

PHYSICIAN ENGAGEMENT COMMENT ANALYTICS

Comment Analytics provides breakout details on sentiments and common themes addressed in the verbatim comment responses to open-ended questions. Users may expand themes to view further distribution details of theme focus areas or click-thru from any theme to view the associated comments.

Please note: Comment Analytics provides verbatim comments from your survey for the following items (if applicable):

- What do you like most about working for this organization?
- Please provide one suggestion on how to make this organization a better place to work.

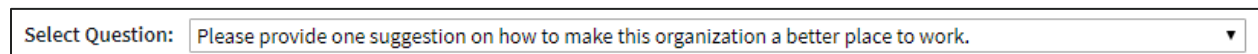
Navigate to Comments

First select the Comments tab, and Comment Analytics subtab.



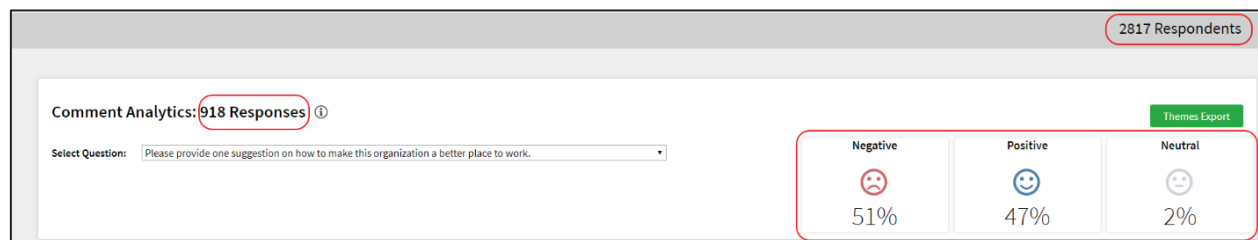
Selections

To view an item, select it from the Select Question drop-down menu.



Number of Responses & Sentiments

- At the top left of the page, you will see the number of responses based on your selections.
- The top right will show the total number of respondents.
- In the top portion of the page the percentage of comments in each Sentiment category is displayed. Note these will update as you make changes to the Question, Theme, Focus, and Sentiment selections.



Top 5

The center section of the page shows the top 5 Themes which received the most comments (Top 5 Commented), most positive comments (Top 5 Positive), and most negative comments (Top 5 Negative). The themes and number of comments within each theme are displayed. The graph is a visual representation of the count or number of comments in the theme. The sentiment of the comments are color-coded throughout the page: blue for positive, gray for neutral, and red for negative.

Top 5 Commented		Top 5 Positive		Top 5 Negative	
Themes	Count	Themes	Count	Themes	Count
Internal Experience	233	Internal Experience	45	Internal Experience	125
Resources	159	Resources	27	Resources	91
Compensation	99	Emotions Segmentation	15	Emotions Segmentation	62
Emotions Segmentation	79	Intangible Benefits	9	Compensation	54
Process	61	Compensation	7	Process	40

To view the comments included in any of the Top 5 lists, simply click on the name of a Theme. This takes you to the same report format you see in the Comments subtab.

Comments: Internal Experience, 233 Responses Export to CSV


Select Question:

Select Theme:

Select Focus:


Select Sentiment:

Negative




54%

Neutral



27%

Positive



19%

Show entries Search:

Please provide one suggestion on how to make this organization a better place to work.

"The RESET project at Good Sam has been incredibly difficult for the physicians involved and while we have good patient outcomes it is concerning that we, the physicians it effects, feel we have little voice in it and the disruption it has caused in our workflows and resident education. The project should be put on hold until the patient flow issues are resolved. The lack of case management support at GS and EH remains very frustrating. We have amazing SWs and RNCMs but they are so understaffed for the needs of our patients that it often leads to increased length of stay and puts non-clinical burdens onto the physicians which decreases our efficiency and job satisfaction. We really need to follow something similar to Kaiser where physicians are assigned to a case manager/SW and staff case management to be able to have that model. In this team we also need CADIC support to help provide the best care to all our patients. Please bring back unit secretaries. Families complain all the time about how hard it is to contact their loved ones as no one is routinely answering the phone. It is also frustrating to spend large amounts of physician time on a daily basis waiting for calls back/calling RN back and no one answers/getting medical records ect. We should have support to do these things as it has a big impact on efficiency and time for patient care (and it shouldn't just fall to RNs as they are really busy too)."

[Development](#) [Development | Education/Training](#) [Internal Experience](#) [Internal Experience | Teamwork](#) [Job Satisfaction](#) [Emotions Segmentation](#) [Emotions Segmentation | Anger/Hate/Frustration](#) [Emotions Segmentation | Love/Like](#)

[Emotions Segmentation | Worry/Concern/Fear](#)

Listen to the doctors more.


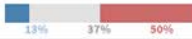

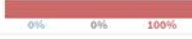

[Internal Experience](#) [Internal Experience | Communication](#)

"Too many levels of administration, only serving themselves with much redundancy and in the end NOT accomplishing the right task. An I-CARE system as a means of documentation for the administration and punishment of whom they don't like. EXTREME level of mistrust among all the workers. YOUR nurses, techs and doctors are always AFRAID of doing anything for the fear of the writeups and punishment. I-care system of writeups should be abolished and open and timely communication among our workers should be encouraged at the time of the event and not a unilateral writeup of two weeks earlier discussed by one who wasn't there. Central easily needs at least 50% less CHIEFS. PEER review system is very poor, disjointed and usually by less experienced cronies with "life long" appointments. People of all levels are dissatisfied. You are so disconnected and have in the process created a BIG culture of fear and mistrust among everyone. Hiring more incompetent directors in the process is not an answer."

[Internal Experience](#) [Internal Experience | Communication](#) [Internal Experience | Place to Work](#) [Process](#) [Process | Policy/Process/Procedures](#) [Resources](#) [Resources | Staffing](#) [Emotions Segmentation](#) [Emotions Segmentation | Sadness](#)

Themes

The bottom of the page lists the Themes, number of comments included, and the percentage of positive, neutral, and negative comments. Select the arrow next to a Theme to view the Focus areas within the Theme.

Themes	Count	Positive	Neutral	Negative	Distribution
+ Compensation	99	7 ●	38 ○	54 ■	
- Development	30	4 ●	11 ○	15 ■	
o Career Advancement	7	2 ●	2 ○	3 ■	
o Education/Training	24	2 ●	10 ○	12 ■	
+ Leadership Development	2	0 ●	0 ○	2 ■	
- Diversity and Inclusion	6	2 ●	2 ○	2 ■	

Click on the Theme or Focus to view the comments included in that specific Theme or Focus. This takes you to the same report format you will see in the Comments subtab.

Note that some comments may be assigned to multiple themes.

THEMES EXPORT

All the themes, response counts, and sentiment percentages and counts can be exported to CSV by clicking the Export to CSV button.

