

# B29/Team Behavior Survey<sup>©</sup>

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*It is not enough to have good motives; others respond to our behavior. Physicians are often not given essential feedback about their behavior. The B29 is designed to provide feedback from those we work with.* © Williams, Williams, and Swiggart

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The B29<sup>©</sup> is a valid and reliable 360° assessment of a physician's workplace behavior. This tool was developed by Drs. Michael and Betsy Williams, and Mr. William Swiggart. It can provide specific and clear feedback for both the physician and the institution or practice setting. The survey structure is consistent with the American Board of Medical Specialties and the Accreditation Council for Graduate Medical Education (ABMS/ACGME) core competency areas essential to the practice of medicine, including interpersonal and communication skills, professionalism, and system-based practice. The B29<sup>©</sup> can be repeated to track and assess behavior change over time and can complement and augment patient complaint data within the institution.

The B29<sup>©</sup> is administered via SurveyMonkey<sup>©</sup>. SurveyMonkey<sup>©</sup> employs multiple layers of security to ensure the data remains private and secure. The data resides behind the latest in firewall and intrusion prevention technology and encrypted prior to communication through the internet.

An individual survey is created for the physician. He/she is asked to complete the survey on themselves and fifteen or more staff, colleagues and administrators are forwarded links to the SurveyMonkey<sup>©</sup> URL so they may provide their feedback. Responses from staff, colleagues and administrators are anonymous to the physician who is being assessed. Once the data are collected, they are scored and performance indices on the core competency domains under review are provided in a detailed report.

## Contact

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