

WHAT MAKES A GOOD DOCTOR

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OVERVIEW

Quality improvement is, in-part, driven by patient experience and perception. In order to cultivate greater understanding of 'what makes a good doctor,' we employed social media with a qualitative approach. We asked willing respondents to provide anonymous feedback, in hopes of illuminating patient perception, experiences, and unique insights into what they believe makes a good doctor.

RESULTS

The survey was conducted over a 15-day period, during which 117 responses were generated. Analysis of responses revealed four major themes: Communication, Holistic Treatment, Practice Management, and Patient Education. A doctor who 'Listens', a sub-theme of communication, was included in 47% of responses received. 'Acknowledges patient concerns', another communication subcategory, was included in 17.9% of the responses. In the category for holistic treatment, 'thoroughness' was mentioned by 32.5% of respondents, and in the practice management category, wait time was acknowledged by 9.4% of respondents. Patient education included a doctor who 'explains' things (15.4%) and engages the patient in 'shared-decision making' (10.3%). The most frequently mentioned qualities used to describe what makes a good doctor included 'caring', 'compassionate', 'trustworthy' and 'knowledgeable'.



What makes a 'good' doctor

Communication skills

Educates and Engages the Patient

Provides Holistic Care

Good Practice Management

Major Theme 1

COMMUNICATION

A Doctor Who 'Listens'

47% of our survey respondents emphasized the desire to have a doctor who 'listens' to them.

A Doctor Who 'Facilitates Q&A'

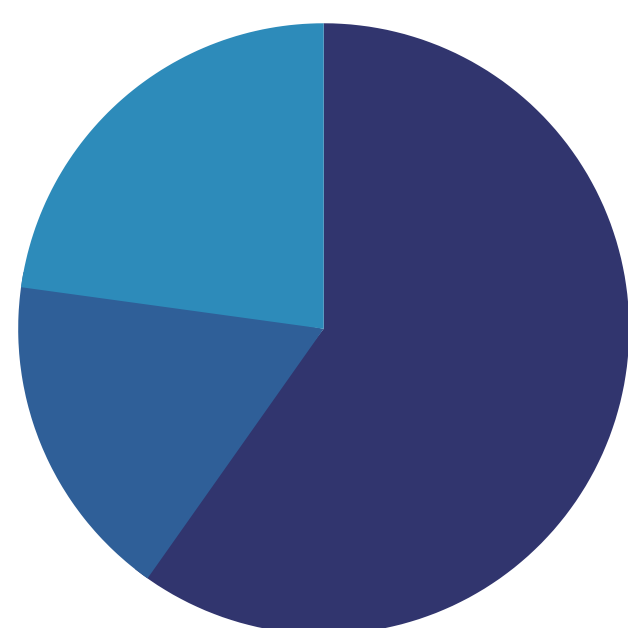
13.7% of the responses in our survey highlighted that they prefer doctors who ask questions of them during the consult, make them feel comfortable or prompt them to ask questions and answer questions they may have.

A Doctor Who 'Acknowledges Patient's Concerns'

17.9% of respondents shared that they expect providers to acknowledge and address their concerns.

Acknowledges patient's concerns
22.8%

Facilitates Q&A
17.4%



Listens to patient
59.8%



"A good doctor is someone who sees me as a person and listens to my concerns... really listens."

"Listening, engaging, smiling, paying attention, these behaviors lead to trust, credibility, and good decision making. I need to trust the person guiding me through my health."

"A good physician asks questions that matter! Questions that are unique to the patient and their social environment, including how that affects their health. A great physician should always seek to find the answer."

"A good doctor is one who listens to everything the patient says and asks related questions!"

"Listen with an open mind and not preconceived opinions and diagnosis. Don't dismiss the patient's feelings because you are the expert and we are coming to you for help. Be personable and compassionate."

"Be humble and listens to the patients and coworkers and let them talk. Make the environment for the patients that they feel comfortable to talk to him/her."



Major Theme 2

EDUCATION

A Doctor Who Explains Things

Physicians are considered primary sources of patient information. 15.4% of our survey participants emphasized wanting a doctor who 'explains things', with 10.2% mentioning the value of having a "knowledgable physician."

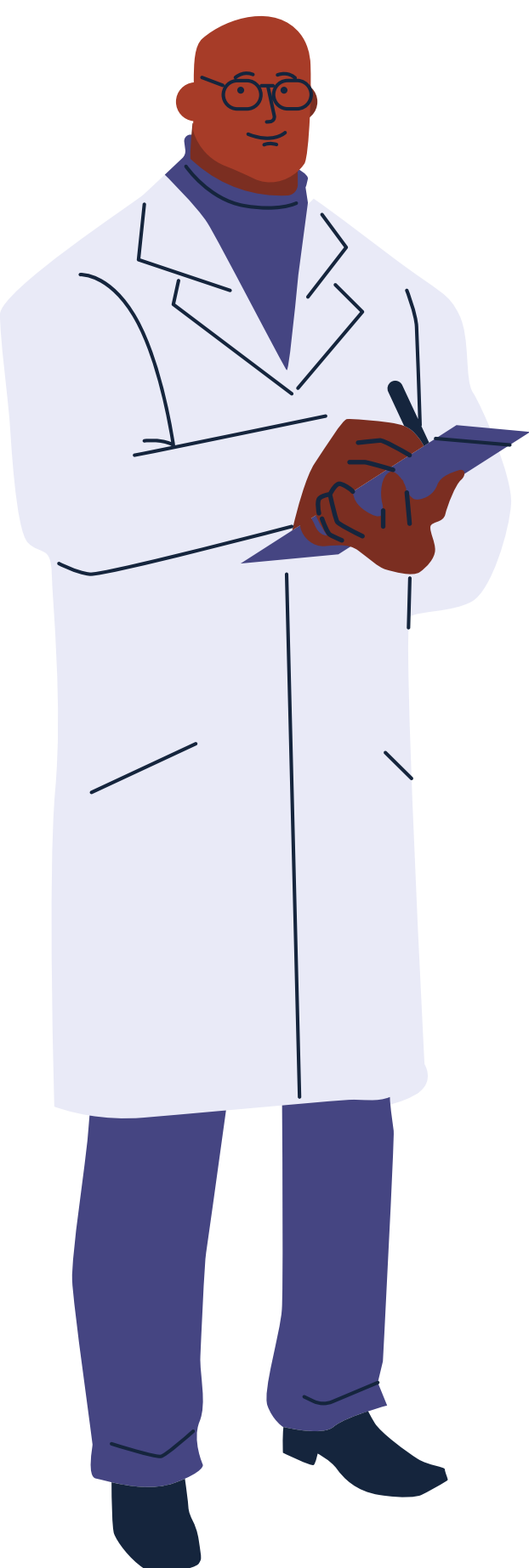


“Being a good conversationalist in explaining the patient’s medical condition and being able to explain not only the patient’s condition, but explaining in detail the actions that will be taken in the future, and what they’re looking for.”

A Doctor Who Practices Shared Decision Making

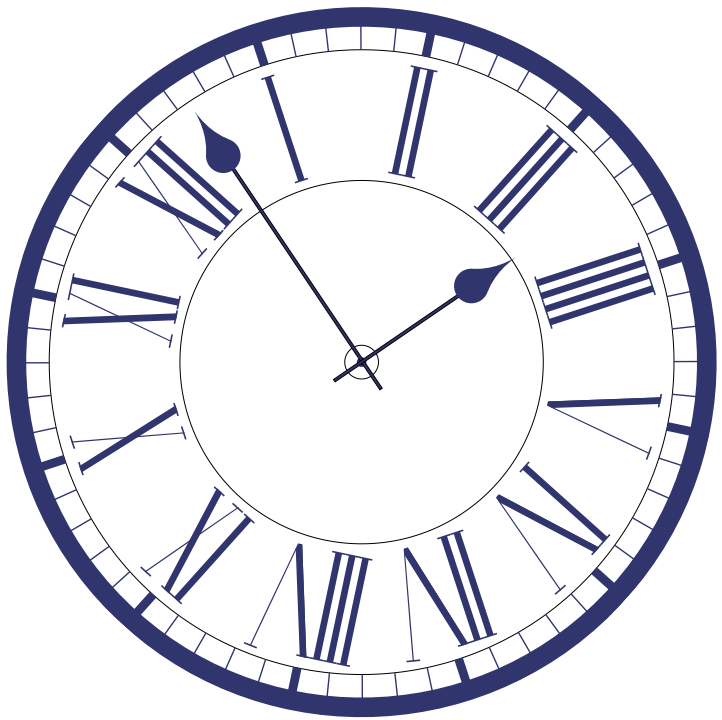
10.3% of our survey participants expressed interest in engaging in shared decision making with their physician. This idea has been reflected consistently across many qualitative studies, emphasizing the vitality of this method for enhancement of patient satisfaction.

“The most important thing for me is a physician who actually listens to my description of my ailments. It is important that the physician take what I have to say into consideration, rather than jumping to conclusions. I also think it is vitally important that they describe what is actually going on and explain every treatment option thoroughly and completely. Ultimately, it is imperative that the treatment decision is up to the patient after extensive information is provided.”



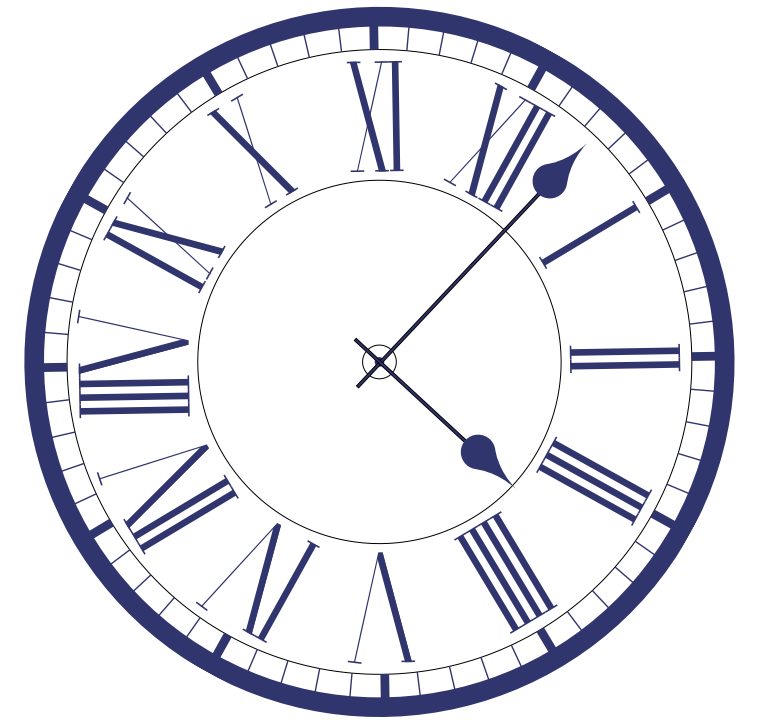
Major Theme 3

PRACTICE MANAGEMENT



What is Practice Management?

Practice Management refers to the effective use of a patient's time inside a physician's healthcare system.



A Doctor Who Respects Time

11.1% of all respondents voiced dissatisfaction with their practice's utilization of their time.

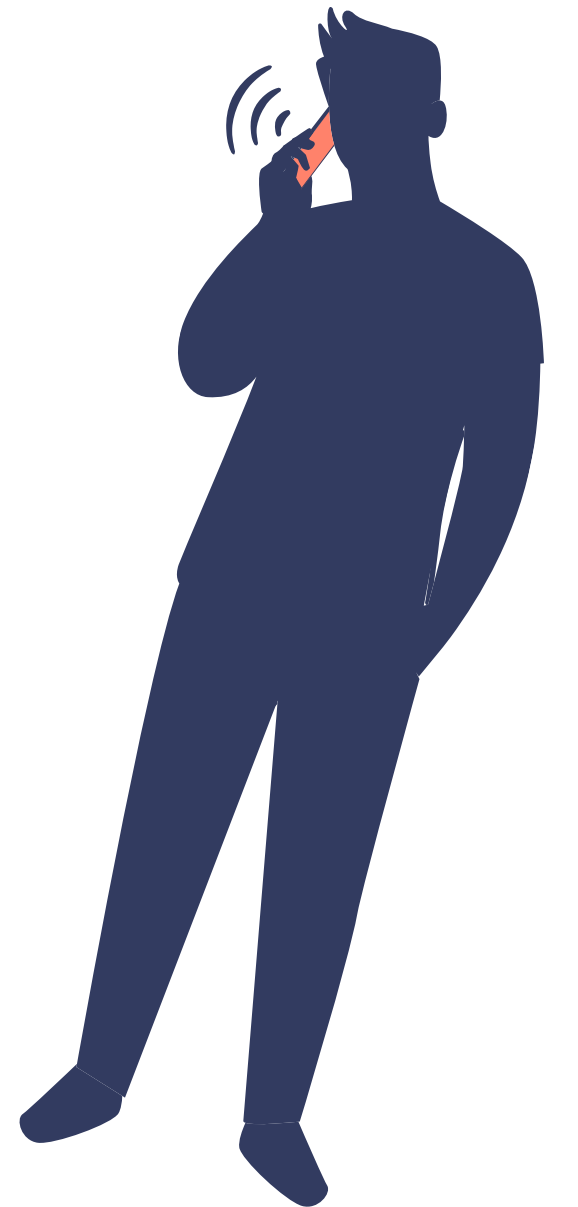
A Doctor Who is Accessible

8.5% of participants stated that provider accessibility is an important aspect of what makes a good doctor.

"Be on time and don't make people wait. Their time is just as precious as your time."

A Doctor Who Knows When to Test and Refer

10.3% voiced that they would like a doctor who knows when to order tests and refer them to other physicians, and when not to.



"A real listener and one who pays attention to what the patient says rather than looking at the computer screen. One who is not hesitant to order tests for peace of mind. Actually looking at lab work and getting back to the patient without having to call back repeatedly only to get voice mail. Genuine concern! One who will actually talk to the patient on the phone and not rely on nurses or others to interpret what the patient says."



Holistic Care

A Doctor Who Considers Alternative Treatments

6.8% of responses specifically mentioned their physician integrating alternative therapies. These patients want their physicians to discuss medications, lifestyle changes, and alternative treatments with them when deciding their treatment plan.

A Doctor Who Treats the Whole Person

12.8% of respondents wanted a physician who would not only treat the current illness, but also improve their overall health.

A Doctor Who is Thorough

32.5% of participants stated that they wanted a "thorough" doctor who takes their time and performs a good exam.



I would like to have more doctors who truly listen & take a holistic approach.

They need to look at my entire medical history, review all my tests, & drugs being taken. I would so much rather try natural remedies, diet, etc. before prescriptions. But this takes TIME with the patient & thinking outside the box.