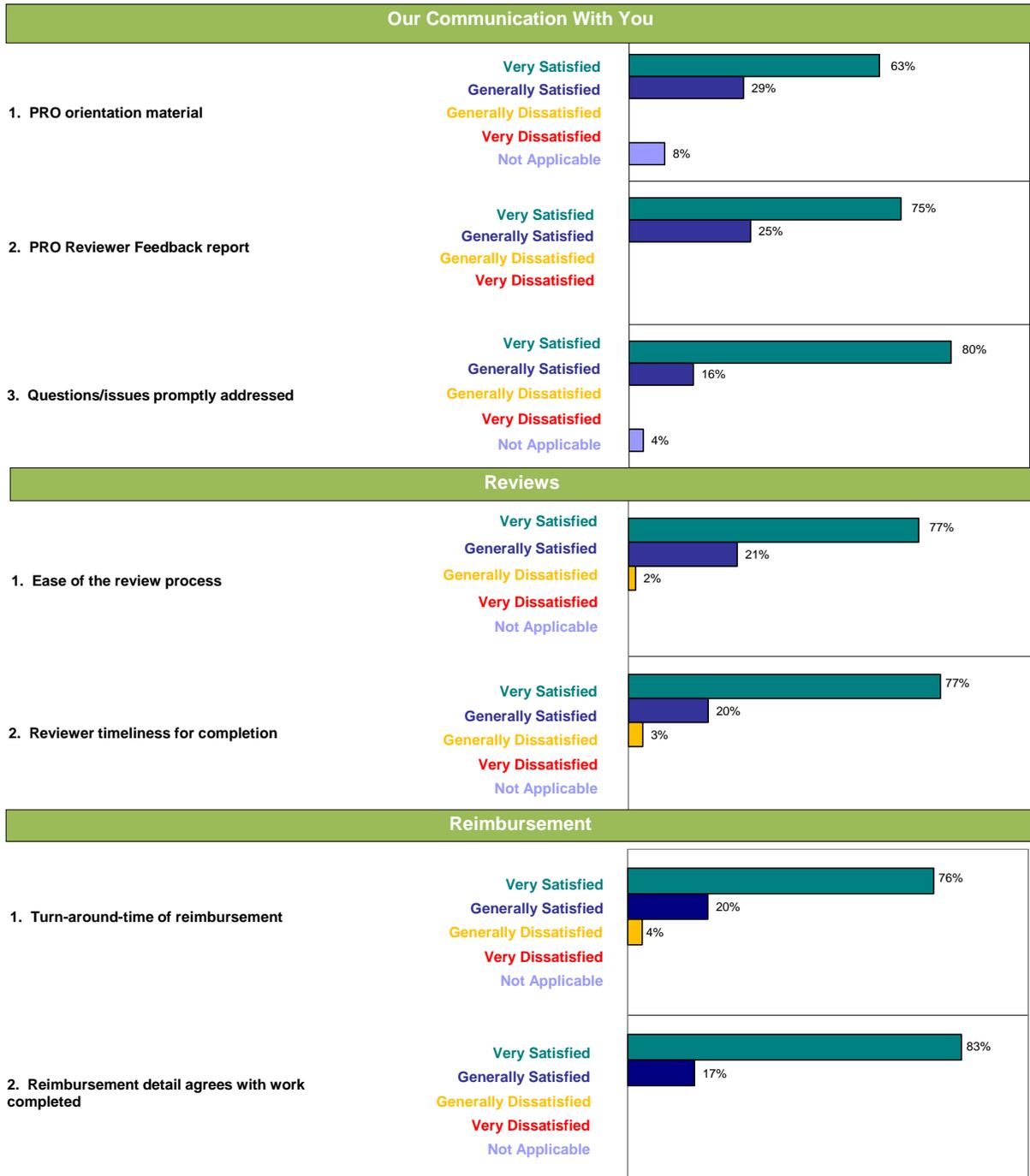


## 2018 Reviewer Satisfaction Survey Summary



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:**

Been a long time ago from starting. Stick with it because you make it user friendly.

Retired and still like to use my skills.

To be involved in the process of correct admissions and reimbursement process by the hospitals and insurance companies.

Reviewing documentation of others' treatments always improves my practices.

I was selected by your organization. The application process was straightforward and the support was good.

I believe it is important for all parties involved to have an objective opinion, when needed. It helps maintain the integrity of patient care and the relationship between providers, patients and insurers.

Good customer service, professional QA, decent reimbursement.

Passionate about utilization reviews and enjoy performing peer reviews including discussion with MD's.

The platform is difficult to use.

Interesting cases. Appropriate turn around time.

Highly professional organization. Excellent staff. Competitive reimbursement.

In order to contribute to the field of quality and utilization management in healthcare with a reputed organization that is URAC accredited and a NAIRO member.

Enjoyed the reviews.

Protect the integrity of my medical specialty.

To learn how others treat patients and to better know what to document.

Become educated in the importance of good documentation from insurance and peer-review standpoints.

Chance to see more cases from other offices and learn from these cases.

Educational.

Good quality cases.

A learning experience.

Enjoy doing reviews. Improves my clinical documentation.

I enjoy solving some of the mysteries and putting the clinical story together after the fact. A similar process to the medical student and resident teaching I do. Also I always learn things from the ER and Hospitalist notes. Also in general I find the services were appropriate so this is advocacy for the patient who is being denied coverage.

Education for me, to improve my own skills of patient care and documentation, and to help keep abreast of current events, if you will!

I enjoy contributing to my profession and the challenge of reviewing cases and the necessary thought processes needed to do a good review.

To utilize my knowledge and expertise, additional income.

Educational for me and ways to improve my own charts and patient care and outcomes.

Feels good to help to improve the quality of health care.

I feel that this is a needed service and am glad to assist.

Interesting and Educational.

To bring a physician's viewpoint to clinical issues.

To help provide quality, unbiased reviews for my peers.

To add an independent voice to the review process and to help myself stay current.

Long Standing. Educational. Medical Helpfulness.

I enjoy utilizing my skills and experience for good use.

Enjoy doing quality of care reviews and believe it to be important.

The challenge and ability to positively impact processes and patient care.

To make money.

Well-known and respected organization. I've done many reviews over many years, income is helpful.

To use my knowledge as an advocate to all parties involved and ensure that proper care receives proper payment.

### **Additional comments and/or suggestions for improvement:**

Computerized charts are a nightmare to look through...but I know that isn't anything you can help. Spend most of my time scrolling through useless data looking for a few kernels of helpful information.

None, appreciate the organizational definition of MN as it helps narrow review goals.

More time turning around the charts. I practice in a very busy private practice and depending on our call schedules, sometimes the required turn around asked time is impossible for me to meet. I also believe the process is becoming more complicated and detailed and you are asking more of the reviewers.

It would be nice to see a web portal where you can store old case reviews and facility to store and retrieve clinical guidelines and citations.

I have not been asked to perform a review in 18 months. Disappointing as I performed a good volume of work over the years, and I hope that I am still in good standing with PRO.

Electronic reviewer report template with e-signature capabilities so that PRO can go paper-free.

Somewhat earlier statement at the beginning as to what the question is to be answered.

Keep up the good work, will be happy to do on site evaluation and recommendations to improve surgical department quality and performance.

Have not received any charts in a while. Is the review process still in place?

Modify the review form to make a word document that is easily modified to include necessary info.

It has been almost a year since my last review request. I would be happy to do them more often.

More review would be nice.

Present practice is quite acceptable.

Would like more chart review opportunities.

Reimbursement turnaround time is slow.