













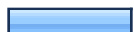

1. This survey is designed as a first step to help DFM members communicate their needs with DFMLG (Dept of Family Medicine Leadership Group) and our Health Center Administrative Leaders. This communication is critical. It provides data that will help us to understand the state of our system and our department. This survey is from a similar survey conducted by the Alameda County Medical Center Administrators and their Medical Staff Leadership. Various Kaiser sites in the Bay Area also conducted this survey. Our goal is to identify areas of strength as well as areas of challenge which need improvement. The survey is anonymous. Please keep feedback constructive. Thank you for helping improve communication between the medical staff, DFMLG, and administrative leadership. This will benefit a system about which we care deeply.

Response Count	
0	
answered question	0
skipped question	71





2. What is your approximate FTE%?

		Response Percent	Response Count
10%		1.5%	1
20%		1.5%	1
30%		0.0%	0
40%		1.5%	1
50%		7.4%	5
60%		4.4%	3
70%		8.8%	6
80%		16.2%	11
90%		11.8%	8
100%		47.1%	32
answered question			68
skipped question			3

3. How many years have you worked at CCRMC?

		Response Percent	Response Count
0-5		26.8%	19
6-10		29.6%	21
11-15		5.6%	4
15-20		18.3%	13
20 or more		19.7%	14
answered question			71
skipped question			0

4. In which region do you work?

		Response Percent	Response Count
Central County (MHC and CHC)		40.8%	29
East County (PHC and BPHC)		22.5%	16
Far East County (AHC and BHC)		11.3%	8
West County (WCHC and NRCH)		25.4%	18
		answered question	71
		skipped question	0

5. Safety, Quality, & Service

	strongly disagree	disagree	neither agree nor disagree	agree	strongly agree	Rating Count
Day to day activities in my department demonstrate that quality and safety are top priorities.	10.0% (6)	30.0% (18)	28.3% (17)	28.3% (17)	3.3% (2)	60
There is a strong emphasis on patient satisfaction and patient-centered care in my department.	6.7% (4)	38.3% (23)	21.7% (13)	31.7% (19)	1.7% (1)	60
In my department we treat each patient as we would want our family and friends treated.	5.0% (3)	18.3% (11)	20.0% (12)	48.3% (29)	8.3% (5)	60
In my department we strive to provide timely access for our patients.	15.0% (9)	20.0% (12)	26.7% (16)	33.3% (20)	5.0% (3)	60
My department recruits physicians who deliver high quality care and service.	1.7% (1)	6.8% (4)	13.6% (8)	61.0% (36)	16.9% (10)	59
Comments						17
answered question						61
skipped question						10

6. Departmental Leadership (DFMLG) and Division Head (West / East / Central / Far East Division Head)

	strongly disagree	disagree	neither agree nor disagree	agree	strongly agree	Rating Count
My DFM Chair deals effectively with the challenges we face.	3.4% (2)	22.0% (13)	33.9% (20)	33.9% (20)	6.8% (4)	59
My DFM Chair is an effective communicator.	3.3% (2)	18.3% (11)	31.7% (19)	38.3% (23)	8.3% (5)	60
My Division Head meets regularly with me to set goals, give feedback, and provide coaching and mentorship.	20.3% (12)	50.8% (30)	3.4% (2)	25.4% (15)	0.0% (0)	59
I am well-informed about the goals of my department.	15.3% (9)	37.3% (22)	27.1% (16)	18.6% (11)	1.7% (1)	59
My Division Head does a good job of recognizing people for their accomplishments and contributions.	10.2% (6)	25.4% (15)	35.6% (21)	25.4% (15)	3.4% (2)	59
My DFM Chair helps us succeed.	13.6% (8)	11.9% (7)	42.4% (25)	28.8% (17)	3.4% (2)	59
My Division Head helps us succeed.	10.7% (6)	12.5% (7)	33.9% (19)	39.3% (22)	3.6% (2)	56
I believe that as a Physician or Nurse Practitioner at Contra Costa Health Services, it is up to me to be a leader, regardless of my department or position.	1.7% (1)	5.0% (3)	20.0% (12)	58.3% (35)	15.0% (9)	60
Other (please specify)						21
answered question						60
skipped question						11

7. Medical Center Administrative Leadership (William Walker, Pat Godley, Anna Roth, David Goldstein, Chris Farnitano, Jaspreet Benepal)

	strongly disagree	disagree	neither agree nor disagree	agree	strongly agree	Rating Count
I am familiar with the role and activities of our Director of CCHS, CFO, CEO, CMO, Ambulatory Care Medical Director, Chief Nursing Officer (Administrative Leadership).	33.3% (20)	35.0% (21)	5.0% (3)	23.3% (14)	3.3% (2)	60
Our Administrative Leadership does a good job of guiding and advocating for our organization.	33.3% (20)	25.0% (15)	28.3% (17)	13.3% (8)	0.0% (0)	60
I am well informed by our Administrative Leadership regarding Contra Costa Health Services issues.	31.7% (19)	38.3% (23)	16.7% (10)	13.3% (8)	0.0% (0)	60
Contra Costa Health Services (CCHS) is heading in the right direction.	28.8% (17)	25.4% (15)	30.5% (18)	13.6% (8)	1.7% (1)	59
I have trust and confidence in our Administrative Leadership.	39.7% (23)	39.7% (23)	10.3% (6)	10.3% (6)	0.0% (0)	58
I am well informed about the goals of our organization.	32.2% (19)	28.8% (17)	25.4% (15)	13.6% (8)	0.0% (0)	59
The organization does a good job of recognizing people for their accomplishments and contributions.	43.1% (25)	41.4% (24)	12.1% (7)	3.4% (2)	0.0% (0)	58
I am consulted regularly by the organization in matters that affect my work.	50.8% (30)	30.5% (18)	8.5% (5)	8.5% (5)	1.7% (1)	59
The organization puts patient safety and quality first.	27.1% (16)	32.2% (19)	27.1% (16)	13.6% (8)	0.0% (0)	59
Other (please specify)						25
answered question						60
skipped question						11

8. Teamwork

	strongly disagree	disagree	neither disagree nor agree	agree	strongly agree	Rating Count
Teamwork with nursing, ancillary, and support services is critical to the success CCHS.	1.7% (1)	0.0% (0)	0.0% (0)	22.0% (13)	76.3% (45)	59
My department has good teamwork with nursing, ancillary, and support services.	18.6% (11)	33.9% (20)	13.6% (8)	27.1% (16)	6.8% (4)	59
There is good teamwork and collaboration across medical staff departments.	10.3% (6)	19.0% (11)	31.0% (18)	32.8% (19)	6.9% (4)	58
Other (please specify)						12
answered question						59
skipped question						12

9. Professional Development

	strongly disagree	disagree	neither disagree nor agree	agree	strongly agree	Rating Count
I have sufficient resources, educational leave, and CME opportunities available to me in order to stay current.	6.9% (4)	13.8% (8)	37.9% (22)	34.5% (20)	6.9% (4)	58
The feedback and department-based education I receive provides me with the knowledge and skills that help me practice effectively.	10.3% (6)	25.9% (15)	36.2% (21)	27.6% (16)	0.0% (0)	58
I have the opportunity to pursue my professional interest (e.g., leadership, research, and teaching) within CCHS.	5.2% (3)	6.9% (4)	13.8% (8)	63.8% (37)	10.3% (6)	58
I have good mentoring and role models to learn leadership and organizational effectiveness skills.	10.5% (6)	10.5% (6)	26.3% (15)	49.1% (28)	3.5% (2)	57
				Other (please specify)		9
answered question						58
skipped question						13

10. Sustaining ourselves

	strongly disagree	disagree	neither disagree nor agree	agree	strongly agree	Rating Count
As a Contra Costa Health Services (CCHS) Physician or Nurse Practitioner I am able to thrive personally and professionally.	10.5% (6)	28.1% (16)	22.8% (13)	33.3% (19)	5.3% (3)	57
Administrative Leadership understands the demands of daily practice.	45.6% (26)	35.1% (20)	14.0% (8)	3.5% (2)	1.8% (1)	57
DFM Leadership understands the demands of daily practice.	3.5% (2)	12.3% (7)	8.8% (5)	57.9% (33)	17.5% (10)	57
CCHS provides useful benefits and resources to help me maintain my own health and wellness.	28.6% (16)	32.1% (18)	26.8% (15)	8.9% (5)	3.6% (2)	56
I model the health practices I advise for my patients.	6.9% (4)	13.8% (8)	10.3% (6)	51.7% (30)	17.2% (10)	58
Having CCHS colleagues from so many specialties available for phone consults benefits my patients and is a source of great professional satisfaction.	1.8% (1)	3.6% (2)	7.1% (4)	48.2% (27)	39.3% (22)	56
The people of Contra Costa Health Services support and care about each other.	1.8% (1)	3.5% (2)	24.6% (14)	50.9% (29)	19.3% (11)	57
At the end of a typical day, I feel good about the care I was able to provide to my patients.	10.3% (6)	13.8% (8)	31.0% (18)	31.0% (18)	13.8% (8)	58
Comments						23
answered question						58
skipped question						13

11. Innovation and Implementing Change

	strongly disagree	disagree	neither disagree nor agree	agree	strongly agree	Rating Count
In my department there is an atmosphere of innovation.	10.5% (6)	29.8% (17)	31.6% (18)	26.3% (15)	1.8% (1)	57
People in my department find ways to adapt effectively to change.	1.8% (1)	12.5% (7)	28.6% (16)	48.2% (27)	8.9% (5)	56
DFMLG listens for good ideas and puts them to use.	5.3% (3)	15.8% (9)	42.1% (24)	33.3% (19)	3.5% (2)	57
Our administrative leaders listen for good ideas and put them to use.	36.8% (21)	24.6% (14)	28.1% (16)	8.8% (5)	1.8% (1)	57
We work together to improve the efficiency of our department.	15.8% (9)	26.3% (15)	24.6% (14)	33.3% (19)	0.0% (0)	57
My Physician and FNP colleagues understand their efforts determine our department's success.	8.8% (5)	15.8% (9)	24.6% (14)	45.6% (26)	5.3% (3)	57
Comments						16
answered question						58
skipped question						13

12. Overall

	strongly disagree	disagree	neither disagree nor agree	agree	strongly agree	Rating Count
I feel valued as a Physician or Nurse Practitioner at CCHS.	17.2% (10)	36.2% (21)	17.2% (10)	25.9% (15)	3.4% (2)	58
I would recommend Contra Costa Health Services to a close friend as a great place to get health care.	25.9% (15)	32.8% (19)	20.7% (12)	19.0% (11)	1.7% (1)	58
CCHS has a reputation for superior quality of care and service.	10.5% (6)	36.8% (21)	35.1% (20)	14.0% (8)	3.5% (2)	57
I am proud of CCHS for operating in a socially conscious, ethical manner.	3.5% (2)	15.8% (9)	22.8% (13)	40.4% (23)	17.5% (10)	57
I feel my salary is appropriate for the work I do.	36.8% (21)	40.4% (23)	8.8% (5)	12.3% (7)	1.8% (1)	57
I feel my workload is appropriate and fair.	31.6% (18)	38.6% (22)	10.5% (6)	17.5% (10)	1.8% (1)	57
I made the right choice when I chose medicine as a career.	10.3% (6)	3.4% (2)	10.3% (6)	44.8% (26)	31.0% (18)	58
I made the right choice when I decided to join CCHS.	12.5% (7)	8.9% (5)	25.0% (14)	41.1% (23)	12.5% (7)	56
I would recommend CCHS to a physician colleague as a great place to practice medicine.	22.4% (13)	12.1% (7)	39.7% (23)	22.4% (13)	3.4% (2)	58
Comment						17
answered question						58
skipped question						13

13. What is most important to you about your work at CCHS?

Response
Count

43

answered question

43

skipped question

28

14. How can the communication between administration and medical staff be improved?

Response
Count

41

answered question

41

skipped question

30

15. List three important problems or areas for improvement at your clinical work site.

Response
Count

43

answered question

43

skipped question

28

16. What is going well at work?

Response
Count

43

answered question

43

skipped question

28

17. What is your personal vision for your career?

Response Count	
38	
answered question	38
skipped question	33