



Patient-Provider Managed Care Relationships

NEWS UPDATE

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Funded by RWJF Patient-Provider Relationships Initiative

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PROJECT OVERVIEW

Objectives

As part of the Robert Wood Johnson Foundation's (RWJF) **Strengthening the Patient-Provider Relationships in a Changing Health Care Environment Initiative (PPRI)**, RAND has been awarded a grant to study the effects of changes in the health care system for care of depression. Using data from the AHCPR-funded depression Patient Outcomes Research Team (PORT), this research will provide a unique perspective on changes in care for depression.

Using self-administered questionnaires, the PORT collected data about the types of encounters patients have with their primary care providers, how often patients talk to their providers about depression, and how these relationships have changed over time.

Goals

The goals of the patient-provider managed care relationships project are:

- Conceptualize the interpersonal and participatory style for treatment of depression; understand how it relates to patient satisfaction and technical quality of care;
- Analyze how the features of managed care (organizational, managerial and financial) are related to the patient-provider relationship; and
- Evaluate the effect of quality improvement interventions on the patient-provider relationship.

Study Design

The PORT collected data from seven health care organizations across the United States to examine the variation in the effectiveness of care for depression under managed care. The research was designed to collect additional information on management structures, financial incentives, quality of care and patient satisfaction.

In the PORT, the seven managed care plans implemented either enhanced medication management or enhanced psychotherapy management at matched clinics within the plans. Data are compared between clinics that implemented the improvements and the "care-as-usual" clinics that received no intervention.

Patients and providers completed questionnaires that are being used to evaluate the cost-effectiveness of these interventions. These data combined with administrative data from participating plans and practices are also available to address the aims of this RWJF-funded study.

The nature of the main PORT study allows RAND researchers to link data from over 1,000 patients who have depression with data from nearly 200 primary care providers. Multiple data collection follow-ups enable the researchers to examine the patient-provider relationships under managed care longitudinally over a two-year period.

Project Team

Lisa S. Meredith, PhD
Behavioral Scientist
Principal Investigator

Nicole Humphrey, MHSA
Research Manager

Patti Camp, MS
Senior Programmer

Mary Abdun-Nur, MA
Project Administrator

Kenneth B. Wells, MD, MPH
Principal Investigator, PORT

