

PHYSICIAN-PATIENT COMMUNICATION: THE RELATIONSHIP BETWEEN ENGAGEMENT, CONFIRMATION AND SATISFACTION

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ABSTRACT

This study analyzed physicians' self-reported measures of engagement, confirmation and relational satisfaction in their communication with their patients (N = 218). Results indicated that communication engagement and confirmation significantly influence reported satisfaction ($R^2 = .20$, $F(1,216) = 55.24$, $p < .01$; $R^2 = .14$, $F(1,216) = 35.87$, $p < .01$, respectively). Additional results are reported. Implications for these results and directions for future study are discussed.

Published in *Business Research Yearbook*, 11.