

# Involved patients have better health care experiences

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(HealthDay)—Health care providers and patients shape the care experience, and strategies to improve care interactions should also help patients ensure that their needs are met, according to research published in the July issue of *Health Affairs*.

Jessica Greene, Ph.D., of George Washington University in Washington, D.C., and colleagues analyzed data from 5,002 patients of 49 primary care providers to explore the relationship between patient factors and the perceived quality of the care experience. The Patient Activation Measure was used to assess the level of knowledge, skills, and confidence of the patient in managing health care interactions.

The researchers found that, for patients seeing the same clinician, those at higher levels of patient activation reported more positive care experiences than those at lower levels. This difference was maintained after adjustment for demographic characteristics and health status. There was no evidence that patients at higher levels of activation chose care providers who were more patient-centric.

"Improving the patient care experience likely also requires efforts to support patients' ability to participate in care more fully," the authors write.

The Commonwealth Fund funded the study. One study author disclosed [financial ties](#) to Insignia Health, which developed and markets the Patient Activation Measure.

**More information:** [Abstract](#)  
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