



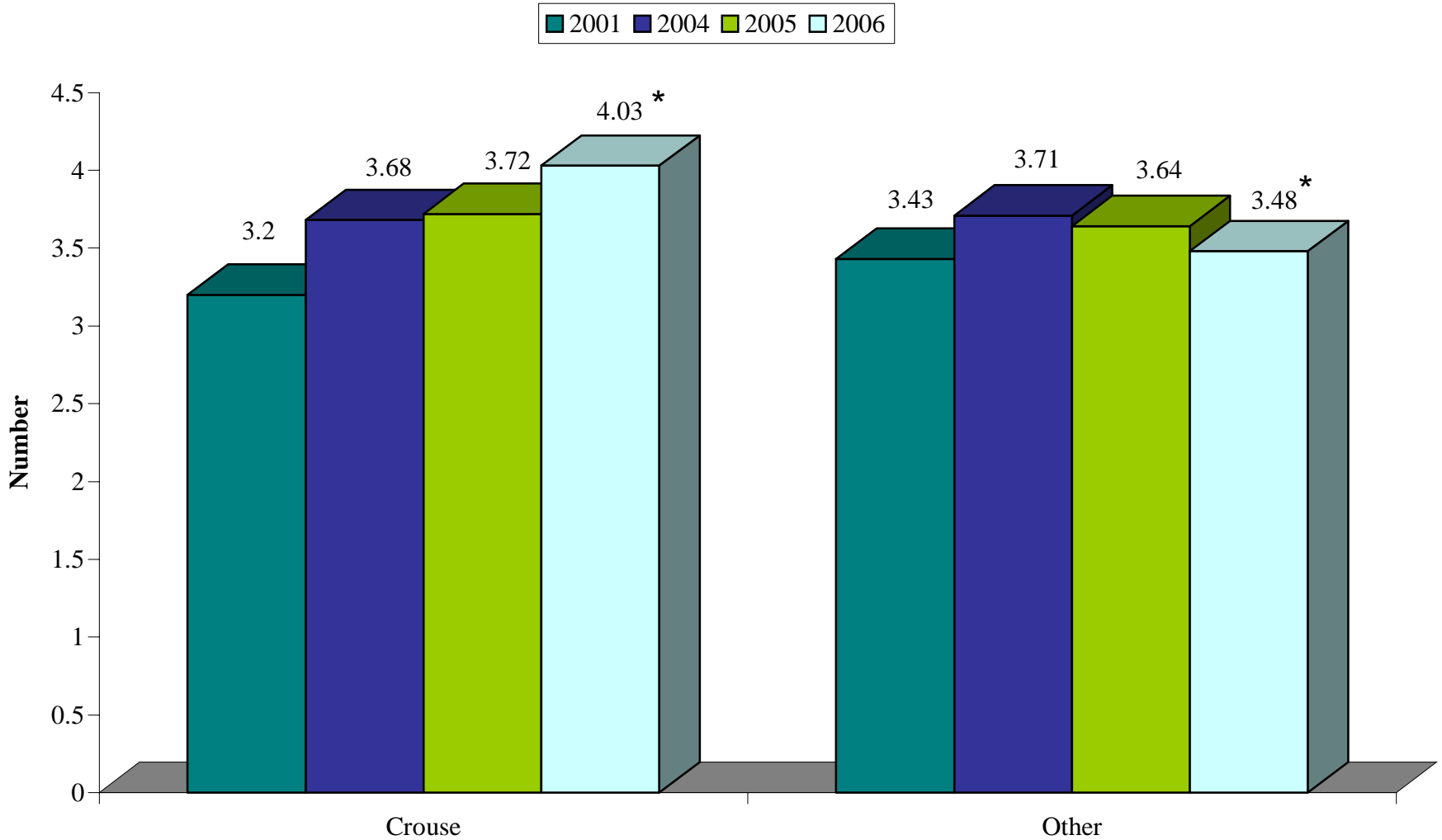
Physician Satisfaction Survey Results

Spring 2006



Overall Satisfaction with Quality of Care

based on a 5 point Likert Scale with "1" being poor and "5" being excellent



*Crouse scores are statistically different from others in 2006 at .05

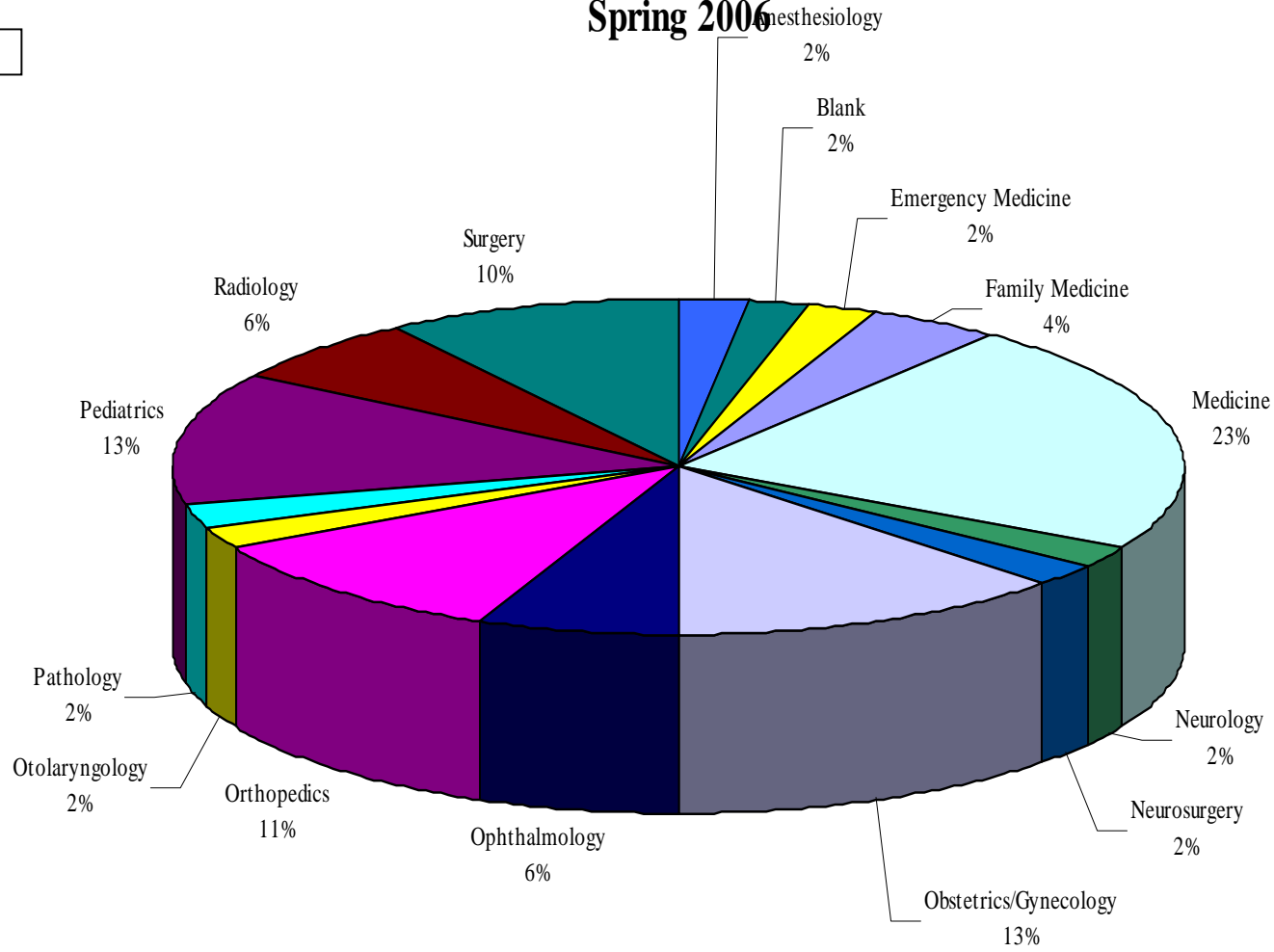
Points of Interest

- 97 responses were received -3 commented that they did not work closely with the hospital therefore they would not be able to answer the questions. Therefore, N=94
- For the question “over the past 12 months, has the reputation of Crouse Hospital in the community decreased, remained the same or increased” -of those that answered (N=84) 76.19% reported the reputation has increased while 23.81% reported it remained the same
- There are 78 questions with comparison from 2005-2006.
 - 12(15.38%) experienced a negative change (.01-.23 point-average .09)
 - 1 (1.28%) remained the same
 - 65 (83.33%) experienced a positive change (.02-.51points-average .22)

Physician Satisfaction Survey Respondents by Department

Spring 2006

n=94



Top 10 Strengths

Survey Questions	2001 Crouse	2004 Crouse	2005 Crouse	2006 Crouse	Rank in 2005
Overall satisfaction of the services provided by the Intensivists	xx	xx	xx	4.42	new
Pharmacists are knowledgeable and helpful	xx	xx	4.11	4.38	7
Nursing staff is helpful and friendly to you.	3.58	3.92	3.98	4.37	new
Radiologists are helpful.	4.34	4.18	4.26	4.33	2
Caring behavior of the nursing staff to your patients and their families.	3.61	3.94	3.85	4.30	new
Overall satisfaction with pharmacokinetics service	xx	xx	xx	4.29	new
Overall satisfaction with services provided Pharmacy	xx	xx	4.02	4.28	new
Overall quality of the medical staff.	4.08	4.14	4.17	4.28	3
Overall satisfaction with ICU Services.	4.07	4.17	4.10	4.24	10
Accuracy of results-Laboratory Services	3.84	3.97	4.11	4.23	6

Top 10 Opportunities for Improvement

Survey Questions	2001 Crouse	2004 Crouse	2005 Crouse	2006 Crouse	Rank in 2005
Parking for patients/families.	2.97	2.79	2.75	2.52	1
Cleanliness of the Hospital.	2.46	2.86	2.97	3.23	2
Overall satisfaction with information management processes within the hospital.	2.92	3.17	3.16	3.49	3
Timeliness of the information made available to you.	3.02	3.29	3.32	3.51	6
Ease of obtaining clinical information regarding your patients.	2.99	3.17	3.24	3.53	5
Overall harmony throughout the Hospital.	2.53	3.1	3.24	3.60	4
Completeness and accuracy of the patient's clinical information.	3.24	3.41	3.57	3.65	10
Administration is responsiveness to your requests, concerns, and/or suggestions, as well as to other physicians.	2.43	3.24	3.52	3.73	8
Availability of the Nurse Practitioners	xx	xx	xx	3.75	new
Overall satisfaction with Crouse Testing Center services	xx	xx	xx	3.75	new

All Questions

Survey Questions	2001 Crouse	2004 Crouse	2005 Crouse	2006 Crouse	2001 Other	2004 Other	2005 Other	2006 Other	
Patient Access									
When admitting a patient to the Hospital, your overall satisfaction with the process?	3.48	3.65	3.75	3.99	3.31	3.59	3.32	3.57	
The Hospital provides information that is helpful and useful to the patient as they plan and prepare for their hospitalization.	3.40	3.58	3.73	3.97	3.31	3.76	3.26	3.76	
Emergency Services									
Overall satisfaction with Emergency Services.	3.38	3.63	3.83	3.97	3.56	3.53	3.42	3.31	
Competency of the ED nursing staff.	3.55	3.81	3.95	4.00	3.85	3.74	3.54	xx	
Caring behavior of the ED staff to your patients and their families.	3.41	3.87	3.90	4.09	3.6	3.75	3.31	3.49	
ED communications are complete and accurate.	3.58	3.77	3.77	4.07	3.44	3.46	3.11	3.13	0.05
ED physicians are helpful.	3.55	3.93	3.97	4.09	3.63	3.64	3.38	3.23	
Overall satisfaction of the care and services provided by the ED physicians.	3.59	3.85	3.95	4.09	3.76	3.67	3.46	3.23	
Nursing Staff Services									
Considering all Nursing Units how would you rate your overall satisfaction with the care and services provided by the nursing staff	xx	xx	xx	3.88	xx	xx	xx	3.91	
Overall satisfaction with the care and services provided by the nursing staff.	3.75	3.72	3.64	4.15	3.76	3.81	3.61	xx	0.01
Competency of the nursing staff.	3.84	3.75	3.69	4.18	3.82	3.72	3.70	xx	0.01
Caring behavior of the nursing staff to your patients and their families.	3.61	3.94	3.85	4.30	3.67	3.87	3.62	xx	0.01
Communications/information sharing with you.	3.57	3.75	3.73	4.16	3.67	3.7	3.43	xx	0.01
Communications/information sharing with your patients and their families.	3.34	3.81	3.69	4.14	3.67	3.67	3.51	xx	0.01
Nursing staff carrying out your orders in a timely manner.	3.63	3.53	3.56	4.05	3.71	3.69	3.54	xx	0.01
Nursing staff does whatever they can to help you care for your patients.	4.03	3.67	3.73	4.11	3.72	3.56	3.56	xx	0.01
Nursing staff is helpful and friendly to you.	3.58	3.92	3.98	4.37	3.46	3.78	3.61	xx	0.01
Staff properly collects, handles, and prepares lab specimens for Lab	3.56	3.67	3.78	4.18	3.56	3.78	3.71	xx	0.01
You have confidence in the nursing staff.	3.94	3.68	3.73	4.21	3.85	3.8	3.53	xx	0.01

Nursing Questions by Unit

Survey Question	4NI	4SI	5SI	6M	6NI	6SI	7I	7M	ED	ICU	L&D	NICU	Peds	RCC
Overall satisfaction with the care and services provided by the nursing staff.	4.22	4.22	4.05	4.17	4.04	3.82	4.5	4.05	3.93	4.21	4.2	4.5	4.29	4.44
Competency of the nursing staff.	4.32	4.32	4	4.2	4.05	3.84	4.1	4.1	4	4.31	4.33	4.56	4.21	4.42
Caring behavior of the nursing staff to your patients and their families.	4.32	4.4	4.3	4.6	4.36	4.16	4.4	4.25	4.06	4.23	4.33	4.5	4.29	4.54
Communications/information sharing with you.	4.08	4.24	4.1	4.4	4.27	3.88	4.4	4.05	3.91	4.12	4.33	4.31	4.25	4.5
Communications/information sharing with your patients and their families.	4.17	4.25	4	4.4	4.24	3.87	4.4	3.95	3.88	4.13	4.33	4.38	4.17	4.43
Nursing staff carrying out your orders in a timely manner.	3.92	4.16	3.8	4.4	3.91	3.6	4.5	3.8	3.88	4.19	4.22	4.54	4.17	4.54
Nursing staff does whatever they can to help you care for your patients.	4.04	4.2	3.9	4	4.05	3.84	4.1	4.1	3.97	4.19	4	4.46	4.17	4.56
Nursing staff is helpful and friendly to you.	4.36	4.52	4.3	4.6	4.36	4.28	4.5	4.45	4.17	4.27	4.22	4.57	4.25	4.65
Staff properly collects, handles, and prepares lab specimens for Lab analysis.	4.09	4.27	4	4.2	4.11	4	4.3	4.07	4.13	4.14	4.11	4.57	4.26	4.38
You have confidence in the nursing staff.	4.2	4.36	4.2	4.4	4.09	3.84	4.3	4.1	4.09	4.23	4.22	4.53	4.21	4.56

Based on 5 point Likert scale

All Questions

Survey Questions	2001 Crouse	2004 Crouse	2005 Crouse	2006 Crouse	2001 Other	2004 Other	2005 Other	2006 Other	
Nurse Practitioner Services									
Overall satisfaction of the Nurse Practitioner services	XX	XX	XX	4.05	XX	XX	XX	3.7	
Clinical care delivered by the Nurse Practitioners	XX	XX	XX	4.11	XX	XX	XX	3.79	
Availability of the Nurse Practitioners	XX	XX	XX	3.75	XX	XX	XX	3.56	
Timeliness of communication from Nurse Practitioners to you	XX	XX	XX	4.05	XX	XX	XX	3.67	
Nurse Practitioners are helpful in the admission process	XX	XX	XX	3.98	XX	XX	XX	3.83	
Laboratory Services									
Overall satisfaction with the Laboratory Services.	3.40	3.68	3.75	4.03	3.52	3.69	3.85	3.86	0.05
Lab turn around time of the Lab.	3.23	3.57	3.63	3.99	3.44	3.63	3.74	3.72	0.01
Communication of the results.	3.33	3.51	3.58	3.91	3.4	3.59	3.74	3.79	0.05
Accuracy of results.	3.84	3.97	4.11	4.23	3.71	3.71	4.00	3.9	
Pathologists are helpful.	4.03	4.09	4.10	4.23	3.67	3.71	3.79	3.86	
Overall satisfaction of the services provided by the Pathologists.	3.85	4.02	4.00	4.17	3.65	3.76	3.76	3.9	
Radiology/Imaging Services									
Overall satisfaction with the Radiology Services.	4.06	4.1	3.89	4.02	3.36	3.45	3.58	3.74	
Scheduling of your patients for Radiology Services.	3.87	3.97	3.99	4.05	3.36	3.46	3.50	3.52	
Caring behavior of the Radiology staff.	3.96	3.99	3.91	4.13	3.32	3.43	3.50	3.73	
Turn around time of the diagnostic services.	3.89	3.93	3.78	3.90	3.42	3.5	3.63	3.65	
Communication of the results.	3.82	3.82	3.57	3.82	3.45	3.47	3.43	3.58	
Accuracy of results.	4.06	4.09	4.05	4.18	3.68	3.63	3.57	3.84	
Radiologists are helpful.	4.34	4.18	4.26	4.33	3.61	3.51	3.73	3.97	
Overall satisfaction of the services provided by the Radiologists.	4.20	4.01	3.99	4.17	3.65	3.51	3.48	3.91	

All Questions

Survey Questions	2001 Crouse	2004 Crouse	2005 Crouse	2006 Crouse	2001 Other	2004 Other	2005 Other	2006 Other
Surgical-OR/Anesthesia Services								
Overall satisfaction with surgical services (OR staff)	3.89	3.92	3.92	4.09	3.76	3.52	3.69	3.63
Ease of scheduling patients for surgery.	3.85	3.42	3.74	3.80	3.96	3.22	3.67	3.28
Overall satisfaction with Crouse Testing Center services	xx	xx	xx	3.75	xx	xx	xx	3.73
OR is properly equipped and supplied.	4.00	3.44	3.50	3.60	3.79	3.35	3.86	3.89
Competency of OR staff.	3.86	3.94	3.80	3.88	3.79	3.61	3.91	3.61
Communications by OR staff to patients' families.	3.84	3.92	3.85	3.83	3.6	3.55	3.95	3.63
Team work in the OR suite.	3.52	3.9	3.75	3.86	3.52	3.57	3.86	3.56
CRNAs are helpful	xx	xx	xx	4.13	xx	xx	xx	3.79
Anesthesiologists are helpful.	3.08	4.04	4.03	4.12	3.55	3.58	4.00	3.84
Overall satisfaction with Anesthesia services.	3.19	4.13	3.95	4.10	3.75	3.71	3.92	3.89
ICU Services								
Overall satisfaction with ICU Services.	4.07	4.17	4.10	4.24	3.65	3.94	3.79	3.89
Communication/information (the intensivists) sharing with you.	3.82	3.95	4.02	4.10	3.54	3.88	3.63	3.89
Competency of ICU staff.	4.26	4.22	4.28	4.31	3.62	4	3.79	xx
Competency of Intensivists	xx	xx	xx	4.53	xx	xx	xx	4.11
Overall satisfaction of the services provided by the Intensivists	xx	xx	xx	4.42	xx	xx	xx	4.11
Hospitalists Services								
Overall satisfaction with the Hospitalist Services.	xx	4.01	3.98	3.92	xx	3.74	4.00	3.76
Competence of Hospitalist physicians.	xx	4.08	4.05	3.93	xx	3.89	4.00	3.81
Timeliness of the response by Hospitalists.	xx	4.17	4.00	3.93	xx	3.79	3.95	3.81
Communications with your practice.	xx	3.99	3.98	3.83	xx	3.61	3.82	3.48

All Questions

Survey Questions	2001 Crouse	2004 Crouse	2005 Crouse	2006 Crouse	2001 Other	2004 Other	2005 Other	2006 Other	
Information Management									
Overall satisfaction with information management processes within the hospital.	2.92	3.17	3.16	3.49	3.18	3.55	3.77	3.81	0.05
Ease of obtaining clinical information regarding your patients.	2.99	3.17	3.24	3.53	3.18	3.56	3.79	3.93	
Timeliness of the information made available to you.	3.02	3.29	3.32	3.51	3.33	3.51	3.77	3.9	
Completeness and accuracy of the patient's clinical information.	3.24	3.41	3.57	3.65	3.37	3.6	3.79	3.83	
Helpfulness of Medical Records staff.	3.55	3.91	3.92	4.04	3.58	3.74	4.06	4.09	
Overall satisfaction of Medical Records Department.	3.33	3.86	3.80	3.85	3.55	3.79	3.88	4.07	
Discharge Planning									
Overall satisfaction with the discharge planning process.	3.56	3.76	3.81	3.79	3.53	3.84	3.69	3.7	
Care coordinators are helpful.	3.63	3.87	3.86	4.03	3.68	3.69	3.62	3.77	
Social Workers are helpful.	3.70	3.93	3.93	xx	3.74	3.8	3.66	xx	
Care coordination works closely with you in preparing your patients for	3.49	3.72	3.88	3.87	3.59	3.67	3.59	3.63	
Other hospital staff appropriately assists with discharge planning.	3.59	3.72	3.84	3.90	3.58	3.55	3.72	3.73	
Outpatient Services									
Overall satisfaction with registering patients for the Hospital's outpatient	3.55	3.66	3.71	3.97	3.43	3.34	3.58	3.67	
Overall satisfaction with outpatient services for Radiology.	3.74	3.84	3.83	4.14	3.5	3.52	3.66	3.84	0.05
Overall satisfaction with outpatient services for OT/PT/Speech Therapy.	3.60	3.72	3.82	3.96	3.5	3.61	3.59	3.93	
Overall satisfaction with outpatient services for Surgical Services.	3.60	3.79	3.84	3.81	3.52	3.52	3.83	3.7	
Administration									
Administration is readily accessible to you and other physicians.	2.81	3.47	3.78	3.98	3.52	3.52	3.37	3.38	
Administration communicates and shares information openly and frequently to you and other physicians.	2.55	3.39	3.71	3.91	3.22	3.47	3.24	3.17	
Administration is effectively managing the current economic crisis.	2.33	3.41	xx	xx	2.94	3.52	3.09	xx	
Administration is responsiveness to your requests, concerns, and/or suggestions, as well as to other physicians.	2.43	3.24	3.52	3.73	2.97	3.47	3.97	3.07	

All Questions

Survey Questions	2001 Crouse	2004 Crouse	2005 Crouse	2006 Crouse	2001 Other	2004 Other	2005 Other	2006 Other	
Pharmacy Services									
Pharmacists are knowledgeable and helpful	xx	xx	4.11	4.38	xx	xx	3.97	4.12	0.05
Overall satisfaction with services provided Pharmacy	xx	xx	4.02	4.28	xx	xx	3.89	3.96	
Overall satisfaction with the coumadin protocol	xx	xx	4.12	4.05	xx	xx	3.79	3.77	
Overall satisfaction with pharmacokinetics service	xx	xx	xx	4.29	xx	xx	xx	3.88	
Overall satisfaction with the heparin protocol	xx	xx	4.16	4.07	xx	xx	3.44	3.85	
Other Departments/Services (Inpatient)									
Overall satisfaction with the support provided by the Department of Quality Improvement and/or Risk Management in addressing peer review, root cause analysis, and other quality initiatives.	3.09	3.55	3.78	3.78	3.26	3.45	3.56	3.39	
The Medical Affairs staff is responsive to your needs.	3.18	3.63	3.76	3.89	3.48	3.49	3.63	3.5	
Overall satisfaction with the Credentialing and Reappointment process.	3.35	3.68	3.74	3.86	3.53	3.56	3.48	3.69	
Overall satisfaction of the Medical Affairs Department.	3.25	3.71	3.78	3.90	3.55	3.6	3.52	3.44	
Overall satisfaction with services provided by Dietitians.	3.53	3.68	3.74	3.89	3.43	3.69	3.79	3.6	
Overall satisfaction with services provided by Respiratory Therapists.	3.75	3.85	3.84	4.05	3.68	3.88	3.48	3.8	
Overall satisfaction with services provided by OT/PT/Speech Therapy.	3.71	3.79	3.83	3.85	3.63	3.86	3.16	3.74	
Overall satisfaction with services provided by Pharmacy.	3.82	3.92	4.02	4.28	3.77	3.83	3.89	3.96	
Miscellaneous									
Cleanliness of the Hospital.	2.46	2.86	2.97	3.23	2.97	3.21	3.39	3.32	
Parking for patients/families.	2.97	2.79	2.75	2.52	2.97	3.13	3.22	3.39	
Overall harmony throughout the Hospital.	2.53	3.1	3.24	3.60	3.09	3.44	3.88	3.03	0.01
Overall quality of the medical staff.	4.08	4.14	4.17	4.28	3.61	3.77	3.63	3.63	
Overall satisfaction with the services and care provided by the hospital.	3.20	3.68	3.72	4.03	3.43	3.71	3.64	3.48	0.01

Top 10 Physician Services/ Specialties identified as needing increased coverage

• Dermatology	2.29
• Allergy	2.43
• Dentistry	2.60
• Physical Medicine & Rehab	3.04
• Psychiatry	3.17
• Family Medicine	3.28
• Pulmonary	3.39
• Endocrinology	3.43
• Geriatrics	3.43
• Neurology	3.47