

# Physician Survey

## 2017 RESULTS

### { BACKGROUND }

In the last few years, hospitals expanded satisfaction surveys to start measuring physician engagement in order to ensure physician retention. Engagement extends beyond meeting expectations of services and having access to state-of-the-art equipment. Engagement measures how physicians feel about the hospital work environment, their emotional experiences and their attachment to the workplace. It is proven through research that engaged physicians provide the best patient care.

Additionally, health reform debates heightened awareness of the need for greater value in the healthcare Americans receive, but value is not just about cost. It is also about the quality of the care delivered. To achieve the highest quality, solid clinical collaboration with physicians is crucial. With this, hospitals are adding measures for physician alignment to surveys which evaluate physician involvement and influence in the vision, strategies and success of the organization. It measures the close working relationship between hospital leadership and physicians.



**PRESS GANEY**

Every two years St. James Parish Hospital contracts with the nation's largest healthcare satisfaction vendor to conduct physician surveys.



Our hospital was compared to over **2,000** healthcare facilities

AND



**73,566** physicians across the nation.

*Engagement and alignment are not interchangeable. By measuring both, we gain insight into whether physicians are likely to stay, as well as if they will support our strategic initiatives.*

*- Mary Ellen Pratt, FACHE, CEO*

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## 2017 RESULTS

### { THE NUMBERS }

We are the **TOP IN THE NATION** in Engagement and Alignment according to our Physician Survey Results.



*“This hospital cares about its patients.”*

*- St. James Parish Hospital Medical Staff*

### { HIGHEST PERFORMING QUESTIONS }

The best performing items compared to national average scores

I would stay with this hospital if offered a similar position elsewhere. { Engagement }

The hospital is appropriately staffed to provide high quality care. { Organization }

I would recommend this hospital to other physicians, family & friends. { Engagement }

Hospital administration is responsive to feedback from physicians. { Alignment }

I have adequate input in decisions that affect how I practice medicine. { Alignment }

The hospital makes every effort to deliver safe, error-free care. { Organization }