



Medicus Integra[®] Award

Must Haves

(Required Key Initiatives):

✓ **Physician Well-Being Committee**

A group of providers and administrators who meet on a regular basis to address physician wellness, burnout and engagement initiatives.

✓ **Physician Leadership training and functioning**

A regular, formalized program that equips physicians to become active and engaged leaders within the organization. The organization should also include physicians in the strategic planning process.

✓ **Code of Conduct & Process**

A written code of conduct along with the process for communication to physicians and other providers within the system. The process should also include how unprofessional behavior is addressed and the follow up process.

✓ **Coaching & Counseling**

A program sponsored by the facility/group that helps coach and/or counsel providers dealing with the effects of burnout.

✓ **Communication**

Provide a formalized process which indicates two-way communication to distribute information and respond to physicians concerns or questions in a reasonable and designated time frame.

✓ **Collegiality Initiative**

Initiatives that promote collegiality and collaboration among physicians. Examples may include a formalized mentoring program, Finding Meaning in Medicine, Whole Person Care Conferences, Balint group, etc. to help physicians discuss issues, build trust and grow professionally and personally.

✓ **Onboarding process**

A formalized and standardized onboarding/orientation program for new physicians to understand the organization they are joining. This includes information such as the organizational mission, vision, culture, legacy along with resources for providers dealing with stress and burnout.





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Frequently Asked Questions

- **What is the Medicus Integra[®] survey?**

The Medicus Integra[®] survey was developed by a committee of the Coalition for Physician Well-Being. This survey was built upon four pillars that have been determined to be the main pressure points for physicians; Business & Quality, Culture, Resilience and Learning. Building programs to enhance these four pillars builds a healthy culture, whole physicians and ultimately better outcomes. Organizations that are designated Medicus Integra awardees have shown commitment to enhancing physician well-being within their institutions.

- **What are the costs for a Medicus Integra[®] survey?**

The cost for a Medicus Integra[®] survey is \$10,000. For sponsoring organizations, there is a discount (based on the sponsor level), which is between 15-20% off.

- **Are there additional costs to the Medicus Integra[®] survey?**

No. There is only a flat fee for the survey. The surveyors' travel is covered by this fee.

- **Is there a detailed check-list given ahead of time to understand what we need to work on and what we already have established?**

Yes, a detailed list is provided once an organization decides to move forward with a survey and signs a non-disclosure agreement.

We also have a document which lists and describes the "Must Haves" prior to participating in a survey. The "Must Haves" are available on our website. As stated, prior to a site visit, an organization can review these "Must Haves" to determine their state of readiness.

- **Is this an onsite survey visit?**

Yes, there are two parts to the process. The first includes a self-study by the organization, led by the detailed criteria provided by our organization. Then, an onsite visit follows. The organization being surveyed would work with our team to determine a date to schedule the site visit.

- **When one decides to move forward with the process, would the hospital/organization set the date in which the survey would be conducted?**

Yes, the hospital would send several dates for us to find a time that works best for two of our surveyors to travel.



- **How far in advance do we need to send the materials to the surveyors?**

Due to schedules, we ask that all materials are in the hands of each surveyor no later than two weeks prior to the site visit. This enables them to review the materials in detail and prepare questions as needed.

- **What does the survey process look like?**

Once an organization decides to move forward with the Medicus Integra[®] survey, a non-disclosure agreement is sent to ensure that the detailed criteria remains confidential and is not shared with others outside their organizations.

Once the non-disclosure agreement is signed, the detailed criteria is sent over to the contact at the organization. The criteria should remain confidential to a small working group.

Preparation for the survey takes approximately 80 dedicated hours. It is essential to identify someone to be responsible for pulling information and preparing a binder in preparing for the survey.

The best way to organize the required documents is to create a binder (available on-site at the survey), and an electronic version later sent to each surveyor.

***In the past, we have had organizations scan and send a thumb drive with the information.*

- **Who are the surveyors?**

There are two surveyors who will be assigned to conduct the onsite survey. One of the two surveyors will be a physician. The second surveyor may be an administrator who works in the arena of physician well-being.

- **Once the award is given is there an annual maintenance fee or anything like that?**

Once the award is given, there is no annual fee to maintain the award.

- **If we are not ready for a survey, how can we best prepare?**

We offer a Medicus Integra[®] onsite consultation to help an organization prepare for their Medicus Integra[®] survey. One surveyor can come to your organization and review prepared documentation, programs, and conduct interviews to help identify gaps and help your organization fill those needs.

- **What does a survey day agenda look like?**

*Site visits begin around 8:00 a.m. and end at approximately 4:00 p.m. The intent is for the surveyors to meet key stakeholders involved in the decision-making, well-being committees and physicians, and to ask questions regarding the organization's materials they reviewed prior to arriving for the site visit. **A sample agenda is attached, however, please note, that this can be altered to fit your needs and to ensure your team is recognized for their work***





Coalition for Physician Well-Being Medicus Integra Award Site Survey Sample Agenda

8:30 – 9:30 am	Introduction Breakfast and Physician Engagement _____, Physician Well-being Chair _____, Executive VP and Chief Clinical Officer
9:30 – 10 am	Medical Staff Culture _____, Regional Director Medical Staff Services
10 – 11 am	Physician Onboarding and Tour _____, Physician Relations Manager
11 – 11:40 am	Physician Well-being Champions _____, Medical Group Cardiology _____, Medical Group General Surgery Physician Well-being Committee Members _____, Family Practice Residency Director of Education
12 – 1 pm	Introductions and Lunch _____, Medical Group General Surgery Medical Staff President
1 – 2 pm	Introductions and Interview _____, CEO
2:30 - 3 pm	Medical Staff Office/ Physician Lounge Closing Remarks and Questions Dr.
3 – 3:30 pm	Review of Findings Surveyors
3:30 - 4 pm	Summary of Findings Surveyors and Hospital Leadership

**Note: only names/ organizations are removed. Titles have been left in place to help as you prepare for your site visit.



- **Prior to a site visit, what information would you need from our organization?**

The following information would be necessary for a successful site visit:

- *4-6 weeks out:*
 - *Confirmed date for the site visit (this allows our surveyors to request time off and prepare travel arrangements)*
 - *Hotel information (Name and address of a hotel close by or provides your organization with a discount)*
 - *Best Airport to travel into*
- *2-4 weeks out:*
 - *Final Site Visit Agenda (please be sure to include the address of the office where surveyors will meet the team)*
 - *Thumb drive or scanned documents for surveyors to review has been sent out*

If you have further questions, please feel free to reach out to our team via the “Contact us” tab on our website.

