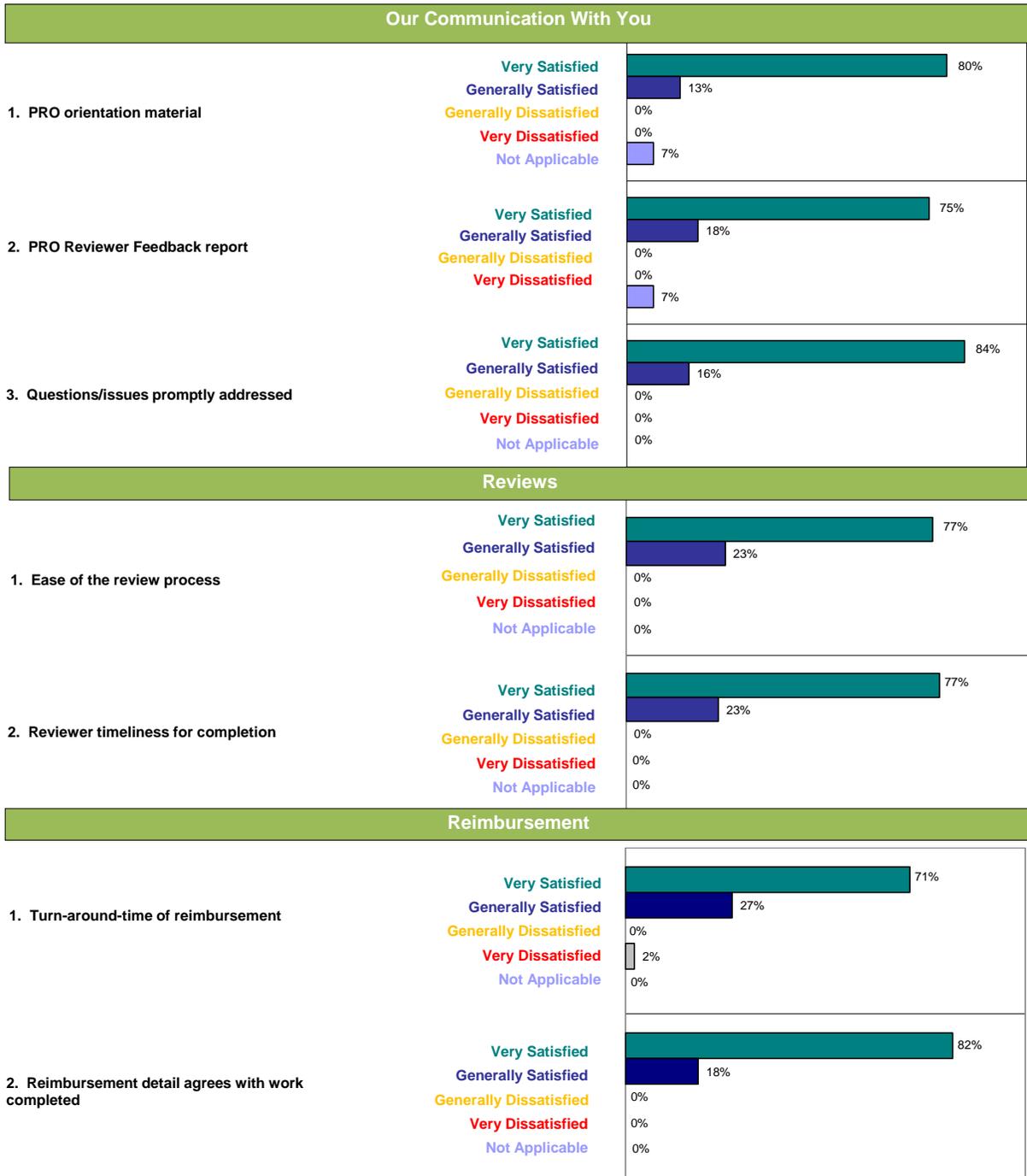


2017 Reviewer Satisfaction Survey Summary



Scale of 1 to 4 Very Satisfied: 1 Generally Satisfied: 2 Generally Dissatisfied: 3 Very Dissatisfied: 4

Reviewer Comments

Please share with us why you chose to become a PRO reviewer:

Opportunity to provide honest and fair patient care evaluations.

I find it interesting and challenging.

Learning experience.

I wanted to support my specialty (EM) and the peer review process.

The workload given works well with my full-time position as Director of Coding, Clinical Documentation and HIM.

I enjoy the cognitive work and side income.

To be better informed what type of documentation is needed for accurate payment. To help PRO do a good job.

Educational, and improving my own quality of care.

Fun group to work with, enjoy the cases.

Enjoy reviews and helping to improve quality of care.

Earn extra income, diversify and expand clinical skills.

Good learning experience.

It is a beneficial way to utilize my extensive years of experience and expertise. I like to continually challenge myself being beneficial.

Interest in using critical thinking in written record. My colleague was doing something similar, so I applied.

Interesting way to supplement income.

To continue toward high level in evidence-based medicine.

Easy to work with.

I feel I should do my part.

Great learning opportunity

I enjoy the challenge and it improves my practice/documentation/risk management.

Hoping to help in my area of expertise.

I have been a reviewer for many years and I feel it's important to have insight to prevent over utilization.

I am unable to do much clinical work and didn't want to let my brain rot.

It's a great organization to work with and enjoy using my knowledge to help.

Interesting work, makes me a better medical doctor.

Helping maintain highest quality of medical care.

Available time and income.

The work is interesting and often challenging. The compensation is good.

I am passionate about utilization case reviews as it keeps me up to date on new developments in medications and c technologies.

I wanted to expand my experience/skill set and enjoy working with different case types/denial issues.

Very interesting experience.

I feel reviews can help both providers and insurers. After spending many years doing many reviews for a Board of Medicine, I felt I could put my knowledge to good use and make extra income.

To provide a review from a knowledgeable doctor who is out in the community practicing every day in real life scena

To help provide better care.

I was looking for part time work that could be performed off hours.

Enjoy the experience and contributing to my peers.

Income.

I like being a part of fair peer review with an opportunity to share the practicing physician's point of view.

Was asked but also feel I can be valuable.

Additional comments and/or suggestions for improvement:

Ideally would like to see more cases for review (only saw 3 last year).

PRO does a great job - thanks!

Increase pay.

There should be some consideration given for extremely lengthy reviews in terms of compensation. One size does

It would be nice to have a more physician driven sign up model. Perhaps a pool of needed reviews and we can go : sign up ad lib. Currently it is random, and/or I inform staff of when a good time is for me and they may or may not get back to me in time.

None. Really like your records system it always quickly functions and without hordes of ID's and passwords.

I would like more reviews please.

On my report, it states that 50% of the time my reviews are done by the requested date. I don't find that to be true.

More rapid feedback would be appreciated.

No everything is great.

The online records system is a little cumbersome.

Explain files where my review was discrepant with RE.