

2018 HCMS Physician Survey

Harris County Medical Society • Endeavor Management

Participants



1 to 3

hospitals evaluated
by each physician

Evaluation Categories



Overall
Satisfaction



Medical
Staff Issues



Quality of
Medical Care

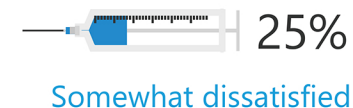
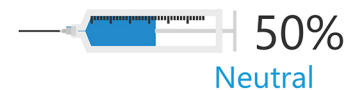
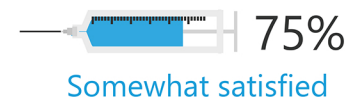


Electronic Medical
Records



Policy and
Administration

Rating Scale



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2018 Key Findings

Overall satisfaction **highest among specialized hospitals**

Texas Children's West Campus

91%

MD Anderson Cancer Center

88%

87%

Texas Children's Hospital

85%

Children's Memorial Hermann Hospital

Other systems with highest overall satisfaction include:

Houston Methodist West

88%

Houston Methodist Main Campus

83%

Memorial Hermann The Woodlands

82%

CHI St. Luke's Patients Medical Center

81%

Houston Methodist Sugar Land

80%

Houston Methodist Willowbrook

80%



Highest Rated Attributes

83% Patient Safety is a Top Priority

82% Reporting of Medical Errors is Encouraged



Lowest Rated Attributes

59% Addressing Physician Stress and Burnout

Represents average across institutions

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Most Significant Findings by Hospital System

(Represents average scores for each hospital surveyed)



CHI St. Luke's

71% Overall Satisfaction

80% Patient Safety is a Priority

78% Quality of Nursing and Support Staff

76% Clinical Autonomy to Make Medical Care Decisions

70% Administration Respects/Collaborates with Staff



Harris Health

73% Overall Satisfaction

80% Patient Safety is a Priority

73% Quality of Nursing and Support Staff

71% Clinical Autonomy to Make Medical Care Decisions

65% Administration Respects/Collaborates with Staff



HCA

71% Overall Satisfaction

80% Patient Safety is a Priority

71% Quality of Nursing and Support Staff

72% Clinical Autonomy to Make Medical Care Decisions

67% Administration Respects/Collaborates with Staff



Houston Methodist

78% Overall Satisfaction

86% Patient Safety is a Priority

82% Quality of Nursing and Support Staff

77% Clinical Autonomy to Make Medical Care Decisions

71% Administration Respects/Collaborates with Staff

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Most Significant Findings by Hospital System (Represents average scores for each hospital surveyed)



Memorial Hermann

76% Overall Satisfaction

84% Patient Safety is a Priority

80% Quality of Nursing and Support Staff

73% Clinical Autonomy to Make Medical Care Decisions

69% Administration Respects/Collaborates with Staff



Texas Children's

89% Overall Satisfaction

89% Patient Safety is a Priority

88% Quality of Nursing and Support Staff

82% Clinical Autonomy to Make Medical Care Decisions

76% Administration Respects/Collaborates with Staff



MD Anderson

88% Overall Satisfaction

85% Patient Safety is a Priority

88% Quality of Nursing and Support Staff

84% Clinical Autonomy to Make Medical Care Decisions

73% Administration Respects/Collaborates with Staff



St. Joseph

67% Overall Satisfaction

77% Patient Safety is a Priority

65% Quality of Nursing and Support Staff

72% Clinical Autonomy to Make Medical Care Decisions

65% Administration Respects/Collaborates with Staff