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Improvement  
Idea? Call the  
Physician Hotline  
847.429.8001

# MedConnect

Sherman Health Physician Newsletter

Special Edition - Summer 2007



## To the Medical Staff:

I was pleased by the overwhelming results and the response we received on this year's Physician Satisfaction survey. In just one year, the Sherman team was able to move your overall satisfaction from 51% to 93%; that is an amazing result in such a short time. Just as gratifying, was the over 200 physicians on our medical staff who completed the survey, far exceeding past years' returns.

More importantly, though, you have offered us valuable feedback on improvements we can make for you in our journey to become one of the best community hospitals in the nation. We take your responses on the survey seriously, and intend to compile the results and create an action plan based on identified trends and opportunities that you have suggested.

As you are aware, we worked hard this past year to implement many of the suggestions that you identified on last year's survey, including:

- Enhanced Emergency Room functions
- Rationalized OR block time, improved efficiency and upgraded equipment
- Implemented personal phones for floor nurses to respond to physician calls quickly
- Increased administration availability and responsiveness
- Upgraded appearance of parts of the hospital, including new furniture, carpeting, paint
- Provided food during off hours in Physician Lounge

Thank you for being so engaged in our mission of healthcare service to the community.

Sincerely,  
Rick Floyd, President & CEO  
Sherman Health

## Physician Satisfaction Results SOAR from 51st to 93rd percentile

The collective opinion of physicians is powerful. Your assessment of hospital quality and efficiency of care can identify emerging problems and put a spotlight on administrative concerns. When Sherman began surveying its physicians in 2004, the results confirmed what administration had suspected – we needed to improve.

It seems as if Sherman has found a way to address its challenges. A record 200 Sherman Medical Staff completed the 2007 survey – a **33%** increase from last year's response rate. Between 2006 and 2007, Sherman saw its physician satisfaction scores increase on every question and its overall score went up from **51st to 93rd** percentile for overall satisfaction.

“This is an extraordinary leap due to the efforts our physicians and the Sherman team working together over the past year making necessary changes so we're a great place for physicians to bring their patients,” said Ian Jones, MD, Vice President of Clinical Performance.

### Some highlights from the survey include:

- More new doctors filled out the survey than ever before
- 37% of those who filled out the survey were female physicians up from 26% in 2006
- The most significant increases came in the areas that improvements were focused on over the past year
- Priority areas for focus over the next year are ease of patient care, administration, and quality of care
- No question ranked less than 50%
- The ED, Anesthesia showed great increases
- Pediatricians and General Surgeons were the least satisfied
- Sherman results are compared to 305 like-sized hospitals nationwide

“We believe that physician satisfaction is an integral part of our organizational efforts to become one of the best community hospitals in the nation and while there is still work to do, we are well on our way,” added Dr. Ian Jones.

We want to make Sherman a great place for our physicians to practice medicine. Improvement plans are underway and you'll be hearing more soon.

Please let us know if you'd like to participate in the action planning on the results of the physician satisfaction survey by contacting Linda Leitner at ext. 8116.

# Golf & Tennis and Dinner

**SHERMAN HOSPITAL  
ANNUAL  
MEDICAL STAFF OUTING**

**Wednesday,  
August 29, 2007**

Whisper Creek Country Club  
Huntley, IL

If you have questions,  
please contact:

Tom Nitz at 847-429-8980 or  
Linda Leitner at 847-429-2023



## Physician Input Will Remain The Key To Our Ongoing Success!

As we move forward with plans for more improvements, physician involvement and feedback will be imperative! Here are a few thoughts with regard to physician involvement by some key departments...

-John Myers RN, Business Manager of Surgical Services stated, "*The Physician Satisfaction Survey became a standing agenda item for the Perioperative Committee. Dr. Griffin, who chairs the committee, felt that this would help us formulate an ongoing plan to use the survey information and improve on current processes in Perioperative Services.*"

-Jill Tabone, Director of Medical Imaging & Rehabilitation Services stated, "*We look forward to collaborating with our physicians and getting their feedback as we streamline our processes and improve patient care!*"

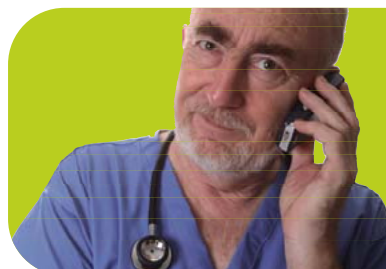
-Ben Muoghalu, PharmD, MBA, Director of Pharmacy stated, "*In order to continue to focus on timeliness of written orders (medication turn-around-time), a multi-disciplinary team has been created. This team will be doing presentations to physicians in order to share the results of their work and solicit feedback from the physicians on how to improve pharmacy processes.*"

## Positive Comments from the Survey

- The ED & ICU are assets to the institution. These people communicate effectively and render competent care to our patients. The hospitalists are also wonderful!
- Administration seems to finally be listening to the physicians and the community. An open mind to change is a great thing.
- Sherman has an exceptional staff, by far the best anywhere not to mention a very motivated administration.
- Administration seems to have their eye on the future and a vision of how Sherman will stay viable. The nurses are great. Sherman seems to care about helping the doctors be successful.
- Everyone is working to make Sherman a place of excellence.
- There is the drive and desire to become the best delivery system for health care in our service area if not a larger area. The staff is receptive to change/growth. The leadership is there to make it happen.
- I think Sherman Hospital made great progress over the last two years. I see a bright future as we make plans to move to the new facility. Our processes and quality have improved. Communication with administration and mutual trust are much better than ever in this hospital's history.

## Areas for Improvement

- Process improvement is necessary for moving patients through the system in a quick and timely manner.
- More efficient scheduling, fast turnover, and a more friendly work environment would increase productivity and patient satisfaction may possibly bring more business to Sherman's Main OR.
- The way the charts are organized is VERY frustrating (i.e. - the "H&P" section does not always come before the "progress note" section). There should be a uniform way the patient charts are organized.



**MedConnect is published quarterly by the Physician Satisfaction Team. Contact Marie Markel at 847.429.2080 or via email at [marie.markel@shermanhospital.org](mailto:marie.markel@shermanhospital.org) to submit an article.**