

Resident Relations Initiative at Tampa General Hospital

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The relationship that exists between a physician and their patient is one of the most powerful influences on patient satisfaction during their stay at the hospital. The entire medical team is responsible for helping the patient to feel comfortable, however, and this is why both physicians and nurses should be targeted when aiming to improve patient satisfaction scores. Through the use of in-depth interviews and focus groups, this Initiative will gather data that will assist in increasing employee satisfactions levels and this will also cause an increase in patient satisfaction. Social events will also be planned that will allow mingling between hospital administration and the residents, with the goal of strengthening the relationship between the resident and the hospital.

When striving to achieve higher patient satisfaction scores, physician satisfaction must also be considered as it plays a large role in the experience of a patient. There is a known association between the level of job satisfaction that a provider experiences and the quality of care that they produce.

The Resident Relations Initiative at Tampa General Hospital sought to discover and initiate ideas that would ensure medical residents enjoy their experience and training at the hospital, in hopes of recruiting top-notch physicians at the completion of their residency. These ideas ranged from identifying sources of stress for the resident, to creating a more comfortable working environment, to improving relationships between the nurses and residents at the hospital. Increasing the satisfaction of residents would result in the simultaneous increase of patient satisfaction, which was also identified as a goal of this project.

Objectives: To strengthen the relationship between residents and nurses at Tampa General Hospital. To discover how to retain physicians once residency training is complete. To increase resident and patient satisfaction. **Resident Relations Initiative:** Interventions were deployed in the resident lounge area. Information was collected through the use of focus groups, informal interviews, and questionnaires. This data served as a basis for the backbone and development of the Initiative and assisted with identifying target problem areas in the retention of resident and also increasing their satisfaction level. **Feedback and Evaluation:** Feedback from both residents and nurses has been extremely positive and both staff and management agree that change has been visible throughout the organization. Employees and patients have expressed noticed change and feeling more connected to the organization. The Resident Relations Initiative is ongoing at Tampa General Hospital and will become a permanent program. Results will continue to be monitored more qualitatively in the future through the use of Press Ganey patient satisfaction surveys, which are distributed to patients upon discharge from the hospital.