

## Assessing Patient-Centered Engagement: Provider-Patient Interaction (PPI), Trust, & Cultural Sensitivity Scales

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### INTRODUCTION & AIM

- Patient-centered care relies on effective provider-patient engagement, including high-quality interaction, trust, & culturally sensitive communication.
- Reliable measurement tools in these domains are essential.
- This study examined the reliability & item performance of 3 brief engagement-focused scales & explores their associations with providers' communication & comfort with social isolation (SI) screening.

### METHOD

#### Provider-Patient Interaction (PPI) (16 items)

Item Description	Mean (SD)	CITC	Alpha if deleted
(PPI-1) I provided clear information.	4.31 (.893)	.781	.988
(PPI-2) I was interested in what the patient feels about his/her current health status.	4.46 (.756)	.935	.986
(PPI-3) I interact with the patient in a calm and quiet manner.	4.56 (.754)	.912	.986
(PPI-4) I understood the emotions the patient may have.	4.41 (.785)	.892	.986
(PPI-5) I was interested in what the patient knows about the topic.	4.33 (.772)	.906	.986
(PPI-6) I respected the patient as a person.	4.64 (.743)	.904	.986
(PPI-7) I was interested in what the patient wants from care.	4.56 (.754)	.919	.986
(PPI-8) I was able to listen.	4.59 (.751)	.932	.986
(PPI-9) I was paying attention to what the patient said.	4.59 (.751)	.915	.986
(PPI-10) I was able to put myself in "his/her shoes."	4.31 (.832)	.831	.987
(PPI-11) I gave the patient time to ask and to talk about the topic.	4.41 (.785)	.936	.986
(PPI-12) I provided confidence and security when interacting with the patient.	4.46 (.756)	.931	.986
(PPI-13) I asked questions that allowed the patient to express his or her view.	4.36 (.811)	.891	.986
(PPI-14) I was interested in what the patient expects from care.	4.41 (.785)	.926	.986
(PPI-15) I gave the patient encouragement and transmitted optimism.	4.49 (.756)	.970	.985
(PPI-16) I offered the patient the opportunity to discuss and decide together the "things to do".	4.41 (.850)	.890	.986
<b>PPI Scale (16-item)</b>	<b>Item mean = 4.457</b>	<b>Cronbach's Alpha = .987</b>	

#### Trust in Patient (6-items)

Item Description	Mean (SD)	CITC	Alpha if deleted
I'm confident that my patient will ...			
(Trust-1) ... provide all the necessary information I need.	3.31 (.863)	.793	.883
(Trust-2) ... let me know when there has been a major change in his or her condition.	3.41 (.938)	.730	.891
(Trust-3) ... understand what I tell him/her.	3.59 (1.019)	.758	.887
(Trust-4) ... follow the plan I have recommended.	3.26 (.818)	.629	.905
(Trust-5) ... be actively involved in managing his or her condition/problem.	3.31 (.922)	.814	.879
(Trust-6) ... tell me if he/she is not following the plan.	2.92 (1.085)	.748	.890
<b>Trust Scale (6-item)</b>	<b>Item mean = 3.30</b>	<b>Cronbach's Alpha = .906</b>	

#### Cultural Sensitivity (5-items)

Item Description	Mean (SD)	CITC	Alpha if deleted
(Cultural-1) I understand that people of different cultures have and believe in different medical practices.	4.56 (.754)	.681	.788
(Cultural-2) I understand that some patients are not necessarily assertive at a health-care provider's office.	4.44 (.852)	.745	.766
(Cultural-3) I understand the difficulties my patients might have relating to me because of our cultural and/or economic differences.	3.95 (1.050)	.408	.876
(Cultural-4) I have training in working with patients of various racial/ethnic backgrounds.	4.28 (.916)	.601	.808
(Cultural-5) I ask my patients how they are feeling.	4.56 (.754)	.834	.750
<b>Cultural Sensitivity Scale (5-item)</b>	<b>Item mean = 4.36</b>	<b>Cronbach's Alpha = .832</b>	

### RESULTS & DISCUSSION

- All 3 scales demonstrated strong internal consistencies.
- PPI items showed high means (4.31-4.59) & strong item-total correlations (.781-.936).
- Trust items had moderate means (2.92-3.59) with acceptable CITC (.596-.814).
- CS scores were high (3.95-4.56) with adequate item performance (.408-.834).
- Preliminary validity testing indicated PPI correlated strongly with CS ( $r=.858$ ,  $p<.001$ ) and moderately with SI screening comfort ( $r=.391$ ,  $p=.007$ ).
- Communication about SI also correlated with screening comfort ( $r=.341$ ,  $p=.026$ ).
- Trust was not significantly associated with comfort.

		Correlations							
		Sociso-comfortScreen_4	Q3. What is your gender?	Race (White vs Other)	Pt-Provider-interact_16	Trust-pt-follow-6	cultural_sensitivity_5	comm_Sociso_3	
Pearson Correlation	Sociso-comfortScreen_4	1.000	.192	-.422	.391	-.003	.265	.314	
	Q3. What is your gender?	.192	1.000	-.161	-.029	.051	-.093	.130	
	Race (White vs Other)	-.422	-.161	1.000	-.198	.225	-.218	-.052	
	Pt-Provider-interact_16	.391	-.029	-.198	1.000	.038	.858	-.102	
	Trust-pt-follow-6	-.003	.051	.225	.038	1.000	.026	.092	
	cultural_sensitivity_5	.265	-.093	-.218	.858	.026	1.000	-.077	
	comm_Sociso_3	.314	.130	-.052	-.102	.092	-.077	1.000	
	Sig. (1-tailed)	Sociso-comfortScreen_4	.	.121	.004	.007	.492	.052	.026
		Q3. What is your gender?	.121	.	.164	.431	.379	.288	.216
		Race (White vs Other)	.004	.164	.	.113	.084	.091	.376
Pt-Provider-interact_16		.007	.431	.113	.	.409	.000	.268	
Trust-pt-follow-6		.492	.379	.084	.409	.	.439	.289	
cultural_sensitivity_5		.052	.288	.091	.000	.439	.	.321	
comm_Sociso_3		.026	.216	.376	.268	.289	.321	.	
N		Sociso-comfortScreen_4	39	39	39	39	39	39	39
		Q3. What is your gender?	39	39	39	39	39	39	39
		Race (White vs Other)	39	39	39	39	39	39	39
	Pt-Provider-interact_16	39	39	39	39	39	39	39	
	Trust-pt-follow-6	39	39	39	39	39	39	39	
	cultural_sensitivity_5	39	39	39	39	39	39	39	
comm_Sociso_3	39	39	39	39	39	39	39		

Item Description	Mean (SD)	CITC	Alpha if deleted
I ask my older patients ...			
(Communication-SI-1) ... a lack of patient companionship.	2.10 (.788)	.824	.835
(Communication-SI-2) ... their feelings of being left out.	2.10 (.718)	.797	.853
(Communication-SI-3) ... about social isolation.	2.23 (.667)	.783	.869
<b>Communication-SI Scale (6-item)</b>	<b>Item mean = 2.15</b>	<b>Cronbach's Alpha = .897</b>	
I'm comfortable ...			
(Comfort-SI-1) ... screening my patients for loneliness	4.00 (.877)	.729	.763
(Comfort-SI-2) ... talking with my patients about challenges to deal with loneliness.	3.88 (1.067)	.782	.722
(Comfort-SI-3) ... talking with my patients about financial concerns they may have.	3.38 (1.372)	.624	.805
(Comfort-SI-4) ... talking with my patients about companionship or home assistance programs in the community.	3.63 (1.192)	.546	.827
<b>Comfort-SI Scale (4-item)</b>	<b>Item mean = 3.72</b>	<b>Cronbach's Alpha = .825</b>	

### CONCLUSION

- The PPI, Trust, & CS scales demonstrated strong reliability & promising preliminary construct validity among healthcare providers.

### FUTURE WORK

- These brief, practical measures can support the assessment of key engagement domains & inform strategies to optimize patient-ctr care pathways, including social isolation screening.