2018 HCMS Physician Survey

Harris County Medical Society ● Endeavor Management

Participants

13,000 Physicians invited
2,336 Completed Surveys
3,909 Hospital Evaluations

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

- 100% Very satisfied
- 75% Somewhat satisfied
- 50% Neutral
- 25% Somewhat dissatisfied
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2018 Key Findings

Overall satisfaction **highest among specialized hospitals**

- Texas Children's West Campus: 91%
- Texas Children's Hospital: 87%
- MD Anderson Cancer Center: 88%
- Children's Memorial Hermann Hospital: 85%

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
### 2018 HCMS Physician Survey

**Harris County Medical Society • Endeavor Management**

#### Most Significant Findings by Hospital System

(Represents average scores for each hospital surveyed)

<table>
<thead>
<tr>
<th>Hospital System</th>
<th>Overall Satisfaction</th>
<th>Patient Safety is a Priority</th>
<th>Quality of Nursing and Support Staff</th>
<th>Clinical Autonomy to Make Medical Care Decisions</th>
<th>Administration Respects/Collaborates with Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHI St. Luke’s</td>
<td>71%</td>
<td>80%</td>
<td>78%</td>
<td>76%</td>
<td>70%</td>
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<tr>
<td>Harris Health</td>
<td>73%</td>
<td>80%</td>
<td>73%</td>
<td>71%</td>
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<td>HCA</td>
<td>71%</td>
<td>80%</td>
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<td>Houston Methodist</td>
<td>78%</td>
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Most Significant Findings by Hospital System
(Represents average scores for each hospital surveyed)

Memorial Hermann
- Overall Satisfaction: 76%
- Patient Safety is a Priority: 84%
- Quality of Nursing and Support Staff: 80%
- Clinical Autonomy to Make Medical Care Decisions: 73%
- Administration Respects/Collaborates with Staff: 69%

Texas Children's
- Overall Satisfaction: 89%
- Patient Safety is a Priority: 89%
- Quality of Nursing and Support Staff: 88%
- Clinical Autonomy to Make Medical Care Decisions: 82%
- Administration Respects/Collaborates with Staff: 76%

MD Anderson
- Overall Satisfaction: 88%
- Patient Safety is a Priority: 85%
- Quality of Nursing and Support Staff: 88%
- Clinical Autonomy to Make Medical Care Decisions: 84%
- Administration Respects/Collaborates with Staff: 73%

St. Joseph
- Overall Satisfaction: 67%
- Patient Safety is a Priority: 77%
- Quality of Nursing and Support Staff: 65%
- Clinical Autonomy to Make Medical Care Decisions: 72%
- Administration Respects/Collaborates with Staff: 65%