
Which physicians answer which questions?

With one exception, every physician has the opportunity to answer each survey question in each area, including their own area. Perceptions are contagious, so it is important to gather perceptions of hospital services from the broad group of physicians and not only those who use specific services on a daily basis. To be clear, PRC asks physicians to rate their own area. Physicians rating their own department low may indicate internal departmental conflicts that need to be addressed. Physicians rating their own service area much higher than others rate that service area may indicate a gap in communication of what that specific department is offering, how that department is performing, etc.

Exception: PRC asks every physician the overall question in the Surgical Services service area, but not the specific questions pertaining to Surgical Services. PRC made this logistical decision because historically, too many physicians did not feel comfortable answering the specific Surgical Services questions.

