

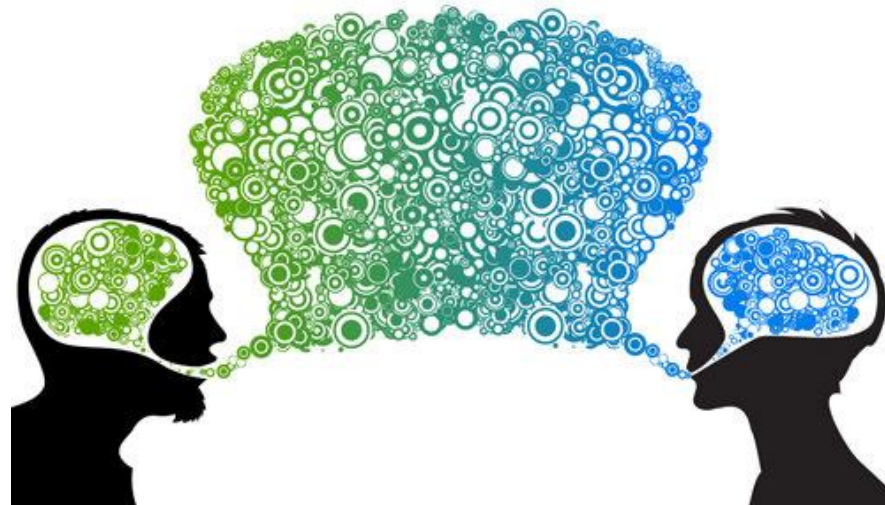
THE IMPACT OF RESIDENTS ON PATIENT SATISFACTION

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Background

- Physician communication -> patient satisfaction -> compliance
- **Outpatient:** communication
 - Variability in quantity/quality of communication training in residency
- Effect of residents on patient satisfaction



Methods

- Survey study at UCSD
 - 20% outpatient appointments randomly mailed Press-Ganey surveys, rest received eSurvey
 - May 2016 – December 2016
- Survey question categories
 - access to care, test results, **physician communication quality**, office staff quality, care coordination, pharmacy, about you, overall assessment, and other focus questions
- **Filtered results based on resident participation**
 - Resident involvement among surgical specialties
 - Chi-squared test performed



Results - Overall

	Saw a resident physician	Did not see a resident physician	p-value
Likelihood to recommend the practice	88.7% (n=8381)	90.4% (n=9272)	<0.001
Provider listened carefully to you	91.1% (n=8664)	93.5% (n=9610)	<0.001
Gave easy to understand instruction	89.9% (n=8738)	92.2% (n=9532)	<0.001
Showed respect for what you say	93% (n=9476)	94.9% (n=10266)	<0.001
Provider explained in a way you understood	90.7% (n=8612)	93.3% (n=9578)	<0.001
Provider spent enough time with you	87.4% (n=8291)	91.2% (n=9354)	<0.001

Results – Surgical Specialties

Surgical Specialty	Resident			No Resident			Impact of Resident (%)	p-value
	Yes definitely ¹	total (n)	%	Yes definitely ¹	total (n)	%		
General	42.64	46	92.7	45.09	54	83.5	9.2	0.062
Plastic	81.90	91	90	117.74	132	89.2	0.8	0.132
Thoracic	46.80	49	95.5	39.32	41	95.9	-0.4	0.185
Orthopedic	835.86	952	87.8	715.16	809	88.4	-0.6	0.032*
Urology	177.98	206	86.4	158.01	181	87.3	-0.9	0.067
Transplant	105.71	110	96.1	60.64	62	97.8	-1.7	0.061
Neurological	92.48	122	75.8	77.60	100	77.6	-1.8	0.071
Head and Neck	259.26	290	89.4	256.59	278	92.3	-2.9	0.015*
Vascular	65.34	74	88.3	39.82	42	94.8	-6.5	0.01*

Conclusion

- Resident involvement
 - Statistically significant negative impact overall
 - Likelihood of recommending, physician communication quality



Discussion

- Longer time in clinic, differing explanations, less experience developing communication skills
- Resident involvement in surgical specialties
 - Most not associated with lower communication skills
- Focused education on patient communication skills