

# A STUDY ON THE IMPACT OF HEALTHCARE PROVIDERS' COMMUNICATI ON ON PATIENT SATISFACTION.



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# INTRODUCTION

- Communication is critical in healthcare, particularly in reaching patient satisfaction and certain well-being outcomes. Communication middle from two points healthcare providers and subjects includes conveying facts, giving administrative, and construction relations that support trust and assurance in care. Satisfaction of a patient is a crucial sign for the value of healthcare transfer, and it helps in improving patient outcomes, health outcomes, and reducing the healthcare cost.
- Poor communication can lead to mistrust, and dissatisfaction, developing negative consequences and reduced quality of care. Healthy communication, in another way, results in better patient outcomes, increasing satisfaction, shortened anxiety, and helps to understand health status.

## PURPOSE

- The study Purpose is to look for reviews of the impact of healthcare providers communication on patient satisfaction and find the key ideas abilities that contribute to determine the impact of ideas and assess patient satisfaction training on healthcare providers communication abilities and patient satisfaction.

## ROLE OF COMMUNICATION:-

- Better and effective communication can help in building a bond and relation with trust between providers and patients.
- A provider's healthy communication can help in delivery of information to patients in concise way and that can be understood easily by patients.
- Providers can evaluate understanding of patients and health status. So, that Patients can have clear information about their treatment and take actions further.
- A better communication helps the providers to address concerns and fears of patients and help them to reduce their anxiety.
- Encouraging patient involvement: Encourages patients to become active participants in their healthcare, asking questions, and supplying feedback. This can help to improve satisfaction of every patient and increase likelihood of positive health outcomes.
- Overall, effective communication with patients is crucial to providing high-quality healthcare and achieving positive health outcomes. Healthcare providers who communicate effectively with their patients are more likely to establish trust, build rapport, and provide the information and support patients need to make informed decisions about their health.

# RESEARCH QUESTION AND OBJECTIVE



## RESEARCH QUESTION-



What factors contribute to effective communication between healthcare providers and patients, and how do these factors affect patient satisfaction?

## OBJECTIVE-

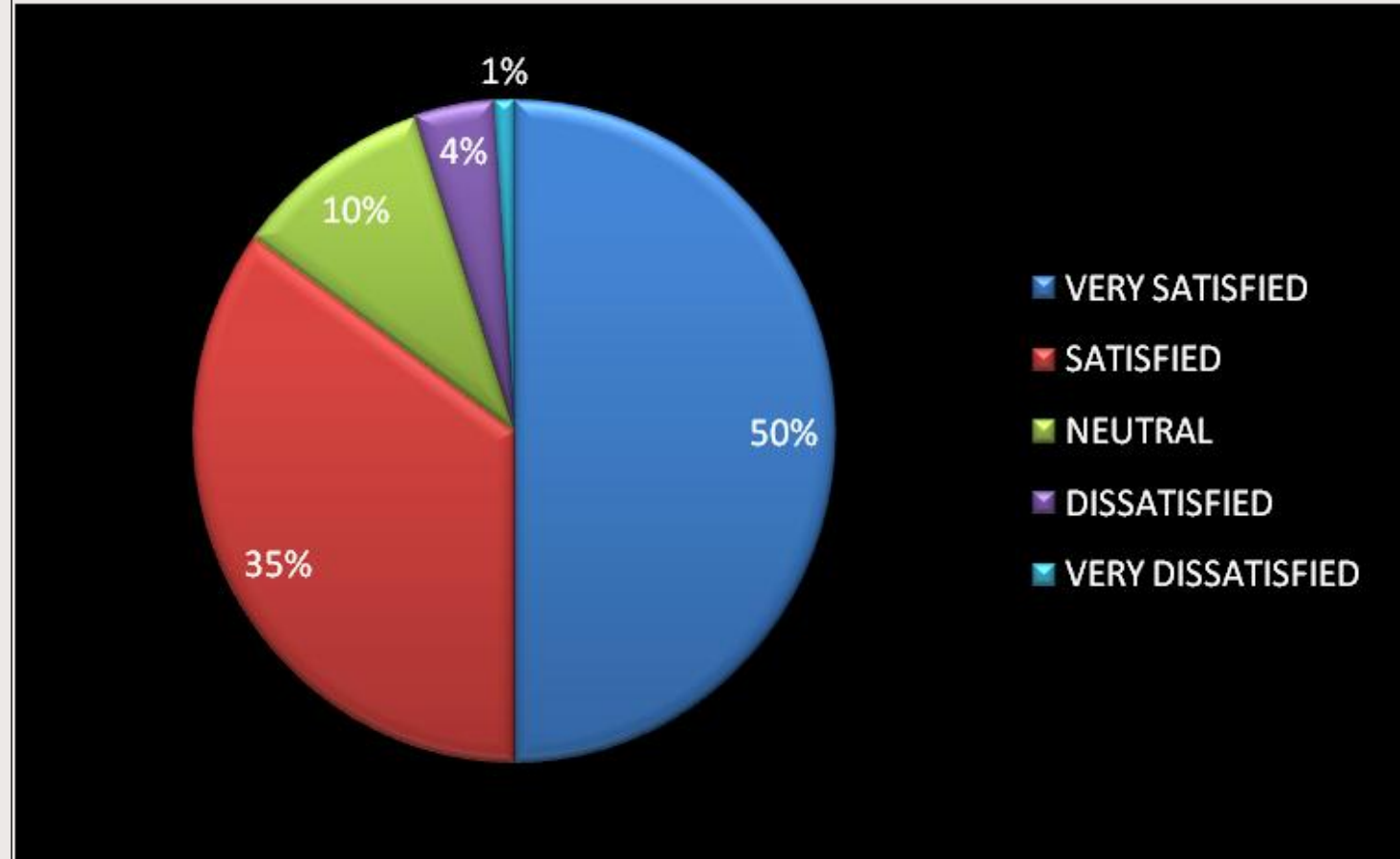
To examine the relationship between healthcare providers' communication and patient satisfaction.

# METHODOLOGY

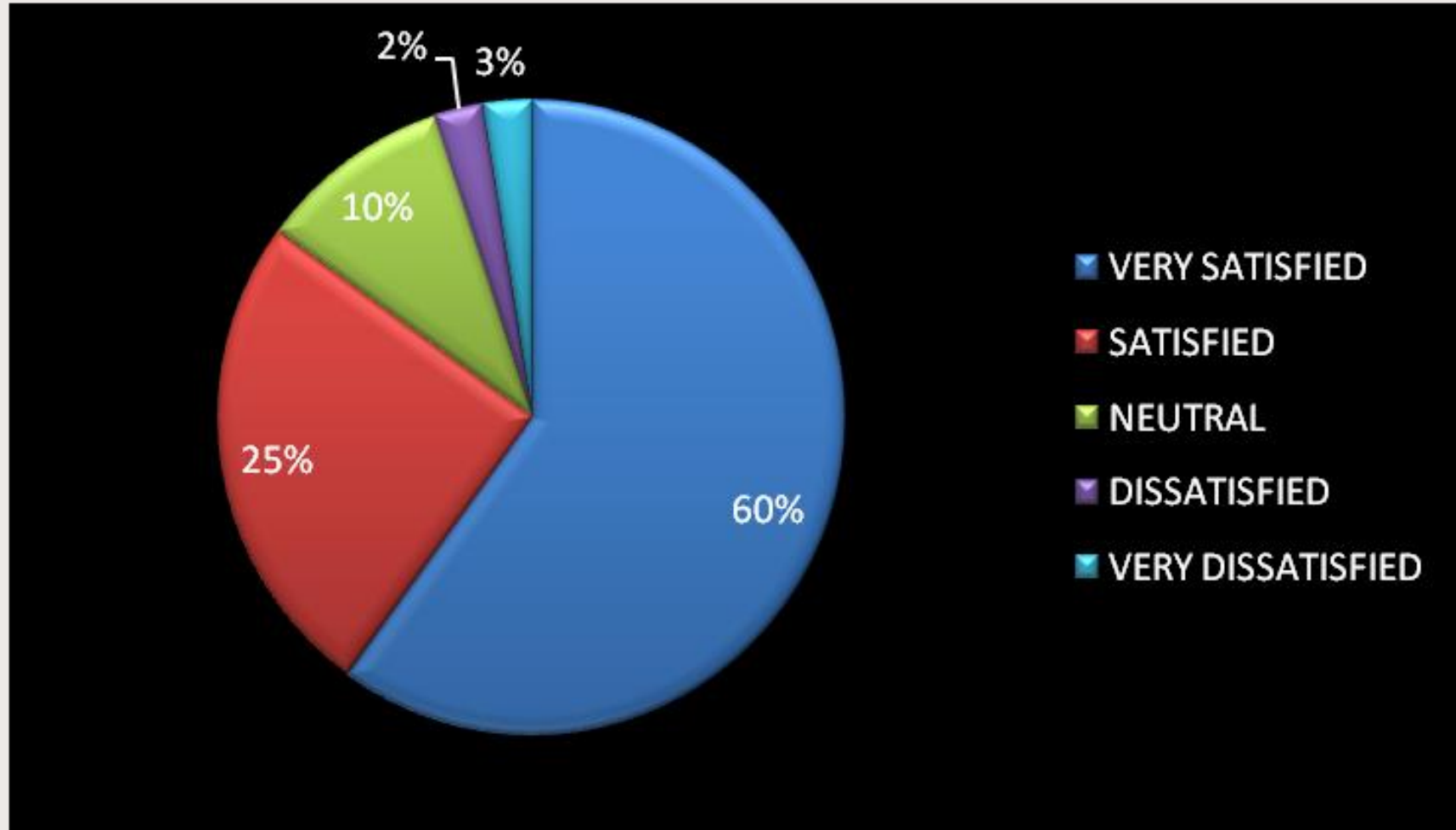
- Research Design- This study is a Cross sectional survey-based descriptive research design.
- Study Setting- Study was conducted in the Vivekanand Hospital – Haldwani
- Sample size- 200 patients
- Sampling Technique-Simple Random Sampling

# RESULTS

1) Satisfaction of respondents with the communication skills of Health care provider.

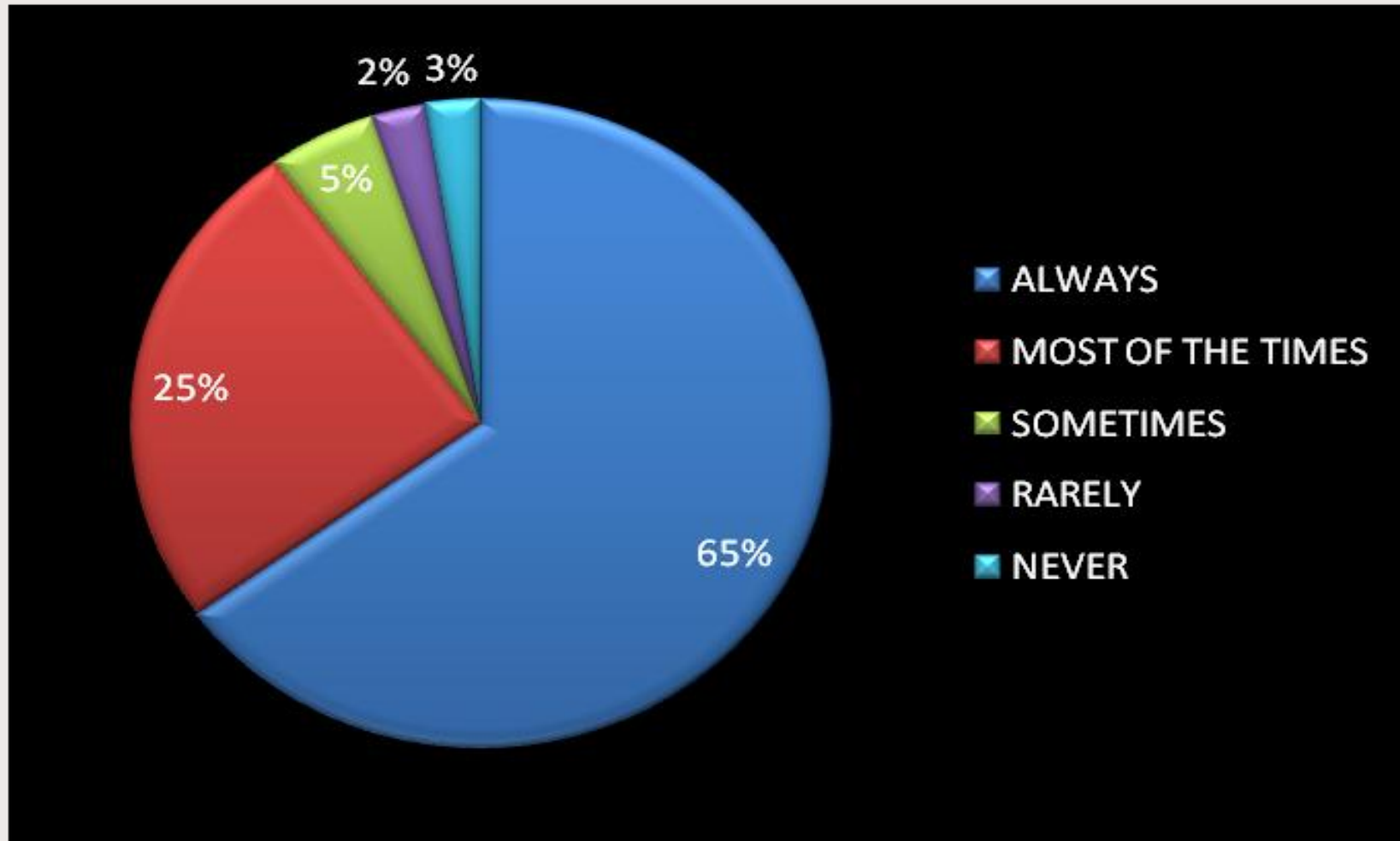


## 2) Satisfaction of respondents for communication and interaction with their Health care provider.

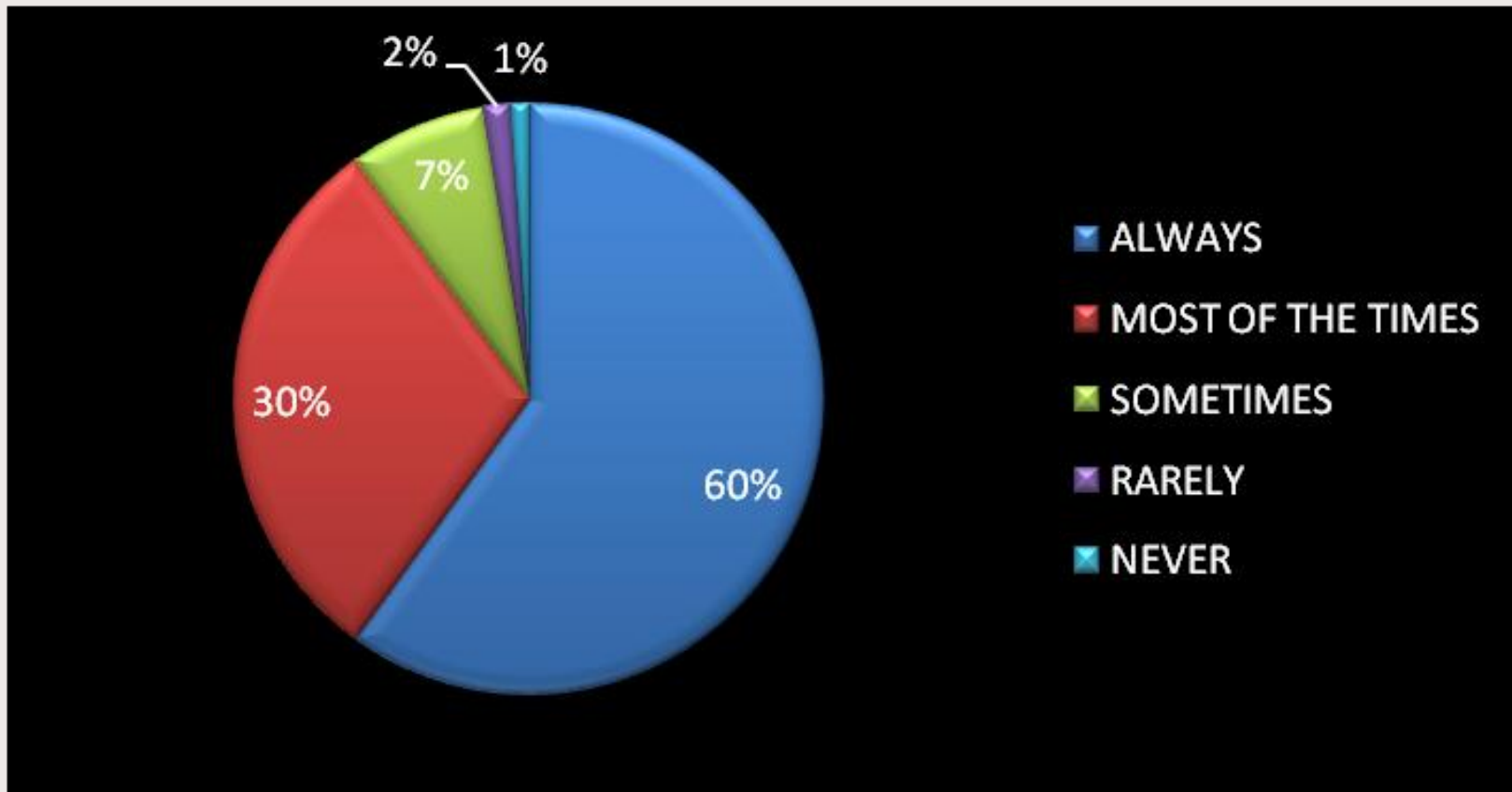




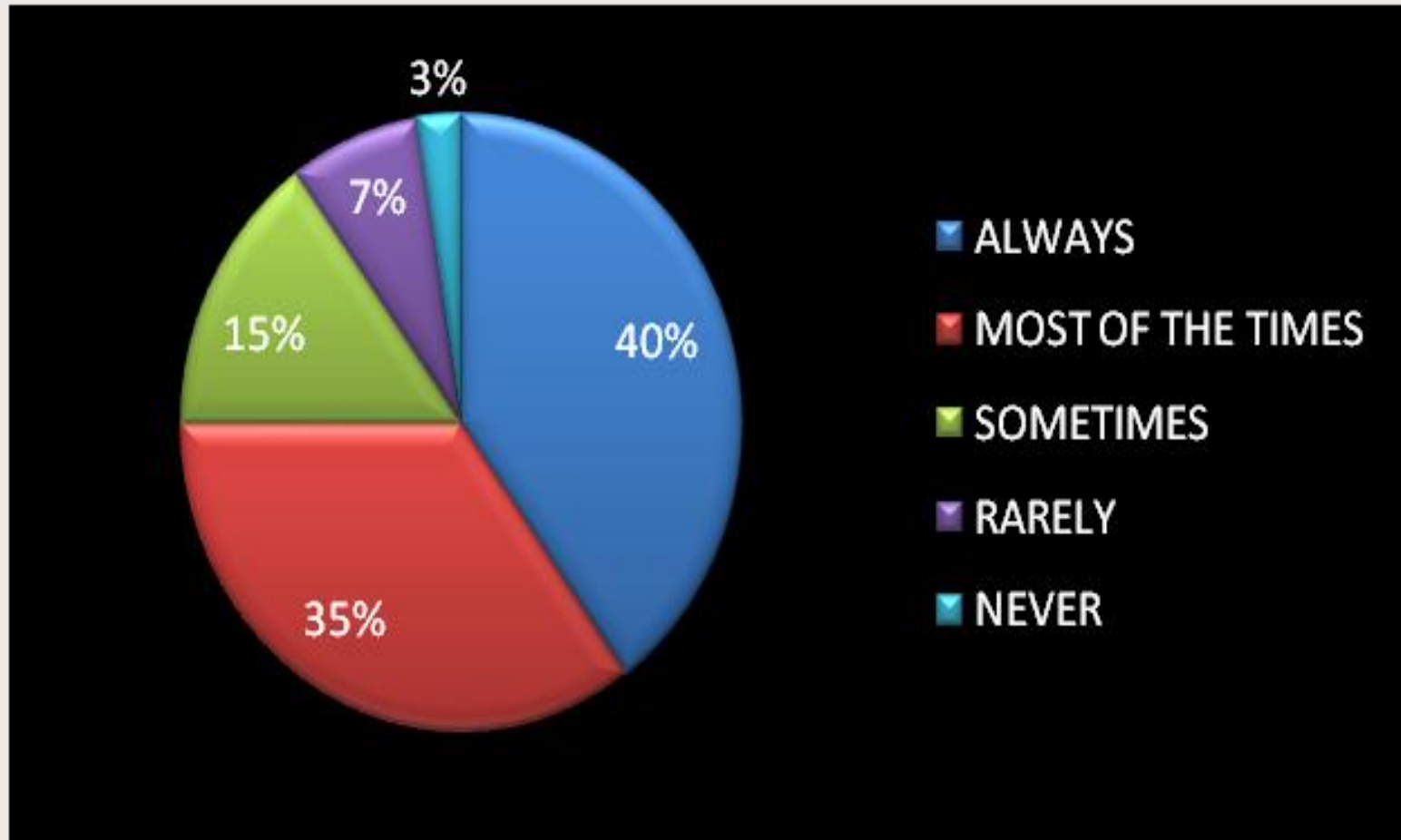
### 3) Healthcare Providers' Listening Skills.



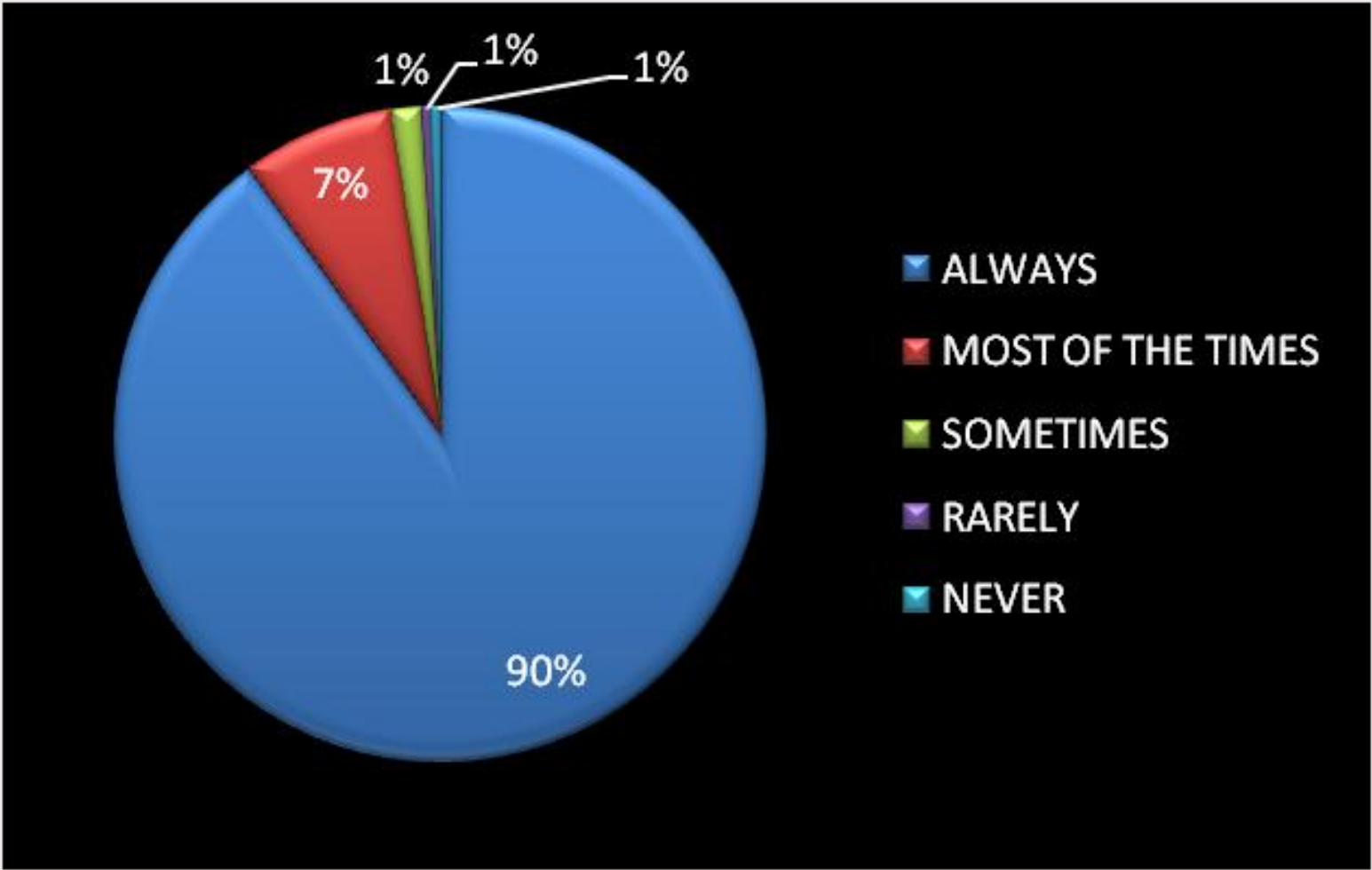
#### 4) Patient Satisfaction with Healthcare Providers' Explanation.



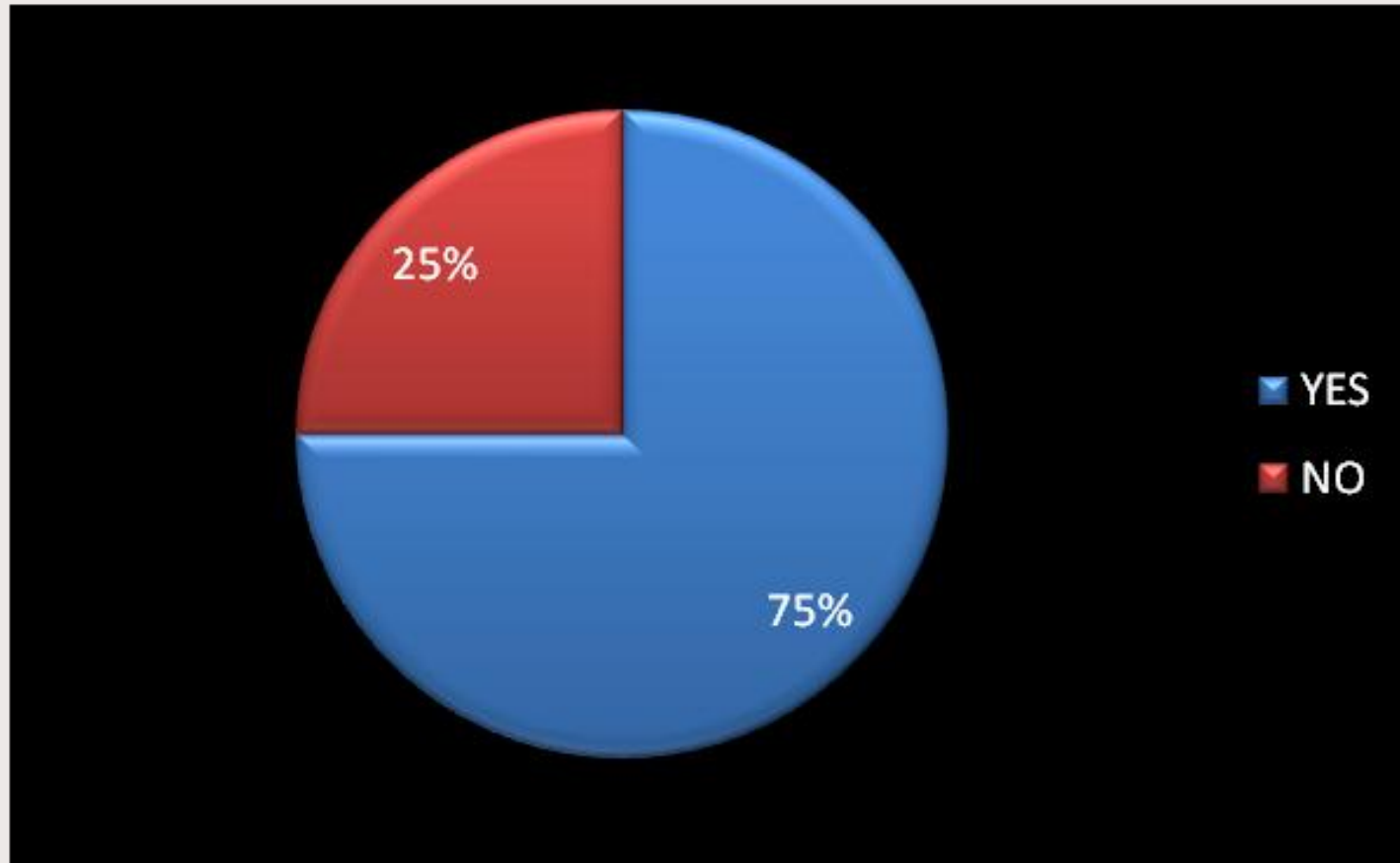
## 5) Patient Involvement in Healthcare Decisions



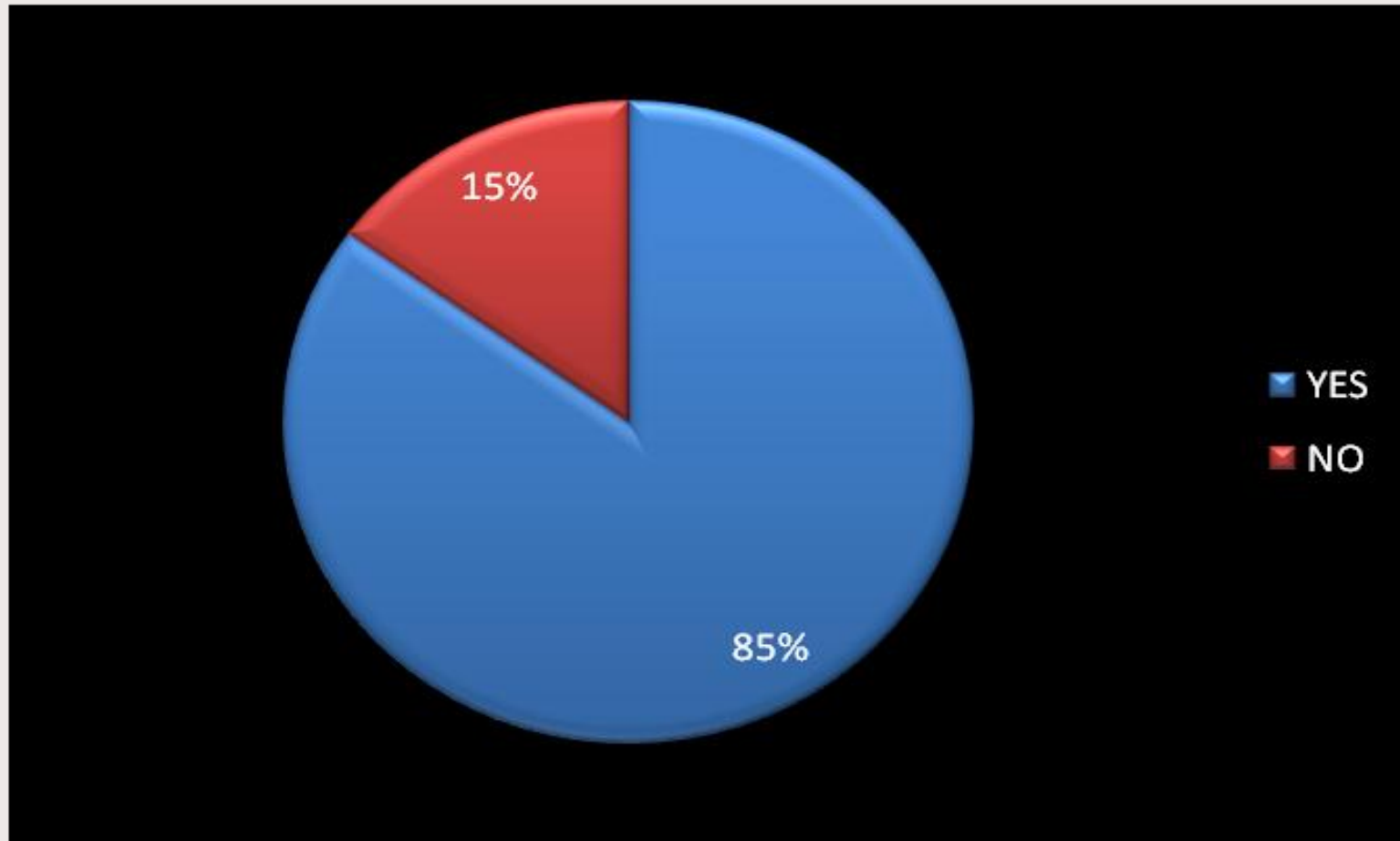
6) Patient Satisfaction with Healthcare Providers' Politeness and Respect.



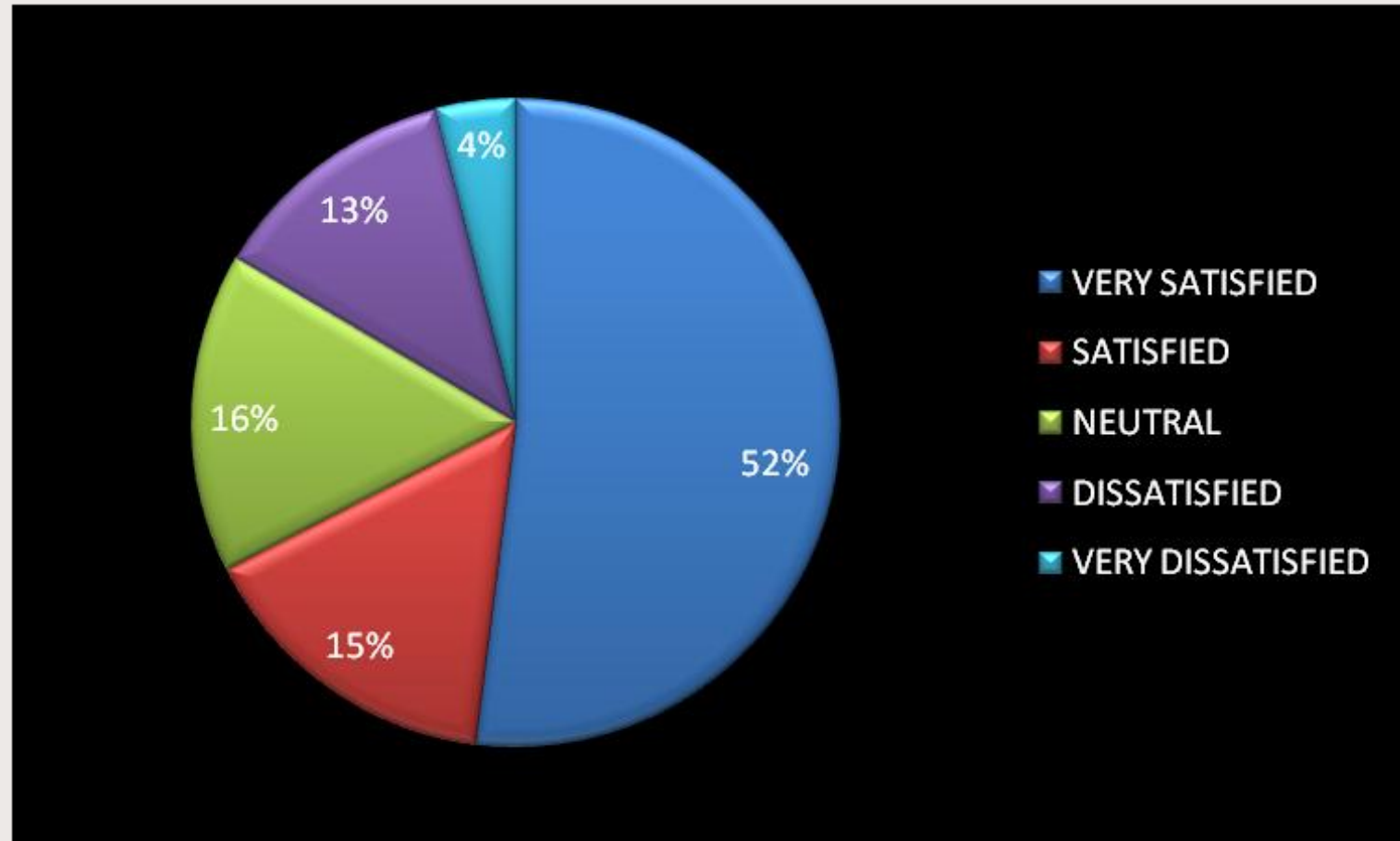
## 7) Patient Engagement: Healthcare Providers' Encouragement to Ask Questions



## 8) Patient Information: Explanation of Risks and Side Effects by Healthcare Providers



## 9) Overall Patient satisfaction



# REGRESSION TABLE

| Model |                                             | Unstandardized Coefficients |            | Standardized Coefficients | t       | Sig. |
|-------|---------------------------------------------|-----------------------------|------------|---------------------------|---------|------|
|       |                                             | B                           | Std. Error | Beta                      |         |      |
| 1     | (Constant)                                  | 1.016                       | .221       |                           | 4.605   | .000 |
|       | Communication Skills                        | .807                        | .068       | .569                      | 11.939  | .000 |
|       | Communication And Interaction               | -.355                       | .123       | -.269                     | -2.885  | .004 |
|       | Listening Skills                            | .538                        | .076       | .387                      | 7.061   | .000 |
|       | Healthcare Providers' Explanation.          | .743                        | .115       | .467                      | 6.464   | .000 |
|       | Patient Involvement in Healthcare Decisions | -.049                       | .054       | -.041                     | -.913   | .362 |
|       | Politeness And Respect                      | -1.036                      | .075       | -.409                     | -13.838 | .000 |
|       | Patient Engagement                          | .530                        | .067       | .199                      | 7.957   | .000 |
|       |                                             | .197                        | .117       | .057                      | 1.673   | .096 |



# DISCUSSION

- This study examined the impact of healthcare communication on patient satisfaction.
- It found that 52% of participants were satisfied with the overall communication they had with their healthcare provider, 90% were treated with politeness and respect, and 50% were satisfied with the communication skills of their healthcare provider.
- 65% of patients showed that they were being listened by their healthcare provider carefully, and involving patients in decision making and explaining possible risks was less statistically significant. More studies should be conducted to determine if these are significant.



## CONCLUSION



Factors such as communication skill, interaction, listening skill, explanations, Politeness, respect, and encouraging questions contribute to effective communication between healthcare providers and patients, but two factors, decision making and explaining risks, did not contribute significantly to patient satisfaction.

# SUGGESTIONS

- Research should be conducted to understand why patients prefer clear explanations and attentive listening over-active participation in decision-making and risk disclosure.
- Contextual elements such as sickness severity, cultural background, or prior experiences with healthcare may affect how important communication is.
- Shared decision-making should be improved to promote patient choice and involvement.
- Risk communication issues should be identified and addressed to meet patient needs.
- Patient understanding, Treatment plans, and Health outcomes should also be considered.