

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 1: Demographic and Clinic-Related Predictors of Patient Satisfaction

Variable	Levels	Odds Ratio (95% CI)	P value
Language	English Spanish	Ref 1.5 (1.1-2.0)	0.012
Insurance	Other Low-income	Ref 1.3 (1.02-1.6)	0.035
In-office wait time (hours)		0.94 (0.91-0.97)	<0.001

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