

Introduction

- Patient experience in healthcare is of growing importance and is the heart of a patient-centered care
- Positive patient experience correlates with better health outcomes
- Press Ganey (PG) surveys are a common measure of patient satisfaction often used in physician performance and promotions
- Patients may have unconscious biases when filling out surveys
- Few studies exist on the free-text comments about physicians in Press Ganey Surveys

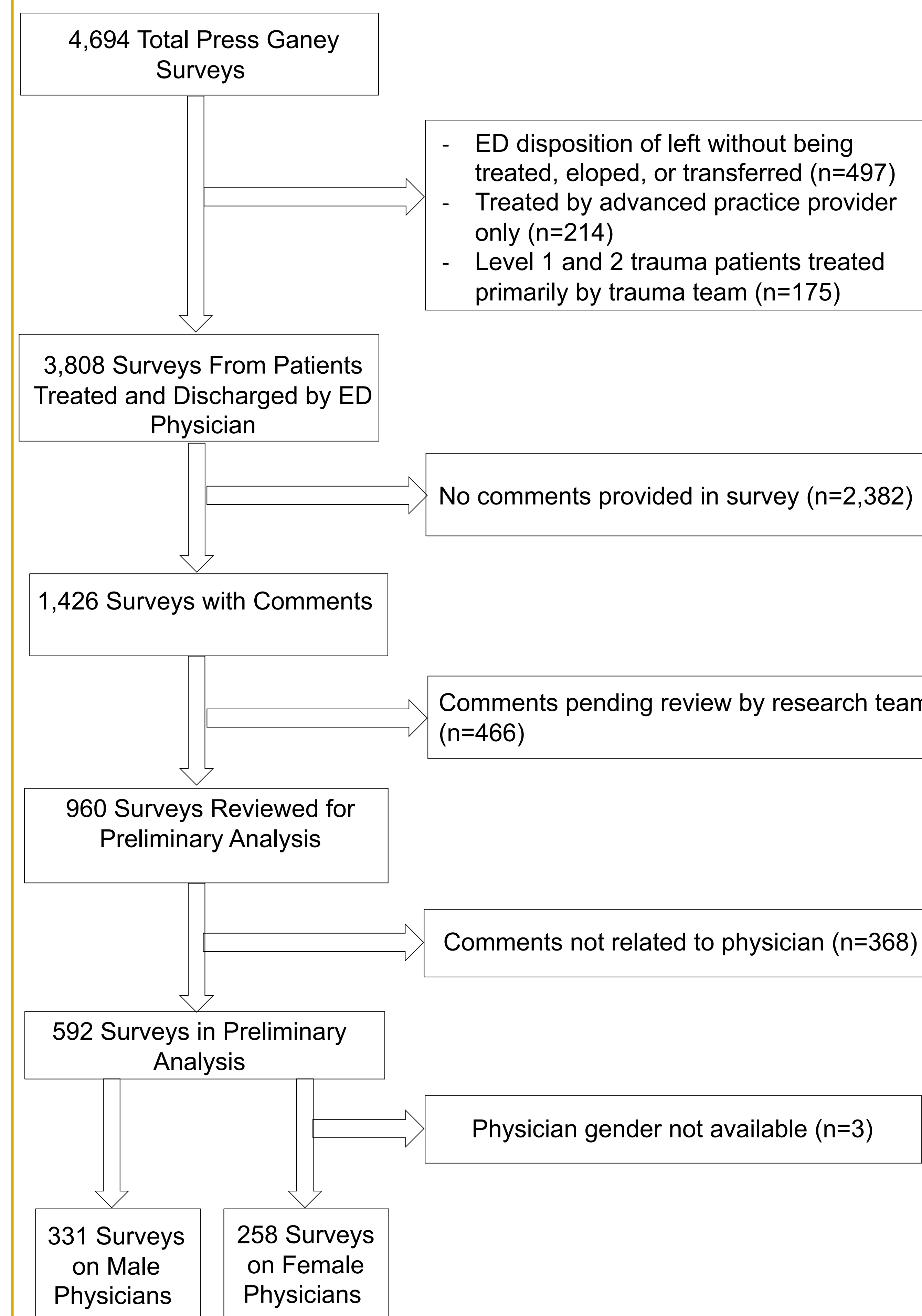
Objective

To determine whether communal and agentic descriptors are applied differently to male vs female Emergency Department physicians in patient satisfaction surveys

Methods

- Retrospective cohort study on all returned Press Ganey (PG) patient satisfaction surveys from patients discharged from the University of California, Davis (UCD) Emergency Department (ED) from 1/1/2017 to 12/31/2019
- Press Ganey surveys were coded for presence or absence of communal and agentic terms by trained reviewers using a coding guide
- Descriptive statistics and tests of proportions were performed Excel and Stata, respectively

Results

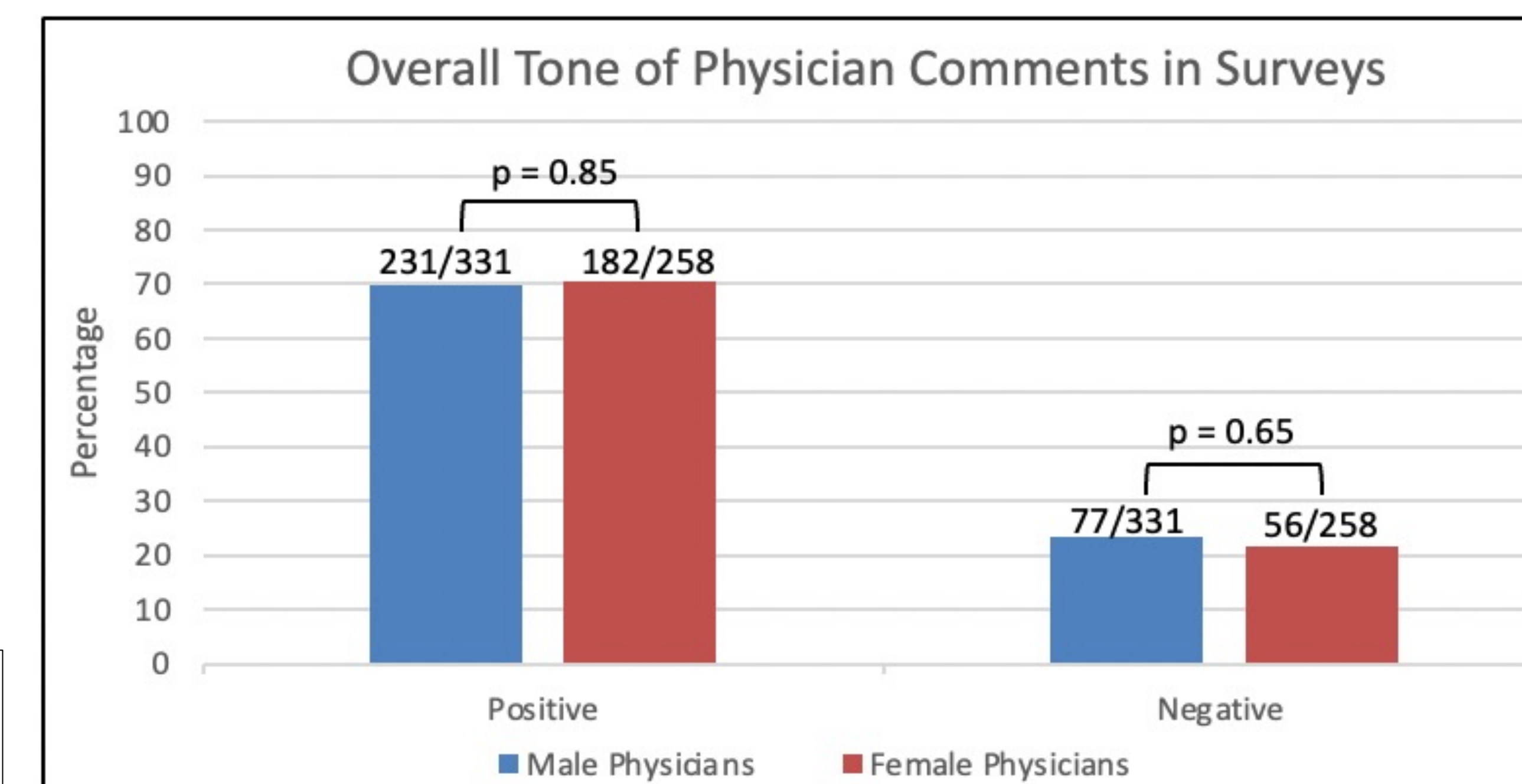


Communal Positive: good bedside manner, calming, caring, comforting, compassionate, empathetic, friendly, gentle, helpful, patient, reassuring, thoughtful, sweet

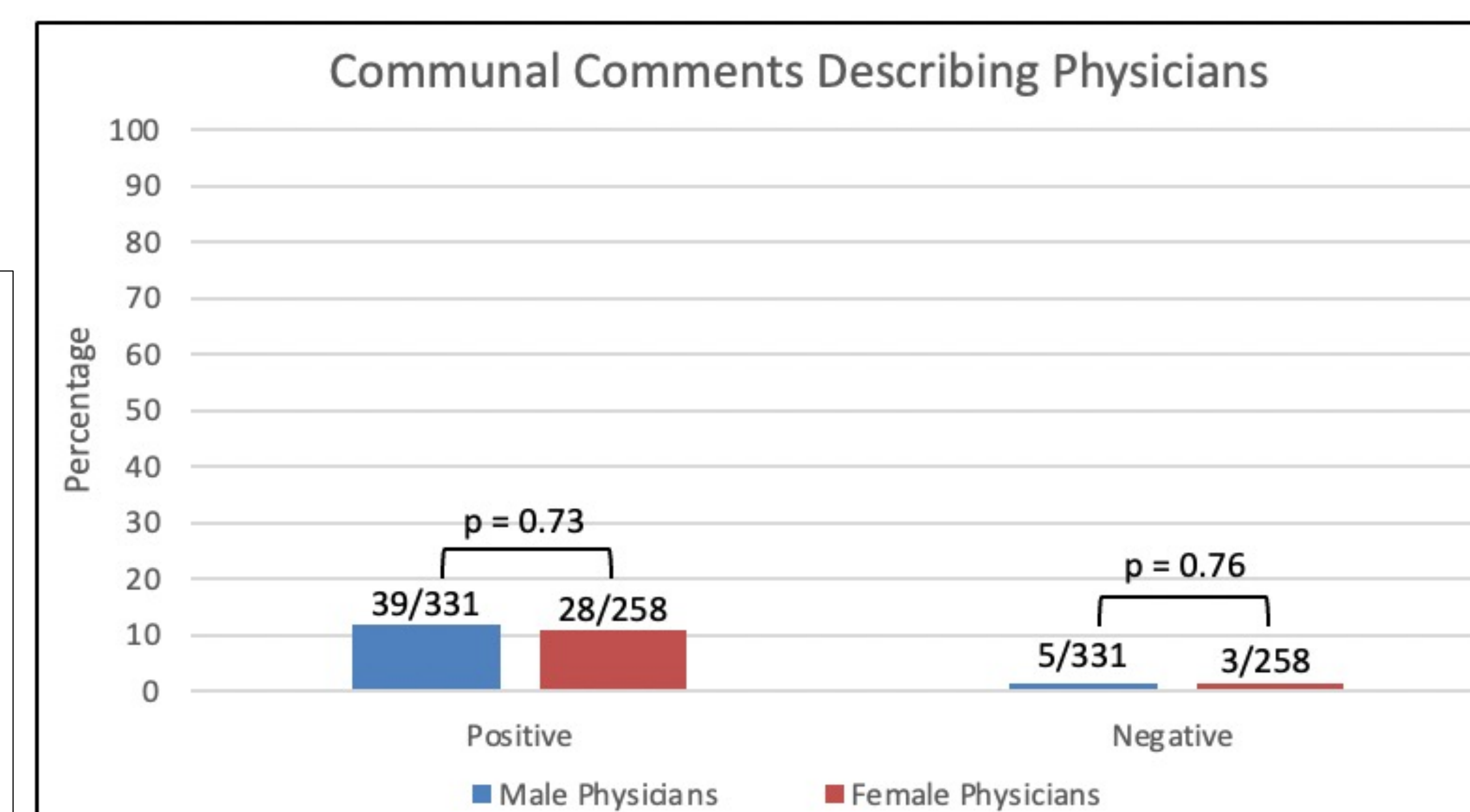
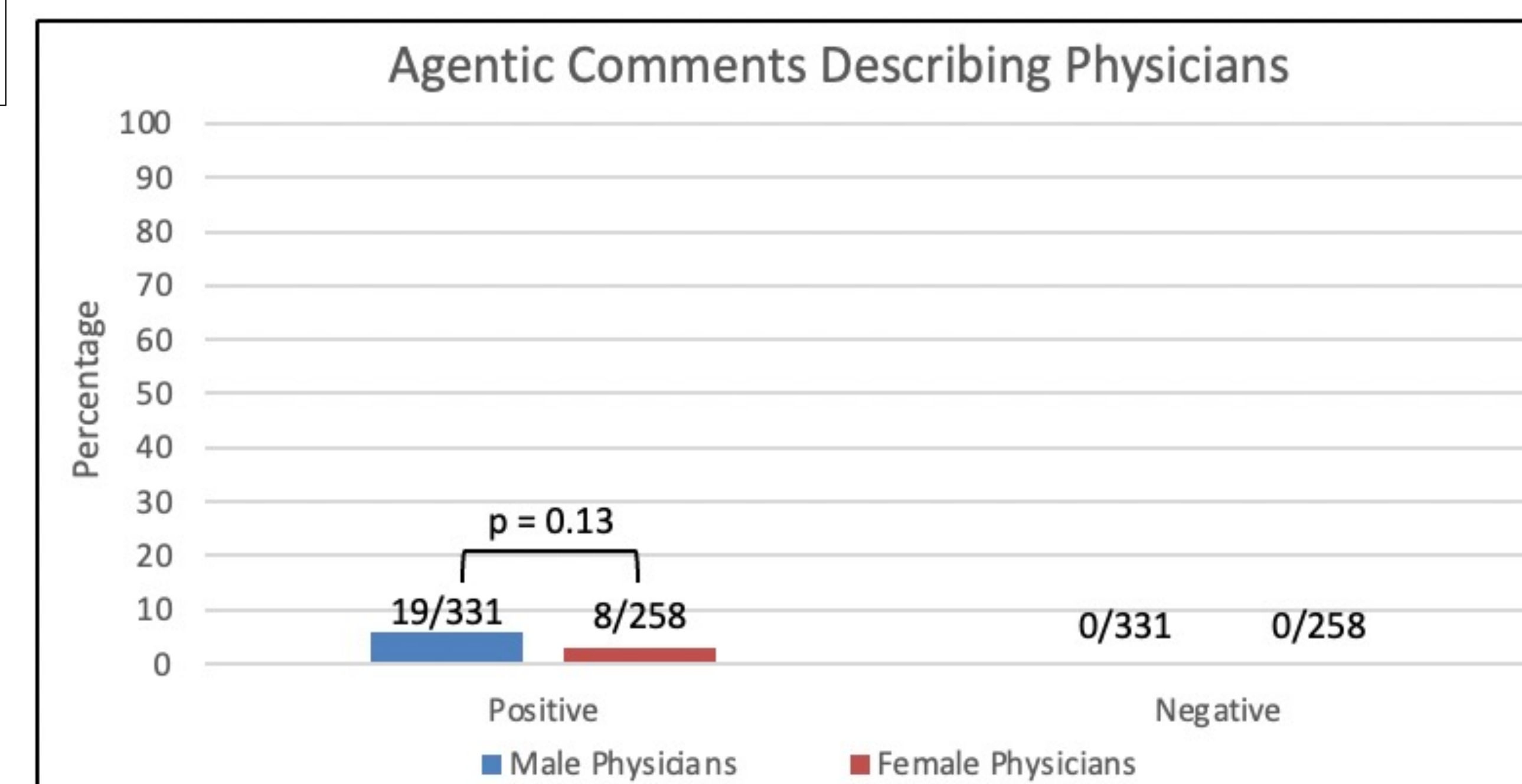
Communal Negative: annoyed, condescending, disrespectful, distracted, insensitive, judgmental, rude

Agentic Positive: competent, efficient, experienced, informative, intelligent, knowledgeable, professional

Agentic Negative: inexperienced, not knowledgeable



80/592 (13.5%) surveys included either agentic or communal descriptors



Conclusions

- There was no statistically significant difference in communal or agentic descriptors used for male physicians compared to female physicians
- There were no negative agentic descriptors identified for male or female physicians

Limitations

- Difference in survey numbers between male vs female physicians
- Despite a large number of PG surveys (n=960), only 10% of responses used terms that could be categorized as communal or agentic and resulted in a small sample size
- Study should be repeated using a larger sample size of surveys with agentic or communal terms present

Future Directions

- Future studies should compare communal and agentic descriptions while also investigating the effects of physician-patient gender concordance and discordance

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