

Medical Staff Survey FAQ

Q: Who is eligible to participate in the medical staff survey?

A: All credentialed physicians and providers who affiliated with the organization on or before June 30, 2025, are eligible to participate in this survey.

Q: How can I access the survey?

A: You will receive a survey invitation email with the subject line **2025 Memorial Health Medical Staff Survey Participant Invite** when the survey opens. You can also access the survey by visiting memorial.health/medstaffsurvey or scanning the QR code located on printed fliers.



Q: What should I do if I can't access the survey?

A: If you experience any issues accessing or completing the survey, email memorial.surveys@mhsil.com for assistance.

Q: If I receive an email from Qualtrics, is it safe to open?

A: Yes, emails from no-reply@qualtrics-survey.com are legitimate and safe to open.

Q: Is it mandatory that I complete the survey?

A: Participation is not mandatory, although it is highly encouraged. Your insights will help us strengthen what's working, improve where needed and ensure Memorial Health remains a place where providers feel valued and empowered to deliver exceptional care.

Q: Is my participation confidential?

A: Yes. Participation and responses are confidential. All results are presented as aggregated results, which means individual responses (including names and IDs) are not shared. Additionally, there is a minimum sample size of five respondents for reporting in a department/specialty area to ensure confidentiality.

Q: How do I log in to the survey?

A: Use the email address you have on file with the Medical Staff Office at Memorial Health. If you're unsure which email is on record, contact memorial.surveys@mhsil.com.

Q: Why do I need to enter my email address if the survey is confidential?

A: While the engagement survey is confidential and individual responses will never be shared, your email address helps us link your responses to key organizational details like your affiliate, specialty and medical group. This allows us to provide meaningful, aggregate-level reporting that supports leaders in understanding trends and planning improvements accordingly. Your identity will not be disclosed, and results are only reported in group summaries to maintain confidentiality.

Q: How will my responses to the survey be shared?

A: All responses will be shared at an aggregate level and individual responses will not be shared. Specialty responses to the survey are only provided with a threshold of five or more respondents. If there are fewer than five colleagues in your specialty, information will not be provided with this report to ensure confidentiality and will be "rolled up" to the next reporting level.

Q: Can I take the survey more than once?

A: No. The survey is managed by a third-party measurement firm that uses a token associated with each respondent login. Once your survey has been submitted, the token is deactivated and you will not be able to log in again. This ensures that each person has only one opportunity to complete the survey.

Q: How long does the survey take?

A: The survey takes approximately 10 minutes to complete.

Q: What if I start the survey but get interrupted?

A: You can return and complete it later. Your progress will be saved automatically, and you'll pick up where you left off.

Q: What does it mean when the question asks about "Senior Leadership?"

A: "Senior Leadership" refers to the Memorial Health CEO and their direct reports.

Q: What does it mean when the question asks about "Administration?"

A: "Administration" for the purpose of this survey is defined as the hospital CEO, the Chief Medical Officer (CMO) and the Chief Nursing Officer (CNO).

Q: What does it mean when it says "System Level?"

A: "System Level" refers to your perception of Memorial Health as a whole, across all hospitals, departments and services.

Q: Why does it ask for primary and secondary location information?

A: This helps us better understand your experiences across the organization.

Primary Location: This is the hospital where you spend the majority of your time delivering patient care.

Secondary Location: This is another hospital where you deliver patient care, but not as often as at your primary location.

Q: What if I have something to share after the survey closes?

A: We welcome your input at any time. Please reach out to your local hospital administration (hospital CEO or hospital CMO) to share ideas or feedback for improvement.