



# PATIENT'S PERCEPTION ABOUT ASPECTS TO DEFINE A GRADUATE ALUMNI AS A GOOD DOCTOR

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## BACKGROUND

- Patient perception is an important issue to evaluate professionalism in a graduate alumni beyond the health and medical education expert's opinion.
- In a previous work we developed and validated an instrument to measure academic and professional performance of a graduate alumni from the school of medicine in Bogotá, Colombia.
- The developed instrument has 47 items in 8 domains. According with experts the ethics, human values and communication skills are the most important aspects in the physicians professionalism
- Considering that patient's opinion and perception could be different from the one of the health and medical experts, we decide to explore which ones are the most important issues to define a good doctor for patients.

## OBJECTIVES

**MAIN:** Measure patient perception about the most important aspects to define a graduate alumni from medical school as a good doctors

**SECONDARY:** Evaluate the concordance between patient's perception and health and medical expert's opinion regarding professionalism and "good doctors".  
Evaluate the importance of the medical school in the patient's perception

## RESEARCH DESIGN

- Quality Research, Scale development

## METHODOLOGY

The previously developed instrument to measure academic and professional performance was adapted for patient's perception evaluation

- We conducted a factor analysis and a pilot study to validated the instrument
- The instrument was developed for self-administration
- A research assistant was trained to assist and help patient with any difficulty and to encourage them to answer the whole instrument
- The sample size was estimated for quality research as 500 patients
- We included adult patients who agree to participate and coming from different health institutions in Bogotá

## RESULTS

- 520 patients were enrolled in the study and 500 instruments were completed for the analysis
- The patients came from two out patient clinics in one private and one public hospitals and also from three private physician's offices
- **Factor Analysis** allowed us to:
  - Eliminate items with weight <0.4
  - Distribute the 67 items in 15 extracted factors explaining 68% of the total variance
  - For patient instrument we decide to keep 5 main factor, including 40 items, that explain 55% of total variance,
- **Internal consistency** of final instrument was very good
  - Cronbach's coefficient Alpha = 0.942 for the patient scale (40 items)
- **Reproducibility** of the final instrument by Wilcoxon signed rank test was excellent.
  - Prob > Z = 0.49 Do not reject Null Hypothesis
  - Ho: Time 1 = Time 2
- **Pilot study** was performed to evaluate comprehensibility, validity, language, meaning, level of difficult and time to answer

### Patient perception instrument

DOMAIN	No Items
Clinical knowledge & communications skills	9
Human values	13
Ethical Aspects	6
Communication skills	4
Professional performance	8

### The most important aspects in patient perception

DOMAIN	Very important
Ethical Aspects	83.98 %
Human Values	79.62 %
Communication skills	84.77 %

### Items qualified as very important

ITEMS	% of Very Important
Honesty and loyalty	92
Taking time to listen, answer questions and resolve doubts regarding my disease	92
Ethical behavior	90
Kindness	89
Capability to listen patients and families	89
Clinical knowledge	88
Moral values	87
Respect for others	87
Committed and devoted to the patients	87
Sincerity and trustworthy	86
Being careful and having skills & dexterity to take a physical exam	86

- Aspects as: English as a second language, being a medical teacher and the medical school were the doctor graduated, were qualified in equal proportion for each point in the likert scale.
- 59% of the patients did not know the name of the medical school from the doctors graduated
- The reason for choosing a particular doctor was related with the insurance company (46%), references and expertise (38%).
- The school of medicine was the reason in 8% of cases

## CONCLUSIONS

- The developed instrument allowed us to measure patient's perception to characterize a good doctor
- According with their perception, in our environment, patients believe that "good doctor" is:
  - An honest, worthy, kind, sincere and warm person.
  - Have a very good communication skills: capability to explain the clinical situation, prognosis, benefits & risks of the treatment in an easy and no frightening way
  - Behave in an ethical way
- Patient agree with health and medical experts pointed that ethical aspects, human values and communication skills are the most important points to define a "good doctor"
- Aspects as: University, academic position, second language and health institution affiliation are consider less important
- Clinical knowledge & skills and expertise are also important when they choose their doctor

