



To: LRM Medical Staff

CC: LRM Governing Board Members
LRM Employees

From: B. Joseph Badalian, President & CEO

Re: Physician Satisfaction Survey Preliminary Results

Date: January 17, 2012

I am pleased to share the preliminary results of our most recent Physician Satisfaction Survey that was held in November 2011. First, thank you to those physicians who participated in the survey. **Your input and support is greatly appreciated and always welcomed.**

Below is a brief summary of the survey:

- **Overall physician satisfaction improved to 91.4% in 2011 from 89.7% in 2010**
 - ✓ 2% year-over-year improvement
 - ✓ Highest score for LRM in 7 years (*since the inception of this survey format*)
 - ✓ LRM ranked 8th in the company in 2011 vs. 12th in 2010 (*out of 50 hospitals*)

We have many areas to be proud of and some opportunities for improvement. Summarized below is a short list of both – quoted directly from the survey (*based on scoring as it relates to Tenet’s average and/or improvements from prior year*).

<i>Areas of top performance...</i>	<i>Opportunities for improvement...</i>
In response to complaints, processes are fixed so that issues do not recur.	It is convenient for me to admit patients directly from my office.
Operating room procedures start on time (e.g., patients are prepped and ready when expected).	Radiology results are available on a timely basis.
I can find patient charts quickly when rounding.	I am proud to be a part of the medical staff.

It’s important to note that we’ve made changes and improvements after the completion of the survey and we’ll continue our efforts in making LRM a physician friendly hospital.

To our physicians, please continue to offer your input and feedback – it’s much appreciated. On behalf of everyone at Lakewood Regional Medical Center, thank you for choosing and trusting our hospital for all your patient care needs.

To LRM employees, thank you for making our physicians feel welcomed. I also want to thank you for the improvements you’ve made since our 2010 survey. It’s important that we continue our progress and provide the customer service that our physicians expect and deserve.

As I mentioned above, these are preliminary scores. I will share the final results once we receive them.

October 2011 Physician Satisfaction Survey Summary Results Data Collection October 29 through November 23 2011			
<i>Results shown as percentage of always/usually based on always/usually/sometimes/never scale</i> <i>(*Results shown as percentage of strongly agree/agree based on strongly agree/agree/disagree/strongly disagree scale)</i> <i>Green=more than 5% above Tenet results Red=more than 5% below Tenet results</i>			
	Tenet Average Score	2011 LRMIC Score	LRMIC Raw Score Improvement over Tenet Average
Number of Responses	3513	64	
Response Rate	47.0%	64%	
PHYSICIAN SATISFACTION SCORE	83.4%	91.4%	8.0%
ADMINISTRATION (CEO, CNO, COO, CFO, DBD)	79.4%	86.7%	7.3%
Hospital administration responds effectively to physicians' needs and concerns.	78.2%	85.5%	7.3%
Hospital administration is available to physicians.	88.5%	95.2%	6.7%
Hospital administration is frequently seen in clinical areas.	66.8%	77.4%	10.6%
The hospital governance process is fair and effective.	84.0%	88.5%	4.5%
COMMUNICATION	75.8%	87.7%	11.9%
This hospital responds effectively to patient complaints.	84.8%	93.2%	8.4%
In response to complaints, processes are fixed so that issues do not recur.	74.6%	93.0%	18.4%
Mechanisms are available for physicians to give feedback.	81.1%	87.1%	6.0%
Physicians are given the opportunity to provide input into major facility investments.	62.7%	77.4%	14.7%
COMMUNITY RELATIONS	82.7%	92.8%	10.1%
This facility is viewed as a valued contributor to the community.	85.7%	93.7%	7.9%
Education and outreach programs meet the needs of our community.	79.8%	91.9%	12.2%
NURSING	82.8%	89.0%	6.1%
Nurses respond to physician orders in a timely manner.	86.5%	92.2%	5.7%
Nurses have the necessary skills to perform assessments, procedures, and treatments.	86.3%	93.7%	7.4%
If requested, nurses routinely round with me on my patients.	75.7%	81.0%	5.3%
NON-NURSING STAFF	88.2%	94.5%	6.3%
Ancillary staff (e.g., PT, OT, RT, clerks, and techs) is attentive to physicians' needs.	90.2%	95.3%	5.1%
Case Managers effectively help me care for my patients.	86.2%	93.8%	7.5%
OPERATIONAL EFFICIENCY	81.8%	91.1%	9.3%
The surgical scheduling process is efficient.	81.1%	87.5%	6.4%
The diagnostic imaging scheduling process is efficient.	83.0%	93.1%	10.2%
Operating room procedures start on time (e.g., patients are prepped and ready when expected).	72.6%	90.0%	17.4%
Lab results are available on a timely basis.	86.4%	96.8%	10.4%
Radiology results are available on a timely basis.	87.3%	88.3%	1.1%
I can find patient charts quickly when rounding.	75.6%	93.3%	17.8%
Diagnostic Imaging services (e.g., MRIs, CTs, nuclear medicine tests) are available in a timely manner.	83.0%	93.4%	10.4%
It is convenient for me to admit patients directly from my office.	85.6%	86.4%	0.9%
PHYSICAL ENVIRONMENT	85.2%	96.9%	11.7%
This facility is clean.	85.5%	96.9%	11.4%
The lobby and public areas of this facility are attractive and well-maintained.	84.9%	96.9%	12.0%
QUALITY OF PATIENT CARE	86.4%	95.1%	8.7%
This facility provides the supplies and equipment I need to deliver quality patient care.	87.3%	96.8%	9.5%
The specialties I need to deliver quality patient care are available.	88.4%	98.4%	10.0%
My patients receive quality care at this facility.	92.2%	98.4%	6.3%
Safety and quality information are reported to physicians.	86.4%	93.7%	7.3%
The hospital minimizes preventable complications (e.g., med errors, falls, skin ulcers, hospital-acquired infections).	91.7%	96.9%	5.2%
Patient care is better at this facility than at competing hospitals.	72.8%	86.7%	13.9%
GLOBAL RATINGS	86.4%	92.2%	5.8%
I am proud to be a part of the medical staff.	90.6%	93.8%	3.2%
I would choose to be a patient here.	82.2%	90.6%	8.4%
SURVEY RESULTS	76.2%	87.5%	11.4%
The results of the last Physician Satisfaction Survey were shared with me.	78.1%	85.5%	7.3%
There have been improvements made in this hospital as a result of the previous survey.	74.2%	89.6%	15.4%
ELECTRONIC MEDICAL RECORDS	81.0%	94.9%	14.0%
The hospital has done a good job implementing the new system.*	78.5%	93.3%	14.9%
This hospital's electronic medical record system provides you the clinical information that you can use to care for your patients.*	83.4%	96.6%	13.1%