



The first step in creating success is having a plan on how to get there.

When our patients judge us, they have two criteria: 1) can the provider meet my healthcare needs in a safety and effective way, and 2) can the provider create a great healthcare experience where I feel well cared for and deeply cared about.



Medical Staff Planning Review

The challenges faced by the physician community in this era of health care are much more difficult and complex. Over the past 50 years, the face of health care has evolved from an industry that was relatively straight-forward and simple to one where the complexities are almost too much to keep up with. The role and responsibilities of the average physician have grown exponentially.

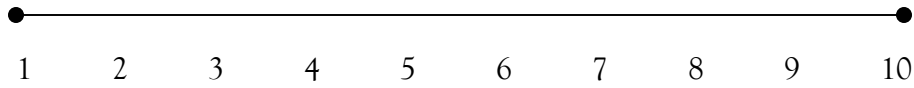
As part of the hospital's activities to plan for our future, the board and leadership would like to identify those issues and challenges that impact the medical staff of the organization. They also feel it is important to understand how some of the organization's key systems and relationships affect the medical staff in its efforts to deliver high quality patient care. Your candor and suggestions in answering these questions will be greatly appreciated. The results will be collated into a report that will be reviewed at an upcoming Board meeting.

This survey is designed to assure anonymity unless you would like the opportunity to discuss your responses in greater detail. If you would like such a meeting, please indicate your name in the space on the last page of this survey. The survey will then be forwarded to the Chairperson of the Board who will arrange for a board member to meet with you.

Please complete the survey and return it to Darlene Bainbridge in the attached envelope no later December 23.

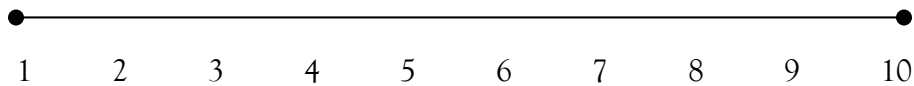
Thank you for your time and assistance.

1. On a scale of 1 to 10, with 1 being lowest and 10 being highest, to what extent are you satisfied with your practice? (please circle your response)



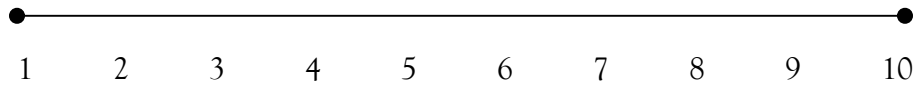
- What one thing about your practice frustrates you the most?
- What one thing could have the greatest potential to negatively impact your practice over the next three years?
- What one thing could have the greatest potential to positively impact your practice over the next three years?

2. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the current relationships among members of the medical staff? (please circle your response)



- What is the one thing that is most problematic in the current relationships among members of the medical staff?
- What is the one most important thing that the board could do to assist the medical staff in strengthening relationships between its members?

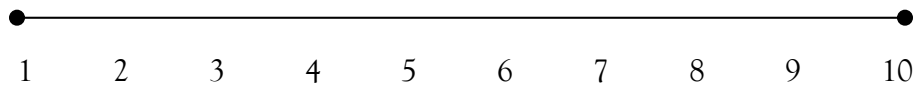
3. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the current relationship between the medical staff and the board? (please circle your response)



- What is the one most problematic thing in the current relationship between the medical staff and the board?

- What is the one most important thing the board could do to strengthen the relationship between the medical staff and the board?

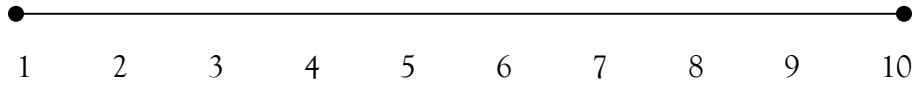
4. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the current relationship between the medical staff and management? (please circle your response)



- What is the one most problematic thing in the current relationship between the medical staff and management?

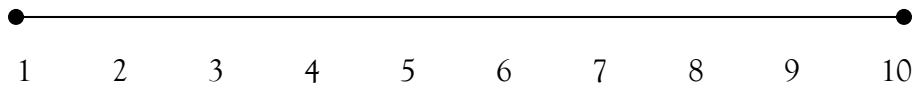
- What is the one most important thing the board could do to support strengthening the relationship between the medical staff and management?

5. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the current relationship between the medical staff and the frontline workforce? (please circle your response)



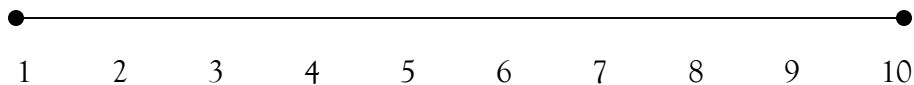
- What is the one most problematic thing in the current relationship between the medical staff and the frontline workforce?
- What is the one most important thing the board could do to support strengthening the relationship between the medical staff and the frontline workforce?

6. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the current physician leadership?

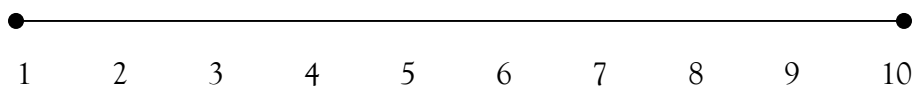


- What is the one most problematic thing in the current physician leadership?
- What is the one most important thing that could be done to foster physician leadership?

7. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the quality of care here in the Plainville community?



On a scale of 1 to 10, with 1 being lowest and 10 being highest, how do you think patients perceive the quality of care delivered at the Hospital?



- What is the one thing that is most problematic in the quality of care delivered?

- What is the one most important thing the board could do to support improving the quality of patient care?

8. On a scale of 1 to 10, with 1 being lowest and 10 being highest, how would you rate the hospital overall?

●—————●

1 2 3 4 5 6 7 8 9 10

- What is the one most important issue facing the hospital today?
- What is the one most important thing the board could do to position the hospital to have a stronger future?
- What are the three most important things we should talk about at the strategic planning retreat?
 - a.
 - b.
 - c.

Thank you for your time and assistance. If you would like to discuss any of the above topics or other topics in greater detail with a board member, the Chairperson of the Board would like to facilitate making that happen. Please indicate your name below and this assessment form will be forwarded to the Chairperson so that a meeting can be arranged.

Physician Signature (Optional - only required if the physician would like to meet with a member of the board.)