

HX: Additional Physician/APP Survey

Items

Press Ganey has several different Composites and Dimensions that are available to add to a Physician survey. When adding a Composite, all items must be included in the survey in order to receive all of the reporting benefits tied to the Composite. Dimensions can also be added in their entirety, though this is not required.

If there are other themes or items of interest, please inform the Implementation Specialist.

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Physician Business Relationship Items (*Employed/Independent Physicians*)

The following items can be provided to physicians based on their response/designation for the Business Relationship demographic.

Demographic Item (*Standard Required Item*)

The **Business Relationship** demographic is a required demographic included on all Physician surveys.

The Scaled Items below are separated based on chosen response options.

Item Number	Item Text	Response Options
PH10014	Please select your primary provider business relationship with this organization.	<ol style="list-style-type: none">1. Contracted2. Employed3. Self-Employed (Private Practice)4. Partnership (Affiliated payor contract, joint venture, ACO)

Scaled Items – Employed Physicians

The following Scaled Items will be routed to physicians who choose/are designated in the Business Relationship demographic as **Contracted** or **Employed**.

Item Number	Item Text
PH116	This organization cares about quality improvement.
PH751	There is effective teamwork between physicians and nurses at this hospital.
PH18	This organization provides career development opportunities.
PH640	I have enough time with each patient to provide the best care possible.
PH35	This organization is open to change.
PH113	This organization supports me in balancing my work and personal life.
PH24020	This organization values time spent in non-billable roles.
PH24037	Clinical leadership provides the support I need to be effective in my job.
PH24043	I have not been asked by this organization to do anything that would compromise my values.
PH24042	This organization provides leadership opportunities.
PH10267	I receive an appropriate level of mentoring/supervision.
PH24019	Clinical staff are competent at this organization.

PH24040	I have good working relationships with clinicians in my principal practice area.
PH24041	I have good working relationships with clinicians outside of my principal practice area.
PH20057	I am satisfied with the support services available to me (e.g., IT, billing, coding, scheduling).
PH24026	The amount of time I spend on administrative tasks is reasonable.
PH24038	I have the right amount of autonomy in managing how I practice medicine.
PH24044	I receive the information I need to assess my productivity and care quality.
PH24018	I am able to fully utilize my skills and abilities in my role.
PH24039	I am contributing professionally in the ways I value most (e.g., patient care, teaching, research, leadership).

Scaled Items – Independent Physicians

The following Scaled Items will be routed to physicians who choose/are designated in the Business Relationship demographic as **Self-Employed (Private Practice)** or **Partnership (Affiliated payor contract, joint venture, ACO)**.

Item Number	Item Text
PH24045	I have a high degree of confidence in this organization's nursing staff.
PH24046	I have a high degree of confidence in this organization's medical staff.
PH1398	Non-clinical staff (e.g., receptionist, registration, or scheduler) are competent at this organization.
PH24049	This organization accepts the insurance most commonly used by my patients.
PH1249	Specialists are responsive when I need consultation.
PH24021	Outpatient appointments are readily available with this organization.
PH24047	My patients are able to obtain appointments with consulting providers in a timely manner.
PH24048	My patients are able to obtain appointments for services (e.g., lab, imaging) in a timely manner.
PH24050	This organization offers the clinical services that my patients need.
PH24024	I am satisfied with the continuity of care my patients receive at this organization.

Clinic Physician Items

The following Scaled Items are specific to physicians who practice in a Clinic setting. These items can be provided to physicians based on their response/designation for the Provider/Clinician Experience demographic.

Demographic Item (Standard Required Item)

The **Provider/Clinician Experience** demographic is a required demographic included on all Physician surveys. Any physician that chooses, or is designated as, **Clinic** or **Both Hospital and Clinic** will receive the Clinic Physician item group.

Item Number	Item Text	Response Options
PH25013	Please select your provider/clinician experience.	<ol style="list-style-type: none">1. Hospital2. Clinic3. Both Hospital and Clinic

Scaled Items

The following Scaled Items can be routed to Clinic Physicians.

Item Number	Item Text
PH24888	Office administration is responsive to feedback from physicians.
PH24889	Office administration communicates important information effectively.
PH24890	Office administration cares about quality improvement.
PH24891	Office administration treats physicians with respect.
PH24892	Office administration values medical staff.
PH24893	I am satisfied with the performance of this facility's office administration.
PH24894	I have confidence in this facility's office administration.
PH24895	Office administration's actions support this organization's mission and values.
PH24896	My practice/office manager(s) are effective in their role.
PH5477	I am satisfied with the existing referral process.
PH3270	I am satisfied with the continuity of care I can provide my patients.
PH1134	I am satisfied with the efficiency of patient flow at this facility.

Hospital Physician Items

The following Scaled Items are specific to physicians who practice in a hospital setting. These items can be provided to physicians based on their response/designation for the Provider/Clinician Experience demographic.

Demographic Item (Standard Required Item)

The **Provider/Clinician Experience** demographic is a required demographic included on all Physician surveys. Any physician that chooses, or is designated as, **Hospital** or **Both Hospital and Clinic** will receive the Hospital Physician item group.

Item Number	Item Text	Response Options
PH25013	Please select your provider/clinician experience.	1. Hospital 2. Clinic 3. Both Hospital and Clinic

Scaled Items

The following Scaled Items can be routed to Hospital Physicians.

Item Number	Item Text
PH4058	I am satisfied with the performance of case management/social services at this hospital.
PH994	I am satisfied with the performance of operating room services.
PH5382	I am satisfied with the performance of anesthesiology services.
PH5474	I am satisfied with the performance of surgical consultations.
PH1007	I am satisfied with the performance of laboratory services.
PH5354	I am satisfied with the performance of pathology services.
PH5843	I am satisfied with the performance of our coding department.
PH1013	I am satisfied with the performance of radiology services.
PH1020	I am satisfied with the performance of the emergency department.
PH976	I am satisfied with the performance of the nursing staff.
PH6953	Handoffs between units are effective at this hospital.

PH1264	I am satisfied with the availability of beds at this hospital.
PH995	I am satisfied with the ease of the registration process for my patients.
PH996	I am satisfied with the ease of the scheduling process for my patients.
PH24887	My patients are admitted to the appropriate unit in a timely manner.
PH974	Patient care between shifts is effective at this hospital.

Referring Physician-Specific Items

The following items can be provided to physicians based on their response/designation to the **Referring Patients** demographic.

Demographic Item (Standard Required Item)

The Referring Patients demographic is a required demographic included on all Physician surveys. Only physicians that choose/are designated with a response of **Yes, I refer patients to this organization.** will receive these items.

Item Number	Item Text	Response Options
PH24025	Do you refer patients to this organization?	<ol style="list-style-type: none"> Yes, I refer patients to this organization. No, I do not refer patients to this organization.

Scaled Items

The following Scaled Items will be routed to Referring Physicians.

Item Number	Item Text
PH24028	This organization communicates with referring providers effectively.
PH24022	Referring providers can easily coordinate a transfer of care to this organization.
PH24023	I have the information I need about this organization to make effective referrals.

Diversity, Equity, and Inclusion Composite

If selecting this Composite, all items must be included on the Physician survey in order to receive all reporting benefits tied to DEI.

Scaled Items

The following Scaled Items are part of the Diversity, Equity, and Inclusion Composite.

Item Number	Item Text
PH315	All physicians have an equal opportunity for career advancement regardless of their background.
PH86	This organization demonstrates a commitment to workforce diversity.
PH623	My colleagues value individuals with different backgrounds
PH21120	The person I report to treats all physicians equally regardless of their background.
PH21395	I can be my authentic self at work.
PH6508	This organization has an inclusive culture.

Resilience Composite

If selecting this Composite, all items must be included on the Physician survey in order to receive all reporting benefits tied to Resilience.

Scaled Items

The following Scaled Items are part of the Resilience Composite.

Item Number	Item Text
PH7078	I can enjoy my personal time without focusing on work matters.
PH20189	I am able to disconnect from work communications during my free time (emails/phone, etc.).
PH7076	I rarely lose sleep over work issues.
PH7077	I am able to free my mind from work when I am away from it.
PH20191	I see every patient/client as an individual person with specific needs.
PH20190	I care for all patients/clients equally when it is difficult.

PH6346	My work is meaningful.
PH2327	The work I do makes a real difference.

Well-Being Composite

If selecting this Composite, all items must be included on the Physician survey in order to receive all reporting benefits tied to Well-Being.

Scaled Items

The following Scaled Items are part of the Well-Being Composite.

Item Number	Item Text
PH22347	I am mentally and emotionally healthy.
PH22348	I am physically healthy.
PH22350	I feel like I am financially secure.
PH22351	I rarely worry about having enough money to manage my expenses.

Bullying & Harassment Dimension

The following Demographic and Scaled items are included in the Bullying & Harassment Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

Demographic Items

There are two demographic items included in the Bullying & Harassment Dimension.

Item Number	Item Text	Response Options
PH22402	How often do you experience bias or disrespect based on who you are from people you work with?	<ol style="list-style-type: none"> Never Rarely Occasionally Frequently
PH22403	How often do you experience bias or disrespect based on who you are from patients or their families?	<ol style="list-style-type: none"> Never Rarely Occasionally Frequently

Scaled Items

The following Scaled Items are part of the Bullying & Harassment Dimension.

Item Number	Item Text
PH5688	I know how to report violence and/or verbal abuse incidents.
PH20835	The people I work with do not engage in aggressive verbal or non-verbal behaviors.
PH20892	Physicians in my work environment do not engage in aggressive verbal or non-verbal behaviors.
PH20834	Leaders in my work environment do not engage in aggressive verbal or non-verbal behaviors.
PH20697	My work unit is free of bullying behavior.
PH20857	I can report any bullying/intimidation to the person I report to without fear of retribution.
PH7036	The person I report to takes effective action in response to alleged bullying and harassment in the workplace.
PH22146	This organization provides an environment where reports of gender/sexual harassment are taken seriously.
PH911	This organization provides an environment where reports of threats, potential acts of violence, and harassment are taken seriously.
PH22396	I would be comfortable reporting someone for bullying or harassment regardless of their status within this organization.
PH22397	This organization responds to reports of bullying or harassment regardless of the status/stature of the offender.
PH22401	I am confident that this organization would do something if I had to report being bullied/harassed by a patient or their family.

Clinician Telehealth Dimension

The following Demographic, Scaled, and Open-Ended items are included in the Clinician Telehealth Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

Demographic Item

Only those who choose **Response Options 1 or 2** will be routed to the Clinician Telehealth Scaled Items, and Open-Ended Item.

Item Number	Item Text	Response Options
PH22201	What kind of telehealth / telemedicine services do you provide?	<ol style="list-style-type: none"> I only provide routine/supplemental remote services (e.g., phone follow-ups/Q&As, online messaging, etc.) that are not billed for. I conduct full virtual visits (e.g., telephone or video visits) that are billed for in addition to providing supplemental remote services. I do not provide telehealth/telemedicine services.

Scaled Items

The following Scaled Items are part of the Clinician Telehealth Dimension.

Item Number	Item Text
PH22205	I am able to maintain personal connections with my existing patients while providing remote care.
PH22207	I am satisfied with the quality and performance of the telehealth technology available to me.
PH22209	I can easily access the information I need (e.g., patient vitals, lab results, other diagnostics, etc.) to provide adequate care to my telehealth patients.
PH22210	My organization provided the appropriate training and learning support for the telehealth resources I use.
PH22213	I have the resources and support I need to maintain effective scheduling with virtual visits.
PH22214	If I have an issue with the telehealth equipment or software, I am able to get timely technical support when I need it.
PH22215	I am able to maintain the coordination of care with colleagues, teammates, and/or other providers for my telehealth patients.
PH22216	This organization has provided adequate support for adapting to workflow differences between in-person and virtual visits.

Open-Ended Item

The following Open-Ended Item is part of the Clinician Telehealth Dimension.

Item Number	Item Text
PH22225	How can this organization better support you in providing telehealth services?

Electronic Medical Records Dimension

The following Scaled and Open-Ended items are included in the Electronic Medical Records Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

Scaled Items

The following Scaled Items are part of the EMR Dimension.

Item Number	Item Text
PH3101	I am satisfied with the ease and efficiency of the EMR system.
PH5351	Our EMR improves patient care.
PH10070	I am satisfied with the IT support for the EMR system.
PH21705	I am satisfied with the ability to find and review patient information in the EMR.
PH21706	I am satisfied with the features for authoring notes and documents in the EMR.
PH21707	I am satisfied with the features for entry of orders and prescriptions in the EMR.
PH22841	The EMR helps me identify high-risk patients.
PH22842	The EMR improves the coordination of care for patients with complex medical conditions.
PH22843	Our EMR allows for effective information sharing between clinicians across the continuum of care.
PH22844	The EMR improves patient-clinician interactions.
PH22845	Using an EMR improves my clinical effectiveness.
PH22846	I am satisfied with the integration between the EMR and telehealth systems at this organization.
PH22847	I am satisfied with the integration between the EMR system and the patient portal.

PH22848	This organization provides the necessary training to use the EMR system effectively.
PH22849	I am satisfied that our EMR security measures protect the privacy and confidentiality of patient information.
PH24854	I am satisfied with the features for flowsheets, navigators, work queues, tasks, etc., in the EMR.

Open-Ended Items

The following Open-Ended Items are part of the EMR Dimension.

Item Number	Item Text
PH24855	What changes or improvements would you like to see with the EMR system?
PH24856	Please share any additional feedback you have about the EMR system.

LGBTQ Dimension

The following Demographic and Scaled items are included in the LGBTQ Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

Demographic Items

There are two demographic items associated with this Dimension.

Item Number	Item Text	Response Options
PH9002	Do you identify as LGBTQ?	<ol style="list-style-type: none"> Yes, I identify as LGBTQ. No, I do not identify as LGBTQ. Prefer not to answer.
PH21018	Please select your gender identification.	<ol style="list-style-type: none"> Male Female Female-to-Male (FTM) Transgender Male-to-Female (MTF) Transgender Genderqueer or non-binary Gender non-conforming Other Prefer not to answer

Scaled Items

The following Scaled Items are part of the LGBTQ Dimension.

Item Number	Item Text
PH22222	This organization protects LGBTQ physicians from discriminatory practices.
PH22208	This organization does not tolerate bias against LGBTQ physicians.
PH22202	LGBTQ physicians receive the same employee benefits as everyone else.
PH22203	Clinical staff are provided training on LGBTQ patient care.
PH22204	Human Resources staff are sensitive to LGBTQ workplace concerns.

Patient Violence Dimension

The following Demographic, Scaled and Open-Ended items are included in the Patient Violence Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

Demographic Items

There are two demographics included in the Patient Violence Dimension.

Item Number	Item Text	Response Options
PH23543	How often do you witness violence from patients or their families against coworkers / colleagues?	<ol style="list-style-type: none">1. Never2. Rarely3. Occasionally4. Frequently
PH23545	How often do you experience violence from patients or their families at your workspace?	<ol style="list-style-type: none">1. Never2. Rarely3. Occasionally4. Frequently

Scaled Items

The following Scaled Items are part of the Patient Violence Dimension.

Item Number	Item Text
PH23538	This organization has effective processes for responding to violent patients or their family.
PH23540	This organization has good security measures in place that help prevent violence from patients or their families.
PH23541	I know how to try to de-escalate potentially violent situations with patients or family members.

Open-Ended Item

The following Open-Ended Item is part of the Patient Violence Dimension.

Item Number	Item Text
PH23547	What changes could be made that would reduce violence from patients or their family in your work setting?

Social Responsibility Dimension

The following Scaled items are included in the Social Responsibility Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

Scaled Items

The following Scaled Items are part of the Social Responsibility Dimension.

Item Number	Item Text
PH23143	This organization is willing to have difficult conversations about social change related to diversity, equity, and inclusion.
PH23144	This organization takes action on social issues that are important to me.
PH23145	I feel that this organization's stance on social issues is authentic.
PH23146	The actions taken by this organization on social issues make a difference in the community.
PH23147	This organization's values align with social justice issues that are important to me.
PH23148	This organization creates safe platforms that allow for discussion of contentious social issues.
PH23149	This organization takes action to improve inclusion in the workplace in the long term.