

# Educating Batavia Primary Care Patients about the Nature of a Residency Clinic

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## Introduction/Hypothesis

- Do patients know what it means to seek care at a residency clinic?
- We believe there is a gap in knowledge surrounding patient understanding of a residency clinic.

## Methods



Figure 1: Left shows Batavia Primary Care, Right shows where in Western New York Batavia is located

- This study took place at Batavia Primary Care (BPC), a family medicine residency clinic located in the rural setting of Batavia, New York.
- New patients of the three resident physician investigators participated in this study. When a new patient arrived at BPC for their new patient appointment, they were given a short questionnaire to fill out in the waiting room.
- Upon entering the room, the resident greeted the patient and immediately told them the standard verbal script about the nature of a residency clinic.
- Afterward, the chief complaint was elicited from the patient.
- The new patient visit proceeded like normal.

- After the visit, the medical student investigators and resident physicians confidentially recorded the patient's name, sex, age, first language, and level of education.
- The investigators tracked when the new patient's first follow-up visit was and ensured that a follow-up questionnaire was provided to the patient during their follow-up appointment.

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Patient survey: Please answer the following questions prior to your appointment.

Date: \_\_\_\_\_

The highest level of education that I completed was:

A. Middle school (through grade 8)  
B. High school (grades 9-12)  
C. Some college credits  
D. College Degree  
E. Some graduate credits  
F. Graduate Degree  
G. I'd prefer not to answer

Primary Language spoken at home:

A. English  
B. Spanish  
C. Other: \_\_\_\_\_

I identify my gender as:

A. Female  
B. Male  
C. Non-binary/Other  
D. I prefer not to answer

Patient age: \_\_\_\_\_ years old

How familiar are you with the term "attending physician"?

A. Not familiar (I have never heard the term before)  
B. Somewhat familiar (I have heard of it but I am unsure what it means)  
C. Very familiar (I have heard of it and I know what it means)

If you have received care in a resident clinic before, how would you rate the care you received in the residency clinic?

A. Excellent (I received better care at the resident clinic than other places that I routinely received care)  
B. Average (I received the same level of care at the resident clinic that I received at other places that I routinely received care)  
C. Poor (I received clearly worse care at the resident clinic than other places that I routinely received care)  
D. Not applicable (I have never received care in a resident clinic before OR I am unfamiliar with the term)

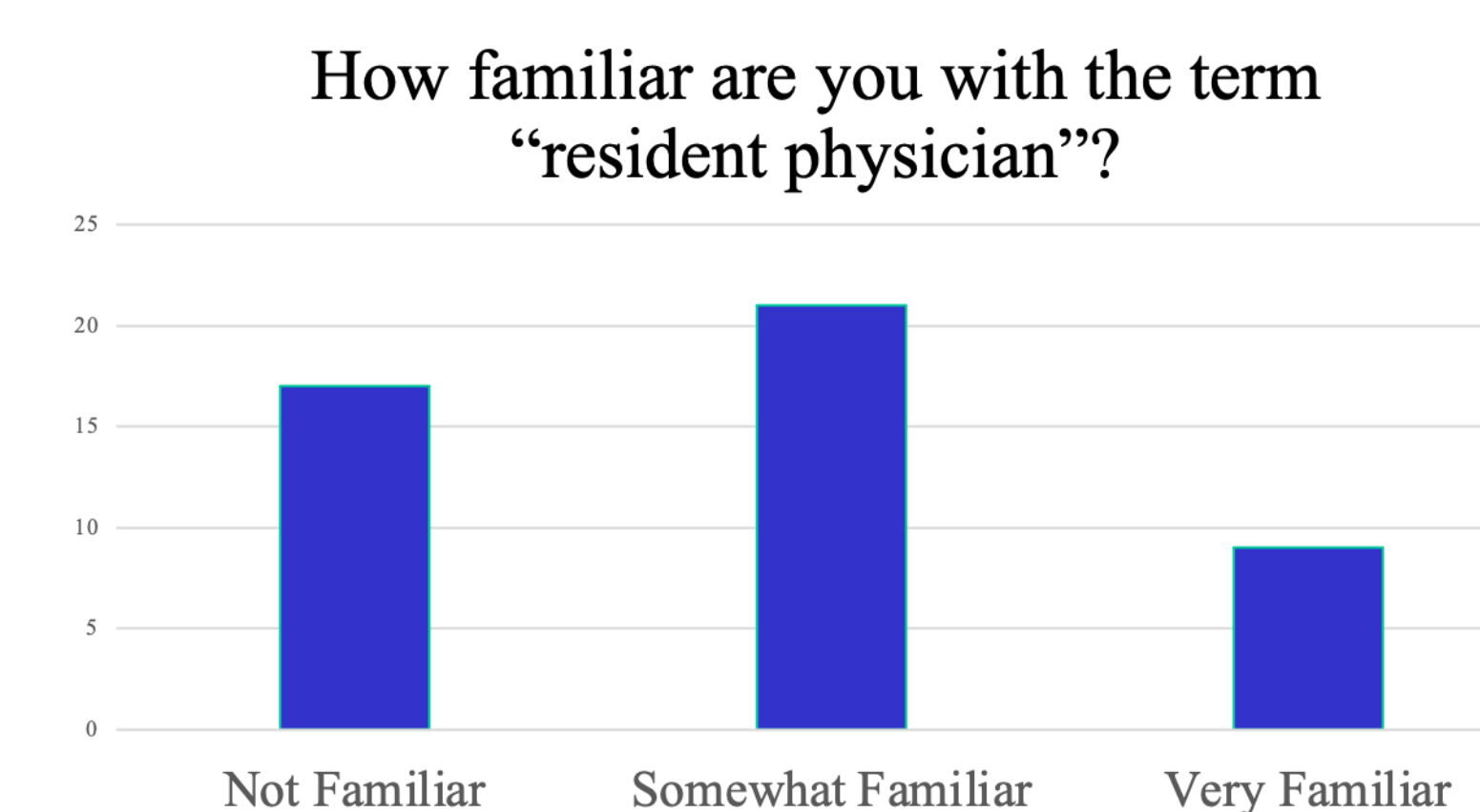
How familiar are you with the term "residency clinic"?

A. Not familiar (I have never heard the term before)  
B. Somewhat familiar (I have heard of it but I am unsure what it means)  
C. Very familiar (I have heard of it and I know what it means)

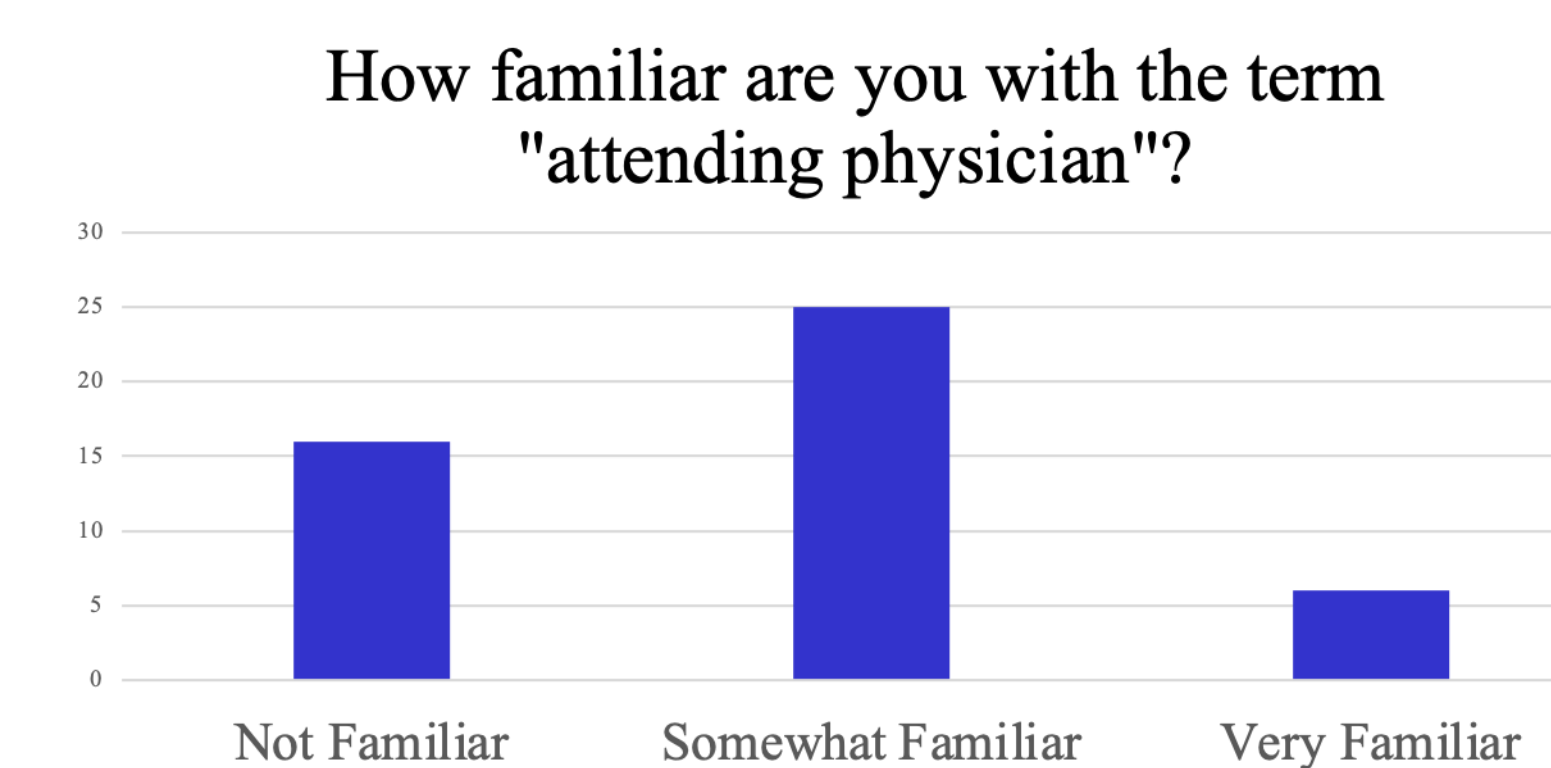
Figure 2: The questionnaire patients anonymously filled out during their visit to the residency clinic.

## Results

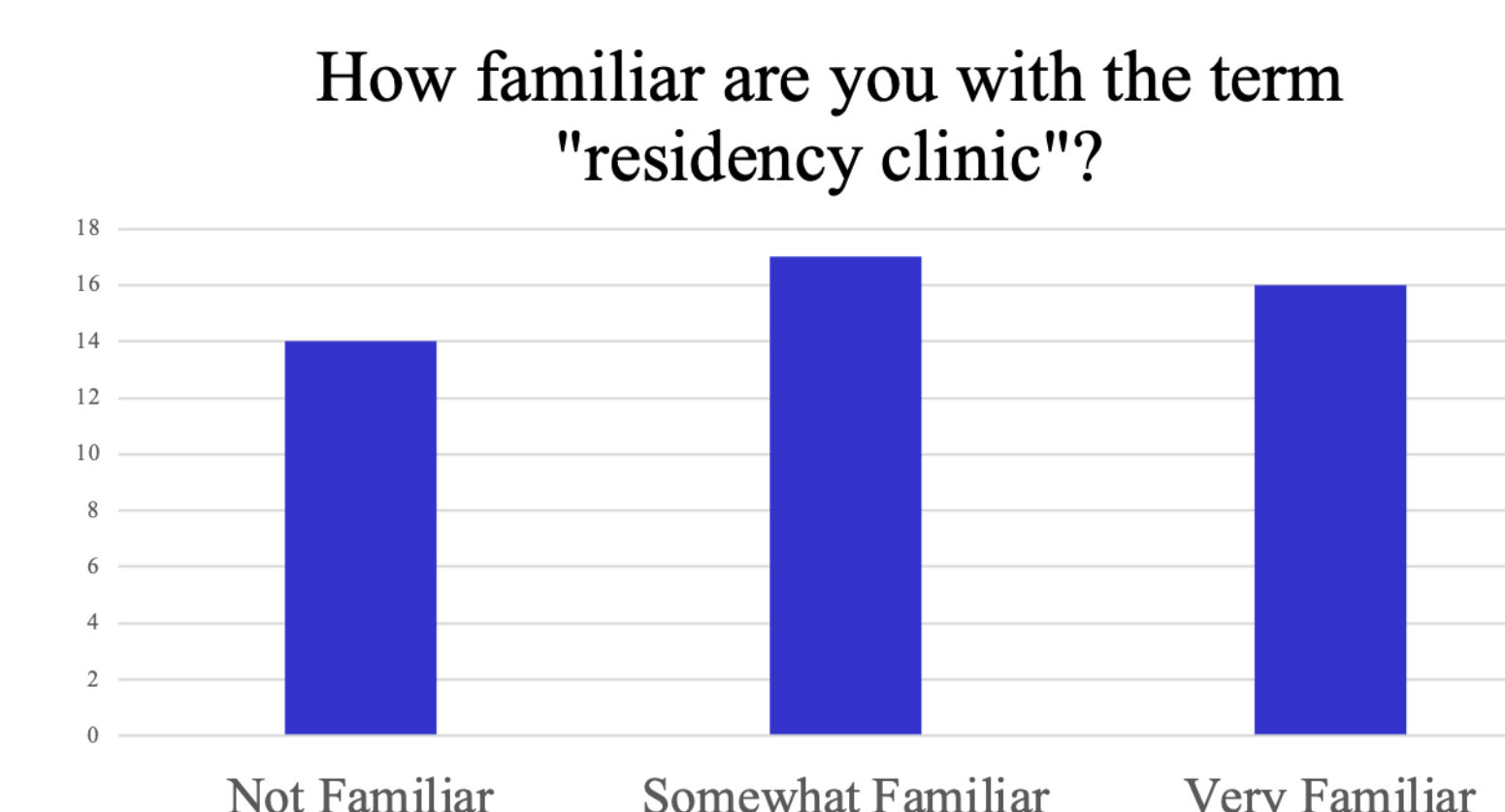
- Initially a total of 47 participants anonymously filled out the questionnaire.
- Ages ranged from 18 years to 81 years, with an average of 46 years, median of 46 years, and no two participants had the exact same age.
- Educational levels of the participants varied greatly. 1 patient had a middle school education, 23 had completed high school, 6 completed some college, 13 received college degrees, 3 had graduate degrees and 1 patient did not answer.



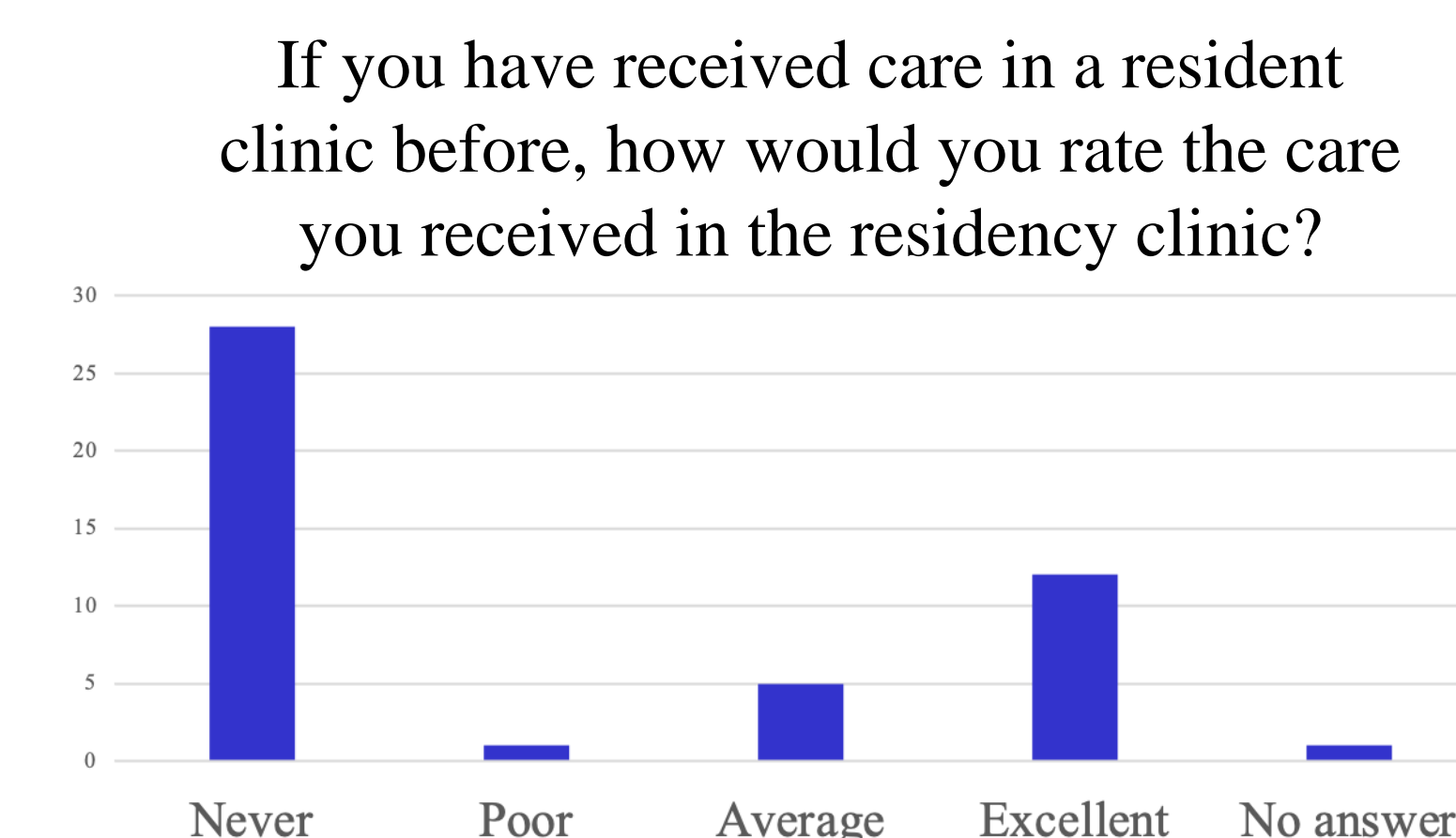
Graph 1: Bar graph of 47 total respondents, 17 answered "not familiar", 21 "somewhat familiar", and 9 "very familiar".



Graph 2: Bar graph of 47 total respondents, 16 answered "not familiar", 25 "somewhat familiar", and 6 "very familiar".



Graph 3: Bar graph of the 47 respondents, 14 answered "not familiar", 17 "somewhat familiar", and 16 "very familiar".



Graph 4: Bar graph of the 47 respondents, 28 "had never", 1 "had poor", 5 "had average", 12 "had excellent", and 1 did not answer regarding the care received in a residency clinic.

## Discussion

- Majority of patients in the study were not very familiar with a resident physician while currently being treated by one.
- The study attempted to have follow-up education after the initial survey.
- The study had a lack of consistent follow-up to see if the education provided increased patient perception of quality of care.

## Conclusions

- The study found further patient education is needed on who is providing care and how that care is provided at a residency clinic.
- The study had a lack of consistent follow-up to see if the education provided increased patient perception of quality of care.

## Limitations

- Small sample size, one residency clinic, patients lost to follow-up.

## Future Studies

- There is a need for a future study focused on follow-up and the impact of education on patient care.

## Acknowledgements

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