



How does PRC measure and calculate physician engagement?

The PRC Engagement Index is based on a definition of work engagement used by the Malcolm Baldrige National Quality Award.

“Workforce engagement refers to the extent of workforce commitment, both emotional and intellectual, to accomplishing the work, mission and vision of the organization. In general, members of the workforce feel engaged when they find personal meaning and motivation in their work and when they receive positive interpersonal and workplace support.” --Baldrige National Criteria

To assess physicians’ emotional and intellectual commitment to the organization, physicians are asked to rate their agreement with the following statements.

- I am committed to investing my thoughts and ideas into HOSPITAL
- I care about the success of HOSPITAL
- I feel a sense of ownership in HOSPITAL
- My work at HOSPITAL is rewarding

PRC calculates an engagement score for each physician by averaging their responses. In order to receive a score, a physician must respond to all four engagement items. The values associated with each response are provided below:

Strongly Agree	5
Agree	4
Neither Agree nor Disagree	3
Disagree	2
Strongly Disagree	1

The PRC Engagement Index reports the percentages of physicians at an organization whose engagement levels are Fully Engaged, Engaged and Unengaged. Physicians who have a score of 5.0, meaning they answered all four questions as “Strongly Agree,” are considered Fully Engaged. Physicians whose engagement scores equal 4.0-4.9 are considered to be Engaged, and those with an engagement score below 4.0 are classified as being Unengaged.

Professional Research Consultants, Inc.

11326 P Street
Omaha, NE 68137-2316

402-592-5656 | 800-428-7455
www.PRCustomResearch.com