



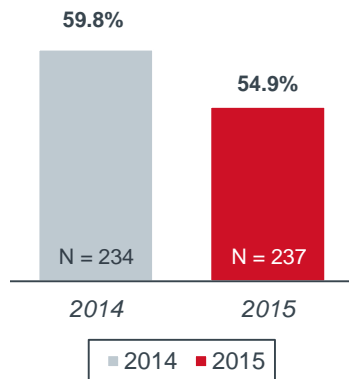
Survey Solutions
Physician Engagement

Mercy Medical Center 2015 Physician Engagement Survey Results

2015 Mercy Medical Center Response Rate

A Representative Sample

Overall Response Rate: Mercy Medical Center



Response Rate Breakdown

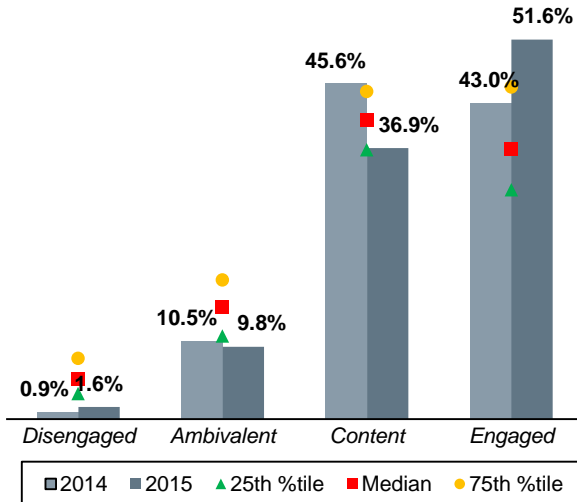
Professional Relationship	2014	2015
Employed	87.5%	92.5%
Contracted	62.5%	60.0%
For Profit - Employed	88.3%	68.8%
Independent	46.7%	41.7%

Outstanding Results! 😊

Employed, Contracted, and For-Profit Employed Providers

Overall Engagement Relative to Advisory Board Benchmark¹

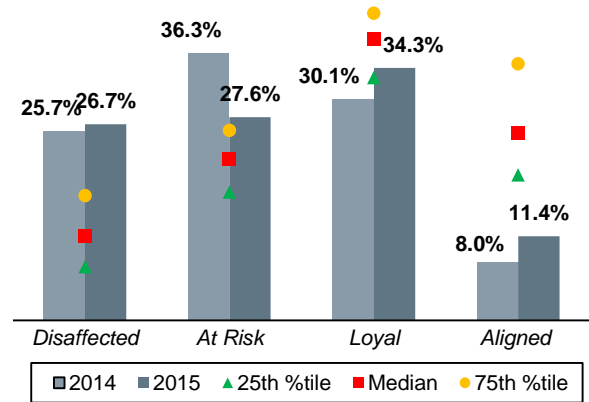
2014 N=121; 2015 N=131



Independent Providers

Overall Alignment Relative to Advisory Board Benchmark¹

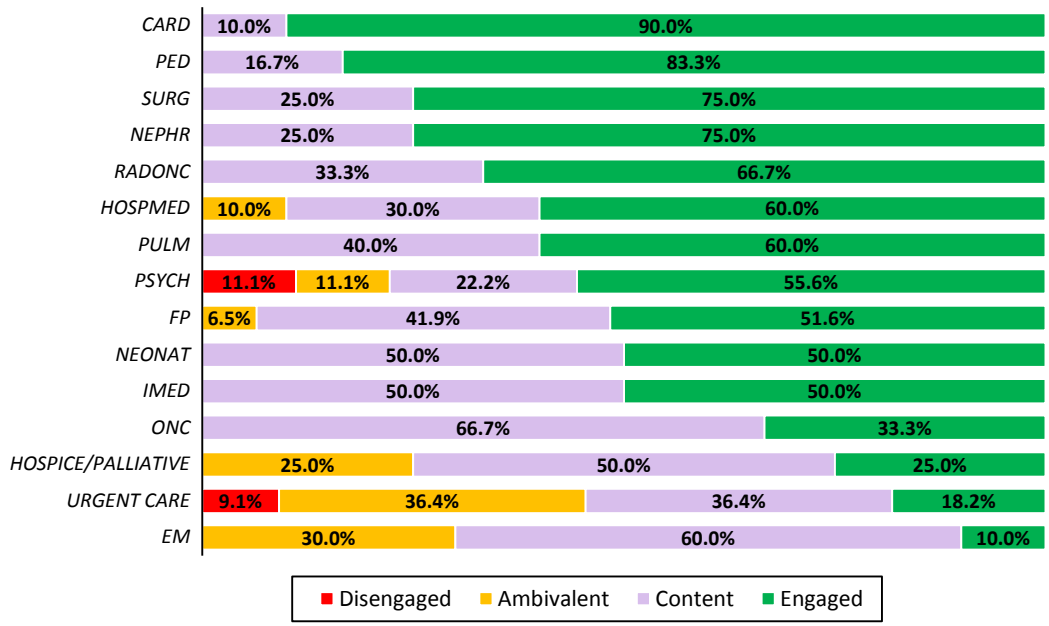
2014 N=113; 2015 N=106



Engagement by Specialty

Primary Care Performance Exceeds 75th Percentile Benchmark

Employed, Contracted, For-Profit Employed Providers

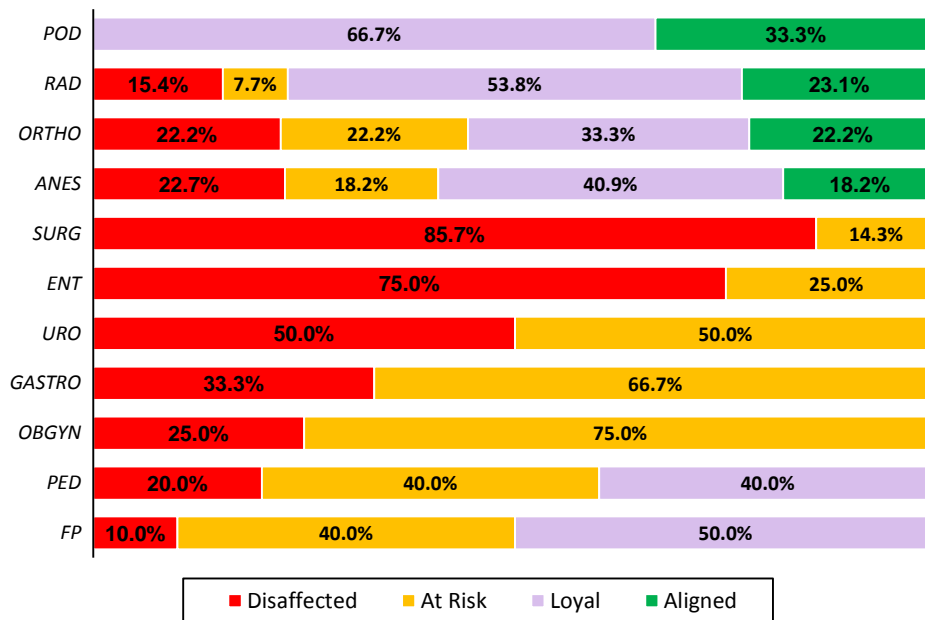


1) Engagement N reflects removal of respondents who indicated they intend to retire or move out of the region in the next three years
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Source: Advisory Board Survey Solutions' physician engagement database, 2015.

Alignment by Specialty

Independent Providers



Strengths

Recognition Efforts; EPIC; Sharing of Information

Employed, Contracted, For-Profit Employed Providers

Driver	2014-2015 Move	Gap to 2015 BM ¹
This organization supports my desired work-life balance.	8.7%	22.0%
This organization recognizes clinicians for excellent work.	10.8%	24.1%
The actions of this organization's executive team reflect the goals and priorities of participating clinicians.*	11.3%	23.5%

Independent Providers

Driver	2014-2015 Move	Gap to 2015 BM ¹
This organization is pursuing an effective EMR/EHR strategy.*	7.2%	17.3%
My patients are able to obtain appointments with consulting physicians in a timely manner.	1.5%	12.9%
I have the information I need to assess my productivity and care quality.*	11.3%	3.8%
My patients are able to obtain appointments for hospital services (lab, imaging) in a timely manner.	-0.2%	2.7%
This organization accepts the insurance most commonly used by my patients.	-3.9%	-1.1%

1) "Gap to BM" reflects gap to 2015 agree/strongly agree benchmark

2) * indicates universal survey driver

Opportunities

Connection between physicians & Clinical Care/Medical Staff

Employed, Contracted, For-Profit Employed Providers

Driver	2014-2015 Move	Gap to BM ¹
I am interested in physician leadership opportunities at this organization.*	1.9%	-0.5%
I have good working relationships with clinicians in the organization outside of my practice area.	0.2%	2.4%
I have good working relationships with clinicians in my principal area.	-0.3%	2.8%

Independent Providers

Driver	2014-2015 Move	Gap to BM ¹
The actions of this organization's executive team reflect the goals and priorities of participating clinicians.*	11.8%	-11.9%
I view this organization as a strategic partner in navigating the changing healthcare landscape.	10.4%	-12.7%
I am kept informed of the organization's strategic plans and direction.*	3.1%	-10.7%
I have a high degree of confidence in this organization's medical staff.	0.2%	-23.0%
This organization is well prepared to meet the challenges of the next decade.*	8.8%	-17.7%
This organization provides excellent clinical care to patients.*	7.2%	-21.0%

1) "Gap to BM" reflects gap to 2015 agree/strongly agree benchmark

2) * indicates universal survey driver

Open Ended Feedback Themes

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Requests for Coding feedback in real-time

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(Employed, For-Profit Employed) Physicians concerned about compensation

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Excellence in OR, Zone 91, and ICU

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Nursing Themes:

- Nursing staff is overworked
- Need to improve communication
- Nursing staff is not valued by the organization
- Need to decrease turnover/hiring
- Need to reevaluate nursing compensation

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Improve communication about strategic planning

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Food in lounges