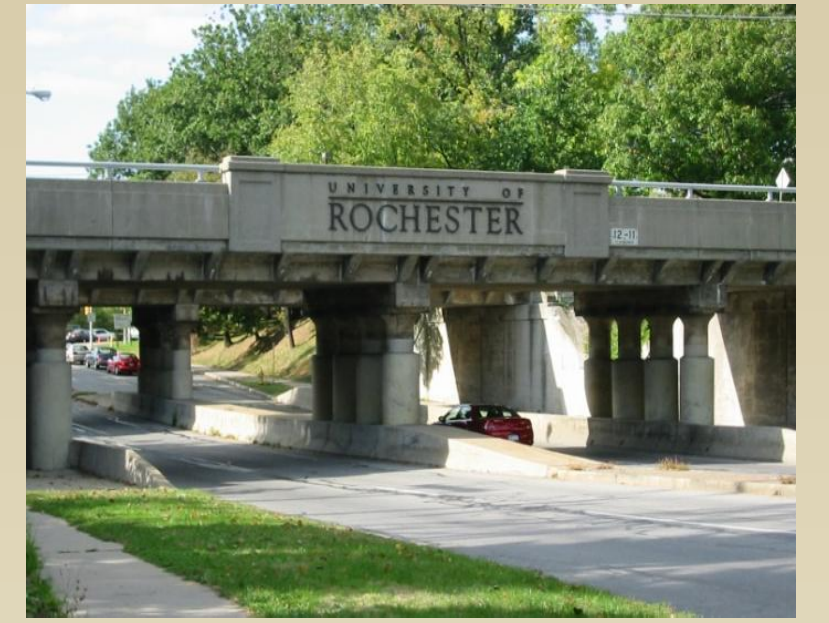




# Better Together: Improving Physician and Patient Experience Through Collaboration.



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## BACKGROUND

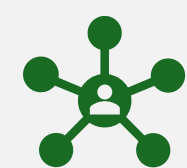
- The Quadruple aim in healthcare aims to improve provider experience in addition to improving patient experience and health outcomes and lowering cost of care.
- However, the prevalence of burnout and job dissatisfaction remains high among physicians.
- A more recently recognized contributor to physician burnout is a rise in patient expectations and difficult patient interactions, which can result in frustration, anger, deflation, exhaustion and a loss of empathy.

## HYPOTHESIS

Participation in Balint group will improve the quality of physician-patient experiences by addressing common sources of dissatisfaction and enhance physician empathy.



A common goal for patients and providers, is to deliver care that is safe, compassionate and coordinated.



Creating meaningful connections between providers and patients can enable reach this common purpose.



Making connections satisfies our human need for respect, recognition, belonging, autonomy and meaning.



When we feel seen, heard and connected we are quicker to compromise, slower to react and be more empathetic.

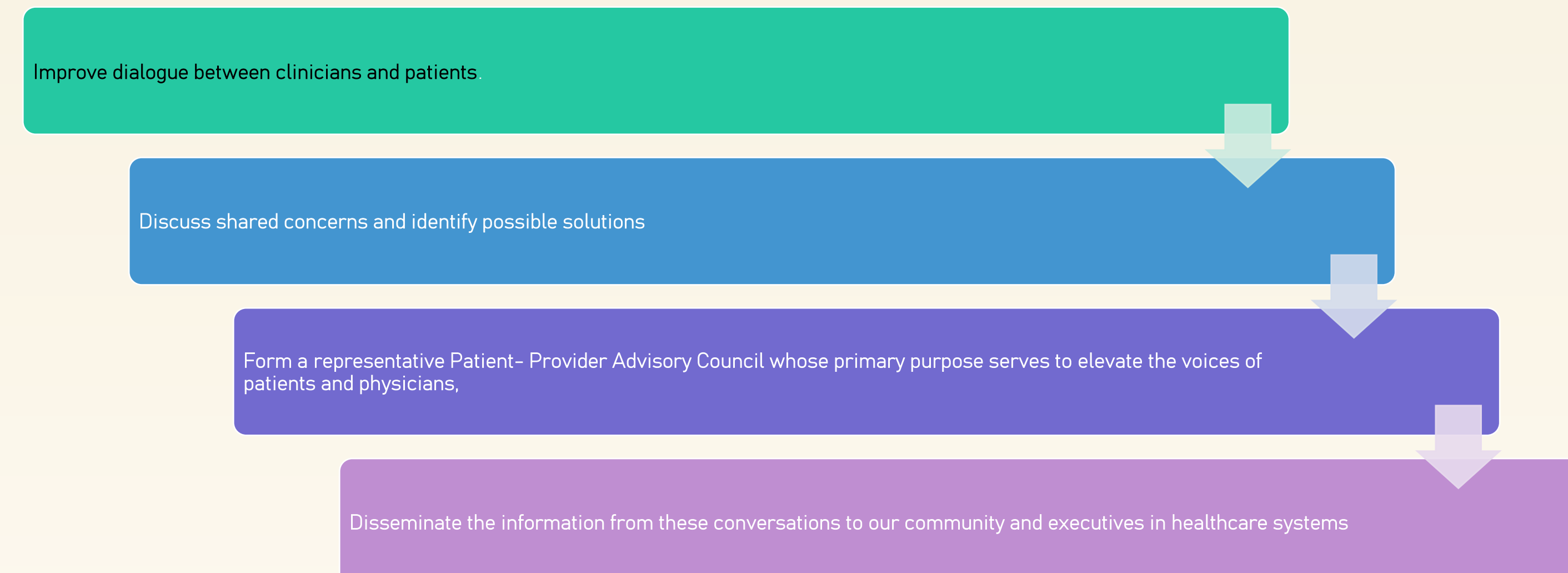
## OBJECTIVE

Create a Provider-Patient Advisory Council (PPAC) in department of medicine, to identify and recommend solutions to common causes of physician-patient discord.

## METHODS

- The council will include 3-5 physicians and 3-5 patients.
- Preference will be given to patients with recent healthcare experiences and providers interested in wellbeing.
- Efforts will ensure diversity across racial, ethnic, and social groups.
- The council will meet quarterly with pre-selected discussion topics.
- Each meeting will include at least 3 providers and 3 patients, led by a moderator.
- Discussions will remain confidential, promoting open, nonjudgmental dialogue.

## GOALS



## RESULTS

First meeting was held on October 23<sup>rd</sup>.  
**Attendees:** 3 providers, 3 patients and moderator

### Topics:

1. Multiple late arrivals for appointments
2. Multiple no shows to scheduled visits.
3. Overuse of MyChart patient portal.



## RESULTS

- All 6 participants completed survey.

Figure 1: How would you rate today's meeting?

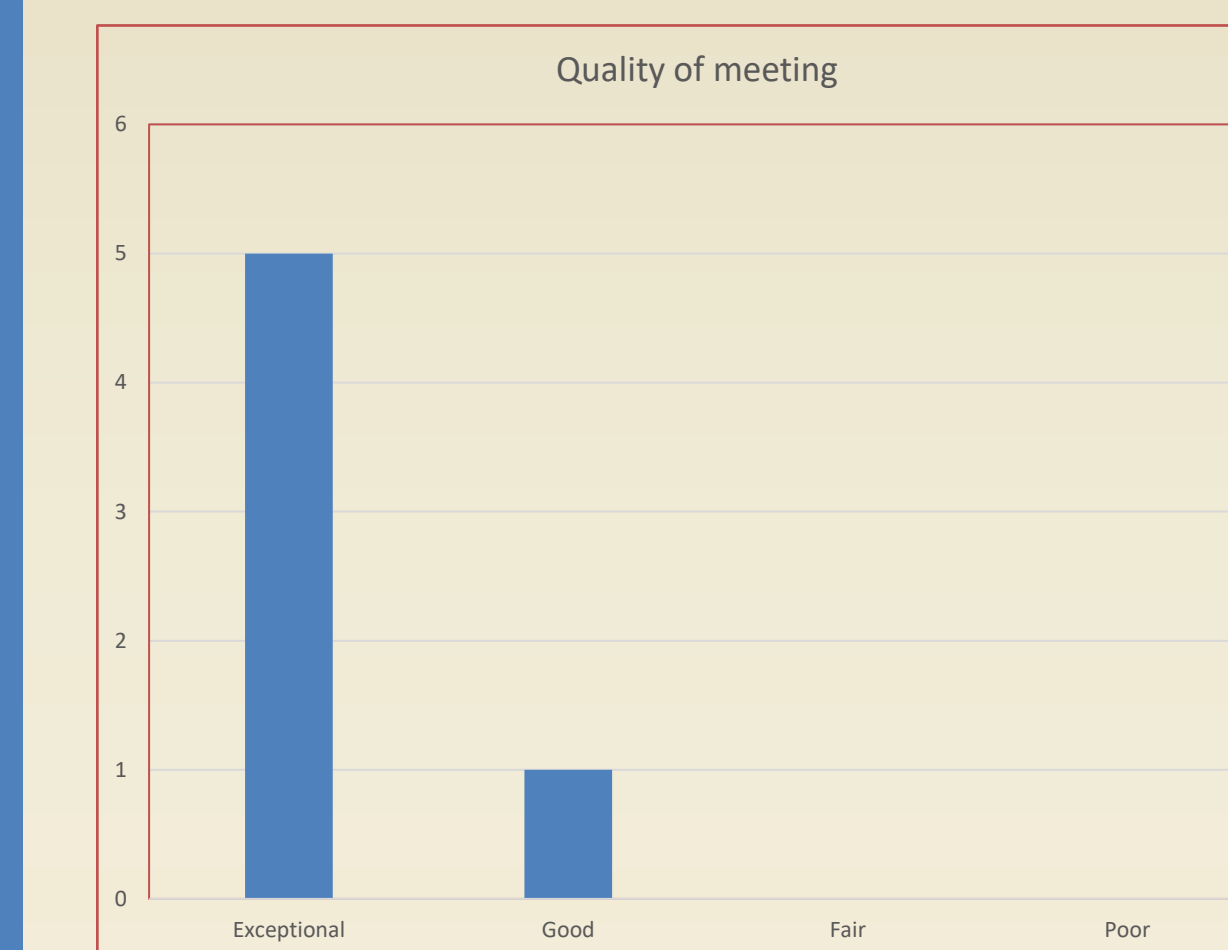


Fig 2: Were the meeting topics relevant and helpful?

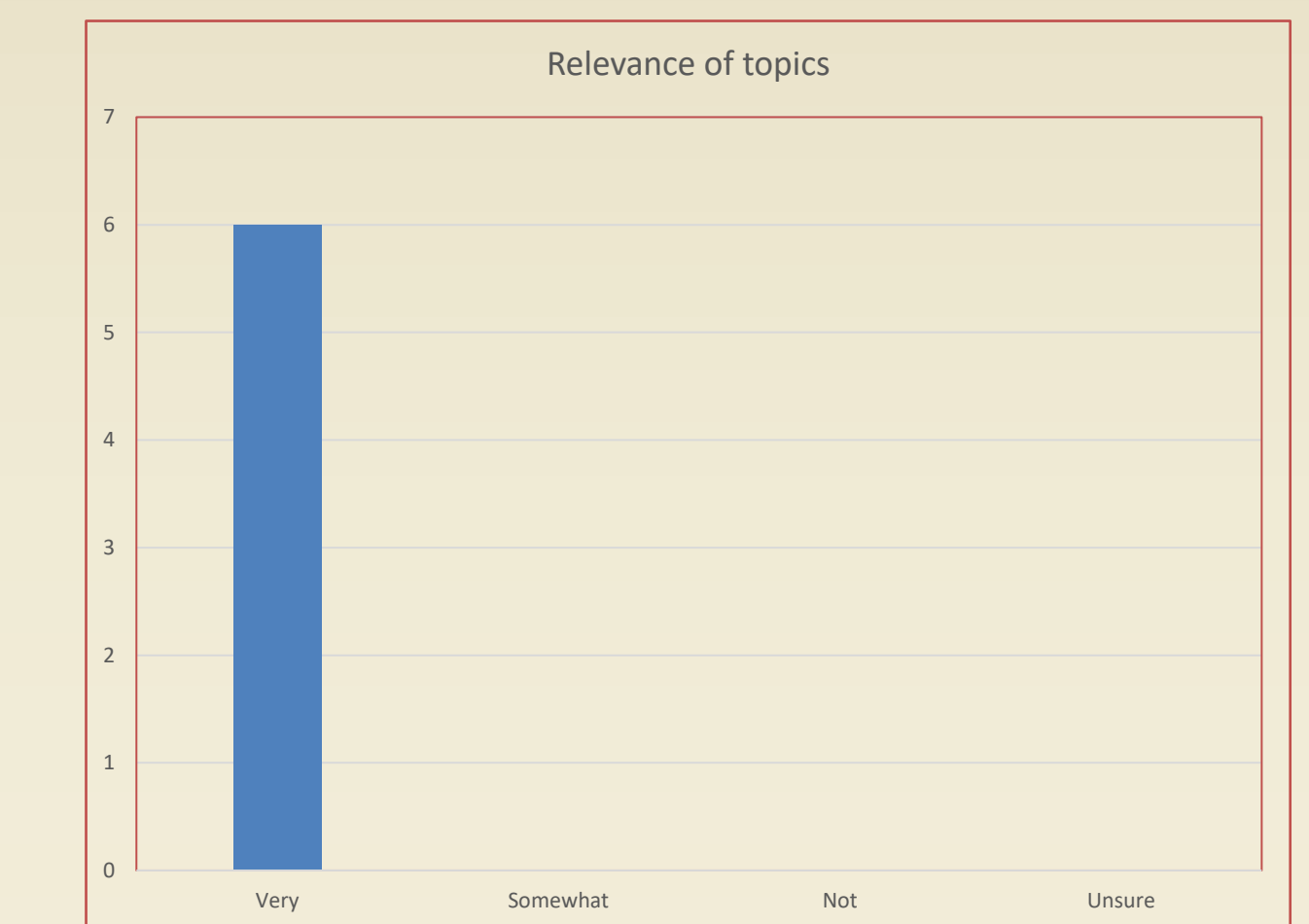


Figure 3: Was your voice heard and respected?

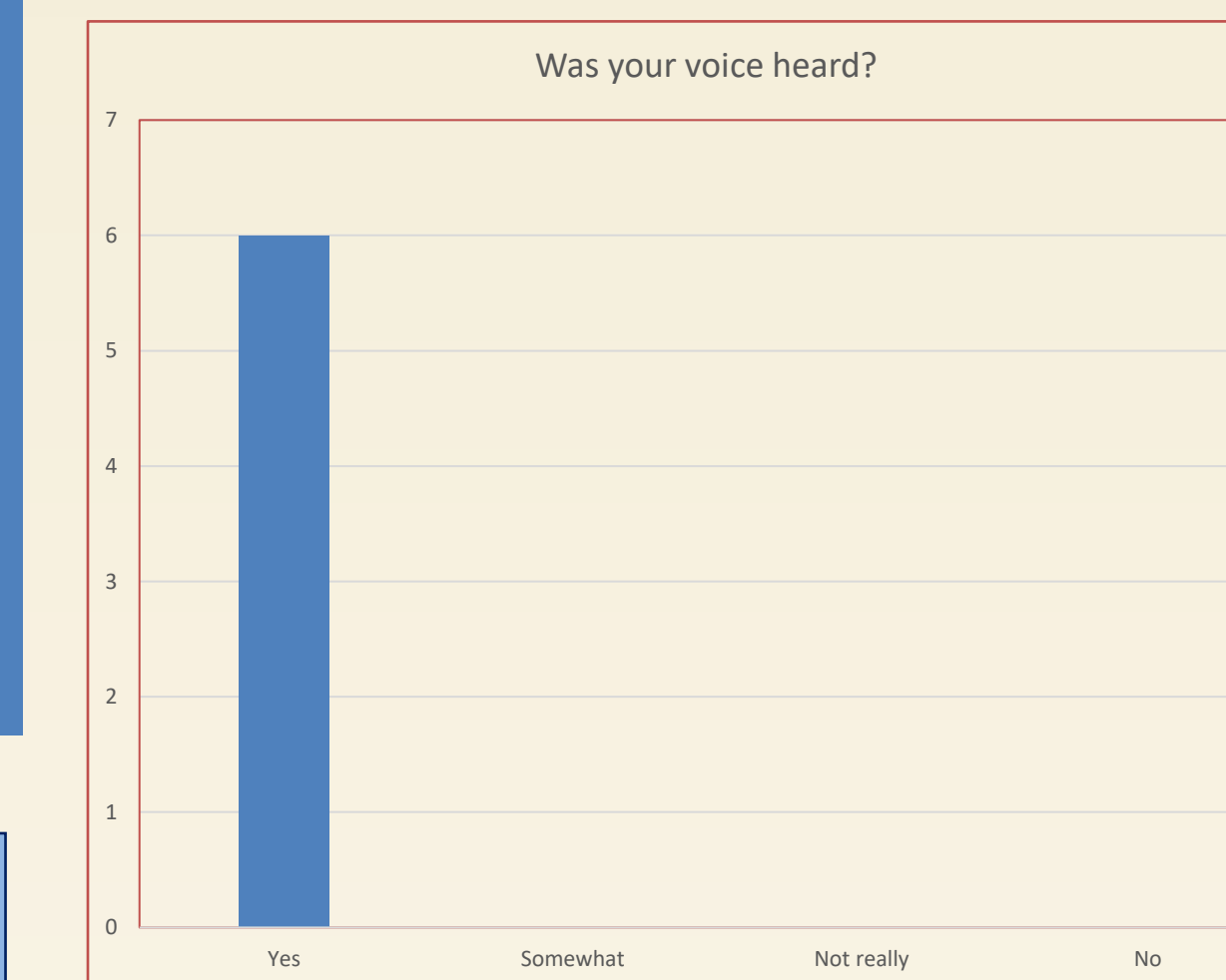


Figure 4: Would you like to be involved in the future?

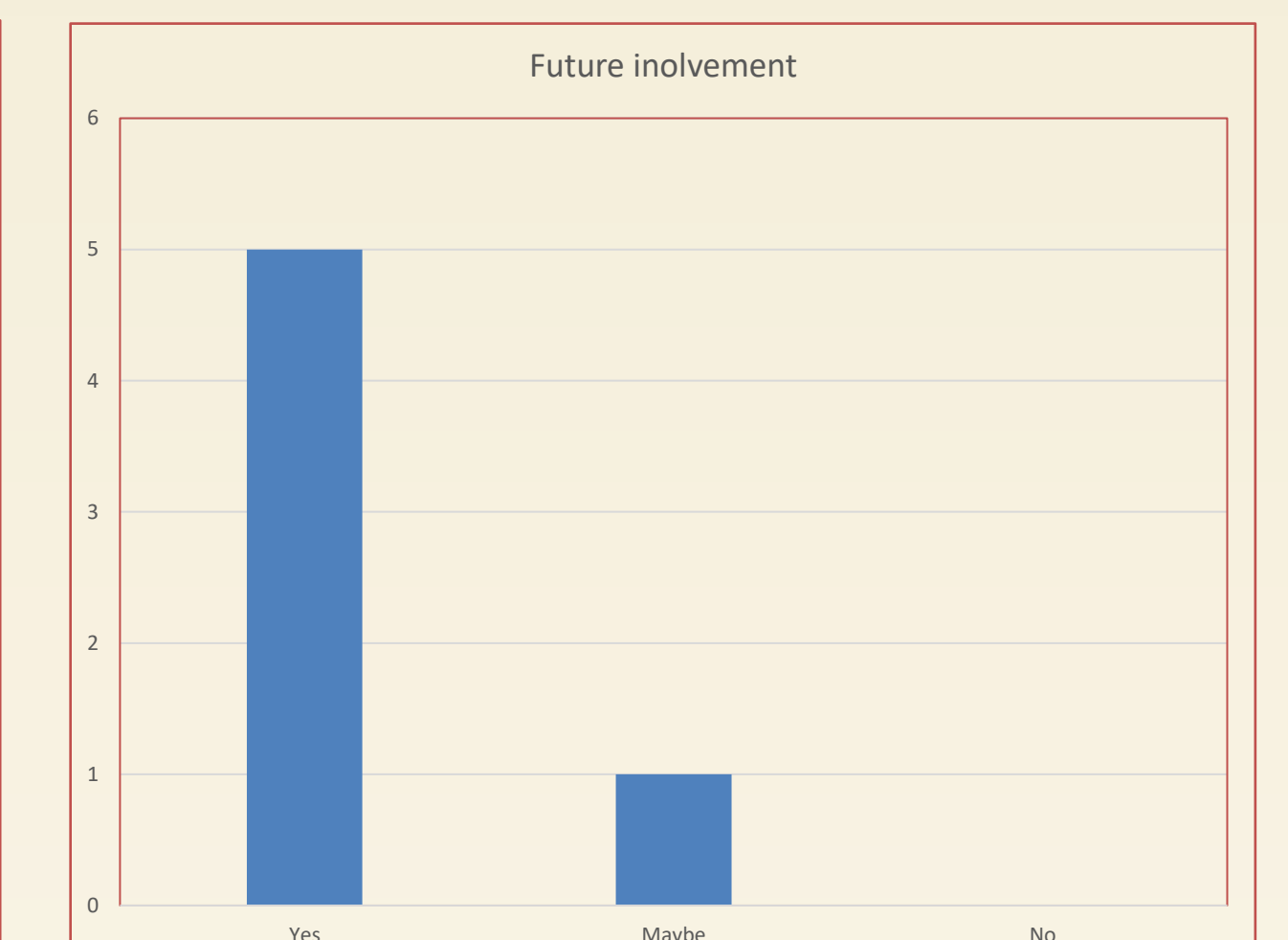
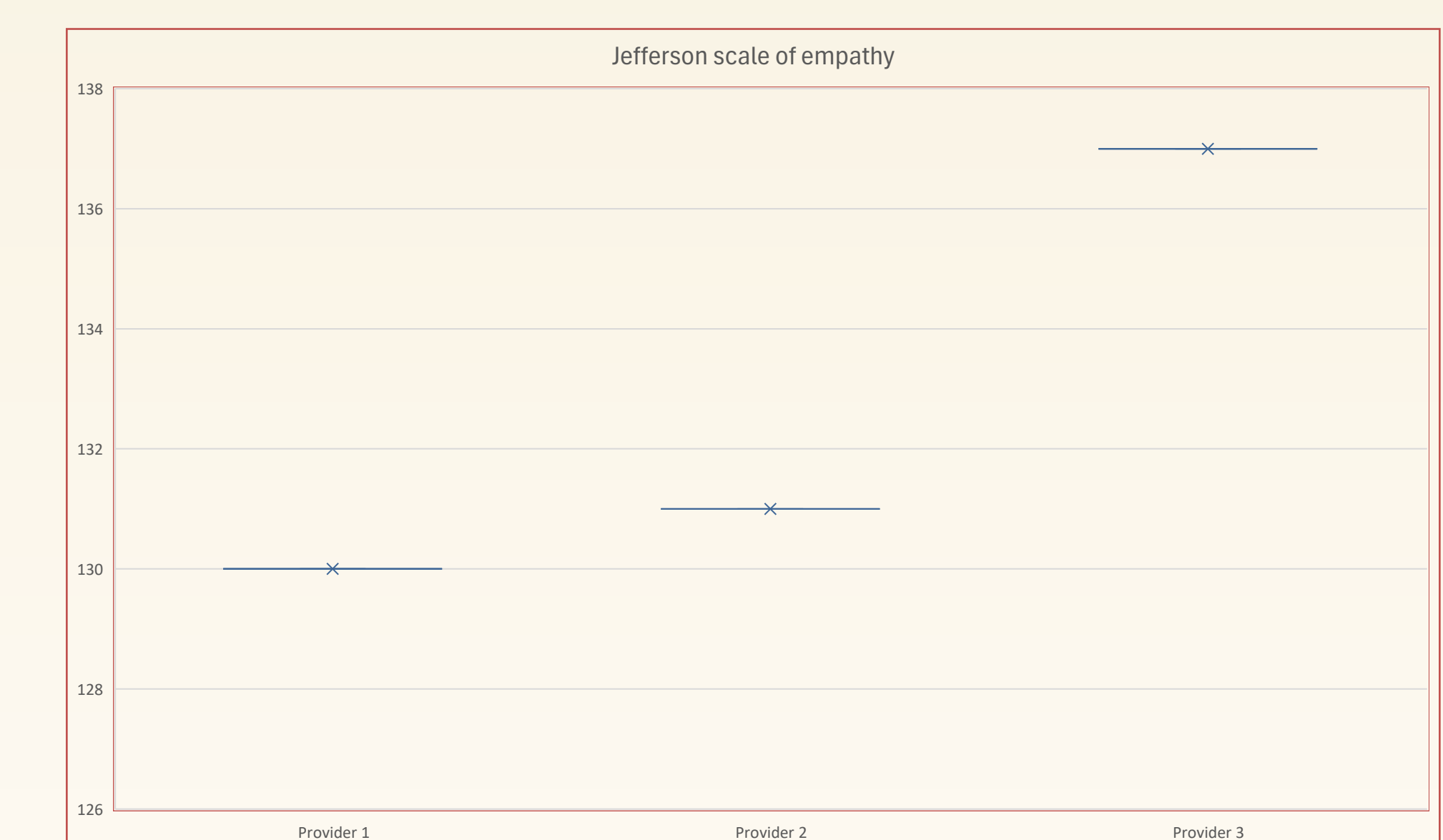


Figure 5: Jefferson Scale of Empathy for providers



## CONCLUSIONS

- Use of Balint group format to enable patient provider communication can help overcome common sources of discord between patients and physicians.
- Further meetings will help demonstrate the impact of the PPAC on physician empathy.