WHAT PATIENTS WANT FROM THEIR DOCTOR

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From Research to the Real World: Sharing Science Symposium
September 28, 2015
Why We Did this Study

• Patient-centered care is:
  • driven by patients’ preferences, needs and values
  • aligns those factors with their health care & goals

• Knowing what patients value is critical to improving HIV care experiences and outcomes
What We Did

• **Volunteers:** 21 Veterans new to an HIV clinic

• **Setting:** Michael E. DeBakey VA Medical Center in Houston, TX

• **Dates:** August 2013 – May 2014
What We Did

• We interviewed each patient 3 times
What We Found

- Patients felt anxious and vulnerable not only from their HIV diagnosis, but also from being a new patient to a new doctor.
- For some, the idea of rehashing their HIV story was anxiety-provoking.
- Positive experiences with the doctor are critical to decreasing feelings of anxiety & vulnerability
- First impressions matter
What We Found

5 actionable traits patients value in their doctor

• Provide reassurance
• Say it’s ok to ask questions
• Review labs line by line
• Do not judge
• Ask patients what they want
What Our Results Mean and Why this Matters

This study:

• Asks patients what they value in their HIV doctor and care

• Highlights actionable steps providers can take to create positive patient experiences and enhance patient engagement.
Acknowledgments

• Patients who took part in our study

• Co-Investigators
  • Thomas Giordano, MD, MPH
  • Robert Westbrook, PhD
  • Maria Rodriguez-Barradas, MD
  • Katherine Breaux, MA

• Research coordinator
  – Sarah Njue, MPH

• Qualitative consultant
  – Kristin Kostick, PhD