



# QI SURVEY SAYS...

**A**s a doctors' union, Doctors Council is committed to taking a leadership role in ensuring that our members have a voice and that professional practice and quality patient care issues are raised.

To better inform that leadership role, at the suggestion of many of you, we are conducting surveys of our membership to better understand HHC doctor engagement to date with quality improvement issues across the system. We want to share with you some key findings from your colleagues' initial responses.

**ALL HHC MEMBERS QI SURVEY**  
All Doctors Council members who work in HHC hospitals and facilities are being

e-mailed from Cornell University a QI (Quality Improvement) survey on Tuesday, April 1st that is to be completed by Friday, May 2nd.

Members are asked to please take the time to complete this QI Survey and answer each question as the knowledge we gain from your input is critical to the goal of improving patient care and doctors' roles and voices in that effort.

The results of this QI survey will depend on your answers and input. Your voice counts.

**RESULTS OF INITIAL QI SURVEY**  
We (through Cornell University) have already surveyed certain members in February and the responses

helped shape the April 1st QI Survey questions. We surveyed all HHC Doctors Council Delegates and Committees members. Some of the results of that survey are as follows.

Almost 75% answered QI Survey questions (and 62% completed the QI survey)- this was a tremendous response.

### DOCTORS LEADING ON QI

Over 96% of the doctors believe that doctors have a responsibility, as a patient advocate and to the profession of medicine, to take a lead in and have a voice in quality improvement work.

### QI AS A PRIORITY FOR DOCTORS COUNCIL

Recognizing the changing landscape of healthcare policy and regulations, 98% believe that engaging in QI process should be a priority for Doctors Council among its other functions of representing doctors (71% responding "essential" or "high" priority and 27% responding "moderate" or "somewhat" priority).

**96%**  
Over 96% of doctors believe doctors have a responsibility to take a lead in and have a voice in quality improvement work.

Over 68% responded that they would like to see Doctors Council be "very proactive" in initiating healthcare quality improvement and another over 24% responded "somewhat proactive", so over 92% want Doctors Council to be proactive in initiating QI work.

## BY THE NUMBERS

**98%** BELIEVE THAT ENGAGING IN QI PROCESS SHOULD BE A PRIORITY FOR DOCTORS COUNCIL.

**92%** WANT DOCTORS COUNCIL TO BE PROACTIVE IN INITIATING QI WORK.

**81%** WOULD ENGAGE IN QI ACTIVITIES IF DOCTORS COUNCIL HELPED CHANGE CURRENT QI APPROACHES TO INCLUDE YOU AND YOUR COLLEAGUES' VOICES TO HAVE A MEANINGFUL ROLE.

### MAKING THE CASE FOR QI TO BE MORE MEANINGFUL

Almost 50% of HHC colleagues who responded to the initial QI survey stated that their experience with quality improvement activities have been "not rewarding at all" or only "minimally rewarding." 72% had participated in or been asked to participate in a QI process within the last 2 years (defined as an activity to improve patient care or focus on clinical/performance indicators or patient satisfaction).

Doctors want a safe environment to speak out on patient care and quality improvement. Less than 30% said they felt their workplace environment was "completely" or "mostly conducive and safe" to raise patient care or quality improvement issues and over 70% said it was "not at all" or only "somewhat conducive and safe." But 80% said they would "very much" or "somewhat" more speak out or be involved in patient care or quality improvement if they believed the workplace environment was completely safe and conducive.

53% responded "likely" and 28% "highly likely"- a total of 81%- that they would engage in QI activities if Doctors Council helped to change current QI approaches to include you and your colleagues' voices so you would have a meaningful role in quality and system improvement activities.

## DOCTORS' VOICES & INPUT MUST BE HEARD

83% say that front-line doctors do not meaningfully and substantively participate in developing or planning the goals of their facility/hospital.

The significant majority (over 80%) of doctors were not consulted by management and asked for input in the following areas of health care management:

- › scheduling of clinical staff
- › supplies and equipment purchase
- › determining staffing type and composition of clinical team
- › transforming clinics into Patient Centered Medical Home (PCMH)
- › new reimbursement models in patient care
- › patient engagement practices

In addition, at best only 41% or less of doctors were consulted by management and asked for input in the following areas of health care management:

- › improve patient communication and outcomes
- › quality of care including preventative care and referrals
- › reduce wait times or increase throughput
- › clinical/performance indicators (developing and tracking)
- › patient satisfaction

## MAKING THE CASE FOR MORE EDUCATION & TRAINING

Only 48% of those responding were “somewhat aware” regarding any recent QI initiatives adopted within HHC (with 9% completely aware, 25% slightly aware and 17% not at all aware- note not 100% due to rounding).

Over 62% stated they have not received any education/training from their employer about clinical/performance indicators and patient satisfaction scores, their relevance to hospitals and health systems and their role in them.

The data showed that doctors have varying degrees of knowledge of emerging topics involving the healthcare delivery system change initiatives and their impact on doctors' ability to deliver patient care.

The alphabet soup of the ACA (Affordable Care Act), ACOs (Accountable Care Organizations), Federally Qualified Health Centers (FQHCs), Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), Patient Centered Medical Homes (PCMHs), etc. provides a daunting landscape to practice in and the more knowledge and familiarity doctors have regarding these the better for doctors and patients.

Doctors want more information. Respondents stated Doctors Council could also contribute toward improving healthcare quality by, for example, distributing current information and research on quality and safety care and patient satisfaction information, and communicating with, educating and training our members in quality improvement (62%) as well as providing periodic updates on the new healthcare law, its implementation, and innovations in healthcare delivery systems (77%).

## WE HAVE TO LEAD THE WAY ON QI AND CARE DELIVERY

The clear take-away from the initial QI survey results is that the members surveyed believe that doctors should lead the way on QI and patient care delivery. Your colleagues want Doctors Council to have QI as a priority and to be proactive in working on QI activities. Doctors' voices and input must be heard.

We need to attempt to work together with HHC to improve our facilities and hospitals to not only ensure their viability but also to deliver the best quality care for our patients and the communities we serve. Over 80% responding to the initial QI survey want Doctors Council to partner with HHC management for defining emerging roles for doctors in integrated care delivery. Where something is not working as good as it could be, doctors need to be able to speak up and participate. Doctors want more information and ways to be involved. The time is now.

Some of you have already been involved in this important work and we thank you.

## Make your voice heard. Complete the QI Survey today.

Please contact us at [info@doctorscouncil.com](mailto:info@doctorscouncil.com) or 212-532-7690 for more information on our QI work or to get involved.

