Measuring Patient-Provider Interaction at LVHN.

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62.5% of patients under the age of 65 indicated that they knew their primary hospital physician. In general, it was found that 52% of interviewed patients thought that they knew the identity of their primary hospital physician. Though most physicians sit and talk with their patients, they do not introduce themselves in a way patients can remember them. The lack of usage of the communication board by physicians is correlated to patients not knowing their primary hospital physician’s identity. A patient’s knowledge of their hospital physician is independent from the length of their hospital stay. Survey comments suggest that patients hold their nurses in high regard due to the personal relationships that have been established between themselves and their nurses.

**METHODS**

- A nine question survey on patient experience was created by the LVHN Institute for Quality and Patient Safety. The survey sessions were conducted using an iPad at the LVH-Cedar Crest and LVH-Muhlenberg campuses using the RL Solutions mobile app.
- A total of 144 patient responses were recorded.
- A patient’s knowledge of their hospital physician is independent from the length of their hospital stay.
- Microsoft Excel was used to analyze the recorded data.

**OUTCOMES**

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<thead>
<tr>
<th>Do Patients Know Their Primary Hospital Physician?</th>
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<tr>
<td>Yes</td>
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**CONCLUSIONS**

- Overall, 52% of the interviewed patients thought that they knew the identity of their primary hospital physician.
- The data showed that there was no correlation between a patient knowing their primary hospital physician and time spent in the hospital.
- Gender and age had an effect on a patient knowing their hospital physician: 62.5% of patients under the age of 65 indicated that they knew their primary hospital physician. 60% of female patients 65 indicated that they knew their primary hospital physician while only 46% of male patients said the same.
- For the rest of the survey questions, the answers were predominantly “yes” with the exception of “did your doctor use the communication board?”; where only 50% of responses were “yes”.

**REFERENCES**


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