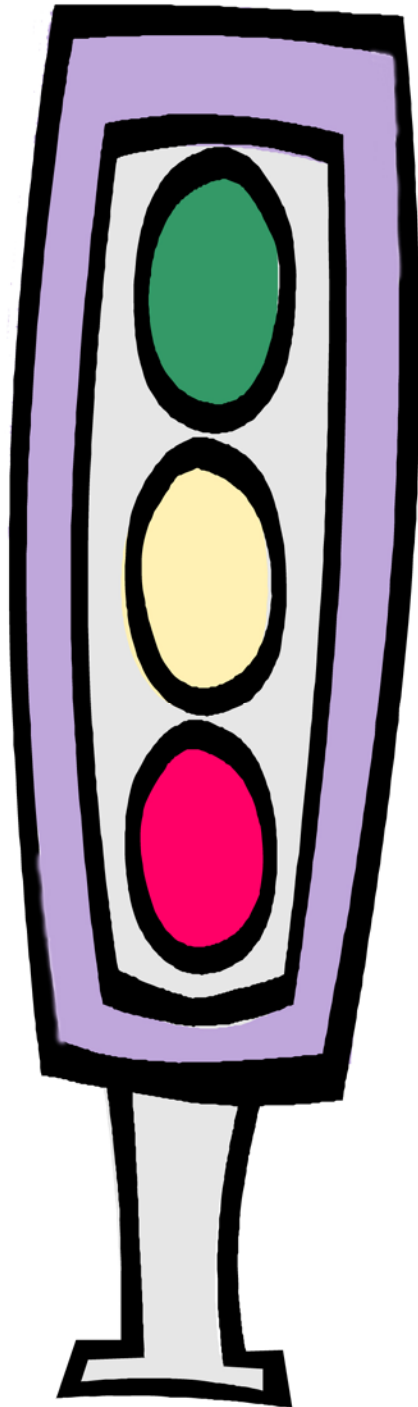


Stop Light Report: Physician Follow-up

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



- **Completed!**



1. Advance CPR recertification--Lisa Wilson is available to provide this training during evenings, for you and your office staff, if needed. You can call her to set up a date and time. Her office number is 463.7257. Some offices have found that they can get a pharmaceutical rep to provide dinner for your staff during this training.

- **Work in Progress:**



1. Availability after hours and on weekends could be improved for ancillary services.—This is being reviewed.
2. Would like to see a road map for all medications be given to every patient on discharge. I would also like to see all patients get a medication ledger to keep in their wallet or purse. —When we go live with McKesson on 12/1/09, it will have a much nicer form for the nurses to fill out for the patients. Also, we do have a pocket sized “Medication Recorder” that is available for patients. These are available from the marketing department if you would like some for your office to give out to patients. We are looking at the possibility of giving them out to all patients.



3. Issues with hospitalists—every patient gets multiple consults no matter what they are in the hospital for. Some are appropriate, some are not. In addition, the consultant is often the first person to see and evaluate the patient. Many of the hospitalists are new physicians, and need time to mature into the roles. Patients often complain about the lack of care, and time with the hospitalist—day one is “doctor A”, day two is “doctor B” and day three is “doctor C”. There is no continuity of care.--We have discussed the issue of frequent/unnecessary consults previously. Cori Blasa is currently working on a process to monitor these consults and their need. We are doing our best to eliminate this issue. We hope to start getting more feedback once we are able to send out patient surveys. It is difficult to assess the patient satisfaction as well as their needs without these. We will carefully review the schedules to eliminate frequent physician changes.



- **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 you do not see improvement in the areas addressed above, please see the attached flyer for our contact information.