

Bridging the Gap: A Versatile Evidence-Based Provider Experience Survey for International Performance Comparisons and Quality Improvement

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INTRODUCTION

Clinicians' experiences in care delivery, including decision-making, safety, and relationships with colleagues, are associated with improved wellbeing and **better patient outcomes**¹². These experiences are vital for assessing care outcomes in value-based healthcare³. However, the absence of a **standardised tool** to measure clinician experience across diverse healthcare settings impedes global performance comparisons. Developing such a tool is crucial for ensuring high-quality, standardised care, benchmarking best practices, addressing systemic challenges, and guiding **quality improvement initiatives**. To address this gap, we developed an evidence-based **Provider Experience Survey**.

AIM

The Provider Experience Survey tool aims to:

1. Assess clinician experience, 
2. Enable international performance comparisons, 
3. Identify healthcare system variations,
4. Guide targeted quality improvement initiatives.

RESULTS

Sustainable healthcare workforces are crucial for ensuring the **delivery of high-quality care** over the long term. By understanding and addressing clinician experiences, healthcare organisations can improve **staff satisfaction** and **wellbeing**, **reduce turnover rates**, **attract talented professionals**, and enhance **overall workforce retention**². This not only leads to better patient outcomes but also contributes to the **stability and effectiveness** of **healthcare systems**³.

The survey was implemented across **diverse healthcare settings**, encompassing varying levels of care (e.g., primary and tertiary), multicultural environments, different service modalities (e.g., virtual and face-to-face), and complex settings (e.g., remote and challenging). **Challenges in coordinating survey rollout** across diverse projects were addressed through a **phased approach** and **educational sessions**. Involving all levels of management was crucial for embedding the survey into existing reporting requirements and ensuring its long-term sustainability.

High response rates exceeding **64%** across all projects underscored **significant clinician engagement** (refer to **Figure 1**). Feedback from clinicians and project managers emphasised the survey's effectiveness and clarity in identifying and communicating clinician experiences. All project managers acknowledged that the survey questions were sufficiently broad enough to be applicable across diverse healthcare settings. Additionally, the project managers expressed a desire to integrate the survey into existing reporting protocols and to conduct it regularly.

Information collected from comment section responses was used to provide **guidance for quality improvement initiatives** that **optimise health system** and **financial performance**, foster **a sustainable workforce**, improve **staff satisfaction and wellbeing** and **patient outcomes**³. Key themes included salary and benefits, communication and support, work environment, and education and training (refer to **Figure 2**). Examples of quality improvement initiatives included increasing learning opportunities, holding more frequent meetings, and reviewing remuneration.

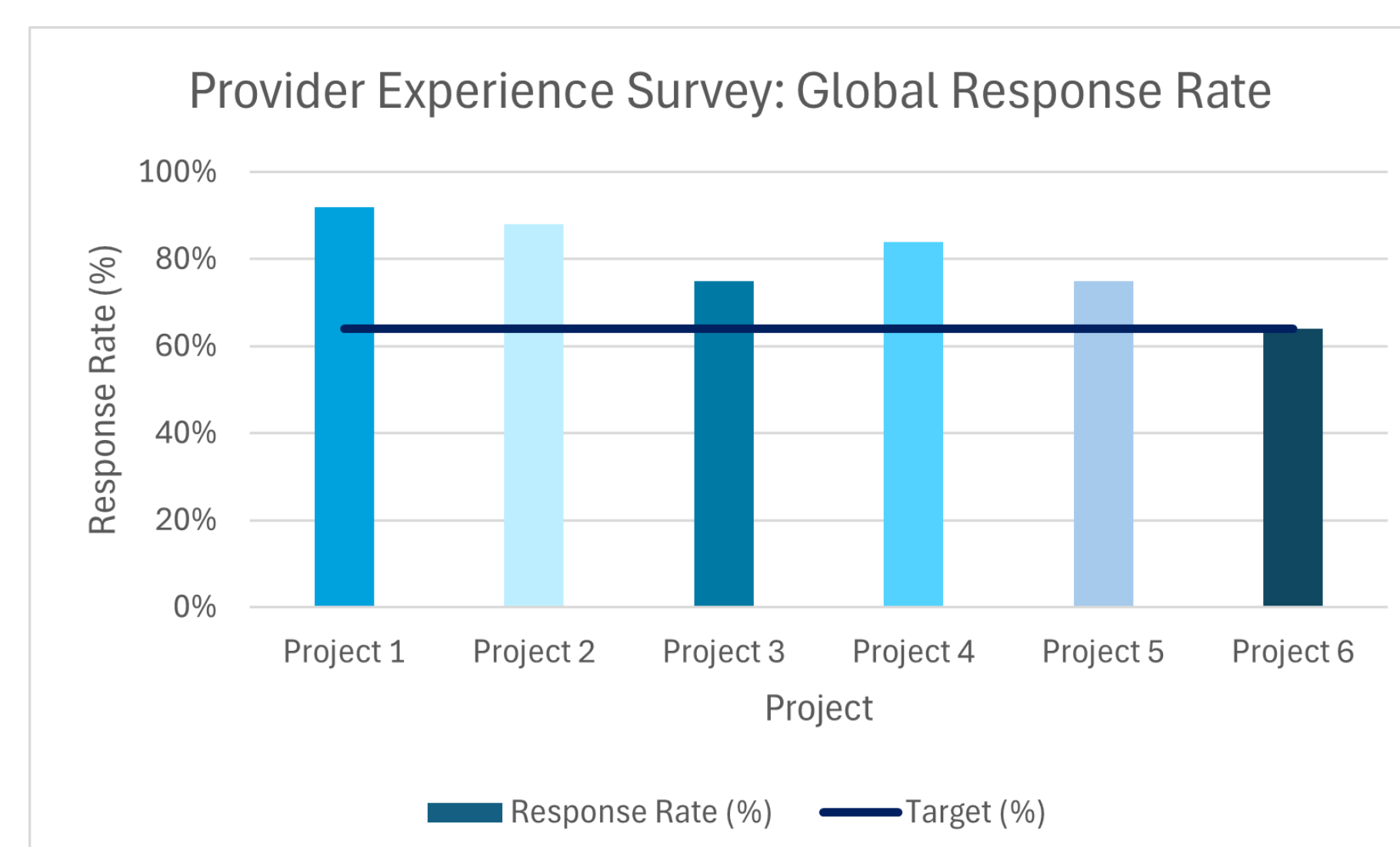


Figure 1. Provider Experience Survey Response Rates across Global Projects
Note: to maintain client confidentiality, projects are referred to as Project 1, Project 2, and so forth, rather than by their names.

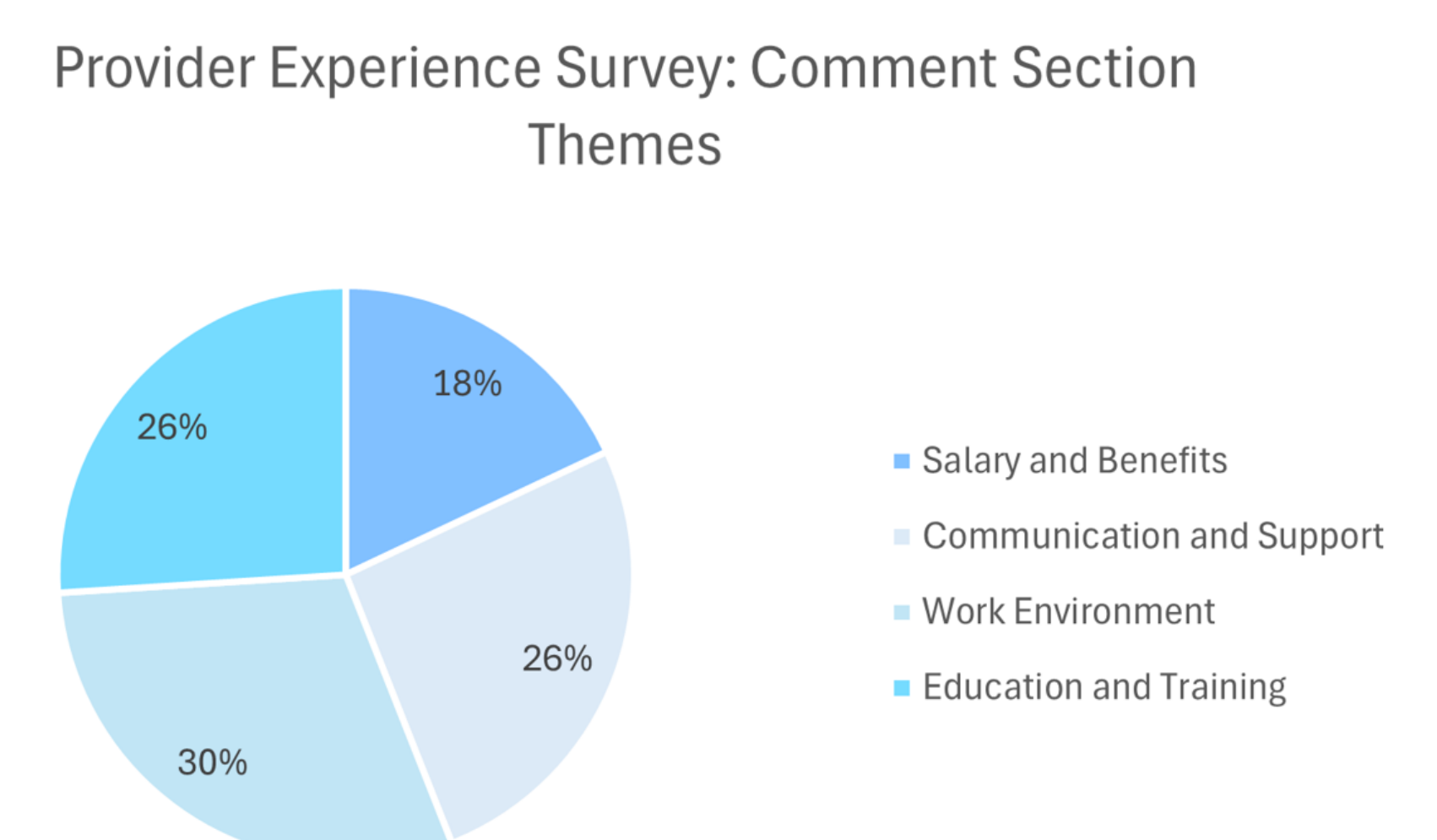


Figure 2. Provider Experience Survey Comment Section Themes. Four (4) key themes identified.

METHOD

The **Provider Experience Survey** was developed using quantitative methodology.

The survey comprised **four (4) questions** covering

1. Interpersonal
2. Clinical quality
3. Care delivery
4. Administrative and environmental domains, and quantified using agreement scores⁴.

These domains encompassed key aspects of the clinician experience⁴. A comment section allowed participant elaboration and identification of improvement areas.

The survey was conducted across projects spanning **three continents**, demonstrating its success in capturing clinician experiences in diverse global contexts. Qualitative analysis of survey feedback from project managers was used to verify its effectiveness in achieving the survey objectives.

CONCLUSIONS

This initiative serves as a guide for healthcare organisations globally to enhance clinician experience. The survey's **widespread adoption** and **positive feedback** affirm its value in facilitating **international comparisons** and guiding **quality improvement** initiatives. Continued implementation and review of the survey methodology will ensure sustained effectiveness in **enhancing clinician experience** across diverse healthcare environments.

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