

# Referring Provider Survey 2021

---

Start of Block: Default Question Block

What is your main area of specialty or practice? If appropriate, you can select multiple options by holding down the "Ctrl" or "command" key.

Medicine resident (48)

Primary care (29)

Hospitalist (2)

Cardiology (13)

Critical care (27)

Endocrinology (22)

Infectious disease (21)

Geriatrics (37)

GI (15)

Hepatology (47)

Nephrology (16)

Hematology & oncology (12)

Pulmonary (14)

Rheumatology (23)

Other (medicine) (42)

Anesthesiology (38)

Dermatology (30)

Emergency medicine (3)

Family medicine (50)

Neurology (20)

Pediatrics resident (49)

Primary care (pediatrics) (9)

Emergency medicine (pediatrics) (35)

Critical care (pediatrics) (33)

Hospitalist (pediatrics) (10)

Neonatology (34)

Subspecialty (pediatrics) (11)

Other (pediatrics) (41)

Radiation oncology (32)

General surgery (4)

Breast surgery (44)

Cardiac or thoracic surgery (18)

Colorectal surgery (45)

Endocrine surgery (46)

Neurosurgery (17)

Obstetrics & Gynecology (28)

Ophthalmology (31)

Pediatrics surgery (40)

Vascular surgery (7)

Oral and maxillofacial surgery (39)

Plastic surgery (8)

Other (surgical) (43)

Orthopedic surgery (24)

Transplant surgery (36)

Other (19)

---

---

---

Otolaryngology (6)

Urology (5)

---

If you selected "Other" above, or could not find your specialty, enter your area of practice here:

---

---

Are you in a resident or fellow?

Yes

No

---

Do you work at UCSF Health?

Yes, > 20% of clinical time at UCSF Health

Yes, but < 20% of clinical time at UCSF Health (other time at VA, ZSFG, Sutter, etc)

No

---

How is your clinical work divided between ED/inpatient and outpatient care?

- >90% of time outpatient
- >90% of time ED/inpatient
- > 10% time spent in each ED/inpatient and outpatient care

**Order Entry**

Rate diagnostic radiology on the following aspects of **order entry**:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Guidance for selecting correct imaging study (phone, in-person consultation, department website, Epic)	(	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding the correct order in Epic	(	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of completing a selected order in Epic	(	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order entry overall	(	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about order entry.

---



---

---



---



---

**Outpatient Scheduling & Access**

*Display This Question:*  
 If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time ED/inpatient

Rate **diagnostic radiology** on the following aspects of **outpatient scheduling**:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Process of scheduling routine studies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process of scheduling urgent studies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of reaching a scheduler	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outpatient scheduling overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Display This Question:*  
 If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time ED/inpatient

Rate **diagnostic radiology** on the following aspects of **outpatient access**:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Appointment availability for routine (non-urgent) studies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appointment availability for urgent studies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Display This Question:*

*If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time ED/inpatient*

Comments about outpatient scheduling and access.

---



---



---



---



---

**Prior Authorizations**

*Display This Question:*

*If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time ED/inpatient*

*And Do you work at UCSF Health? = Yes, > 20% of clinical time at UCSF Health*

Rate your experience with obtaining **prior authorizations** for outpatient diagnostic radiology exams.

Please note: while the prior authorization group is not part of the Department of Radiology, we still want to know how this part of the workflow can be improved.

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Timeliness of prior authorizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication received for prior authorization denials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prior authorizations overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Display This Question:*

*If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time ED/inpatient*

*And Do you work at UCSF Health? = Yes, > 20% of clinical time at UCSF Health*

Comments about prior authorizations.

---



---



---



---



---

*Display This Question:*

*If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient*

## Inpatient Diagnostic Radiology

*Display This Question:*

*If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient*

Rate **inpatient** diagnostic radiology on the following items:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Speed to obtain emergent examinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed to obtain non-emergent examinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and coordination between the radiology staff and inpatient care team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inpatient diagnostic radiology overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Display This Question:*

*If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient*

Comments about inpatient diagnostic radiology.

---



---



---



---



---



---

## Emergency Department Diagnostic Radiology

---

*Display This Question:*

*If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient*

Rate **ED** diagnostic radiology on the following items:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Speed to obtain emergent examinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed to obtain non-emergent examinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and coordination between the radiology staff and ED care team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ED diagnostic radiology overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

---

*Display This Question:*

*If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient*

Comments about ED diagnostic radiology.

---



---

---

---

---

-----

**Image Acquisition**

-----

Rate diagnostic radiology on the following aspects of **image acquisition**:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Image quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Study performed as requested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Image acquisition overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

-----

Comments about image acquisition.

---

---

---

---

---

-----

**Radiologist Interpretation and Reporting**

-----

Rate **radiologist interpretation and reporting** on the following items:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
<p><i>Display This Choice:</i>            If How is your clinical work divided between ED/inpatient and outpatient care? != &gt;90% of time ED/inpatient</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outpatient imaging results available in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of final radiology reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of final radiology reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving results via phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><i>Display This Choice:</i>            If How is your clinical work divided between ED/inpatient and outpatient care? != &gt;90% of time ED/inpatient</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Results communicated by Relay Center via email/fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radiology interpretation/reports overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about radiologist interpretation and reporting.

---

---

---

---

---

**Outside Imaging Studies**

Rate your experience with diagnostic radiology's processing of **outside imaging studies**:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Ease of submitting outside studies for loading into UCSF PACS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed by which outside studies are loaded into UCSF PACS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process for requesting secondary interpretation of outside studies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outside imaging processes overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about outside imaging studies.

---

---

---

---

---

-----

**Personnel Interactions**

-----

Rate your **direct interactions (e-mail, phone, in-person)** with the following personnel:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Attending radiologists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radiology residents/fellows - during business hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radiology residents/fellows - on call & weekend hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Display This Choice:</i> <i>If How is your clinical work divided between ED/inpatient and outpatient care? != &gt;90% of time ED/inpatient</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schedulers						
<i>Display This Choice:</i> <i>If How is your clinical work divided between ED/inpatient and outpatient care? != &gt;90% of time ED/inpatient</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prior authorization staff						
<i>Display This Choice:</i> <i>If How is your clinical work divided between ED/inpatient and outpatient care? != &gt;90% of time ED/inpatient</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front desk staff						
Technologists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Image library staff  
(outside imaging)



---

Comments about direct interactions with personnel listed above.

---

---

---

---

---

---

With which **diagnostic radiology** section do you interact with most closely (select 1)? You will have the opportunity to provide feedback on other sections at the very end of the survey.

- Abdominal Imaging & Ultrasound
  - Breast Imaging
  - Cardiac & Pulmonary Imaging
  - Molecular Imaging & Therapeutics (ie Nuclear Medicine)
  - Musculoskeletal Imaging
  - Neuroradiology
  - Pediatric Radiology
  - Unsure or Skip Question
-

In the past year, have you referred any patients to Body Interventional Radiology (IR) or Neuro Interventional Radiology (IR)?

	Yes	No
Body-IR	<input type="radio"/>	<input type="radio"/>
Neuro-IR	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the **#{Q39/ChoiceGroup/SelectedChoices}** section in the following areas:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Ease of reaching a radiologist to discuss patient care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of consultations via phone/Zoom/e-mail/in-person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of interpretations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interventions/procedures performed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of conference support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about the **#{Q39/ChoiceGroup/SelectedChoices}** section:

---



---



---

---

---

---

Rate your satisfaction with **Body Interventional Radiology** on the following items:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Ease of submitting referrals/consultations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Display This Choice:</i> If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time ED/inpatient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process for scheduling ambulatory referrals						
<i>Display This Choice:</i> If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed to accommodate inpatients for <b>emergent</b> interventions						
<i>Display This Choice:</i> If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed to accommodate inpatients for <b>non-emergent</b> interventions						
Satisfaction with patient outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication with the Body-IR consult team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Choice:

If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient

Communication and coordination between the Body-IR staff and care team

Body Interventional Radiology overall

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

---

Comments about **Body Interventional Radiology**.

---

---

---

---

---

Rate your satisfaction with **Neuro-Interventional Radiology** on the following items:

	N/A	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Ease of submitting referrals/consultations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Display This Choice:</i> If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time ED/inpatient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process for scheduling ambulatory referrals						
<i>Display This Choice:</i> If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed to accommodate inpatients for <b>emergent</b> interventions						
<i>Display This Choice:</i> If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed to accommodate inpatients for <b>non-emergent</b> interventions						
Satisfaction with patient outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication with Neuro-IR consult team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Choice:

If How is your clinical work divided between ED/inpatient and outpatient care? != >90% of time outpatient

Communication and coordination between the Neuro-IR staff and care team

Neuro-Interventional Radiology overall

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about **Neuro-Interventional Radiology**.

---

---

---

---

---

**Overall Satisfaction**

What is your overall satisfaction with the clinical services provided by the UCSF Department of Radiology?

- Extremely satisfied
  - Moderately satisfied
  - Slightly satisfied
  - Neither satisfied nor dissatisfied
  - Slightly dissatisfied
  - Moderately dissatisfied
  - Extremely dissatisfied
- 

How does your experience with the UCSF Department of Radiology compare to your experience in previous years?

- Significantly improved
  - Somewhat improved
  - No change
  - Somewhat worse
  - Significantly worse
-

How likely are you to recommend the UCSF Department of Radiology to a friend or family member?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10



How can the UCSF Department of Radiology better serve you?

---

---

---

---

---



What are you most satisfied with about the UCSF Department of Radiology?

---

---

---

---

---

**END OF SURVEY.** Thank you for your responses. Click "Save & Next" to finalize your survey and exit.

