

Assessment of the “Patient-Centeredness” of Patient-Provider Communication in the U.S.

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Presented at the HINTS Data Users Conference,
Silver Spring, MD, September 24, 2009

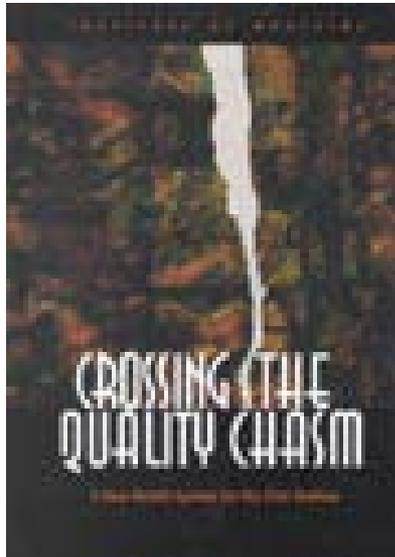
Partners in Crime

- Co-authors
 - Bradford Hesse, PhD
 - Lila Rutten, PhD, MPH
 - Stephen Taplin, MD
 - Paul Han, MD, MPH
 - Steven Clauser, PhD
 - Robert Croyle, PhD
- Thanks to Laurel Borowski, MPH for creating the graphs

Outline

- Overview of quality of care and Patient-centered communication (PCC)
- HINTS 2008 – measurement of PCC
- HINTS 2008 – potential impact of PCC

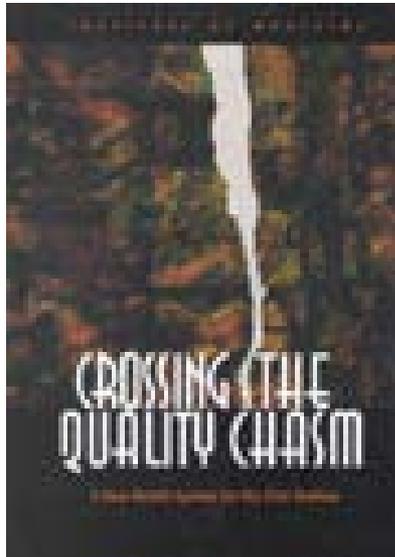
Quality of Care



Aims for the 21st Century Health Care System

- **Safe**
- **Effective**
- **Patient-centered**
- **Timely**
- **Efficient**
- **Equitable**

Quality of Care



Aims for the 21st Century Health Care System

- **Safe**
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- Focus of Quality of Care Efforts
- ←

NCI Research Priority*

- NCI supports research focused on facilitating: **measurement, monitoring, and improvement** of patient-centered cancer care with an aim to minimize the cancer burden
 - Major area of emphasis: communication between patients/family and members of health care delivery teams

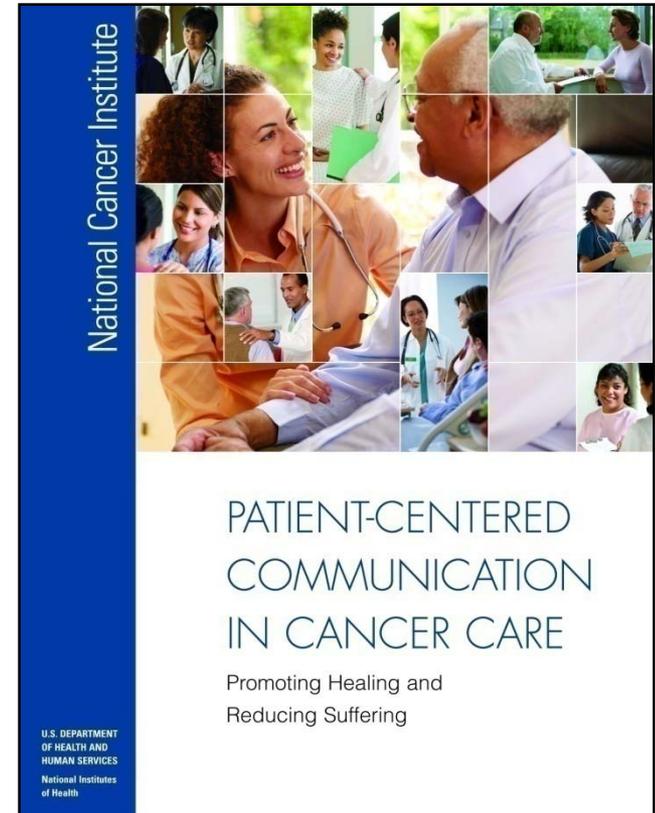
<http://outcomes.cancer.gov/areas/pcc>

* Activities led by DCCPS: ORB & HCIRB

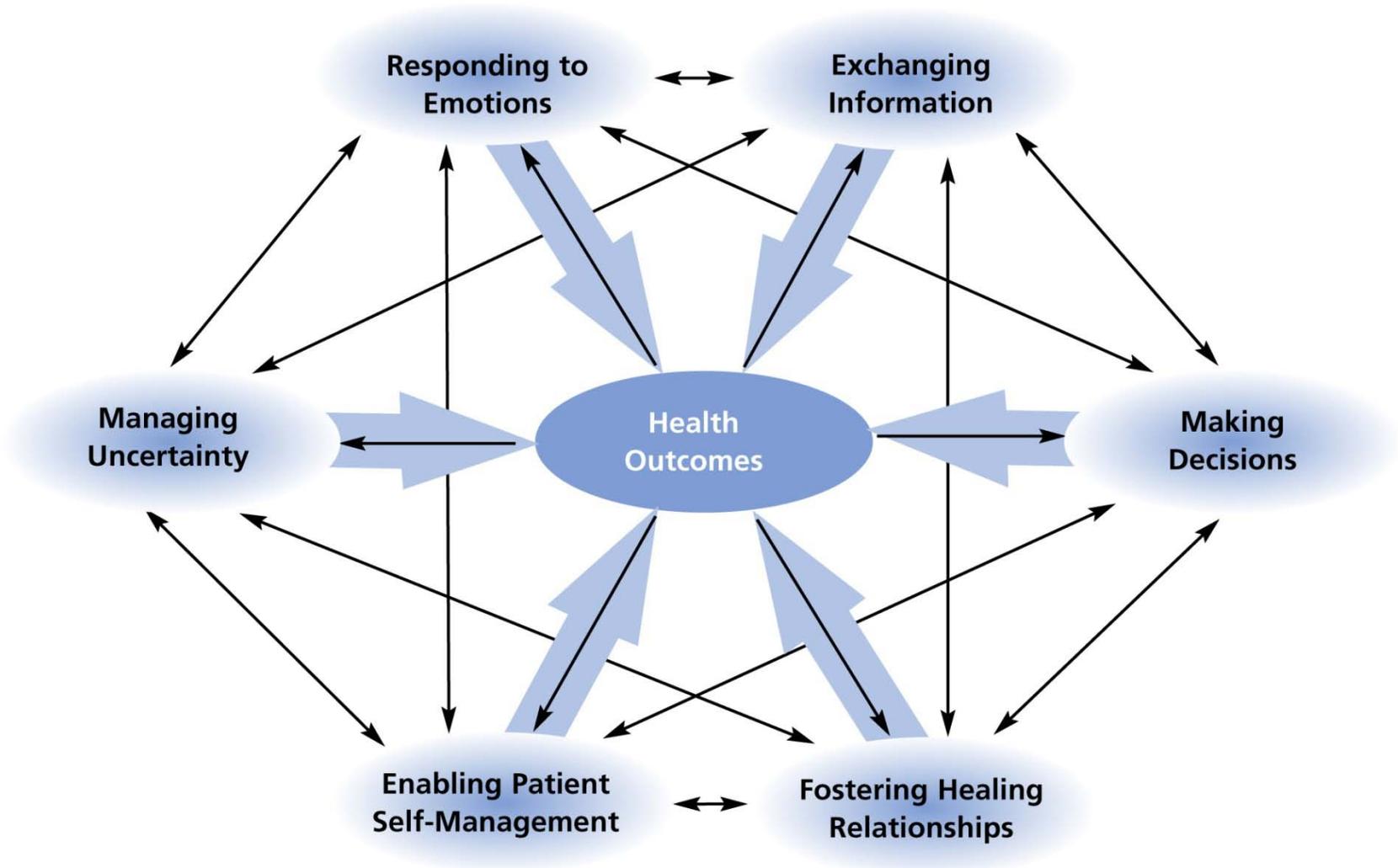
NCI Monograph

Highlights:

- Conceptualization of patient-centered communication into six key functions
- Discussion of mediators and moderators of the link between communication and patient health outcomes
- Identification of priorities for future research



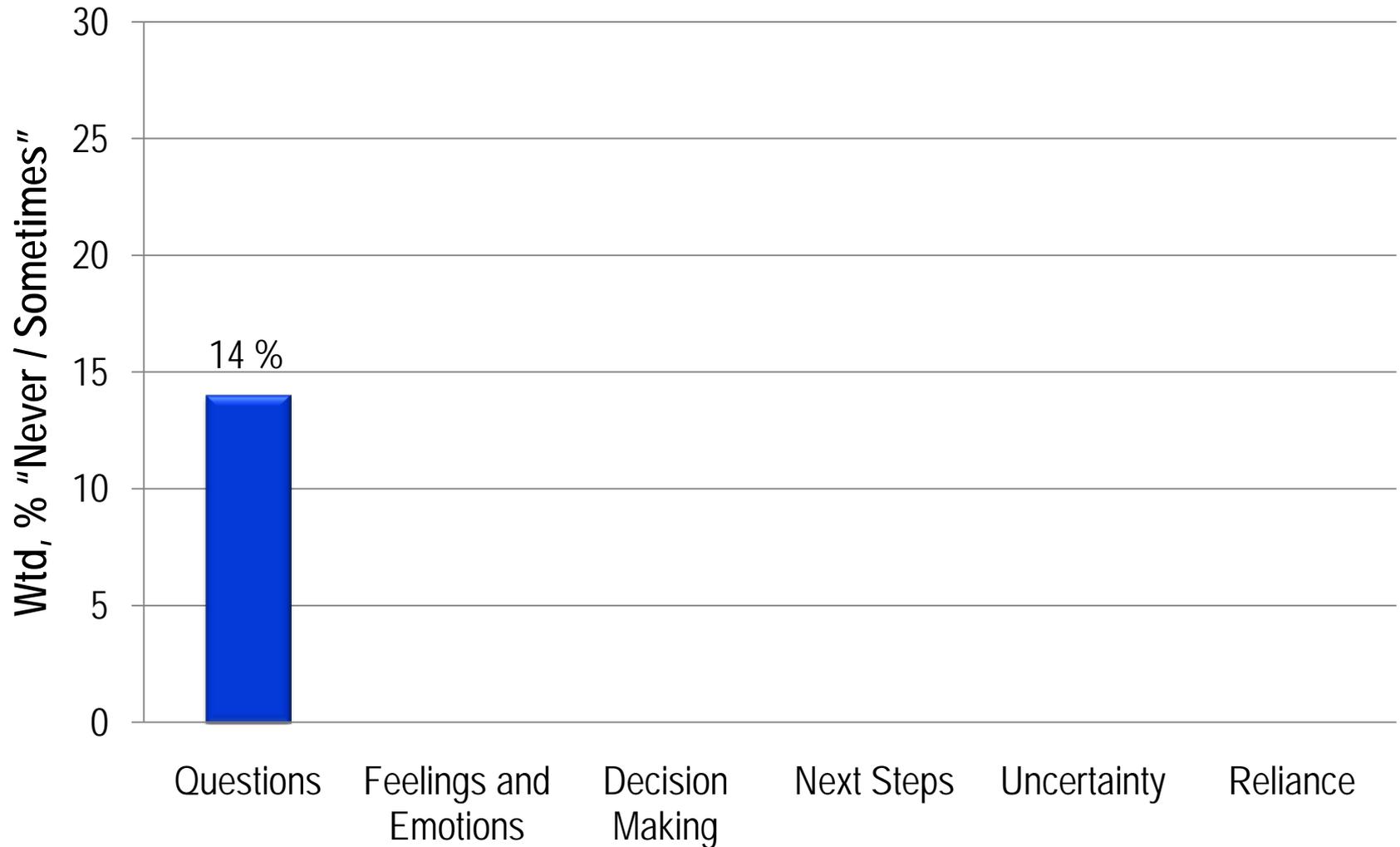
Patient-Centered Communication Functions



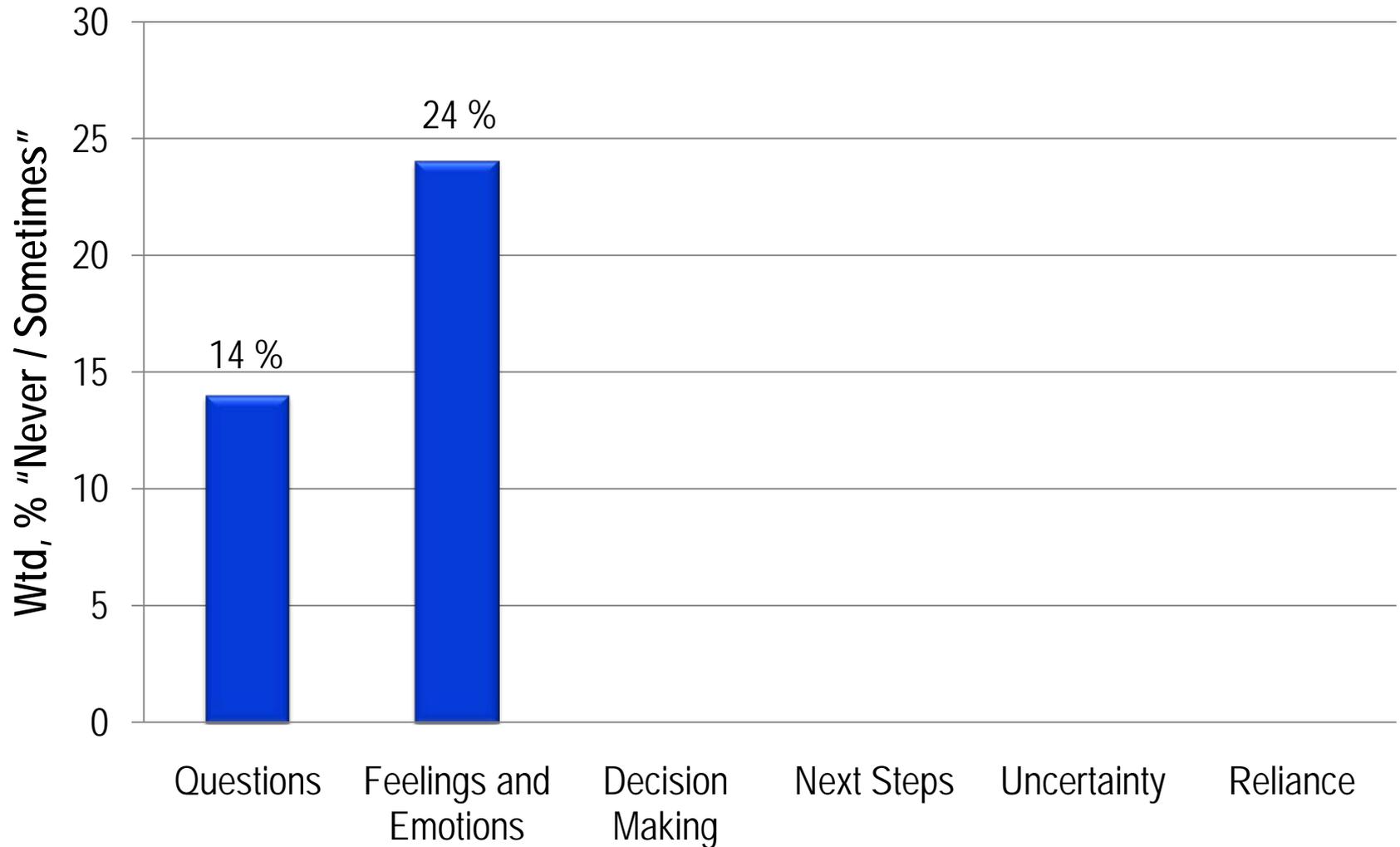
HINTS 2008: Measures of PCC

- How often doctors/nurses/other health professionals give you the chance to ask all the health-related questions you had?
- How often did they give the attention you needed to your feelings and emotions?
- How often did they involve you in decisions about your health care as much as you wanted?
- How often did they make sure you understood the things you needed to do to take care of your health?
- How often did they help you deal with feelings of uncertainty about your health or health care?
- How often did you feel you could rely on health care providers to take care of your health care needs?
- Time frame: past 12 months; Response options: never, sometimes, usually, always

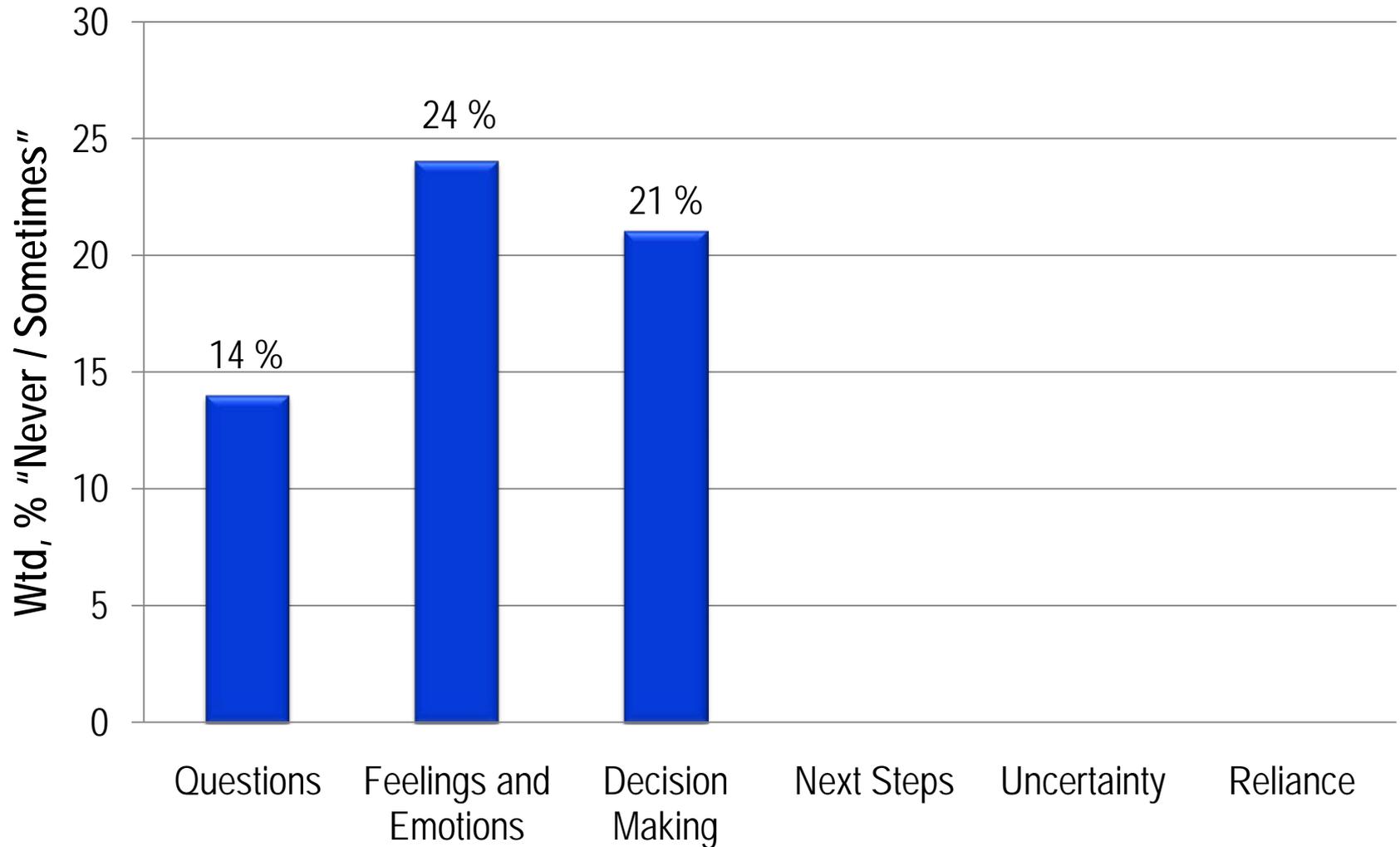
Frequency of PCC Items



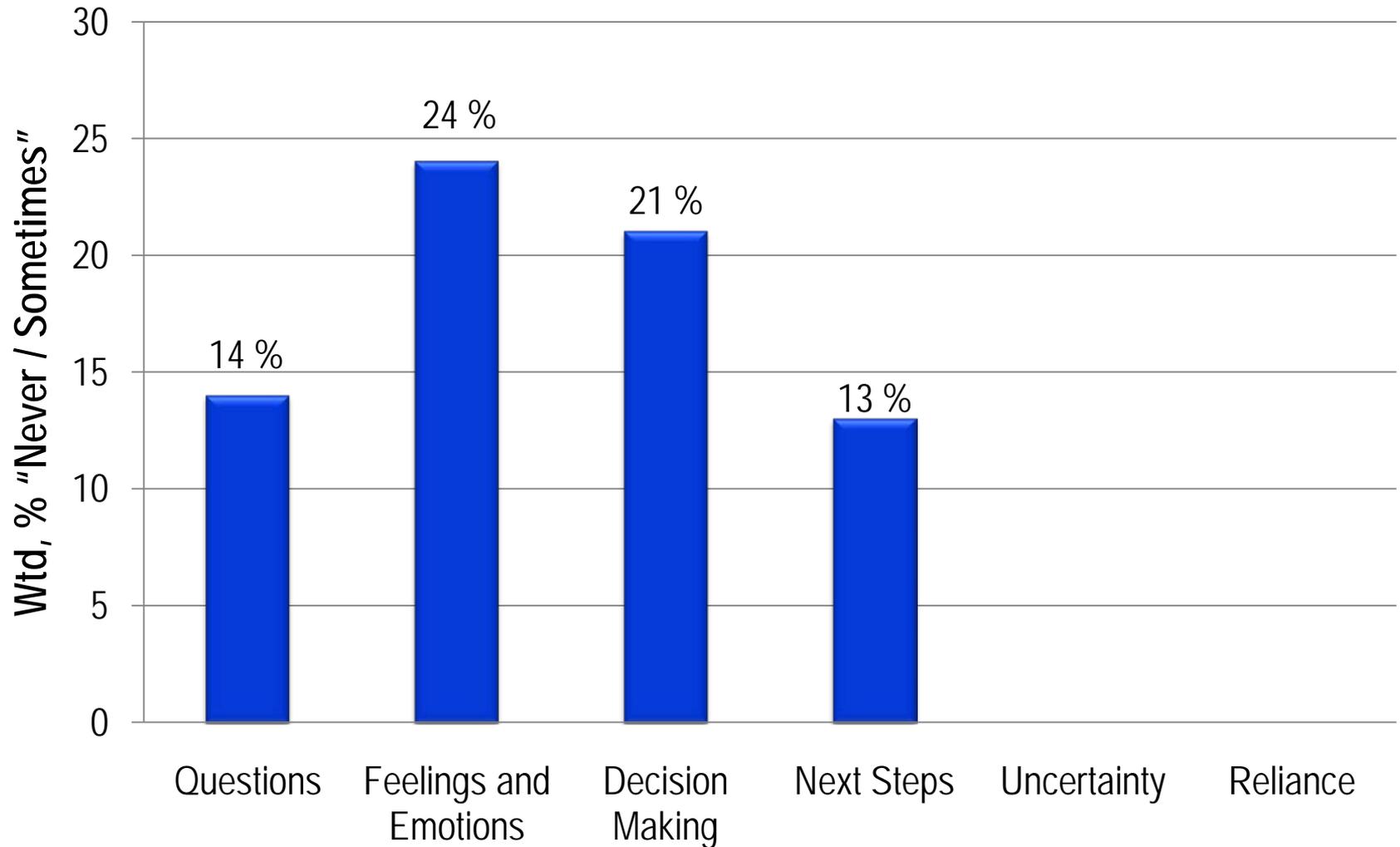
Frequency of PCC Items



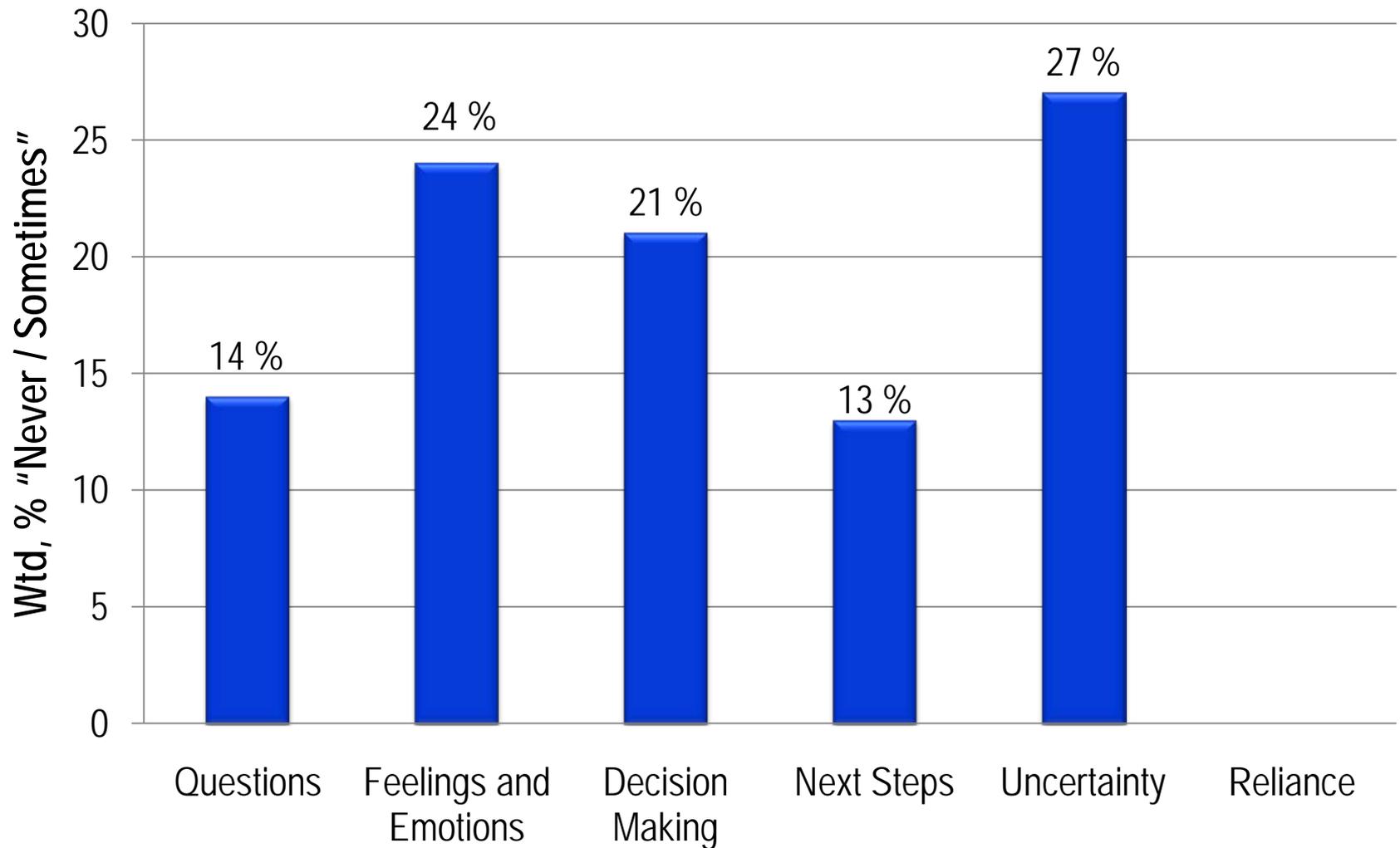
Frequency of PCC Items



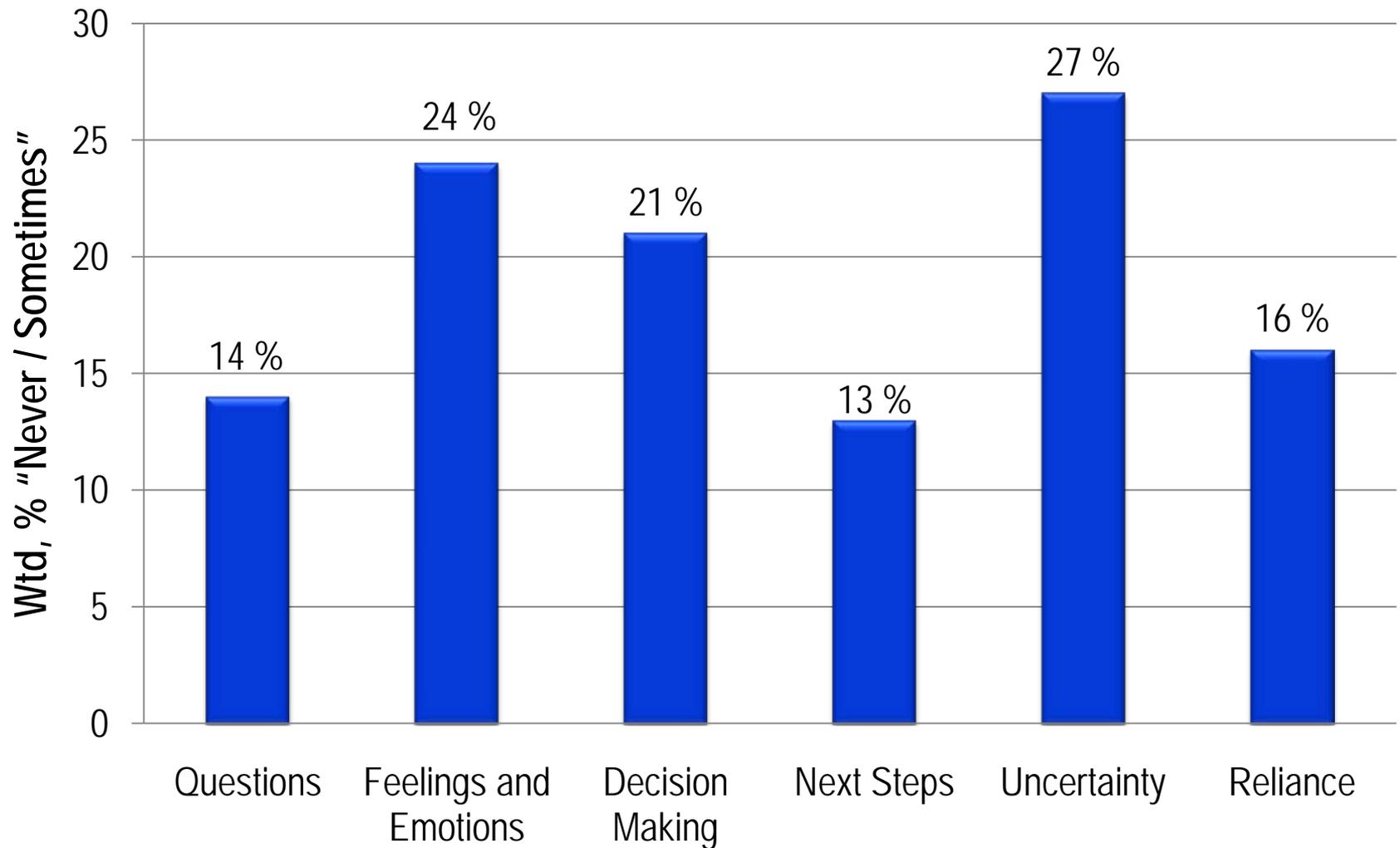
Frequency of PCC Items



Frequency of PCC Items

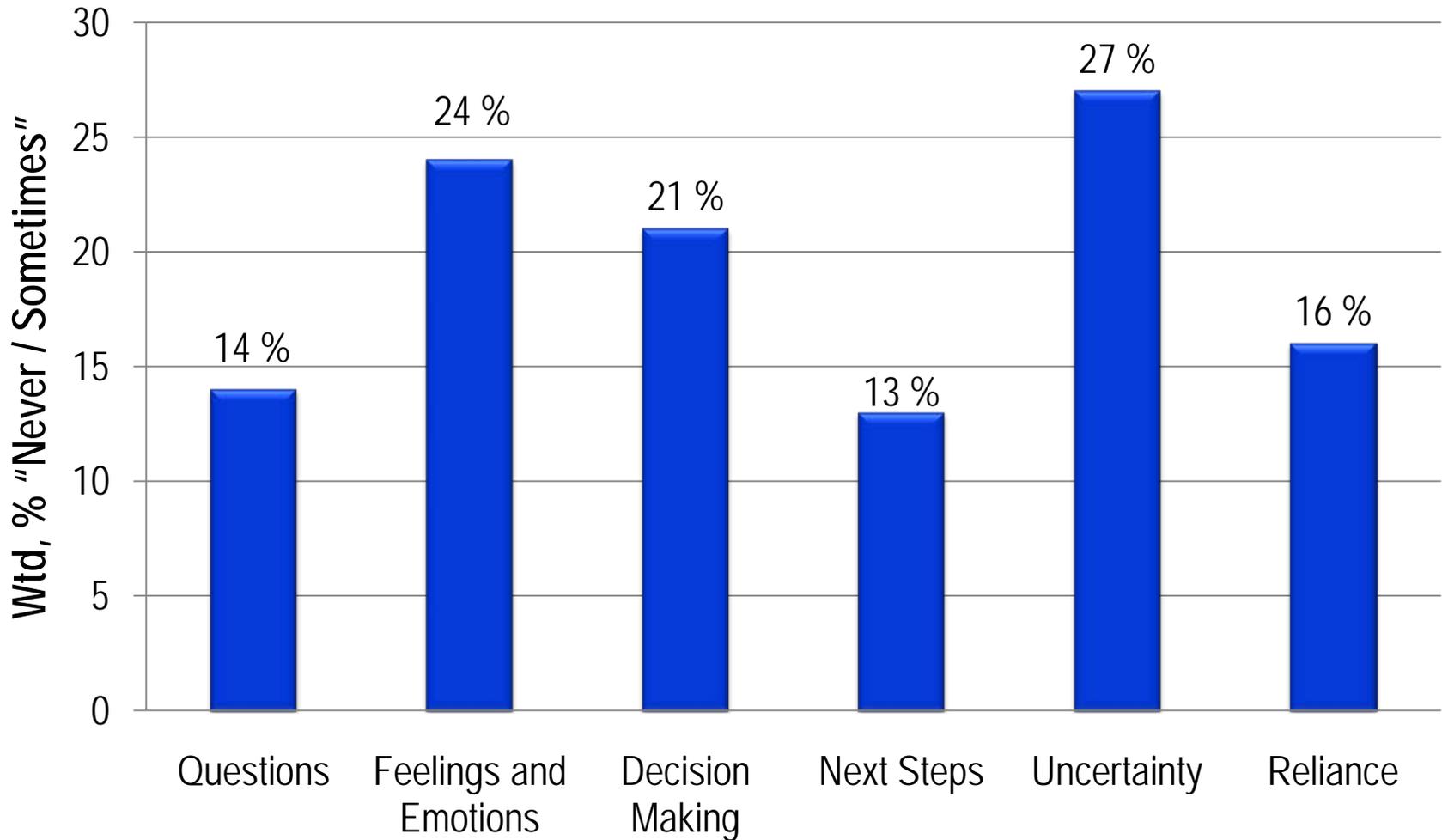


Frequency of PCC Items



Frequency of PCC Items

Weighted N: 24 million-50 million



Patient-Centered Communication

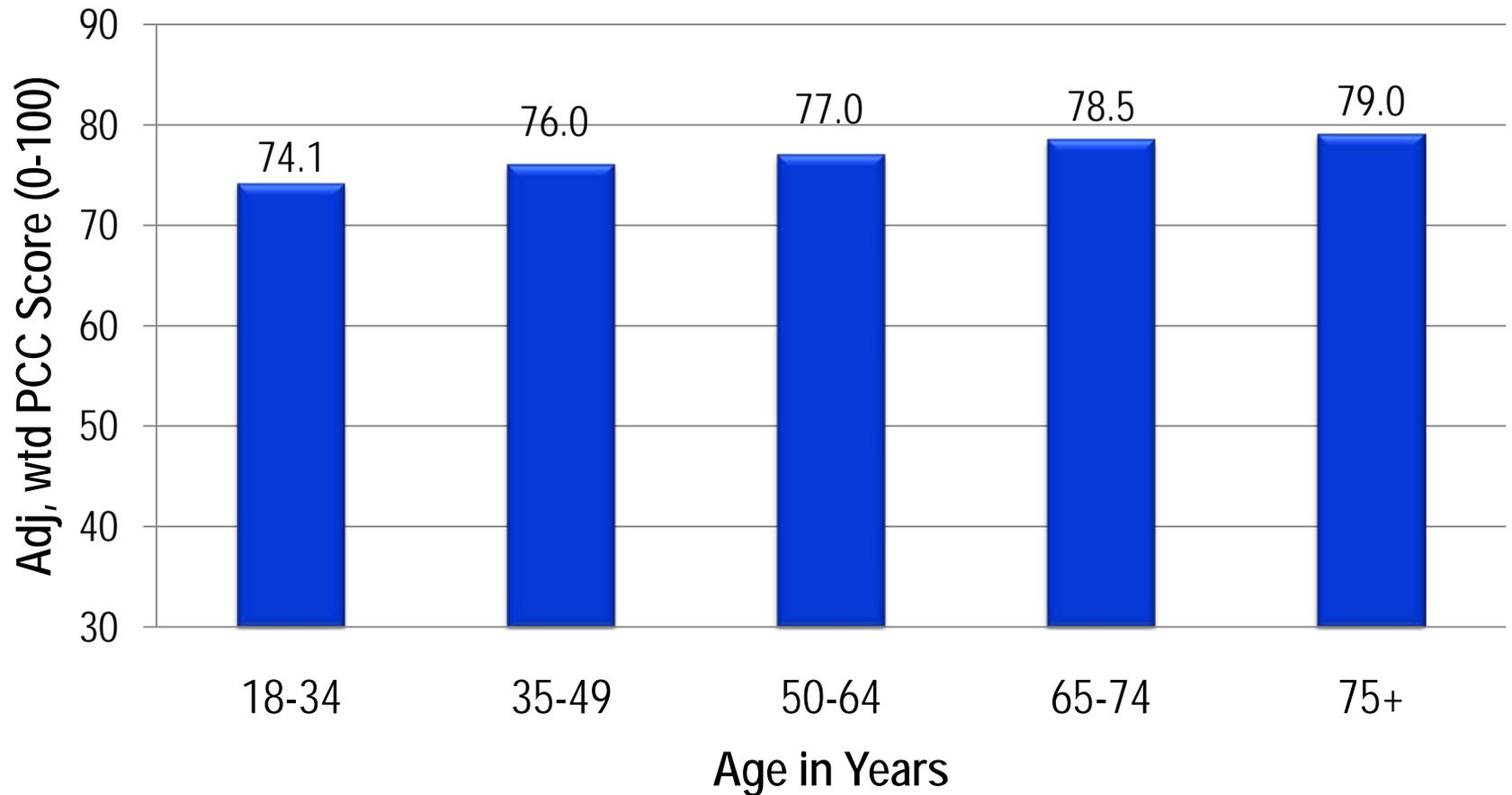
- Six PCC items were combined into a PCC scale
 - weighted mean: 75.9 (range: 0-100)
 - unweighted mean: 78.0, sd: 22.3
 - PCA: single factor explained 66% of item variance, loadings > 0.7
 - Cronbach's $\alpha = 0.90$

Correlates of PCC

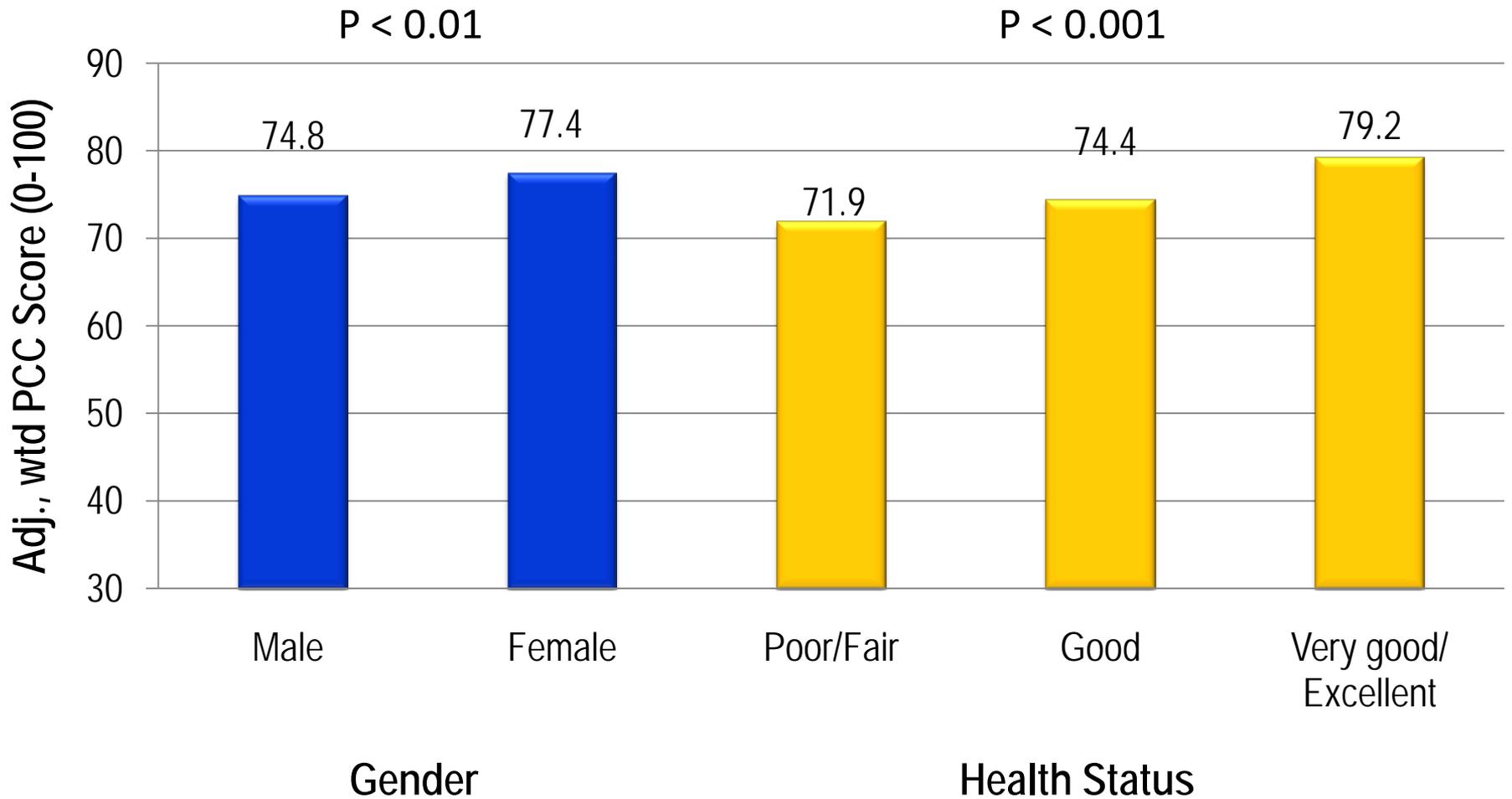
- Linear Regression Analysis
 - Dependent variable: PCC scale
 - Independent variables:
 - **Age**, **gender**, race/ethnicity
 - education, income,
 - employment and marital status,
 - cancer history, **health status**
 - **health insurance**, immigrant status,
 - **regular provider**, # of visits

Age and PCC

P = 0.02



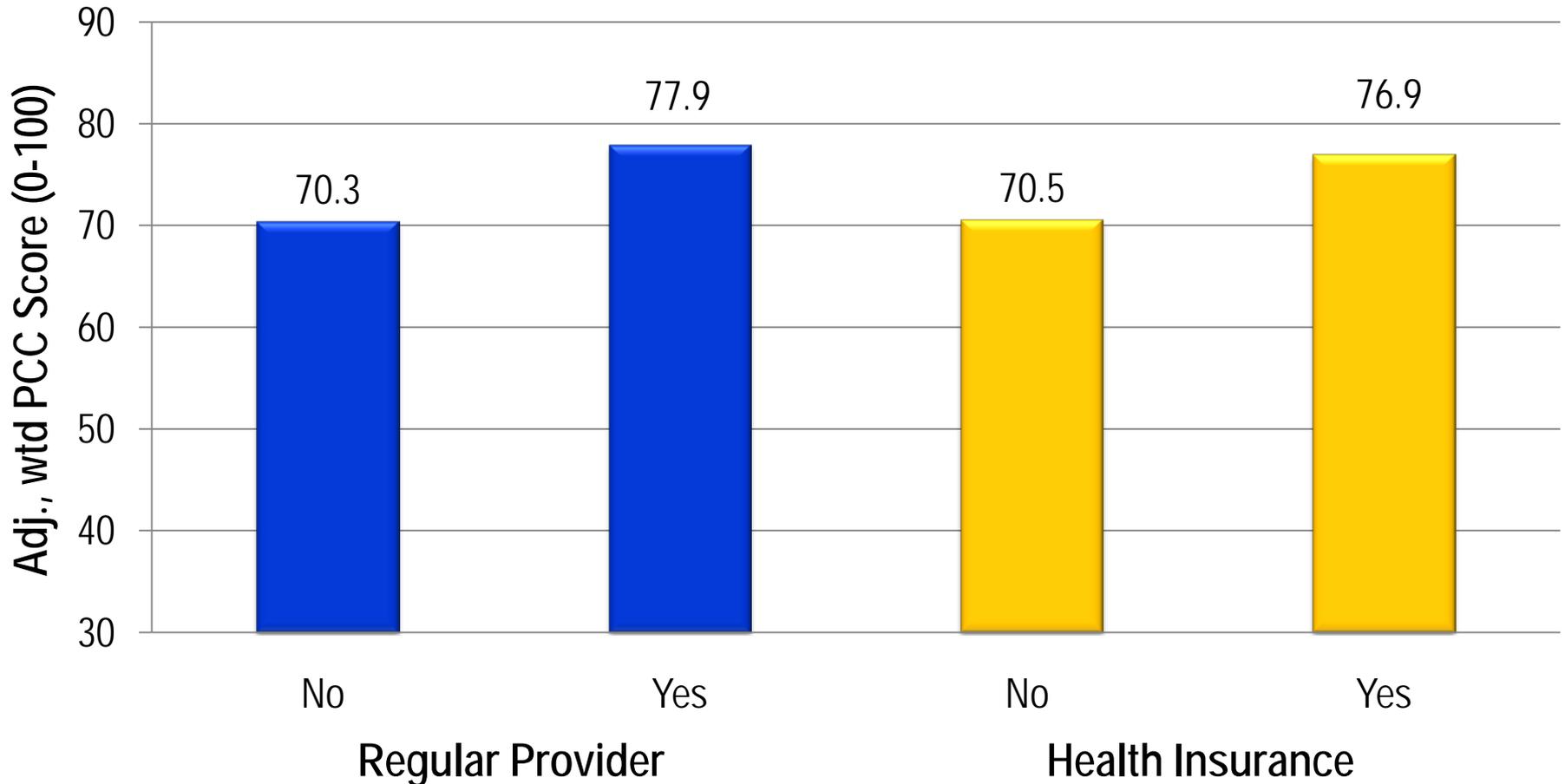
Gender, Health Status, and PCC



Regular Provider, Insurance, and PCC

P < 0.001

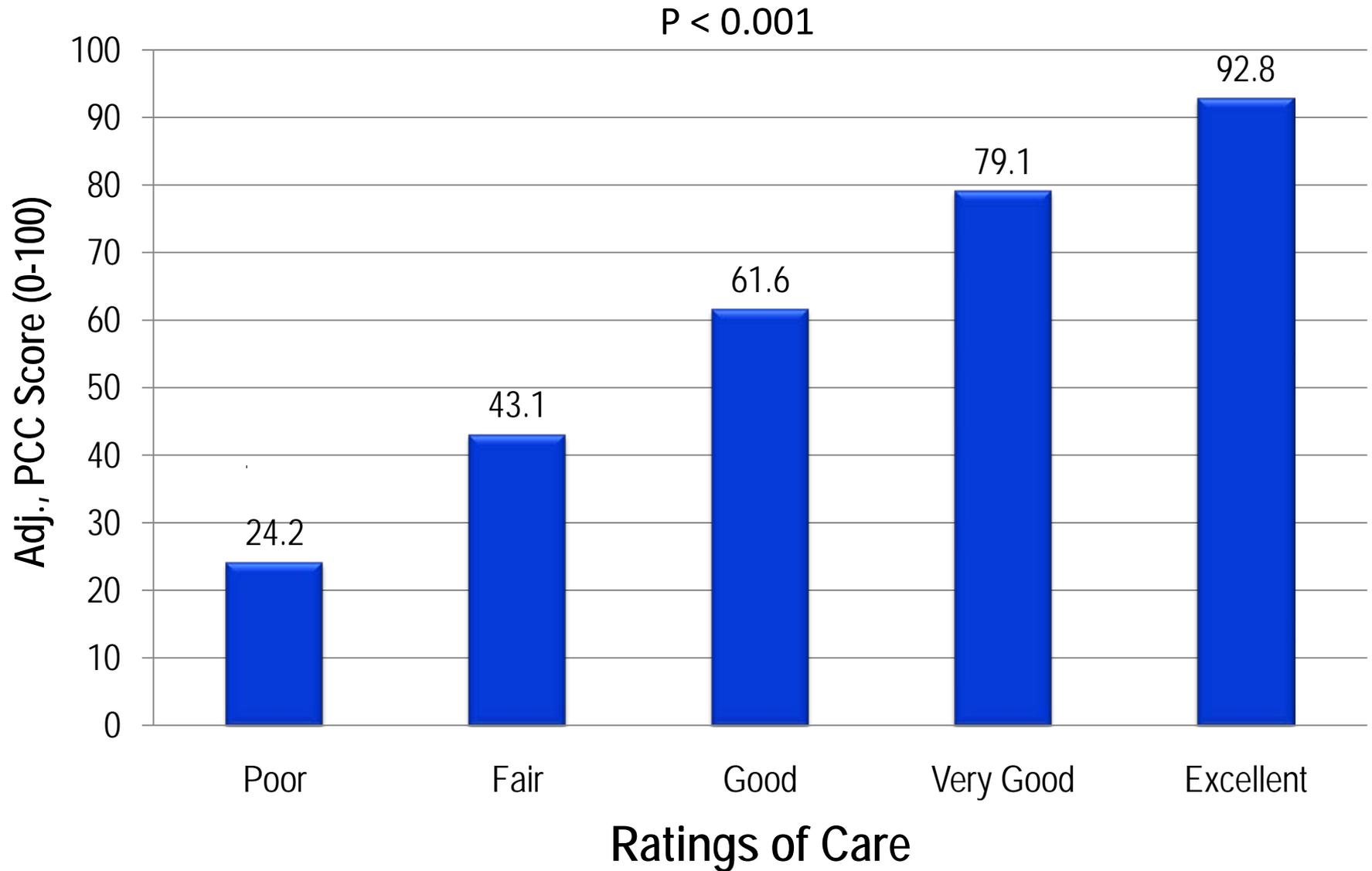
P < 0.01



Potential Impact of PCC

- Ratings of Care
 - Overall, how would you rate the quality of health care you received in the past 12 months?
 - Poor
 - Fair
 - Good
 - Very good
 - Excellent

PCC and Ratings of Care

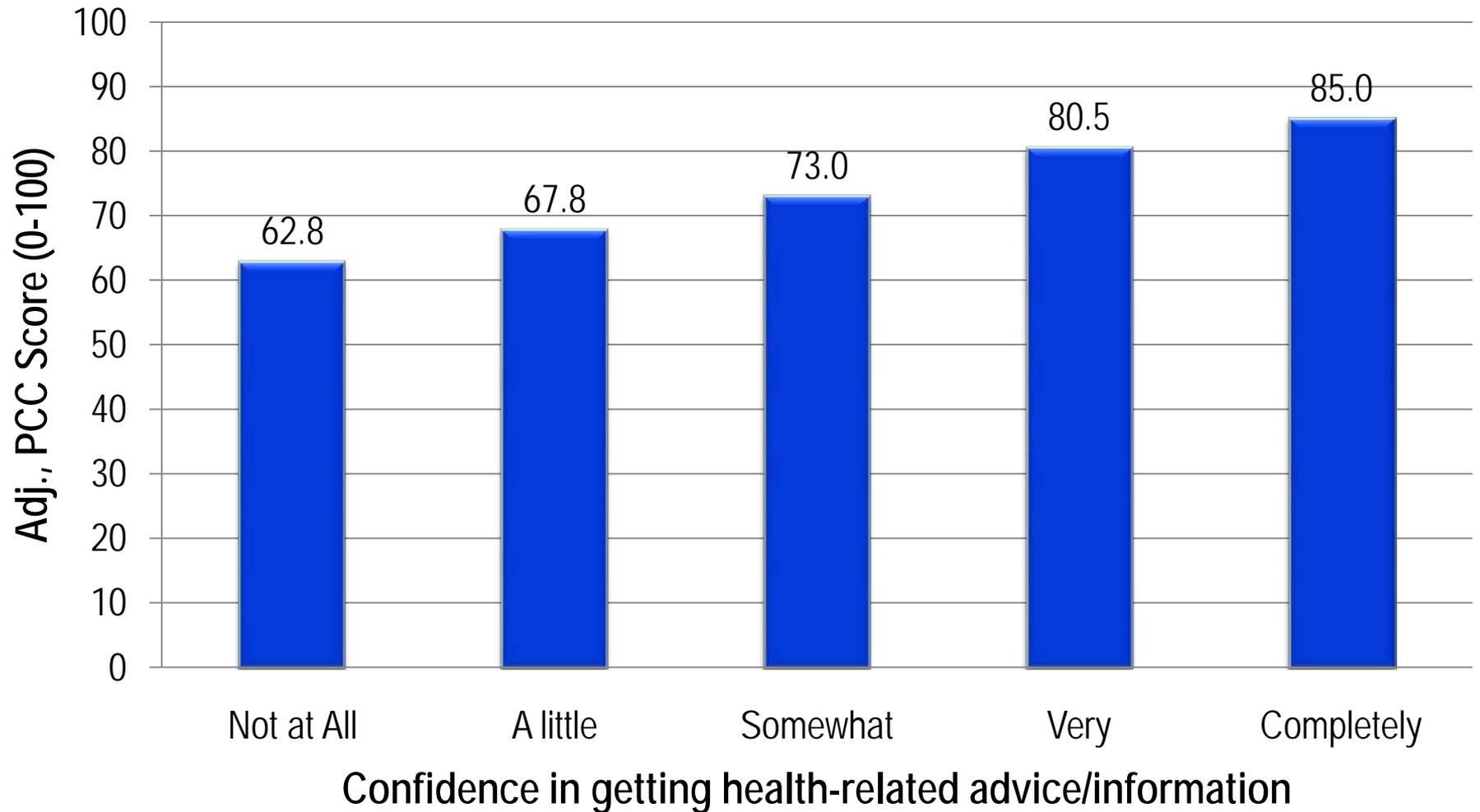


Potential Impact of PCC

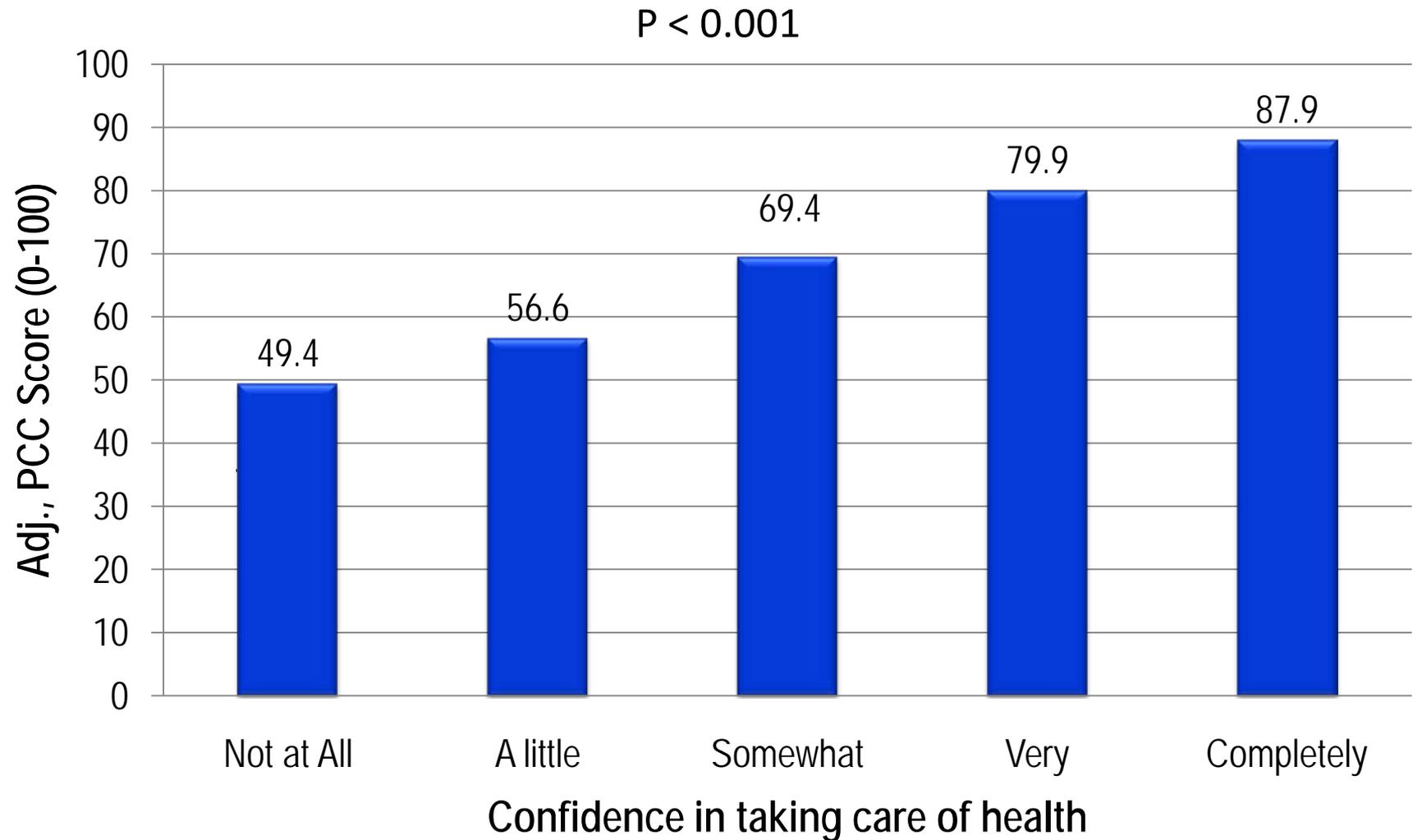
- Self-efficacy/empowerment
 - Overall, how confident are you that you could get health-related advice or information if you needed it?
 - Overall, how confident are you about your ability to take good care of your health?
 - Not at all confident, a little confident, somewhat confident, very confident, completely confident

PCC and Information Self-efficacy

P < 0.001



PCC and Health Self-efficacy



Summary

- A (non-trivial) minority of U.S. residents report very low levels of patient-centered communication experiences
- Individuals with less access to care are at higher risk for low PCC experiences – double jeopardy?

Summary

- Patient-centered communication is likely to result in consumers who are not only
 - more satisfied with their care

but also

 - better prepared to play an active role in their health and health care

Conclusion

- Surveillance vehicles such as HINTS can play a critical role in informing health policy and facilitating care delivery by monitoring over time the impact of system wide changes that might be implemented to improve the quality of patient-centered care in the U.S.