

2018 LifeSource

HOSPITAL PARTNER STUDY

The sample includes 48 physicians, 3 advanced practitioners, and 74 hospital staff interviewed during the months July and August 2018. These partners were selected through development of a master list provided by LifeSource through an opt-in process and interviewed by RPG.

OVERALL SATISFACTION RATES

76% HIGHLY SATISFIED



24% NEED FOR IMPROVEMENT

LIFESOURCE IS WITHIN THE NATIONAL STANDARD FOR **PHYSICIANS**

LIFESOURCE IS ABOVE THE NATIONAL STANDARD FOR **HOSPITAL STAFF**

3 PRACTITIONERS **48** PHYSICIANS **74** HOSPITAL STAFF



74% HIGHLY SATISFIED



26% NEED FOR IMPROVEMENT

COMMUNICATION

STRENGTHS

- Collaboration (18 comments)
- Positive interactions with donor families (14 comments)
- Easy to work with (13 comments)
- Friendly attitude (9 comments)
- OPOs noble mission and goals (9 comments)
- Accessibility (8 comments)
- Great representatives (7 comments)
- Knowledgeable/ Experts in field (7 comments)
- Quick to respond (7 comments)
- Helpful and supportive (6 comments)

ROOM TO GROW

- Insensitivity to donor families (8 comments)
- Lack of consistency in representatives (7 comments)
- Need for more education (6 comments)
- Inconsiderate timing of requests for assistance (5 comments)
- Aggressive attitude toward hospital medical staff (5 comments)
- Poor case coordination (4 comments)

EXPERIENCE

HOW OPO HAS MADE PARTNERS FEEL VALUED OR CAN IMPROVE

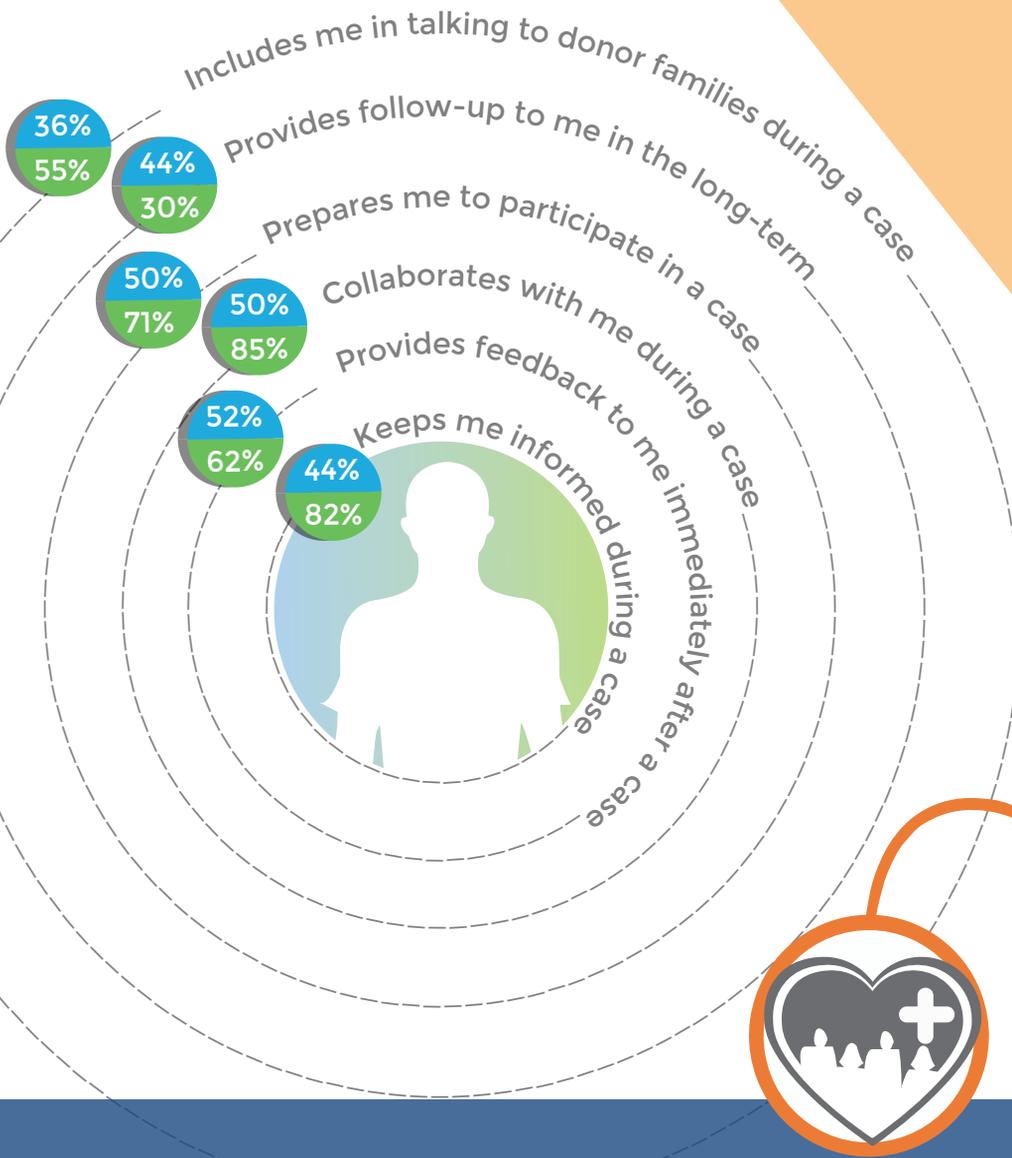


COMMUNICATION SATISFACTION

- PHYSICIANS
- HOSPITAL STAFF

EDUCATION

33% of physicians and **61%** of hospital staff express some need for improvement in the education being provided.



MOST HIGHLY PREFERRED MODES OF COMMUNICATION

	PHYSICIANS	STAFF	KEY
BEFORE CASES			CELL PHONE PAGER IN-PERSON
DURING CASES			STOP BY UNIT EMAIL
AFTER CASES			OFFICE PHONE