

## EXSUM

### Primary Care Provider Productivity: the Effect on Patient Satisfaction in the Military Health System

**Purpose / Hypothesis:** Determine the impact of provider productivity on patient satisfaction.

After an extensive literature review, we hypothesized, as provider productivity increased, patient satisfaction would increase as well.

**Domains:** Quality Management and Performance Improvement, Military Medicine

**Model:** [Aday & Andersen Access to Care](#)

**Design / Methods:** This study was a quasi-experimental, one-group post-test only design, using secondary data from the Army Provider Level Satisfaction Survey tool and the Practice Management Revenue Model. The unit of analysis was at the individual provider level. The data was cross-sectional, and includes survey results from July 1, 2014, through December 31, 2014. We conducted an associative, multiple linear regression using SPSS v21.0.

**Findings / Results:** Provider productivity levels have no statistically significant effect on patient satisfaction scores. Leaders should not adjust provider productivity goals with an expectation of affecting patient satisfaction scores.

**Value / Relevance:** Our research provides military health care leaders with the ability to evaluate their physicians' productivity levels and patient satisfaction scores, with confidence that productivity levels do not affect patient satisfaction.