Analizing Patient Satisfaction and Improved Physician-Patient Communication Using Introductory Brochures

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METHOD

- Randomized cross-sectional study of patients admitted to the pulmonary inpatient service between Jan 4 – 29, 2016
- 30 patients randomized into two groups; 15 patients received the introductory brochure while 15 patients did not get a brochure
- Patients at the time of discharge received a survey assessing satisfaction with their medical team and hospital stay
- The survey also assessed the patient’s ability to effectively communicate with their physician
- Surveys to assess physician communication with patients were similar to those used in HCAPS surveys

INTRODUCTION

- Studies have proven a relationship between increased patient satisfaction and quality care: greater adherence and compliance to medical treatment, decreased readmission rates, decreased malpractice risk, and decreased mortality rates
- Our project focused on hospital factors – communication between physicians and patient, and patient involvement in decision making
- Brochure included the name, picture and title of attending, resident and intern on their service

AIM

Assess how the use of introductory brochures added to patient satisfaction at time of discharge. Also, assess whether the brochure helped foster improved physician-patient communication

RESULTS

- Each brochure question answer was split into 5 categories, strongly agree, agree, neutral, disagree, and strongly disagree
- Patients with the brochures had a more positive response (strongly agree and agree) to questions addressed on the discharge survey
- The number of ‘strongly agree’ responses increased three-fold in the brochure group
- The number of ‘neutral’ responses went to zero in certain questions for the brochure group

WORK CITED