Clinic Operations Questionnaire (for physicians and nurses)
In an effort to increase faculty satisfaction with their clinical practices, and to optimize the operations of our clinics in the contemporary era of funding for medical care, the Committee on Clinical Affairs of the Academic Senate would appreciate your responses to the following queries. Many challenges and ideas for change are being addressed by other groups, but we wish to solicit your direct input, as the individuals most intimately concerned! We hope to determine what factors make a practice optimal, and what changes need to occur in others that will result in increased satisfaction for faculty and patients. This document can be completed in about 20 minutes. THANK YOU for your time and suggestions.

1. Where do you practice?:
   - Parnassus Heights
   - Mount Zion
   - SFGH
   - VAMC
   - Laurel Heights
   - Mission Bay
   - Fresno

2. You are a:
   - Physician
   - Nurse
   - Pharmacist
   - Other

3. What is your sex?:
   - Male
   - Female

4. What is the name of your clinic? (optional):

5. What kind of care does your clinic provide?:
   - General care
   - Specialized care

6. The overall operation of my practice is:
   - Efficient
   - Somewhat efficient
   - Somewhat inefficient
   - Inefficient

7. What percentage of time do you spend in clinical practice?

8. What is the usual wait time for a first appointment with you?
9. What is the usual wait time for a follow-up appointment with you?

10. Is there a mechanism in place for an urgent visit in your practice?
   - Yes
   - No

11. Are you aware of elements included in overhead charges for your practice?
    - Yes
    - No

12. Are you consulted regarding overhead costs?
    - Yes
    - No

13. Do you know who is responsible for setting contractual charges with the third party payers in your practice?
    - Yes
    - No

14. Are you involved in setting contractual charges with third party payers for your practice?
    - Yes
    - No

15. Are you expected to generate part of your salary from your practice?
    - Yes
    - No

16. If so, is this expectation met?
    - Yes
    - No

17. How often do you meet with the administrative practice manager?
    - Frequently
    - Infrequently
    - Never
    - No manager (or unaware of a manager)

18. Do you have input in:
    A. How and by whom appointments are made?
    B. How the front desk is staffed?
    C. How the front desk staff are trained?
    D. Other staffing (nurses, LVNs, etc.)
       - Yes
       - No

Comment: Are these questions still relevant?
19. Does your department provide adequate professional personnel to staff your clinic?
   - Yes
   - No
   - N/A

20. Is the accessibility of clinical laboratory services
   - Optimal
   - Adequate
   - Less than adequate

21. Is the reporting of clinical laboratory services
   - Optimal
   - Adequate
   - Less than adequate

22. Is the accessibility of radiology services
   - Optimal
   - Adequate
   - Less than adequate

23. Is the reporting of radiology services
   - Optimal
   - Adequate
   - Less than adequate

24. Do you have ready access to nutritional services for your patients?
   - Yes
   - No

25. Do you have ready access to a translator when you need one?
   - Yes
   - No

26. Do you have adequate time to deliver quality care?
   - Yes
   - No

27. Do you have ready access to disability services for your patients?
   - Yes
   - No
28. Please provide comments and/or suggestions to improve services at your clinic:

Questions relating to teaching
29. Do you teach in your practice setting?
   - Yes
   - No

30. Do you have adequate time to teach?
   - Yes
   - No

31. Is there a method of getting helpful feedback on teaching that is useful?
   - Yes
   - No

32. Do you think that the RVU system disincentivies you to teach?
   - Yes
   - No

33. Please mention problems and/or suggestions to enhance your teaching efforts:

Questions relating to clinical research
34. Do you presently do clinical research?
   - Yes
   - No

35. Do you have protected time for research?
   - Yes
   - No

36. If not currently doing research, would you be interested?
   - Yes
   - No

37. Are you aware of existing resources to get started in research?
   - Yes
   - No

38. Please mention problems and suggestions for improving clinical research:

Misc.
39. Have you received mentoring from your division chief or other?
   - Yes
   - No

40. Do you usually find it easy to refer patients to colleagues at UCSF?
   - Yes
41. Is it easy to communicate with colleagues about patient care?
   - Yes
   - No

42. Is it usually easy to admit a patient to the ED?
   - Yes
   - No
   - N/A

43. Is it usually easy to admit a patient to the hospital?
   - Yes
   - No
   - N/A

44. Rate your overall satisfaction with your clinical practice
   - Excellent
   - Good
   - Fair
   - Poor

45. Please tell us about other issues that you think need to be addressed in order to improve your practice experience and that of your patients: