



Patient Values and Expectations in Primary Care Delivery

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Conflicts of Interest: None



VCU Family Medicine and
Population Health

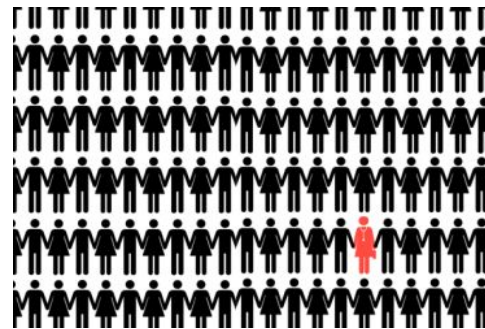
Learning Objectives

- Understand where patients go first for concerns related to their health
- Analyze the factors that determine where patients seek care
- Understand the expectations patients have surrounding their healthcare

Background



In the United States, there is a shortage of primary care physicians and an increasing number of adults who report they do not have a usual source of care.



Jabbarpour Y, Petterson S, Jetty A, and Byun H. *The Health of US Primary Care: A Baseline Scorecard Tracking Support for High Quality Primary Care*. New York, NY: Milbank Memorial Fund; 2023. Report I.

Methods

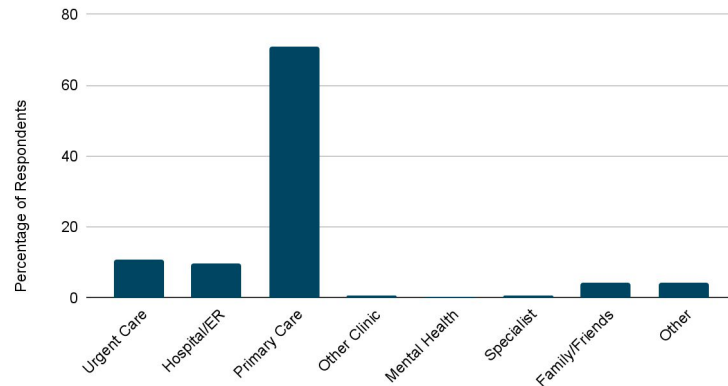


- Research Question:
 - What do patients value and expect from their care?
- Secondary analysis of an existing dataset
 - Free responses collected as part of a national survey during the COVID-19 pandemic
 - Recruitment through SurveyMonkey Audience
 - 1440 respondents
 - Purposeful variation in sample demographics matching US census data regarding spread of gender, age, income, and rurality
 - Emergent coding process

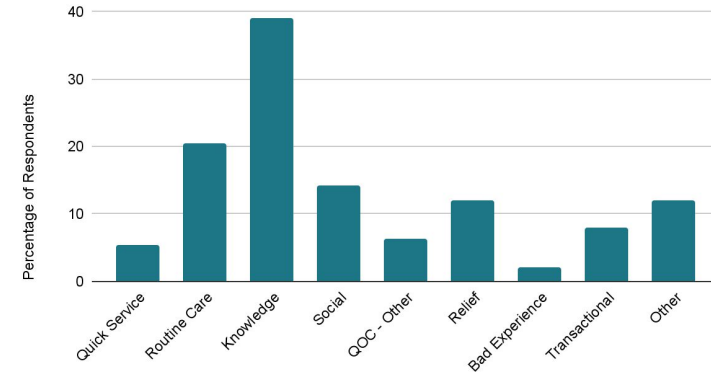
Results



Where do you go first?



What do you expect when you get there?



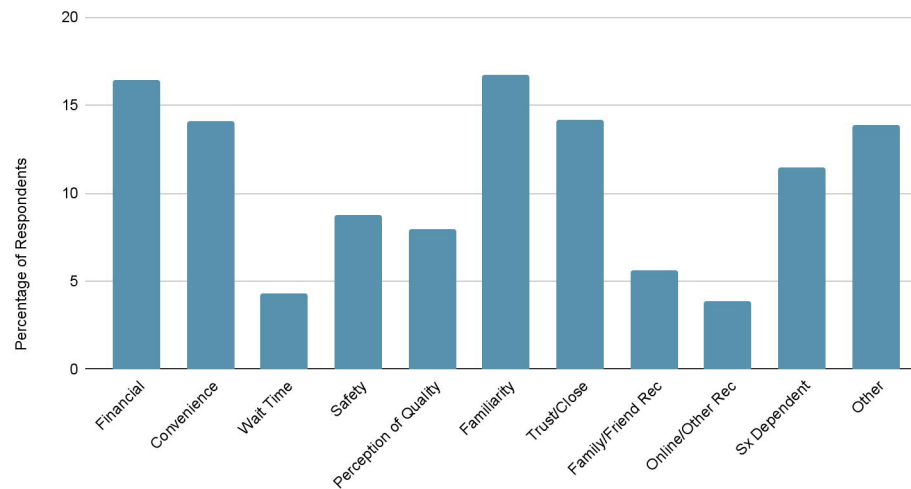
- 71% of respondents said they go to **primary care** first

- 14.2% noted they expect some degree of **emotional/social support** from clinicians

Results



What types of things influence where you decide to go?



- **Almost double** the amount of participants listed **relational elements** (30.9%) as a determinant compared to finance (16.7%)

- 16.7% noted **familiarity** and 14.2% noted **trust** as the primary determinants of where they seek care
- 16.7% noted **financial considerations**

Conclusions



- Patients value primary care
- Patients value the relational elements of primary care
- There is a need for practices and policies that support the primary care workforce



Limitations



- Convenience sample taken from individuals who responded “yes” to the question, “Have you been to primary care in the last 12 months?”
- Self-reporting bias
- Recall bias

Questions?



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For any further questions, please do not hesitate to contact Lauren Blanchetti at blanchettl@vcu.edu or Junpei Tarashi at tarashij@vcu.edu