

Finally, Studer Group asks two more assessment questions:

1. From a patient/family perspective and point of view, how would a patient/family rate your organization?
2. Rate your perception of the ease of practicing medicine for physicians at your organization.

While this book does not cover these questions in detail, Studer Group uses them to get a sense of how leaders believe the organization is perceived by two important groups: the people it cares for and its physician partners. The questions also help track improvement.

These questions help leaders connect to the real reasons we do all this work and strive so hard to improve. It reminds them that these groups play central roles in what they're seeking to create: a better place for patients to receive care, for employees to work, and for physicians to practice medicine.

Organizational Assessment

From a patient/family perspective and point of view, how would a patient/family rate your organization?

(1=Worst to 10=Best in Class)

		Worst										Best in Class	
		1	2	3	4	5	6	7	8	9	10		
Senior Leader	7.33	0	0	0	0	6	2	17	17	5	1		
Physician	7.00	0	0	1	0	4	4	8	10	3	0		
Department Director	7.35	0	0	0	2	15	20	36	55	21	4		
Manager	7.34	0	1	5	5	26	28	84	102	45	11		
Other	7.21	0	0	0	0	1	2	11	3	1	1		
Total	7.32	0	1	6	7	52	56	156	187	75	17		