

## **Abstract:**

### **The Relationship Between Doctor-Patient Compatibility and Patient Satisfaction**

Erica Yeo, DO

PGY 3 Resident, Northwestern McGaw Family Medicine at Delnor Hospital

#### **Background:**

Patients who consistently see their physicians tend to have better management of their health. In one study, it was demonstrated that high degree of compatibility in interpersonal needs resulted in a more effective doctor-patient relationship in hospitalized psychiatric patients. Another study found that perceived physician empathy influenced newly-infected HIV patients' satisfaction with their primary care provider. This study aims to examine the relationship between the interpersonal compatibility of resident physicians and their patients, and patient satisfaction.

#### **Methods:**

This was a retrospective study using self-administered online questionnaires from a convenience sample of residents and family medicine residency clinic patients. Questionnaires were distributed by email to resident physicians at two Northwestern McGaw family medicine residency locations, Delnor and Lake Forest, and to residency clinic patients over a 3-month period.

#### **Conclusions:**

Overall, results from this study were consistent with prior studies reporting factors influencing patient selection of their physician. Empathy and honest communication received the highest rankings. The factor that had the most correlation between resident physician and patient was decision making preferences while the least correlating was time. Majority of resident physicians noted running behind in clinic was bothersome while one resident was not bothered with running behind in clinic.

A major limitation to this study is the small sample size, making conclusions tentative. Future work can involve more residency clinic sites which are geographically diverse, different methods to increase participants in the recruitment process.