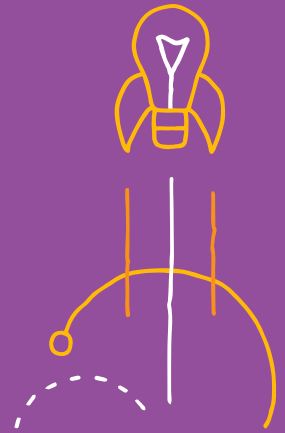


# NCMB Licensee Survey Results

11/11/2016



- NCMB selected a random sample of 9,998 licensees.
- McKinney/ATOMCK sent email invitations and created affinity links for the following other organizations:
  - NC Medical Society
  - NC Academy of Physician Assistants
  - Old North State Medical Society
  - NC Osteopathic Medical Association
  - past NCMB Board Members
- 1,855 Total Respondents
- Data collected and analyzed by members of the McKinney/ATOMCK team

## **North Carolina Medical Board (NCMB) Licensee Survey**

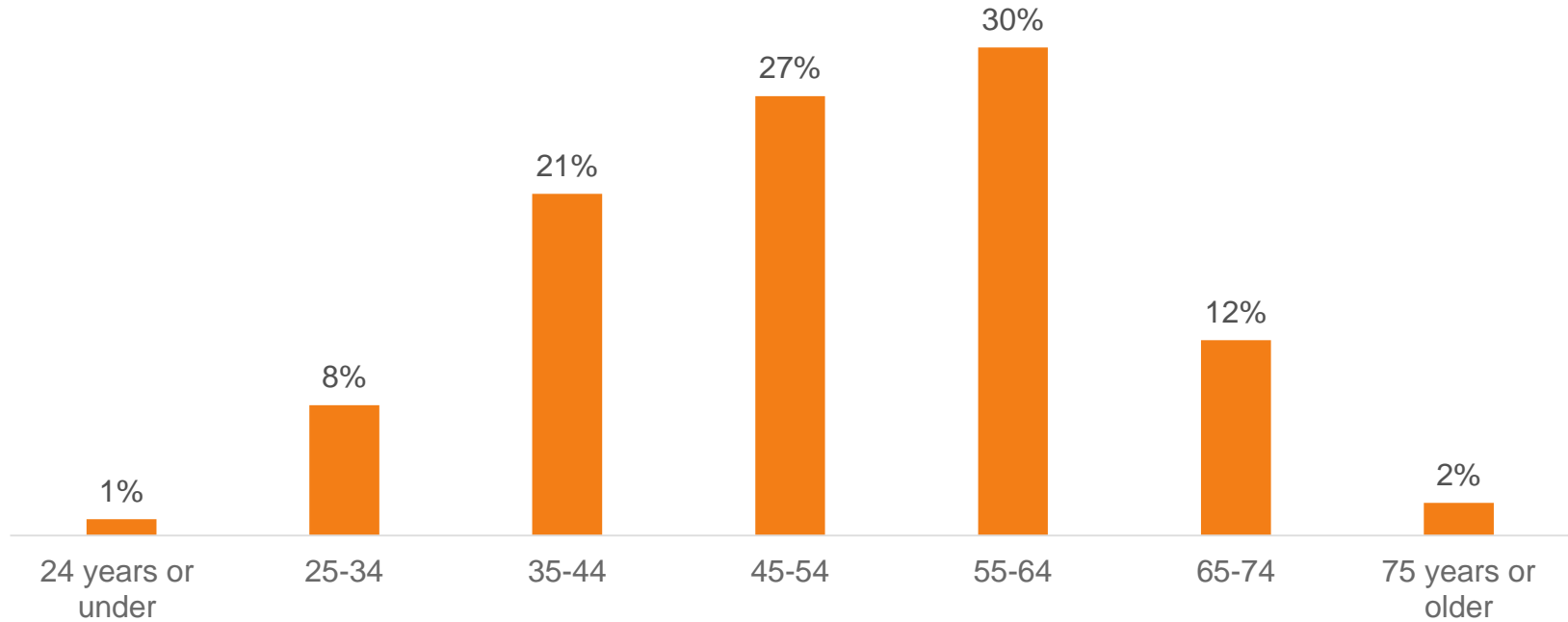
Thank you for your time in taking this survey. This is an anonymous survey that is being distributed on behalf of the NC Medical Board (NCMB). Information collected will not be associated with any identifying information and will abide by all HIPAA laws and privacy regulations.

NCMB will use information from this survey to identify opportunities to better understand important issues affecting licensees in North Carolina. Responses to this survey will remain anonymous. Your candid responses are important, so please answer each question openly and honestly.

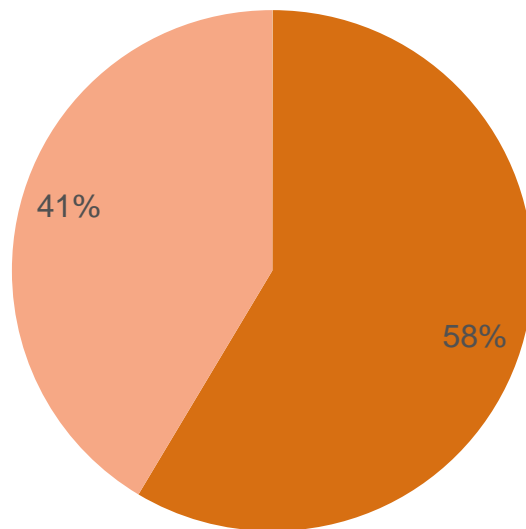
- 
- Demos
  - Retirement
  - Challenges Facing Licensees
  - Private Practice
  - Employed Physician
  - Burnout
  - Interactions with NCMB
  - Better Serve Patients
  - Better Serve Licensees

**Demos**

# Age of Respondents – Mostly 45-64 year olds

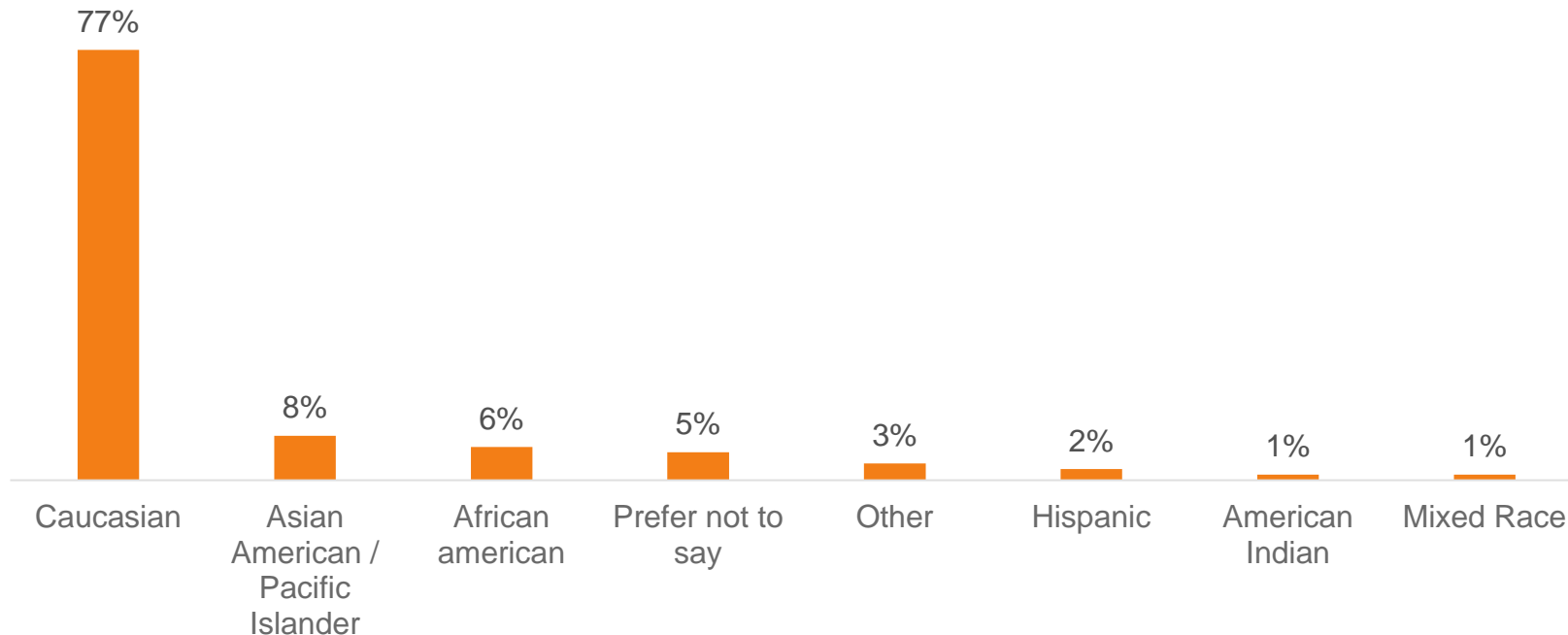


## Respondent's Gender – 60/40 male and female split



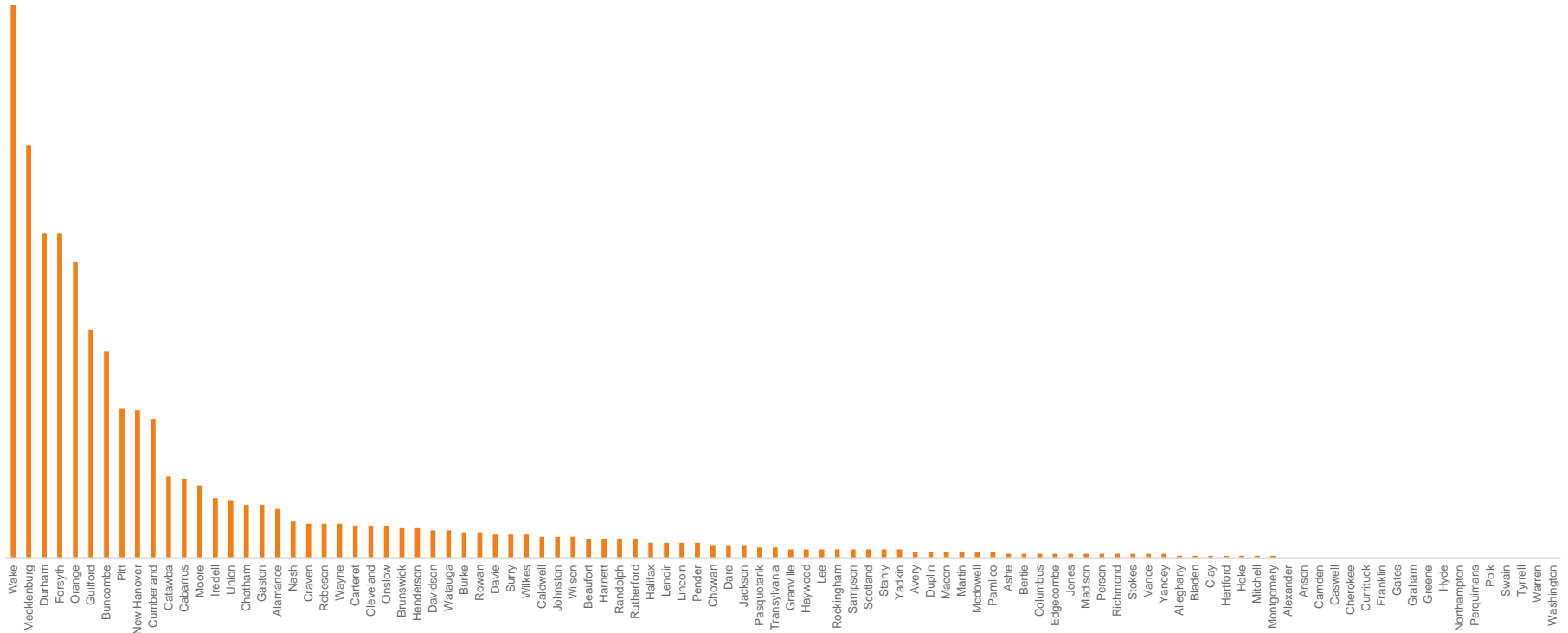
■ Male ■ Female

# Ethnicity of Respondents – Skews Caucasian

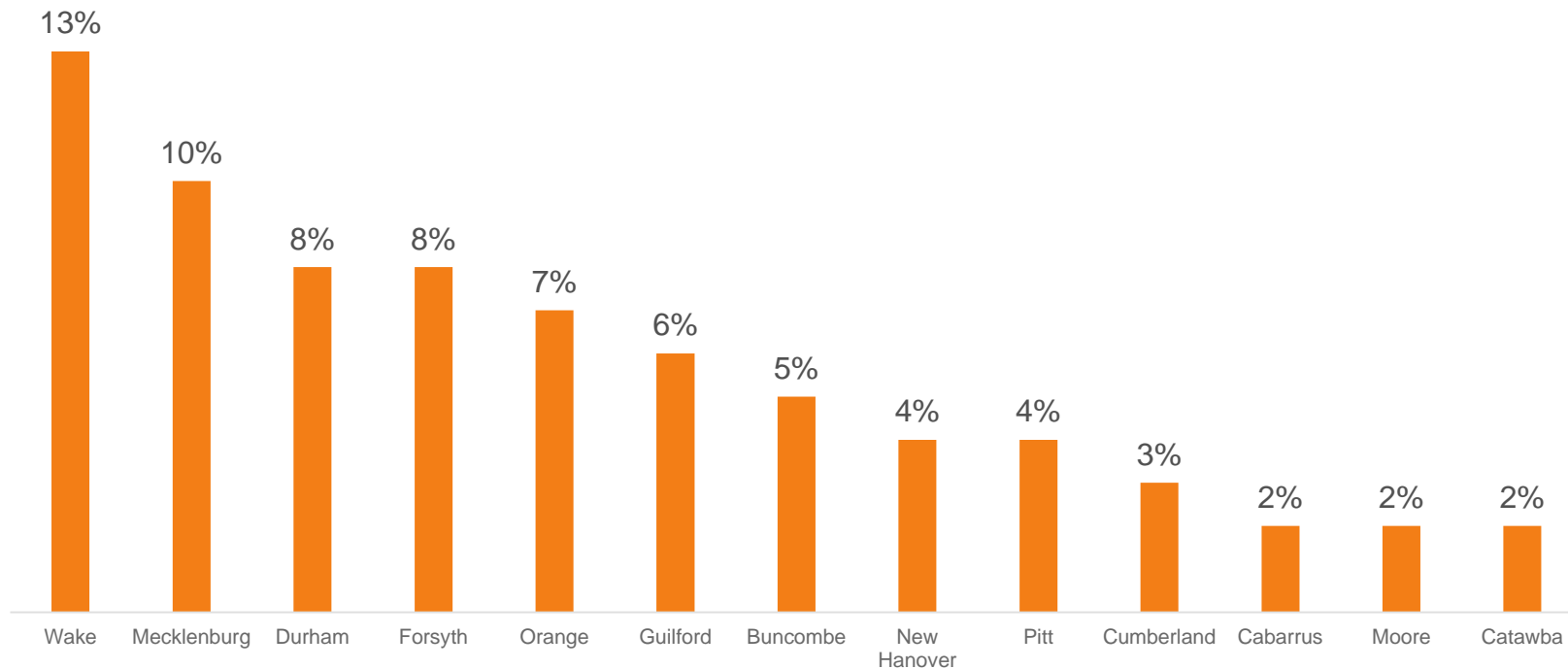




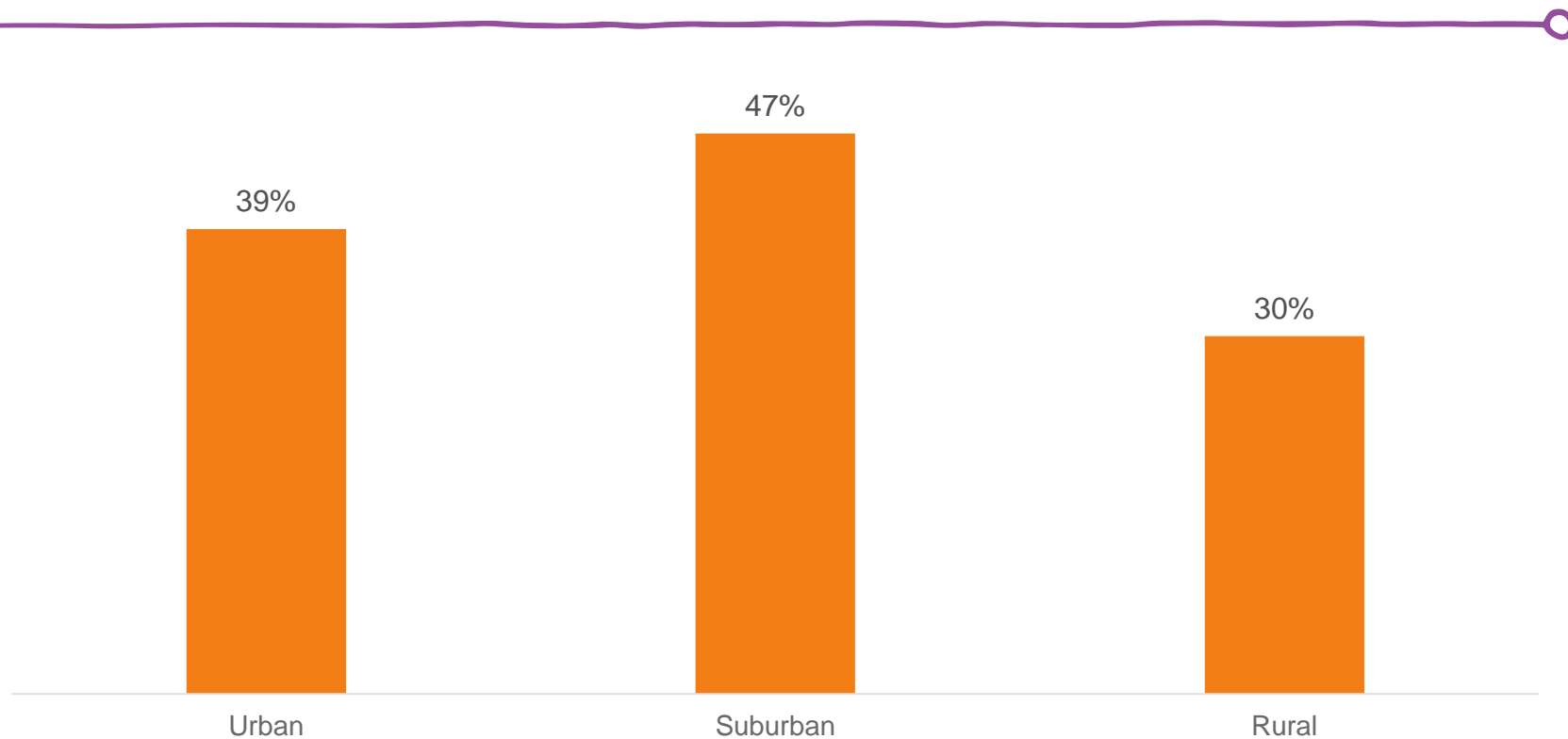
# County of Primary Residence – 82 of 100 counties represented



# Top 13 Counties of Primary Residence

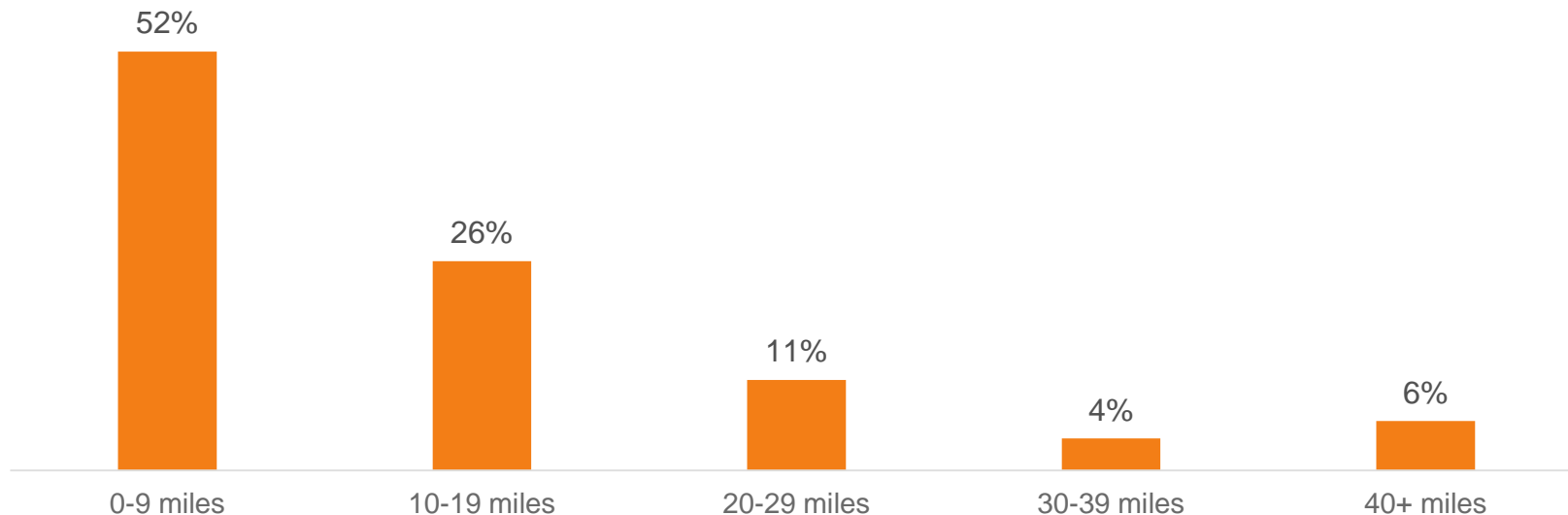


## Type of Area(s) Currently Practicing In – Good mix of all 3

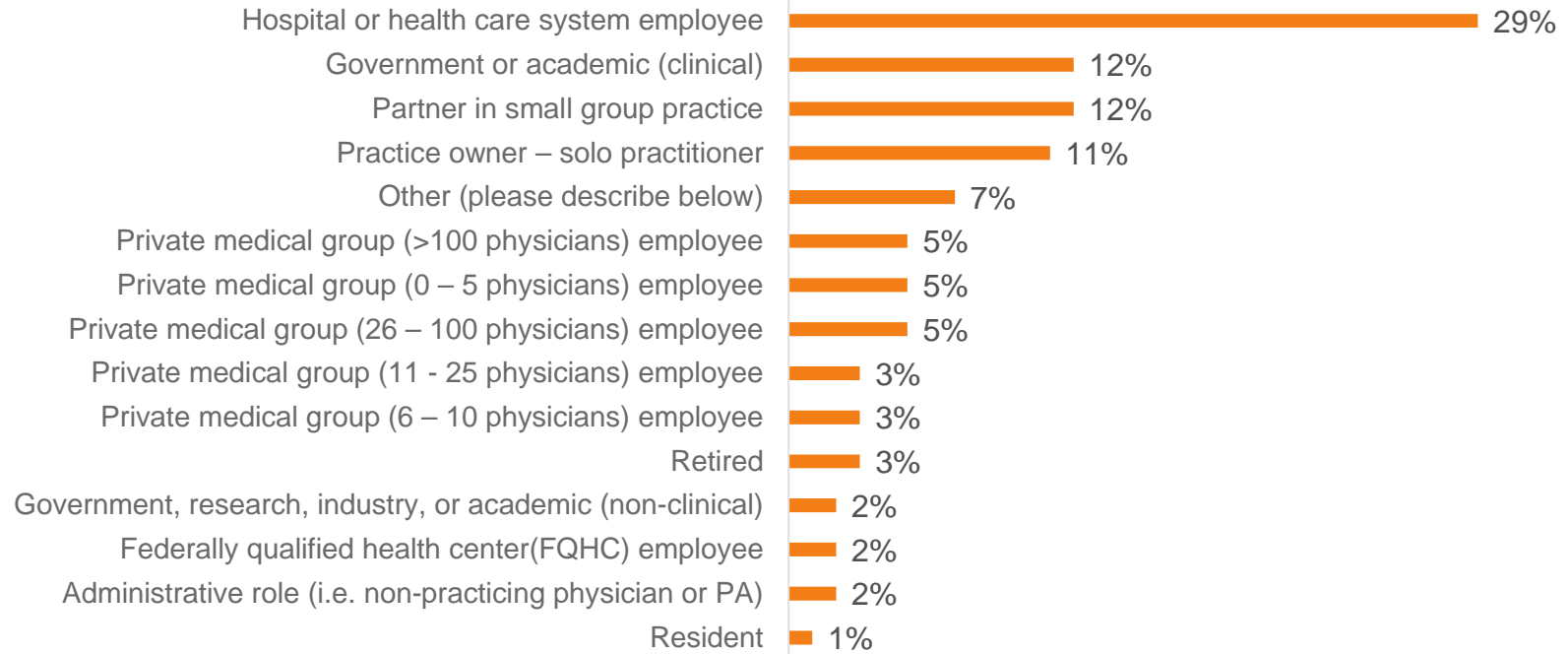


## Over 50% of Licensees are commuting less than 10 miles, but 10% of them are commuting more than 30 miles to work each day

Approximately how far is your commute (in miles) to your primary practice location?



# Primary Employment Status



### “Private Practice”

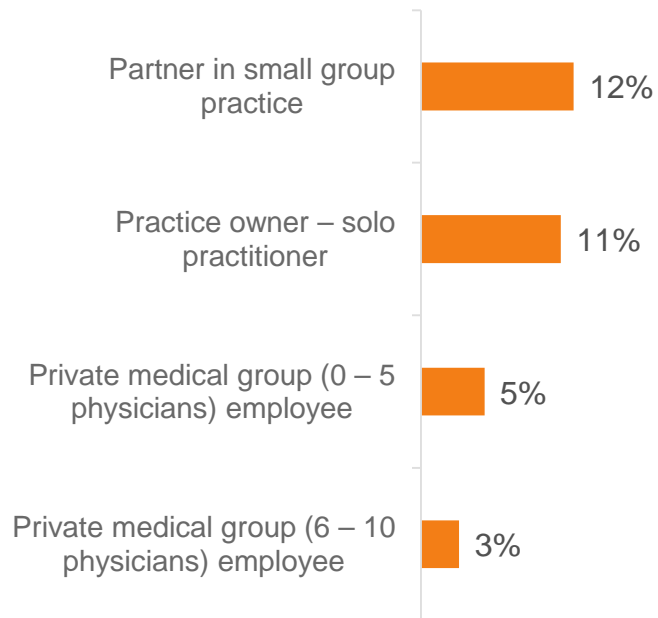
- Practice owner – solo practitioner
- Partner in small group practice
- Private medical group (0-5 PAs)
- Private medical group (6-10 PAs)

### “Employed Physicians”

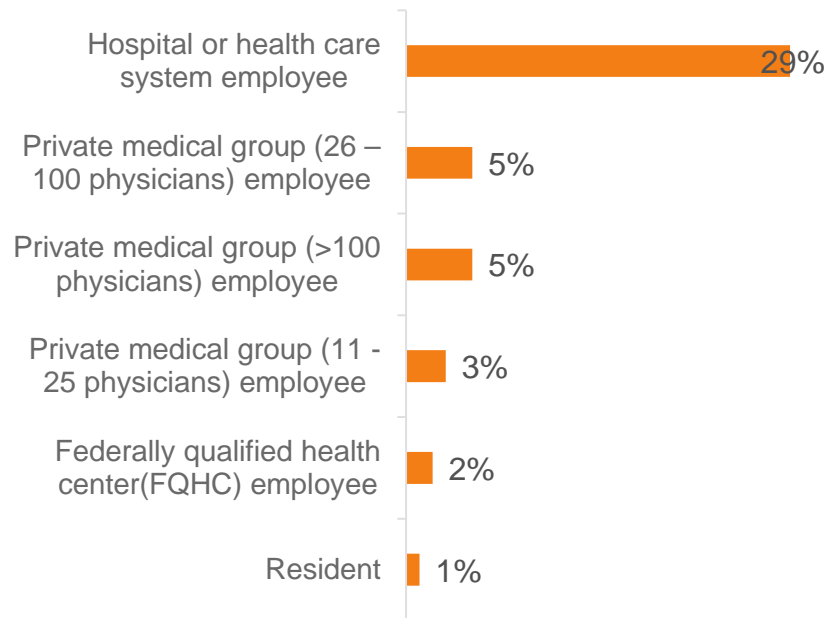
- Private medical group (11-25 PAs)
- Private medical group (26-100 PAs)
- Private medical group (100+ PAs)
- Hospital or health care system employee
- Resident
- Federally qualified health center (FQHC)



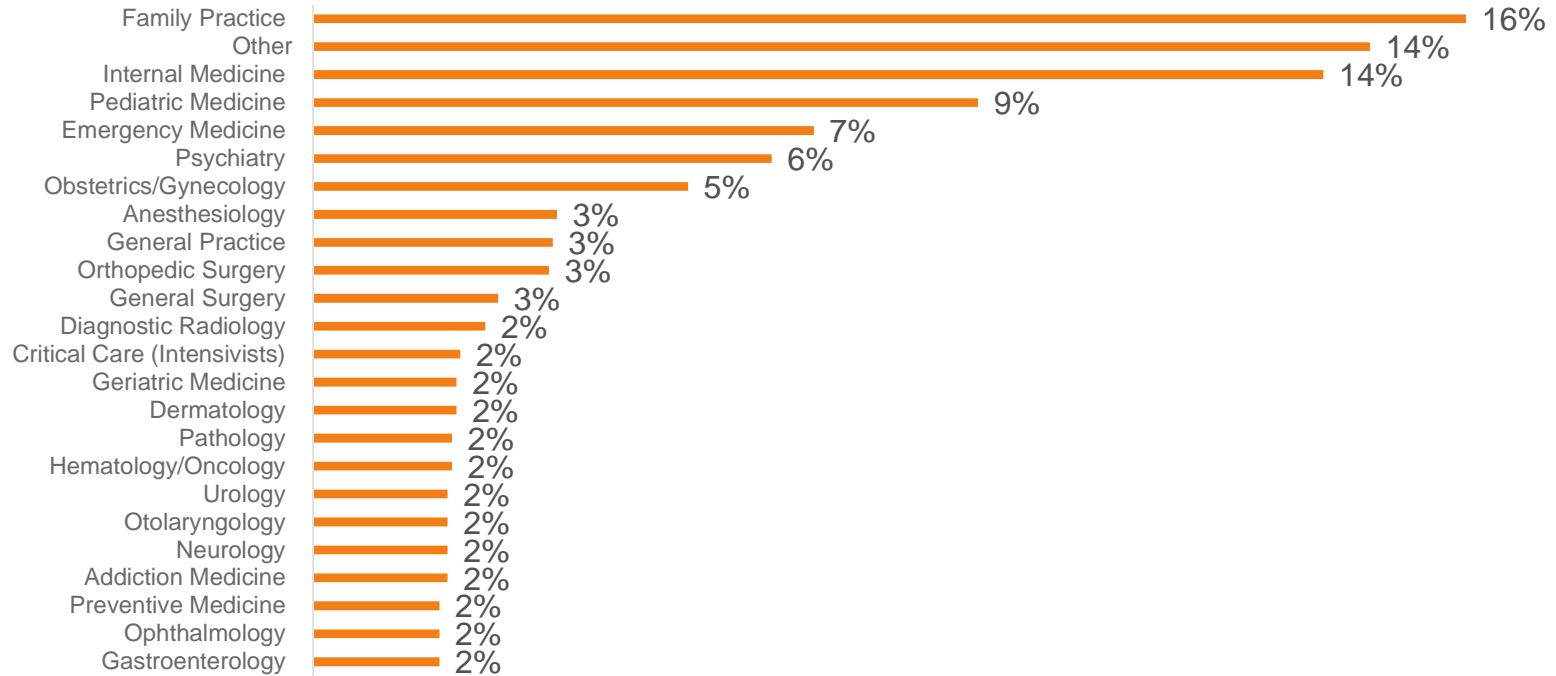
## “Private Practice”



## “Employed Physicians”

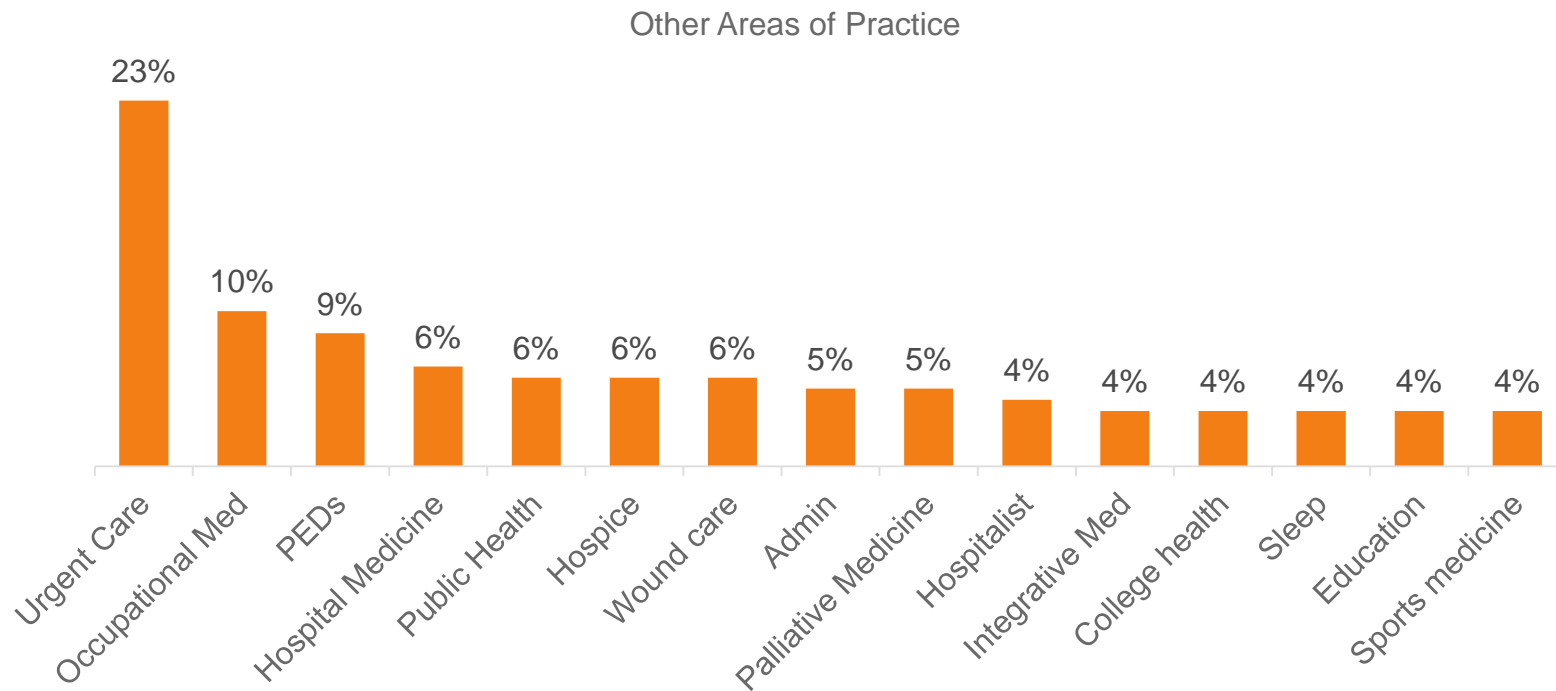


# Primary Area of Practice

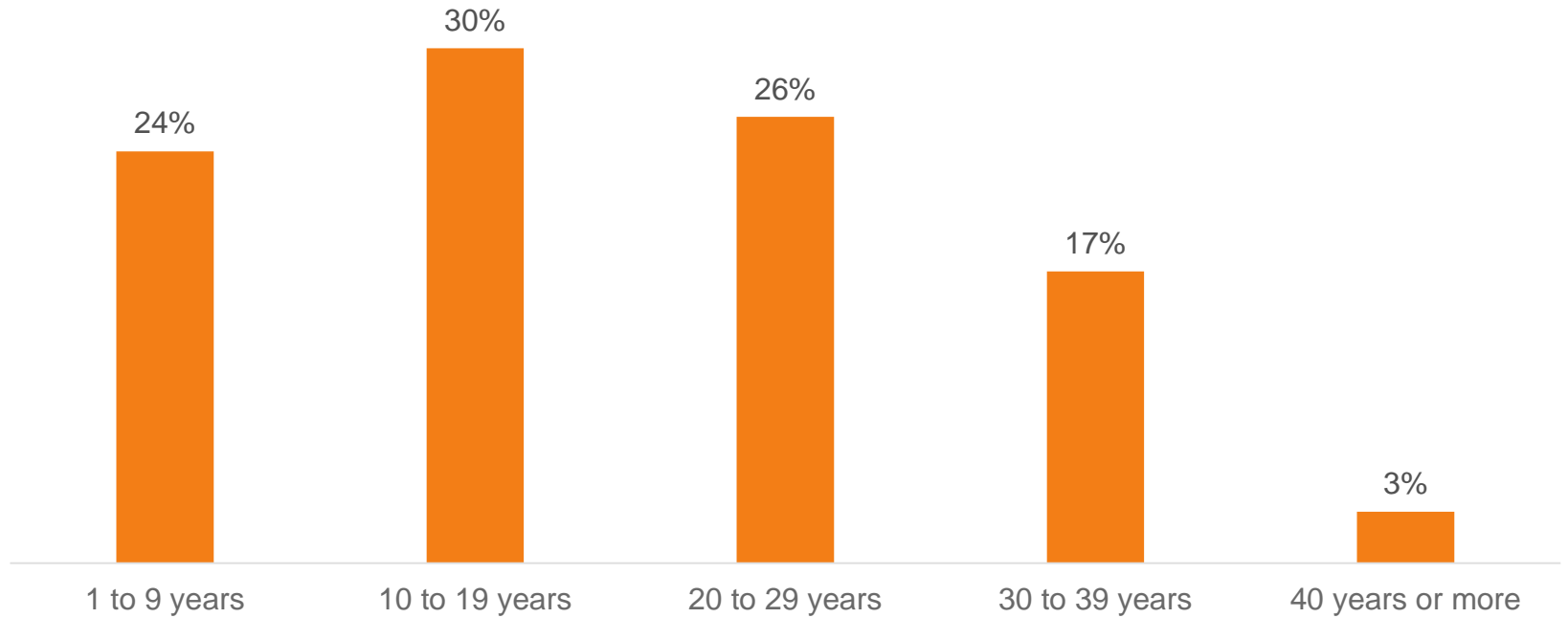




# Other Primary Areas of Practice



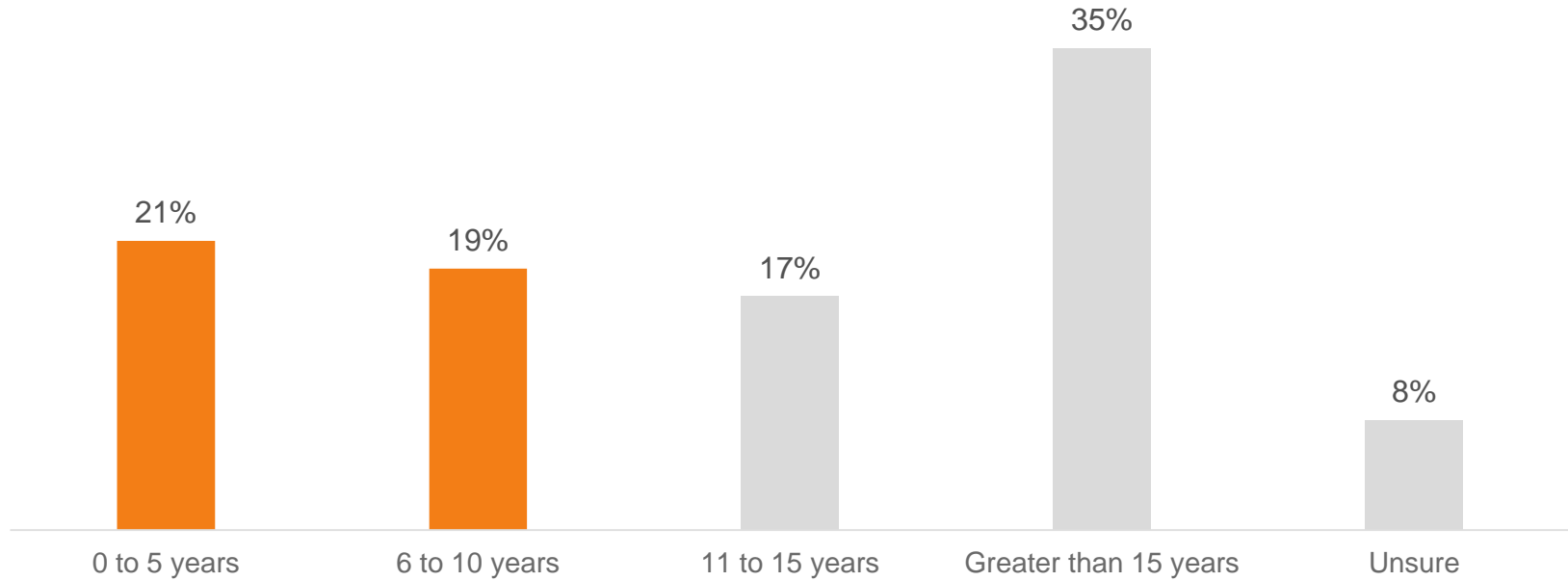
# Most Licensees have been practicing 10-19 years



# Retirement

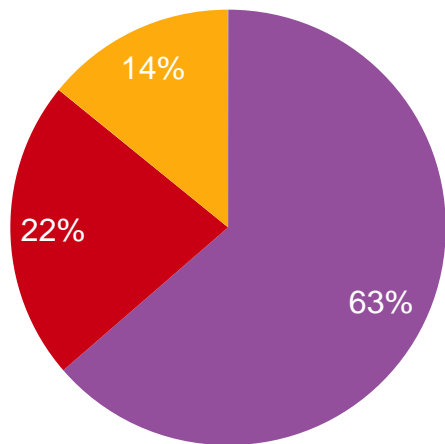
# 40% of Licensees *reported* plans to retire in the next 10 years

Do you have plans to retire in:



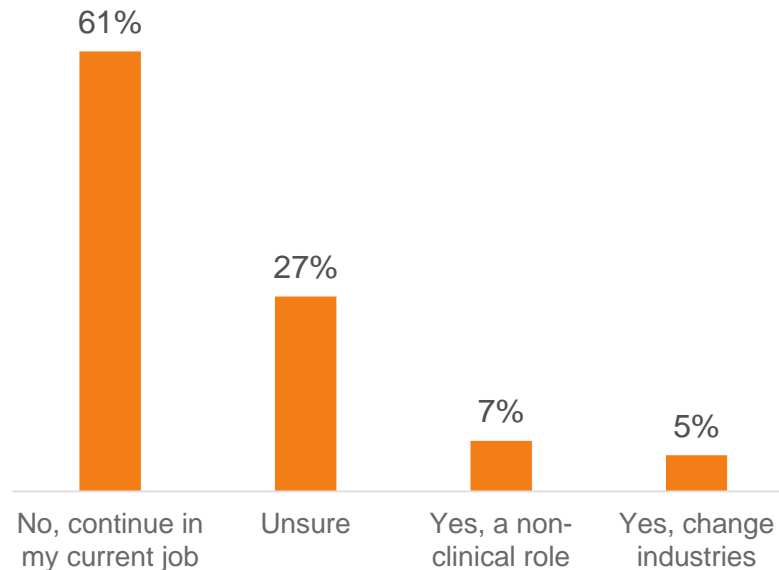
# High percentage intending to scale back clinical responsibilities, but most will continue on in their current job

Do you plan to scale back your clinical responsibilities before retiring?



■ Yes ■ No ■ Unsure

Do you plan to take a different job in advance of retiring?

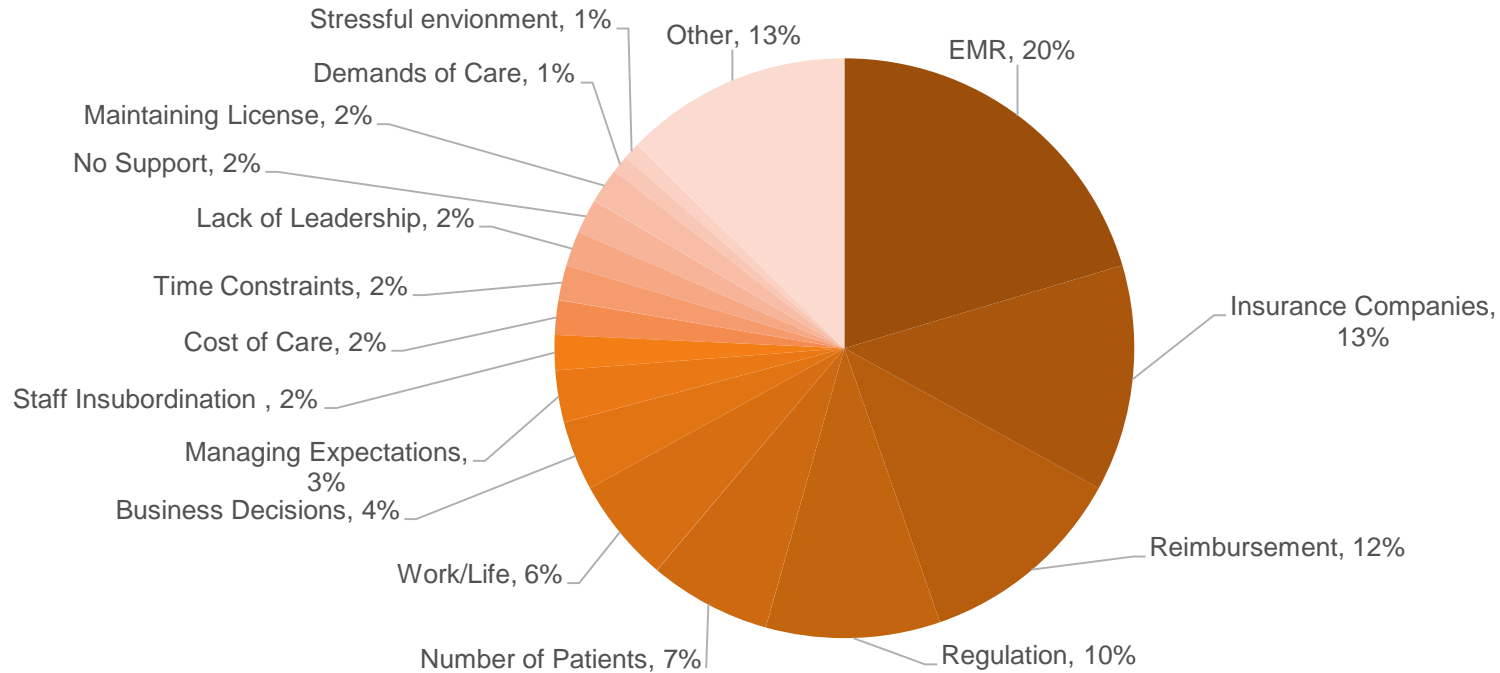


# Challenges Facing Licensees

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What is the biggest professional challenge, obstacle or struggle you are facing as a physician right now?

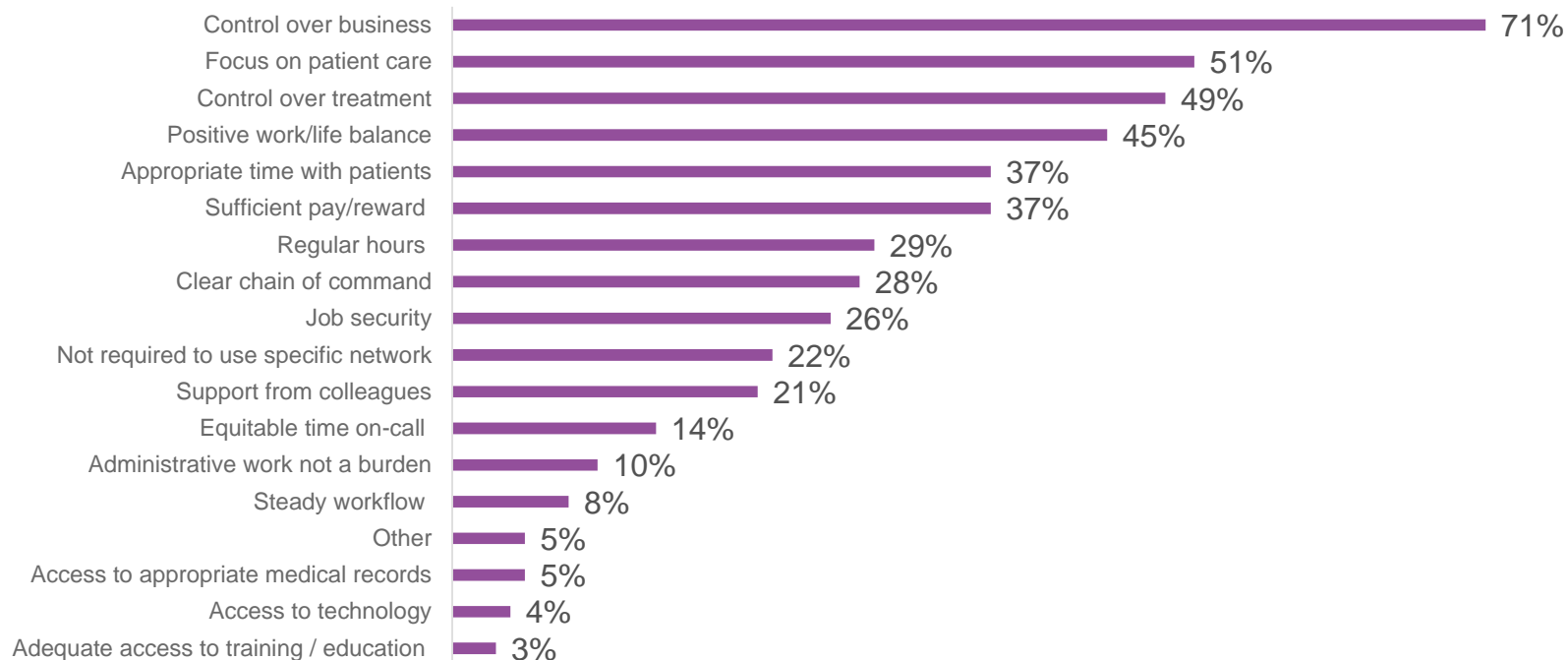
# What is the biggest professional challenge, obstacle or struggle you are facing as a physician right now?





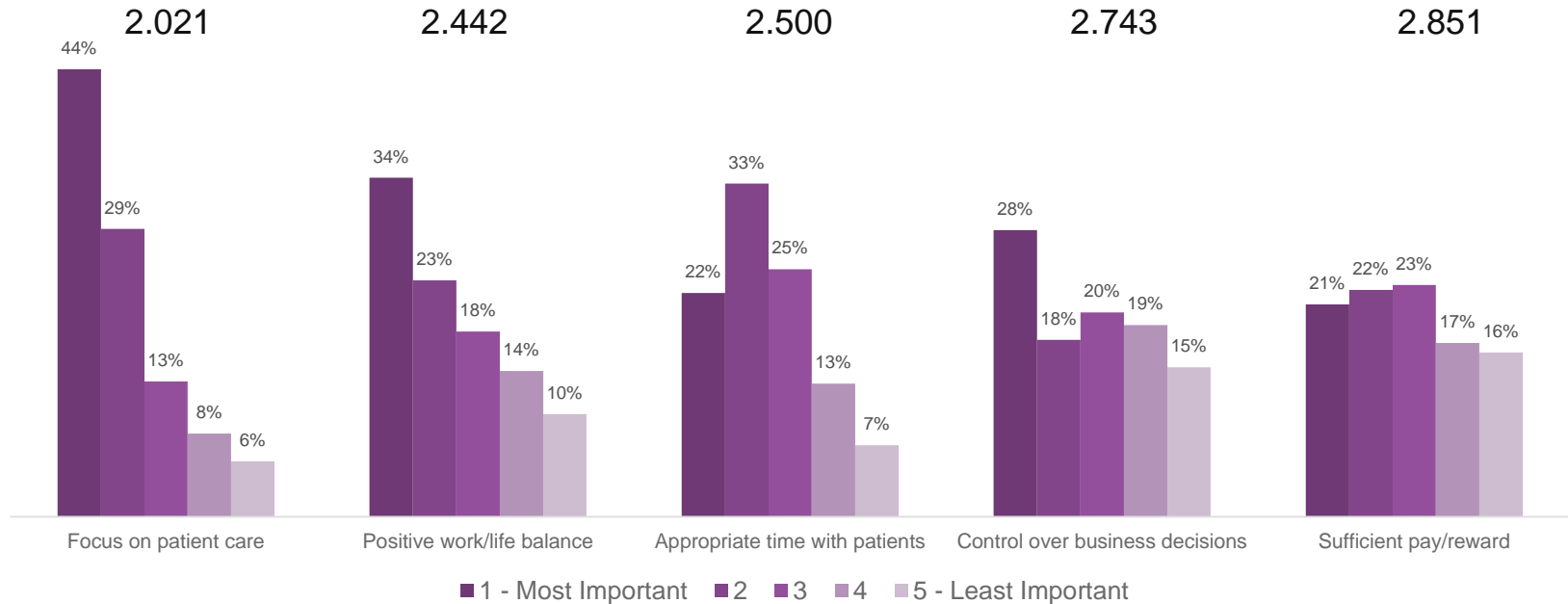
# Private Practice

# Control over business and treatment decision, focus on patient care, and positive work/life balance are the top benefits of being in a P.P.

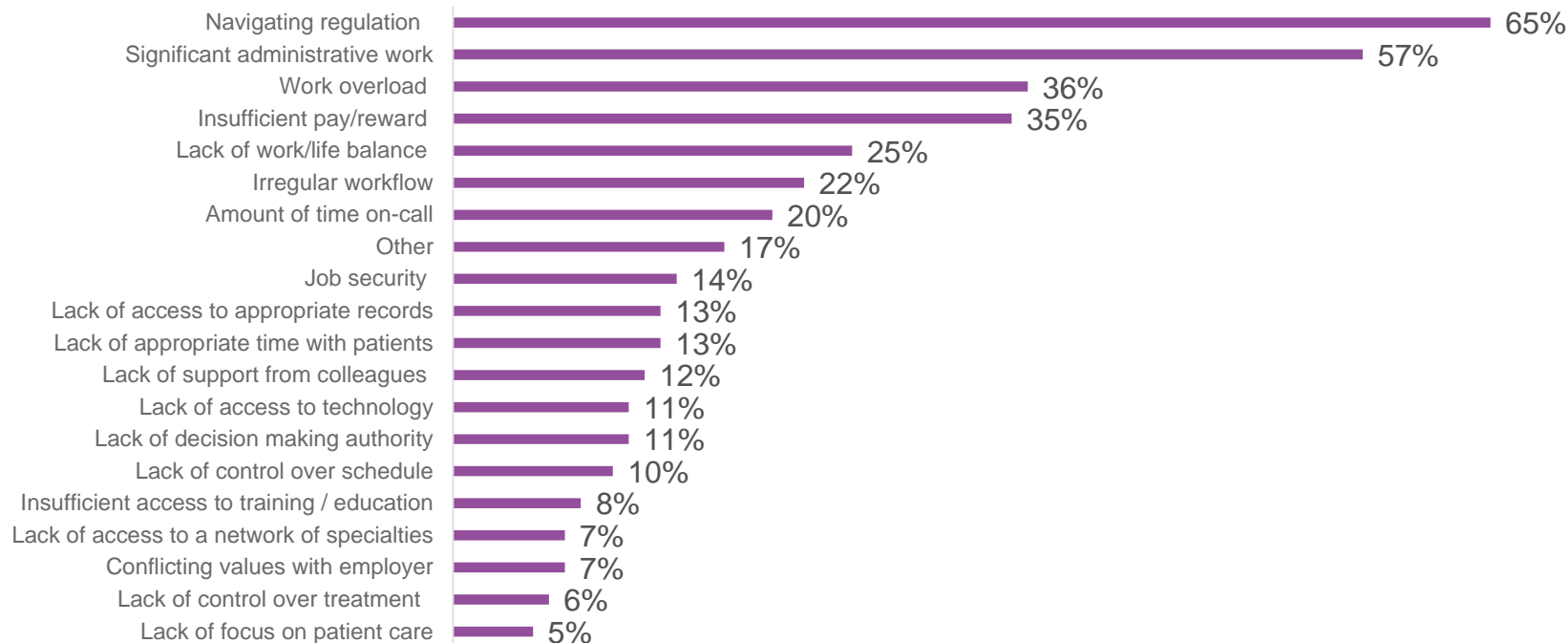


# Control over business and treatment decision, focus on patient care, and positive work/life balance are the top benefits of being in a P.P.

Please rank these challenges in order from most important to least important

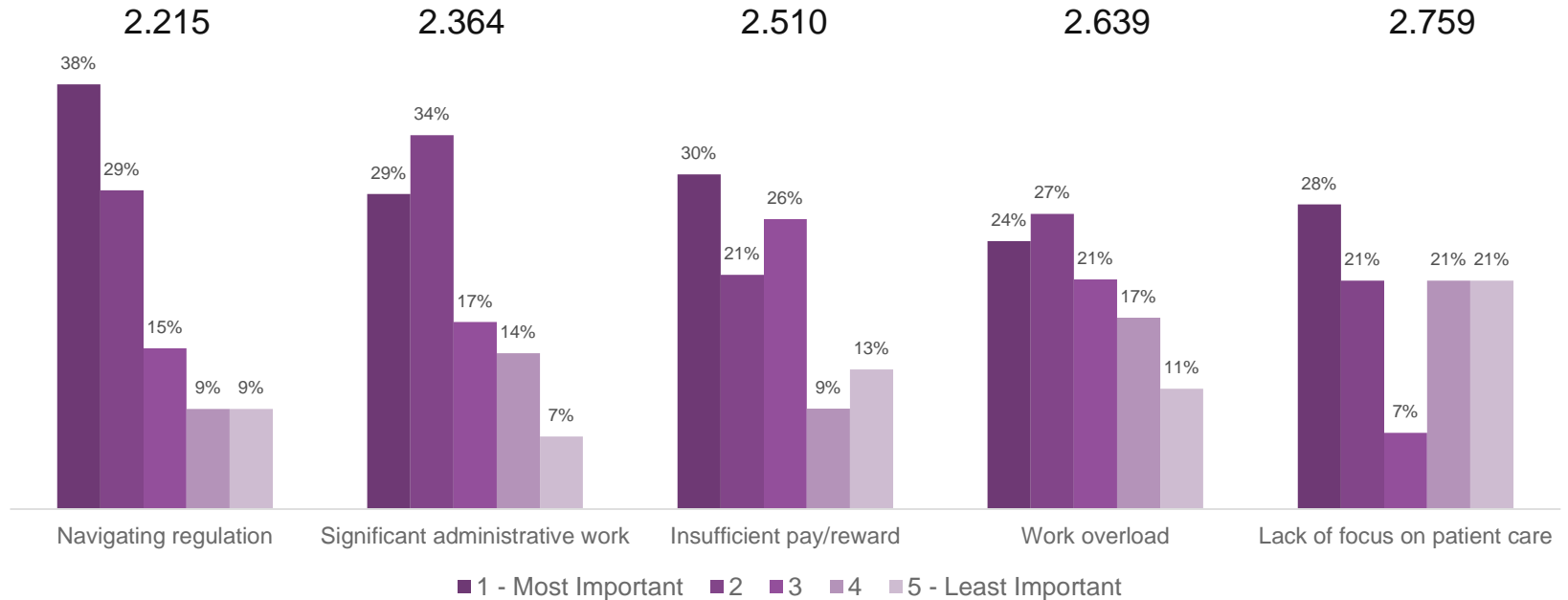


# Regulation navigation, administrative work, work overload and insufficient pay are the top challenges of being in a P.P.



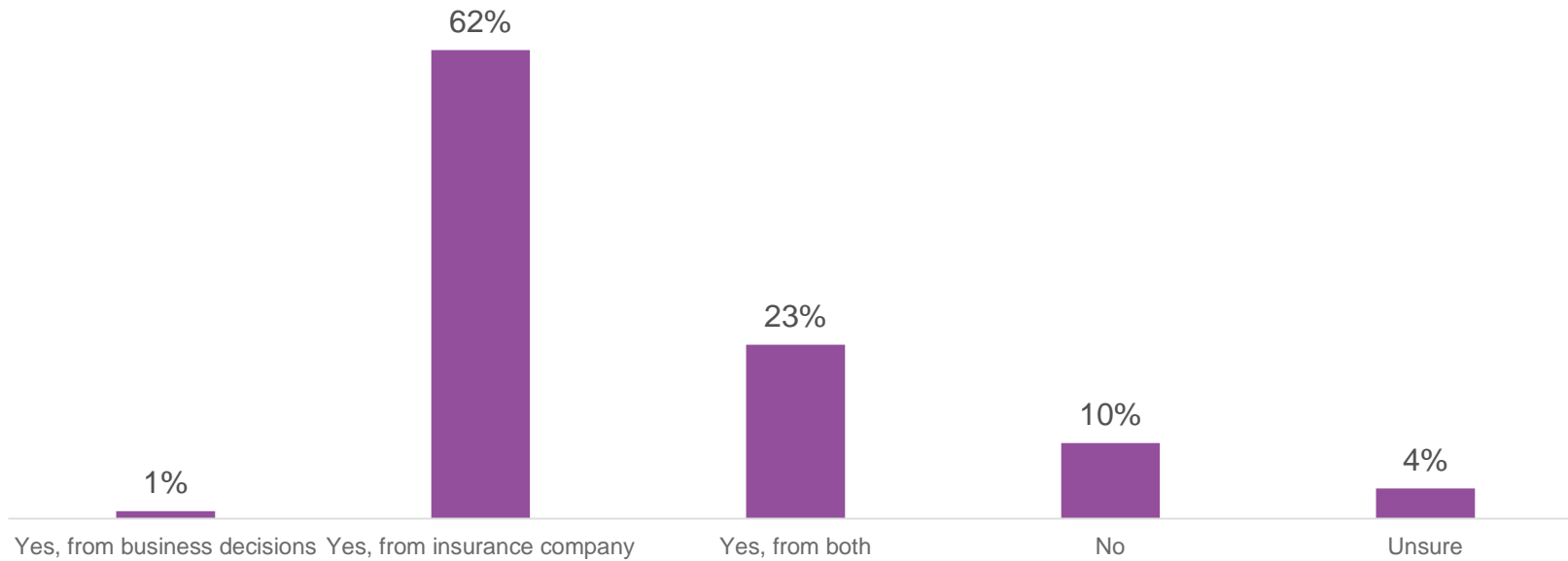
# Control over business and treatment decision, focus on patient care, and positive work/life balance are the top challenges of being in a P.P.

Please rank these challenges in order from most important to least important



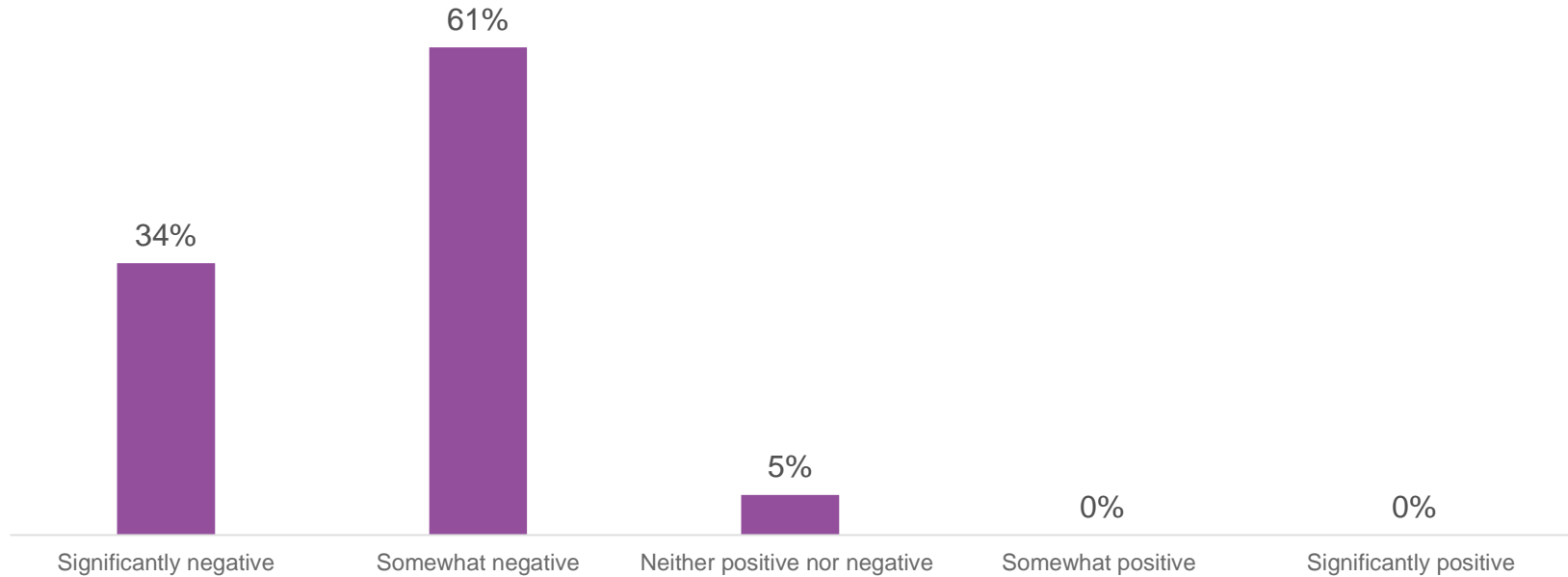
# Most Licensees in P.P. feel that insurance companies are to blame for misalignment of business and treatment decisions

Have you ever experienced a circumstance where business decisions and treatment decisions were at odds?



# Whenever the decisions were at odds, the patient care was perceived to have been negatively affected

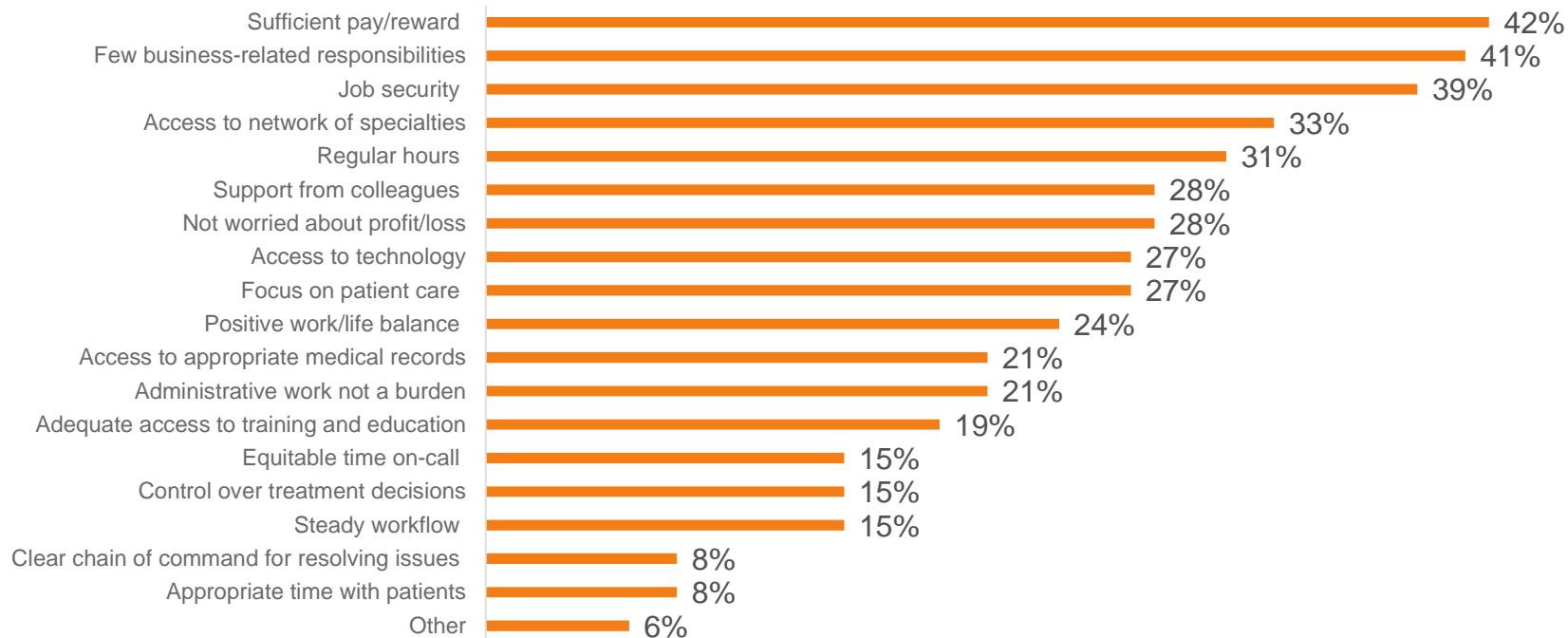
In those circumstances, please rate how patient care was affected:



**Employed Physician**

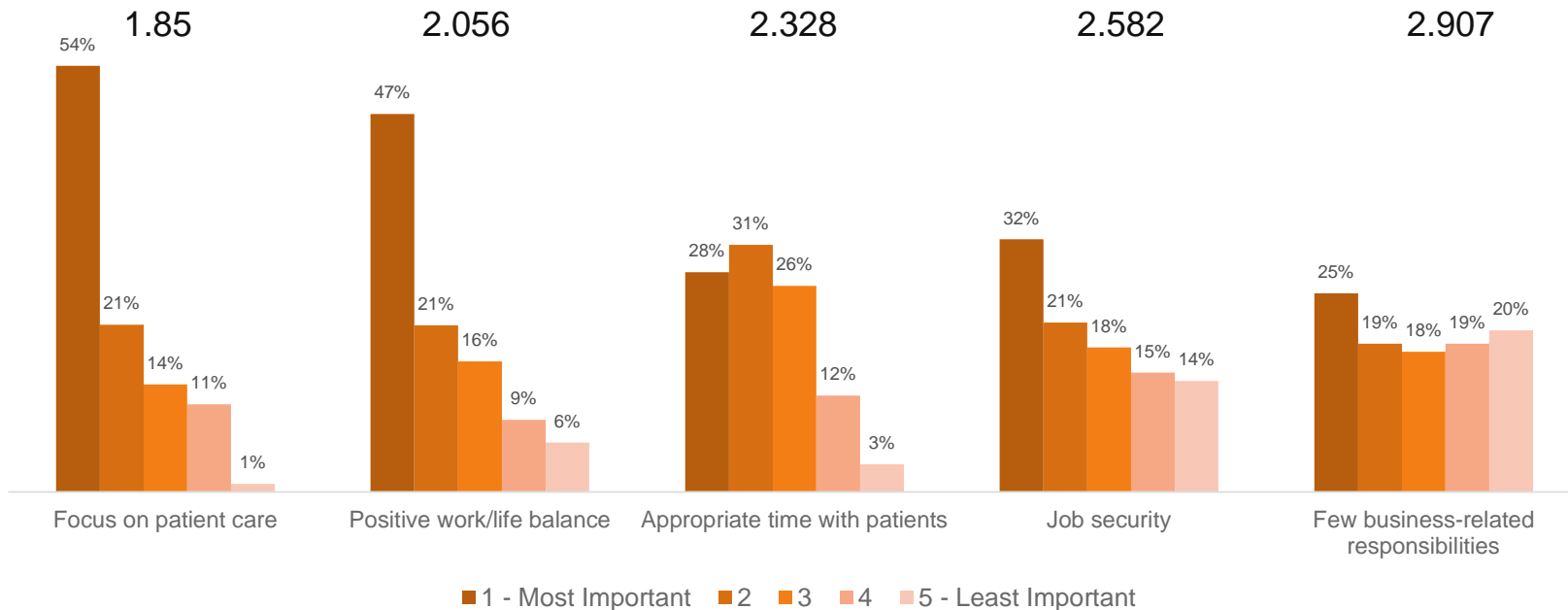


# Sufficient pay, few business responsibilities, job securities, and access to a network of specialists are the top benefits of being an E.P.

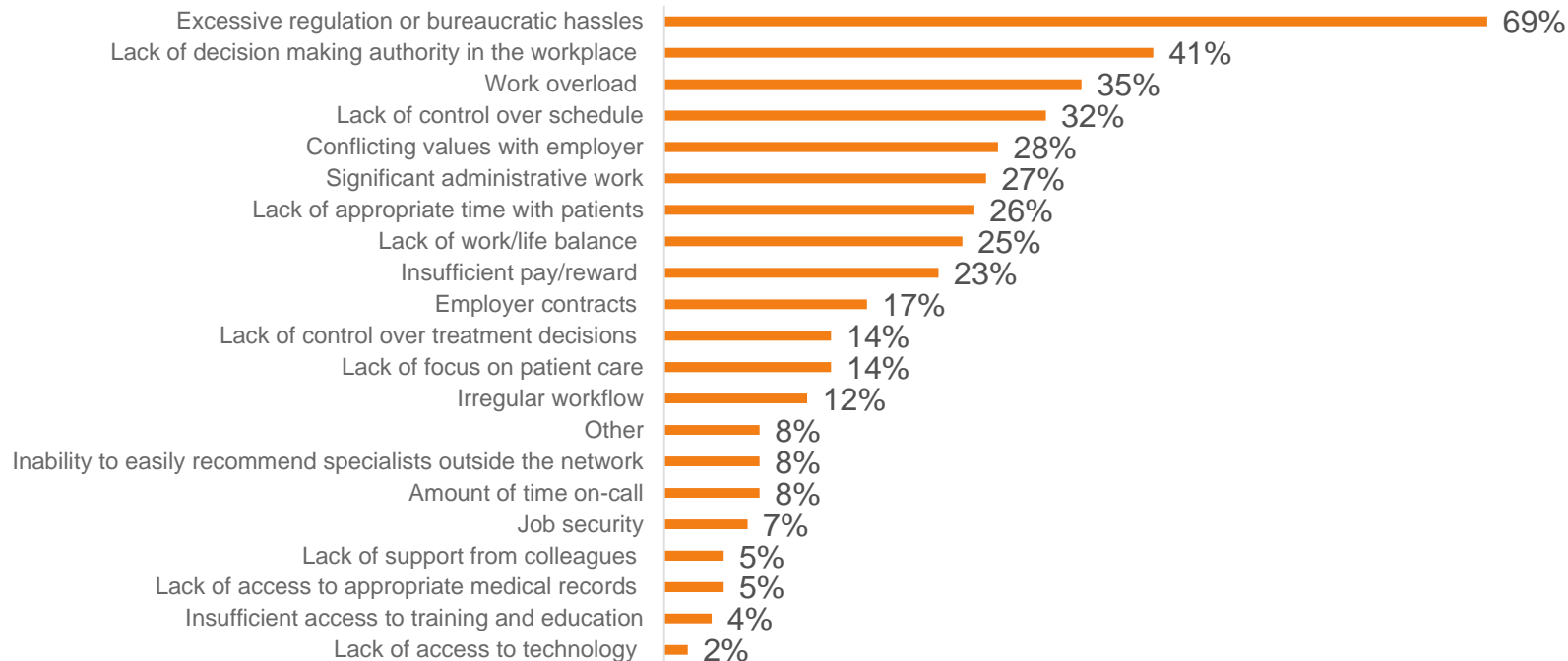


# Control over business and treatment decision, focus on patient care, and positive work/life balance are the top benefits of being in a E.P.

Please rank these challenges in order from most important to least important

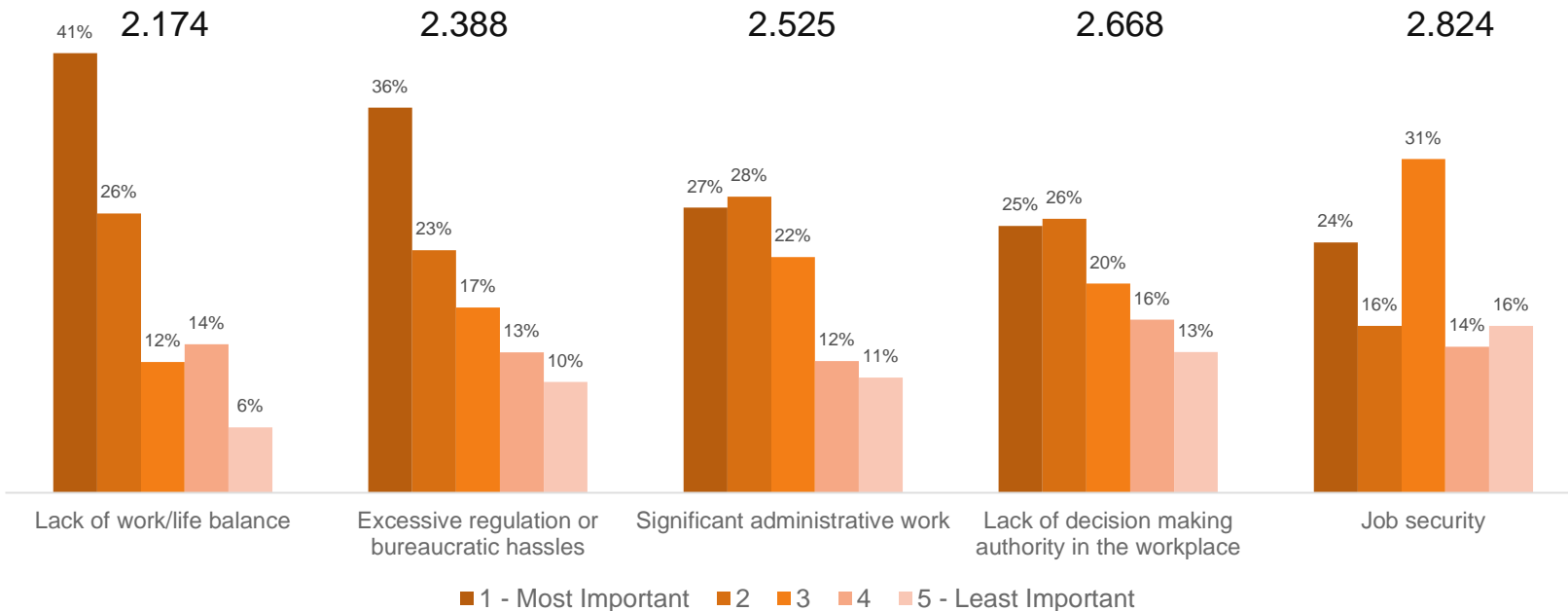


# Excessive regulation and hassles, lack of authority, work overload, and lack of control over schedule are the top challenges of being an E.P.



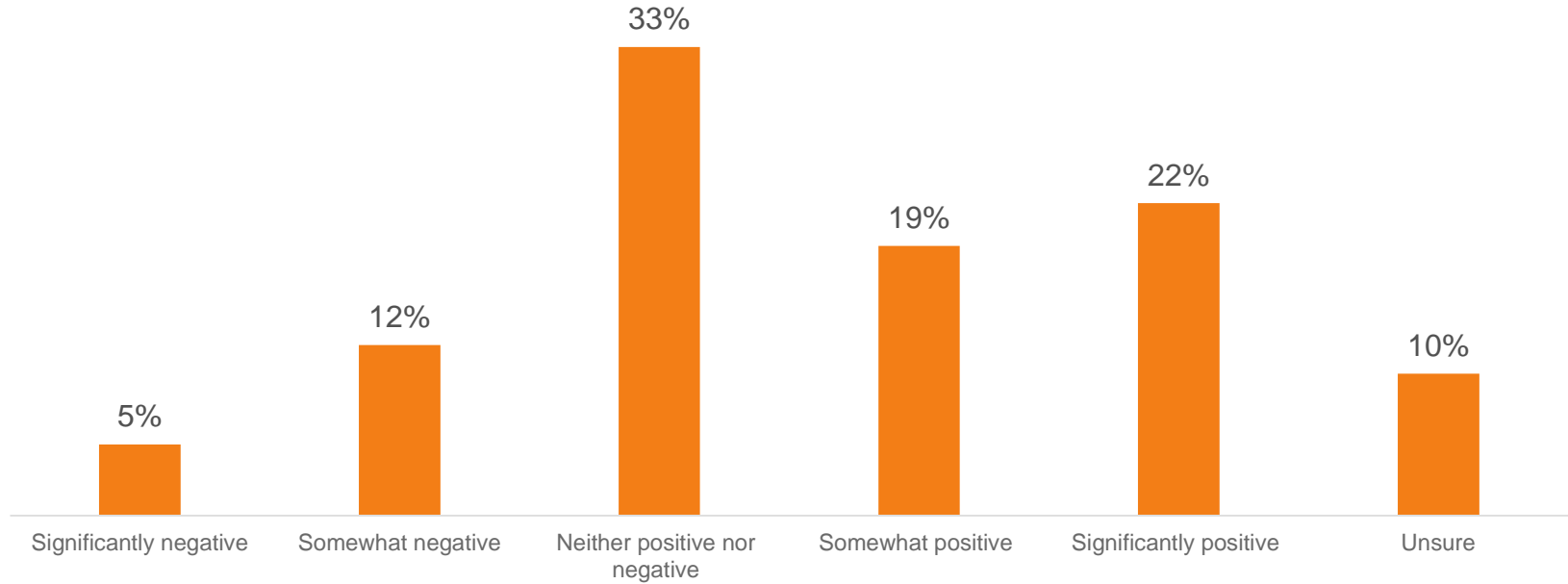
# Control over business and treatment decision, focus on patient care, and positive work/life balance are the top challenges of being in a E.P.

Please rank these challenges in order from most important to least important



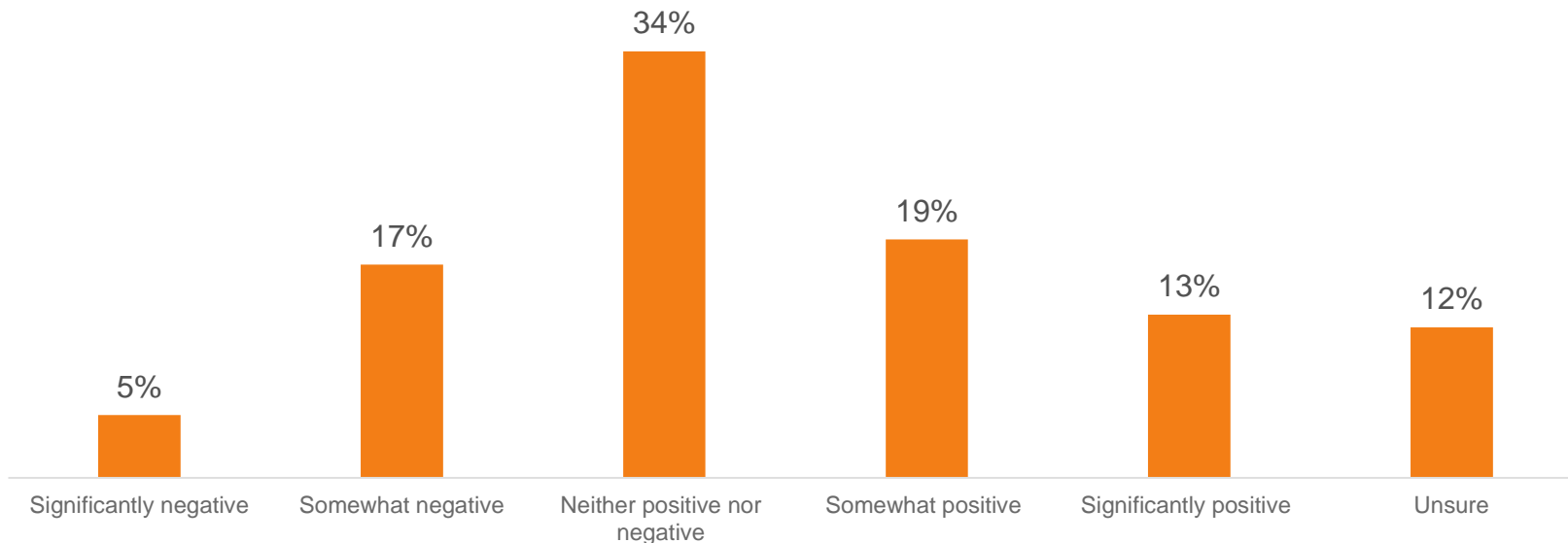
# The E.P.'s see themselves as on par with or slightly above the ability of others to provide quality care

Please rate whether your status as an employed physician or PA, as opposed to another employment status, has affected your ability to provide quality care:



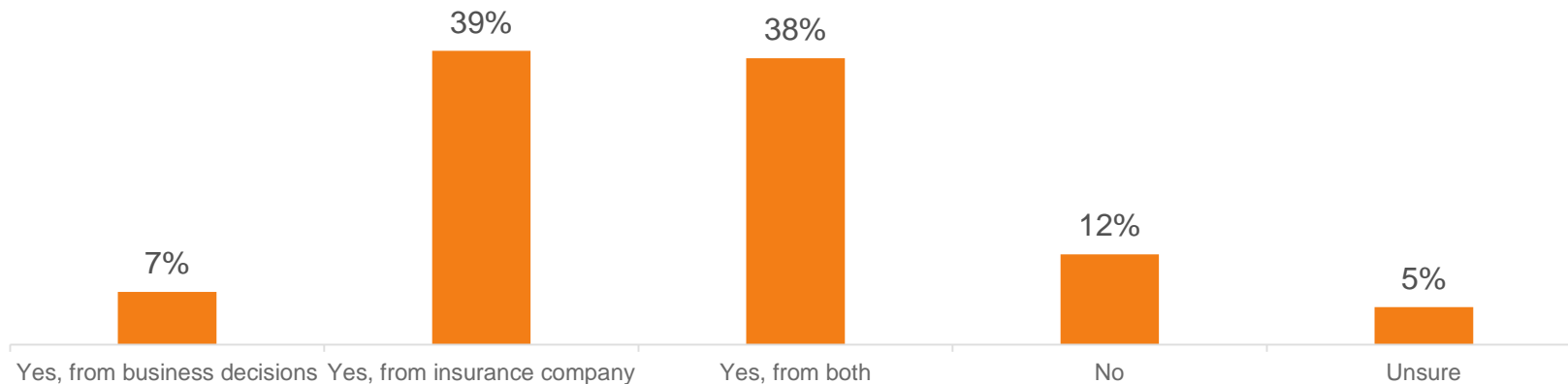
## They also feel that the ability of a large hospital setting is on par or better than the health outcomes of a private practice

Please rate your belief regarding treatment decisions in a large private practice hospital or health system setting vs that of a private practice setting, and their effect on health outcomes:



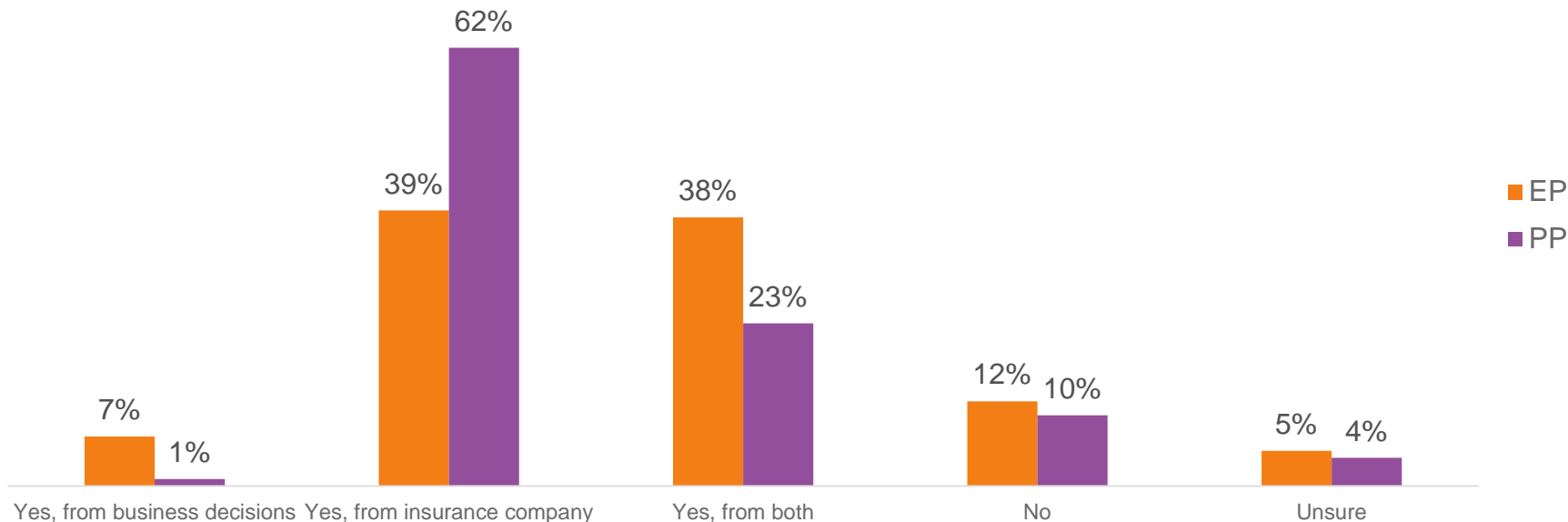
# Like those in a P.P, most E.P.'s feel that insurance companies are to blame for misalignment of business and treatment decisions...

Have you ever experienced a circumstance where business decisions and treatment decisions were at odds?



# However, Those in EP are 50% less likely than those in PP to blame insurance companies, and much more likely to blame business decisions

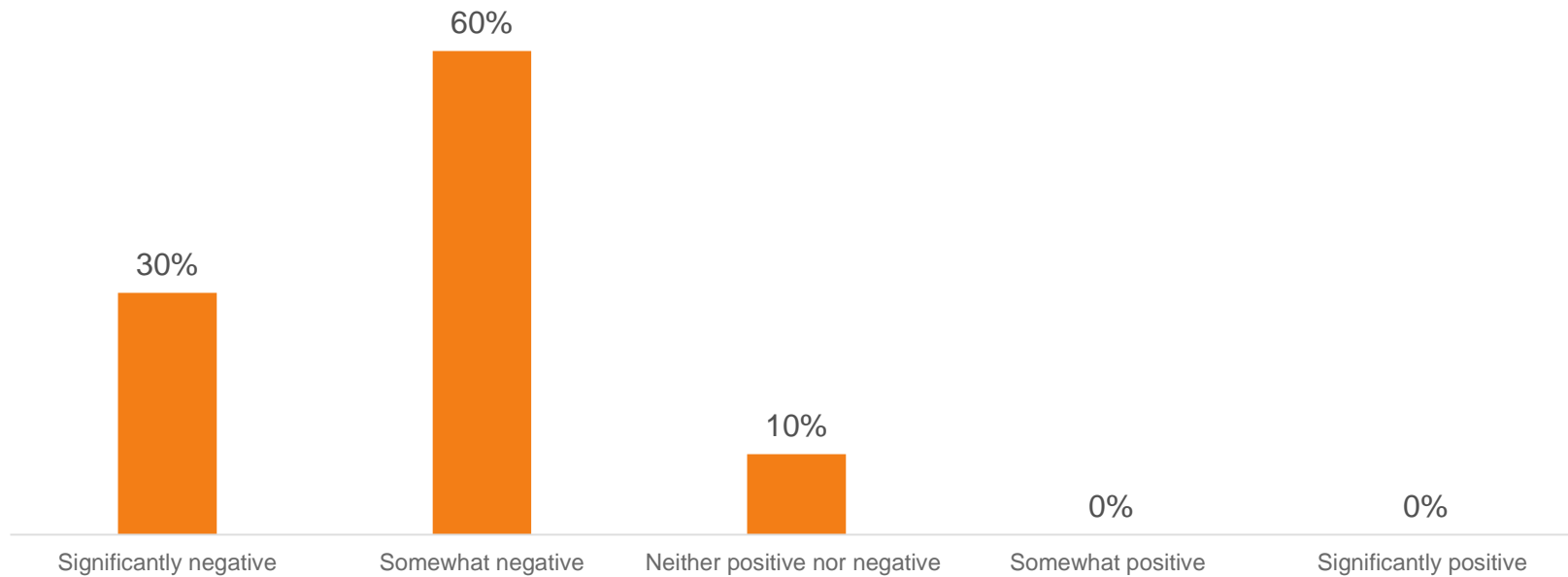
Have you ever experienced a circumstance where business decisions and treatment decisions were at odds?





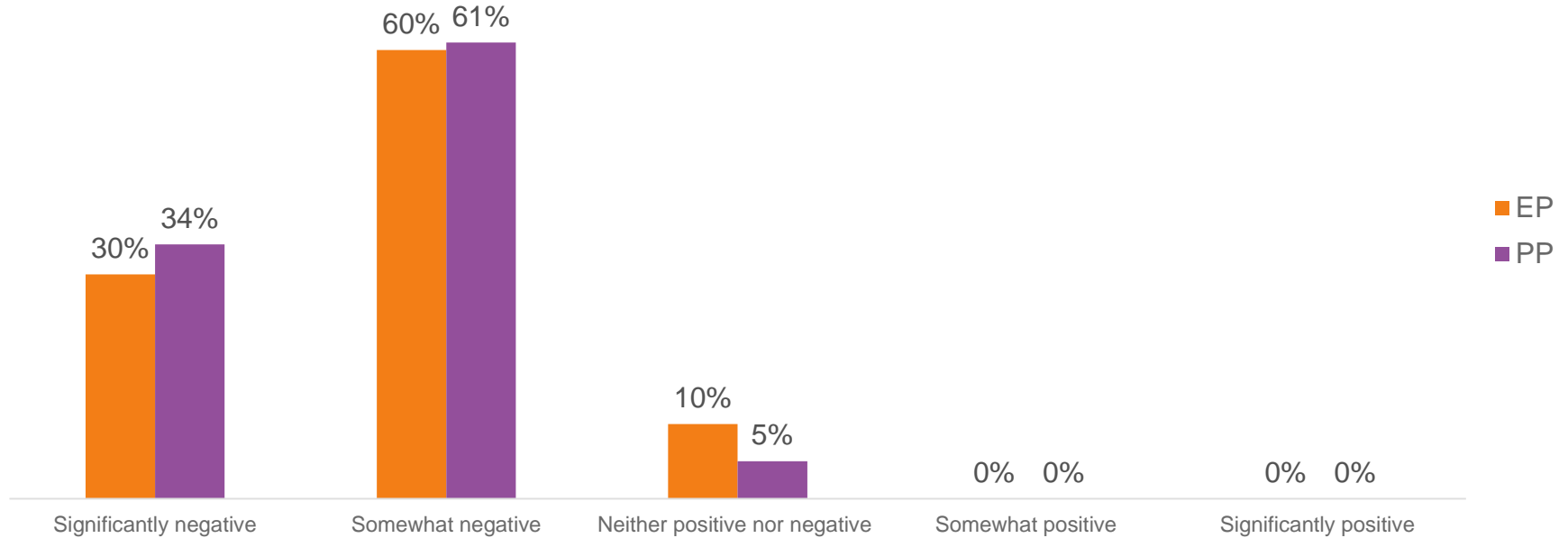
# Whenever the decisions were at odds, the patient care was negatively affected

In those circumstances, please rate how patient care was affected:



# And that is something PP and EP can both agree on

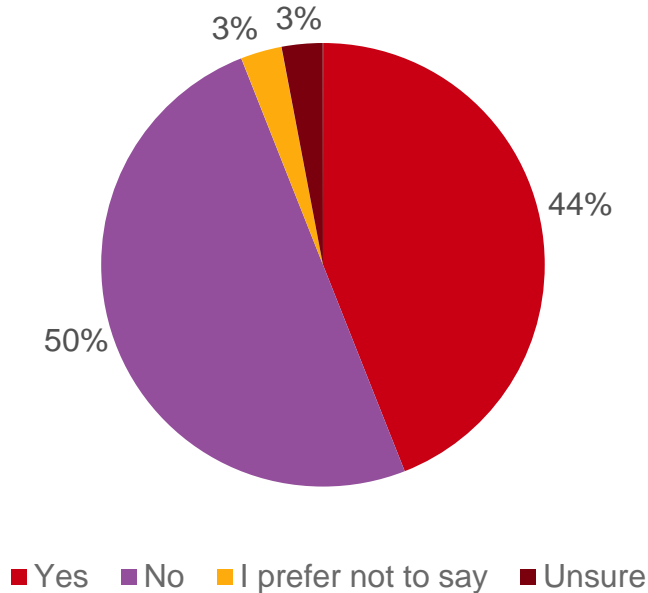
In those circumstances, please rate how patient care was affected:



# Burnout

# Over 2/5 of Licensees have experienced burnout that lasted more than 3 months

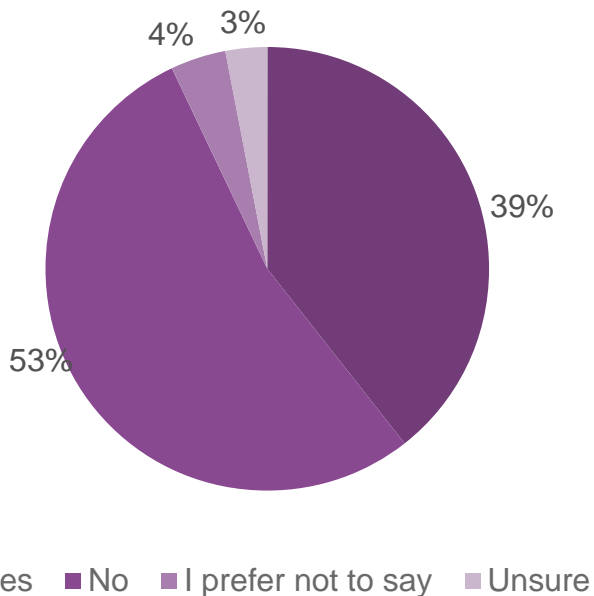
Have you ever experienced burnout that lasted more than 3 months?



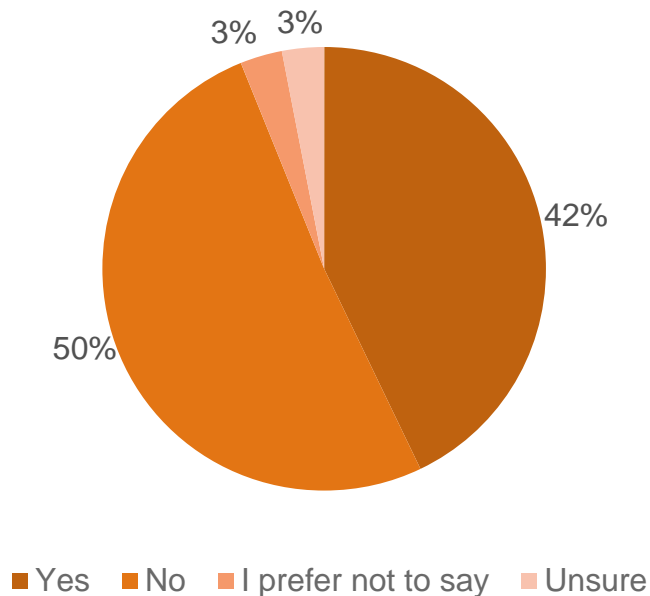
Burnout is defined as psychological stress characterized by exhaustion, lack of enthusiasm, motivation, feelings of ineffectiveness, frustration, or cynicism that is not assuaged after a short break.

# Burnout rates are slightly higher in E.P. than those in P.P., but are not significant

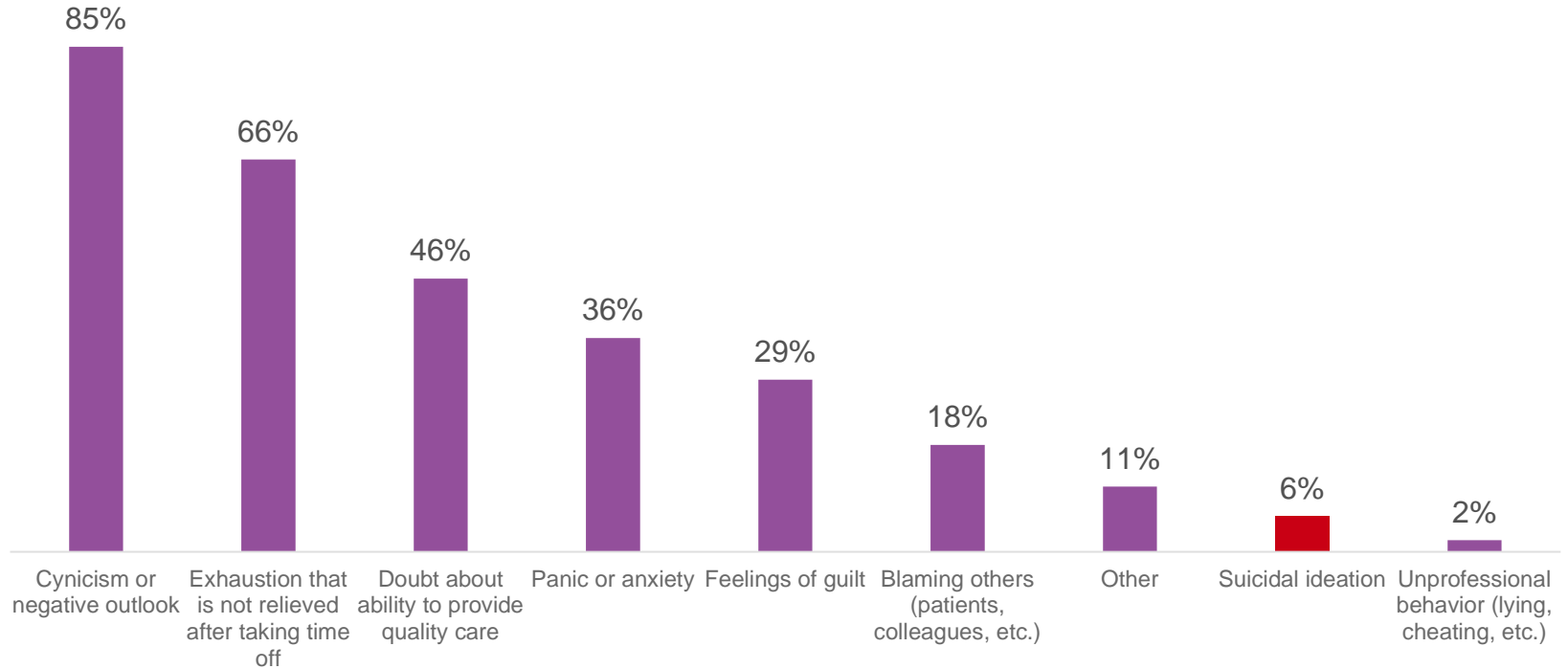
Private Practice: Have you ever experienced burnout that lasted more than 3 months?



Employed Physician: Have you ever experienced burnout that lasted more than 3 months?



# The most common side effects of burnout were negativity, exhaustion, self doubt and anxiety



## Other side effects of burnout

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“Feeling that changing jobs is too difficult”

“Losing sympathy for patients”

“Problems with spouse ”

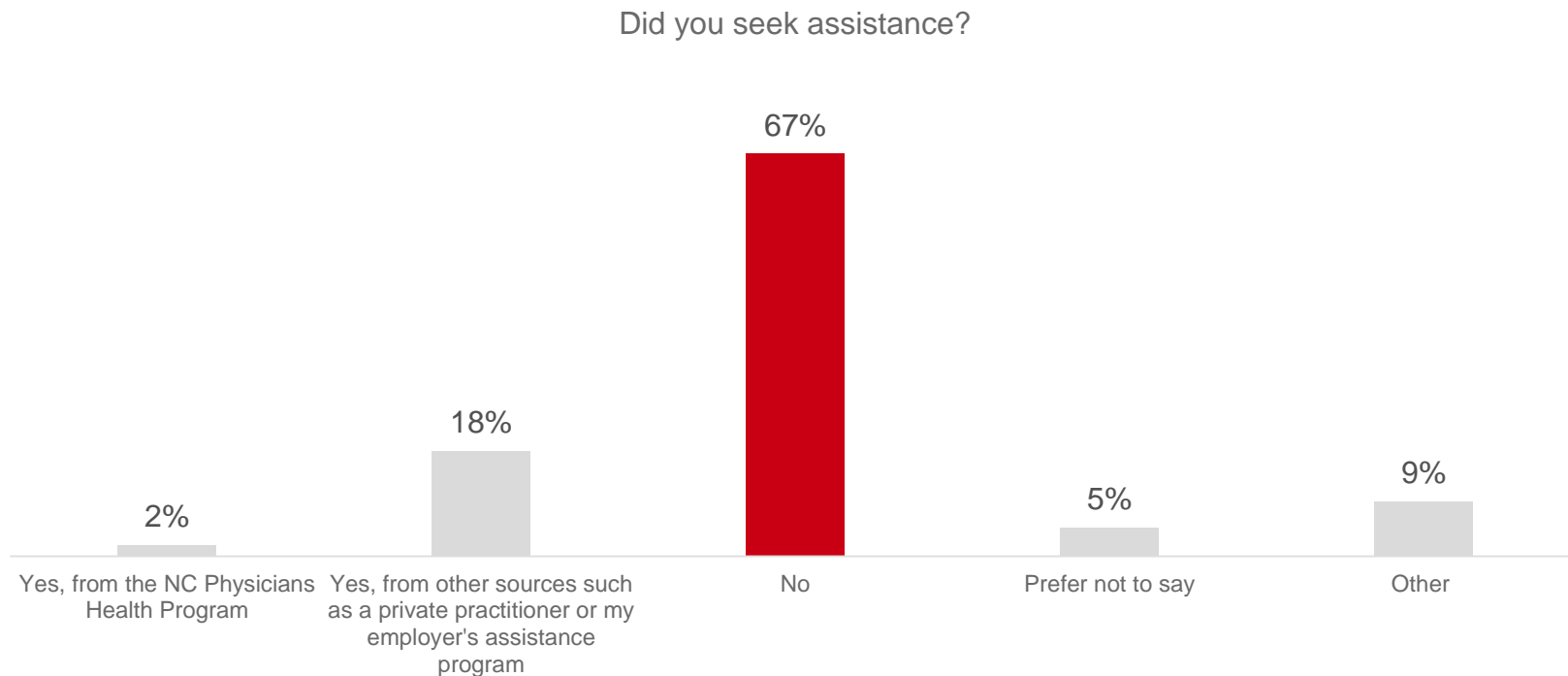
“Neglect of personal health and family issues”

“Insomnia, Crying”

“Distrust of the owner/MD”

“Unprofessional behavior - losing temper”

# An overwhelming 67% of Licensees who experience burnout DO NOT seek assistance and only 2% sought assistance through the NCPHP





## Verbatims from those who didn't seek assistance when asked why

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“My family and friends are my support”

“My practice generally frowns upon one claiming to have burnout”

“Yes and it lead to a change in job description”

“Talk with Colleagues”

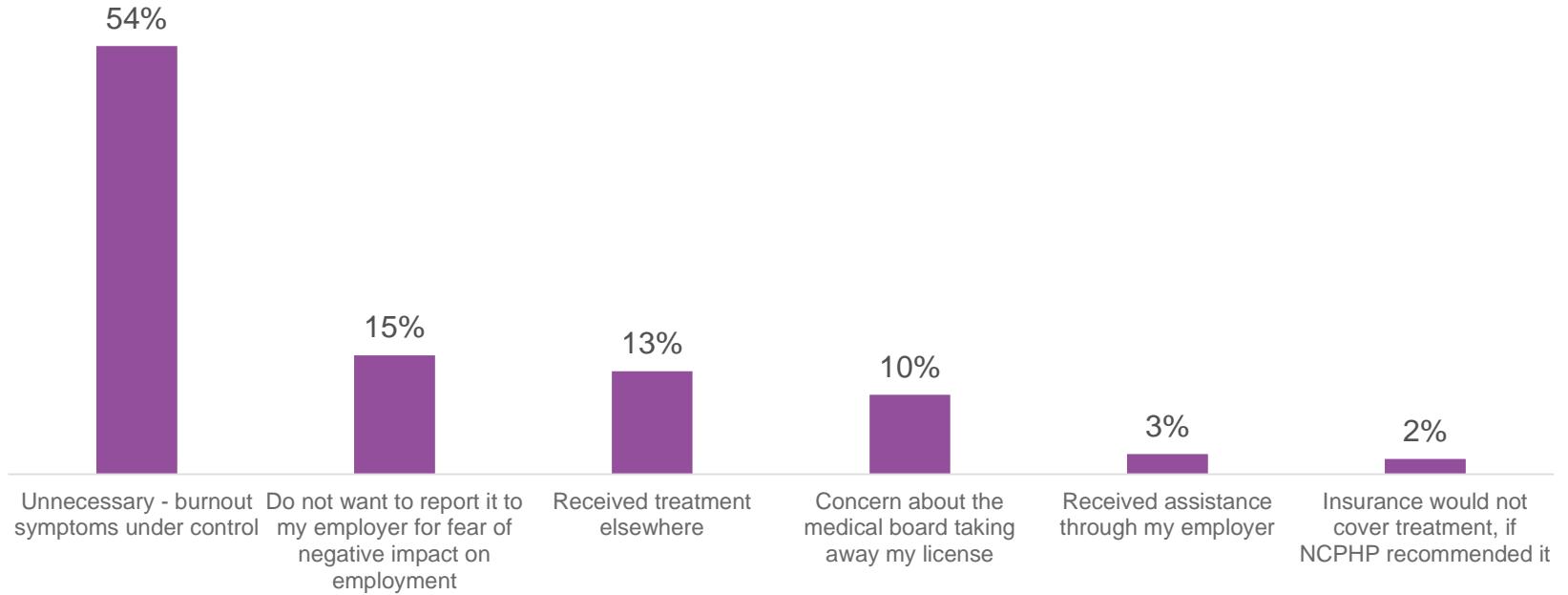
“No, I changed jobs”

“I retired from private practice and came to work for Mission”

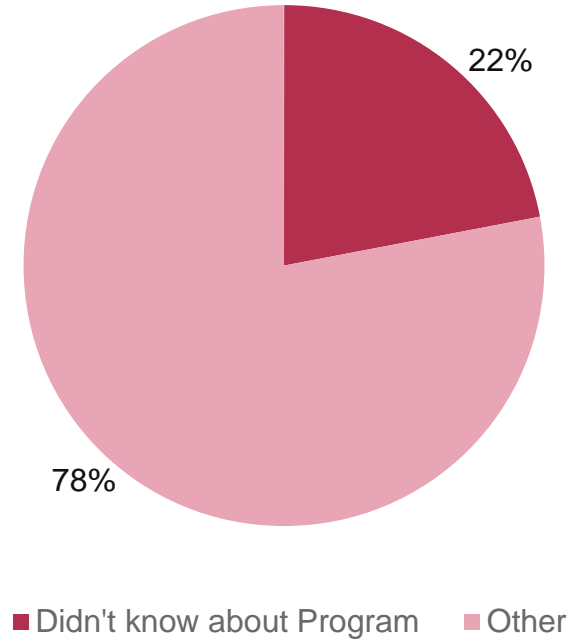
“It's not that bad”

# Of those who didn't pursue care from the NCPHP, over half said it was because they felt their burnout was under control

Why didn't you pursue care at the NC Physicians Health Program?



## 22% of respondents who did not pursue help from NCPHP mentioned that they didn't know this program was available, or had misconceptions about what the program covered



They see burnout as something that just comes with the job...

---

“I thought it was just part of life as a physician in the modern age. What effective treatment is there other than find a new position or job?”

“This is not a mental health issue for me. Everyone I know has this problem. I consider it part of my job.”

...because burnout is a symptom of a larger systematic problem

---

“I was not the problem; the job was. **We don't fix burnout by telling doctors to do cope better.** We need to correct the cause. Sound familiar-treat the cause, not the symptoms?”

“the symptoms are from the system. so need to **work on changing system** not seeking validation”

“**The problem is the system.** No therapy can fix that.”

**atomck**

Also, they want to make sure they are productive as possible, and feel like taking time to address their own mental issues would be wasteful

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54

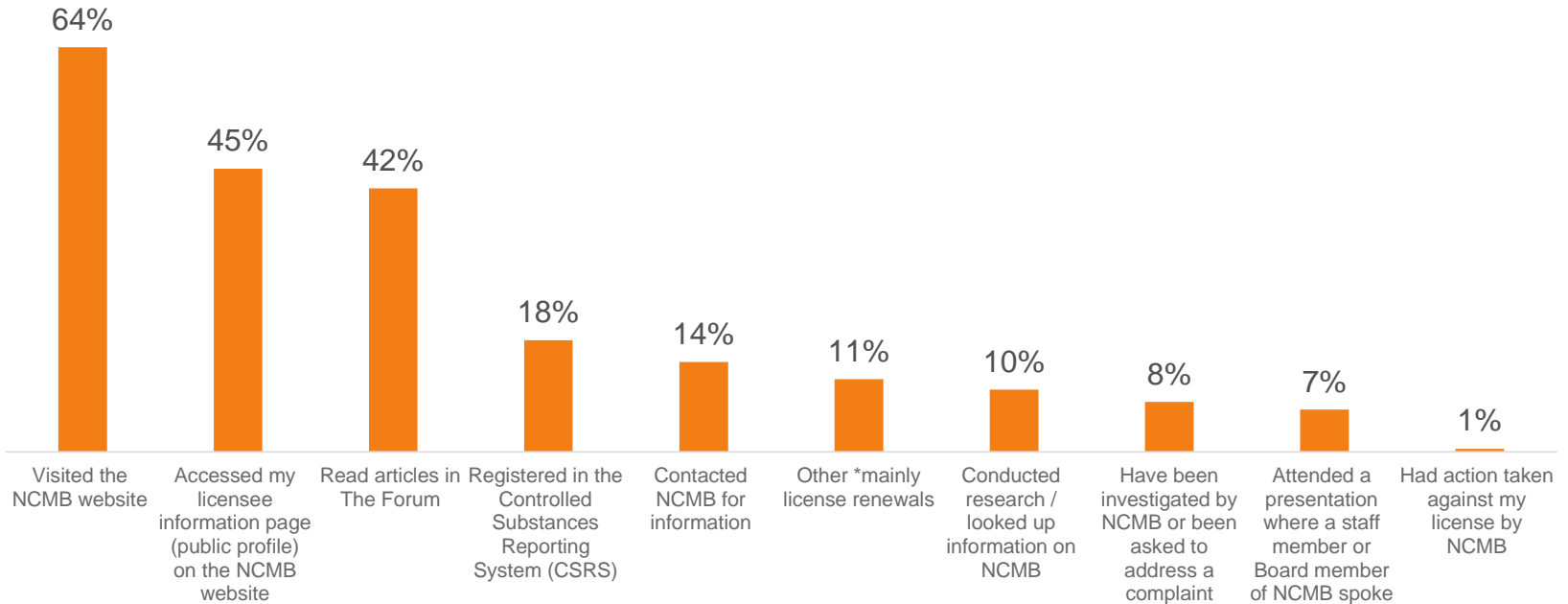
“Taking **more time away** from work/patient visits is very difficult”

“Taking time to seek counseling **FURTHER decreases productivity**”

# Interactions with NCMB

# Website visit, accessing license information, and reading The Forum were the most popular forms of interactions

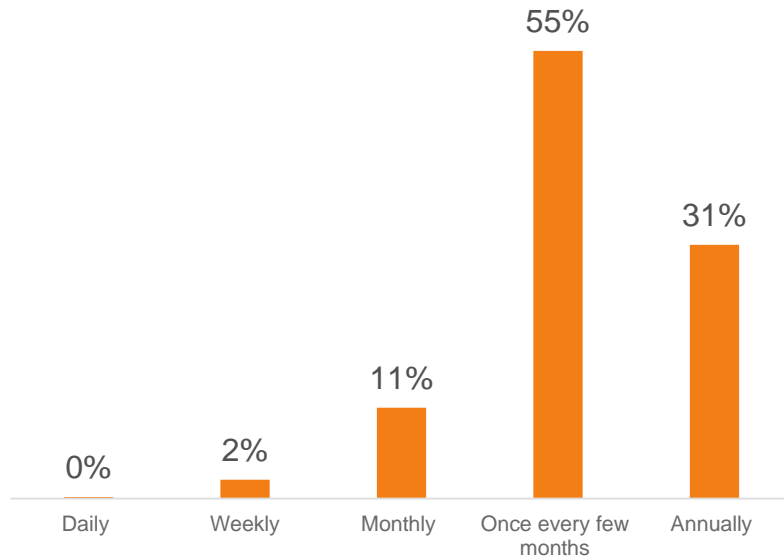
Which of the following types of interactions have you had with NCMB in the last 12 months?



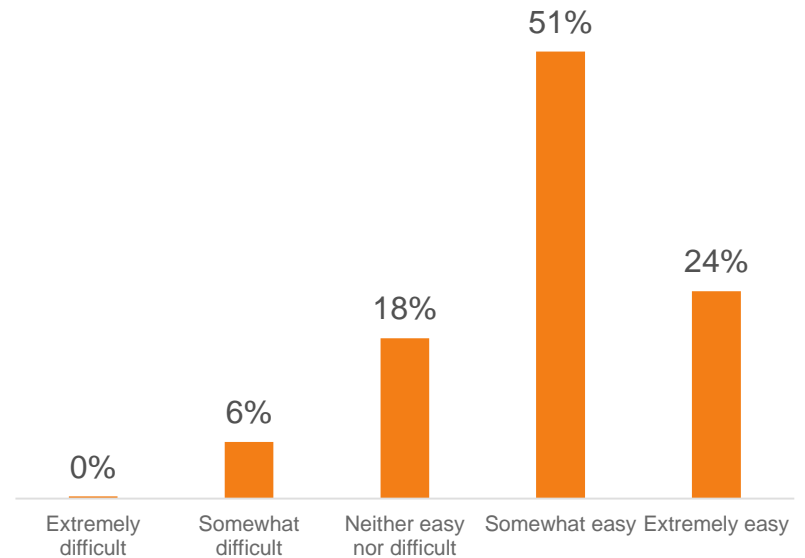


# Website visits occur once ever few months, and ease of use seems to be pretty high for those who visit it

You indicated that you have visited the NCMB website. Approximately how often do you visit NCMB's website?

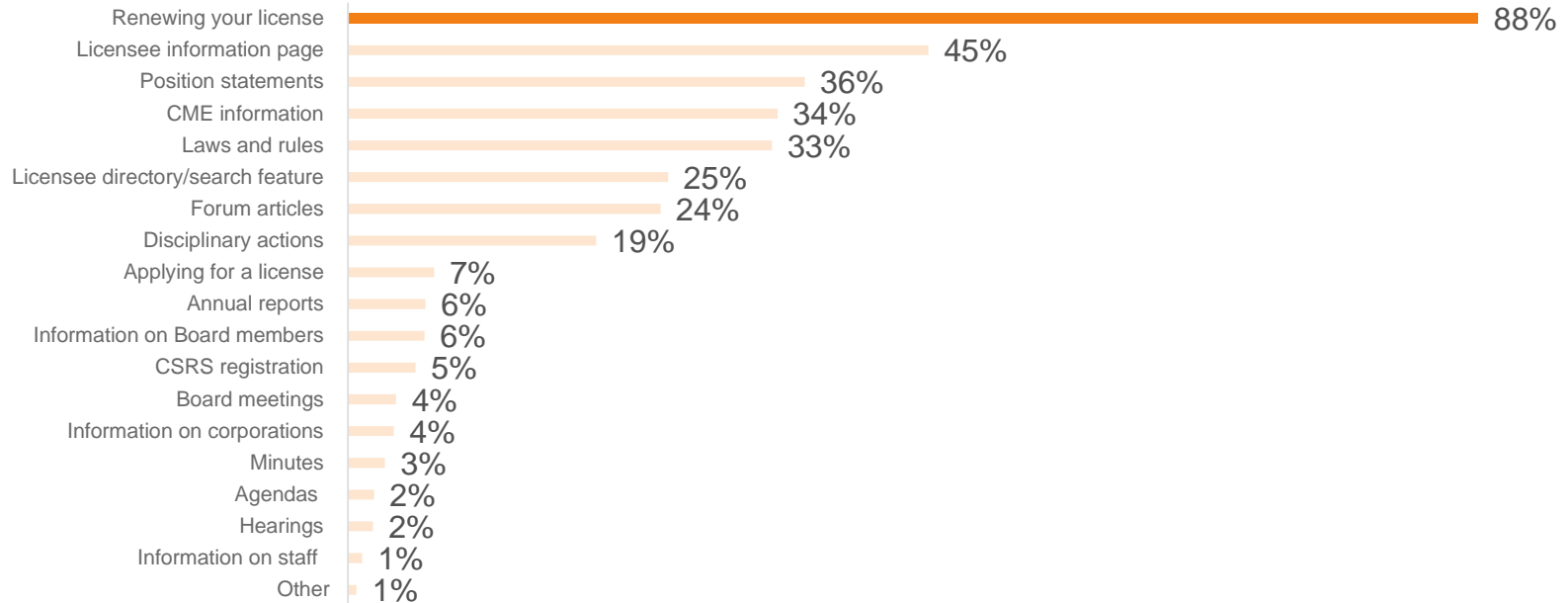


Please rate your ability to find what you were looking for on the website:



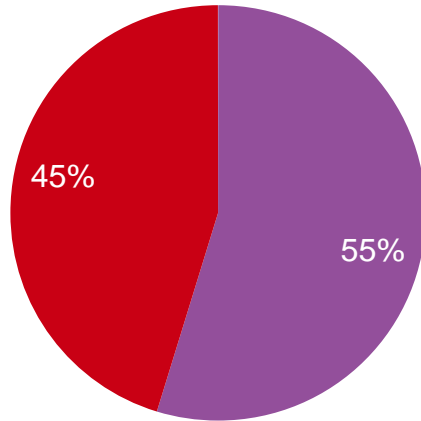
# An overwhelming percentage of website usage is for renewing licenses, followed by accessing licensee information and position statements

What type of information do you use on NCMB's website? Select all that apply.



# Of those who had accessed their public profile, over half were willing to provide additional information to help increase effective searching

Would you be willing to provide additional voluntary information in your public profile to make searching for a new provider more effective for the public?

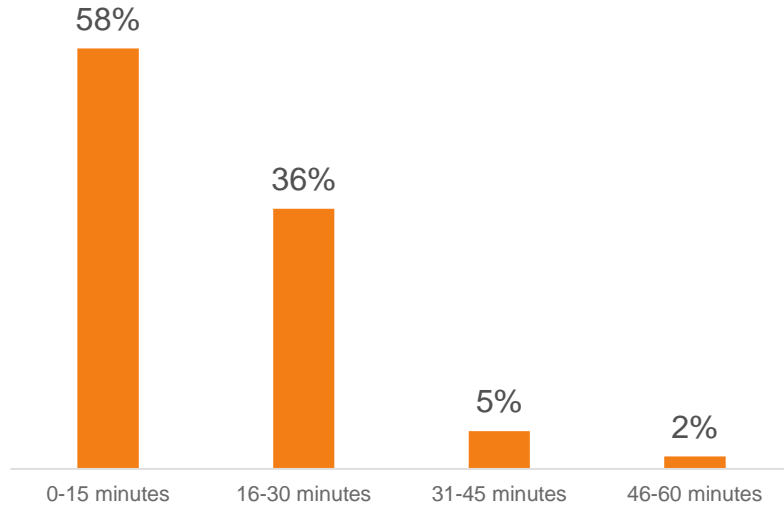


■ Yes ■ No

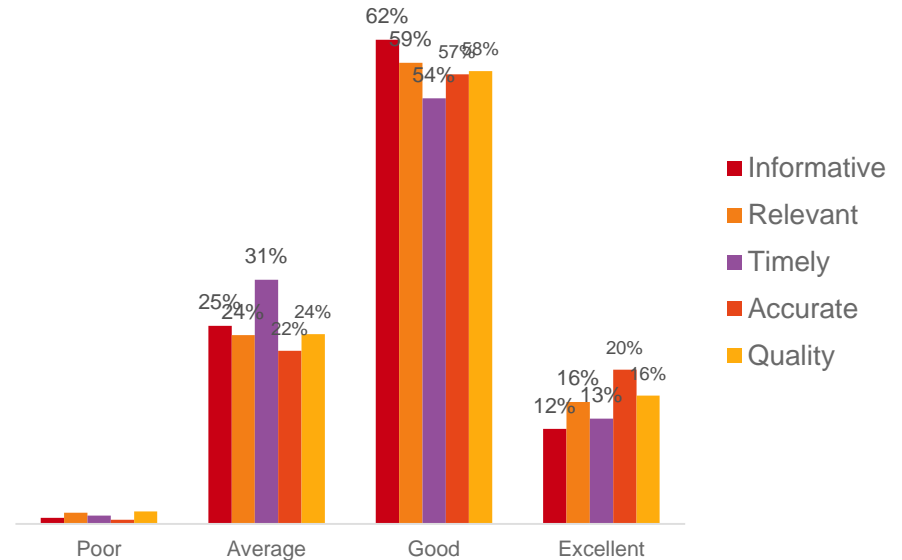
Examples of voluntary information include languages spoken, acceptance of Medicare/Medicaid, awards, memberships, practice philosophy, etc.

# Most people who read The Forum are spending less than 15 minutes at a time reading it, but still give it a pretty high rating

You indicated that you have read articles on The Forum. How much time, on average, do you spend reading articles on The Forum?

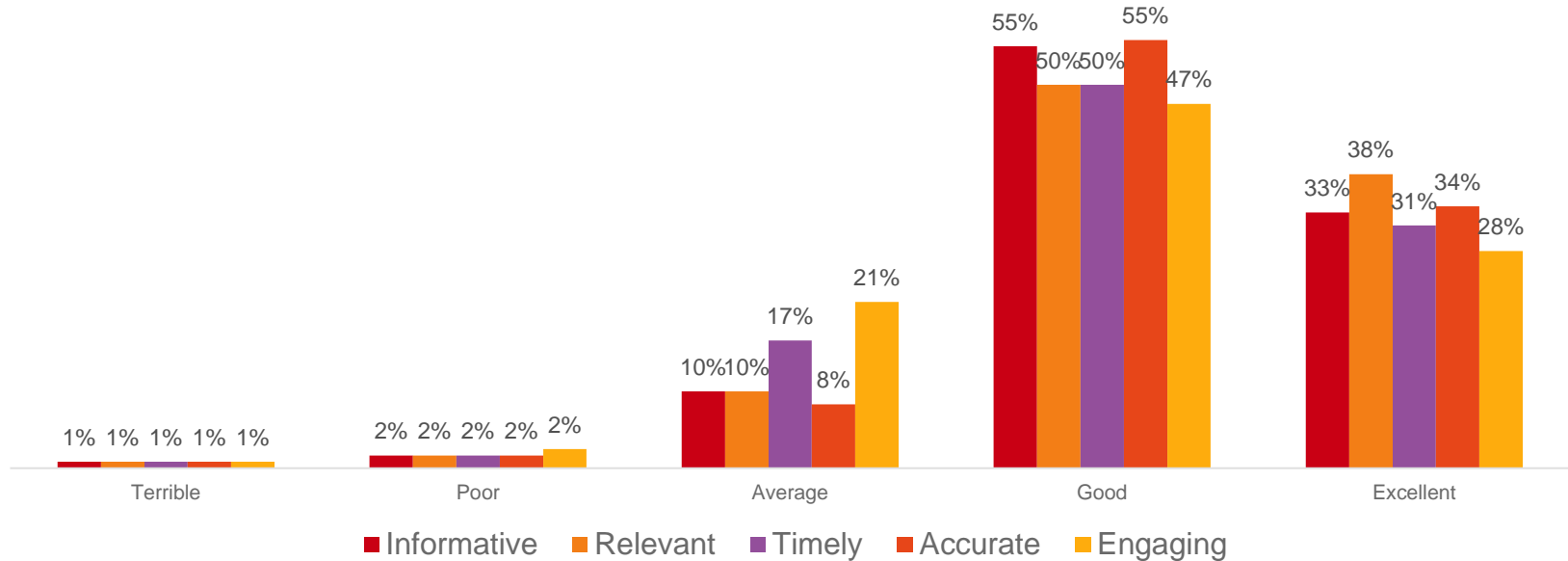


How would you rate The Forum on the following attributes



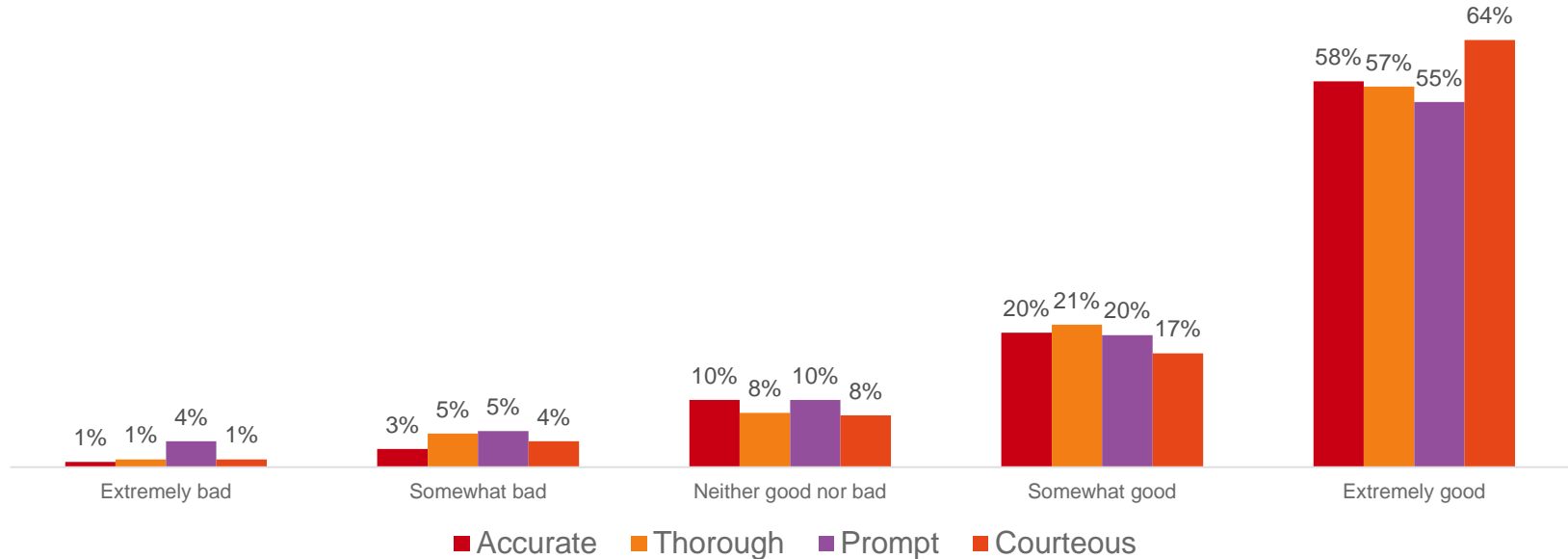
# Over 75% of people gave a Top 2 Box rating of presentations where a member of the NCMB spoke

You indicated that you attended a presentation where a member of NCMB spoke. Please rate that experience on the following attributes:



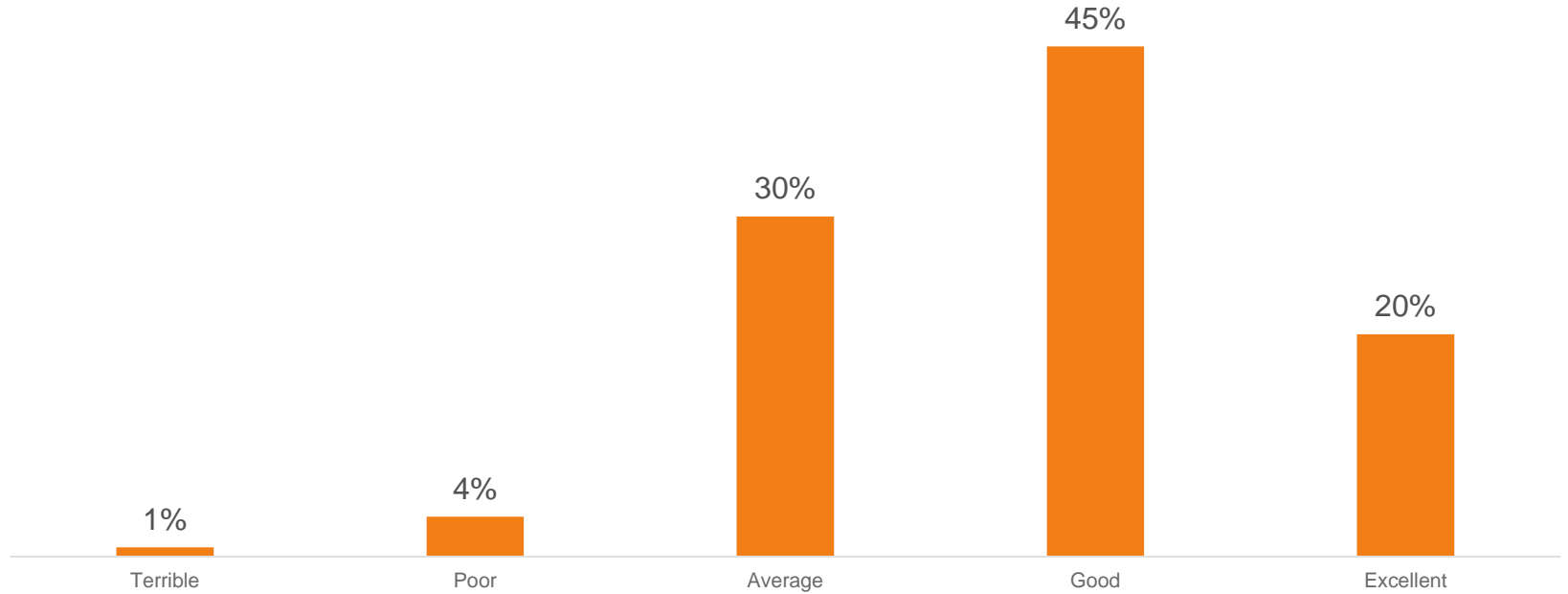
# Also, those who have interactions with NCMB staff have overwhelmingly positive feedback about their experience

You indicated that you have had some interaction with NCMB staff. Please rate your interactions with NCMB staff on the following attributes:



# 65% Top 2 Box experience rating

Overall, how would you rate your experience with NCMB?



**Better Serve Patients**



## What is one thing NCMB could do to better serve patients and/or have a positive impact on patient-physician/PA interactions?

“More education around controlled substances”

“Public education on growing prescription opiate problem”

“Continue to educate patients on appropriate expectations as to quality/expedience of care”

“Educate the population on the importance of high quality physicians and the danger of losing high quality physicians”

“Work for malpractice reform”

“Complaints, like a patient can get a telephone answered when they want...this should be resolved in a day or so”

**Better Serve Licensees**

## What is one thing NCMB could do to better serve licensees?

“License renewal that lasts longer than 1 year”

“Go to an every other year license program ”

“Streamline the 23 step process for renewal.”

“Extend licensure to every two to five years instead of annual.”

“Please Streamline the renewal process!”

“Remain easy to access and non-intrusive”

“Offer solutions to burnout, real solutions. Things people can do to help themselves and change their practice if that is even possible. ”



**Thank You**

# Appendix

County	%	Number
Alamance	1.17%	23
Alexander	0.00%	0
Alleghany	0.05%	1
Anson	0.00%	0
Ashe	0.10%	2
Avery	0.15%	3
Beaufort	0.46%	9
Bertie	0.10%	2
Bladen	0.05%	1
Brunswick	0.71%	14
Buncombe	4.94%	97
Burke	0.61%	12
Cabarrus	1.89%	37

County	%	Number
Caldwell	0.51%	10
Camden	0.00%	0
Carteret	0.76%	15
Caswell	0.00%	0
Catawba	1.94%	38
Chatham	1.27%	25
Cherokee	0.00%	0
Chowan	0.31%	6
Clay	0.05%	1
Cleveland	0.76%	15
Columbus	0.10%	2
Craven	0.82%	16
Cumberland	3.31%	65

County	%	Number
Currituck	0.00%	0
Dare	0.31%	6
Davidson	0.66%	13
Davie	0.56%	11
Duplin	0.15%	3
Durham	7.75%	152
Edgecombe	0.10%	2
Forsyth	7.75%	152
Franklin	0.00%	0
Gaston	1.27%	25
Gates	0.00%	0
Graham	0.00%	0
Granville	0.20%	4

County	%	Number
Greene	0.00%	0
Guilford	5.45%	107
Halifax	0.36%	7
Harnett	0.46%	9
Haywood	0.20%	4
Henderson	0.71%	14
Hertford	0.05%	1
Hoke	0.05%	1
Hyde	0.00%	0
Iredell	1.43%	28
Jackson	0.31%	6
Johnston	0.51%	10
Jones	0.10%	2

County	%	Number
Lee	0.20%	4
Lenoir	0.36%	7
Lincoln	0.36%	7
Macon	0.15%	3
Madison	0.10%	2
Martin	0.15%	3
Mcdowell	0.15%	3
Mecklenburg	9.84%	193
Mitchell	0.05%	1
Montgomery	0.05%	1
Moore	1.73%	34
Nash	0.87%	17
New Hanover	3.52%	69

County	%	Number
Northampton	0.00%	0
Onslow	0.76%	15
Orange	7.08%	139
Pamlico	0.15%	3
Pasquotank	0.25%	5
Pender	0.36%	7
Perquimans	0.00%	0
Person	0.10%	2
Pitt	3.57%	70
Polk	0.00%	0
Randolph	0.46%	9
Richmond	0.10%	2
Robeson	0.82%	16



County	%	Number
Rockingham	0.20%	4
Rowan	0.61%	12
Rutherford	0.46%	9
Sampson	0.20%	4
Scotland	0.20%	4
Stanly	0.20%	4
Stokes	0.10%	2
Surry	0.56%	11
Swain	0.00%	0
Transylvania	0.25%	5
Tyrrell	0.00%	0

County	%	Number
Union	1.38%	27
Vance	0.10%	2
Wake	13.20%	259
Warren	0.00%	0
Washington	0.00%	0
Watauga	0.66%	13
Wayne	0.82%	16
Wilkes	0.56%	11
Wilson	0.51%	10
Yadkin	0.20%	4
Yancey	0.10%	2