Sample Recap and Summary Email

*This is an example of an email you might use to recap the Listening Session and summarize the wish ratings from the Session. Send this email to the group leader first to review and approve before you share with the broader group.*

Email subject: Recap, Summary of Wish Rankings from Listening Session

Hi [group leader name],

Your team’s wish list is tallied and ready to share! Please review then forward the email below to your team at your convenience.

Please let me know if you have any questions.   
Thank you!   
[Facilitator name]

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Dear Colleagues,

Thank you for attending the Listening Session on [date of Listening Session]. Below is summary of the wish rating exercise that [#] of you participated in. As a reminder, a rating of 10=this would definitely enhance my professional satisfaction and 1=this would have no impact on my professional satisfaction.

|  |  |
| --- | --- |
| **Average Ratings** | **Wish** |
| 8.68 | More support staff |
| 8.48 | The MAs would be better paid |
| 8.33 | The schedulers could appropriately schedule appointments in the correct slots with the correct clinician |
| 8.27 | More patient care support in my clinic so I am not waiting to do exams or waiting for patient flow or waiting to get things done for my patient |
| 8.18 | I walk into clinic and I have my own RN and my own MA. |
| 8.14 | Having additional support during clinic—another person to help with patient flow, coordination of follow-up, procedures, patient messages, etc. |
| 7.86 | Primary rooming staff for physicians |
| 7.10 | Having a one-to-one clinic support person (nurse or APRN) who could assist with phone calls, orders, etc. |
| 7.00 | Control over my clinic template |
| 6.71 | Flexibility with my clinic schedule |
| 6.64 | Late policy changed to a more realistic timeframe dependent upon the length of the visit |
| 6.52 | Longer appointment times |
| 6.29 | I wish there was a clinic scribe to help with documentation |
| 6.29 | To have a scribe |
| 5.64 | To have someone to do all of my charting |

We are compiling a formal report covering what the group said was going well and a qualitative analysis of the individual reflection exercises. We will share this report with your leadership team and work together to engage stakeholders and establish next steps. The report and next steps will then be shared with the department.

Please do not hesitate to reach out with questions.

Sincerely,

[Facilitator or organizer name]

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*Source: AMA. Practice transformation series: Listening campaign: engage physicians to uncover and address sources of burnout. 2022.*