

WHAT IT MEANS TO BE A “PROVIDER OF CHOICE”

The referral source satisfaction survey is a six-item survey completed by community care providers who have referred patients to participating facilities. Five areas of service are rated on a scale of 1 (Poor) to 5 (Excellent). The sixth item, “Are we your provider of choice?”, is a key marker of referral source satisfaction.

2017 Referral Source Satisfaction Results

Most referral source respondents are generally happy with the provider, making it a challenge for providers to stand out.



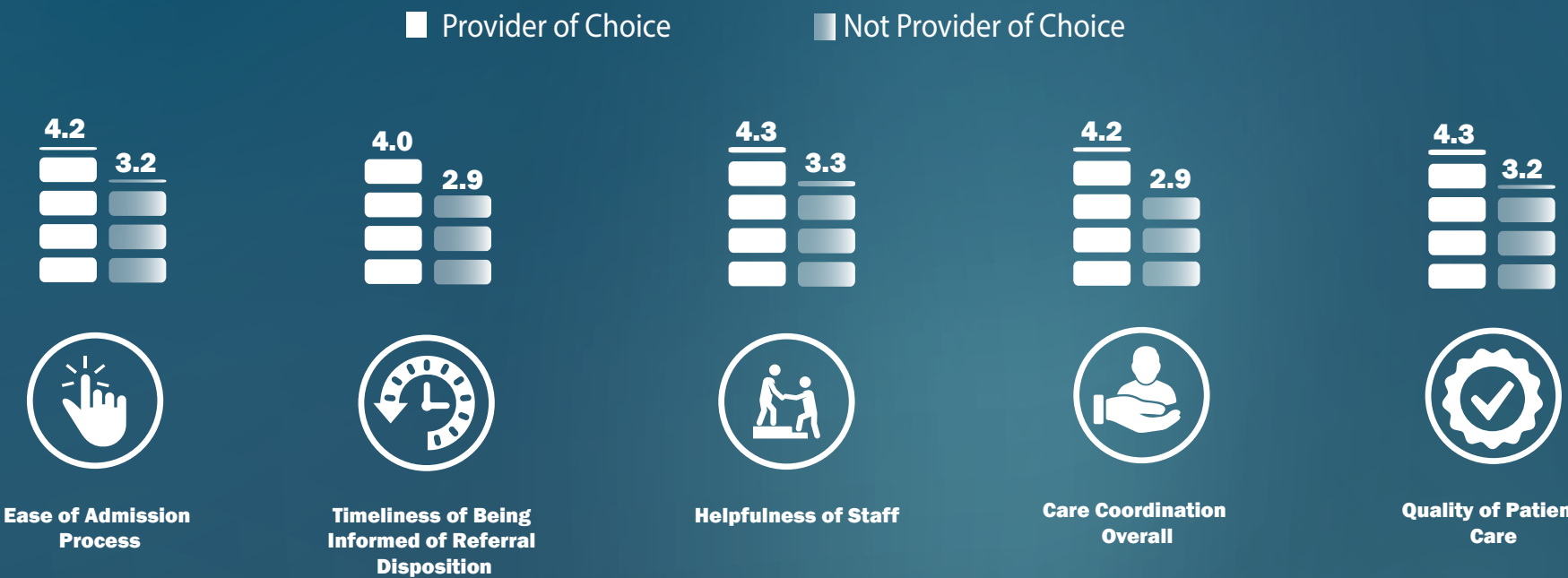
“Very Good” Overall Average Rating



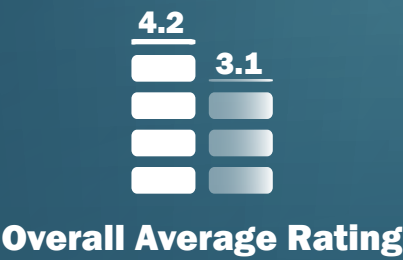
Endorse Facility as Provider of Choice

Providers of Choice Do Stand Out

When the facility was the provider of choice, all 5 areas of service were rated higher.



In fact, when a facility was endorsed as the provider of choice, the overall average rating was a full point higher!



Provider of Choice Key Drivers

Perception of Quality of Patient Care and Care Coordination Overall have the greatest impact on whether or not the referral source considers the facility to be their provider of choice.



Quality of Patient Care

3.1 more likely to be provider of choice
TIMES when rated Excellent or Very Good



Care Coordination Overall

2.9 more likely to be provider of choice
TIMES when rated Excellent or Very Good

To help you be a “provider of choice”, use your clinical outcomes and patient satisfaction results to communicate quality and shape referral source perception.