



# EXPECTATIONS OF THE 'GOOD DOCTOR'- A STUDY OF THE DIFFERENT EXPECTATIONS OF THE HEALTHCARE TEAM

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## THE DELIVERY OF HEALTHCARE TODAY IS TEAM-BASED AND SHARED



- Team-based healthcare is the norm today in institutions and doctors work in a multi-disciplinary setting interacting with nurses, allied health professionals and even students to deliver care to patients
- It is important to understand and appreciate the different expectations different members of the care team may have regarding doctors
- This allows doctors to be sensitized to roles they have to live up to and acquire the skills necessary to perform these roles

## DOCTORS, INTERNS, NURSES AND MED STUDENTS WERE SURVEYED TO DETERMINE THEIR EXPECTATIONS OF A 'GOOD DOCTOR'



- A 25 statement inventory based on 5 domains (cognitive, conative, emotional, interpersonal, moral-ethical) used previously by Fones [SMJ 1998; 39(12):537-42] was applied
  - Doctors (From Fones' data)
  - Nurses (From academic type dialysis practice)
  - Interns (On last day of internship)
  - Medical Students (3 months before graduation)
- 25 statements ranked on 5-point Likert scale from 'not important' (0) to 'absolutely essential' (4)
- Total of 935 healthcare workers surveyed
  - 274 doctors, 85 interns, 189 nurses, 387 med students

## THE 25 STATEMENTS RELATE TO 5 DOMAINS: COGNITIVE, CONATIVE, EMOTIONAL, MORAL AND INTER-PERSONAL



Is Knowledgeable about medical matters	Keeps up to date with medical advances
Is responsible and can be trusted	Respects confidentiality
Inclined more towards helping people than making money	Is emotionally stable
Is able to explain things clearly	Has an orderly and logical mind
Is an honest person	Able to remain calm under pressure
Is willing to take time to listen sympathetically	Is decisive
Is comfortable dealing with people	Has a positive outlook on life
Is able to separate important points from details	Is considerate of others' feelings
Is an understanding sort of person	Is able to think independently
Is flexible and adaptable to change	Is intelligent and bright
Is able to work well in a team	Does not mind working long hours
Has a likeable personality	Tries to understand the cultural belief of the patient
Able to communicate in a patient's language/ dialect	

## FINDINGS WERE ANALYZED AS INDIVIDUAL ITEMS AND THEN AS DOMAINS



	Intern	Doctor	Nurse	MS 1	MS 2	Group Diff
Qualities of a Doctor	Mean	Mean	Mean	Mean	Mean	p_value
Is knowledgeable about medical matters	3.14	3.34	<b>3.88</b>	3.15	3.01	0.000
Keeps himself up-to-date with medical advances.	3.52	<b>2.94</b>	3.59	3.52	3.63	0.000
Has an orderly and logical mind.	3.25	<b>2.89</b>	3.17	3.17	3.22	0.002
Inclined more towards helping people than making money.	3.02	2.98	<b>3.54</b>	3.23	3.16	0.000
Is intelligent and bright.	3.40	<b>2.25</b>	3.45	3.35	3.48	0.000
Is an honest person.	3.06	<b>3.36</b>	3.30	3.09	3.11	0.001
Is comfortable dealing with people.	3.07	<b>2.77</b>	3.22	3.16	3.16	0.000

## THERE WERE 3 MAJOR FINDINGS RELATED TO TYPE OF PRACTICE, COGNITION AND LEADERSHIP



- Items scored most differently were related to traits necessary for successful team practice
- Cognitive aspects down-played by doctors
- Nurses scored all categories, especially the 'moral domain' higher than any other group

## FINDING ONE- INTERNS, NURSES AND MED STUDENTS ALL RANKED TEAM SKILLS MUCH MORE HIGHLY THAN DOCTORS



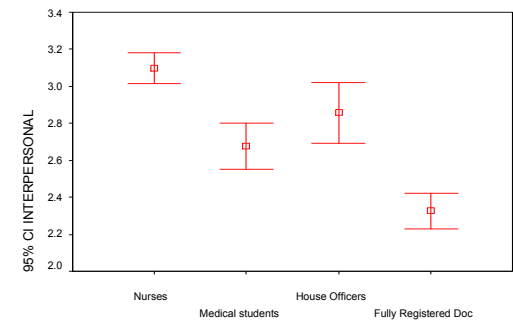
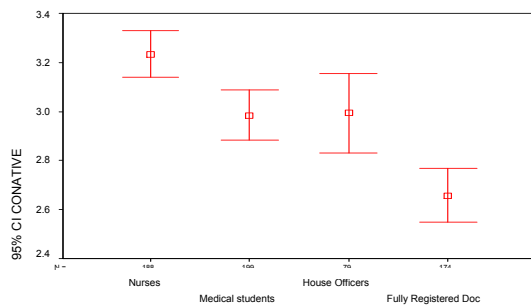
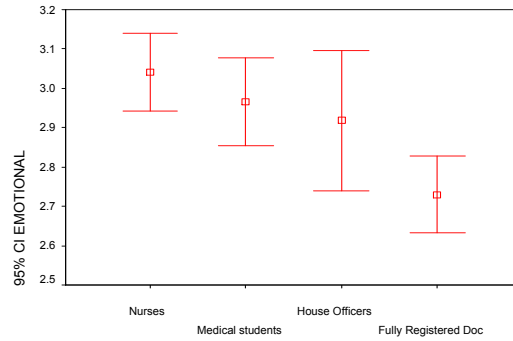
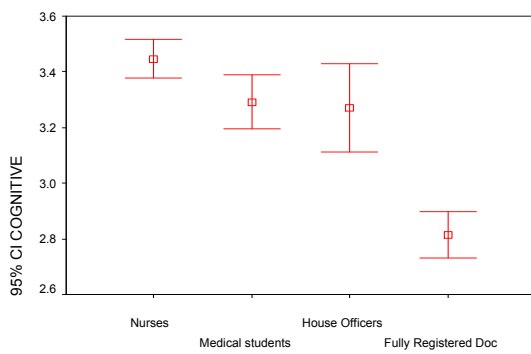
	Intern	Doctor	Nurse	MS1	MS2	Group Diff
Qualities of a Doctor	Mean	Mean	Mean	Mean	Mean	p_value
Is comfortable dealing with people.	3.07	<b>2.77</b>	3.22	3.16	3.16	0.000
Has a likeable personality.	2.55	<b>2.13</b>	2.60	2.45	2.43	0.000
Is willing to take time to listen sympathetically.	2.94	<b>2.79</b>	3.40	3.22	3.21	0.000
Is an understanding sort of person.	3.27	<b>2.61</b>	3.23	3.42	3.36	0.000
Is able to work well in a team.	2.44	<b>2.07</b>	2.87	2.50	2.55	0.000
Is considerate of others' feelings	3.09	<b>2.64</b>	3.14	3.22	3.06	0.000
Does not mind working long hours.	2.95	<b>1.98</b>	3.33	2.86	2.95	0.000

## FINDING TWO- DOCTORS DOWNPLAYED THE IMPORTANCE OF KNOWLEDGE AND INTELLECT

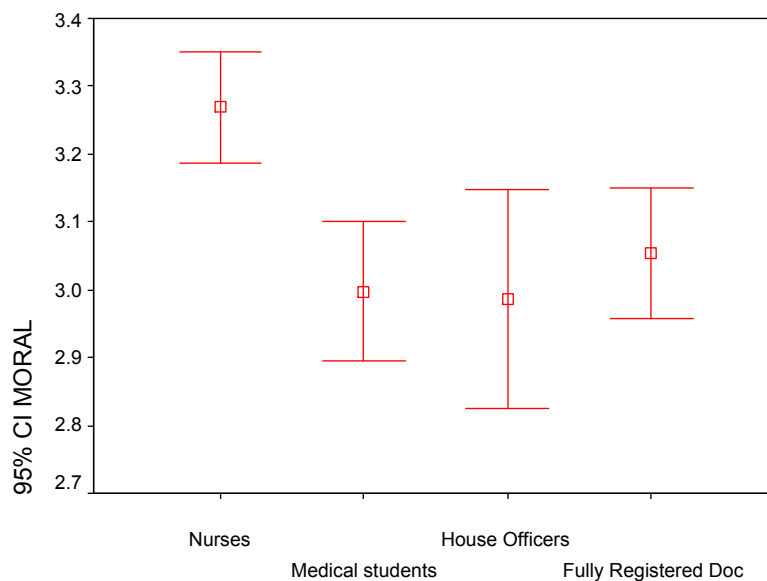


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Is intelligent and bright.	3.40	<b>2.25</b>	3.45	3.35	3.48	0.000
Is able to separate important points from details.	3.15	<b>2.82</b>	3.35	3.18	3.07	0.000
Is able to think independently.	3.07	<b>2.65</b>	3.19	3.20	3.31	0.000
Is able to explain things clearly.	2.84	2.67	<b>3.39</b>	2.93	2.79	0.000
Is decisive.	2.95	2.74	<b>3.04</b>	2.93	3.68	0.021

## FINDING THREE- NURSES SCORED TRAITS HIGHER IN ALL DOMAINS, ESP IN THE MORAL DOMAIN



## NURSES' MORAL AND ETHICAL EXPECTATIONS OF DOCTORS WERE ESPECIALLY HIGH



## CONCLUSION



- Doctors are regarded by their junior colleagues in the healthcare team and nurses as more than clinicians.
- Our survey reveals that senior doctors are looked up to, especially by nurses, for moral and management leadership additionally
- Professional education should therefore place emphasis on acquiring of skill sets and values congruent with these expectations.



## THANK YOU

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