

ABSTRACT

Doctor-Patient Interaction and Patient Satisfaction: A study of Medical Professional-Patient Relationship on a Public General Hospital in Trinidad

Mary Nwawuoghor Isitor

This thesis evaluates the presence of "Medical Professional Dominance" displayed by the physicians and its effect on patient satisfaction level. The data for this study were provided by simple random sample of 133 male and female patients of the medical wards of Port of Spain General Hospital in Trinidad.

Professional Dominance was defined in relation to the quality of doctor-patient interaction, while patient satisfaction and trust levels were reported measures. Two methods of data collection were used: Participant Observation techniques were employed to extract data on doctor-patient interaction and the survey-interview method was used to assess the quality of interaction, patients levels of satisfaction with care received and trust. The statistical analyses employed were cross tabulation and percentages, Pearson's product moment correlation coefficient, and multiple regression.

The results show high levels of Medical Professional Dominance and Patient's Dissatisfaction. The variable Medical Professional Dominance

accounted for about 12% of the variance of Patient's Satisfaction Levels. While the variable Patient's Trust Level accounted for about 45% of the variance on Patient's Satisfaction Level.

It was observed that patients in the medical wards of Port of Spain General Hospital did not perceive themselves as having been given enough social support. In short, patients in general, most often did not have any input in the decisions made concerning their care. It could be accurately argued that these patients were not afforded enough opportunity to enable them to have any input in the decisions made about their medical problems and care. The results of similar studies carried out in Trinidad and Tobago, the United States of America and Britain were used to establishing a causal/comparative relationship between Medical Professional Dominance, Patient's Trust Levels and Patient's Satisfaction Levels.

It is believed that early intervention by government could reduce medical professional dominance and improve patients' trust and satisfaction Levels.

Key Works:- Doctor/patient relationship or interaction, Medical professional dominance, Patients' satisfaction, Patients' trust of physician,