

WHAT PATIENTS WANT FROM THEIR DOCTOR

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Why We Did this Study

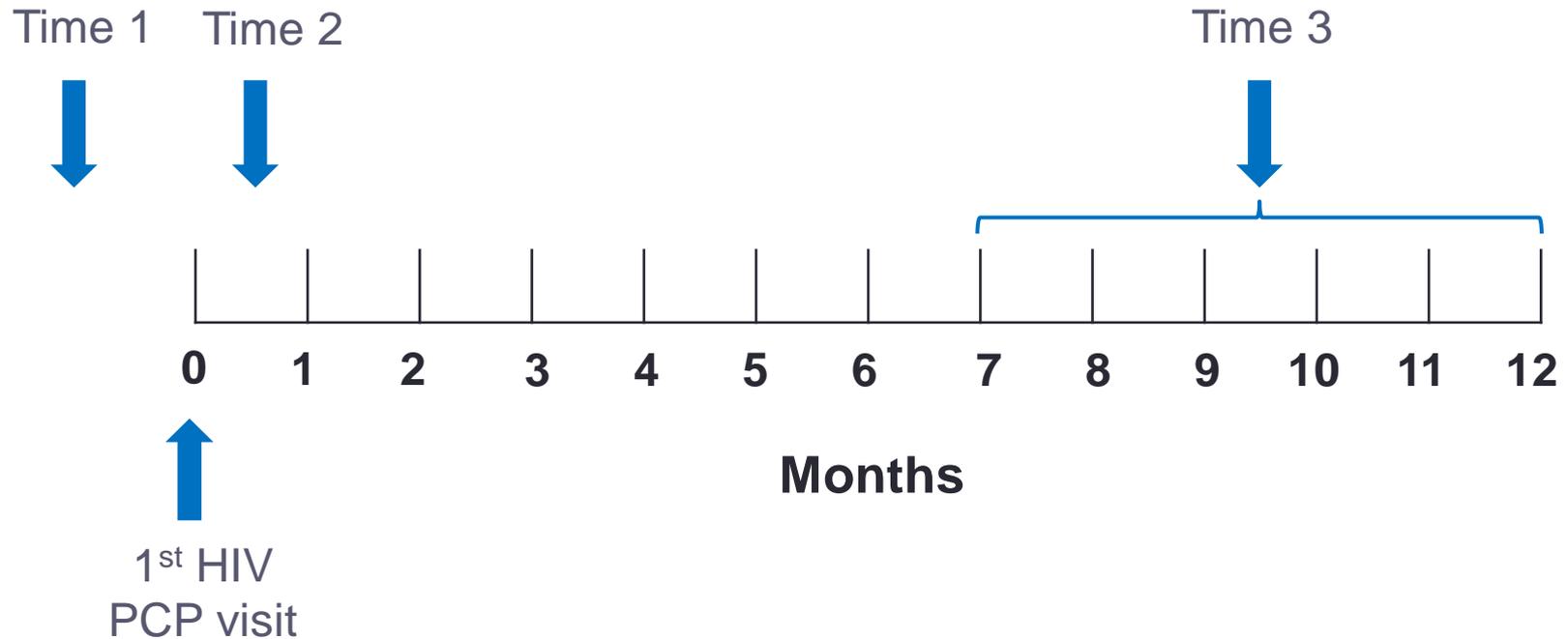
- Patient-centered care is:
 - driven by patients' preferences, needs and values
 - aligns those factors with their health care & goals
- Knowing what patients value is critical to improving HIV care experiences and outcomes

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 create positive patient experiences and enhance patient engagement.

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