

# Physician Engagement, Alignment and Well-being Dialogues

In 2022 Baystate Health began conducting a Physician Engagement and Alignment survey at Baystate Health and in June 2023 collected our second set of data. This survey focuses on elements specific to the physician experience and helps us better understand the current state.

Of note, physician participation in the survey increased to 62%, up from 61% in 2022, and is well beyond the national physician response rate for Press Ganey, which is between 35-40%.

Overall, all indices in the physician survey improved slightly, but not significantly, beginning with a higher percentage of physicians contributing their voices than in the last couple of years. Baystate is committed to learning from physicians about their experience and dialogues are underway using the 2023 survey data as a starting point.

## **Provider Wellbeing Expertise**

Provider wellbeing has become a central focus of our physician experience efforts. As such, the Co-leads of the Provider Wellbeing Council, Drs. Katie Jobbins and Zach Testo, in conjunction with the Council, have developed a roadmap and change management model with the goal of promoting the health and wellbeing of our providers. As part of this work, they are now partners in designing the organizational response to the key drivers and themes of this year's physician survey. [This infographic](#) provides more detail on the comparative results from 2022 to 2023.