

## The Doctor-Patient Interaction Experience Hierarchy Using Rasch Measurement Model Analysis

**Authors :** Wan Nur'ashiqin Wan Mohamad, Zarina Othman, Mohd Azman Abas, Azizah Ya'acob, Rozmel Abdul Latiff

**Abstract :** Effective doctor-patient interaction is vital to both doctor and patient relationship. It is the cornerstone of good practice and an integral quality of a healthcare institution. This paper presented the hierarchy of the communication elements in doctor-patient interaction during medical consultations in a medical centre in Malaysia. This study adapted The Picker Patient Experience Questionnaire (2002) to obtain the information from patients. The questionnaire survey was responded by 100 patients between the ages of 20 and 50. Data collected were analysed using Rasch Measurement Model to yield the hierarchy of the communication elements in doctor-patient interaction. The findings showed that the three highest ranking on the doctor-patient interaction were doctor's treatment, important information delivery and patient satisfaction of doctor's responses. The results are valuable in developing the framework for communication ethics of doctors.

**Keywords :** communication elements, doctor-patient interaction, hierarchy, Rasch measurement model

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