

December 27, 2019

Aya Goto

EBM Promotion Project (Phase III)

Changes in doctors' attitudes toward their patients

In the Phase III of our EBM promotion project, we focused on teaching skills to listen to and analyze patients' "voices" and a perspective of providing "comprehensive care". By referring to Goto M. and colleague's previous research about making shared-agenda with patients (Asia Pacific Family Medicine 2015; 14: 6.), we asked attendants of courses in 2017 and 2019 the following two questions about their attitudes toward their patients: "How did you listen to the patient?" and "What do you think the patient wanted to say the most?". These were asked at the start of the courses.

A total of 59 attendants completed the 2017 course and 57 wrote free-written opinions to these questions. In the 2019 course, 30 completed the course and 26 wrote their opinions. We excluded 7 of the 2017 attendants and 5 of the 2019 attendants, who were with clinical experience of less than 1 year and did not provide patients care. Therefore, data of 50 attendants in 2017 and 21 in 2019 were entered into analysis.

Text data was analyzed by KH Coder. Correspondence analysis was performed to explore differences among participants who have never attended our course before (first-time attendants), attended once and attended multiple times. Three groups were labeled "never", "once" and "multiple". Words (nouns, verbs, adjective and adverbs) used 3 times or more in the 2017 text (60 words) and those used twice or more in the 2019 text (65 words) were entered into analysis. Words that appear behind a group label opposing to other labels are characteristics of the group.

Figure 2 using the 2019 data shows unique clusters of words behind "multiple" and "never" while there are no such word clusters in Figure 1 using the 2017 data. Listed below are example opinions in the clusters in 2019.

2019 "multiple" group

"At NTP hospital, in a quiet room with a nurse and an insulin injection."

"I ask a patient some questions and listen to his/her answers."

"I discuss and explain more and more of everything."

2019 "never" group

"She wanted to describe her leg pain."

"I came to ask her about her complaints."

"I think the patients want to know or complain his health problems."

In summary, there was not much difference in doctors' attitudes toward their patients depending on previous course attendance in the beginning of the Phase III project. By the end of the phase, it was quite obvious that doctors who attended our courses once or multiple times cared more about the consultation setting, applied active listening, and made efforts to explain in detail. First time attendants were attentive only to medical issues.



Figure 1. Correspondence analysis of 2017 data

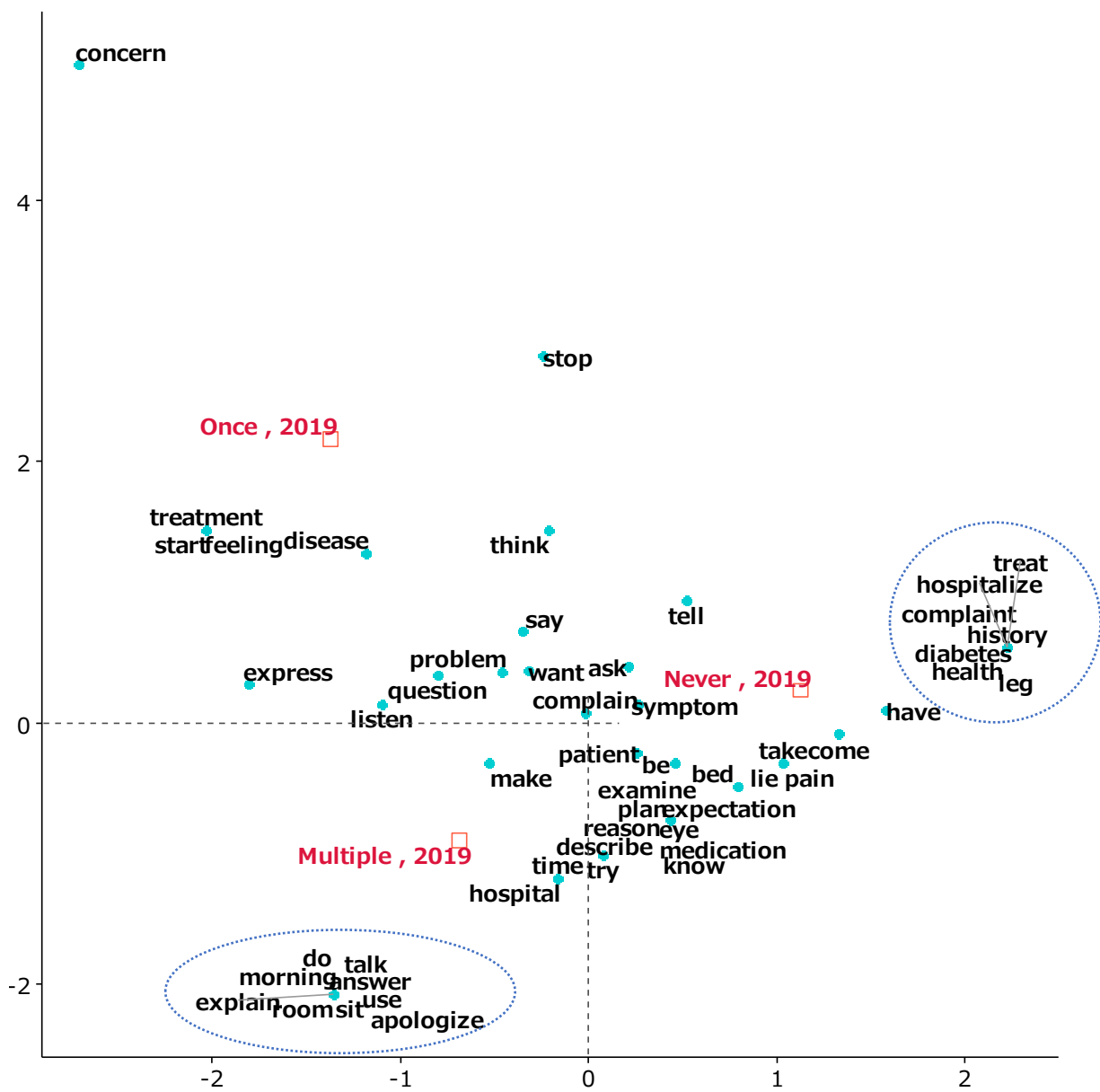


Figure 1. Correspondence analysis of 2019 data