



# How Does Patient-Centered Care Affect Patient Satisfaction Scores and Health Outcomes?

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## Introduction

In an attempt to overhaul health care practices in America, there is a growing interest in the implementation of patient-centered care amongst health care providers; however, there is little guidance about the interventions required for its delivery and whether or not it leads to better health outcomes (McMillan et. al, 2013). Previous studies have shown that the most potential for improving patient satisfaction lies in improving better communication skills among health care providers.

## PICO Question

**Population:** For patients admitted to an inpatient care setting,

**Intervention:** is patient-centered care,

**Comparison:** as opposed to a disease-focused medical approach,

**Outcome:** the most effective model for increasing overall patient outcomes?

## Methods

**Keywords:** autonomy; evidence-based practice; patient-centered care; patient experience; patient outcome; patient satisfaction; patient treatment preferences; positive; Press Ganey; negative; systematic review

**Inclusion Criteria:** A literature review was completed and data was collected using several databases (CINAHL, EbscoHost, OVID, Google Scholar and PubMed), with a time period from 2005 to present. The initial search identified 110 articles. After exclusions were applied, only 6 were included for this project.

## Conclusions

Patient-centered care is at the forefront of healthcare reform in the nation; however, a clear definition needs to be established in order to allow for consistent and effective implementation. While many interpretations currently exist, the importance of communication remains at the forefront of every discussion involving patient-centered care, patient satisfaction, and patient outcomes. Given the gap that often exists between patients/families and the health care team, simple changes such as including the family in daily rounds, bedside reports at shift change, and using lay terms and definitions (as opposed to medical jargon) can be effective ways to incorporate patient-centered care and increase patient satisfaction and overall health outcomes.

## Results

STUDY	FINDINGS	STRENGTHS	WEAKNESSES
Bertakis and Azari (2011)	The number of visits to specialty care clinics, hospitalizations, laboratory and diagnostic tests were found to be decreased for patients who had a greater average amount of patient-centered care (PCC) during the time period of the study. Patient-centered care reduces patient's anxiety and their perceived need for further investigations and referrals.	<ul style="list-style-type: none"> <li>Measures were based on a continuous year of care</li> <li>Actual health expenditures were examined</li> <li>Findings were based on direct observation</li> </ul>	<ul style="list-style-type: none"> <li>Physicians participating in this study were 2<sup>nd</sup> and 3<sup>rd</sup> year residents</li> <li>Study patients may represent a small population</li> </ul>
Doyle, Lennox, and Bell (2012)	Reviewing the link between positive patient experience and objective health outcome, the evidence found a positive association between patient satisfaction and better patient outcomes, e.g. clinical effectiveness and patient safety.	<ul style="list-style-type: none"> <li>Systematic review of evidence from 55 studies</li> </ul>	<ul style="list-style-type: none"> <li>Time-limited review</li> <li>Not conducted in the US</li> </ul>
Fenton, Jerant, Bertakis, and Franks (2012)	Patients reporting more satisfaction had less emergency department visits, but had greater inpatient visits. Most self-reported satisfied patients had higher expenditures in total and had higher mortality rates in the length of the study. Patient satisfaction correlates highly with how likely the caregivers are to fulfill the patient's expectations.	<ul style="list-style-type: none"> <li>Prospective cohort study of 51,946</li> <li>Over a period of 7 years</li> <li>Represents a national sample</li> </ul>	<ul style="list-style-type: none"> <li>No manipulation of subjects</li> <li>Included only elderly population</li> <li>Based on self-reported survey results</li> </ul>
McMillan et al. (2013)	Patient-centered care (PCC) had little impact on clinical and functional outcomes, other than emotional well-being. The interventions that focused on training health care professionals to improve their communication skills, while directly engaging consumers in the decision-making process, held the most potential for improving patient engagement and satisfaction. Health care providers portrayed as being highly PCC were considered to be more trustworthy by patients.	<ul style="list-style-type: none"> <li>First systematic assessment of thirty randomized controlled trials</li> </ul>	<ul style="list-style-type: none"> <li>Limited by the variability in the definition of PCC; the outcome measures used; and the lack of detail about the actual interventions in the studies</li> <li>High risk of bias was identified in most studies</li> </ul>
Morgan and Yoder (2012)	Provides the most complete definition of patient-centered care to date – "a holistic (bio-psychosocial-spiritual) approach to delivering care that is respectful and individualized, allowing negotiation of care, and offering choice through a therapeutic relationship where persons are empowered to be involved in health decisions at whatever level is desired by that individual receiving care."	<ul style="list-style-type: none"> <li>Use of relevant, historical research to develop definition</li> <li>Follows a proven empirical model</li> </ul>	<ul style="list-style-type: none"> <li>Authors interpretation of definition</li> <li>Does not measure outcomes of PCC</li> </ul>
Sidani, Epstein, and Miranda (2006)	It is integral to implement quality evidence-based practice for best patient outcome. These practices must ensure that the most appropriate patient-centered care is being provided. Problems can result when medical staff respond to only patient preferences for their treatment and do not base it on research, which creates a gap between research and practice.	<ul style="list-style-type: none"> <li>Clearly defines aspects of PCC and EBP</li> <li>Extensive review of literature</li> </ul>	<ul style="list-style-type: none"> <li>Review of evidence only</li> </ul>

## Discussion

Currently, parents/guardians of hospitalized children express low satisfaction with hospital admission relating to inconsistent communication styles of health care professionals. The most recent Press Ganey scores (July 2013-September 2013) for PSHMC Inpatient Pediatric Units demonstrates that communication styles in both RNs and MDs need to be improved – survey results place the Children's Hospital in the 75<sup>th</sup> percentile amongst our cohorts, which is below the national benchmark. Based on differing perceptions (caretakers vs. health care providers) of the same experience, further consideration is needed to remove negative bias from survey results; however, continuing education of staff in clear communication style techniques will only lead to improved results.

## References

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