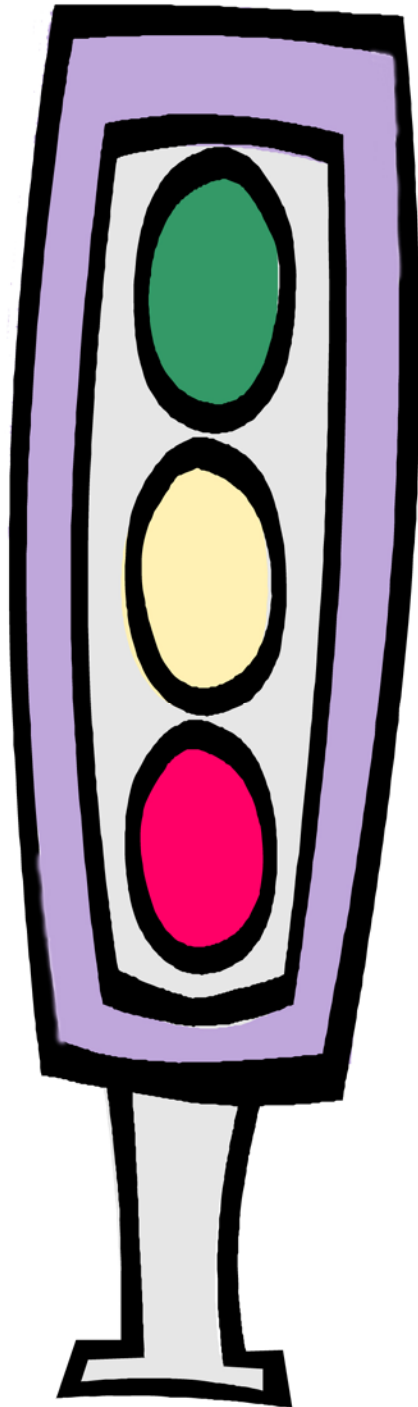


Stop Light Report: Physician Follow-up

This report contains follow up based on your feedback from:
The 2009 Physician Satisfaction Survey



- **Completed!**

1. If called at night, have the medical secretary know who is paging me and let me know if it will be awhile until they can get to the phone. Waiting for 5 minutes at 2:00 am is NOT acceptable. Nursing recently implemented white boards on every nursing unit at the suggestion of the Physician Engagement Team, in response to comments like yours. These boards are to be used to note who has placed a call to a physician. Nurses are also supposed to be using SBAR (see attached) when calling a physician or giving report to another staff member. Hopefully, these things will assist in correcting your problem. If you find that these tools are not being used consistently, please let us know!

- **Work in Progress:**

1. Provide less info to me by nurses at admission and get treatments started immediately. If I was a patient with pain, I would like that taken care of rather than telling the nurse when my last BM was. This information has been shared with nurse manager, Amy Toeynes. She will work towards better educating her staff.
2. Pathology—calling for the results—if the secretary is not there, no one seems to know where to look or if it is a send out lab, the secretary's response, many times, is that it is not back yet when I know it is, which wastes my time and shows her laziness. Your comments have been passed on to Cathy Storey, Lab Manager, for follow up with her staff. Also, Cathy says, We are working toward all send out testing being available in Clinical Desktop. This should be accomplished by the end of the year or end of January 2010. He will then find all testing there as opposed to having to call the lab.

- **We can't do it now and here is why:**

Thank you for participating in our 2009 Physician Satisfaction Survey! Your feedback has been very helpful. If you have additional questions/concerns that you would like to share with the Physician Engagement Team, or don't see improvement in the items listed above, please see the attached flyer for our contact information.