

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

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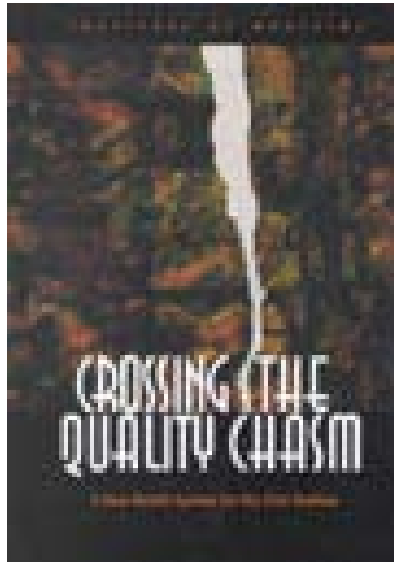
# Partners in Crime

- Co-authors
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  - 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

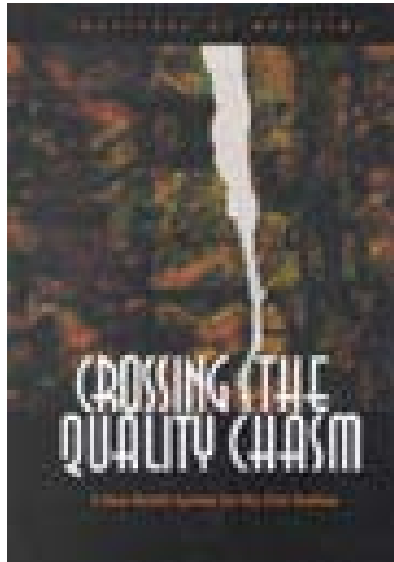
# Quality of Care



## Aims for the 21<sup>st</sup> Century Health Care System

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

# Quality of Care



## Aims for the 21<sup>st</sup> Century Health Care System

- **Safe**
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  - **Equitable**
- 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

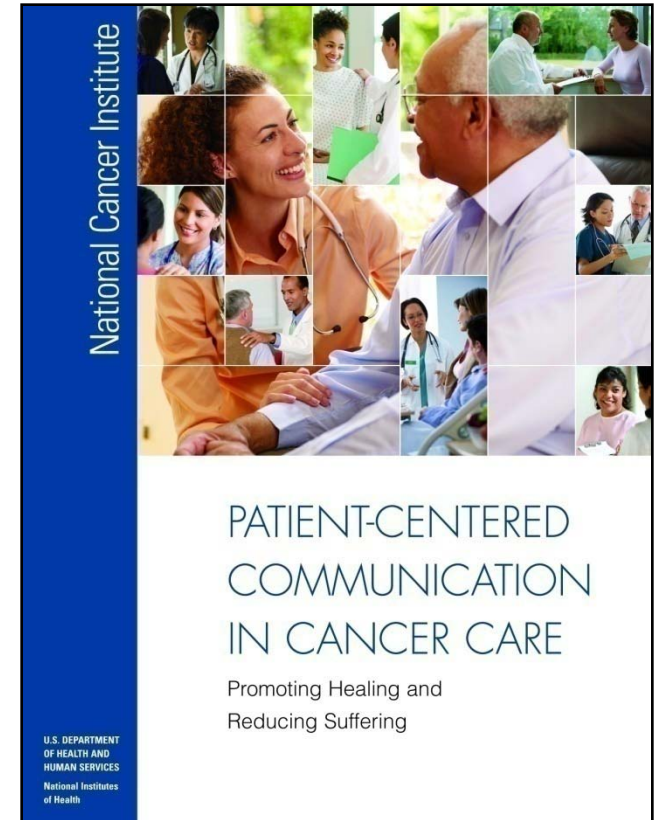
<http://outcomes.cancer.gov/areas/pcc>

\* Activities led by DCCPS: ORB & HCIRB

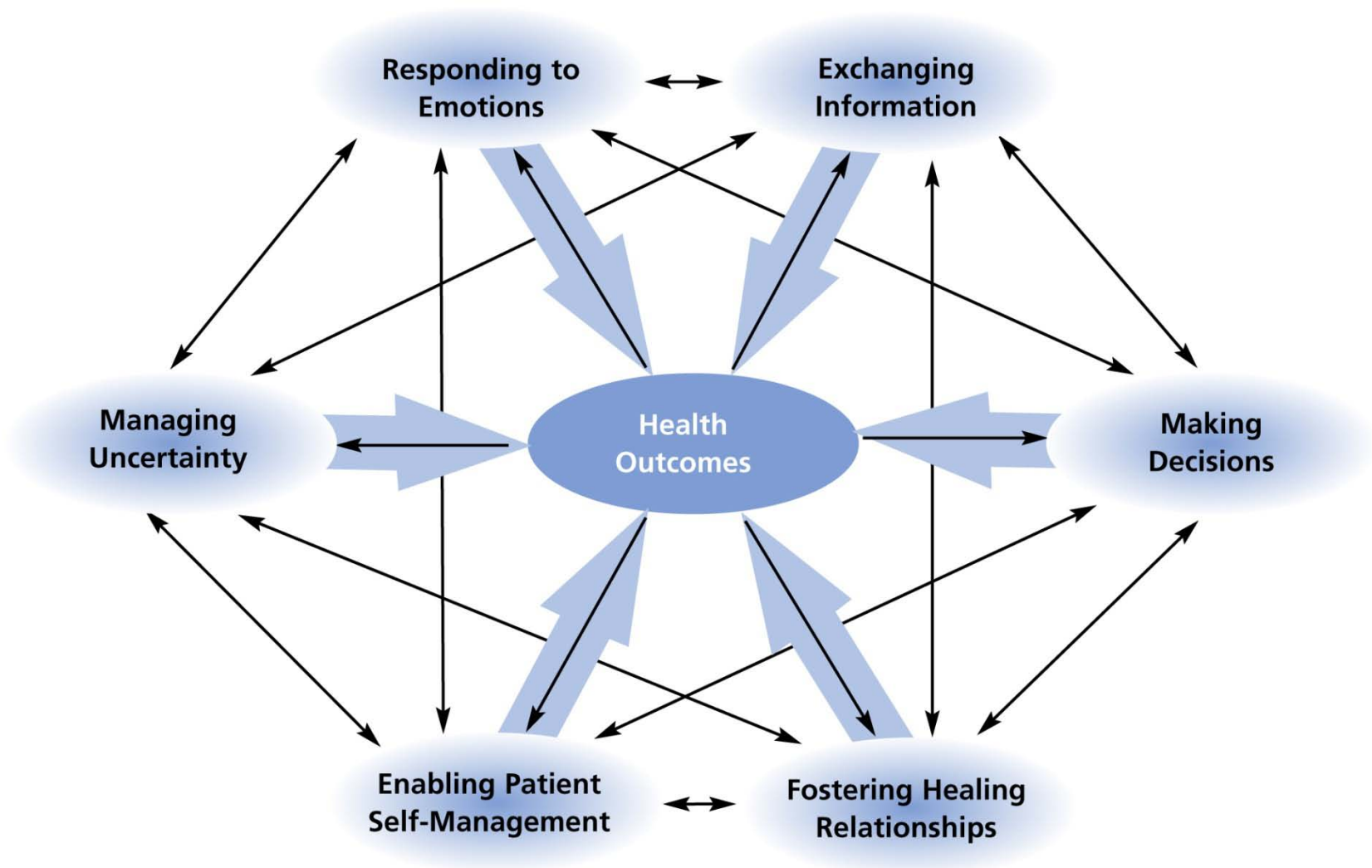
# NCI Monograph

## 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

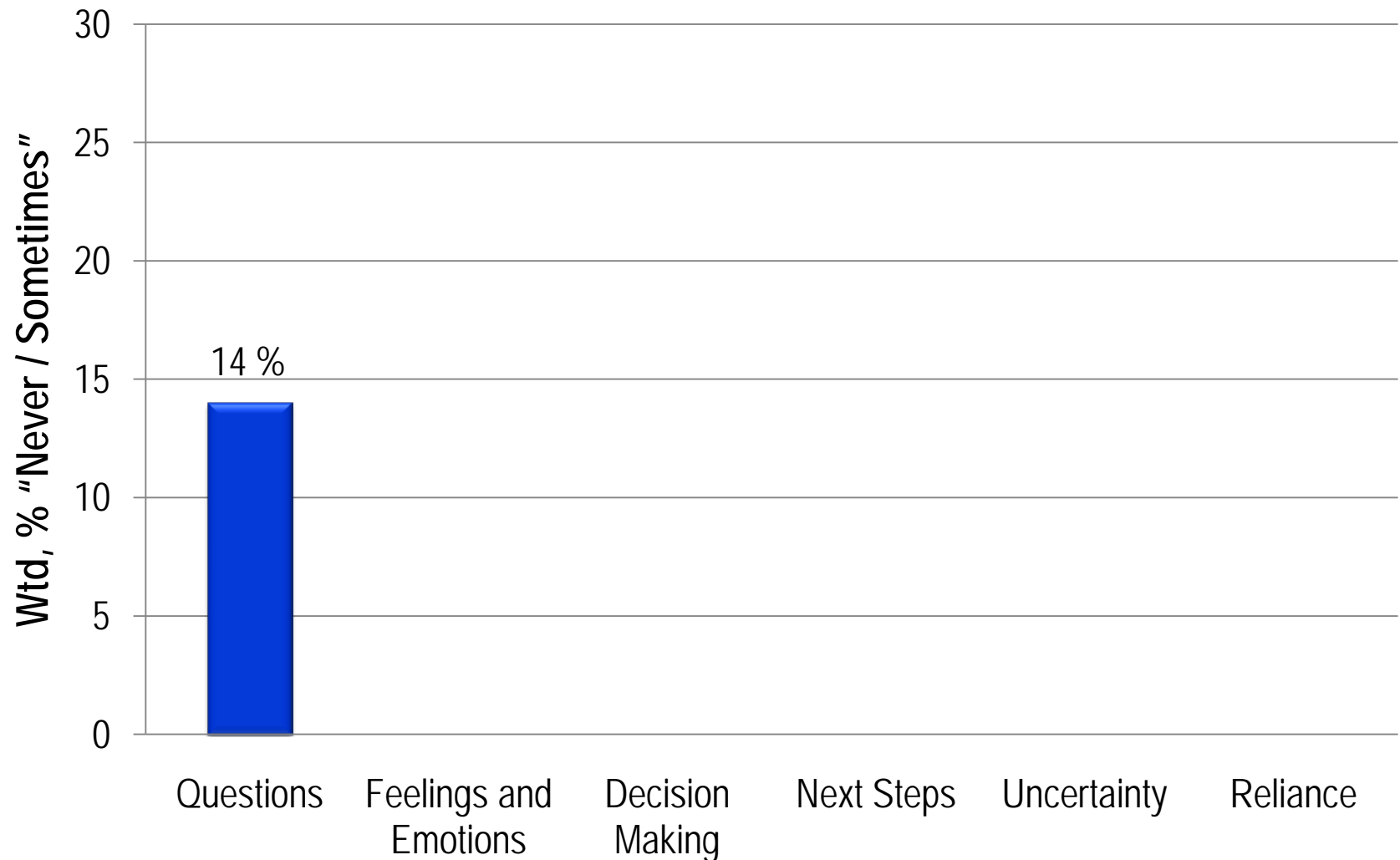




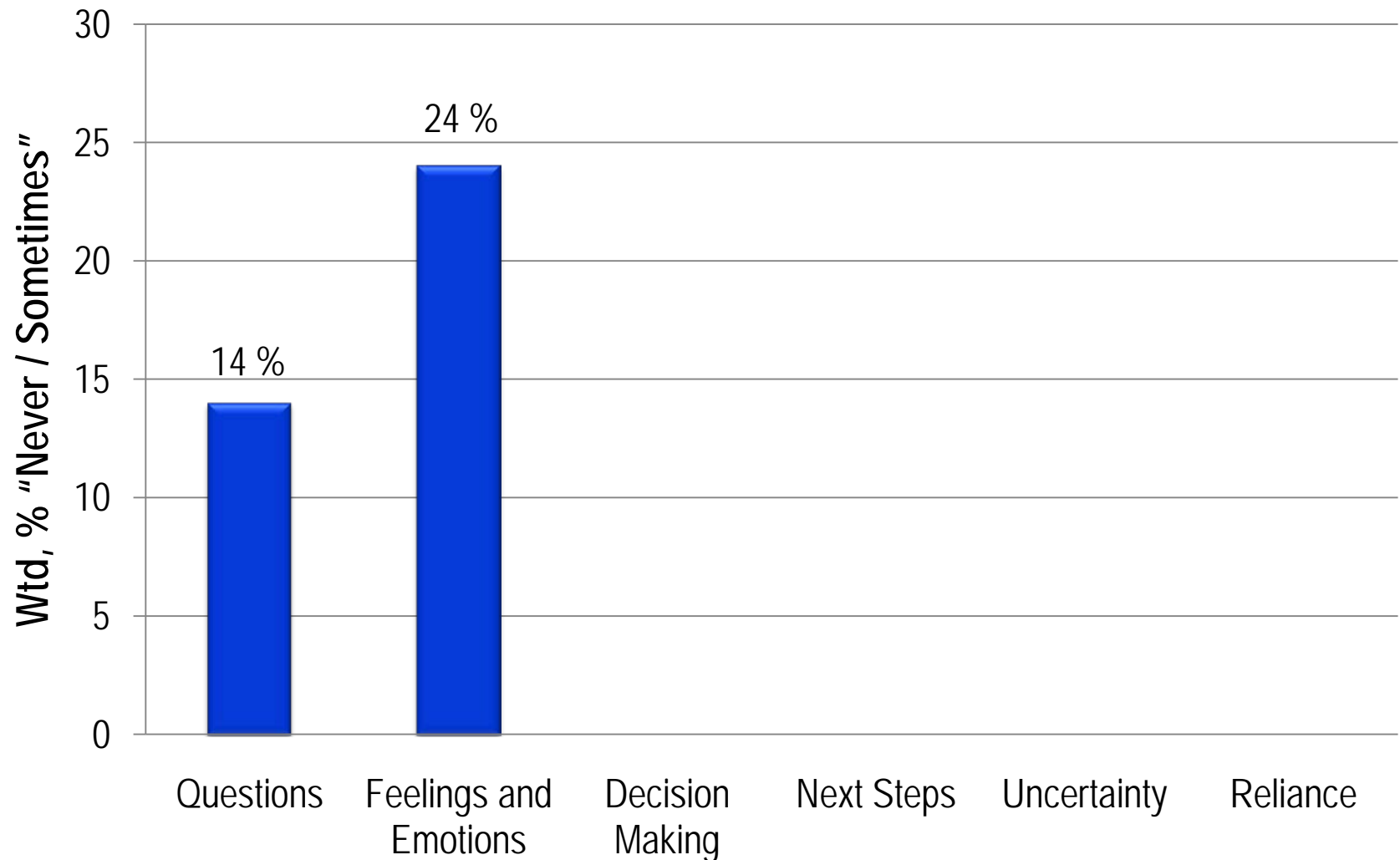
# HINTS 2008: Measures of PCC

- 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

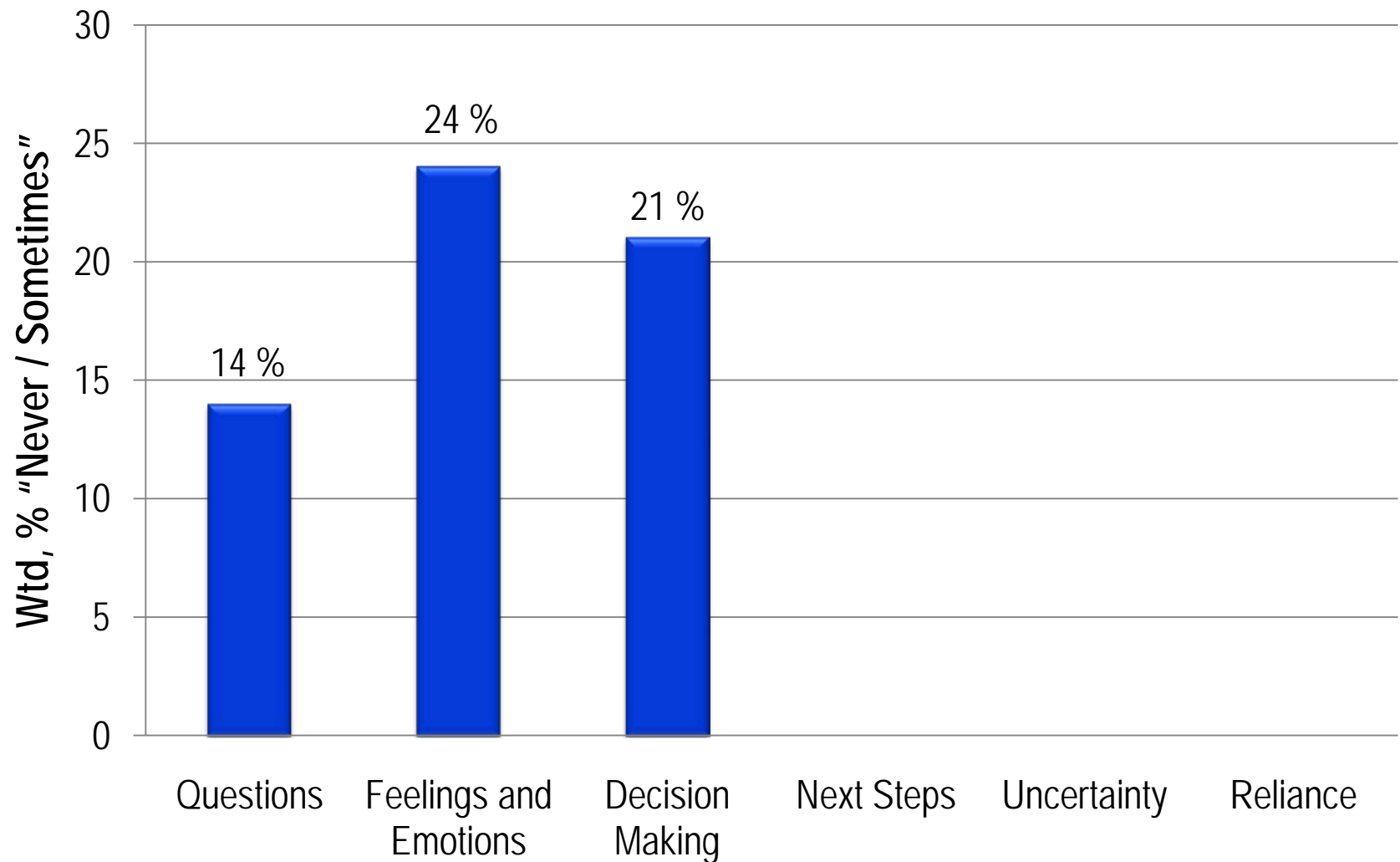
# Frequency of PCC Items



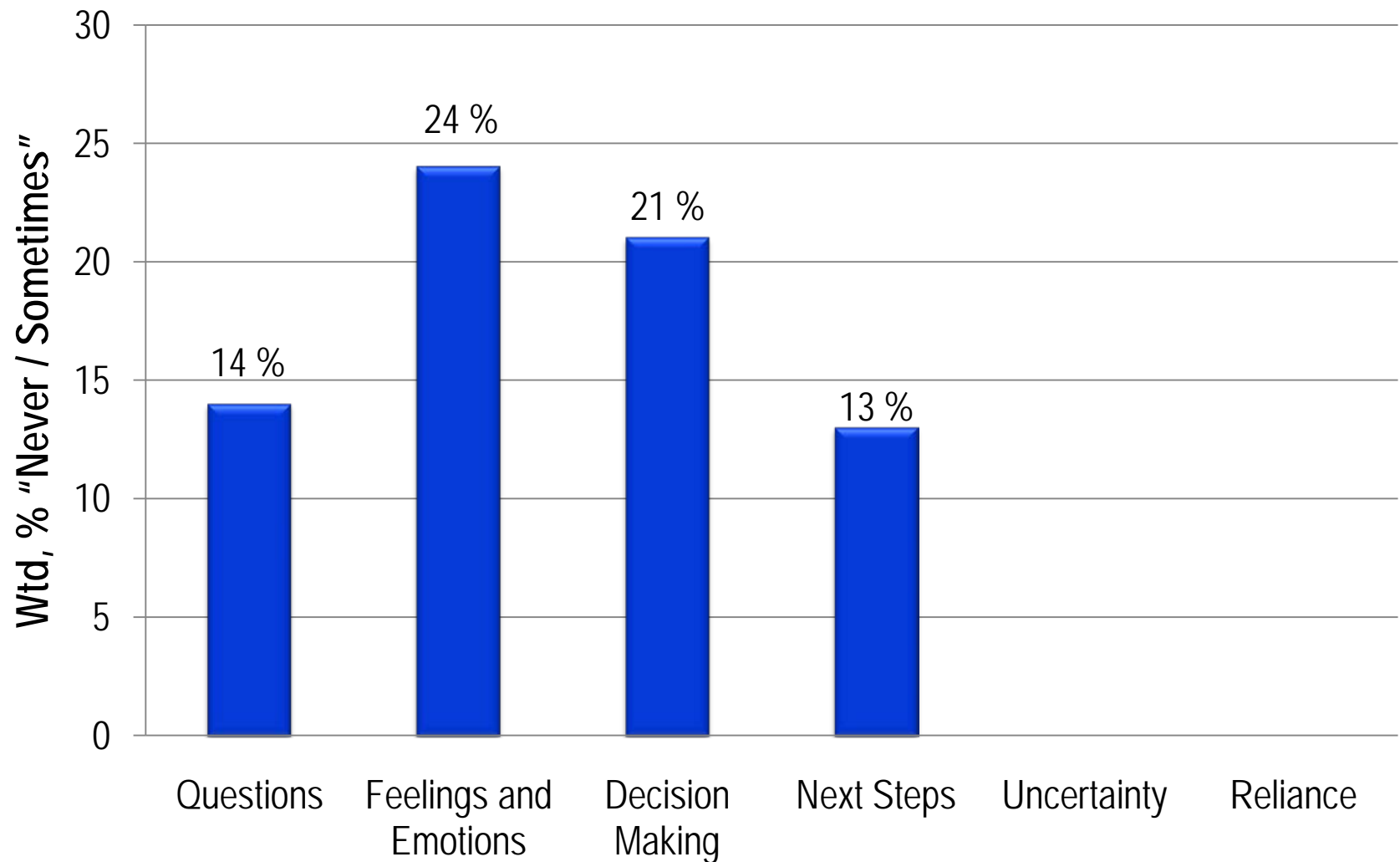
# Frequency of PCC Items



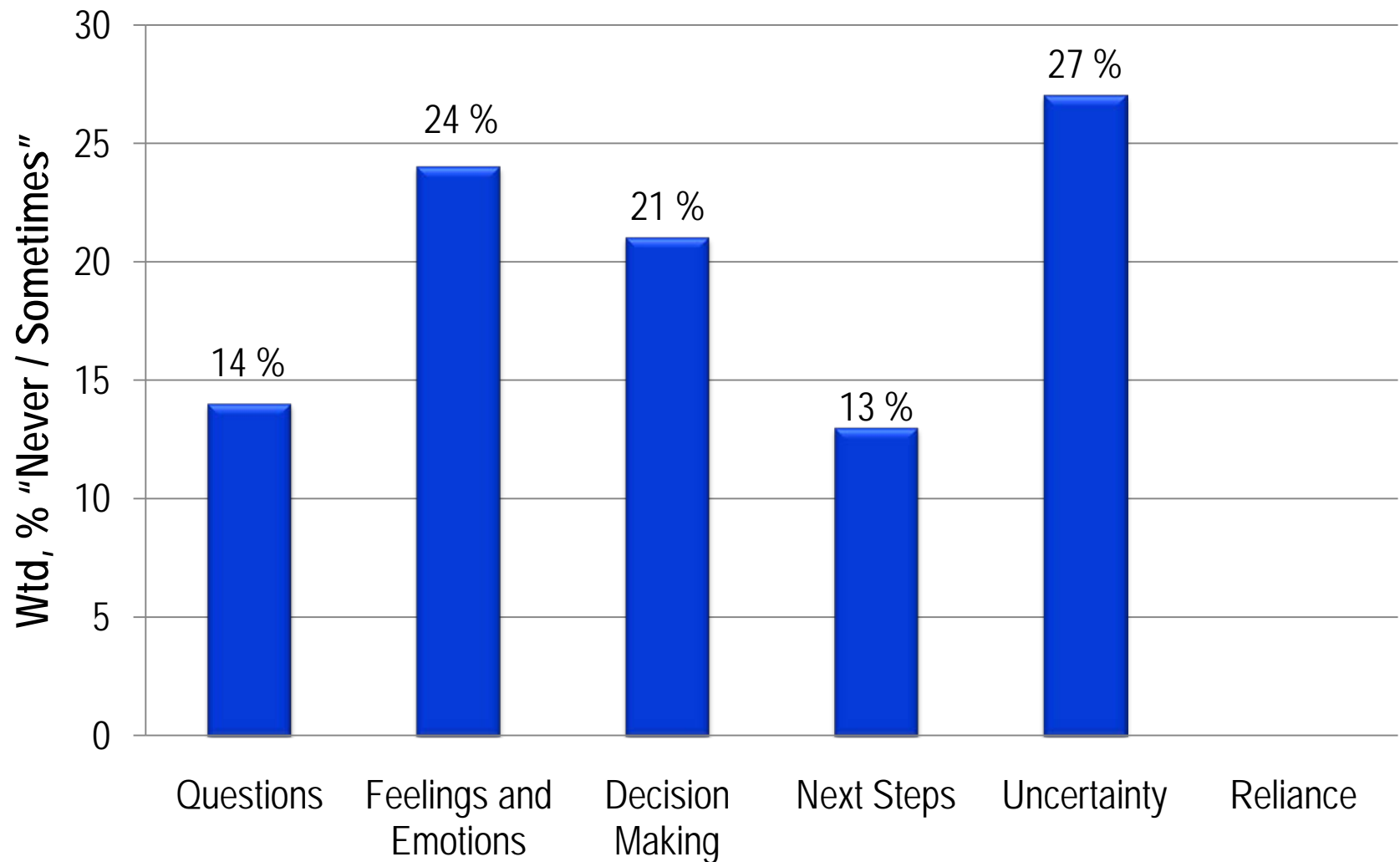
# Frequency of PCC Items



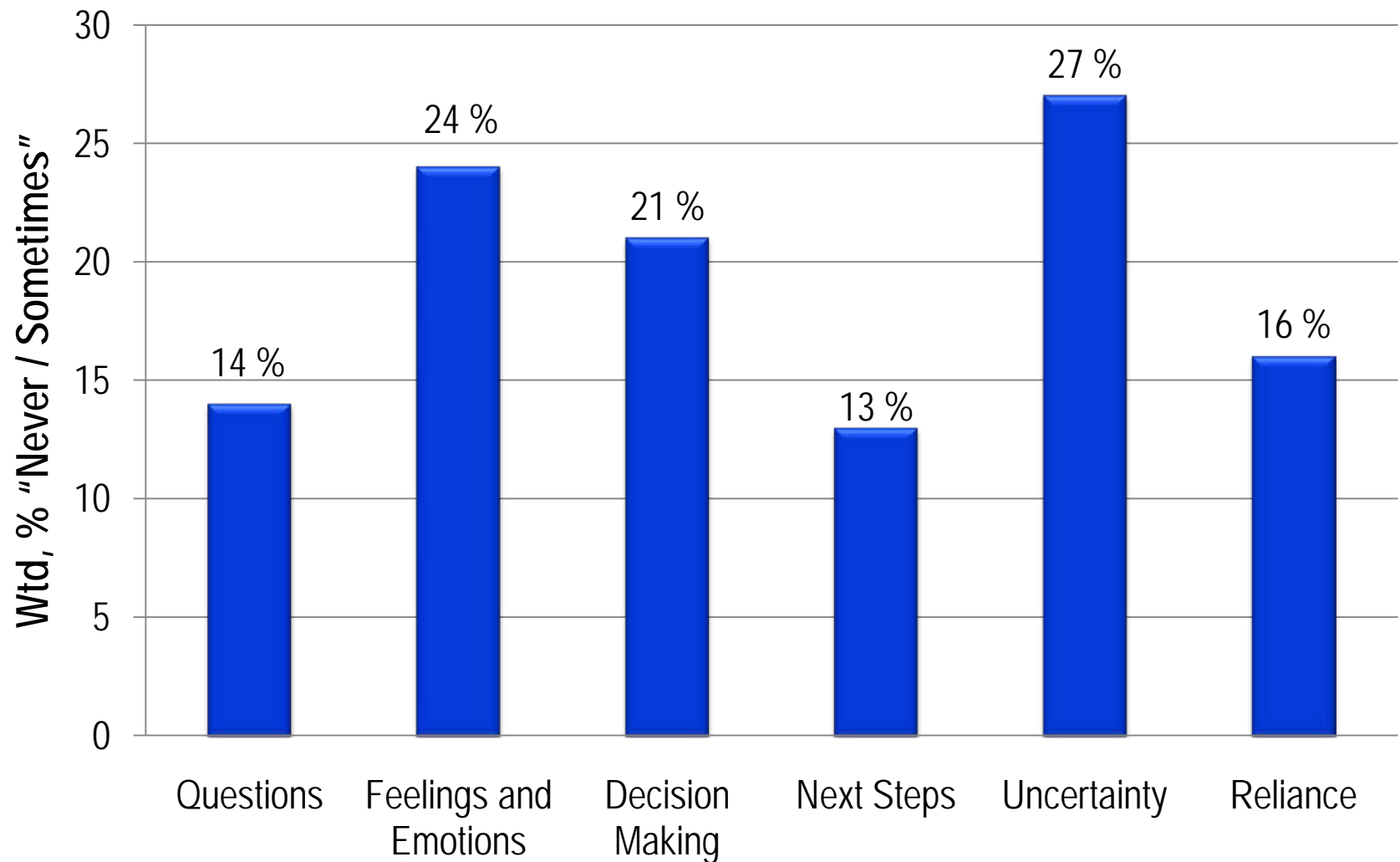
# Frequency of PCC Items



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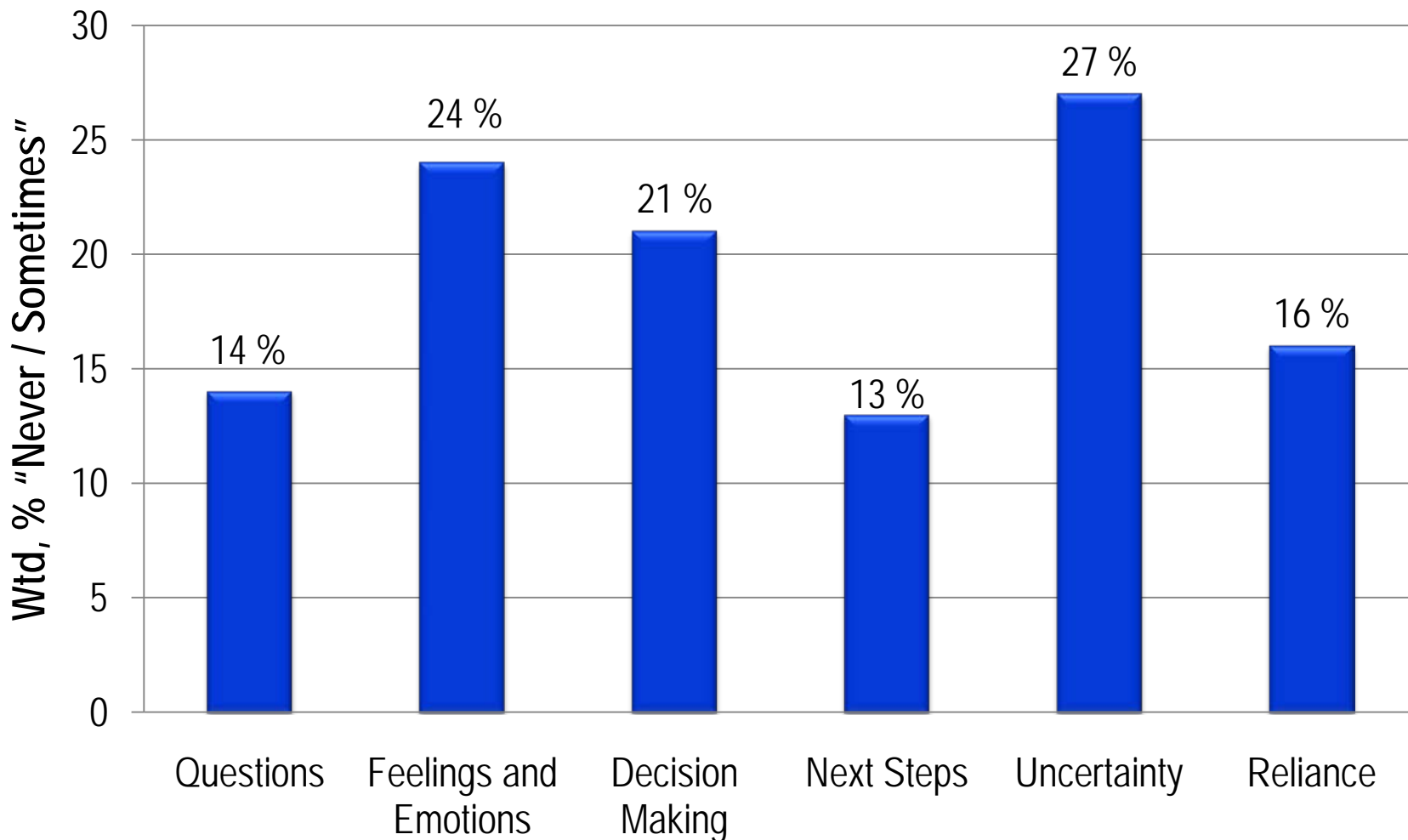


# Frequency of PCC Items



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Weighted N: 24 million-50 million





# Patient-Centered Communication

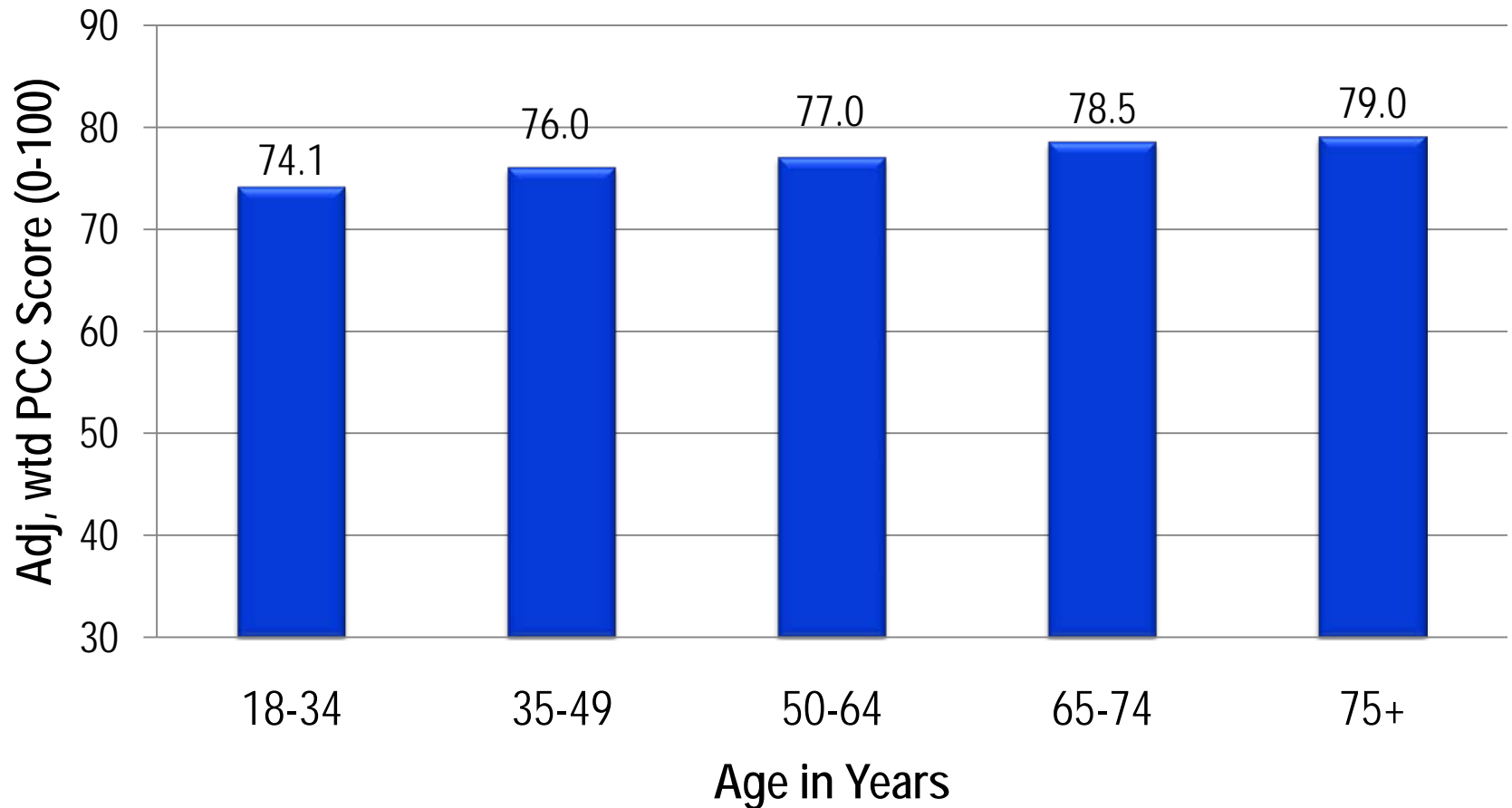
- Six PCC items were combined into a PCC scale
  - weighted mean: 75.9 (range: 0-100)
  - unweighted mean: 78.0, sd: 22.3
  - PCA: single factor explained 66% of item variance, loadings > 0.7
  - Cronbach's  $\alpha = 0.90$

# Correlates of PCC

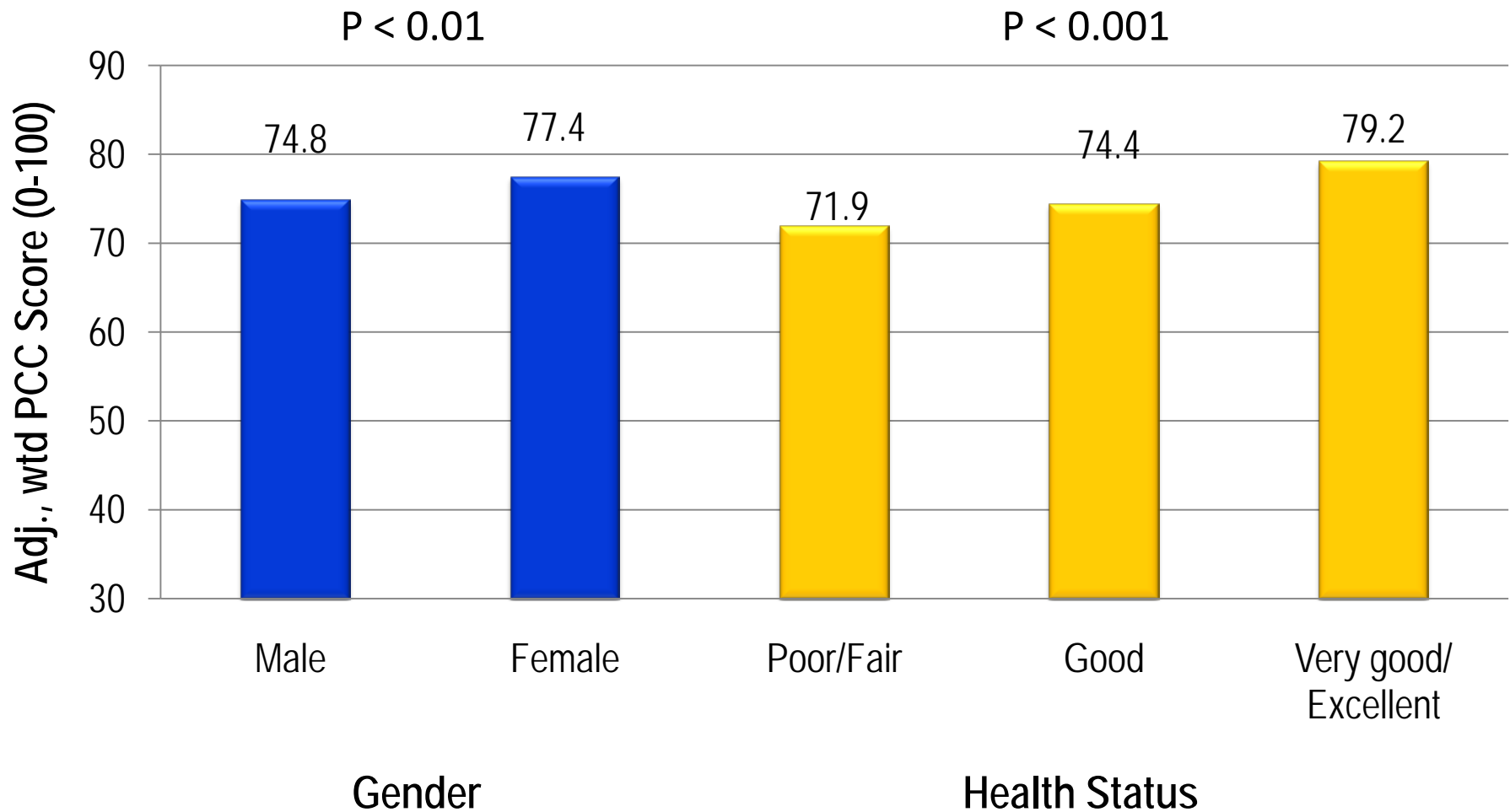
- Linear Regression Analysis
  - Dependent variable: PCC scale
  - Independent variables:
    - **Age**, **gender**, race/ethnicity
    - education, income,
    - employment and marital status,
    - cancer history, **health status**
    - **health insurance**, immigrant status,
    - **regular provider**,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

# Age and PCC

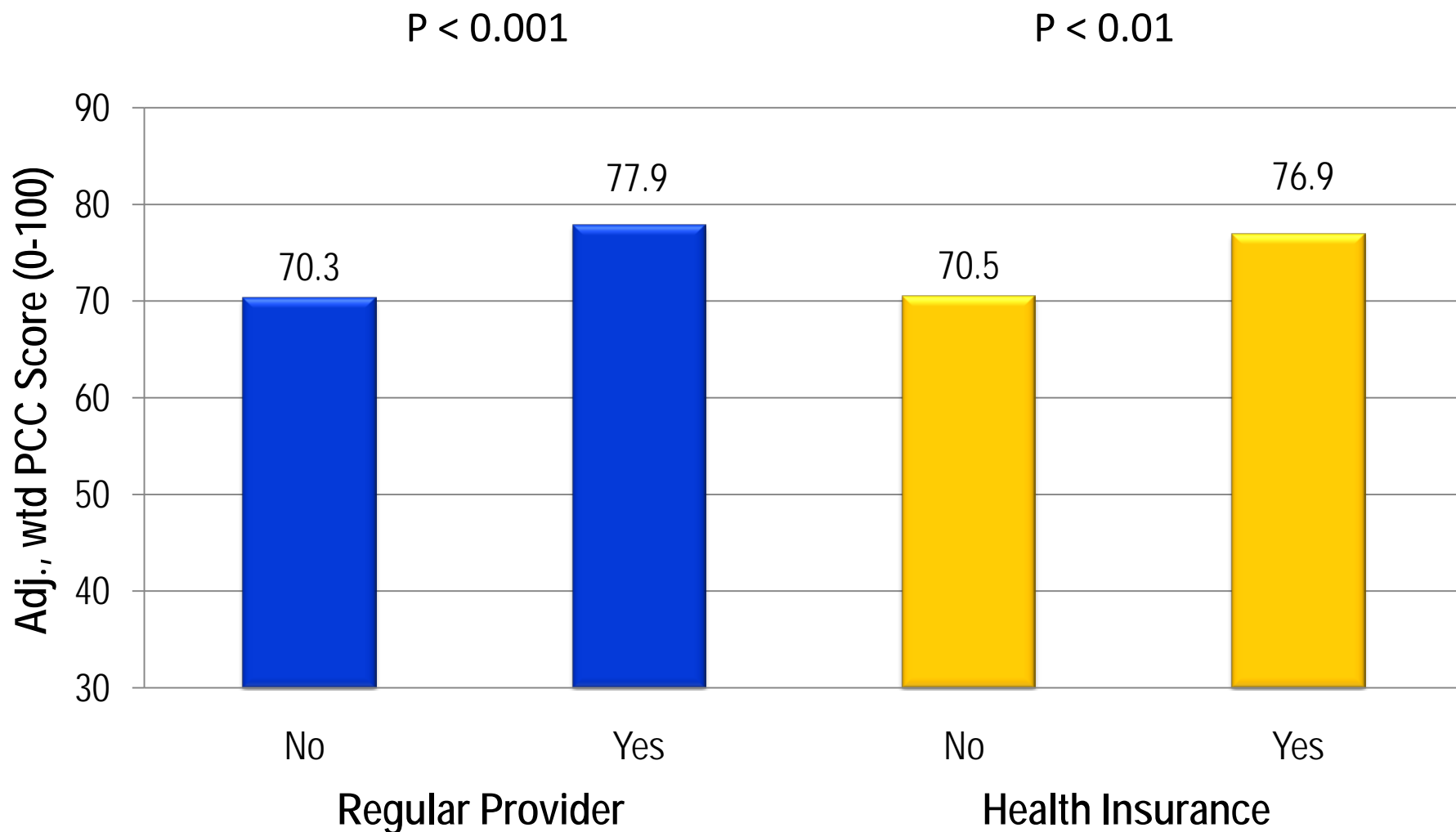
P = 0.02



# Gender, Health Status, and PCC



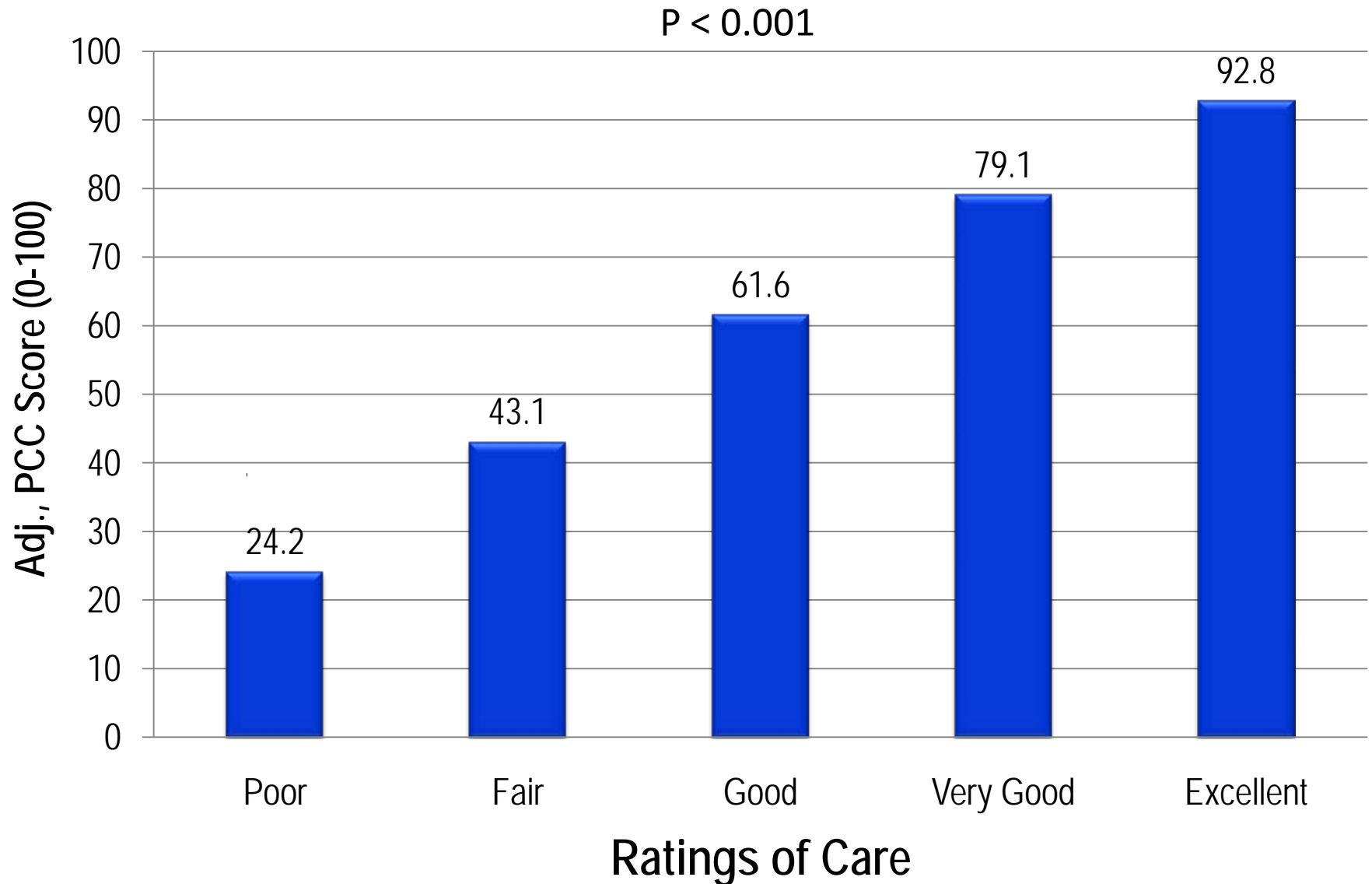
# Regular Provider, Insurance, and PCC



# 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



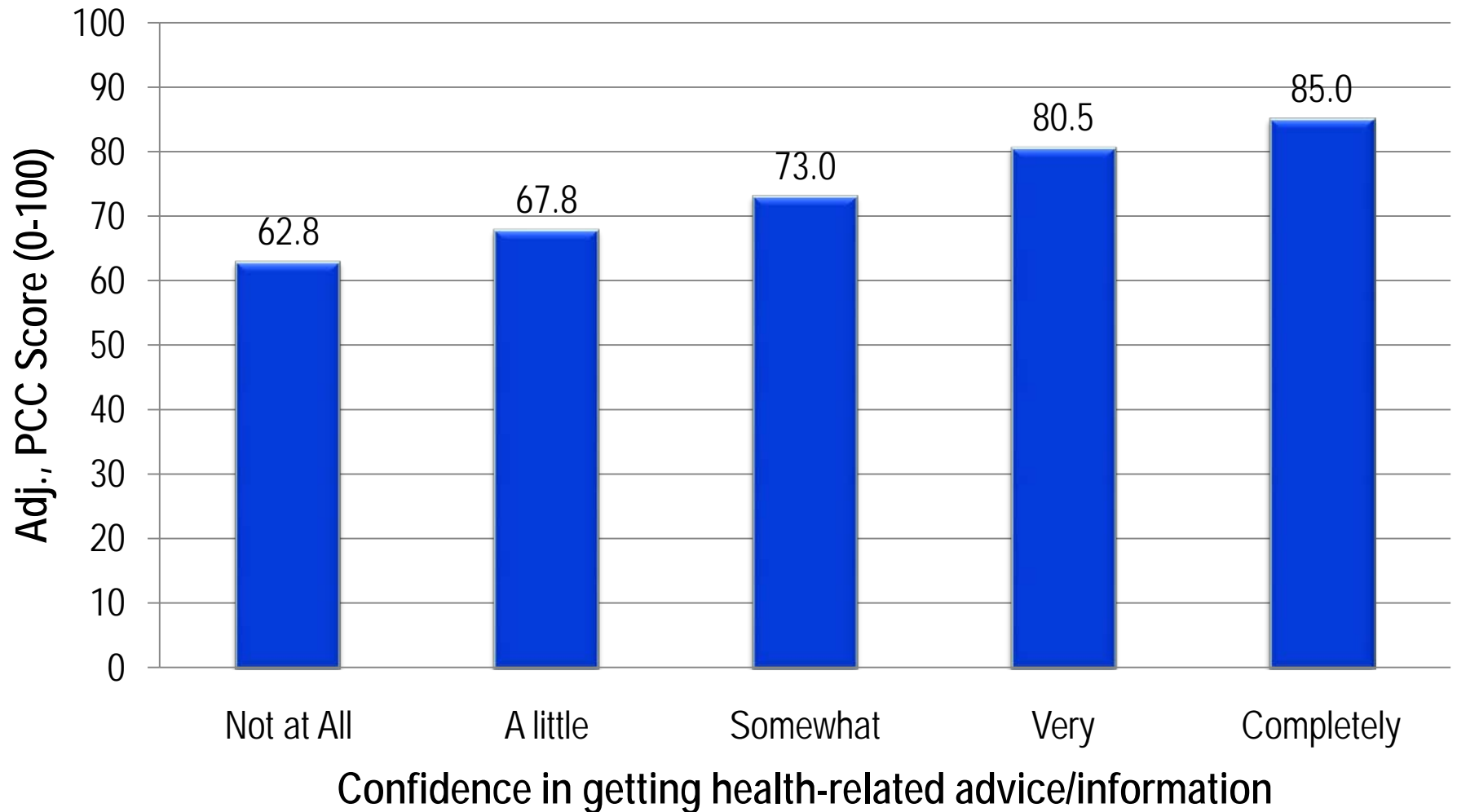
# Potential Impact of PCC

- 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

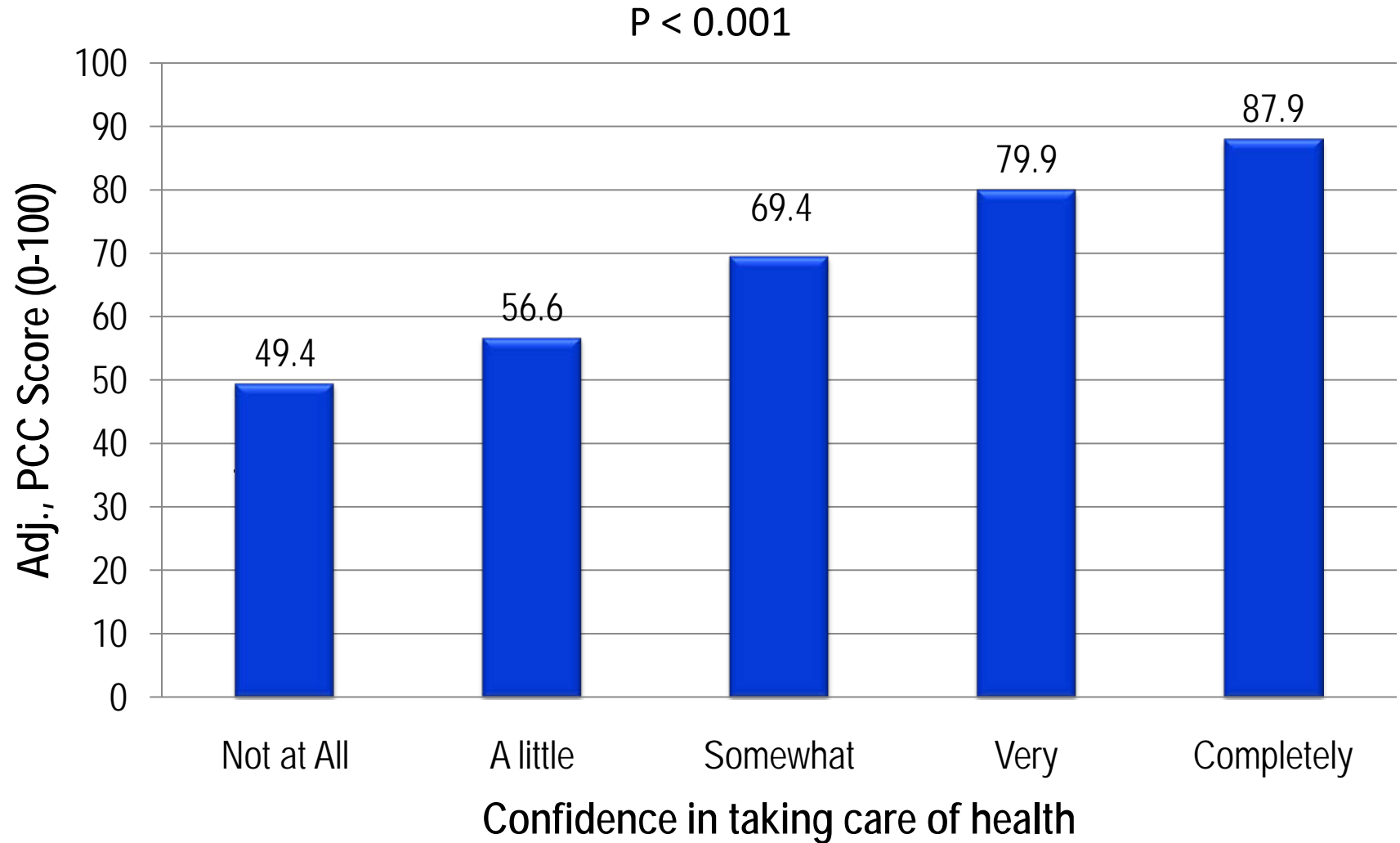


# PCC and Information Self-efficacy

$P < 0.001$



# 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.