

# What does the Physician Engagement Study measure?

The PRC Physician Engagement Study measures how your physicians perceive your hospital and its services, and through mathematical analysis, indicates what is driving those perceptions. The results offer insight into perceived clinical and operational strengths and weaknesses, segmented by specific departments and services.

There are two global questions in the Physician Engagement survey:

- 1) “Overall, how would you rate the **Quality of Care** at (Hospital Name)?” and
- 2) “Overall, how would you rate (Hospital Name) as a **Place to Practice Medicine**?”

These two measures are separate questions asked toward the end of the survey (they are not roll-ups or combinations of any other questions on the survey).

The survey is organized by **service area module**. Each service area module (e.g., Patient Safety, Administration, Medical Records, Nursing, etc.) has an overall question along with more specific questions. For example, the Administration module contains an overall question, along with specific questions that address the timeliness of communication, responsiveness to physicians’ concerns and complaints, encouragement of input in operational decisions, and willingness to involve physicians in strategic decisions. The over-arching issues, such as Administration and Patient Safety are placed near the end of the survey along with PRC’s two global questions regarding Quality of Care and Place to Practice Medicine. Service area modules focus on the external work environment, and thus lend themselves to be more easily affected by action plans and management efforts. The Physician Engagement Index, though, focuses on internal factors and can help organizations understand more clearly how their physicians feel.

The **Physician Engagement Index** provides additional insight about physicians’ underlying motives by segmenting the survey responses by level of engagement. Engagement is a psychological concept comprised of physicians’ beliefs about their intellectual and emotional commitment to the organization.

Physicians are asked to assess various aspects of engagement by indicating how much they agree or disagree with the engagement statements. Responses are calculated on a 5-point scale where “Strongly Agree” = 5 points, “Agree” = 4 points, “Neither Agree nor Disagree” = 3 points, “Disagree” = 2 points, and “Strongly Disagree” = 1 point. The engagement statements are valued equally and averaged to create a mean score. Each mean score is then categorized into High, Medium, or Low engagement.

