

Consumer and Patient Perspectives and Satisfaction with Medical Care Provided by Physician Assistants

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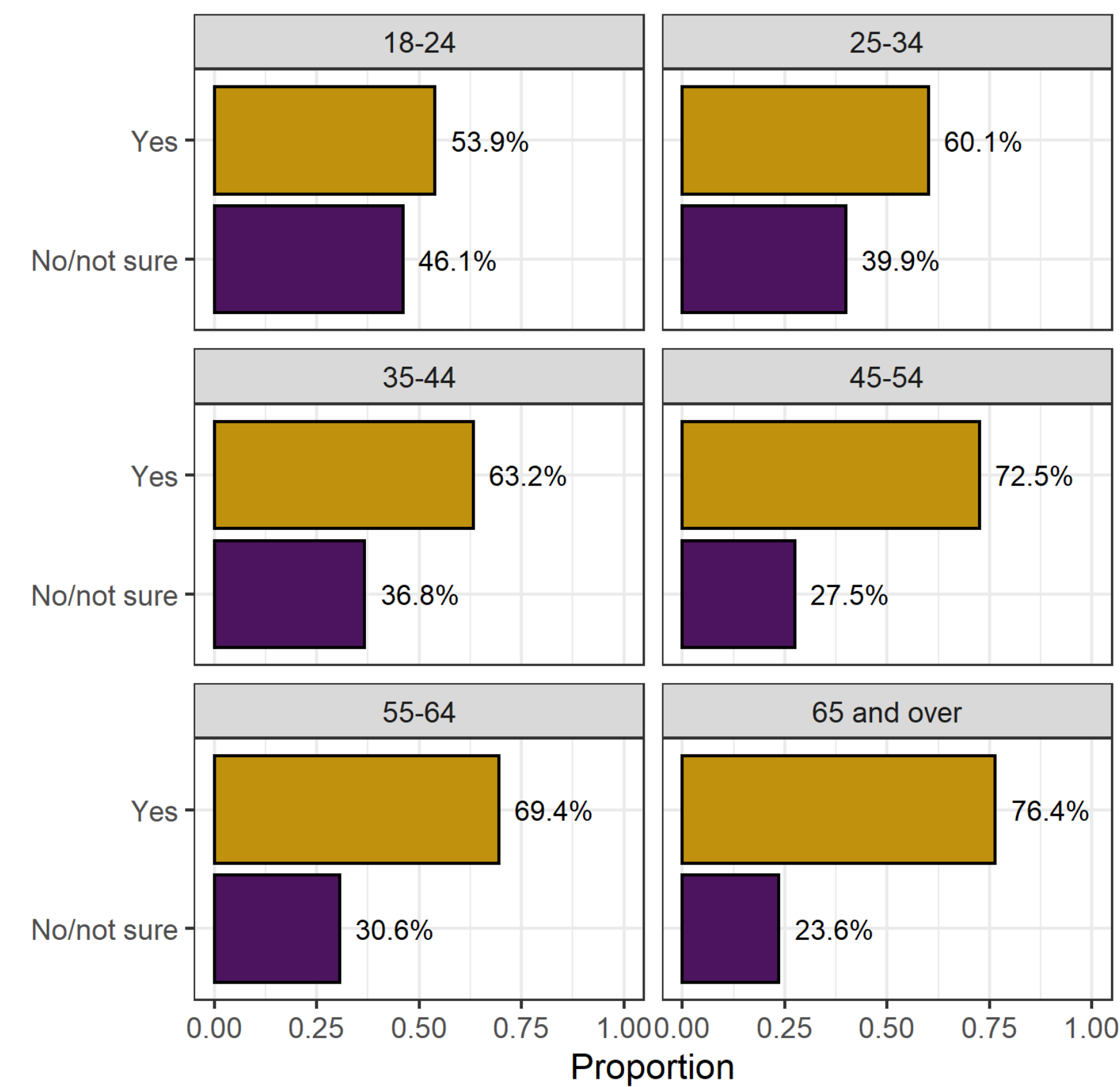
Background

- The physician assistant (PA) profession continues to grow, and PA contributions are increasingly recognized and relied upon in healthcare
- We assessed patient and consumer perspectives on and satisfaction with medical care provided by PAs

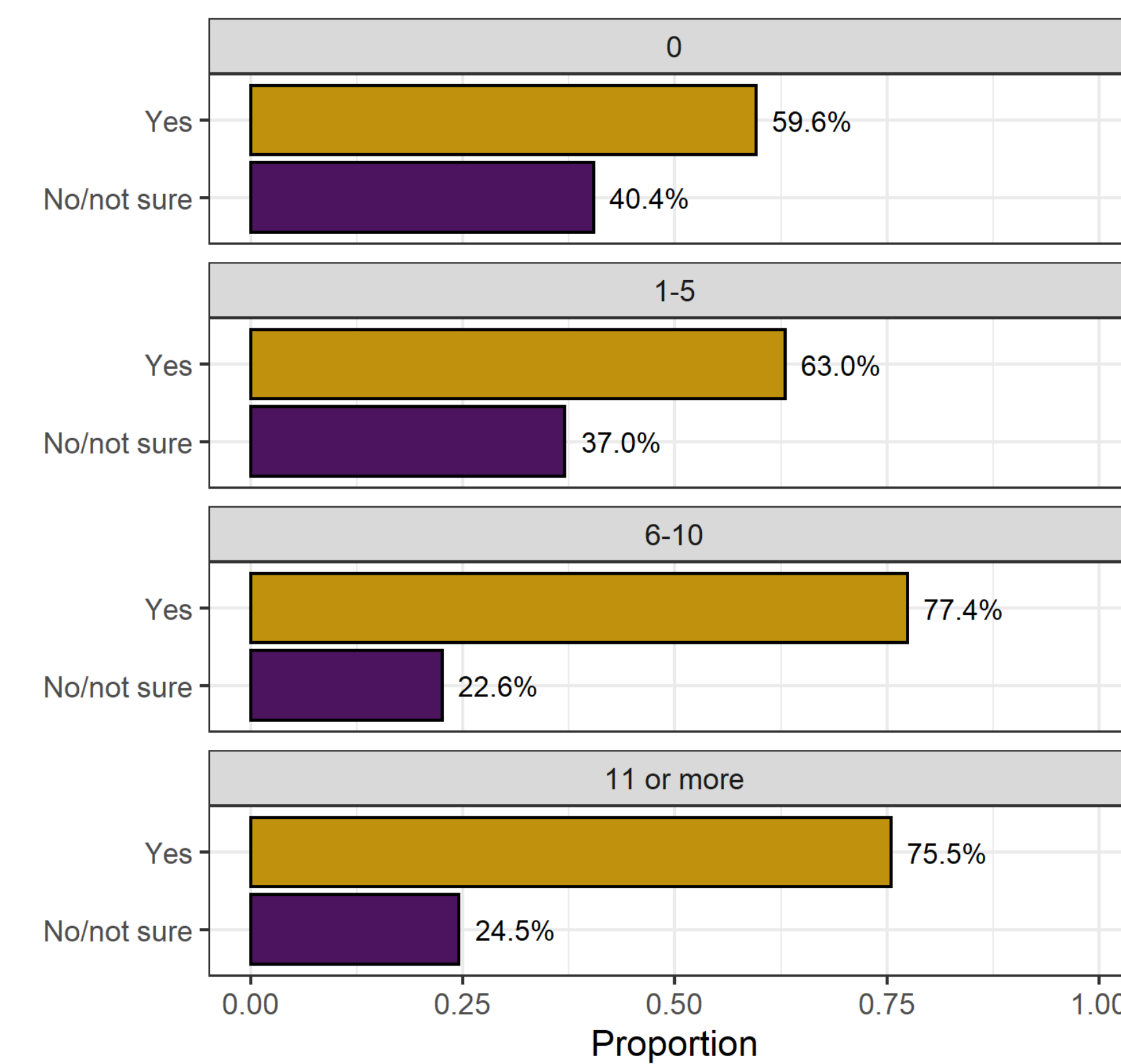
Methods

- After IRB approval, we conducted an online survey in November-December 2018 using quota sampling to approximate the proportions in gender, age, race/ethnicity, education, geographical region, and setting (N=1,388) of the US population
- The questionnaire assessed whether participants were ever treated by a PA; those who indicated yes were asked about their satisfaction with the medical care received, the likelihood of seeing a PA again, and if they would recommend a family member or friend see a PA
- Participants who reported never being treated by a PA were assessed on their willingness to seek treatment from PAs
- The survey also assessed demographic characteristics (age, gender, race/ethnicity, education, urban-suburban-rural home setting), number of visits to provider in the last 12 months, health status (excellent, good, fair, poor) and health insurance type
- Descriptive statistics, chi-square tests and multivariate logistic regression were conducted using R

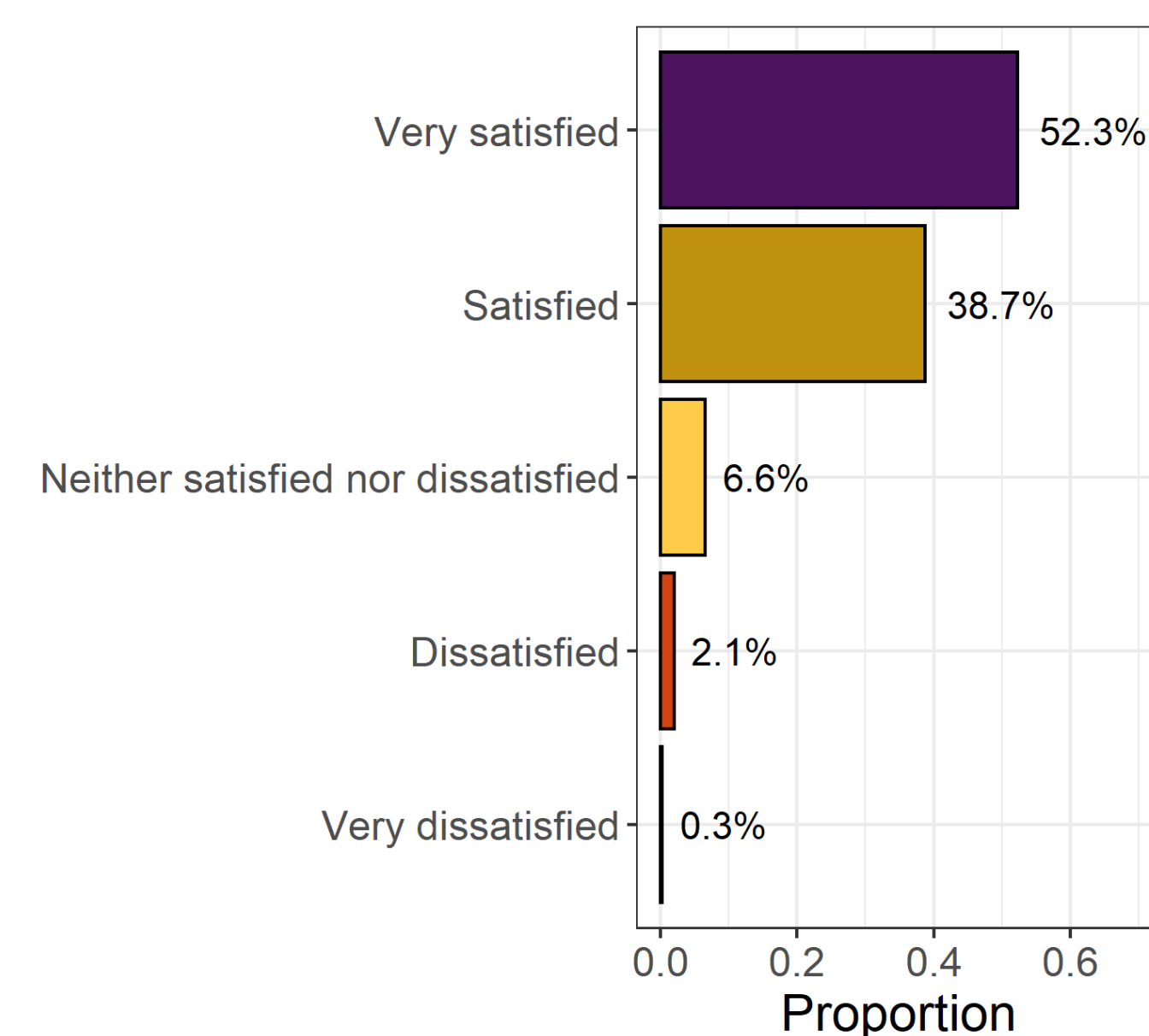
Treated by a Physician Assistant by Age Category



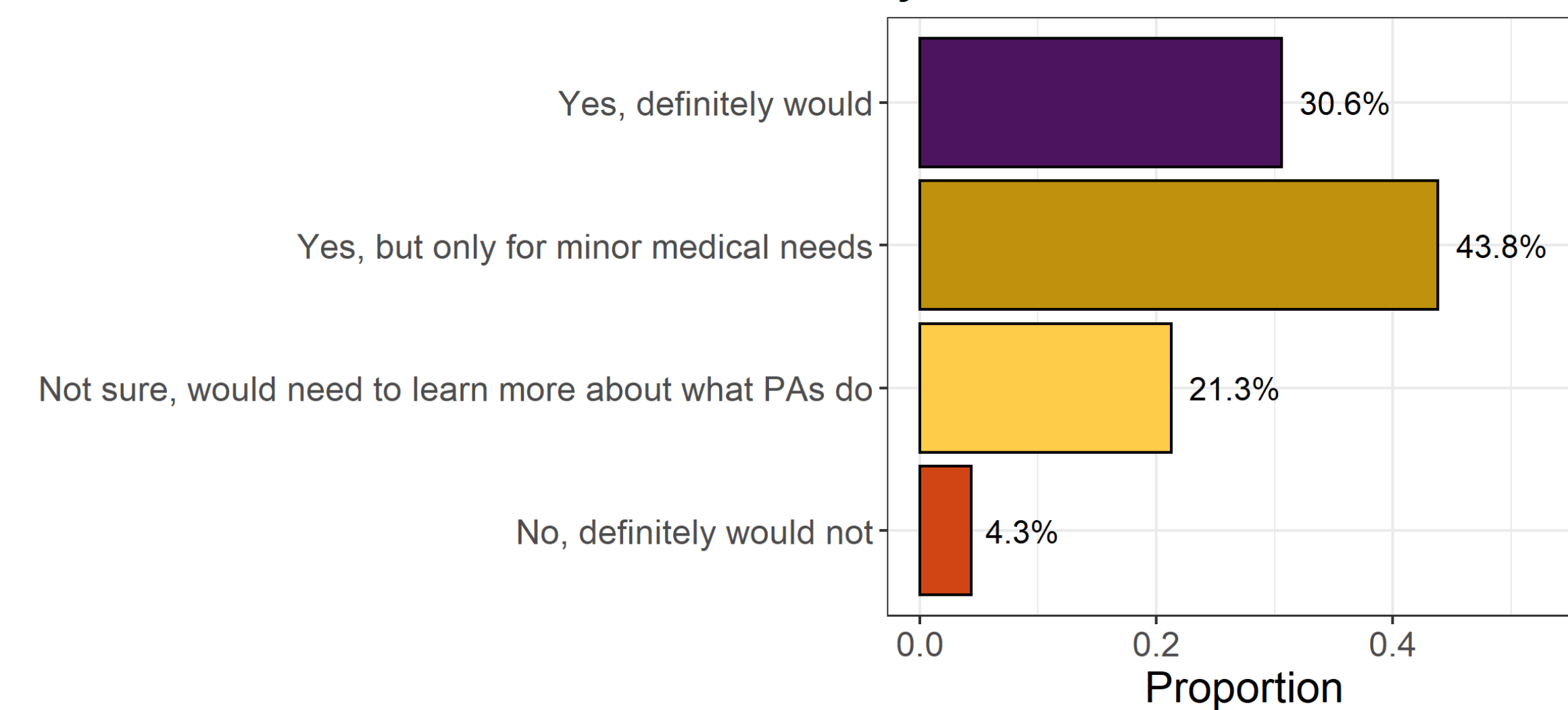
Treated by a Physician Assistant by Number of Provider Visits in the Past Year



How satisfied were you with the medical care received?



Would you be willing to see a PA for your medical needs?



Results

- The majority (66.7%) reported being treated by PAs with strongest predictors being older age and more provider visits in the past year
- Of those who were treated:**
 - 91.0% were very satisfied/satisfied with care received and satisfaction was broadly similar across demographic groups
 - 85.1% would be very/moderately likely to see a PA again; however, older participants ($p=0.011$) and those with less education ($p=0.003$) were less likely
 - 71.9% also indicated 'very likely/likely' to recommend friends/family see a PA
 - Participants age 35-64 ($p=0.014$) with some college/associates degree ($p=0.002$), excellent self-reported health ($p<0.001$), and private insurance ($p=0.030$) were more likely to recommend
- Of those not previously treated by PAs:**
 - 30.6% were willing, 43.8% were willing only for minor medical needs, and 25.6% were unwilling/needed to learn more about PAs
 - Participants with more provider visits ($p=0.015$), poor health ($p=0.005$), and Medicaid ($p=0.030$) were more likely to be unwilling/needed to learn more about PAs

Discussion

- Consumer and patient perspectives regarding PAs are very favorable
- However, opportunities still exist to reach more patients as a third reported never being treated by PAs or were unsure, and of these about a quarter were unwilling or needed to learn more about what PAs do