

AMGA's Provider Satisfaction Benchmarking Program

Presentation to AMGA Human Resources Council
September 12, 2011

AMGA Provider Satisfaction
Benchmarking Program



Presentation Outline

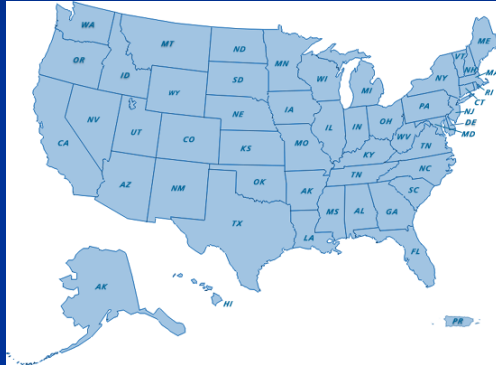
- Why participate in the survey?
- The survey database
- The survey instrument
- The survey process
- The survey report
- Final details

Why Groups Participate...

- To receive actionable information from a widely used, valid survey instrument
- Benchmarking against peer groups, to find out “how we’re doing” on a *relative* basis
- Evaluate performance of different departments, sites, and managers
- Provider compensation, recognition, or recruitment/retention issues
- Guide organizational development and quality improvement initiatives, by targeting areas particularly needing improvement

The Survey Database

AMGA's Provider Satisfaction Survey Database Contains:



- Data from >100 medical groups across the nation
- Norms on 46 specialties
- Surveys from more than 13,000 providers

Characteristics of the Database

- 4 year rolling database; 80% of surveys collected in last 2 years
- Average response rate = 66%
- Of participating medical groups:
 - 39% of groups employ >200 providers
 - 80% of groups employ >100 providers
- Roughly 85% of database comprised of physician surveys; rest of database are non-MDs such as psychologists, physical therapists, physician assistants, etc.
- Roughly 2/3rds of groups survey non-MDs...this is completely at the discretion of each group

The Survey Instrument

Development of the Survey

- Initial item pool drawn from pre-existing surveys and supplemented with original items created by AMGA that measured other topics of interest
- Factor analysis of pilot survey data in 2000 with 13 participating medical groups identified 10 initial provider satisfaction dimensions
- Subsequent work over next year (adding, deleting, or rewriting items) designed to refine the survey
- Survey finalized in 2001...factor analysis of the final item pool identified 12 dimensions of provider satisfaction

The 12 Dimensions

- Leadership and Communication
- Time Spent Working
- Quality of Care
- Patient Interactions
- Administrators
- Compensation
- Relationships w/ Staff
- Resources
- Acceptance by Colleagues
- Paper Work
- Computers
- Preauthorization Hassle

The Final Survey

- Total number of items measuring these dimensions: 54
- Individual dimension scales comprised of 3 to 10 items
 - Scale reliabilities range from .58 to .94
 - Average is .78
- Other items measure overall satisfaction, use of email, demographics, and other areas of interest
- Groups can add up to 5 questions of their own creation to the standard survey
- Open-ended comments section completes survey (verbatim summaries provided to groups)
- Survey typically takes 10-15 minutes to complete

How Scores on the 12 Dimensions Are Derived

- Questions answered on very dissatisfied to very satisfied or strongly disagree to strongly agree scales
- Items coded so that responses equivalent to very satisfied are scored as 1, all other responses scored as 0
- Questions measuring the same dimension are weighted equally and averaged into overall dimension summary scores
- Final dimension scores measure **percent of very satisfied** responses

Why Percent Very Satisfied?

- Current quality improvement theories emphasize targeting the highest levels of performance (best practices), rather than performance that is merely 'average' or 'acceptable'
- Medical groups are more likely to experience improvements in quality of care and other desirable outcomes when providers are excited about their work

The Survey Process

The Survey Process

- Five week survey period, allowing ample time for busy providers to complete their surveys
- Providers guaranteed complete anonymity, ensuring candid responses
- Two survey methods: web survey and paper surveys
 - With paper surveys, each provider is sent a survey and a stamped return envelope; they complete the survey and return it directly to AMGA
 - With web survey, each provider is sent a survey invitation via email; each invitation contains a person-specific link to the survey website

The Survey Process

- All providers sent an initial survey invitation
- Nonrespondents sent 1 to 2 reminders (depending on survey method)
- Report distributed within roughly three weeks of the end of the survey period

The Survey Report

Three Primary Levels of Analysis

- Overall level
- By site (e.g., “123 Main Street”, “Building A”)
- By specialty (e.g., pediatrics, neurosurgery)
- Site and specialty reports must have at least 3 respondents
- Participating groups can request special analyses for additional fees (e.g., analyses by “region”, analyses by VP or supervisor)

Overall Group Report

This part of the report includes:

- Response summaries for each survey dimension and item (including custom questions, if any);
- Previous results for each dimension (if available);
- Norms for each item and dimension;
- Best practice (95th percentile) benchmarks for each dimension;
- Group’s percentile ranking against other medical groups for each dimension and overall satisfaction;
- Breakdowns for each dimension and overall satisfaction by key demographics (e.g., age, gender); and
- Targeting map for identifying dimensions most in need of improvement to increase overall satisfaction.

Site and Specialty Reports

- Site/specialty sections contain complete analyses of each regular survey dimension and item (e.g., norms and benchmarks, previous results if available), plus analyses of custom questions
- Specialty analyses include specialty-specific norms and benchmarks

Final Details

Participation Fees for 2011 One More Survey in 2011...Surveying Starts October 31st

Number of Providers	Base Member Rates	Base Non-Member Rates
< 25	\$1,525	\$3,050
25 – 50	\$2,375	\$4,750
51 – 100	\$3,050	\$6,100
101 – 250	\$4,150	\$8,300
251 - 500	\$5,575	\$11,150
501 and above	\$6,975	\$13,950

*For groups using the web survey, there is also a per provider web survey charge of \$5.00

OPTIONAL: \$150 per question for each custom question added to the web survey, \$100 per custom question for paper surveys (maximum of five)

Have Questions About the Provider Satisfaction Survey? Want to Participate?

Contact:

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