Diagnostic Aids and Overall Physician Ratings

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Abstract: Previous research has shown that physicians who are described as using a computer-based decision aid during the diagnostic process are given lower ratings of overall satisfaction, diagnostic ability and professionalism (Arkes, Shaffer, Medow, 2007). In addition, this dissatisfaction appeared to be caused by the use of a computer-based aid, as opposed to the solicitation of an outside source (Probst, Shaffer, Lambdin, Arkes, Medow, 2007). Physicians seeking help from a human expert were given greater ratings of diagnostic ability and overall satisfaction compared with physicians using computer-based aids. The basis of this study will be to determine whether individuals find the use of computer-based decision aids more acceptable when physicians explain them as a hospital policy versus physicians using them of their own volition. Participants will be assigned to the control group, diagnostic aid group, or status quo group. Their task will be to evaluate their experience with the physician based on five criteria: thoroughness of the exam, length of wait, diagnostic ability of the physician, professionalism, and overall satisfaction with the visit. After data is collected, an analysis of variance will be conducted using the between-subjects factors of group, gender and ethnicity. To date, data has been collected from approximately 150 participants.

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