Patient Satisfaction with Physician Delivered Care in a Low Socioeconomic Population

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Introduction
In primary care, patient satisfaction is a major indicator which health care providers can use to gauge the quality of health care. Current research has identified satisfaction with Nurse-Practitioner (NP) care in primary care settings as equal to that of a physician. This information has led to continued research in perceptions of health and satisfaction of care delivered by physicians in a low socioeconomic population.

How do patients evaluate physicians on a list of core measures and global ratings related to satisfaction?

Satisfaction Core Objectives
I. Getting appointments in healthcare when needed
II. Courteous and helpful office staff
III. How well physicians communicated
IV. Global rating of the physicians

Methodology
• Initial sample of 3000 patients obtained from two physicians
• A random sample of 400 patients were mailed the survey
• 99 returned the survey for a response rate of 25%
• The CAHPS survey tool was used
• Survey questions included demographics, perception of experiences, and communication with the physician

Results
The mean scores for core measures I-III using a scale 1(never) - 6 (always) were as follows:
I. Mean: 3.54, SD: 1.35
II. Mean: 4.76, SD: 1.40
III. Mean: 4.80, SD: 1.40

Measure IV used a scale of 0 (worse) - 10 (best)
IV. Mean: 7.31, SD: 2.95

Hypothesis I
Pearson's $r$ Correlation of $r = + 0.169$, $p = 0.097$ indicates no significant correlation between a patients’ age and satisfaction with their physician communication.

Hypothesis II
Pearson's $r$ Correlation of $r = + 0.003$, $p = 0.974$ indicates no significant correlation between a patients’ highest level of education and satisfaction with their physician communication.

Hypothesis III
Pearson's $r$ Correlation of $r = + 0.072$, $p = 0.485$ indicates no significant correlation between a patients’ perception of health and satisfaction with their physician communication.

Conclusion
The four Physician Core Satisfaction Measures were found to be fairly high in this low socioeconomic population, indicating high satisfaction with care.

References
https://www.ahrq.gov/research/data/echp/chpcliniciansgroups.asp

Complete references found on next page

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References


