

## Don't take our word for it:

*“Austin Regional Clinic has used the AMGA Provider Satisfaction Survey as a benchmark for many years. We find the ease of administration, clarity of the results, and pertinence of the performance categories extremely helpful.”*

— **Norman H. Chenven, M.D.**  
Founding CEO  
Austin Regional Clinic

*“Your level of provider satisfaction as measured by the AMGA Provider Satisfaction Survey directly impacts your ability to align your providers to your organization's mission, vision, and strategic goals. It also provides you as a healthcare leader with the critical information necessary to address weaknesses and take advantage of strengths. Don't miss this opportunity to better understand and advance your medical group.”*

— **Todd D. Grages**  
President and Chief Executive Officer  
Methodist Physicians Clinic

*“The customer service at AMGA made survey administration easy. In the report, the data is stratified by department, job function, and supervisor. With this information, we were able to develop programs and initiatives to improve overall engagement and satisfaction.”*

— **Shelley A. Vitus**  
Director, Human Resources  
Oregon Medical Group

*“We have used the AMGA Employee Satisfaction and Engagement Benchmarking Program for many years and our experience has been great. The AMGA staff has been exceptionally helpful, making the survey process easy for us. The survey is well designed and delivered, which has resulted in excellent participation rates. Reports provided through the program have been received very quickly and are detailed and informative. This information has enabled us to greatly improve the quality of our employees' work lives.”*

— **Kim Croft**  
Service Excellence Manager  
St. Elizabeth Physicians



Provider and  
Employee Satisfaction  
Benchmarking Program

## Create a Culture of High Performance



**Empower Your People to Succeed**



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## Create a Culture of High Performance

Delivering high-performance health to your patients depends on the engagement, commitment, and allegiance of your physicians, other clinicians, and staff. Their satisfaction and their alignment with your organization's mission and goals translate into a superior patient experience that nurtures your patients' loyalty to you as their partners in health. Empowered providers and staff are critical to succeeding in today's competitive environment.

The **AMGA Provider and Employee Satisfaction Benchmarking Program** gives you access to national, valid, peer-based benchmarks of satisfaction among your care providers and employees. These unique benchmarks are based on data from participating organizations similar to your own. By using these benchmarks, you can identify *where* you need to improve. Our analysis helps you prioritize *what* to improve.

We can help you create a work environment where your providers and staff are productive and engaged, enjoying the work they do and delivering the highest quality care to your patients. Each of them are vital to ensure that all of the components of a successful business come together—from the receptionist at the front desk greeting patients and starting them through their appointment, to the IT technician making sure your secure EMR is running smoothly, to your compliance and coding staff enabling your organization to be financially successful, to the high-performing physicians, nurse practitioners, and other clinical staff who bring the best possible care to your patients.

A culture dedicated to improving the patient experience is essential to your success as a service organization. With our programs, you will know how to improve care, where you need to focus, and if you are succeeding in creating a culture of high performance.



AMGA's programs give you tools and support unparalleled in the industry:

- **Comparable benchmarks.** National data compares you with other similar organized systems of care.
- **Granular data.** Robust reporting with breakouts of data helps you determine where to improve.
- **Actionable data.** A targeting improvement map and a priority matrix show what to improve.
- **Excellent response rate.** Our surveys average 60%-70%, with some groups reporting upwards of 90%.
- **Historical comparison.** You can track your progress over time with charts comparing performance across survey cycles.
- **Timely reporting.** You have your results within three weeks of survey close.
- **Confidentiality.** Promotes candor and helps increase the response rate, and open-ended comments reveal enlightening detail.
- **Dedicated, knowledgeable staff.** We're here to assist you throughout the process.
- **Cost-effective pricing.** Our pricing structure gives AMGA members substantial discounts.

You need this data to empower your people. Start creating a culture of high performance today with AMGA's satisfaction benchmarking programs.

### AMGA Provider Satisfaction Benchmarking Survey

The important subject areas (dimensions) of the survey include:

- Leadership and Communications
- Time Spent Working
- Compensation
- Quality of Care
- Patient Interactions
- Administration
- Computers
- Resources
- Acceptance by Colleagues
- Relationships with Staff
- Paperwork
- Pre-Authorization Hassles

### AMGA Employee Satisfaction and Engagement Benchmarking Survey

The important subject areas (dimensions) of the survey include:

- Employee Engagement
- Rewarding Work
- Supervision
- Growth Opportunities
- Personal Relationships
- Leaves
- Pay
- Workload
- Physician Interactions
- Health Benefits

In addition to the dimensions, the following items are also included in the survey and report:

- Overall Job Satisfaction
- Future Tenure on the Job
- The Employee's Recommendation of the Medical Group to Others

If there are specific topics or areas that you would like to explore in further detail, you can add questions. In addition, respondents can comment on other work-related issues in a final, open-ended question.

### Your Comprehensive Report

The final report provides a comprehensive set of norms and benchmarks that will show how your group compares to other medical groups across the country. In addition, you will receive information that will help pinpoint the areas that need to be improved so that your people will have a more satisfying work environment:

- A priority matrix and targeting map that will allow you to identify which aspects of satisfaction are most in need of improvement.
- An Overall Medical Group Results section that summarizes how your medical group compares on each dimension of satisfaction as well as on each individual survey item. Similar reports are created for data reporting at multiple levels.
- Results from the most recent prior survey will be presented with your current results.



### Start Creating a Culture of High Performance Today

For more information about the AMGA Provider Satisfaction Benchmarking Survey or Employee Satisfaction and Engagement Benchmarking Survey, visit AMGA's website at [amga.org/satisfaction](http://amga.org/satisfaction) or call us today at 703.838.0033.