

# EAPH conference - Oslo, 20th and 21st May 2019

YAMS 2 : A tale of doctor's empathy and waiting rooms  
Dr Patricia Pâme

# A research program

*How self representation and self feeling denial affect the practitioner's well being*

By Patricia Pâme

- 30 years of General Practice and community medicine
- Master thesis on self-empathy « *taking care of caregivers* »

and Jean-Marc Josset - Socio-Economist, Paris-Sud University

Relevant studies :

- « *Is there a doctor around ?* » (YAMS 1)  
Qualitative Study about the GP's heroic image – Presented at EAPH 2017 and published in the journal “Médecine” - Jan. 2018
- « *Humanize care practices with self observation* » – Published in the journal “Recherche en Soins Infirmiers” - Dec. 2018
- « *A tale of doctors 'empathy and waiting rooms* » : - Presented EAPH 2019 today

## Research question(s) / main goal of study

- Confrontation of viewpoints between doctor's and patient's representations of :
  - ✓ Doctor's work
  - ✓ What skills and attitude are important for each of them
  - ✓ Patient's expectations and needs
- Uniformity or diversity of behaviors and expectations
- In relation with well-being and burnout risk factors

# Methodology and the field : 12th arrondissement of Paris - France

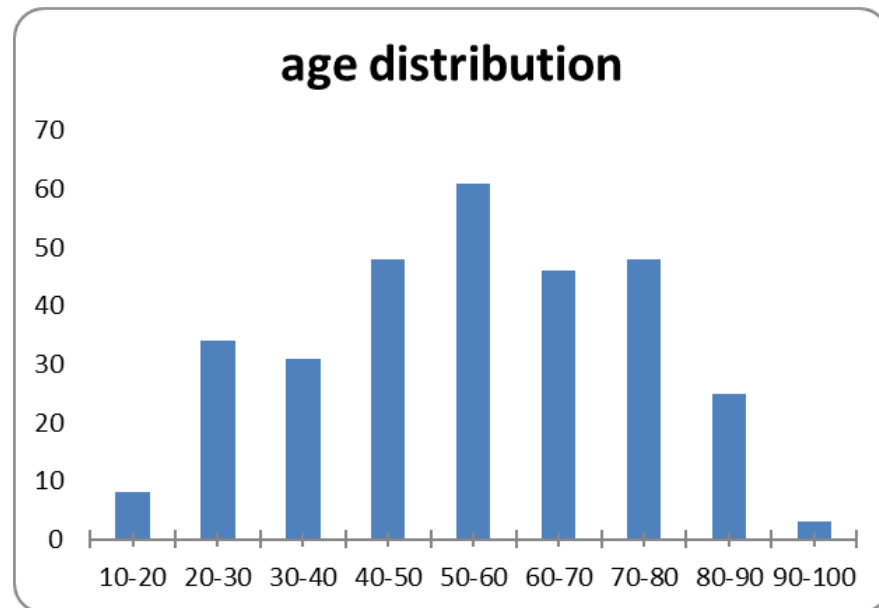


- 140.000 pop. , 80 GP
- 16 km<sup>2</sup>
- Avg revenue : 40 k€/year (France : 26 k€/year)
- 50% single, 35% married
- Avg age : 42

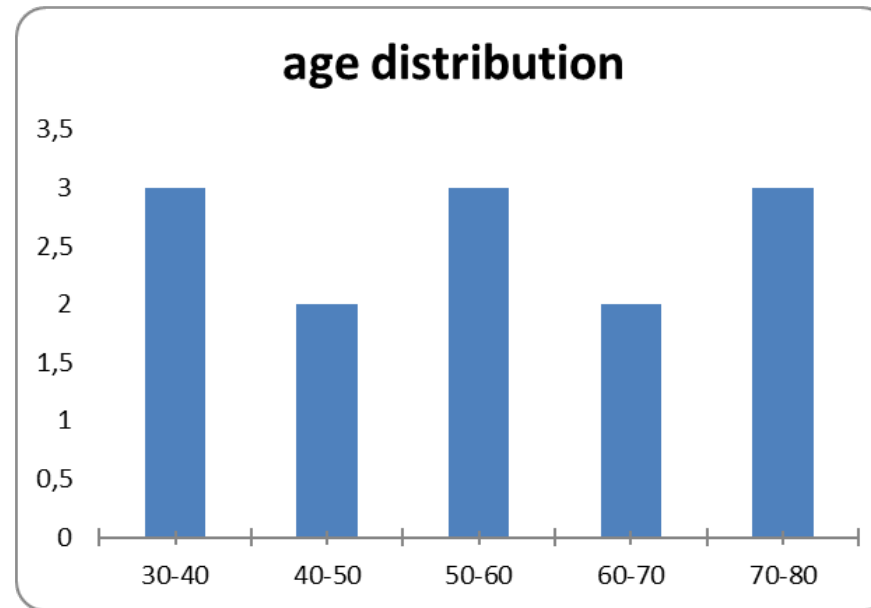
- Quantitative study by survey
- 324 patients and 15 doctors all located in the same area
- Diversity of recruitment : doctor's waiting rooms, local drugstore, other healthcare professionals...

# Sample description

Patients	
Full sample	324
Male / Female	41% / 59%



Doctors	
Full sample	15
Male / Female	60% / 40%



# The surveys

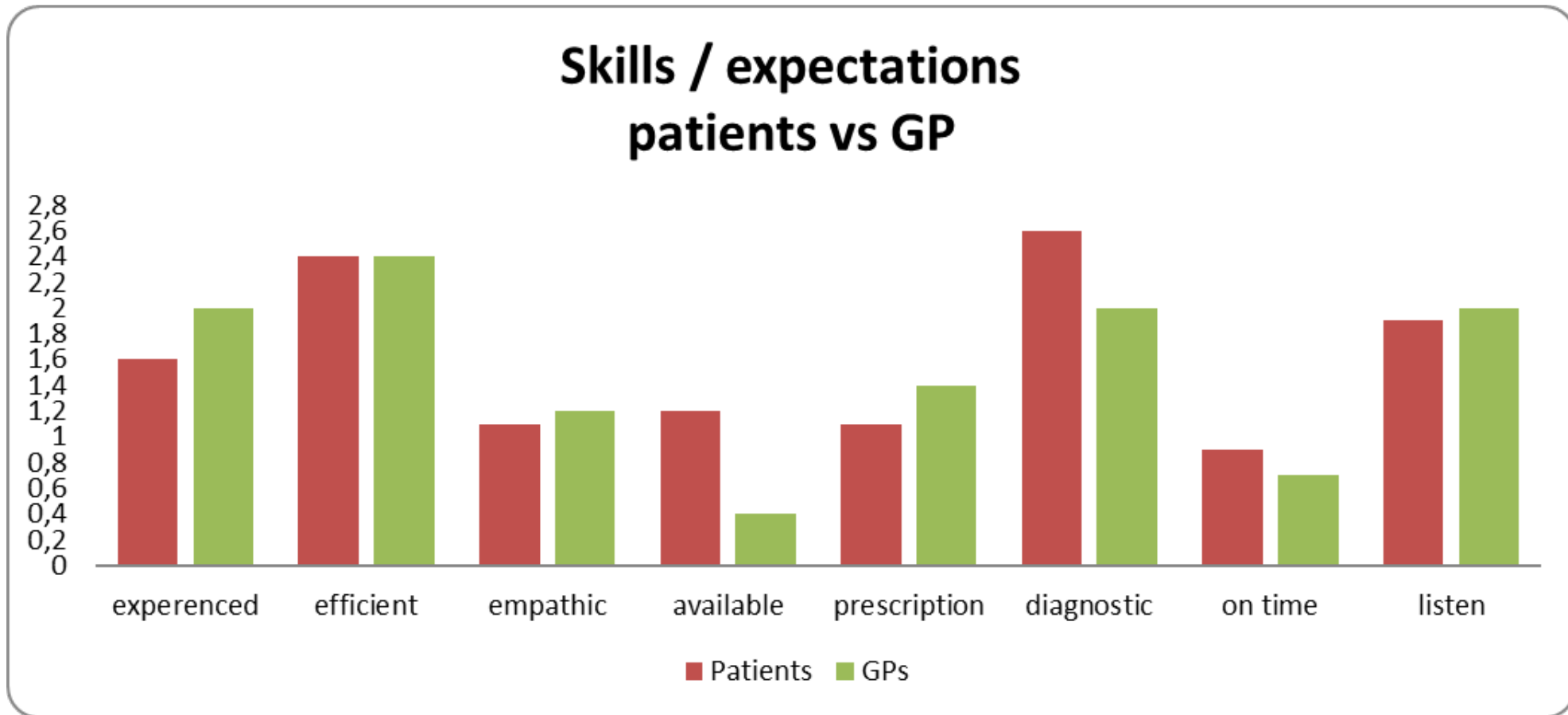
Doctors	
Age, gender, installation year	3 questions
Ranking of a doctors' skills	4 questions
Attribute of a good consultation	4 questions
Do your patients know you ?	4 questions
Can your patients contact you easily	1 question
Do your patients ask for advice outside your office	1 question

# The surveys

Patients	
Self description : Gender, age, health condition...	4 questions
Ranking of a doctors' skills	4 questions
Attributes of a good consultation	4 questions
Do you know your doctor	4 questions
Can you contact your doctor easily	1 question
Do you ask for advice outside the doctor's office	1 question

# Results (1)

comparing patients / GPs important skills and attributes of a good consultation 1/2





# Results (1)

## comparing patients / GPs important skills and attributes of a good consultation 2/2

### Explicative and significative (p-values) variables for choice of skills and expectations

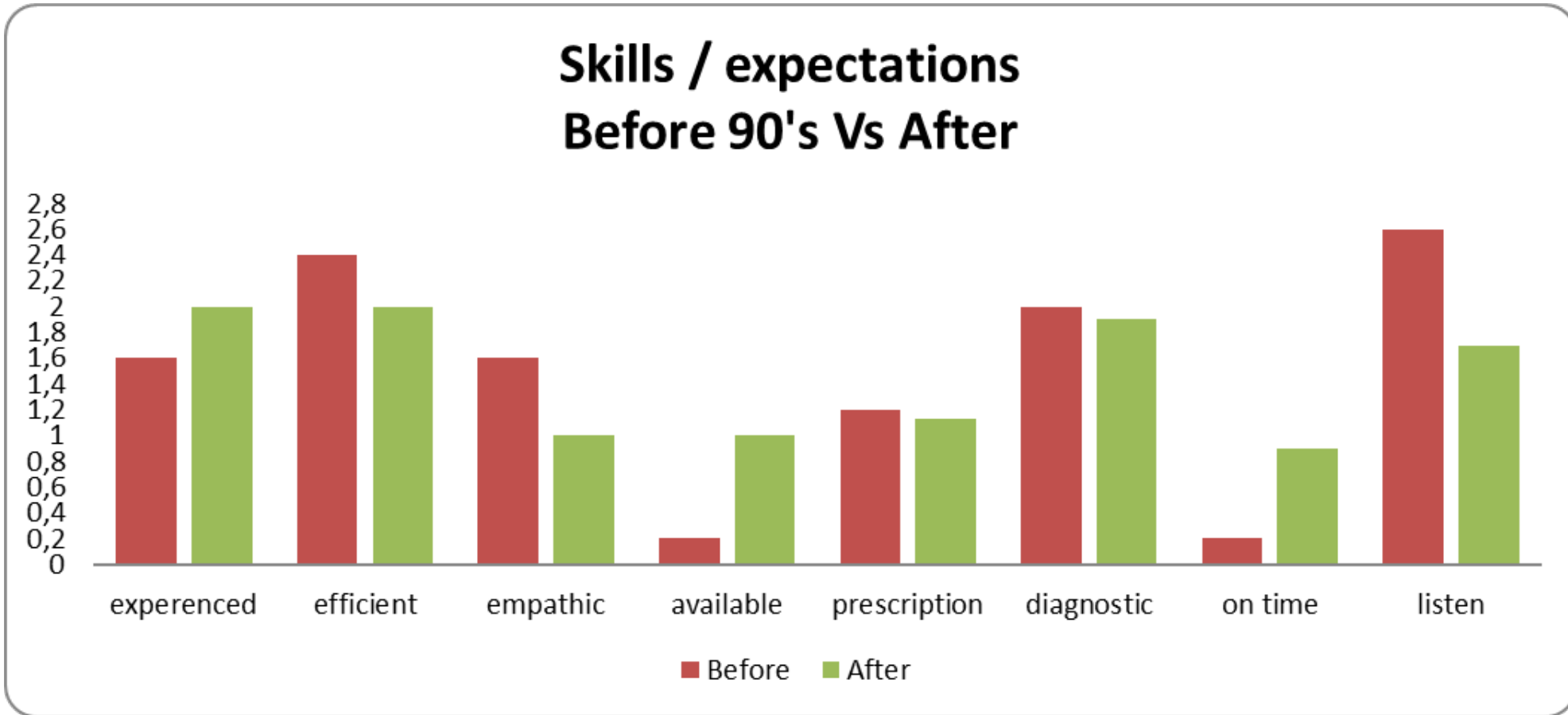
For Patients	effect
Longstanding knowledge of GP	***
Gender	**
Health condition	*

For doctors	
Graduation date	before 1990 after 1990

- Experience, prescription and empathy more important for GPs
- Availability, diagnosis and being on time more important for patients

## Results (2)

### Explanatory factors for doctors 1/2



## Results (2)

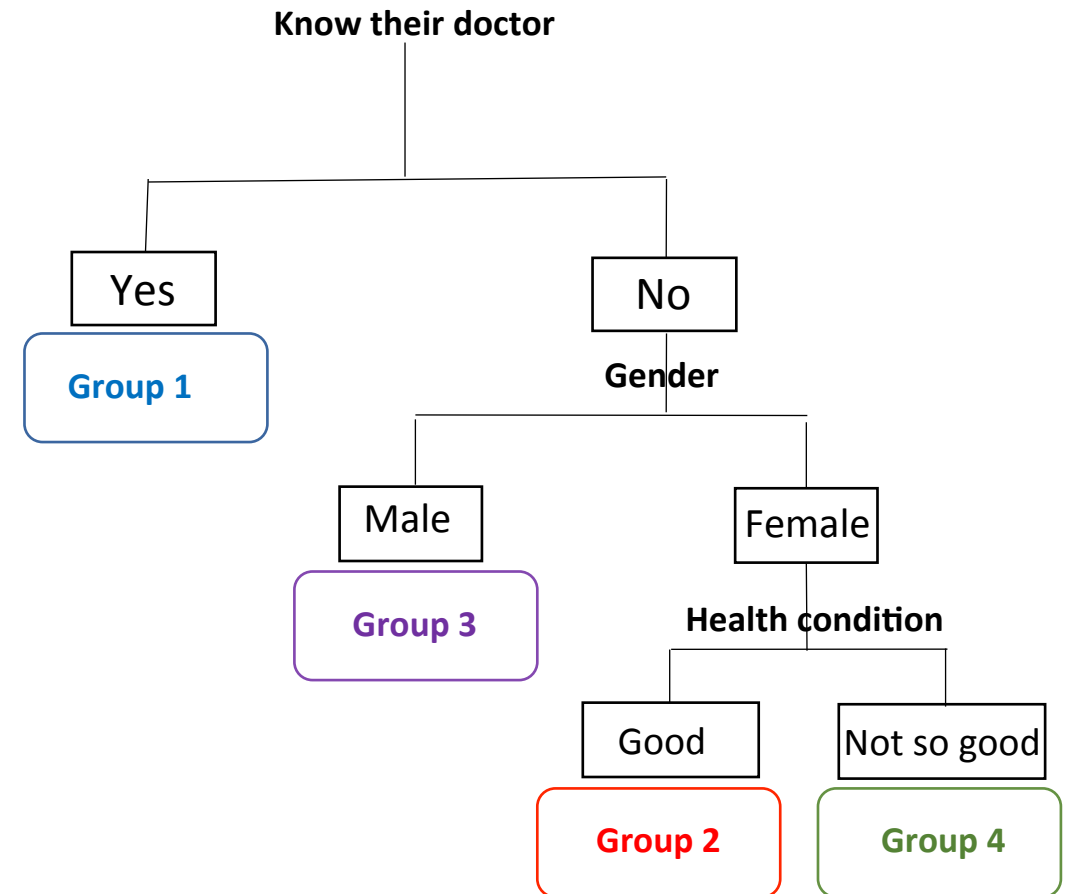
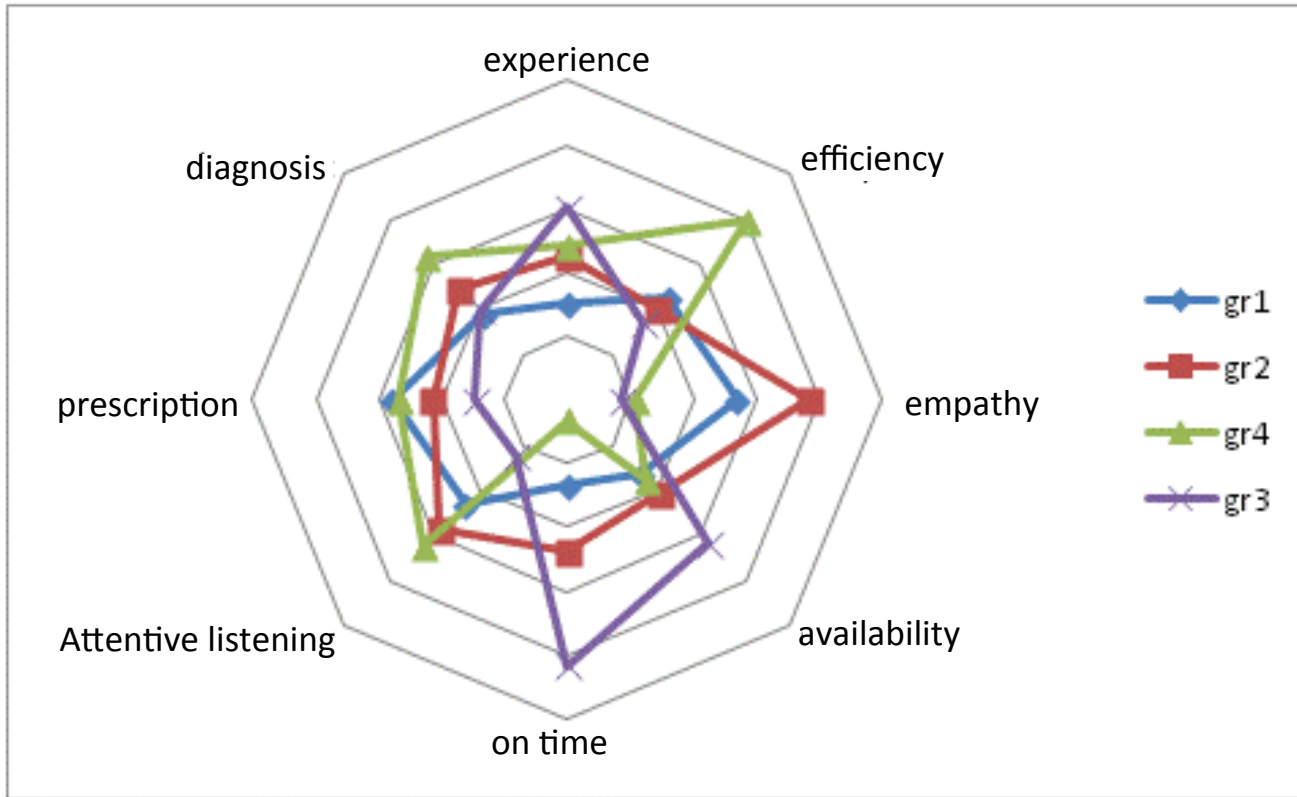
### Explanatory factors for doctors 2/2

Graduation date / Characteristics	Before 1990 (8)	After 1990 (7)
On their own vs jointly	80%	0%
Live near medical office	60%	14%
Give mobile phone number to patients	60%	10%
Regularly give advices outside med. office	50%	0%

- **Empathy, listening more important for ‘older’ GP’s**
- **Experience more important for younger**
- **Availability, being on-time more important for younger GPs**

# Results (3)

## Patients clustering analysis 1/2



# Results (3)

## Patients clustering analysis 2/2

- **Group 1 faithfuls** : know well their doctor :
  - 91 people, middle aged, know their doctor for more than 5 years, average 3 consult per year...  
➡ **equilibrium between skills and expectations**
- **Group 2 women customers** : women in good health who doesn't know well their doctor
  - 78 people, younger aged, less than 3 consult per year  
➡ **Wants empathy and listening but also care for on-time and availability**
- **Group 3 men customers** : men who don't know well their doctor
  - 84 people, middle aged, less than 3 consult per year  
➡ **Very sensitive to on-time consultation and availability, not very interest by empathy and listening**
- **Group 4 reserved women** : not very good health, don't know well their doctor
  - 40 people, older than average.  
➡ **Want efficiency, experience and attentive listening.**

# Summary / Next steps

**We can't generalize the results based on this sole and limited survey but, there is some consistency with our previous works (YAMS project) and other studies.**

1. Experience and empathy seems more important for doctors than for their patients while availability and being on-time is more important for the patients than the doctors feels.
2. There seems to be a generational gap between older and younger doctors
3. There is different patients type and the good knowledge of the doctor is the main distribution variable.
4. The more patients know their doctors, the less demanding and more understanding toward their skills and availability they are.

## **Moreover**

1. This study should be replicated in other location / on a bigger scale
2. This kind of research is also a way of working on oneself and on existing relationships and both doctors and patients are eager to participate.

# Conclusion

- **The Doctor, The Patient and The Workplace”, main characters of a drama already overwhelmed**
- **Finding/keeping the right distance : challenge, fairy tale or honest mistake ?**
- **Big changes are coming in performing Medicine and some of us are/could feel “lost in transition”**
- **Going beyond representations – both patients and GPs, is worth to explore**
- **Cooperative relationship or service delivery : what is the protective factor ? What is the risk factor ?**
- **Talking about “Care” – caring relationship, care for care givers : the therapist as a “therapon” ?**

**Thank you !**

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