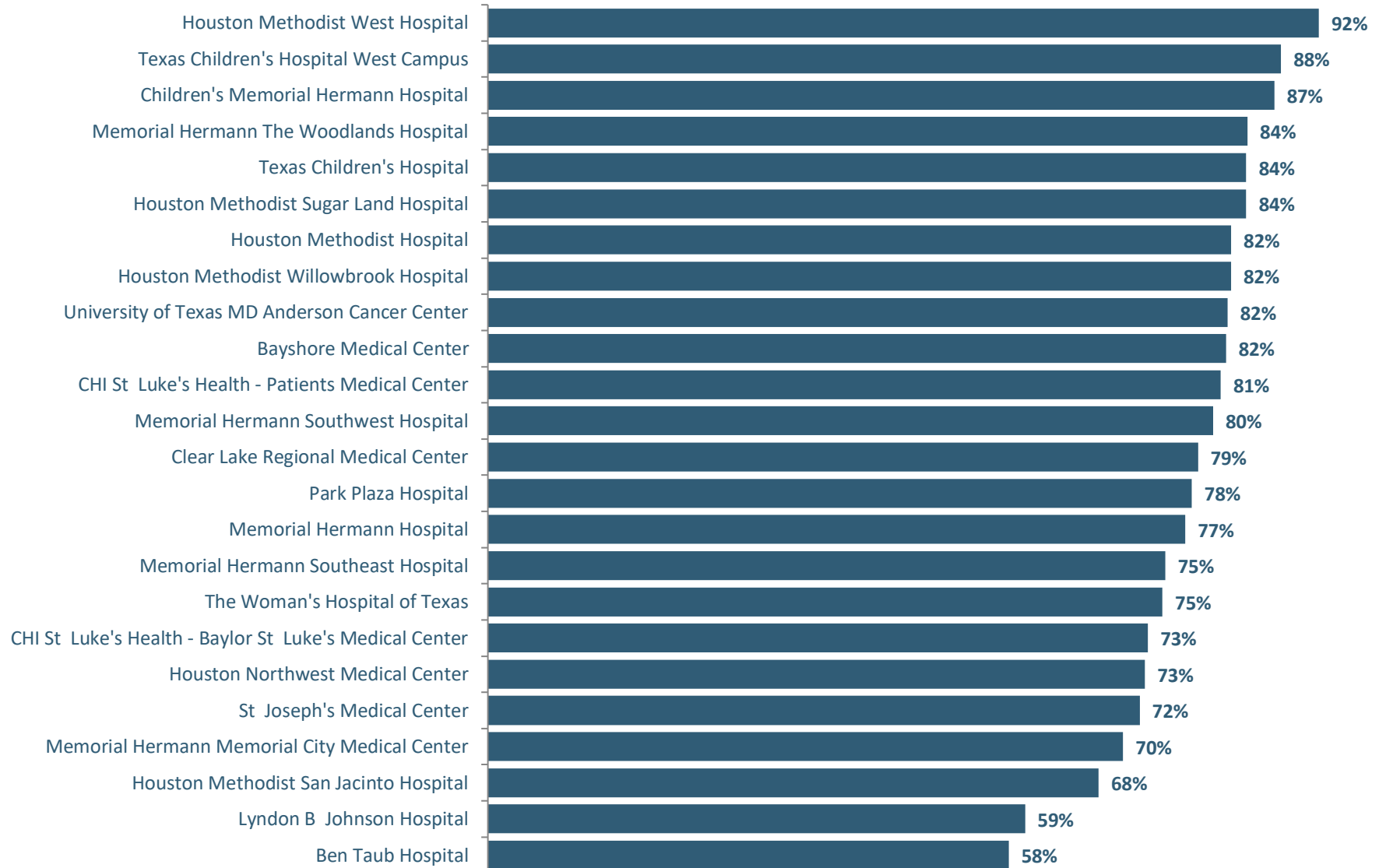
■ Net Satisfaction



# 2018 HCMS Physician Survey

## Ease of referring patients

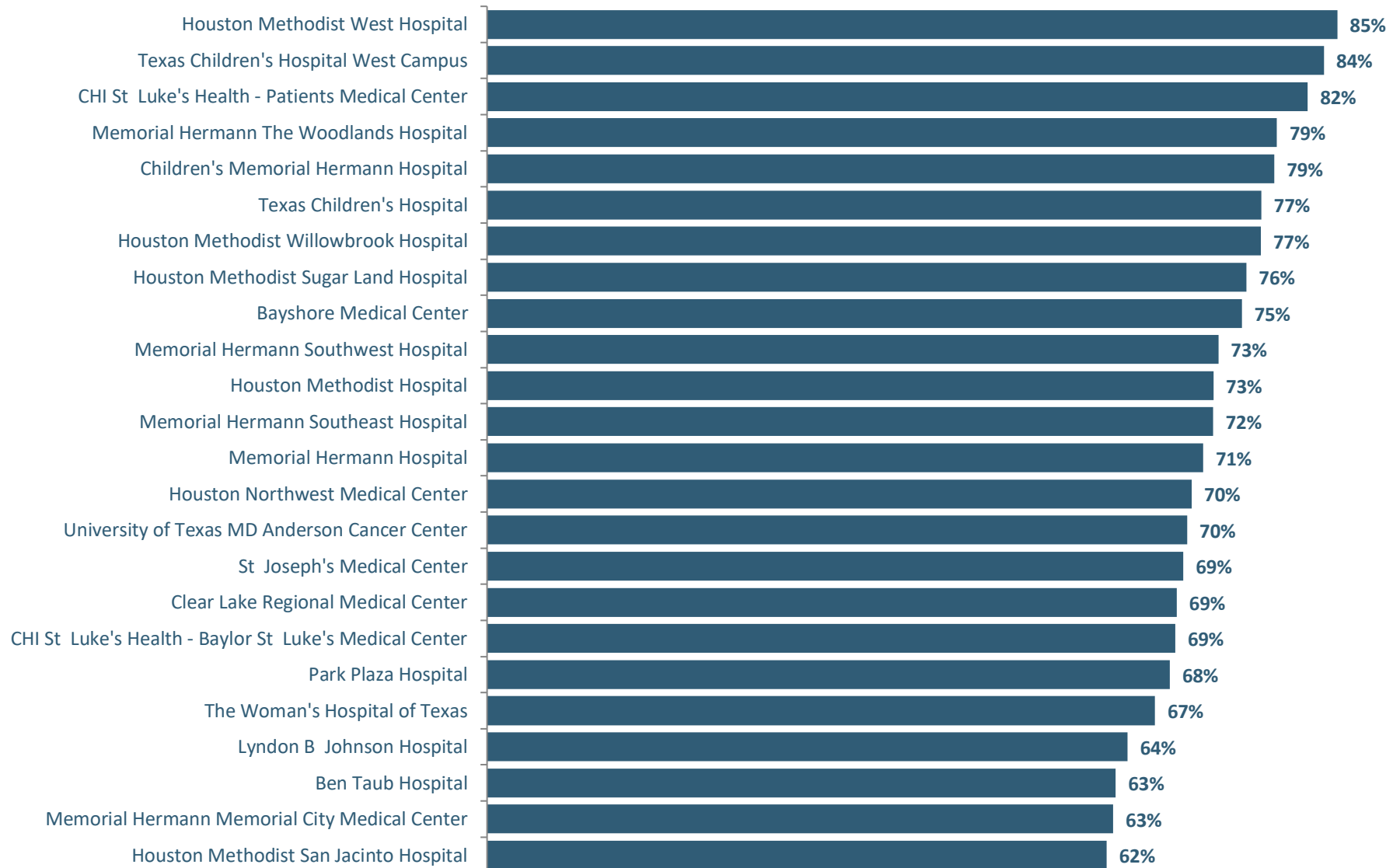
■ Net Satisfaction



# 2018 HCMS Physician Survey

## Ease of completing forms

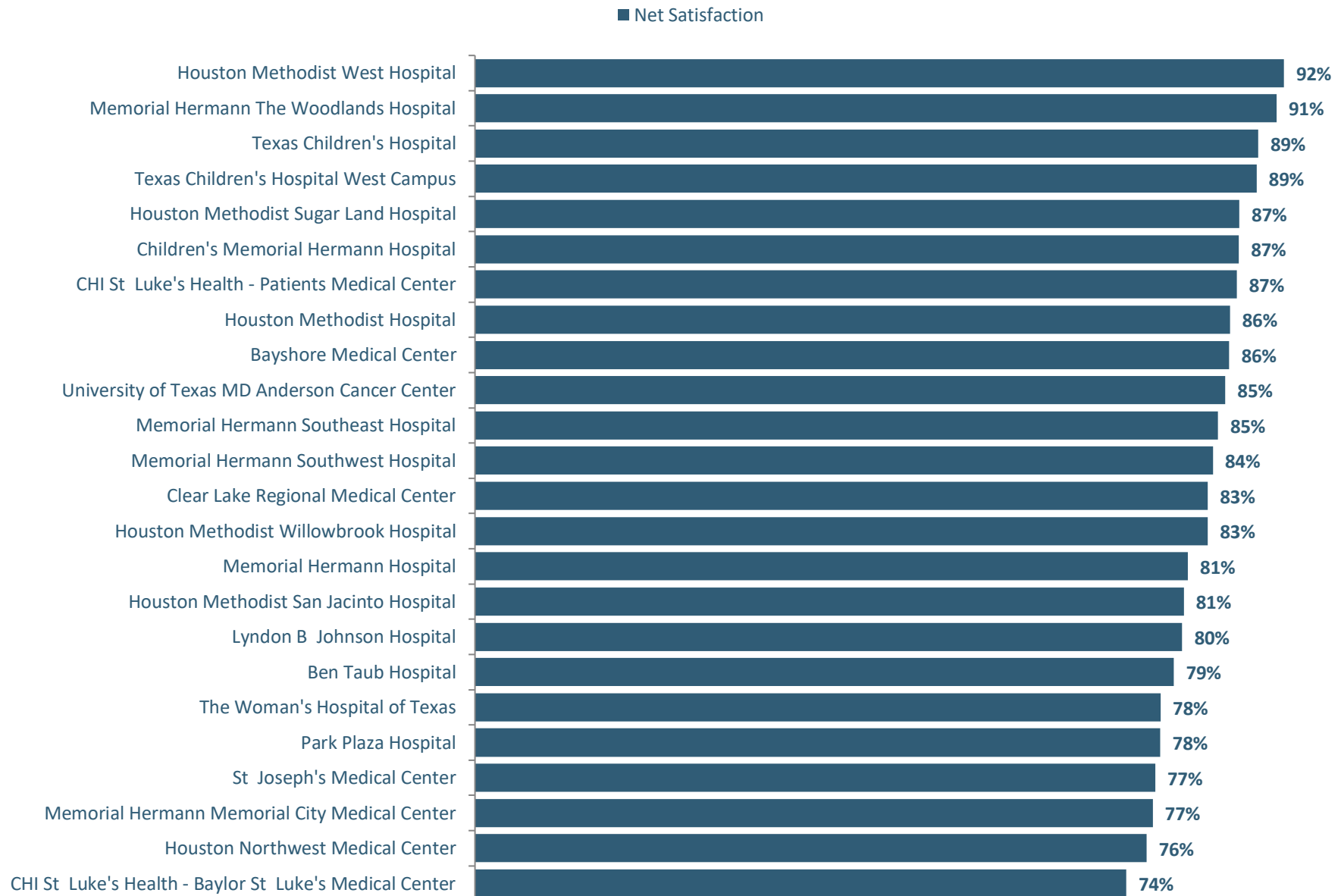
■ Net Satisfaction





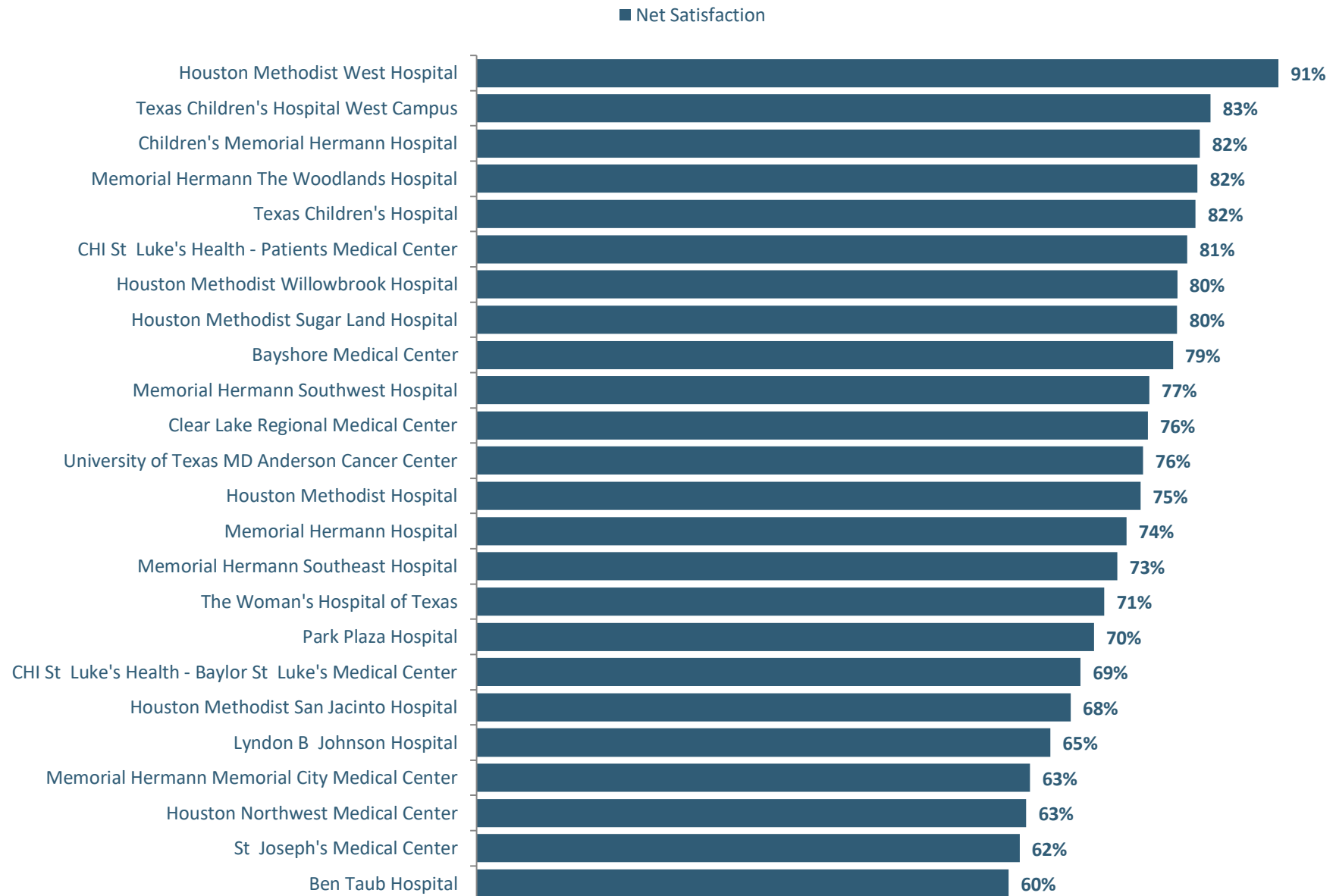
# 2018 HCMS Physician Survey

## Management actions show that patient safety is a top priority



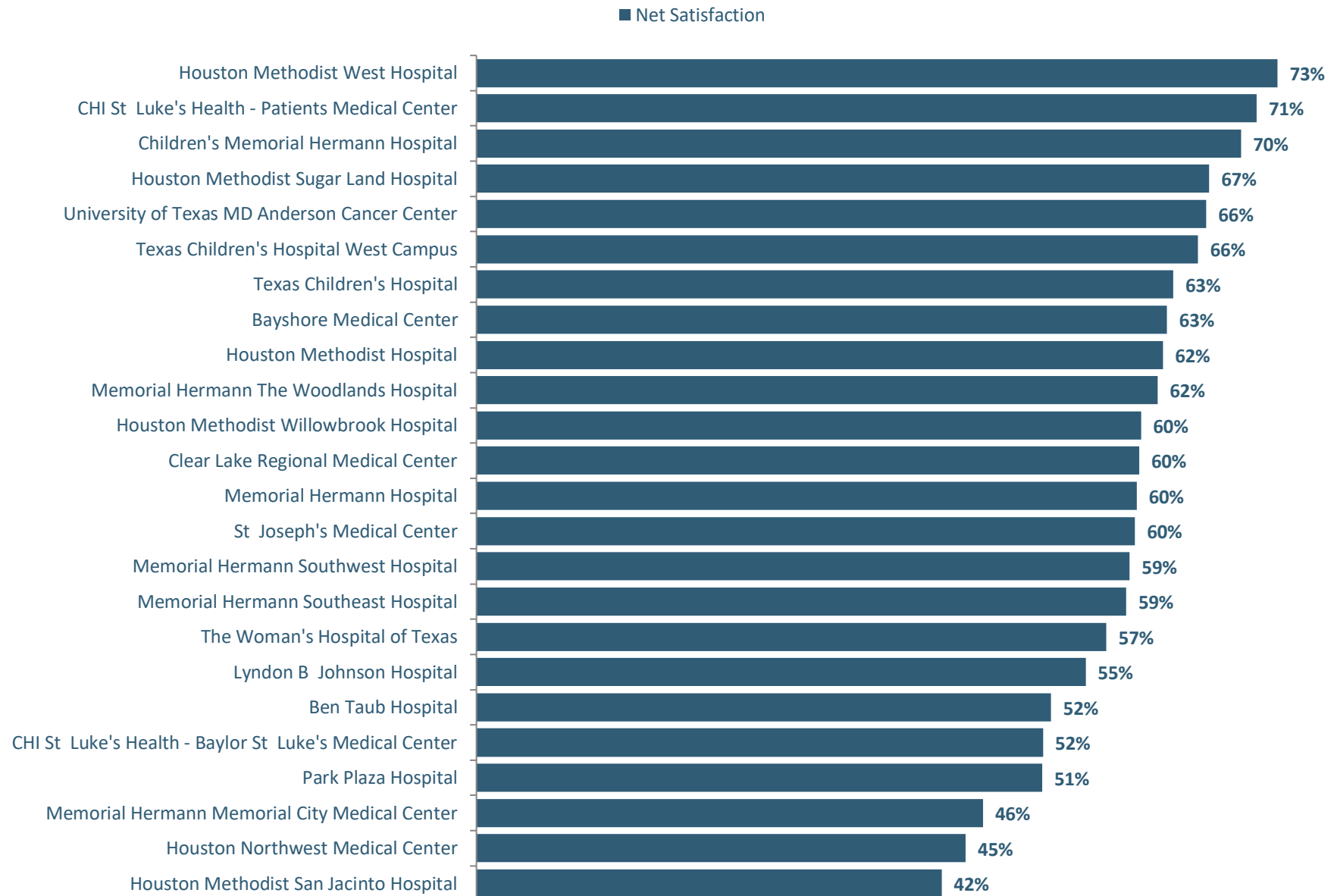
# 2018 HCMS Physician Survey

## Consistent in collecting accurate payer information/preauthorizations



# 2018 HCMS Physician Survey

## Addressing physician stress and burnout is a hospital priority



# 2018 HCMS Physician Satisfaction Survey

## Medical Staff Issues Ratings by Hospital

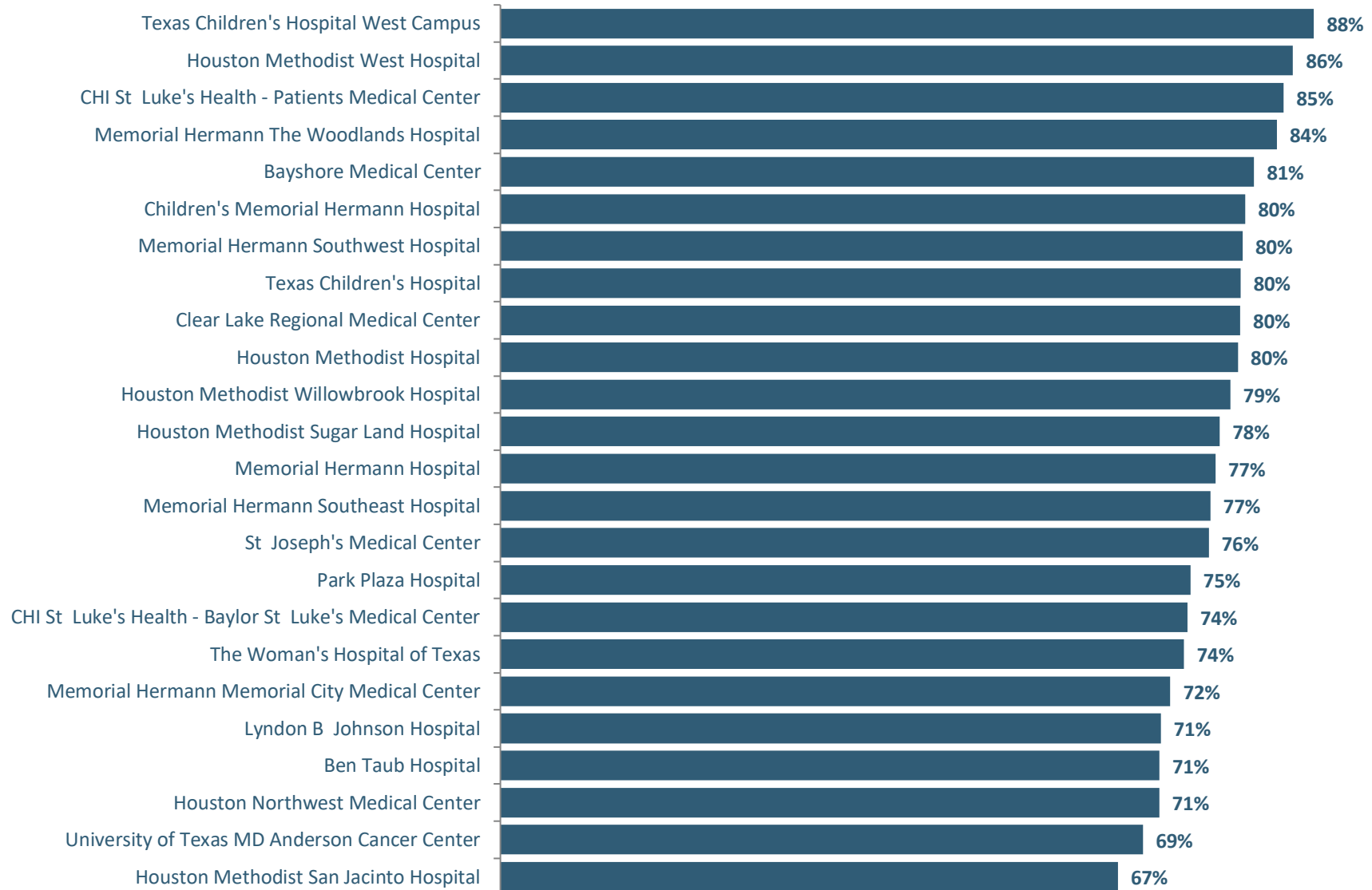
Net Satisfaction: Very Satisfied = 100%, Somewhat Satisfied = 75%, Neutral = 50%, Somewhat Dissatisfied = 25%



# 2018 HCMS Physician Survey

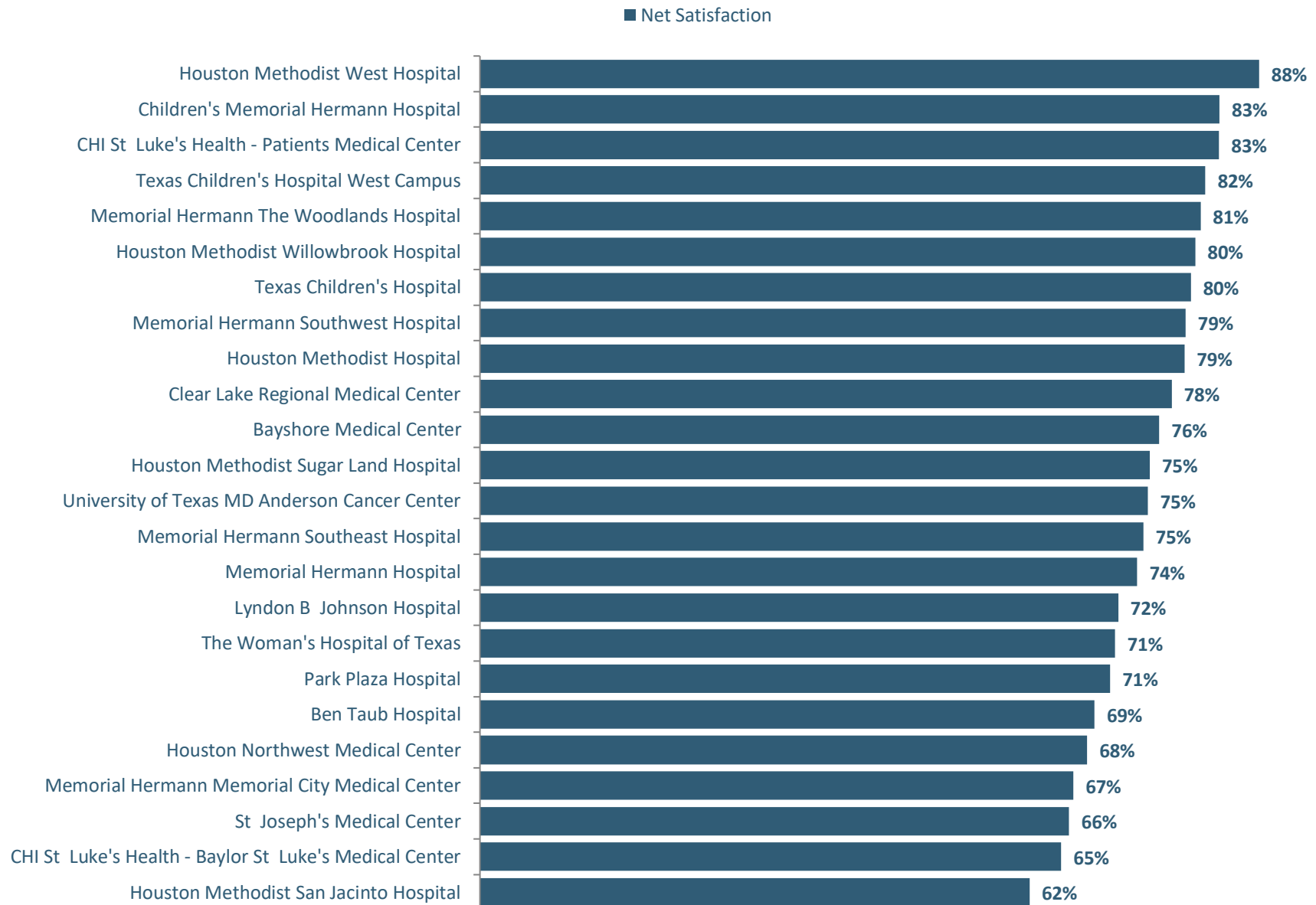
## Frequency of meetings

■ Net Satisfaction



# 2018 HCMS Physician Survey

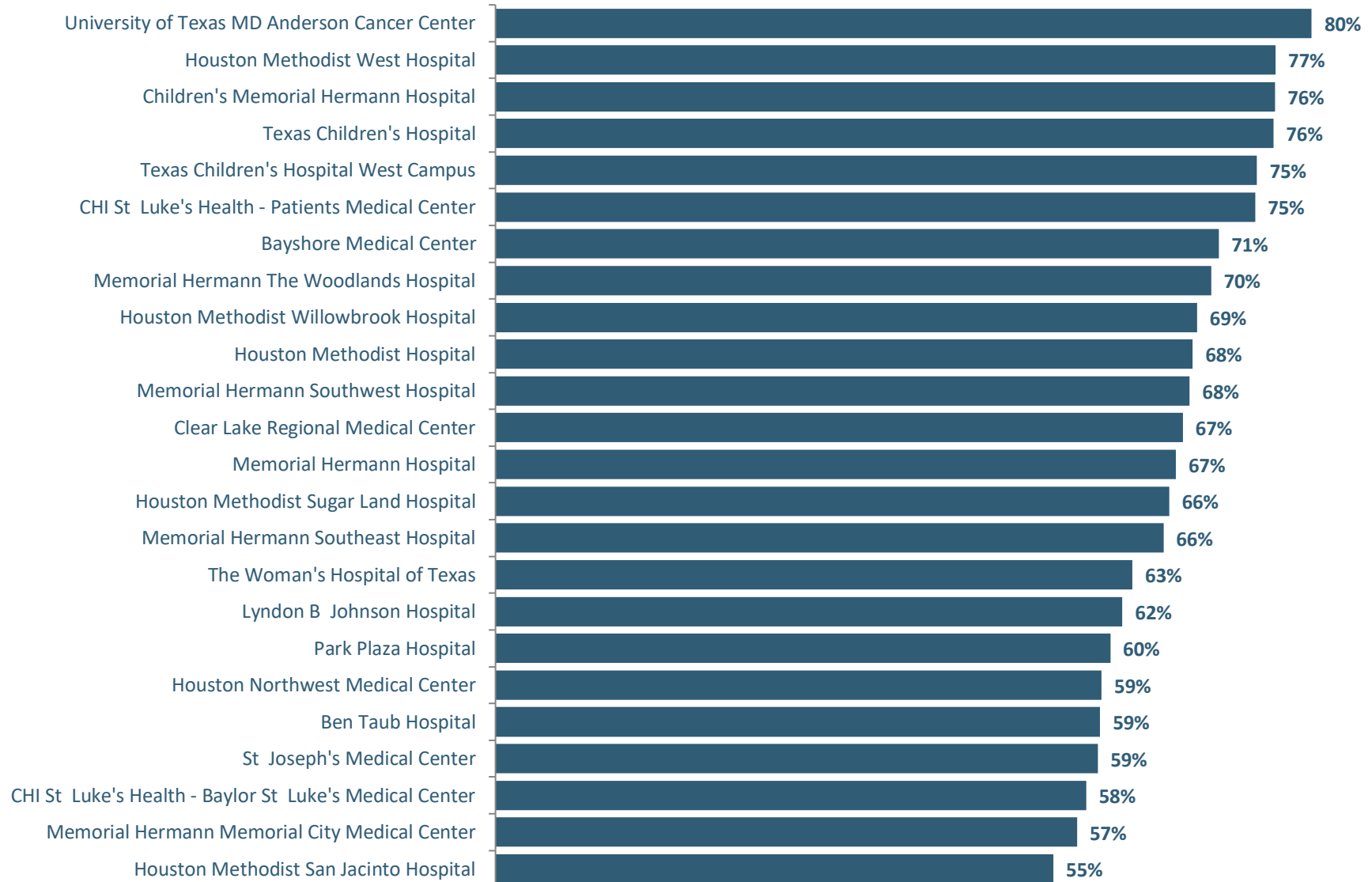
## Prompt, adequate answers to physicians' questions and feedback



# 2018 HCMS Physician Survey

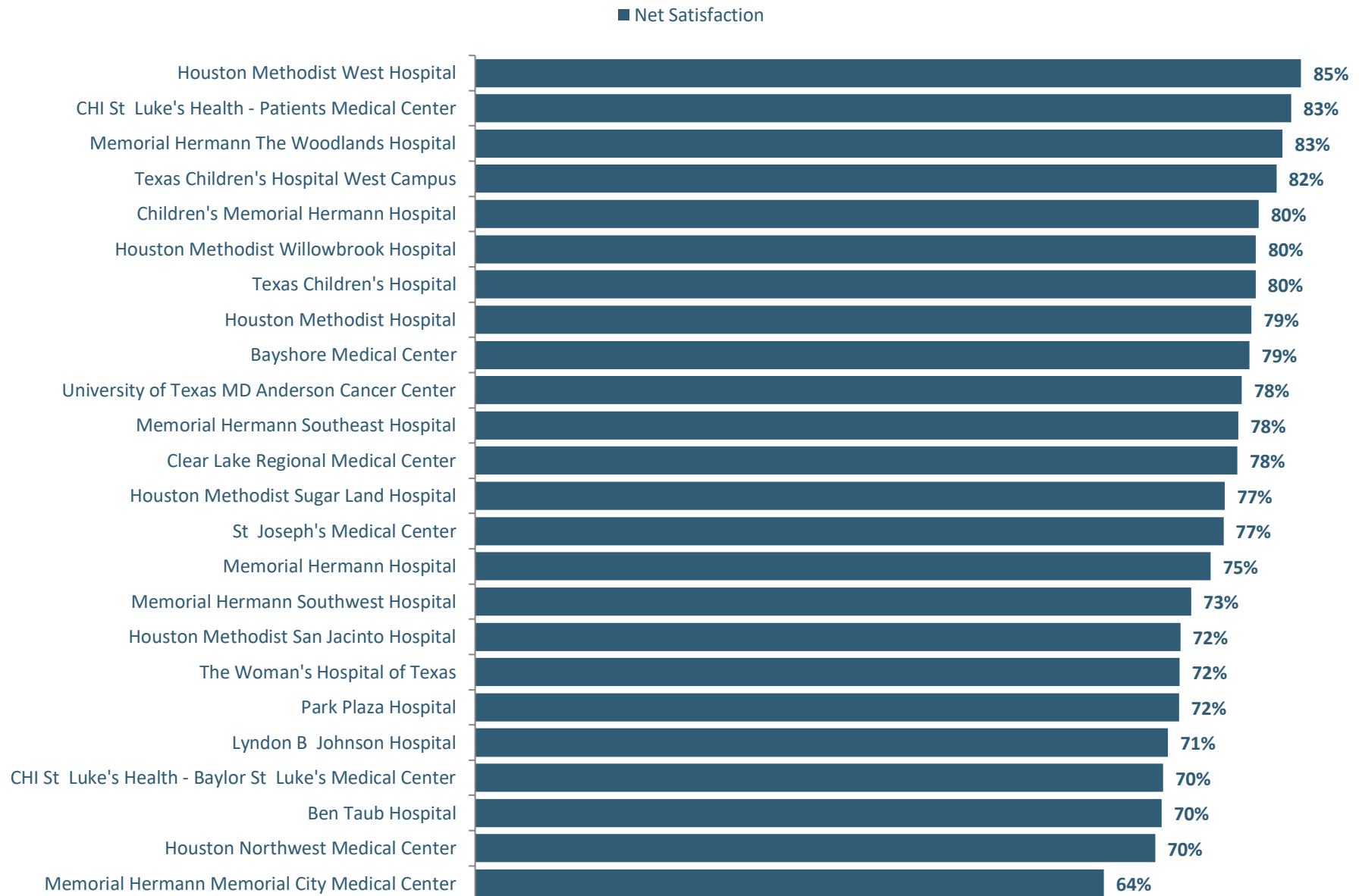
## Leadership training opportunities

■ Net Satisfaction



# 2018 HCMS Physician Survey

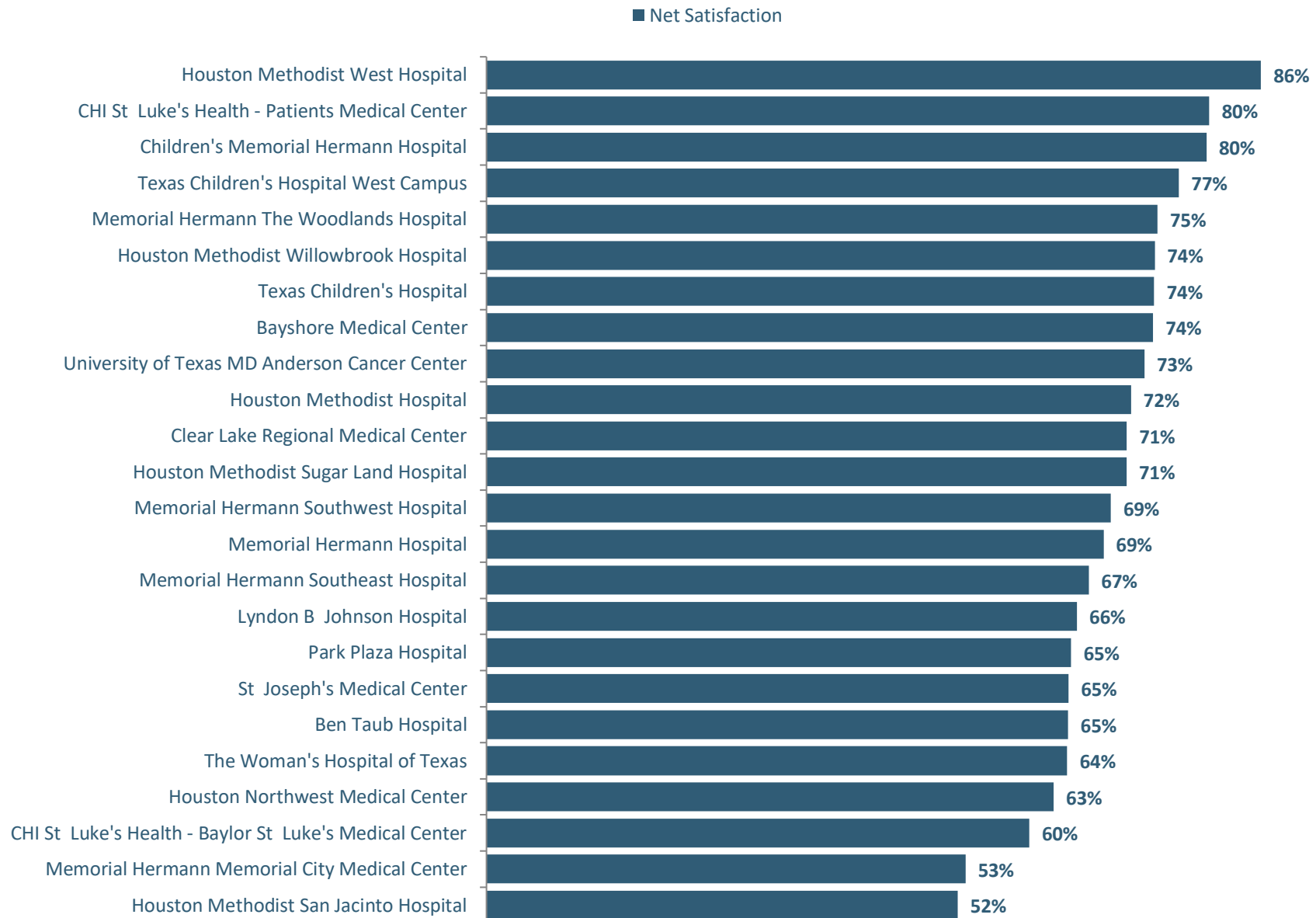
## Effective physician impact on bylaws and policies





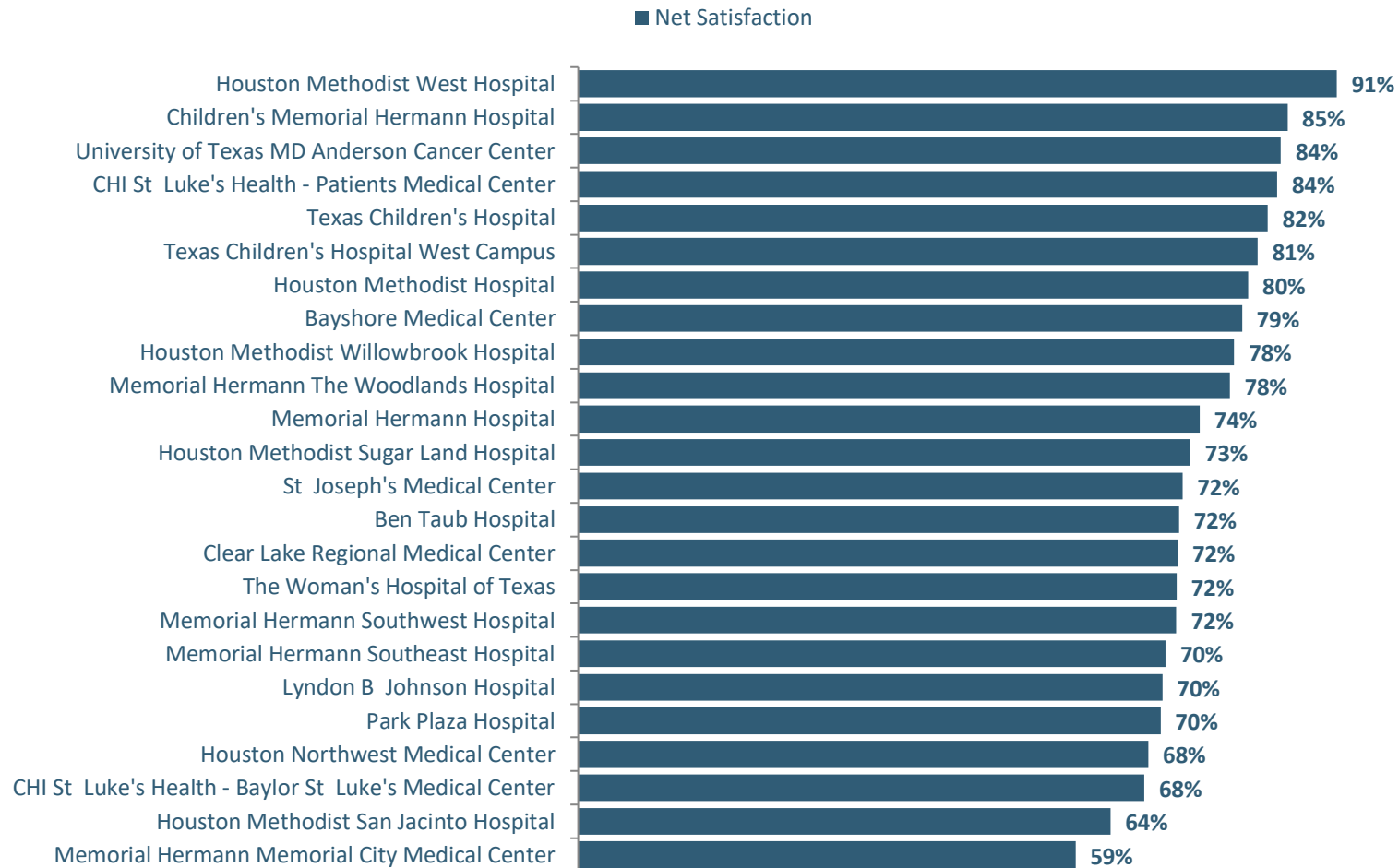
# 2018 HCMS Physician Survey

## Administration respects and collaborates with medical staff



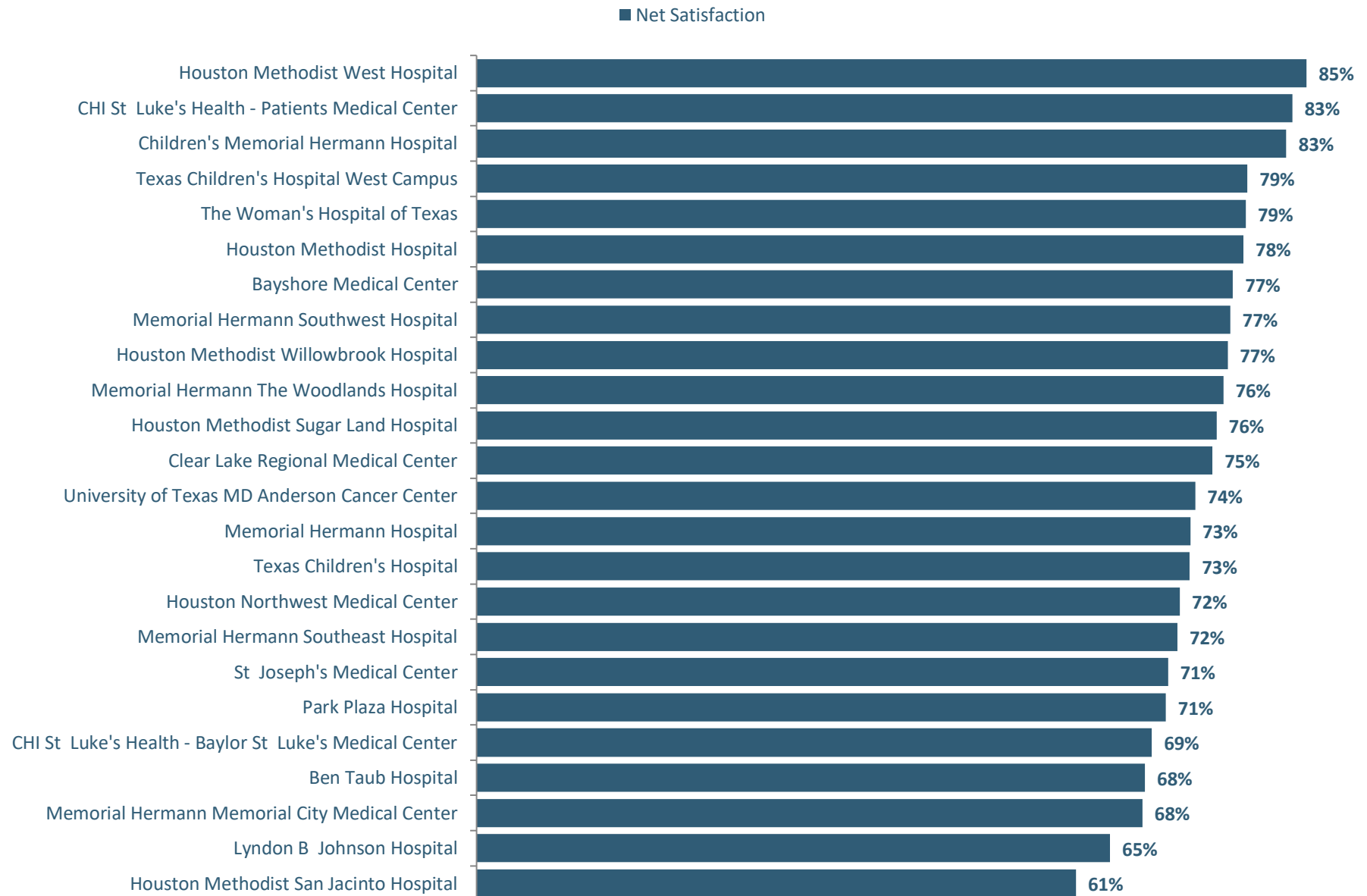
# 2018 HCMS Physician Survey

## Medical staff has clinical autonomy to make medical care decisions



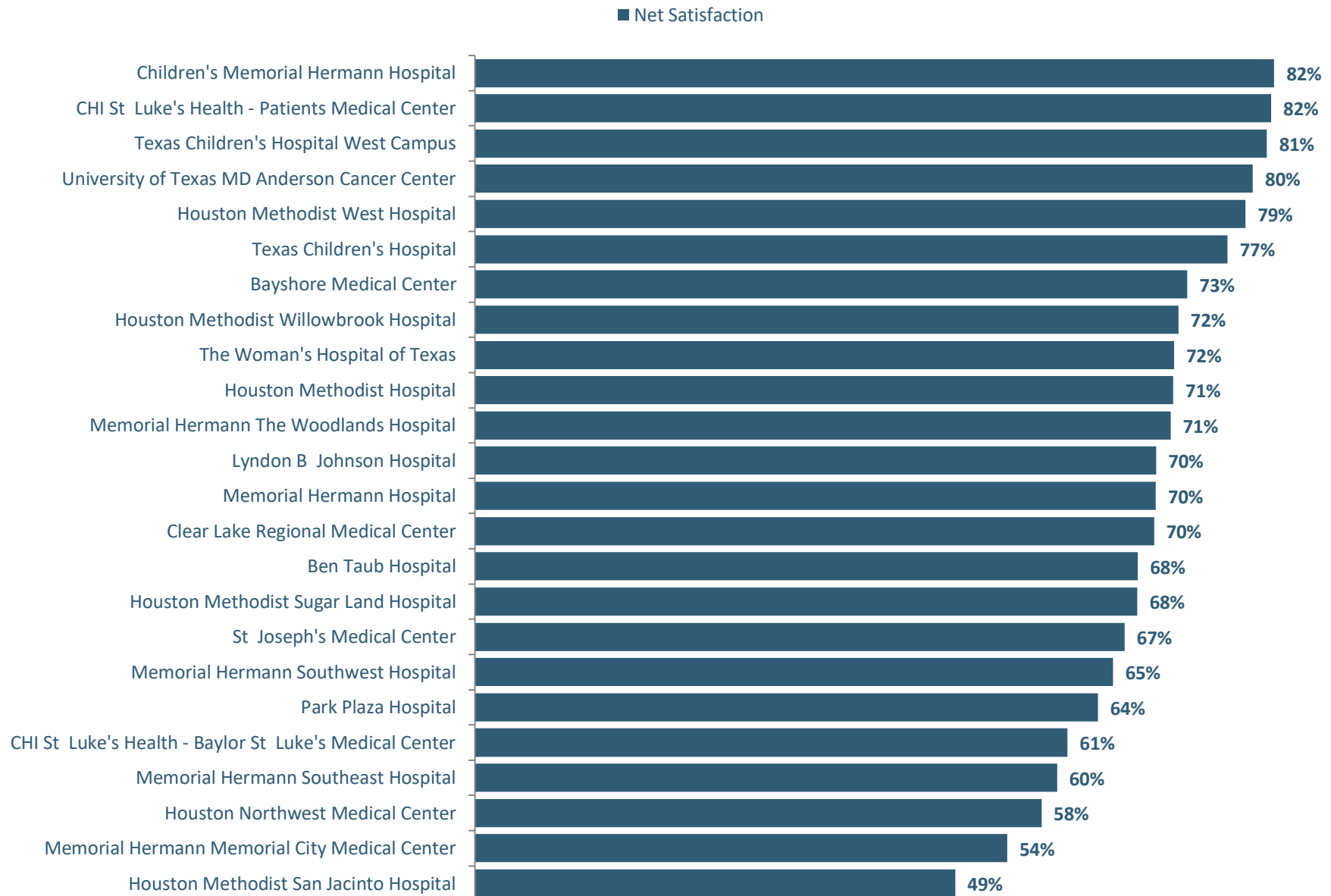
# 2018 HCMS Physician Survey

## Meetings scheduled at convenient time that supports work/life balance



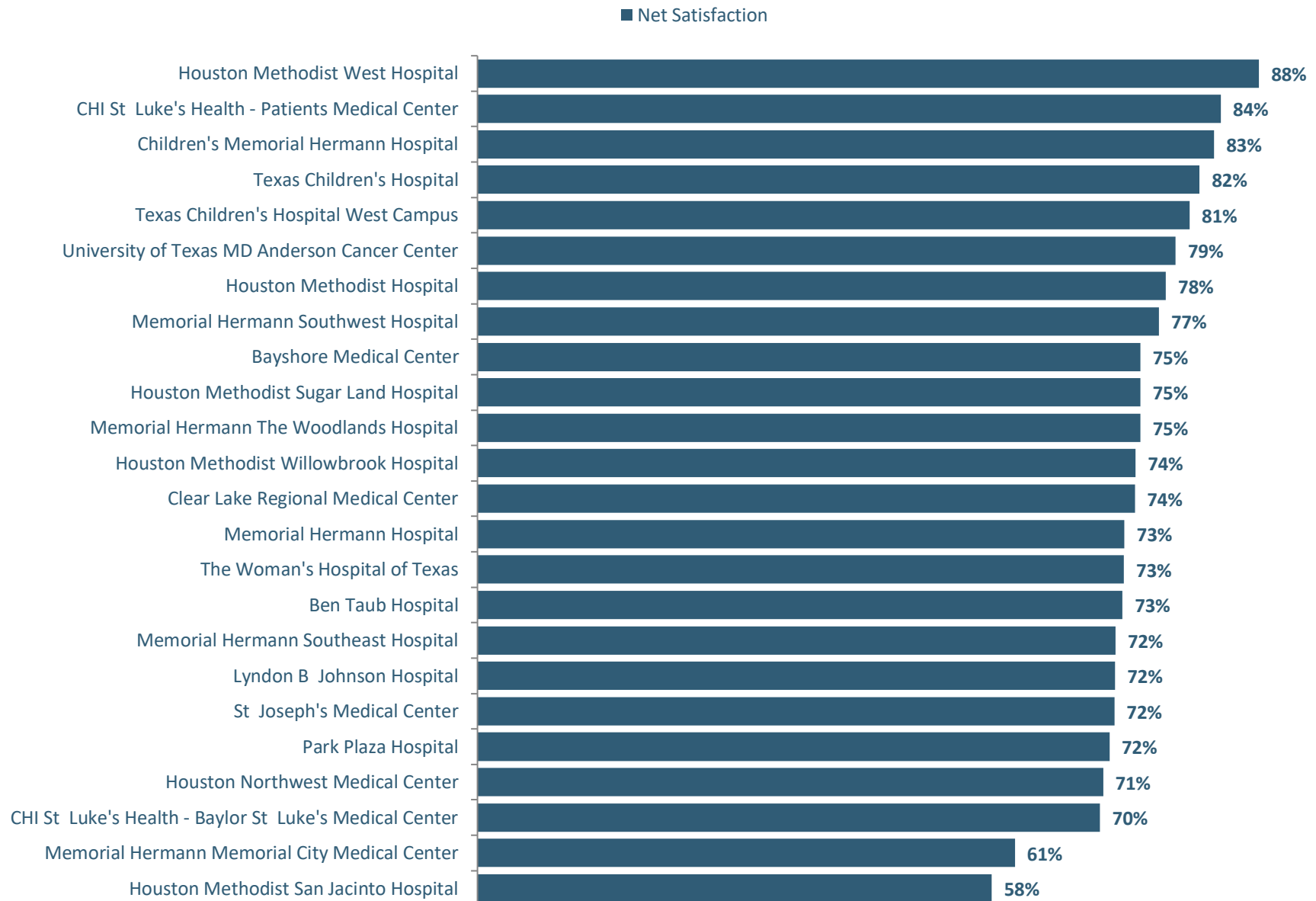
# 2018 HCMS Physician Survey

## Interests of employed and independent practice physicians are balanced



# 2018 HCMS Physician Survey

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



# 2018 HCMS Physician Satisfaction Survey

## Electronic Medical Records (EMR) Ratings by Hospital

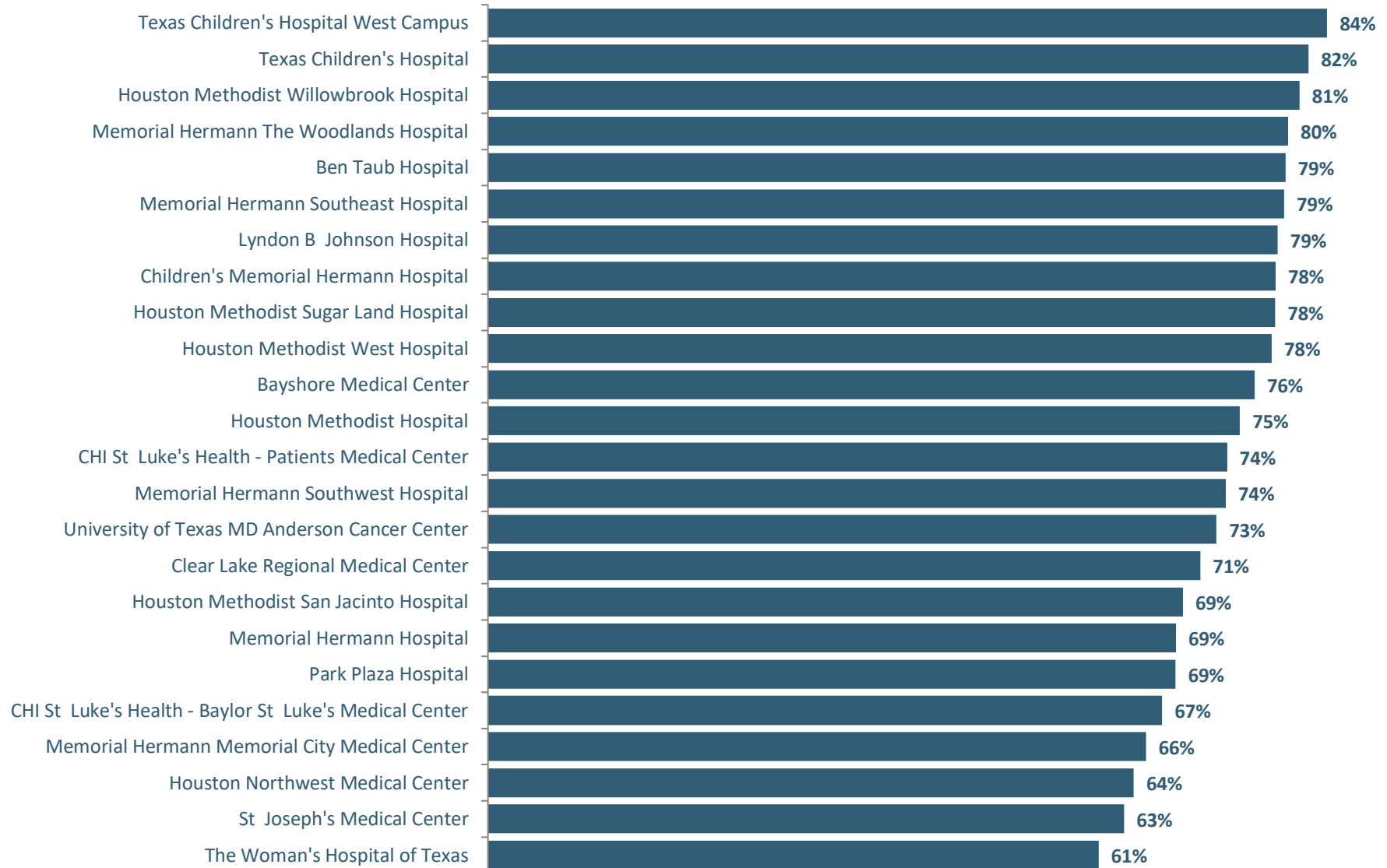
Net Satisfaction: Very Satisfied = 100%, Somewhat Satisfied = 75%, Neutral = 50%, Somewhat Dissatisfied = 25%



# 2018 HCMS Physician Survey

## Implementation and training

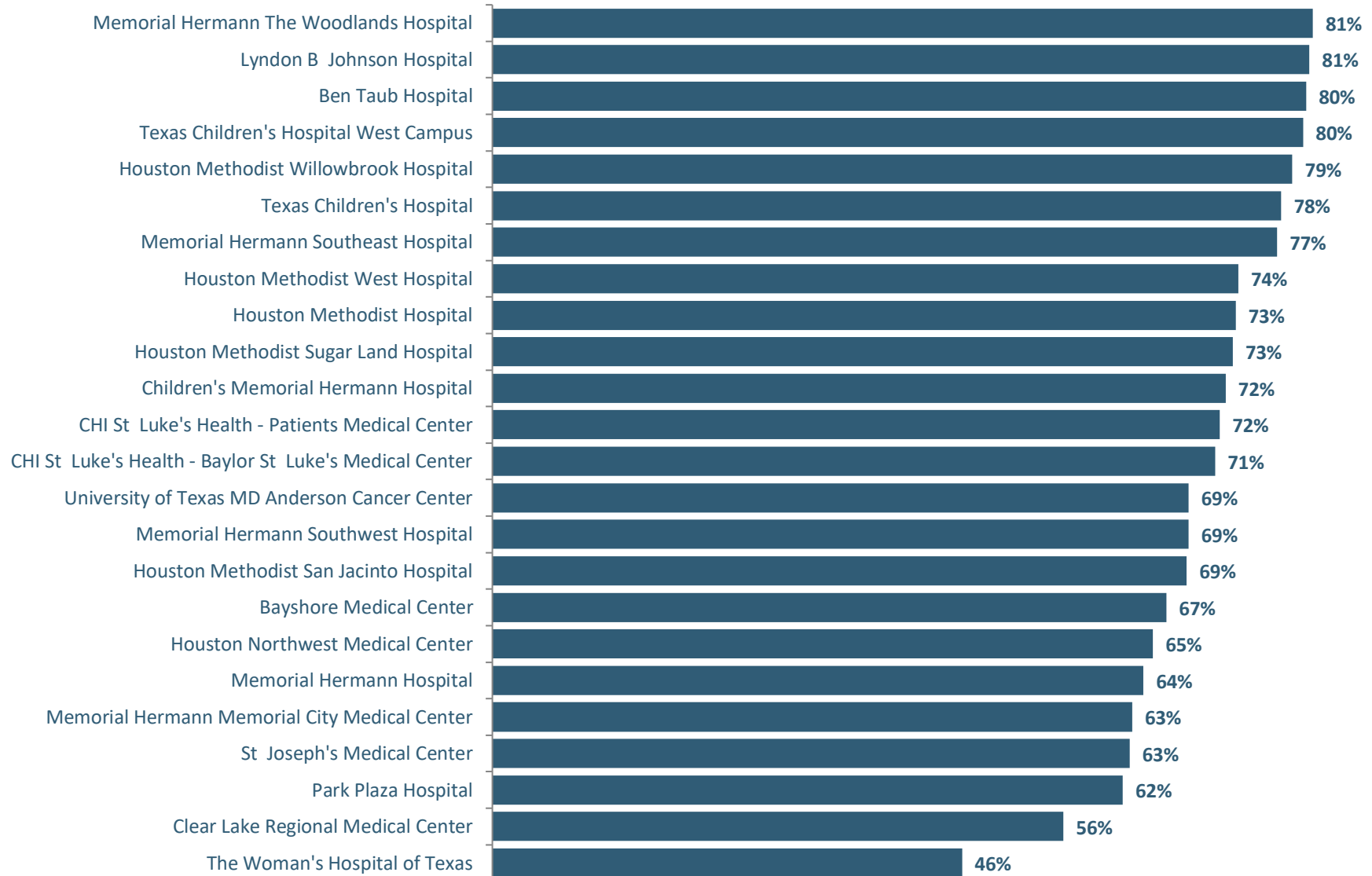
■ Net Satisfaction



# 2018 HCMS Physician Survey

## Ease of use

■ Net Satisfaction

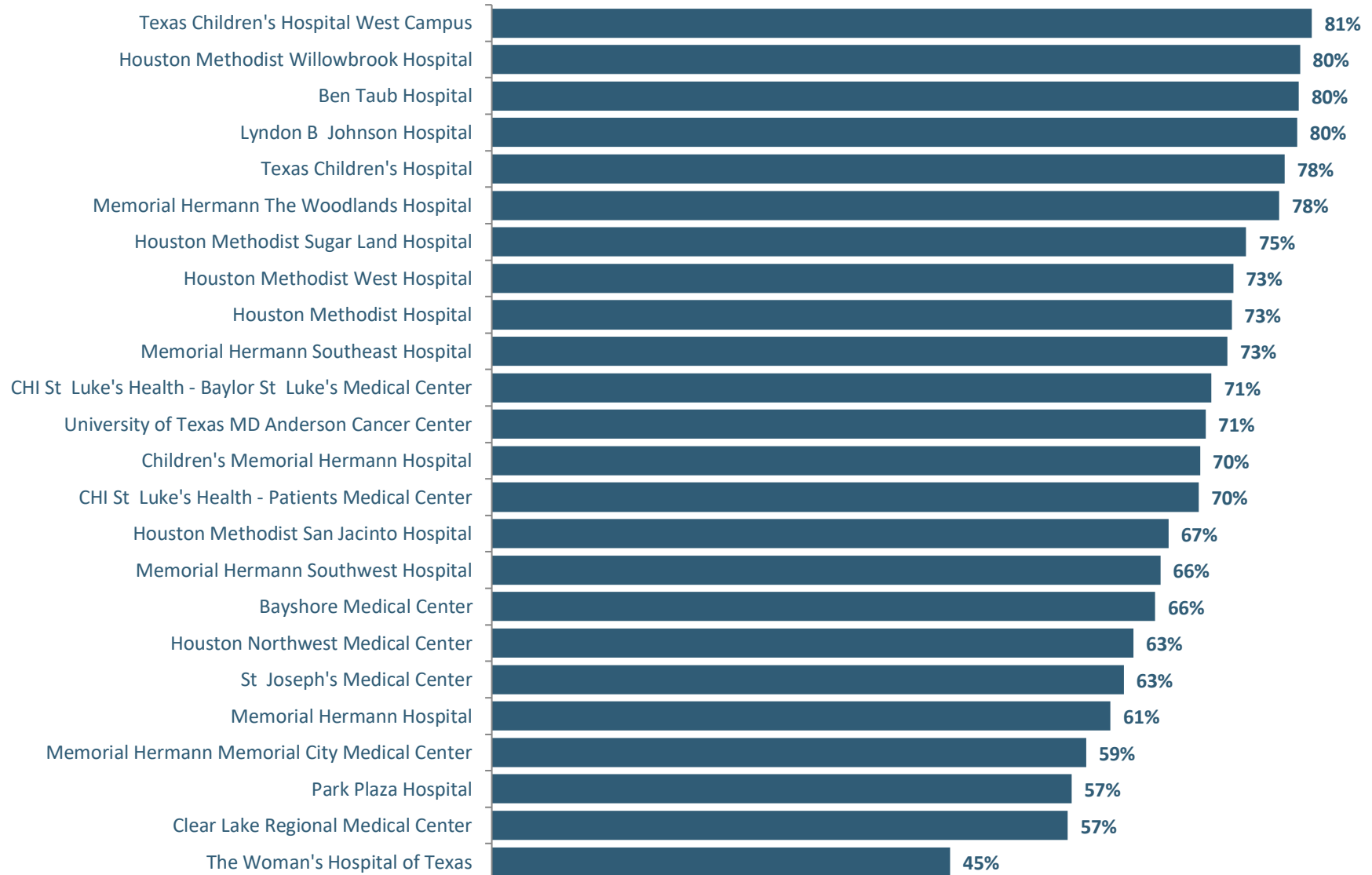




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## Inter-operability

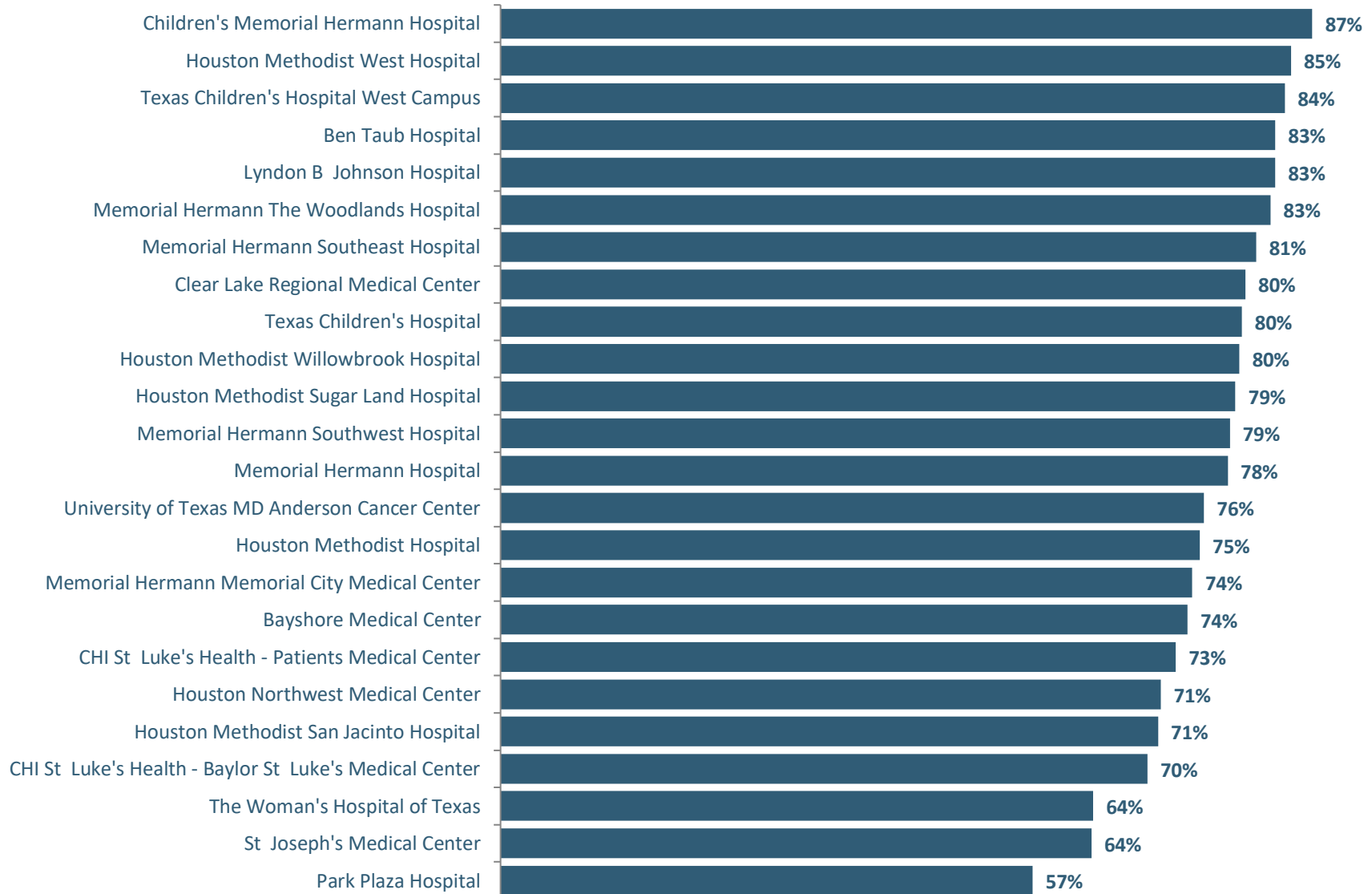
■ Net Satisfaction



# 2018 HCMS Physician Survey

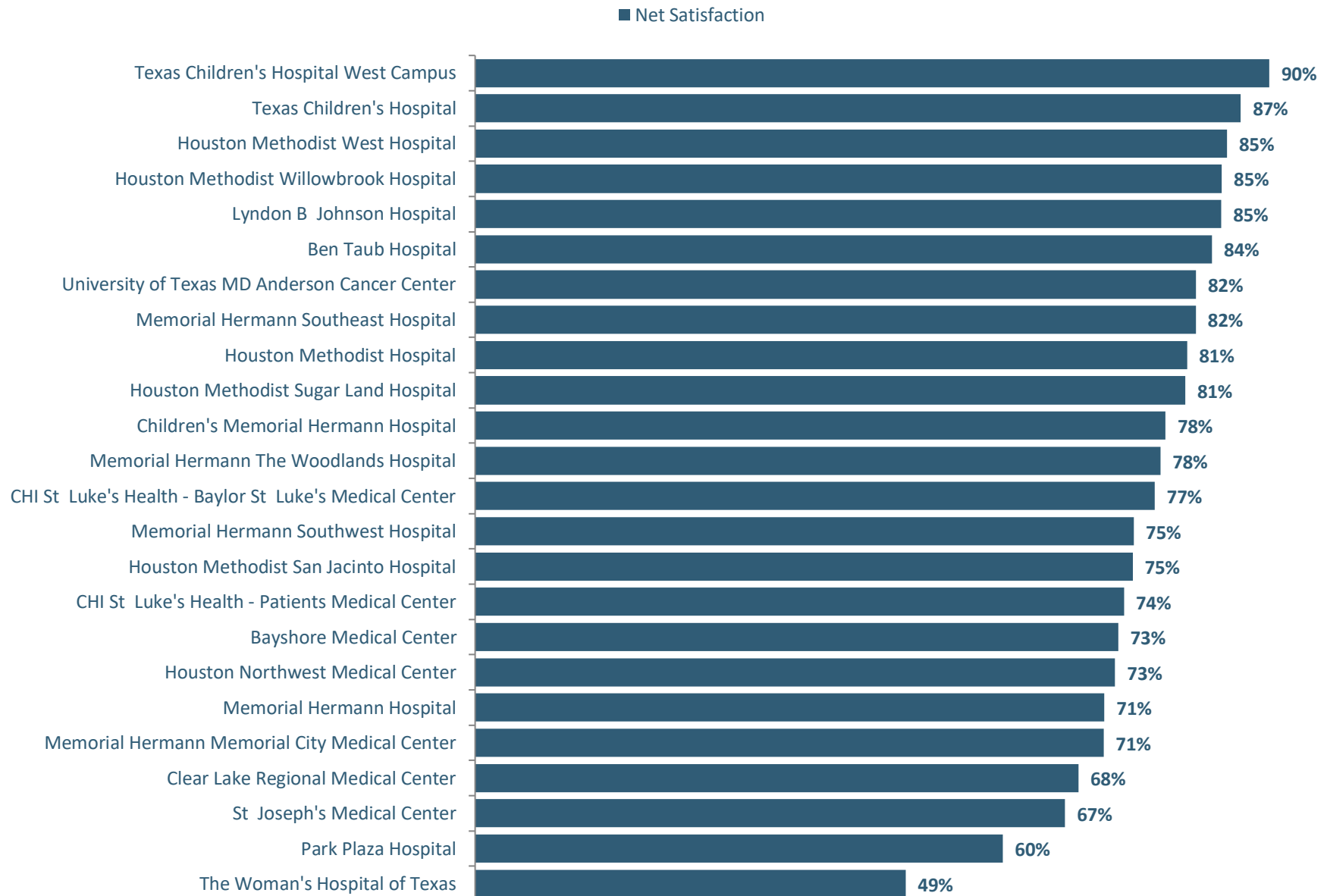
## Help desk support

■ Net Satisfaction



# 2018 HCMS Physician Survey

## Comprehensive access to clinical patient information



# 2018 HCMS Physician Survey

## Adequate information communicated to outpatient physicians

