

## 20 Question Self-Assessment Tool to Gauge Hospital-Physician Alignment

*Becker's Hospital Review* has compiled the following list of 20 questions to serve as a self-assessment for hospitals to gauge how well they align with physicians. It's primarily a test intended for hospital and physician leaders, but may be useful for other decision makers in the healthcare industry. The questions were developed based on interviews with hospital executives, consultants and physicians, as well as reports from the American Hospital Association, Coker Group and L.E.K. Consulting.

*For each question, rate your hospital on a 1 to 5 scale by circling the number the best represents how well your hospital achieves each objective: Five indicates this is an absolute strength of your hospital, and one means there is major room for improvement. Three suggests your hospital is somewhere in the middle. If any question does not seem to apply to your hospital, circle three.*

**How well does our hospital:** \_\_\_\_\_

1. Listen to independent physicians in our hospital network?

1 2 3 4 5

2. Listen to employed physicians?

1 2 3 4 5

3. Listen to other care providers (clinical aides, nurses, physician assistants and any other members of support team)?

1 2 3 4 5

4. Communicate structural changes — i.e. integrated care or accountable care models?

1 2 3 4 5

5. Maintain transparency with physicians in communicating those changes?

1 2 3 4 5

6. Take into consideration the personal needs of physicians and other care providers?

1 2 3 4 5

7. Engage physicians in discussions about patient satisfaction?

1 2 3 4 5

8. Incorporate physician groups in discussions about data collection and electronic health records?

1 2 3 4 5

9. Encourage the use of evidence-based medicine?

1 2 3 4 5

10. Stay abreast of research, studies and recent trends in hospital and medical world?

1 2 3 4 5

11. Understand PPACA and how it affects us and our physicians?

1 2 3 4 5

12. Understand state healthcare laws and how those might change in the coming months and years?

1 2 3 4 5

13. Balance the relationship between physicians and payors?

1 2 3 4 5

14. Gauge the needs of the community our hospital serves?

1 2 3 4 5

15. Interpret how the needs of the community align with physicians' skill set?

1 2 3 4 5

16. Encourage quality of care discussion among physicians?

1 2 3 4 5

17. Act swiftly and prudently when solving problems between physicians and our hospital?

1 2 3 4 5

18. Incorporate the viewpoints of physicians on our hospital board?

1 2 3 4 5

19. Do at thanking physicians and the support team for the care they provide?

1 2 3 4 5

20. Balance the demands of all stakeholders in our evolving hospital environment?

1 2 3 4 5

Now, add up your hospital's score and write it here \_\_\_\_\_.

**What your score means:**

**85 and above:** Your hospital is maintaining a strong relationship with physicians and community; the fixes you need to make are minor at best.

**70 to 85:** Your hospital is implementing the right goals and nearing a very high mark. You may want to evaluate other measures that will get your hospital to an optimal point in your hospital-physician relationship.

**55 to 70:** Your hospital is on the right track, but there are inevitably new ideas that would help you maintain stronger physician relationships.

**Below 55:** It may be a good to time re-evaluate and consider what could help your hospital achieve better relationships with its physicians.