

## 2018 Innovation & Research Forum – Projects

### **Listening Matters!: The Effect of Patient's Perceptions of their PCP's Listening Frequency on the Likelihood of ED Visits**

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#### **Poster**

**What did you do and why was it important?** We looked at data from the 2015 California Health Interview Survey (CHIS) to determine whether a patient's perception of how often their primary care provider (PCP) listened to them affected the likelihood of an emergency department (ED) visit in the past year. This is important because we were unable to find any prior research considering whether a provider's listening frequency could influence ED utilization. Additionally, it could provide insight into a way that family medicine providers could establish relationships with their patients while also helping to cut down on ED visits.

#### **How did you do it?**

The patient's perception of their PCP's listening frequency was determined by the following question from CHIS 2015: "How often does your doctor or medical provider listen carefully to you?" . Groups were divided into patients without a PCP, patients with a PCP that never or sometimes listened, and patients with a PCP who usually or always listened. A multivariate logistic regression was performed to determine if a PCP's listening frequency was associated with the likelihood of having at least one ED visit within the last year. The analysis also included various demographic, socioeconomic, and other health factors included in the survey.

#### **What did you learn?**

A patient who had a PCP that usually or always listened to them was less likely to visit the ED in the last year than a patient who had a PCP that never or sometimes listened. Additionally, patients without PCPs were also less likely to visit the ED in the last year than patients with PCPs who never/sometimes listened, leading us to conclude that having a PCP that never or only sometimes listens may lead to more ED utilization. Additional factors significantly associated with ED use were younger age, African American race, non-Asian race, public insurance, asthma, congestive heart failure, fair to poor general health, and English proficiency.

#### **What is next?**

Our study provides insight into factors that lead to increased ED utilization from a large diverse sample, and shows that having a PCP that never or only sometimes listens is associated with increased frequency of ED use. We hope that our study inspires PCPs to contemplate the broader effects of listening to their patients, and future research directions could include the development of interventions to address listening frequency among PCPs.

**IRB Approval** NA    **HIPAA Compliance** NA

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