Clinician Satisfaction Series: Episode 3- Utilizing The Satisfaction Survey Results

Prepared by: Shannon Nielson, MHA, PCMH-CCE
Principal Owner/Consultant
CURIS Consulting
www.curis-consulting.com

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Webinar #3

- Survey Question Review and Expectations
- Initial Results of Survey
- How to Respond to the Results

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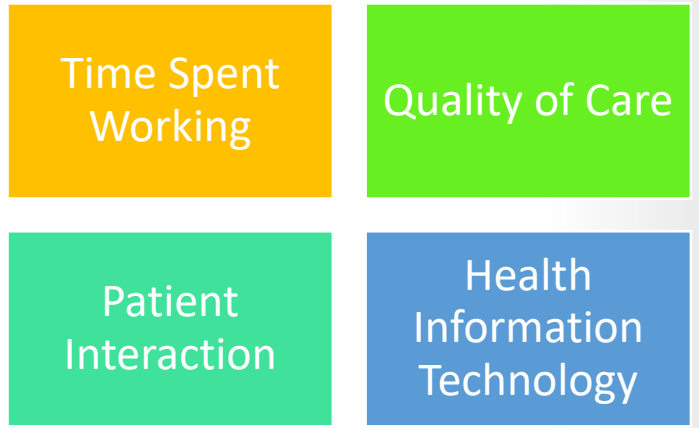
Great Plains Health Data Network Provider Satisfaction Survey

- 4 Dimensions
- 31 Core Questions
  - 12 conditional (select 3-5)
- 47.3% response rate (88/186)



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Opportunity to Influence Satisfaction

Please select the top two dimensions that have the greatest influence on your satisfaction with the health center.

Total | Percentage

View by: Select an attribute: Job Function

Job Function	Time Spent Working	Quality of Care	Patient Interaction	Health Information Technology
Provider	14.8%	28.4%	20.5%	4.5%
Nurse	3.4%	4.5%	1.1%	0%
Unknown	19.3%	30.7%	30.7%	11.4%
Mental Health Counselor	3.4%	0%	3.4%	0%
Total	40.9%	63.6%	55.7%	15.9%

- Quality of Care and Patient Interaction
- Messaging and communication
- Information opportunity
- Patient Satisfaction alignment

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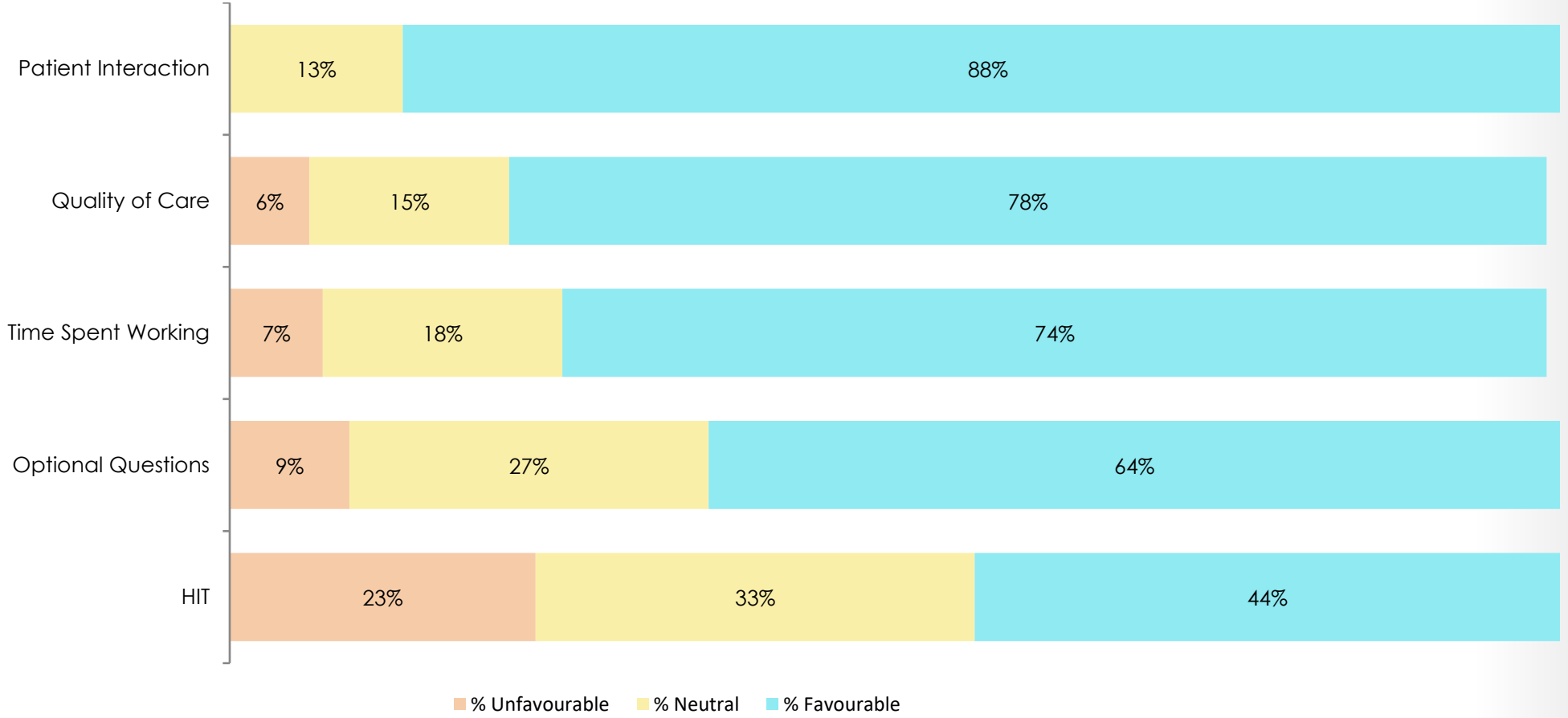
Correlation Summary



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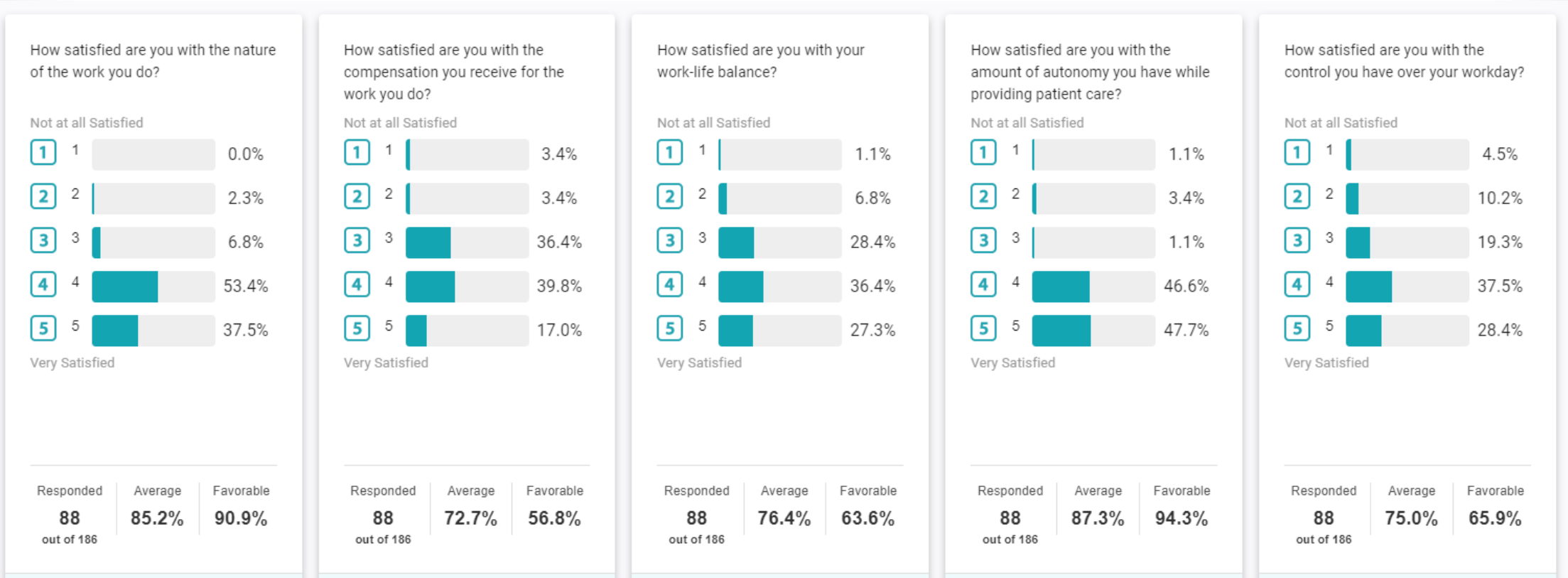
Time Spent Working



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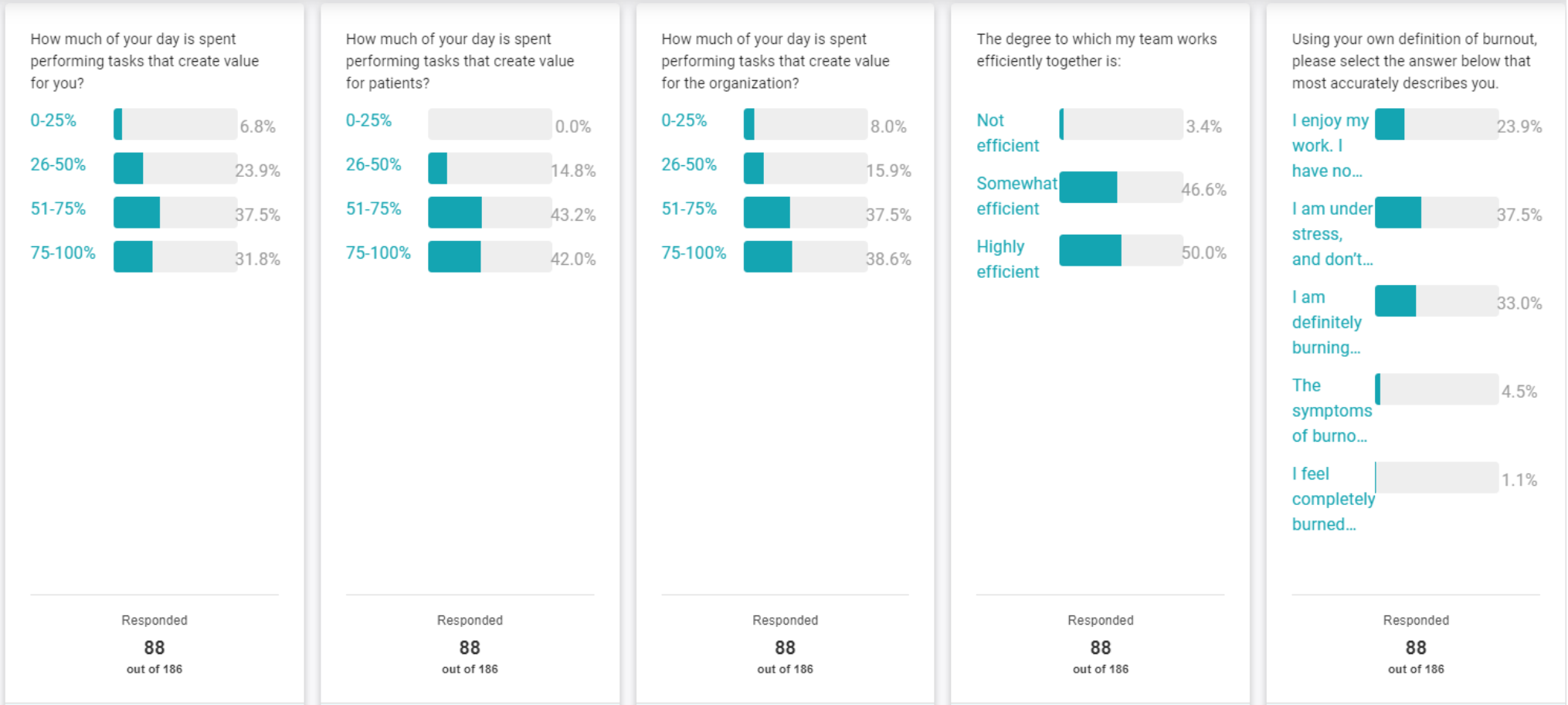
Time Spent Working-Cont



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Time Spent Working

Of Note

- Value add
- Consistency and reliability
- Efficiency
- Teamwork

Strategies

- Pajama Time
- Clinical Ops committee
- Gemba walk
- Value Stream Mapping
  - Provider/Staff value survey
- Care Team Modeling
  - Risk Stratification
  - Technology driven decision support
  - RACI
  - Scribes/Technology

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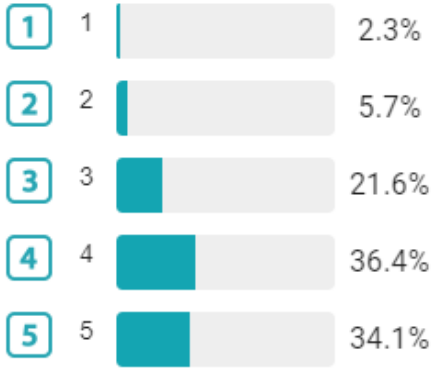
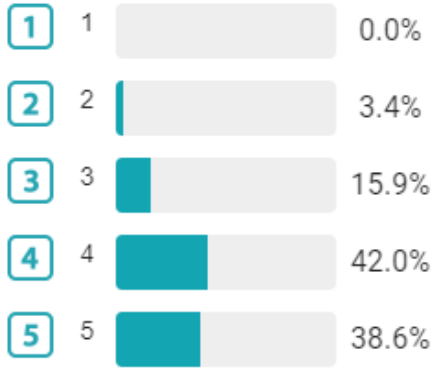
Quality of Care

The organization provides the resources necessary for me to provide the highest quality of care t...



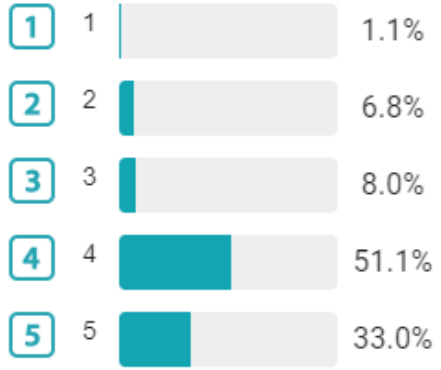
Responded	Average	Favorable
88 out of 186	78.9%	70.5%

I am satisfied with the level of care our organization provides to patients.



Responded	Average	Favorable
88 out of 186	83.2%	80.7%

Implementation of practice standards has not diminished my autonomy and ability to choose the right treatment...



Responded	Average	Favorable
88 out of 186	81.6%	84.1%

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Quality of Care

Of Note

- Organizational expectations of quality
- Resource availability

Strategies

- Clinician involvement in QI and strategic/operational goal setting
- Quarterly clinical progress evaluation
- Quality driven dashboard
- Clinical leadership *team*

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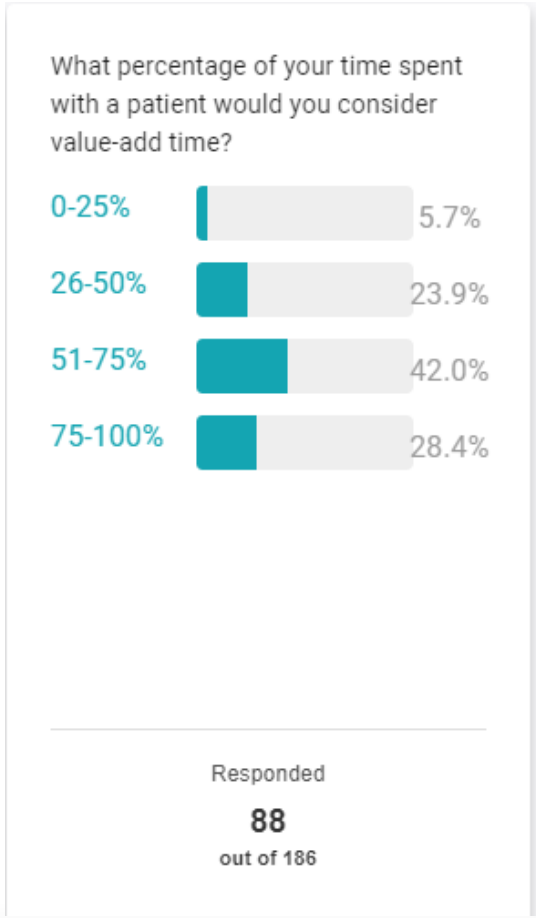
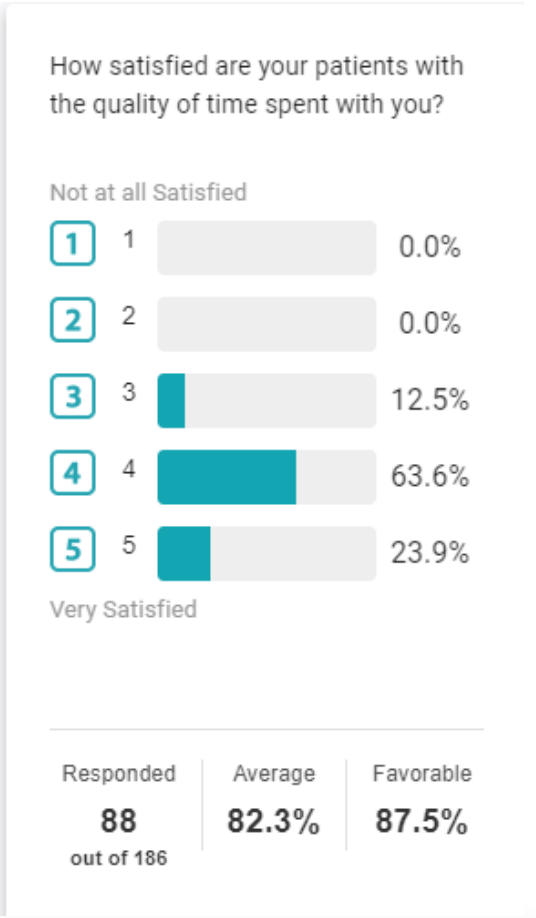
Patient Interaction





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Patient Interaction

Of Note

- Approx. 25% respondents feel <50% of time with patient is value add time
- Does patient perspective align with clinician perspective?

Strategies

- Clinician/Patient focus group
  - Post visit assessments
- Risk balanced panels
- Decision support
- Care team modeling
- Pre-visit process
  - Planning
  - Registration/communication

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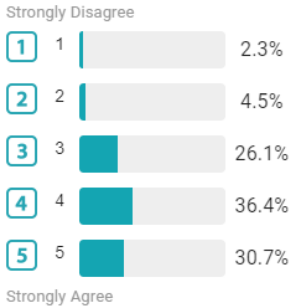
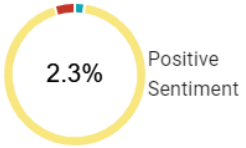
HIT

I am proficient with the Electronic Health Record (EHR).



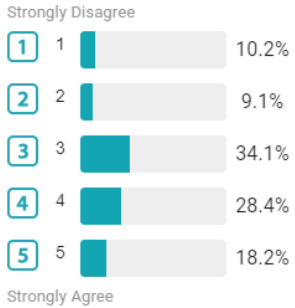
Responded	Average	Favorable
88 out of 186	77.7%	67.0%

How many hours per week do you spend completing your charting outside of normal business hours?



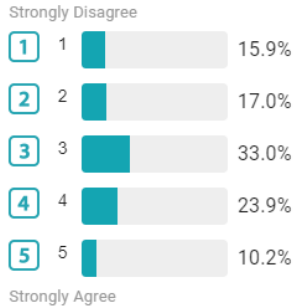
Responded	Favorable
88 out of 186	2.3%

The EHR enables me to deliver high quality care.



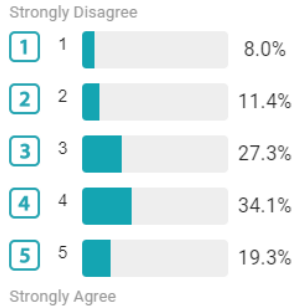
Responded	Average	Favorable
88 out of 186	67.0%	46.6%

The EHR makes me as efficient as possible.



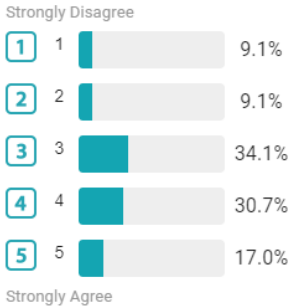
Responded	Average	Favorable
88 out of 186	59.1%	34.1%

The EHR is available when I need it.



Responded	Average	Favorable
88 out of 186	69.1%	53.4%

The EHR provides expected integration within our organization.



Responded	Average	Favorable
88 out of 186	67.5%	47.7%

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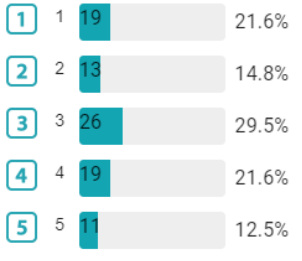
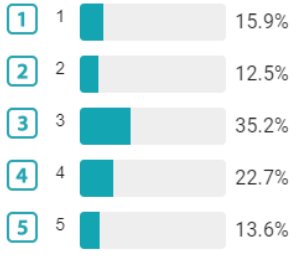
HIT

The EHR provides expected integration with outside organizations.



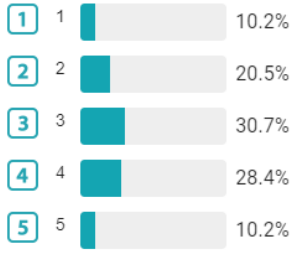
Responded	Average	Favorable
88 out of 186	57.7%	34.1%

The EHR has the fast response time I expect.



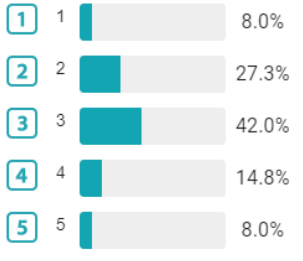
Responded	Average	Favorable
88 out of 186	61.1%	36.4%

The EHR is easy to learn.



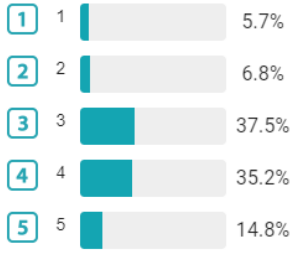
Responded	Average	Favorable
88 out of 186	61.6%	38.6%

The EHR provides the analytics, quality measures and reporting I need.



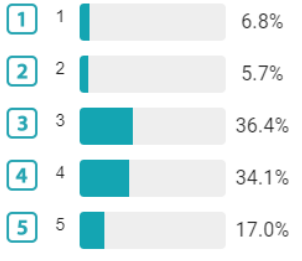
Responded	Average	Favorable
88 out of 186	57.5%	22.7%

The EHR keeps my patients safe.



Responded	Average	Favorable
88 out of 186	69.3%	50.0%

The EHR allows me to deliver patient-centered care.



Responded	Average	Favorable
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HIT

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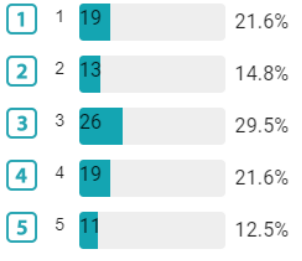

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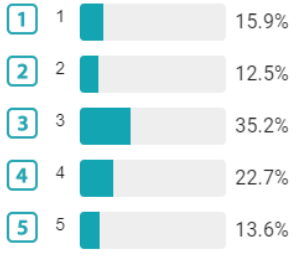

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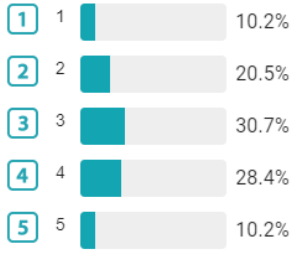

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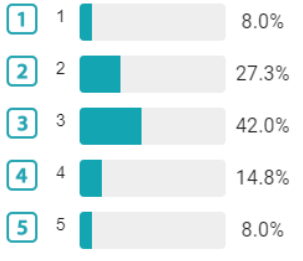

Responded	Average	Favorable
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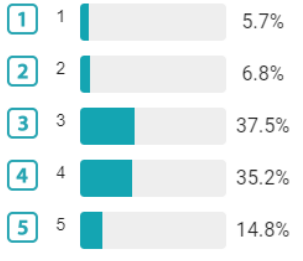
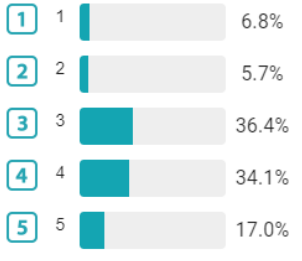
The EHR keeps my patients safe.



Responded	Average	Favorable
88 out of 186	69.3%	50.0%

The EHR allows me to deliver patient-centered care.



Responded	Average	Favorable
88 out of 186	69.8%	51.1%

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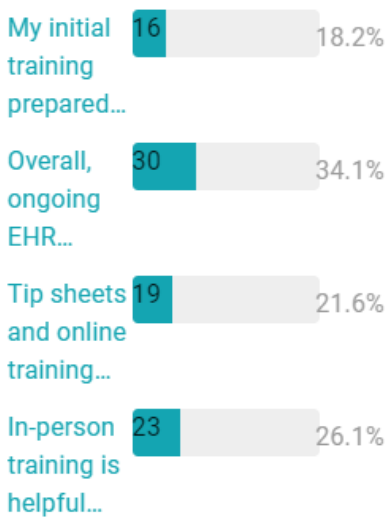
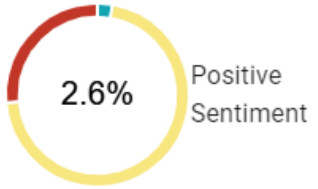
HIT

Please indicate which statement most accurately captures your experience of EHR training within...



Responded
88
out of 186

Please indicate any additional comments.



Responded
76
out of 186

Favorable
2.5%

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HIT

- Will discuss at in-person in September

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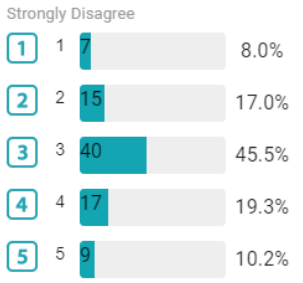
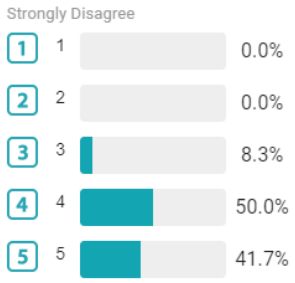
Optional Questions

I would like to have more digital tools such as texting, virtual visits and remote patient monitoring available...



Responded	Average	Favorable
88 out of 186	61.4%	29.5%

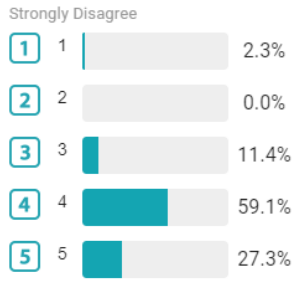
My professional values are well aligned with those in my department.



CONDITIONAL

Responded	Average	Favorable
12 out of 20	86.7%	91.7%

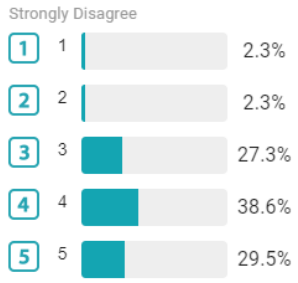
I have the materials and equipment I need to do my work right.



CONDITIONAL

Responded	Average	Favorable
44 out of 65	81.8%	86.4%

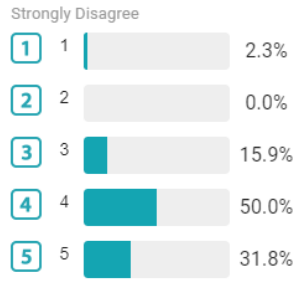
At work, my opinions seem to count.



CONDITIONAL

Responded	Average	Favorable
44 out of 65	78.2%	68.2%

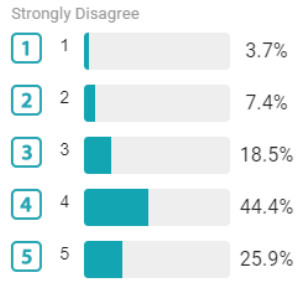
At the end of each day, I am able to deliver the quantity of care that patients require.



CONDITIONAL

Responded	Average	Favorable
44 out of 65	81.8%	81.8%

I have a sense of influence and input into key decisions to positively impact the quality of care we...



CONDITIONAL

Responded	Average	Favorable
27 out of 45	76.3%	70.4%

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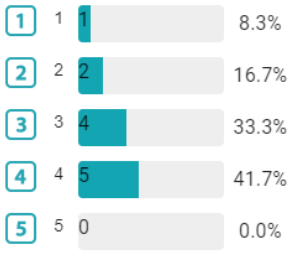
Optional Questions

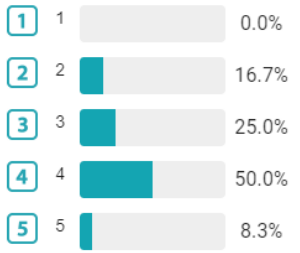
Leadership is responsive to my questions/concerns and responses to them in a timely manner.



CONDITIONAL

Responded	Average	Favorable
12 out of 28	61.7%	41.7%

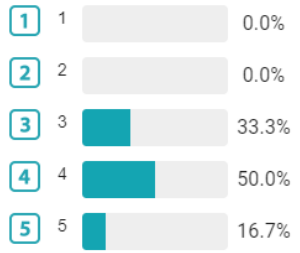
I have the resources necessary to complete my work.



CONDITIONAL

Responded	Average	Favorable
12 out of 28	70.0%	58.3%

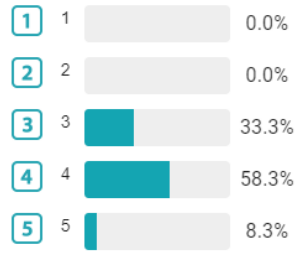
The culture at Family HealthCare supports the goal of 'unmatched kindness.'



CONDITIONAL

Responded	Average	Favorable
12 out of 28	76.7%	66.7%

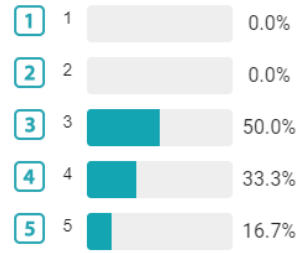
Nursing staff are adequately trained and supported in order to be effective.



CONDITIONAL

Responded	Average	Favorable
12 out of 28	75.0%	66.7%

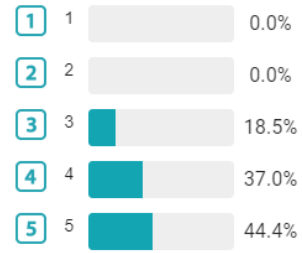
FHC is financially viable.



CONDITIONAL

Responded	Average	Favorable
12 out of 28	73.3%	50.0%

How likely is it that you would recommend your health center as a place of employment to a friend,...



CONDITIONAL

Responded	Average	Favorable
27 out of 45	85.2%	81.5%

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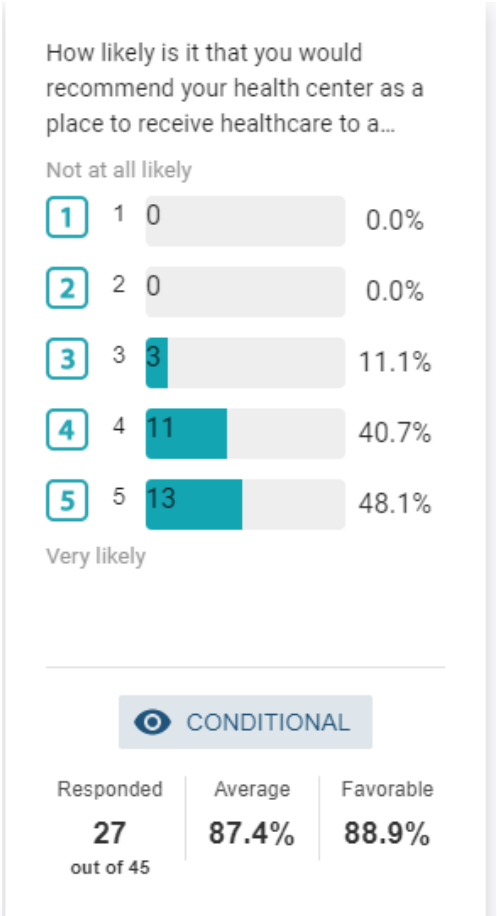
Optional Questions



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Optional Questions

- Systems Approach to Satisfaction
  - What is the role of the clinician?
  - Do clinicians have a seat at the table?
  - Does the culture of the organization place a primary focus on quality?
- Functional Approach to Satisfaction
  - Bi-directional communication and responsiveness
  - Resources
    - Human
    - Technical
  - Training and support
    - Sustainability

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Utilizing the Survey Results

- Transparent, *continuous,* sharing of data
  - Organizational level
  - By role/function
  - By factor
  - By site
  - By tenure
- Set goals
  - Annual work plan for identified priorities in survey
  - Accountability plan
  - Bi-directional communication on progress
- Patient perspective
  - Assess patient perspective on value
  - Assess patient perspective on improvements

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Thank You!

Shannon Nielson, MHA, PCMH-CCE
Principal Consultant
CURIS Consulting
Shannon.nielson@curis-consulting.com
513-260-9392

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