Keys to Improving Patient Satisfaction in the Pediatric Urology Clinic: A Starting Point

Carol Davis-Dao, Louis Ehwerhemuepha, Joshua Chamberlin*, William Feaster, Antoine E. Khoury, Zeev N. Kain
Disclosures

• None
Introduction

- Future health care reimbursements are directed towards value-based care, reported outcomes and patient satisfaction

- Objective: to identify factors that predict patient satisfaction in the pediatric urology clinic
Methods

- Data from National Research Corporation Health Patient Survey
- 20 question patient survey, after clinic encounter
- Multivariate analysis:
  - NRC data
  - Visit-related and demographic data
- Primary outcome: provider satisfaction
Results: Improved Satisfaction Factors

- 3232 NRC surveys 2017-19
- Primary Spanish language
- Low income insurance (Medicaid)
- Shorter wait time
- Physician explanation, listening, respect for patient, and knowledge of medical history
- Time spent with patient
- Communication between staff

<table>
<thead>
<tr>
<th>Variable</th>
<th>Levels</th>
<th>Odds Ratio (95% CI)</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>English, Spanish</td>
<td>Ref 1.5 (1.1-2.0)</td>
<td>0.012</td>
</tr>
<tr>
<td>Insurance</td>
<td>Other, Low-income</td>
<td>Ref 1.3 (1.02-1.6)</td>
<td>0.035</td>
</tr>
<tr>
<td>In-office wait time (hours)</td>
<td>0.94 (0.91-0.97)</td>
<td>&lt;0.001</td>
<td></td>
</tr>
</tbody>
</table>
Conclusion

• Certain patient populations may be inherently more satisfied with the clinic experience

• Several factors related to physician-patient communication are modifiable to improve patient satisfaction