

PDi Solution Action Teams©

Sample Focus Areas



Performance Dimensions International LLC

www.pdisurvey.com

PEOPLE
PROCESS
PERFORMANCE

Measuring & Improving
What Matters



PDi Physician Solution Action Teams© SATs Sample Focus Areas

INTRODUCTION

Each of the four SAMPLE Solution Action Teams (**SATs**) will illustrate the link between the low rated PDi Physician Survey© categories and each of the **SAT's** focus areas. It is important to note that the **SAT's** address other specific physician concerns and solutions. In short, **SATs** have the flexibility to go far beyond just the questions addressed in the survey. Lastly, it is crucial that the Physicians, Administrators and other Stakeholders who are participating on an **SAT** represent the diversity of people throughout the hospital and organization. Such diversity is essential and necessary for the development and implementation of creative and effective SAT recommended solutions.

The PDi SAT Communication & Collaboration Improvement Cycle©





PROBLEM RESOLUTION SAT

Mistakes happen, and if they are resolved quickly and appropriately, they have minimal effect on satisfaction. In fact, superior problem resolution can actually strengthen satisfaction/loyalty and engagement by improving confidence in the hospital's ability to deliver what was promised or quickly make it right. This **SAT** will work with a number of areas, including the PDi Physician Survey© questions listed below.

17. In the past I have seen improvements made on the basis of physician feedback (such as this survey).
18. Hospital administrators usually have a positive, enthusiastic, "can do" attitude.
19. When I have a problem, hospital administrators follow through and contact me to make sure the problem was appropriately handled.
20. Hospital administrators seem to genuinely care about resolving problems to my satisfaction.

Physicians, Administrators and other stakeholders will have the opportunity to discuss other specific areas that may require more immediate problem resolution, including developing processes for improved problem solving.

LEADERSHIP & STRUCTURE SAT

Systems, structures and leaders are powerful moderators of health care provider satisfaction/loyalty and engagement. A good leader in combination with enabling hospital structures can often compensate for attitude or skill problems in individuals and teams. On the other hand, ineffective leaders and stifling procedures almost inevitably undermine the satisfaction and effectiveness of even the best teams, employees and physicians. This **SAT** will work with a number of areas, including the PDi Physician Survey© questions listed below.

9. The hospital administration team provides clear explanations of the rationale behind major decisions
10. The hospital administration team invites me to participate in making important decisions that directly impact my work.
11. Overall, the hospital administration team makes a point of being fair and balanced in their decision making.
12. The hospital administration team is more interested in learning from mistakes than in making excuses or assigning blame.
13. I receive appropriate recognition for doing a good job.
16. Formal hospital policies and procedures keep things organized without becoming heavy burdens (paperwork, approvals, etc.).

Physicians, Administrators and other stakeholders will have the opportunity to discuss other specific areas that may require more effective leadership and improved structures throughout the hospital.



STRATEGY SAT

An effective hospital strategy is a carefully designed long term plan with yearly goals and objectives. The best hospital strategies are developed through a combination of input from the community, board of directors, physicians and employees. This essential input is organized by the President/CEO and administrative team. The key for implementing an effective hospital strategy is to collaborate and communicate both the specific strategy content and the values it is based upon. The hospital strategy helps set an inspiring direction for all stakeholders. This **SAT** will work with a number of areas, including the PDi Physician Survey© questions listed below.

28. The long-term strategic vision for the hospital has been clearly explained to me by the hospital administration team.
 29. Feedback from physicians and health care providers is solicited by the hospital administration team before major strategic decisions are made.
 30. The hospital administration team usually incorporates suggestions and feedback from physicians and health care providers into the strategic plan.
 31. The hospital administration team usually does more than just announce a major strategic decision; they make a point of explaining the reasoning and rationale behind their choices.
 32. The hospital administration team paints an attractive “big picture” of where the organization is going in the future.
 33. The hospital administration team has explained how my performance makes a real contribution to the organization’s success.
 34. In general, I have confidence in the decision making ability of the hospital administration team; they usually know what they are doing.
- Physicians, Administrators and other stakeholders will have the opportunity to improve strategic planning and implementation.

PHYSICIAN RECRUITMENT SAT

Effective physician recruitment follows the strategic direction of the hospital which is based upon meeting the health needs of the community. Recruiting quality physicians for the hospital is essential for future growth requirements. This **SAT** will work with a number of areas, including the PDi Physician Survey© questions listed below.

35. Hospital physician recruiting efforts are effective in attracting top quality physicians.
36. Hospital leaders usually find a way to retain our best physicians.
37. Prospective physician hires are often identified and referred by current physicians.
38. I have confidence that the hospital physician recruiting program will continue to provide the hospital with the talent we need.

Physicians, Administrators and other stakeholders will have the opportunity to discuss and improve other specific physician recruitment areas.



PDi Expertise

PDi consultants leverage both depth and breadth of experience and resources to deliver measurable value for the healthcare organizations, teams and individuals with whom we have the privilege of working with. We are focused on applying the PDi Physician Survey© and Solution Action Team Process© to enhance People, Processes and Performance:

1. Identify Hospital & Physician Communication & Collaboration Common Ground
2. Focus upon Behavioral Based Improvements Efforts
3. Provide Ongoing Support to Ensure High Performance Success.

We are committed to developing a value based partnership and are uniquely equipped to provide our Healthcare clients with integrated and cost competitive consulting services. Our focus is on measurable changes in behavior that leads to a significant improvement in the quality of healthcare and business results.

Please contact us through our web site www.pdisurvey.com or contact our PDi healthcare expert directly to discuss the best options for your hospital and healthcare organization.

Edward W. Tamson Ph.D.
pdisurvey@juno.com
956 772-1212