Measuring Patient-Provider Interaction at LVHN.

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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”.

CONCLUSIONS

52% of total patients thought that they knew their primary hospital physicians. 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.

Female patients are able to recognize their hospital physician at a higher percentage than male patients. A patient’s knowledge of their hospital physician is independent from the length of their hospital stay.

Survey comments suggest patients hold their nurses in high regard due to the personal relationships that have been established between themselves and their nurses.

REFERENCES