

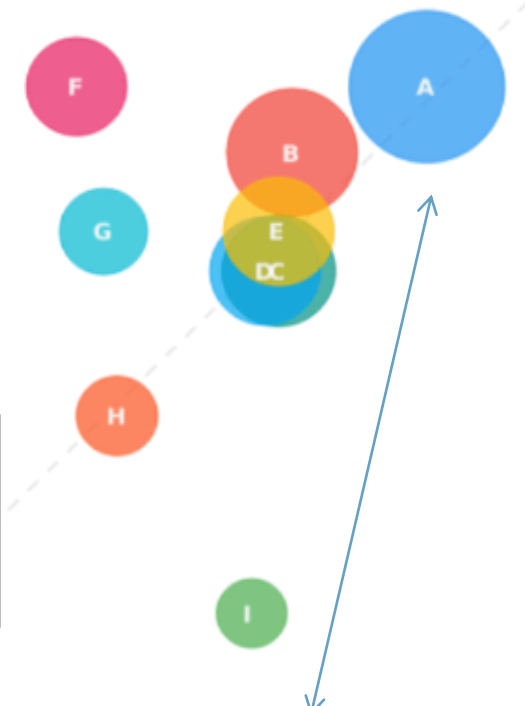
# PHYSICIAN PAIN POINTS™

ACCESS // 2018

[For more information about this study](#)  
and to purchase the full report

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*This study opened the Access conversation with over 250 community physicians representing primary care and specialists across the country. Using open-ended questions, the pain points and potential solutions academic medical centers and healthcare systems can deploy are revealed.*



## Conversations

- What are physician's current attitudes related to access?
- What specifically about access creates pain points?
- What are the real priorities around those pain points?
- What specifically drives them to refer?
- What examples do physicians hold out as doing a good job at managing access?

## Recommendations

- Focus on the right priorities BY SEGMENT at the front door: [Decision Factors](#)
- Align teams to ensure consistent delivery of the [Physician Experience](#)
- Intercept service recovery issues in real-time: [Physician360](#)
- To strengthen communications, facilitate direct connections with specialists: Physician Portal Strategy
- Provide referral assistance and a personal point of contact: [Physician Liaisons help navigate access process](#)

### New Favorites

The usual suspects Amazon and Disney pop-up, but there was a great deal of support for Costco and Chick-fil-A, both low-cost providers. Why?

### Dialogue

If there's a problem, they listen and fix it – fast. From those connections, they create a large and loyal following.

