



AMERICAN ACADEMY OF FAMILY PHYSICIANS

F O U N D A T I O N

Abstract of Study Funded by the Joint Grant Awards Program in 2013

Patient Centeredness: Prediction of Patient Satisfaction and Healthcare Usage (G1306)

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Abstract

Background: A landmark AAFP trial comparing transformed family practices found improvements in several quality of care indicators, but not on any patient-rated measures. It is unclear, however, if this was due to a true lack of sensitivity in patient perceptions or due to a lack of sensitivity in the instruments. **Objective:** To evaluate patient experience and predict patient outcomes. Also, to provide necessary baseline information to assess changes in a community clinic that is transitioning to a patient-centered medical home. **Design:** Cohort study. **Participants/Setting:** Adult patients attending a Family Practice Clinic (n=300). **Measures:** Patient ratings on patient-centeredness using Stewart et al.'s Patient Perception of Patient-Centeredness scale (PPPC), Little et al.'s Consultation Care Measure (CCM), and Flocke et al.'s Component of Primary Care Instrument (CPCI). Also, patient demographic information and provider characteristics. **Outcomes:** Patient satisfaction (CAHPS) and number of diagnostic tests and referrals, EMR use, hospital stays (days) and outpatient visits (obtained from the medical records for two and six months following the interview visit). **Analysis:** Patient-centeredness scales will be evaluated for their psychometric properties (reliability, factor structure) and their inter-correlation. Then in separate multiple regression models, scales will be used to predict patient satisfaction, number of diagnostic tests and referrals, EMR visits, outpatient visits and hospitalizations, controlling for patient and provider characteristics and type of visit (well vs. other). **Conclusions:** Our expected outcome is an integration and validation of the constructs in patient-rated scales to facilitate future evaluations of primary care. This project will help develop a collaborative research team that focuses on patient-oriented outcomes research and will collect necessary baseline data for future applications.