



# Provider Wellness Survey 2020

Survey dates: March 2 – April 3, 2020

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## FAQs

### Background & Key Survey Details

#### 1) Why are we conducting a Wellness & Professional Fulfillment Survey?

We recognize the importance of creating a work environment that allows providers to care for themselves and also to thrive in their practice. This is the 6<sup>th</sup> year we're administering the Provider Wellness Survey. The survey measures the key enablers of professional fulfillment. In order to care for our patients, it is critical that we work in an environment where we can also care for ourselves. The leadership team of both UHA and our medical groups use this data to drive programs to promote practice efficiency, build a culture of wellness, and support in cultivating personal resilience. These results are critical to monitor our progress and to help us prioritize future improvement efforts.

#### 2) What will the Wellness & Professional Fulfillment Survey measure?

The survey will measure the different domains of professional fulfillment and workplace well-being. It will ask about work fulfillment, intention to leave, electronic health record experience and other elements about your workplace wellness. It **will not** measure more familiar aspects of personal wellness such as eating habits, physical activity and biometrics.

Our goal of the survey is to identify what drives professional fulfillment in clinicians to allow us to take meaningful actions to create improvements in your work environment to allow you to thrive and be well at work.

#### 3) How long will the survey take to complete?

We estimate it will take approximately 15 minutes.

#### 4) How long is the survey open?

The survey will be open Monday, March 2 to Friday, April 3, 2020.

#### 5) Which providers are eligible to take the survey?



All employed clinicians with a date of hire of January 1, 2020 or prior.

## Taking the Survey

- 6) How will I access the survey?

On Monday, March 2nd, you will receive an email from our third party survey administrator, SullivanLuallin Group. Your survey invitation will be send from the **UHAWellnessSurvey@sullivanluallingroup.com**. The email will include your unique link to access the survey. Please do not forward your link; it is unique to you.

- 7) Where can I take the survey?

You may complete the survey from any computer with internet access or mobile device.

- 8) Since I'm using a unique link, will anyone be able to tell what my responses were to the survey?

No. The results are only reported on a group level. No matter how the data are filtered, there will need to be 5 or more respondents in a group in order to show any data. Our third party survey administrator has contracted with us and ha

- 9) I tried to take the survey on a shared computer and I receive an error that the survey was already taken. What should I do?

This could happen if someone took the survey before you on the same shared computer and the survey link was cached. You may need to clear the browser cookies or use a private/incognito browser window to enable your link. Please ensure you did not forward your survey link email, or ask someone to forward you their email. If you accidentally forwarded your survey link, please email Kate Holden ([KHolden@sullivanluallingroup.com](mailto:KHolden@sullivanluallingroup.com)).

## Incentives for Participating

- 10) Are there any incentives for providers to complete the survey?

Yes. For most clinicians, completion of this survey is part of your medical group incentive plan.

## Results

- 11) Survey results will be released in Spring 2020.

### Contact

12) I can't locate my survey invitation email with my unique link or am getting an error message. What do I do?

If you cannot access your survey, please contact Kate Holden

([KHolden@sullivanuallingroup.com](mailto:KHolden@sullivanuallingroup.com))

13) Who should I contact with a question or concern?

Please send general survey questions or concerns to Dr. Roberts

([RRoberts@stanfordhealthcare.org](mailto:RRoberts@stanfordhealthcare.org)) or Andrea Hausel

([ahausel@stanfordhealthcare.org](mailto:ahausel@stanfordhealthcare.org)).