

Introduction

Providing patients with personalized video recordings of the doctor-patient visits to patients may be one method for improving doctor-patient communication.

Methods

St. Joseph's Hospital routinely sends Press Gainey surveys to patients in order to ascertain patient satisfaction with providers. In 2014, Barrow Brain and Spine began recording doctor-patient visits which are uploaded to a HIPAA secure cloud so that patients and families can re-watch the visits to better understand what the doctor said. We sought to evaluate whether Press Gainey/HCAHPS scores would be improved by recording doctor patient visits. Group A was defined as providers that offered recordings of doctor patient visits, and Group B was defined as providers that did not record doctor patient visits. Press Gainey scores were compared between the two groups.

Results

Press Gainey surveys were sent between June 2016 and December 2017. A total of 950 surveys were completed, 338 were completed by patients that had their visits recorded, 612 were completed by patients that did not have their visits recorded. Group A patients had higher Press Gainey/HCAHPS scores in all categories. Percentile ratings for all Barrow neurosurgeons were as follows: communication with doctor 75th percentile vs. 52nd; doctor courtesy and respect – 74th percentile vs. 55th; doctor listened 76th percentile vs. 57th; doctor explained 70th percentile vs. 45th; overall physician satisfaction 81th percentile vs. 69th; time spent with patient 62th percentile vs. 53rd; physician concern 79th percentile vs. 65th; physician kept you informed 71th percentile vs. 54th; friendliness and courtesy 85th percentile vs. 63rd; skill of physician 94th percentile vs. 94th.

Conclusions

Physicians that choose to video record doctor-patient conversations and provide them to patients and family for online viewing achieve higher Press Gainey/HCAHPS physician satisfaction scores in all categories despite the perception of equal skill.

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Learning Objectives

- Identify problems with doctor patient communication.
- Identify implications of poor doctor patient communication.
- Demonstrate the impact of video recording doctor patient visits.

References

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