What's Happening with Provider Satisfaction?

July 21, 2022

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Webinar Housekeeping

- Today's presentation is being recorded – The links to the view the recording and download the presentation on-demand will be shared will all participants. Webinar links will also be posted on AMGA's website within the next few days.

- All lines have been placed on mute to prevent any background noise.

- Please use the Q&A section of the system to submit your questions anytime during the presentation, and our speaker will address them at the end. Please submit comments in the Chat section only.

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SPEAKER BIO

Elizabeth Siemsen - Director , AMGA Consulting

More than 20 years of experience in healthcare with broad exposure to all elements of a healthcare system, including physician group practices.

Experience:

- Former member of the senior leadership team of Mercy Hospital-Allina Health
- Began healthcare career as a financial analyst in decision support before expanding into performance improvement, operations and leadership roles for Allina Health and HealthEast in the Minneapolis/St. Paul area

Areas of expertise:

- Strategic planning and deployment
- Performance improvement
- Data analytics
- Health system operations
- Leader development

Education:

- Bachelor's degree in economics and business from Lafayette College
- Master's certificate in organizational leadership from St. Catherine University
- Six Sigma green belt and LEAN training programs

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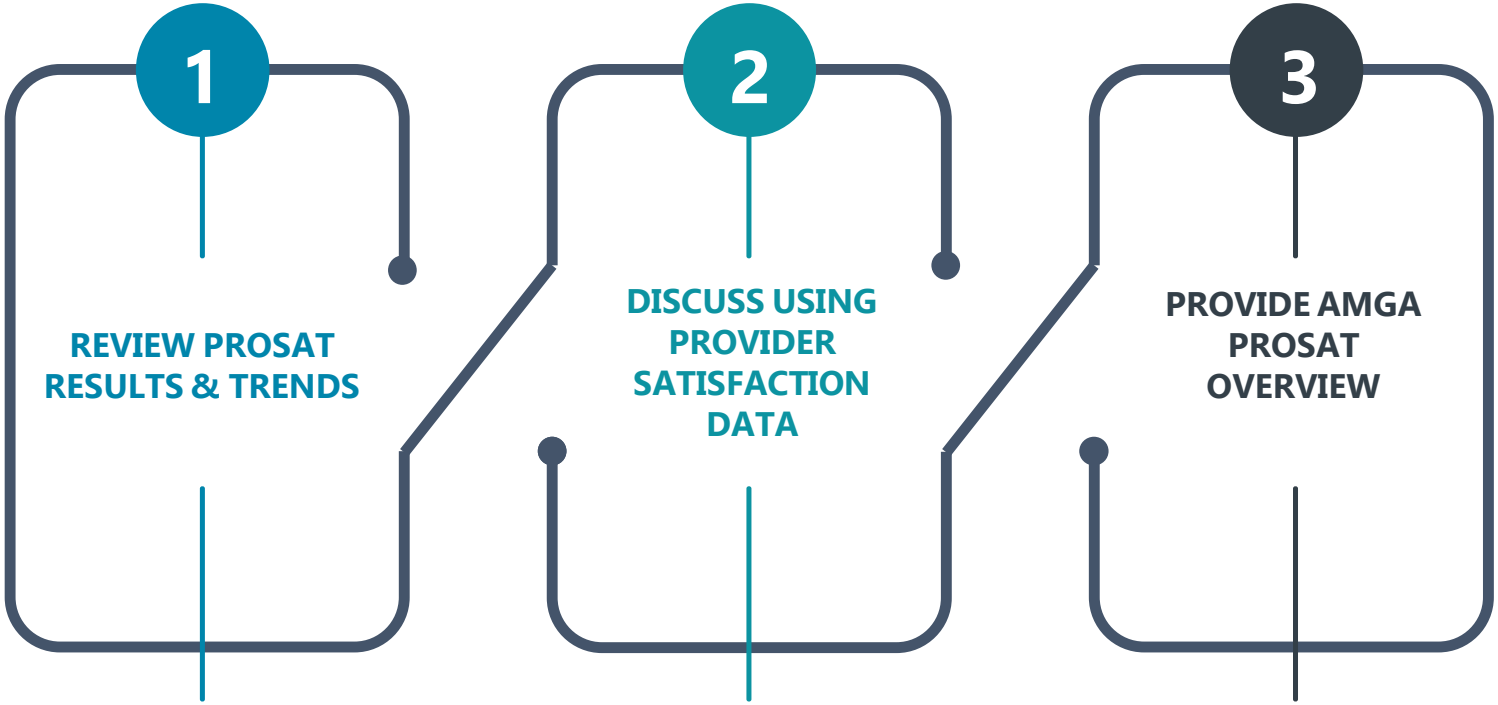
SESSION GOALS



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AMGA Provider Satisfaction Survey Timeline

2000

PROSAT is created at the request of AMGA members

2019

Work begins to revise & update the survey

Q2 2020

Pandemic arrival = pause in survey activity

Fall 2020

PROSAT is re-launched

Today

Continued improvement and survey growth

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PROVIDER SATISFACTION SURVEY RESULTS

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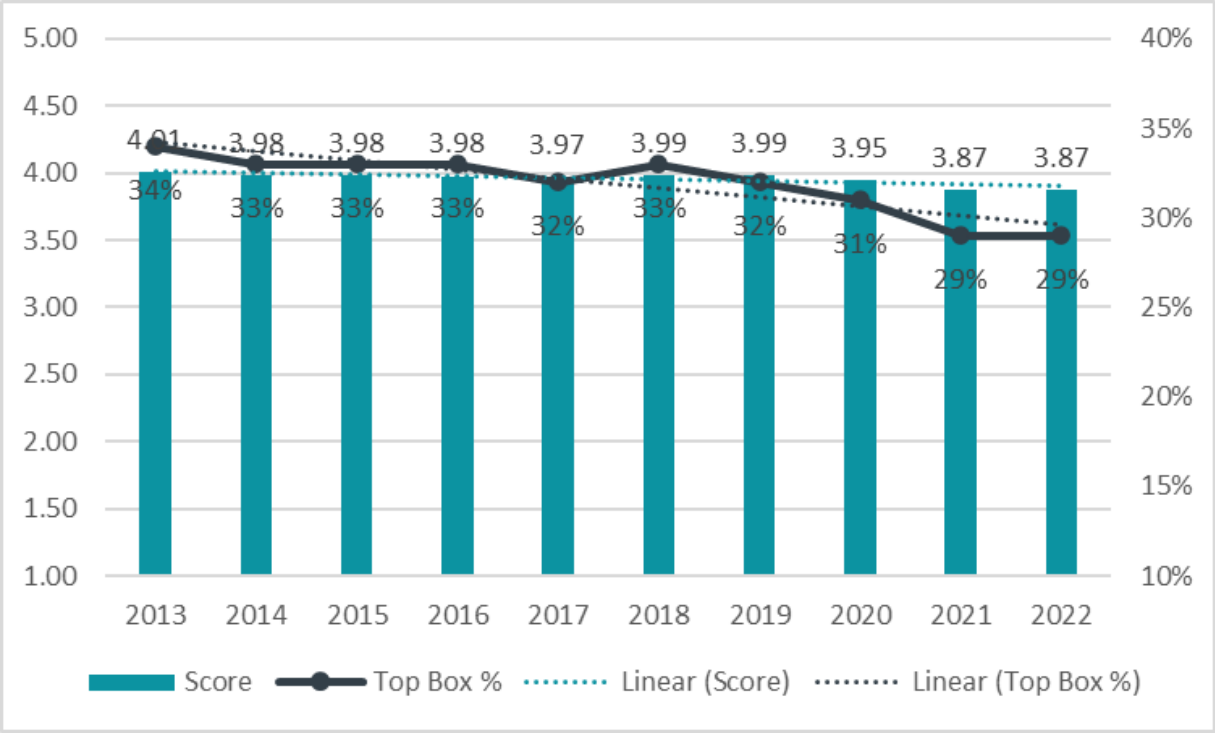
Overall Satisfaction Trend (median)



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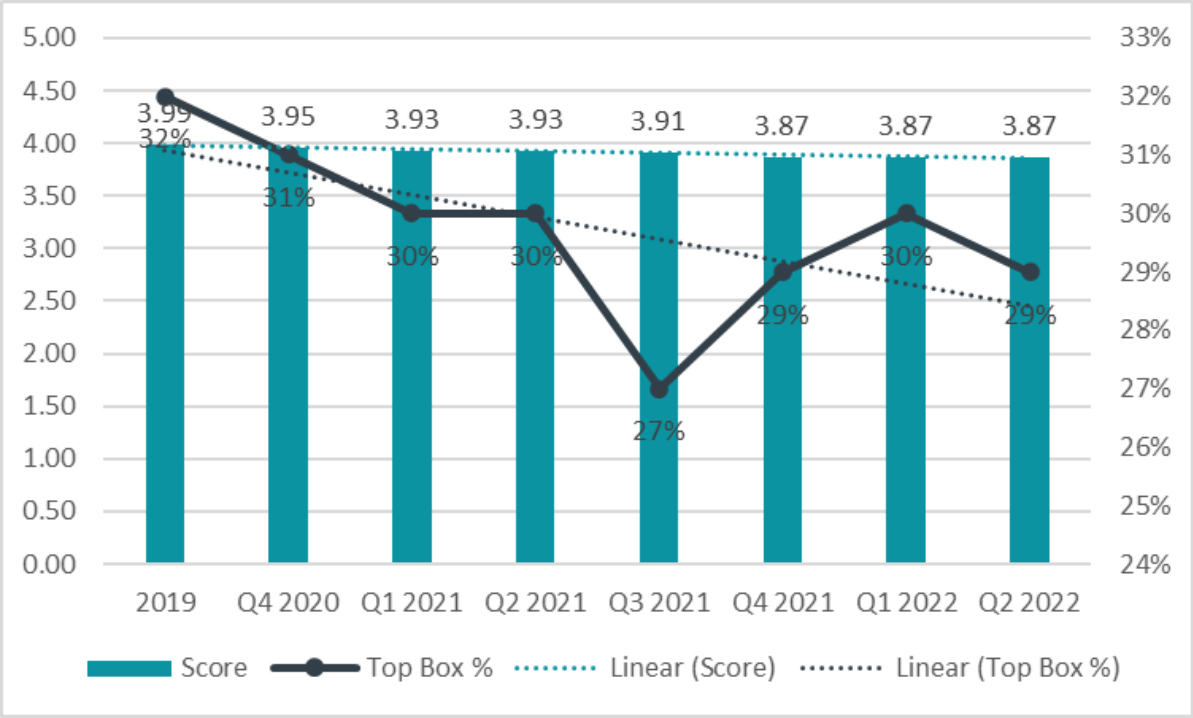
Overall Satisfaction Trend (median)

By Quarter/Survey Cycle



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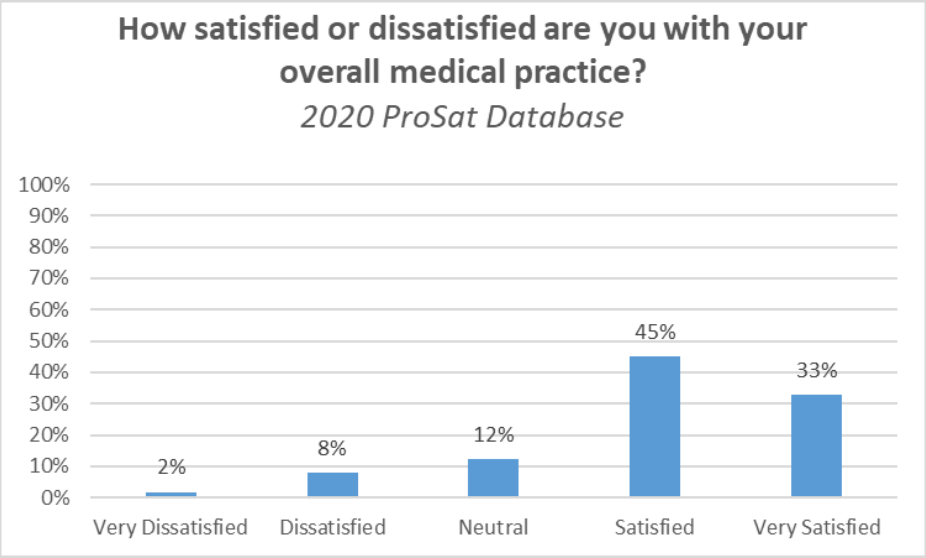
Overall Satisfaction Comparison

Database Norms



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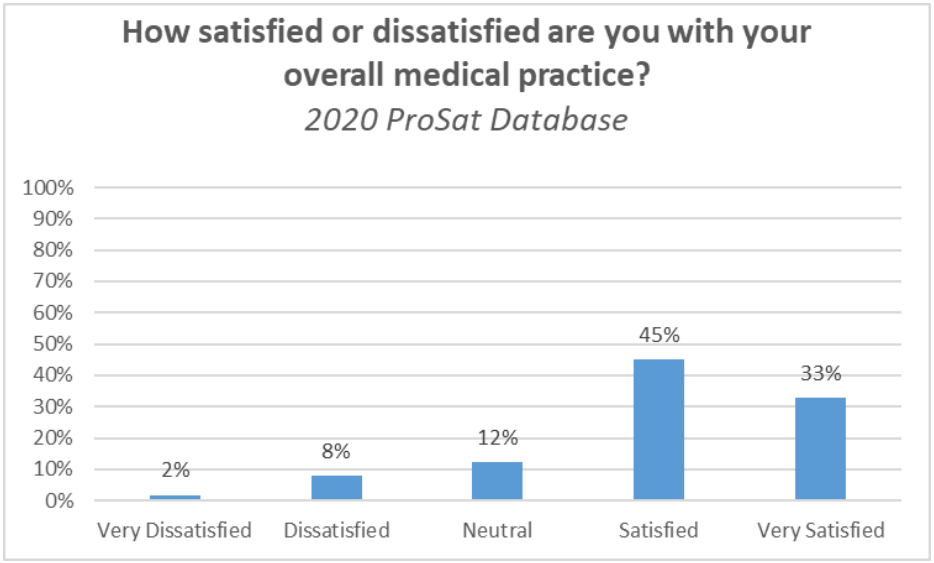
Overall Satisfaction Comparison

Database Norms



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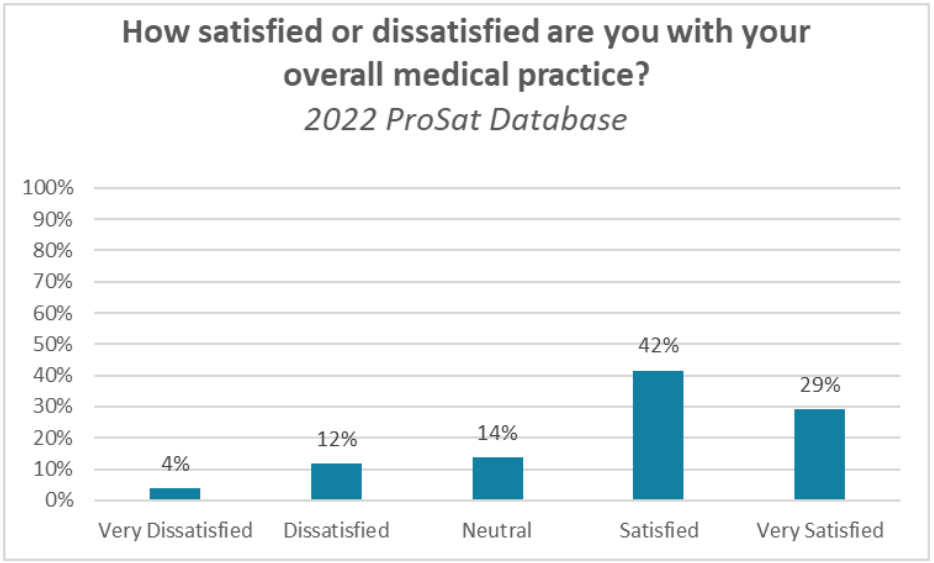

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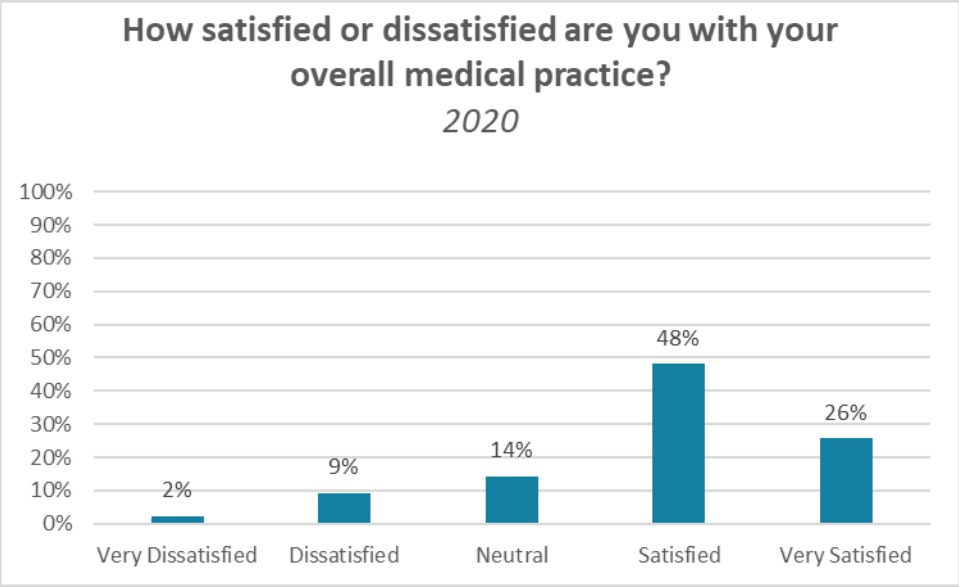
Overall Satisfaction Comparison

Database Norms



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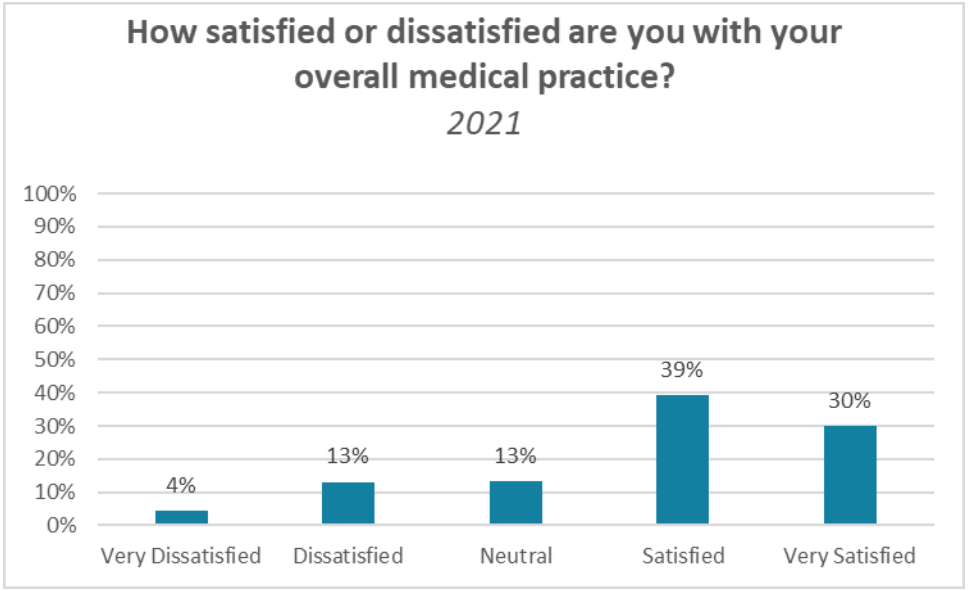
Overall Satisfaction Comparison

Database Norms



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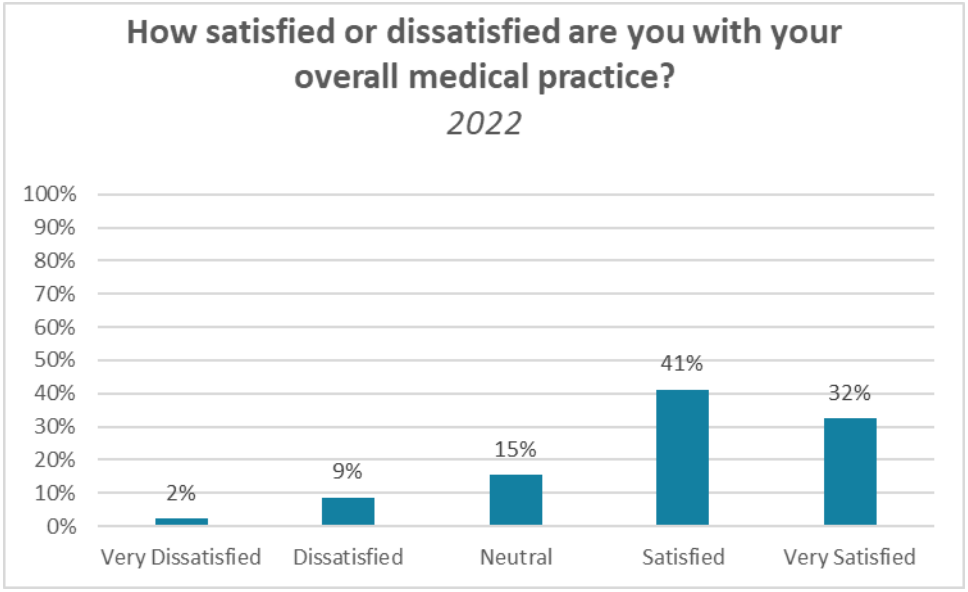
Overall Satisfaction Comparison

Database Norms



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DIMENSIONS

Elements/components of engagement and satisfaction

- Culture
- Resources
- Governance
- Rewards
- Loyalty
- Time Demands
- Leadership
- Well-Being

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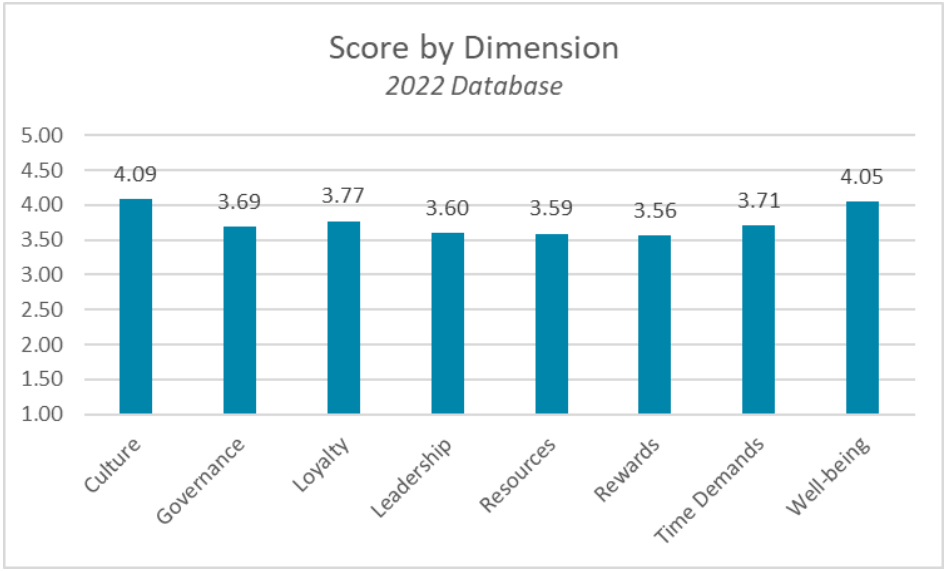

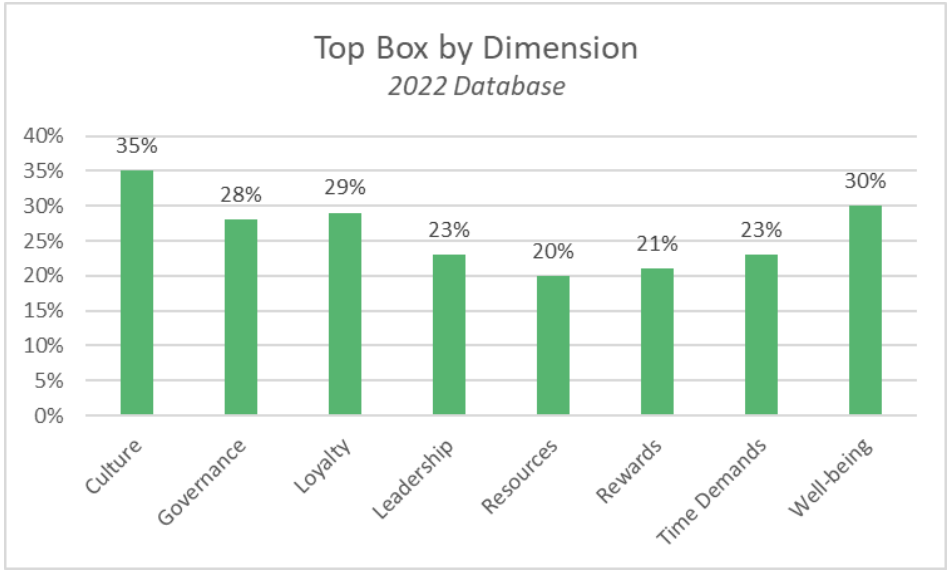

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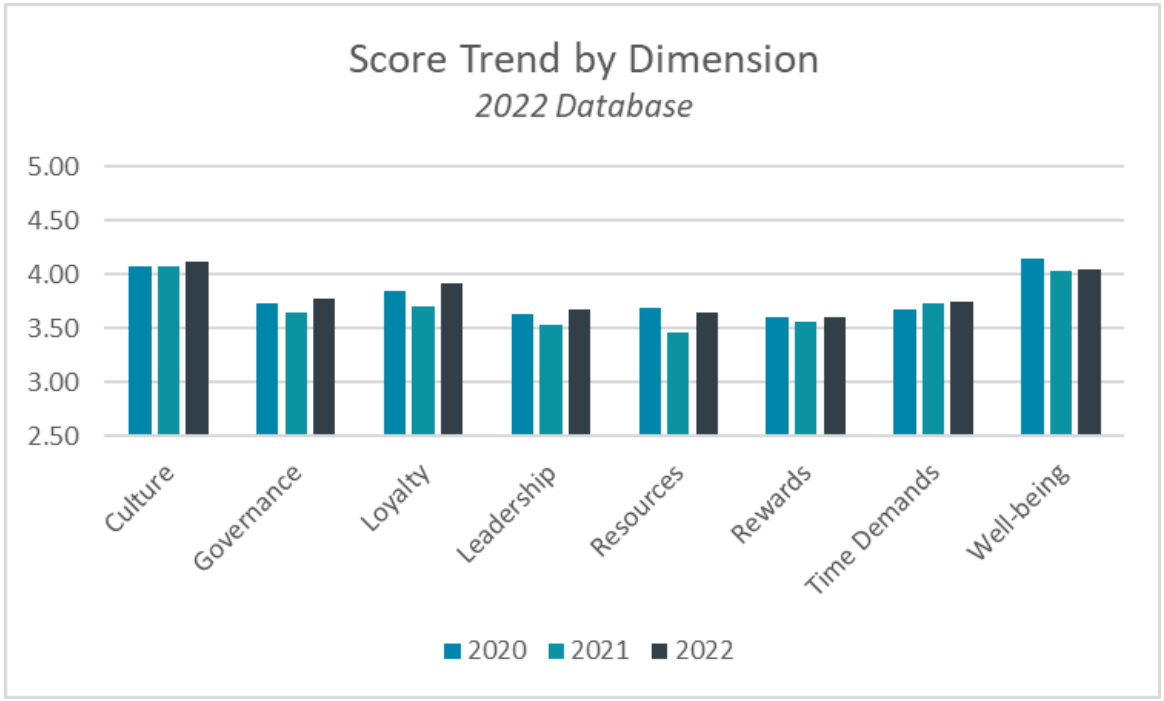

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	Average Score		% Positive	
	Physician	APC	Physician	APC
How satisfied or dissatisfied are you with your overall medical practice?	3.80	3.87	71%	76%
Morale in your group	3.23	3.33	49%	53%
There are enough resources to support performance improvement efforts	3.33	3.45	51%	56%
The organization provides adequate support of key processes within my practice	3.51	3.66	59%	65%
My specialty is treated equitably in the medical group	3.30	3.42	51%	55%
Business processes are designed to support efficient patient interactions	3.37	3.54	51%	58%
Amount of work required for the pay you receive	3.46	3.27	57%	51%
Total earnings from your practice	3.59	3.38	59%	47%
I am satisfied with the benefits package offered by the organization	3.85	3.58	72%	62%
Career advancement opportunities are available to me	3.55	3.11	55%	36%
Degree of control you have over your schedule	3.80	3.65	69%	65%
Amount of time you spend working	3.27	3.38	50%	54%
Amount of time you are able to spend with each patient	3.76	3.86	68%	73%
The time demands of my role are sustainable	3.27	3.38	50%	81%

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Participation

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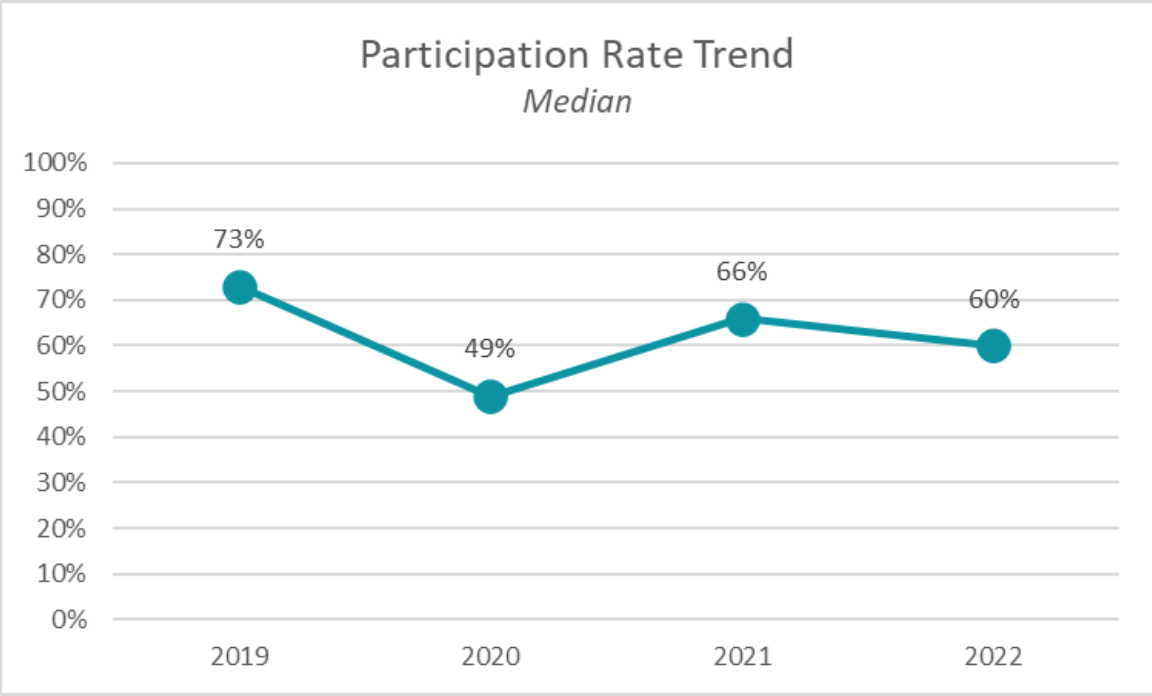
Participation Rate



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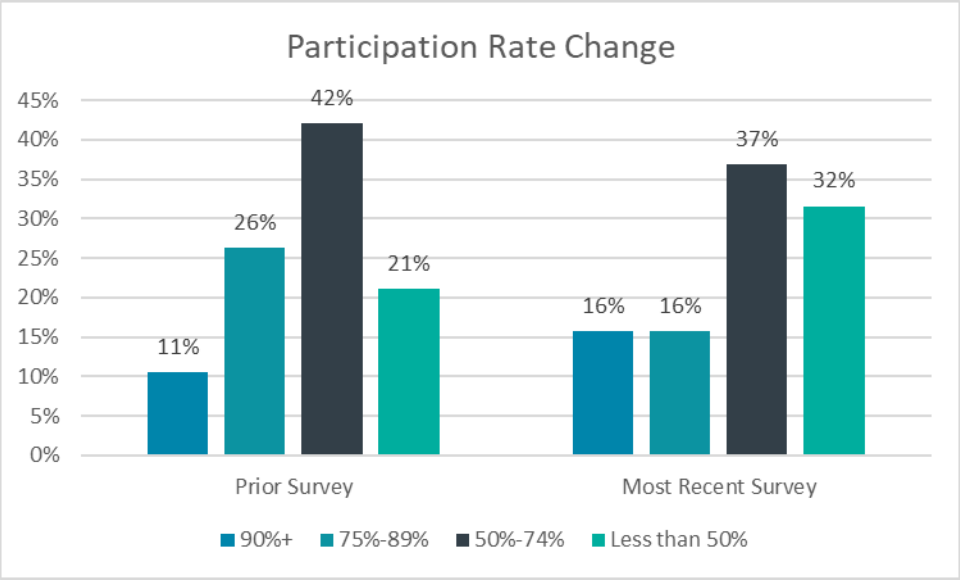
Participation Rate



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Increasing Participation

Tactics at work:

- Socialize the results & highlight how you are responding to it throughout the year
- Incentives:
  - Inclusion in goal-setting
  - Food
  - $$$
  - Some type of drawing for a prize

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Provider Burnout

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Overall, based on your definition of burnout, how would you rate your level of burnout?

1 = I enjoy my work. I have no symptoms of burnout.

2 = occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out.

3 = I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion

4 = the symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot.

5 = I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some sort of help.

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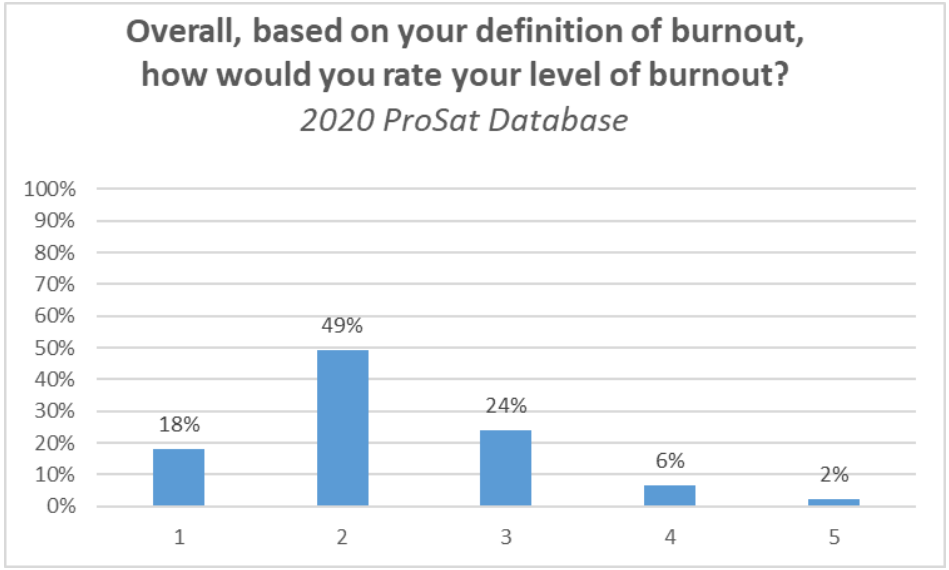

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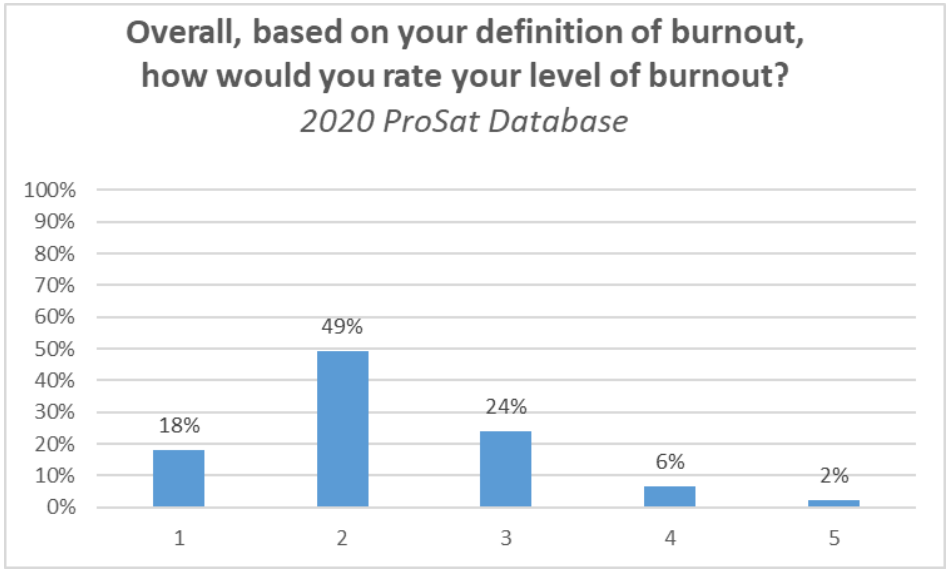

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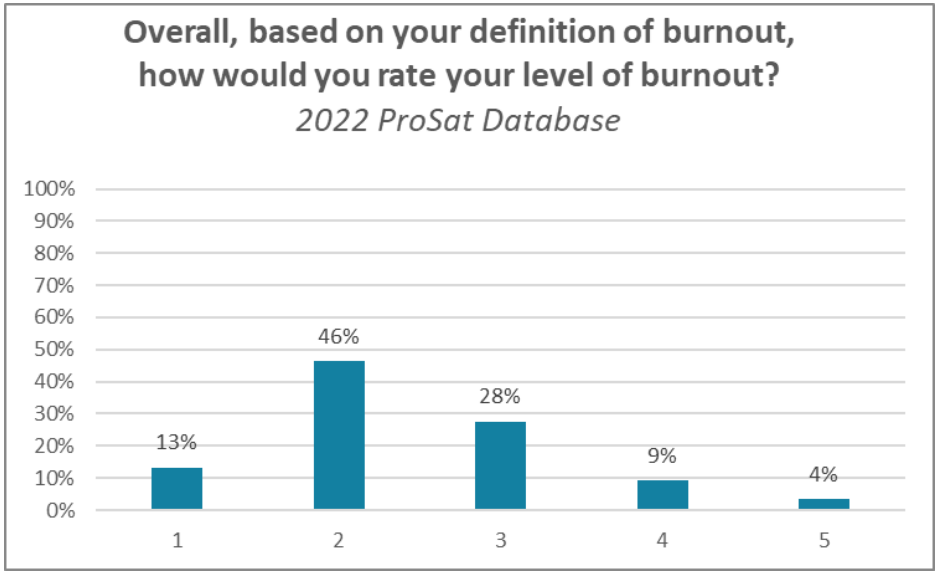

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MEASURING TO IMPROVING

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CRITICAL SUCCESS FACTORS

Taking Action on Provider Satisfaction

1

Don't keep the results a secret

Providers need to see the results and the acknowledgement that they took the survey.

2

Choose your measurement carefully

Consider your current state and your target. Look for continuous improvement.

3

Leadership doesn't own improving satisfaction

Improvement is a two way street. Providers and leadership need to align on priorities and actions.

4

Focus and be consistent

Don't try to boil the ocean - Use the data to pinpoint areas that will have the biggest impact. And do what you say you are going to do

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Choose your measurement carefully

Consider both where you are and where you want to get to

- How big is the gap?
- How many providers does it represent?

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Measurement Options

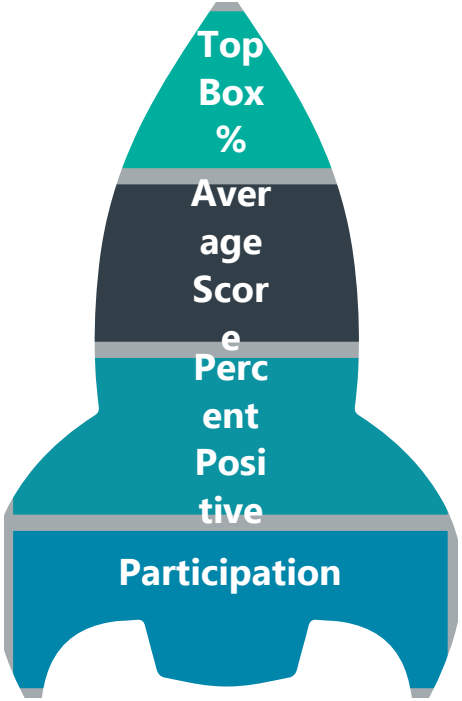
Common metrics of performance

% of responses giving the highest score/rating

Average of all of the 1-5 responses

% of responses giving a positive rating

Participation rate



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Choose your measurement carefully

Internal Trend	External Benchmarks
Linking to organizational priorities	Understanding the market
Understanding your group	Impact of external factors
Improvement Matters	Context

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CHOOSE YOUR METRIC

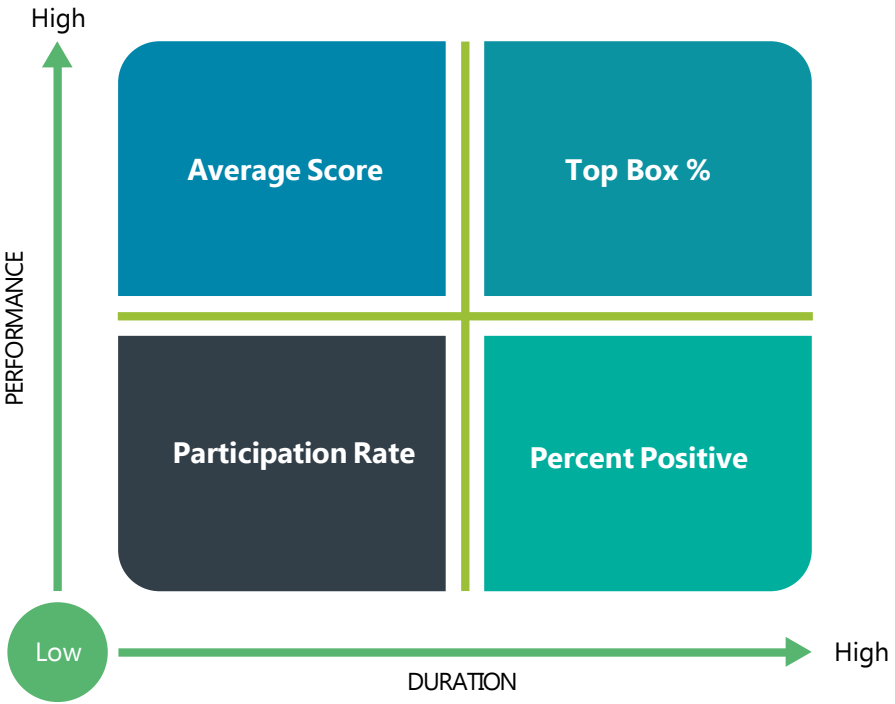
MEASURING WHERE YOU ARE

High Performing

Understanding your data – what scores high

Just Starting

Need engagement in the survey for it to provide value long term



Build on Success

Expanding the top box

Create Momentum

This measures broad, forward progress – can give you something to build from

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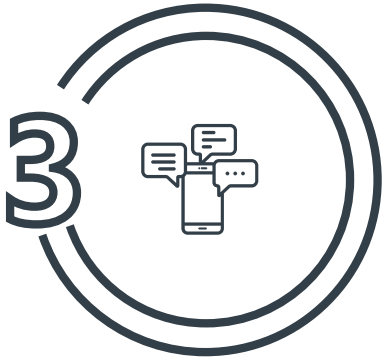
Leadership doesn't own improving satisfaction



- Improving satisfaction needs to be a partnership
- Requires dialogue and alignment to make and sustain improvement
- There is always low hanging fruit, but leadership needs to capture input beyond what is in the survey report

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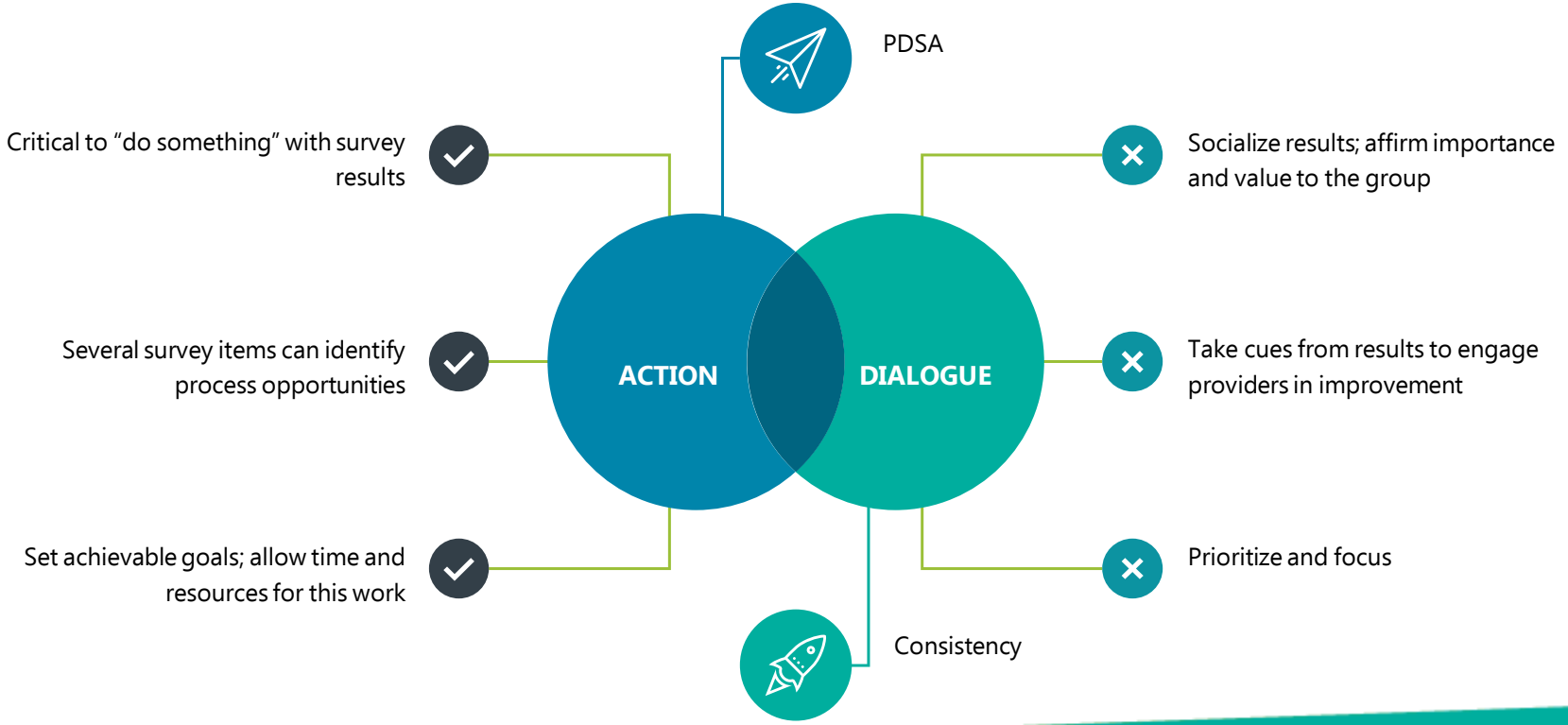
Improvement Strategy

Next Steps for Leveraging Survey Results



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SUMMARY

01

Ongoing decline in results, in addition to potential for decline in survey participation

02

Critical for groups to understand issues relating to engagement and satisfaction as part of any workforce strategy

03

A successful program to improve satisfaction requires thoughtful planning and engagement by leadership and providers

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AMGA ProSat Program 2022

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ProSat Facts

- 42 Core Survey Items & 8 Dimensions of Satisfaction
- Growing Community and Database
- 4 Survey Cycles Annually
- Flexible and User-Friendly
- Medical Group Focus
- Comprehensive Scope

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- Job satisfaction is driven by the traditional components of total rewards - compensation, benefits, work-life balance, and recognition

- Leadership, career development, communication, and diversity drive employee engagement

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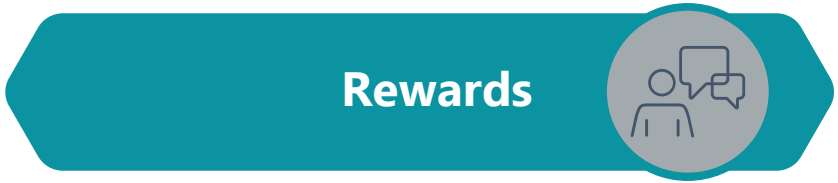
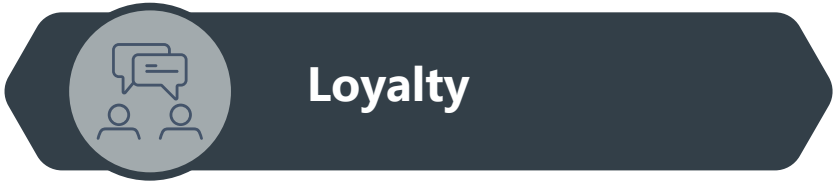
DIMENSIONS

Elements/components of engagement and satisfaction





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2022 Pilot

Diversity, Equality and Inclusion

- Most common custom questions
- Strategic priority for many organizations
- Pilot and analysis in 2022
- Pilot survey items:

  - Providers have an equal opportunity for promotion, regardless of their background.
  - This organization values providers from different backgrounds.
  - My colleagues value individuals with different backgrounds.
  - My immediate leader encourages an environment where individual differences are valued.
  - My coworkers respect diversity
  - The person I report to treats all employees equally regardless of their background
  - Senior Leadership demonstrates a commitment to workforce diversity.

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AMGA ProSat Highlights

- **Cost-effective**
- **Medical group focus**
- **Customizable with flexible reporting options**
- **Continuing to add new groups to the database**
- **Improvement focus**

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THANK YOU

Two more PROSAT cycles in 2022!

GET IN TOUCH

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