

Tackling Provider Satisfaction in 2022

January 19, 2022



Webinar Housekeeping

- Today's presentation is being recorded - Links to the presentation and recording will be emailed to all participants and be available on AMGA's web site.
- All lines have been placed on mute to prevent any background noise.
- At any time during the presentation, please enter questions or comments in the Q&A or Chat section of the system and our panelists will address them at the end.



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Guy Kawasaki

Chief Evangelist at Canva; Former Brand Ambassador for Mercedes-Benz; and Former Chief Evangelist at Apple



Robyn Benincasa

World Champion Eco-Challenge Adventure Racer, and *New York Times* Bestselling Author



Gen. Stanley McChrystal

Bestselling Author of *Team of Teams* and *Risk: A User's Guide*; Co-founder of the McChrystal Group; Former Commander of U.S. and International Forces in Afghanistan



Craig E. Samitt, M.D., M.B.A.

Founder and CEO, ITO Advisors, LLC; Former President & CEO of Blue Cross Blue Shield of Minnesota

The Dr. Scott Hayworth and the Honorable Dr. Nan Hayworth Lecture

The Latest in Measuring Provider Satisfaction

January 19, 2022

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

SESSION GOALS

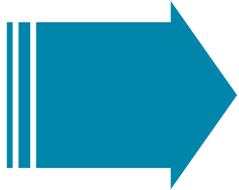




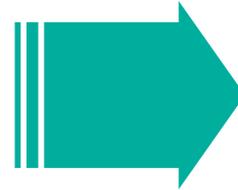
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ProSat Program 2022

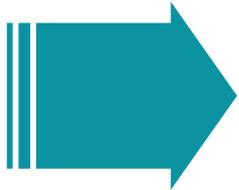
ProSat Facts



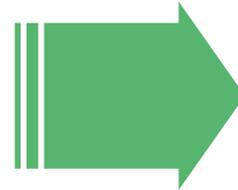
42 Core Survey Items & 8 Dimensions of Satisfaction



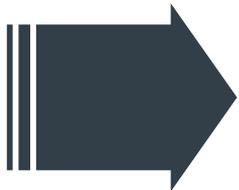
Growing Community and Database



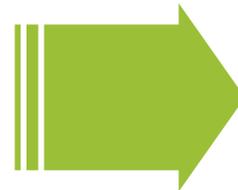
4 Survey Cycles Annually



Flexible and User-Friendly



Medical Group Focus



Comprehensive Scope

JOB SATISFACTION AND EMPLOYEE ENGAGEMENT ON MASLOW'S HIERARCHY OF NEEDS



- 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



AGMA Provider Satisfaction Survey

Summary Results



	Very Dissatisfied/Strongly Disagree	Dissatisfied / Disagree	Neutral	Satisfied/ Agree	Very Satisfied/ Strongly Agree	Average Score	Top Box %	Previous Survey
With respect to your medical practice, how satisfied or dissatisfied are you with your overall medical practice?	4%	8%	19%	42%	27%	3.80	27%	
AMGA Sample Size					Percentile Rank:	21	39	
Groups:	44				AMGA Median:	3.95	31%	
Providers:	9,844				AMGA 90th Percentile:	4.22	45%	
Culture	3%	14%		50%	29%	3.97	29%	
Governance	5%	11%	25%	38%	21%	3.60	21%	
Loyalty	5%	8%	19%	40%	28%	3.79	28%	
Leadership	5%	12%	25%	38%	19%	3.52	19%	
Resources	4%	10%	23%	44%	19%	3.63	19%	
Rewards	6%	14%	29%	36%	14%	3.39	14%	
Time Demands	3%	10%	16%	48%	22%	3.75	22%	
Well-Being	2%	12%		47%	33%	4.05	33%	

Provider Check-in



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.

Custom Questions and Flexible Analysis



AMGA Provider Satisfaction Survey

Every Medical Group Detail Results Reporting

Select from the dropdown list in each box to filter results

Location	ALL	Gender	ALL	Leader	ALL	Age Group	ALL	Years w/Group	ALL
Specialty	ALL	Role	ALL	Status	ALL	Section	ALL	Specialty Type	ALL

Only demographics with 5 or more responses will be displayed



Overall Satisfaction

With respect to your medical practice, how satisfied or dissatisfied are you with your overall medical practice?



2022 Pilot



Diversity, Equality and Inclusion

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



Cost-effective tool



Medical group focus



**Customizable with
flexible reporting**



Expanding database



Improvement focus

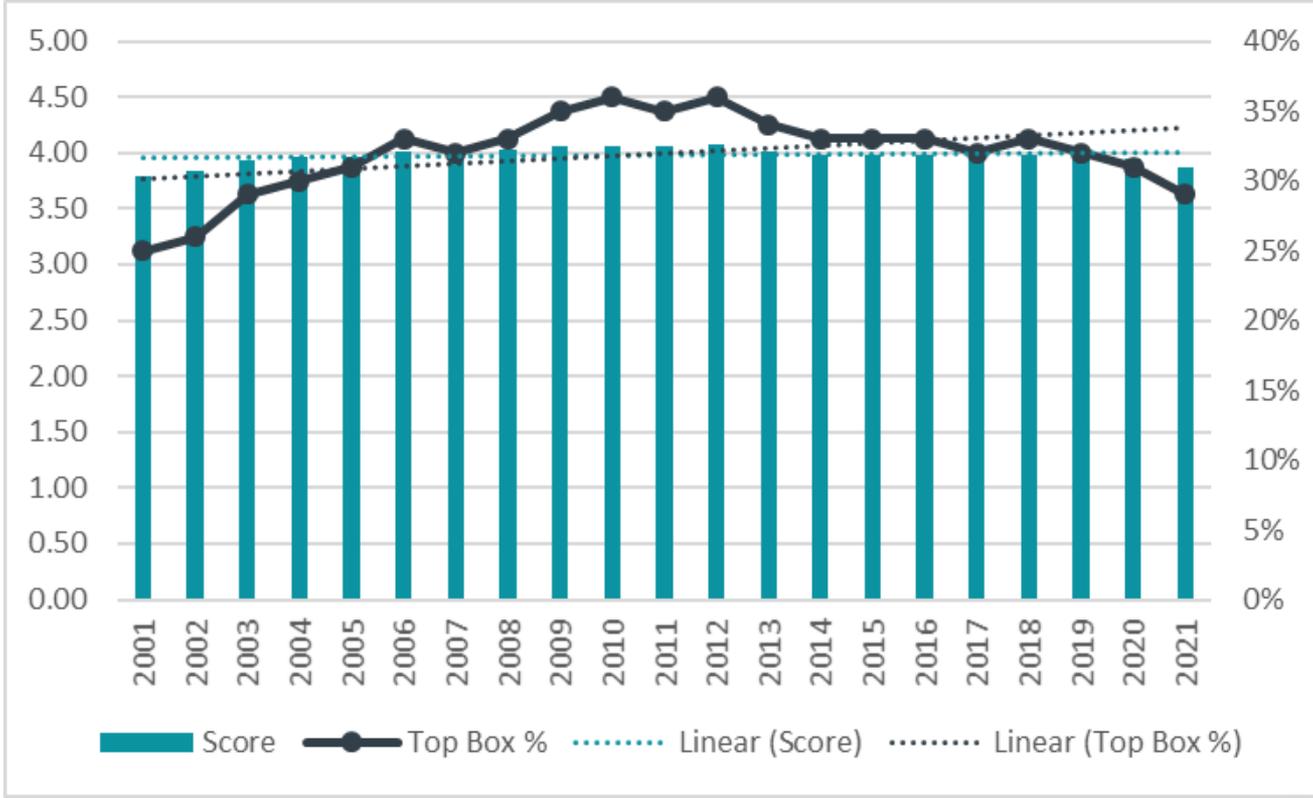
AMGA ProSat Highlights



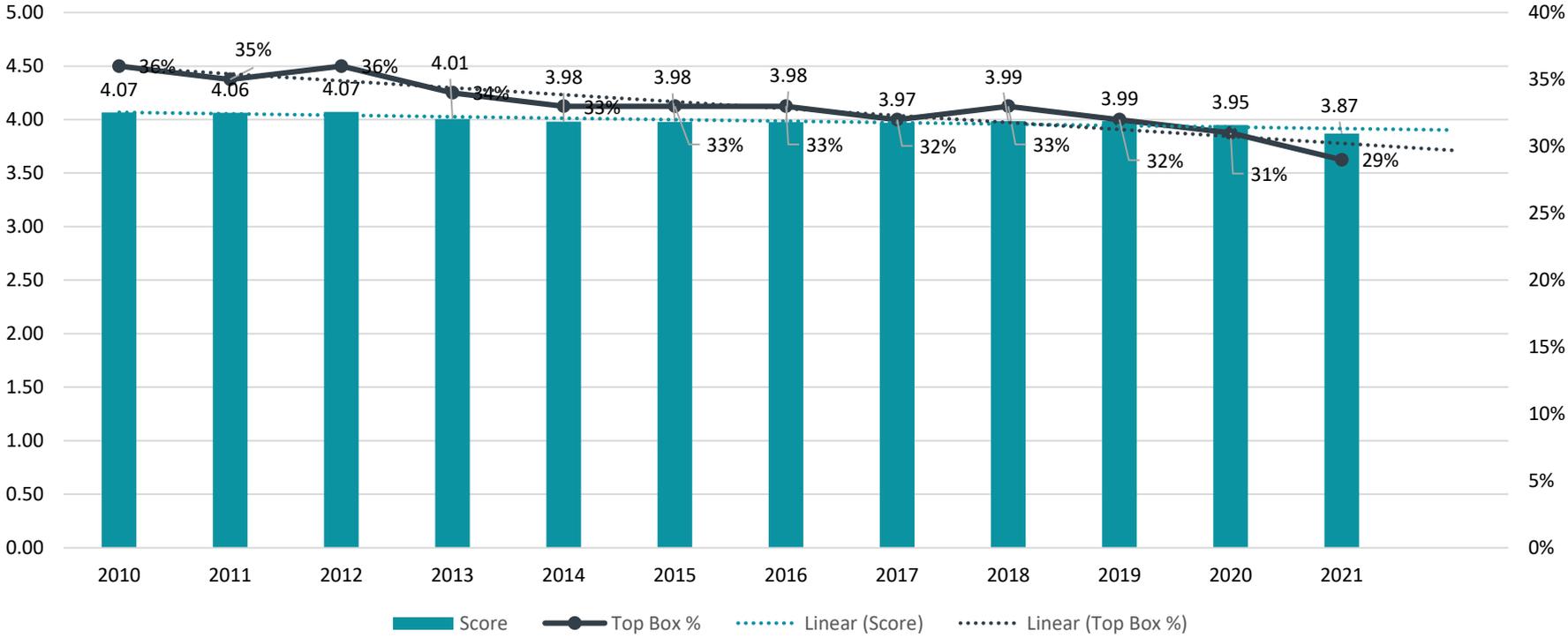
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PROVIDER SATISFACTION TRENDS

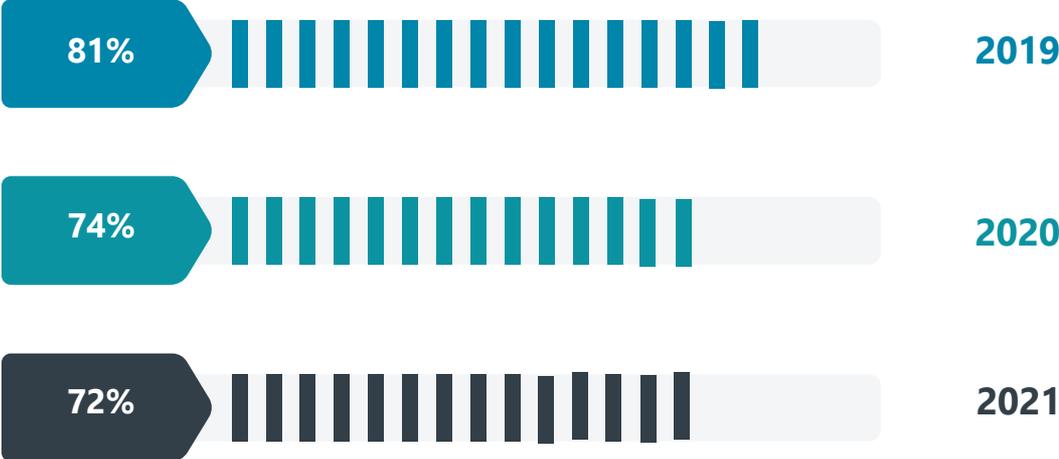
Overall Satisfaction Trend (median)



Overall Satisfaction Trend (median)

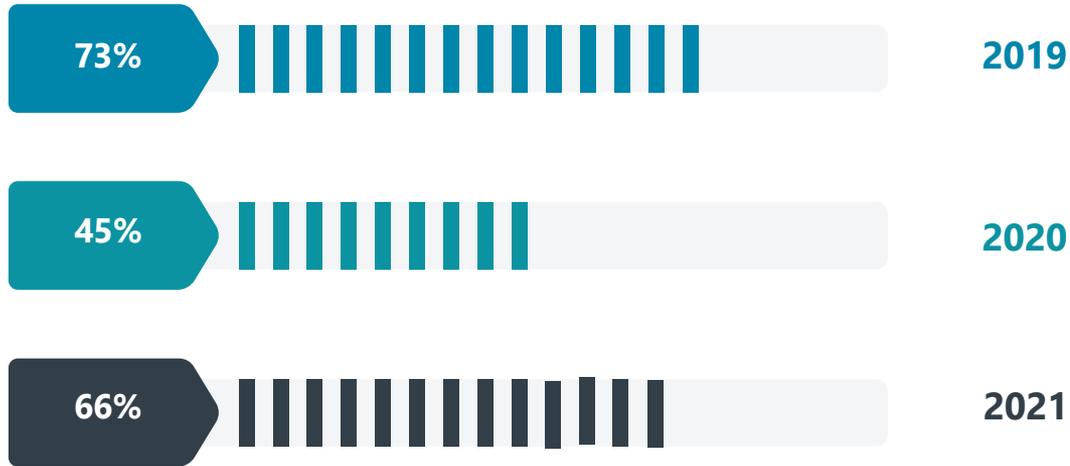


PERCENT POSITIVE



82% of groups showed a decline

PARTICIPATION RATE



71% of groups showed a decline



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MEASURING TO IMPROVING

CRITICAL SUCCESS FACTORS

Taking Action on Provider Satisfaction



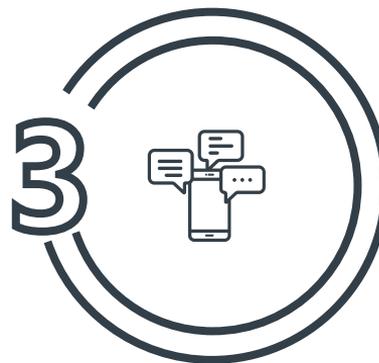
Don't keep the results a secret

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



Choose your measurement carefully

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



Leadership doesn't own improving satisfaction

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



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

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?

Measurement Options

Common metrics of performance



% of responses giving the highest score/rating



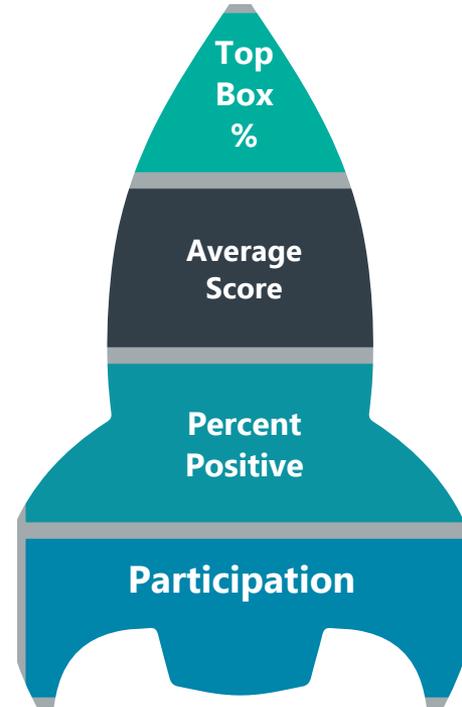
Average of all of the 1-5 responses



% of responses giving a positive rating



Participation rate

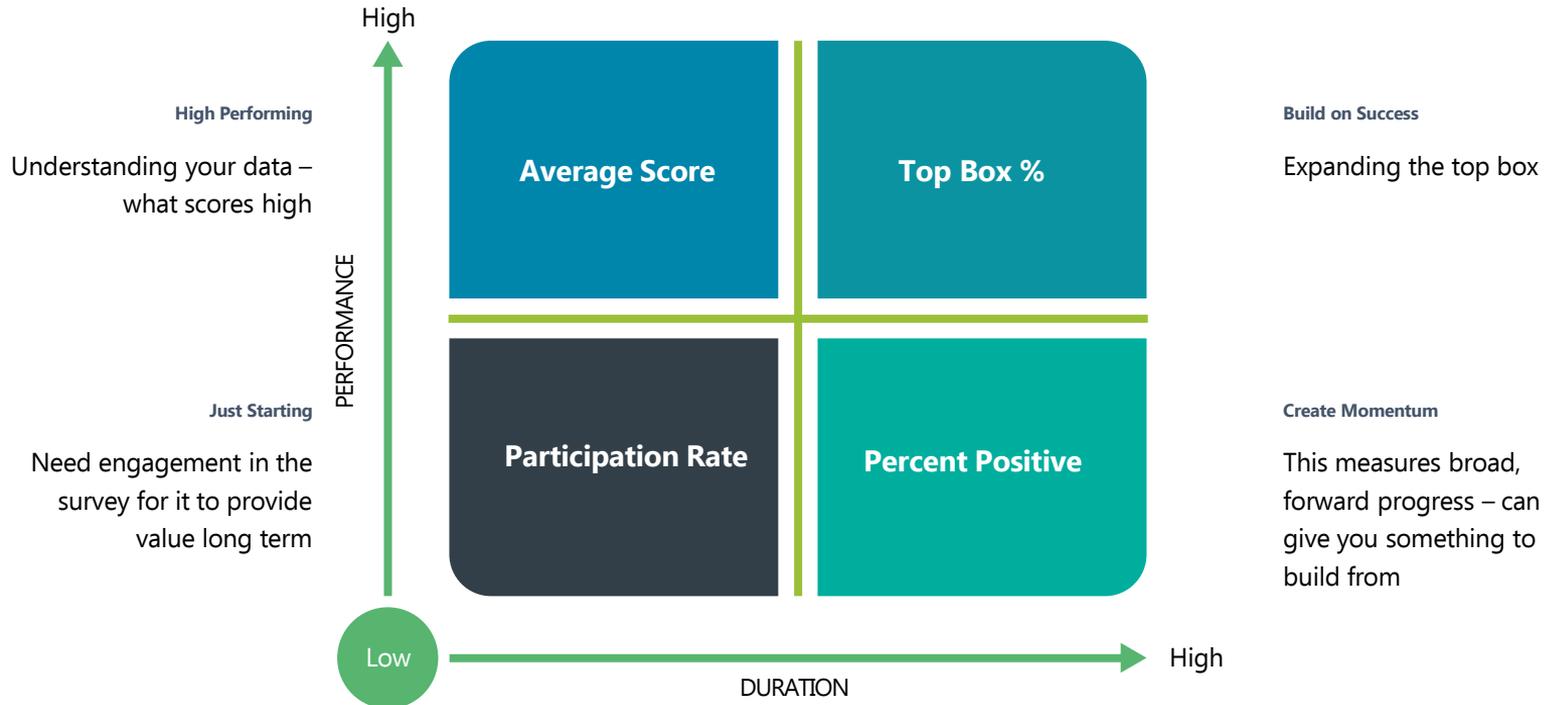


Choose your measurement carefully



CHOOSE YOUR METRIC

MEASURING WHERE YOU ARE



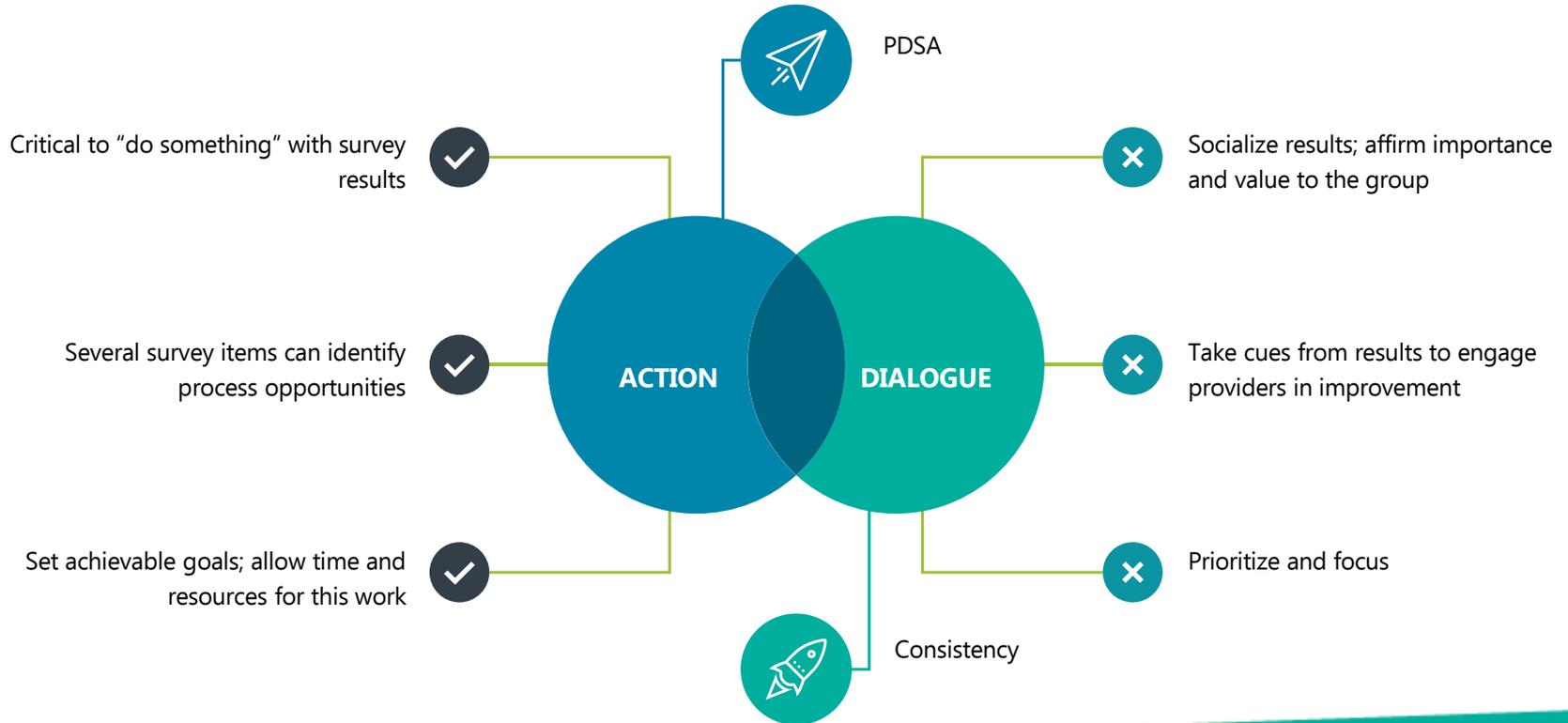
Leadership doesn't own improving satisfaction



- 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

Improvement Strategy

Next Steps for Leveraging Survey Results



01

Decline in results with ongoing pandemic

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

SUMMARY



THANK YOU

Four PROSAT cycles in
2022!

GET IN TOUCH

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