

# Hospital Partner Study Results

## We spoke to



## Overall Satisfaction with IDN



### Commonly Mentioned Strengths

### Commonly Mentioned Weaknesses

- |                        |                                  |
|------------------------|----------------------------------|
| Good Communication     | Poor Collaborative Communication |
| Helpful and Supportive | Bad Timing of Presence           |
| Available and Present  | Aggressive Attitude              |

## National Satisfaction

### Physicians & APs

Highly Satisfied 60%  
Needs Improvement: 40%  
Critical Response: 0%

### Hospital Staff

Highly Satisfied 59%  
Needs Improvement: 41%  
Critical Response: 0%

### Feel Valued When

- We are thanked
- Good case follow-up
- Good collaboration

### Feel Unvalued When

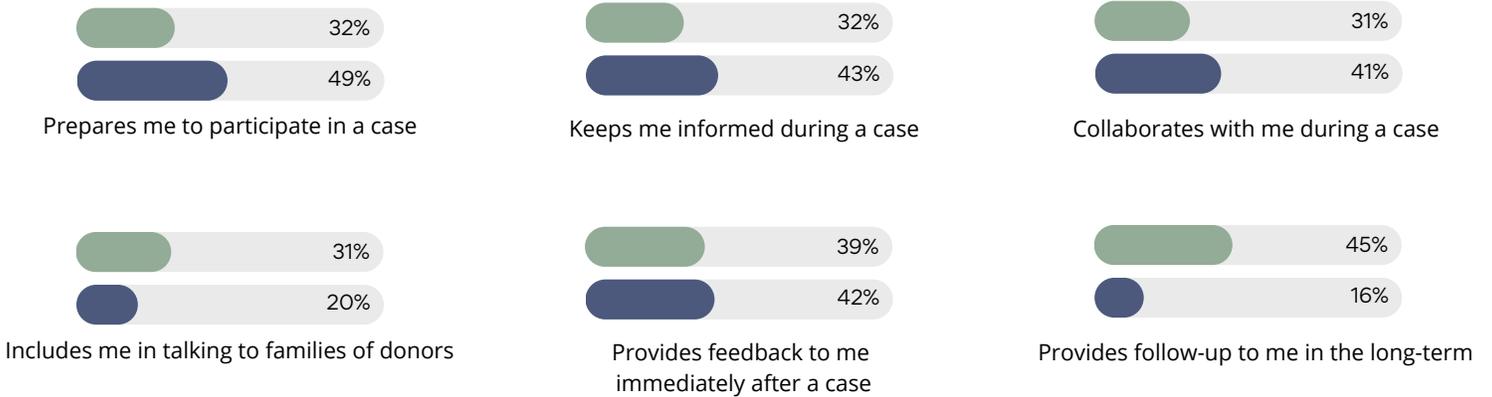
- Too pushy
- Lack of communication
- No follow-up after a case

Only 1 in 4 hospital staff, physicians, and APs feel Iowa Donor Network is effective at providing education on donation practices



# Communication Satisfaction

■ Physicians and APS   ■ Hospital Staff



# Preferred Communication

■ Physicians and APS   ■ Hospital Staff   ■ Both

Before Case

During Case

After Case

