

REFERRING PHYSICIAN SATISFACTION SURVEY



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A baseline satisfaction survey of 700 attending physicians at MUSC was conducted on October 29, 2009. A total of 73 responses were obtained from faculty using this data which showed opportunities for improvement in report turnaround time, patient scheduling and access, radiologist interpretation skills, and overall reputation. Follow up physician satisfaction surveys were conducted on February 14, 2012 to 827 attending physicians with 93 responses and 949 attending physicians on December 10, 2013 with 95 responses.

Physician satisfaction survey results were presented during monthly Radiology operations meetings in November 2009 and March 2012 and action plans were implemented. The physician satisfaction survey results were presented and discussed during attending faculty meetings in November 2009, March 2012, January 2014 and March 2014.