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Title: An Explanatory Study on Effects of Patient-Doctor Communication Factors to Influence on Medical Outcomes: Applying RASAS

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Patient-centered care is emerging that takes the patient-doctor relationship into consideration and emphasizes patient preferences and decisions in decision making. Physician-patient communication is important in that it is the beginning of the patient-physician relationship. To understand the patient's expectations through dialogue and they can make productive health. The purpose of this study is to determine which factors influence the perceived patient satisfaction. It is a method to analyze data that may be a useful tool in understanding the patient's satisfaction. The factors that influence patient satisfaction are high blood pressure treatment, patient education, and patient-centered care. Patients' satisfaction with their care and other variables such as disease period or age may have an influence on the patient satisfaction. 

For that reason, the present study tried to find out whether there was a difference between patients and physician's perceived satisfaction and investigate the factors that affected the satisfaction gap. In addition, it was analyzed that the time of medical communication and examined the result illustrated the satisfaction gap. This study aims to investigate the satisfaction quality gap between patient and doctor and use RASAS method to analyze the doctor and patient consultation to figure out the gaps. In addition, the RASAS method is helpful for improving patient satisfaction. 

106 outpatients who were older than 18 years old and attended to participate in the study. Two private orthodontic hospitals committed to study and 9 doctors agreed to participate. In this study, they were asked about their satisfaction with the care they received. The questionnaire consisted of 60 questions, which addressed aspects of the patient's relationship with the doctor. The questionnaire was asked about the patient's age, gender and doctor's professional patient satisfaction. The data was then analyzed through RASAS to extract communication factors. 

Wilcoxon signed ranks test was used to determine the difference between patient self-reported patient satisfaction and doctor's perceived patient satisfaction. Spearman's correlation was used to confirm the correlation between variables. Conceptual logistic regression analysis was performed to investigate the factors affecting the satisfaction gap and RASAS was used for explaining the present situation of medical communication in orthodontics. 


Abstract:

Mental showed significant difference in patient satisfaction and doctor satisfaction. As expected, both patient's and doctor's factors explained the gap. Patient's age, patient's self-efficacy in communication, patient's trust, doctor's positive talk, and doctor's open-ended questions were noticeable in relationship with satisfaction gap. 

In addition to identifying presence of satisfaction differences, this study analyzed whether patient-doctor communication patterns differed by gap size. Components, high satisfaction groups had higher percentage in doctor's closed-ended questions, doctor's information giving, doctor's facilitative talk, and patient's information giving, which was very few in low satisfaction group. 

Based on the results, present study emphasized suggestions. In order to improve patient satisfaction in the future, it is possible to split the patient-doctor relationship as the unit of analysis and make efforts to include it into major variables. Follow-up studies are needed to find out and measure the communication variables of the healthcare provider, including the variables identified in this study. Theoretical basis is essential to understand the extreme. It is necessary to identify, the characteristics of the patients especially those who recognize the gap significantly and find the improvement for removing gap.

Even though present study has a limitation, it is a new attempt to analyze determinants of satisfaction gap. Also, it is necessary to use variety of international research approaches including RASAS. This study assists to trigger for patient-centered medical care related researches.

Table of contents:

1. Introduction 1
1.1 Background 1
1.2 Need of Study 8
1.3 Study Objective 8
1.4 Literature Review 8
2. Satisfaction Gap Research 9
2.1 Factors Affecting Patient Satisfaction 9
2.2 Nisen Interaction System Analysis (RASAS) 11
3. Method 13
3.1 Research Hypothesis 13
3.2 Data Collection 14
3.3 Main Variables 17
3.4 Study Design 20
3.5 Variable Reliability and Normality 32
4. Study Results 33
4.1 Participants' General Characteristics 33
4.2 Correlation Analysis between Variables 38
4.3 Differences between Patient Self-reported Satisfaction and Doctor's Perceived Patient Satisfaction 40
4.4 Factors Affecting to Satisfaction Gap between Patient Self-reported and Doctor's Perceived 41
4.5 Comparison of communication style according to the satisfaction gap differences 44
5. Discussion and Conclusion 45
5.1 Summary of Result 45
5.2 Implication 47
5.3 Limitation 53
6. References 55
7. Abstract in Korean 63

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