The Impact of Mindfulness on Patient Satisfaction in the Healthcare Industry

By Mitchell L. Wasden

B.A. 1994, Brigham Young University, Provo UT
M.H.S.A. 1996, The University of Michigan, Ann Arbor, MI

A Dissertation Submitted to

The Faculty of The School of Education and Human Development
of The George Washington University in Partial
Fulfillment of the Requirements for the
Degree of Doctor of Education

January 31, 2010

Dissertation directed by

Michael Marquardt
Professor of Human and Organizational Learning and International Affairs

The Graduate School of Education and Human Development of the George Washington University certifies that Mitchell L. Wasden has passed the Final Examination for the degree of Doctor of Education as of December 3, 2009. This is the final and approved form of the dissertation.

The Impact of Mindfulness on Patient Satisfaction in the Healthcare Industry

Mitchell L. Wasden

Dissertation Research Committee

Michael Marquardt, Professor of Human and Organizational Learning and International Affairs, Dissertation Director

Maria Cseh, Associate Professor of Human and Organizational Learning, Committee Member

Robert Hart, Regional Director, Chairman, Division of Primary Care, and Chairman, Department of Pediatrics, Ochsner Clinic of Baton Rouge, Committee Member

Acknowledgements

I would like to thank several people who have been instrumental to me as I have undertaken this endeavor. First my wife Sonja who has patiently supported and encouraged me to press forward despite a multitude of challenges during the past four years. Additionally, I would like to thank my children Rachael, Alexander, and Lincoln who have acted politely interested whenever I have taught them about the benefits of mindfulness and organizational theory. Also for my parents Lyle and Lynne Wasden who taught me to be a life long learner and to remain curious about the world around me. Additionally, for my brother Chris Wasden who went through the ELP program with me and provided me motivation and support during the program.

I would like to thank my committee Dr.'s Marquardt, Cseh and Hart whose encouragement has made this a rewarding process which has contributed to my professional development.

Abstract of Dissertation

The Impact of Mindfulness on Patient Satisfaction in the Healthcare Industry

A study of correlation was conducted at the Ochsner Clinic in Southeast Louisiana to explore the potential relationship between medical providers' self-reported mindfulness and patient's self-reported patient satisfaction. Over 600 medical providers were mailed the Freiberg Mindfulness Inventory (FMI) and 117 were returned. Patient satisfaction data by medical provider was collected previously be the sponsoring organization using the Press-Ganey patient satisfaction tool which is one of the most widely used instruments in the healthcare industry (Clark, Maxwell, & Malone, 2003).

Mindfulness was defined as, "a focus/awareness in the present, suspension of judgment, openness to novelty/curiosity, acceptance, de-centered identity/reduction of ego, and a perspective of impermanence (Langer, 2000; Bishop, et al., 2004; Thich, 1999). The definition for patient satisfaction used was, "the extent to which the patients' expectations of service performance were met or exceeded during their medical provider encounter (Eriksen, 1995)."

The primary hypothesis: H1: "Self-reported mindfulness of medical providers will correlate positively with self-reported patient satisfaction," was accepted. The statistical analysis uncovered that a total of 23 significant correlations existed between patient satisfaction and mindfulness at the .01 and .05 level. However, most of these correlations exhibited modest Pearson correlation values of .250 or lower indicating that the strength of relationship between these correlations was weak. Several other hypothesis tested correlations between questions in the mindfulness and patient satisfaction surveys.

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CHAPTER 1

INTRODUCTION

Overview

Recently the construct of mindfulness has been explored for its application to organizational studies, self-improvement, physical well-being, and human performance (Weick & Putnam, 2006). Mindfulness is concerned with at least six states of being including: focus/awareness in the present, acceptance, suspension of judgment, perspective of impermanence, de-centered identity, and openness to novelty (Langer, 2000; Weick & Putnam, 2006; Bishop, Lau, Shapiro, Carlson, Anderson, Carmody, Segal, Abbey, Speca, Velting, & Devins, 2004). In a sense mindfulness is effective as a thought process by treating each situation with a focus and awareness as though you are experiencing it for the first time. This is not to say that routine can not be employed but rather that routines should be done mindfully as opposed to mindlessly.

Healthcare requires a great deal of routine work yet every patient and disease is somewhat different. As such, medical providers should be mindful of the patient visit so that each patient is treated specific to their particular needs. Given the cost, regulatory, and volume pressures in the healthcare environment it is often difficult for medical providers to be mindful during each patient encounter.

The healthcare industry could benefit greatly from treating each situation as unique which in turn allows for novel distinctions to be observed and responded to. Given that in healthcare each patient is a unique biological individual there will be novel distinctions between each and every patient. While true that many patients react to

medications in similar ways, medical providers can benefit by managing the patient's health condition mindfully in order to notice the subtle differences in each patient.

Mindfulness in medical provider clinical practice has recently been written about as a way to reduce medical error (Weick, 2002) as well as reducing the stresses of medical practice (Epstein, 2001). The increase in literature in this area may be due to the increased pace and complexity of medical practice as regulatory and payor pressures increase. Mindful practice is seen as a way to slow down the reactive mind and filter distractions while focusing in the here and now in a non-judgmental and open way. Each patient office visit generally begins with a patient narrative about their medical condition. In a busy practice medical providers often revert to conceptualizing each patient narrative into predetermined categories for treatment which can lead to medical error and eventual patient dissatisfaction (Connelly, 2005).

By understanding the relationship between mindfulness during the patient encounter and patient satisfaction, organizations can generate greater awareness among medical providers of the need to incorporate mindfulness in their clinical practice.

Statement of Problem

Healthcare has recently become a 2 trillion dollar industry with no signs of slowing down its expense growth. Despite the growth in spending, healthcare is experiencing intense cost and regulatory pressures as federal and state governments become the largest payors for healthcare services. The challenge of increased cost pressures is often offset by medical providers increasing patient volumes, especially in ambulatory medical provider clinics. This increased volume often translates into shorter patient visits and greater medical provider stress. The current climate can make

achieving high patient satisfaction a significant challenge for ambulatory medical provider clinics (Zyzanski, S., Stange, K., Langa, D., & Focke, S.,1998).

A patient's satisfaction with their medical office visit is important for several clinical and financial reasons. It has been demonstrated that satisfied patients are more likely to: follow treatment recommendations, and return for follow-up visits (Garman, Garcia, & Hargreaves, 2004). Other non-clinical benefits of patient satisfaction are that satisfied patients are less likely to file malpractice claims (Cydulka, Tamayo-Sarver, Gage, & Bagnoli, 2007) and more likely to refer friends and family members (Strasser & Davis, 1991; Burroughs & Davies; Cira, & Dunagan, 1999).

While many positive outcomes are present when patient satisfaction is present, there are several negative outcomes which have been researched regarding patient dissatisfaction. Dissatisfied patients have been shown to be more likely to self-treat for minor and major illnesses rather than seeking the care of their established medical provider (Ware & Davis, 1983). Dissatisfied patients were also more likely to disenroll from their health plan in order to move to a new medical provider in another health insurance plan (Ware & Davis, 1983). Additionally, dissatisfied patients were more likely to file malpractice claims against their healthcare provider than satisfied patients (Cydulka, Tamayo-Sarver, Gage, & Bagnoli, 2007).

Purpose

As the healthcare industry faces increasing cost and regulatory pressure an understanding of how to operate more effectively with less is critical. This research provides insight into the role of a mindful state of being and its relationship to higher patient satisfaction. With this in mind, providers of healthcare will benefit by knowing

that in addition to their knowledge and actions, their state of mindfulness or being is a driver for success in their medical practice.

The purpose of this research is to discover the potential correlation between self-reported medical provider mindfulness and self-reported patient satisfaction. An understanding of the role of mindfulness in facilitating patient satisfaction has both clinical and financial implications for medical provider practices and patients.

Research Question and Hypothesis

The research question put forth in this study is: 1) What is the relationship between patient satisfaction (when self-reported by patients) and mindfulness (when self-reported by medical providers). Based on researching the constructs of mindfulness and patient satisfaction it appears that a hypothesis which suggests a positive correlation between the constructs is reasonable. The following hypotheses will be explored during this study:

Hypotheses

They hypotheses proposed in this section are:

H1: Overall patient satisfaction will correlate positively to overall mindfulness.

H2: Overall mindfulness will correlate positively with medical providers' years in medical practice.

H3: Overall patient satisfaction will correlate positively with medical providers' years in medical practice.

H4a: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H4b: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H4c: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H4d: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H4e: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H4f: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H4g: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H4h: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H4i: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H4j: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H4k: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to overall patient satisfaction.

H5a: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H5b: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H5c: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H5d: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H5e: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H5f: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H5g: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H5h: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H5i: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H5j: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H5k: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to overall patient satisfaction.

H6a: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H6b: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient

satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H6c: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H6d: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H6e: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H6f: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H6g: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H6h: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H6i: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H6j: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H6k: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to overall patient satisfaction.

H7a: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H7b: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H7c: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H7d: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H7e: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H7f: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H7g: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H7h: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H7i: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H7j: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H7k: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to overall patient satisfaction.

H8a: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H8b: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H8c: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H8d: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H8e: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H8f: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H8g: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H8h: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H8i: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H8j: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H8k: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to overall patient satisfaction.

H9a: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H9b: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H9c: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H9d: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H9e: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H9f: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H9g: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H9h: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H9i: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H9j: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H9k: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to overall patient satisfaction.

H10a: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H10b: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H10c: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H10d: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H10e: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H10f: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H10g: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H10h: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H10i: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H10j: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H10k: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to overall patient satisfaction.

H11a: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H11b: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H11c: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H11d: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H11e: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H11f: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H11g: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H11h: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H11i: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H11j: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H11k: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to overall patient satisfaction.

H12a: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H12b: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H12c: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H12d: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H12e: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H12f: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H12g: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H12h: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H12i: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H12j: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H12k: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to overall patient satisfaction.

H13a: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H13b: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H13c: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H13d: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H13e: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H13f: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H13g: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H13h: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H13i: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H13j: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H13k: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to overall patient satisfaction.

H14a: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H14b: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H14c: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H14d: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H14e: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H14f: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H14g: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H14h: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H14i: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H14j: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H14k: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to overall patient satisfaction.

H15a: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H15b: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H15c: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H15d: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H15e: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H15f: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient

satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H15g: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H15h: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H15i: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H15j: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H15k: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to overall patient satisfaction.

H16a: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H16b: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H16c: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H16d: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H16e: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H16f: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H16g: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H16h: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H16i: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H16j: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H16k: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to overall patient satisfaction.

H17a: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H17b: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H17c: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H17d: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H17e: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H17f: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H17g: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H17h: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H17i: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H17j: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H17k: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to overall patient satisfaction.

Statement of Potential Significance

This study will explore the relationship between medical provider self-reported mindfulness and self-reported patient satisfaction. As the study will demonstrate, a positive correlation does exists which means educating medical providers on the benefits of mindfulness during the patient encounter can increase patient satisfaction which will in turn have positive clinical and financial implications.

A positive correlation between mindfulness and patient satisfaction opens up significant implications to explore. For example, one implication for practice may be to use mindfulness scales to pre-screen future medical providers in order to determine if their lack of mindfulness may impact the organization negatively. Another implication may be to screen current medical providers as to their degree of mindfulness in order to educate them on ways to improve it which in turn improves the care process.

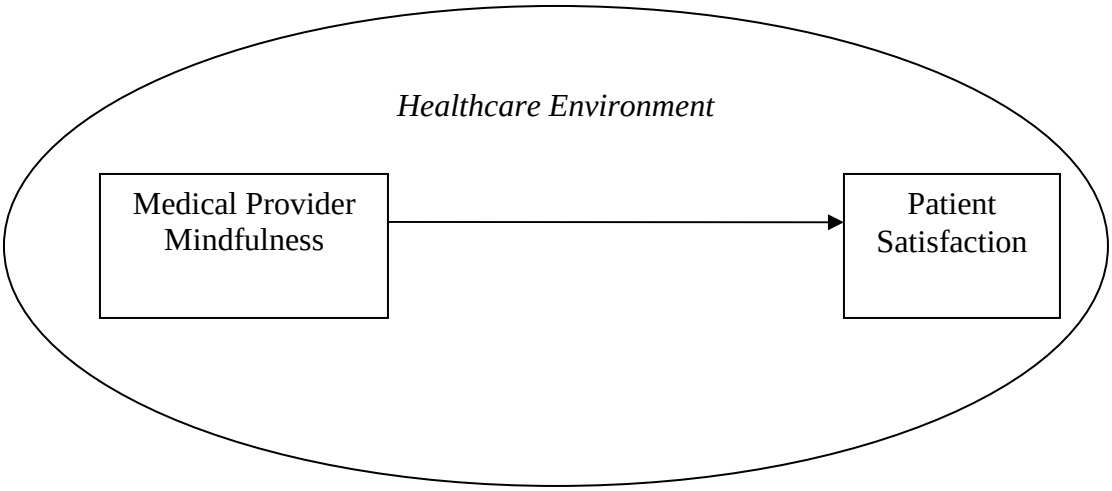
Another implication may be to transfer these findings to all staff in healthcare organizations including clinical and non-clinical staff. While this study does not attempt to be generalizable beyond a medical provider population, there does appear to be merit in exploring the concept of mindfulness across all employee types.

A final implication is the impact to the theory of high reliability organizations (HROs). HRO theory has placed mindfulness as the precursor to behaviors that drive high reliability metrics. Mindfulness' relationship to the metric of patient satisfaction may indicate that mindfulness (combined with high reliability behaviors such as sensitivity to operations, deference to expertise, reluctance to simplify, preoccupation with failure, commitment to resilience) is in fact the driver of high reliability.

Conceptual Framework

The conceptual framework is based on the two constructs of mindfulness and patient satisfaction (see figure 1). Medical providers direct the majority of the patient's ambulatory care visit. As such, the way in which they behave is important to assure high quality clinical care and high patient satisfaction.

Figure 1. Mindfulness & Patient Satisfaction in the Healthcare Industry



The workflow in ambulatory medicine is made up of many clinical protocols which can diminish individual consideration for unique differences between patients. As a medical provider carries out the patient visit, mindfulness is the preferred state of being. In this mindful state the medical provider exhibits the following facets which facilitate higher patient satisfaction, namely: focus/awareness in the present, acceptance, suspension of judgment, openness to novelty, de-centered identity, and a perspective of impermanence (Bishop et al., 2004).

Patient satisfaction was considered critical to measure the quality of health care services and was used in addition to morbidity and mortality data (Mahon, 1996). Donabedian (1988) also defined patient satisfaction as an aspect of quality care. Some view patient satisfaction as linked to patients' expectations of performance contrasted with the actual service given (Eriksen, 1995).

Patient satisfaction in healthcare has clinical implications also given that satisfied patients are more likely to: follow treatment recommendations, and return for follow-up visits (Garman et al., 2004). Other non-clinical benefits of patient satisfaction are that satisfied patients are less likely to file malpractice claims (Cydulka et al., 2007) more likely to refer friends and family members (Strasser & Davis, 1991; Burroughs et al., 1999).

Summary of Methodology

The methodology selected for this research is a quantitative study of correlation between self-reported medical provider mindfulness and self-reported patient satisfaction. Although mindfulness and patient satisfaction are generally seen as qualitative phenomenon, one may have used a qualitative study to garner a thick and rich description of the phenomenon. However, a qualitative study may have required limiting the number of participants for practical time considerations. Given my interest was driven more by the correlation of the constructs rather then their experiential nature, a quantitative study was most appropriate given the research question put forth.

The Freiburg Mindfulness Inventory (FMI) developed by Walach et al. (2006) was used as the self-reported measure of mindfulness which was administered to a population of 600 medical providers in Southeast Louisiana. The FMI is a 14 question

self-reported mindfulness inventory that is rated on a four point scale. This version of the FMI was derived from a 30 question self-reported mindfulness survey which was validated on participants at Vapassana meditation retreats. The 30 question version was shortened to 14 questions for ease of use while maintaining its validity.

The self-reported measure for patient satisfaction that was used is the Press-Ganey (2006) ambulatory patient satisfaction survey which is one of the most widely used patient satisfaction measurement instruments in the healthcare industry. The Press-Ganey Patient Satisfaction Survey contains 10 questions related to the medical provider called the "care provider score." This survey is typically administered continuously to patients throughout the year and scores are reported back from Press-Ganey to the medical providers.

FMI surveys will be mailed to 600 medical providers in employed by the Ochsner Health System in Southeast Louisiana. A total of 30 respondents, or 5% response rate, was required in order to obtain a statistically significant sample size. Fortunately a total of 117 usable surveys were returned for a total response rate of 19.5%. Following the collection of the FMI surveys, patient satisfaction scores were collected for the medical providers who responded to the FMI. A minimum of 30 patient satisfaction surveys were required per medical provider in order for the sample to be statistically significant. The Press-Ganey patient satisfaction surveys are currently administered by Ochsner Health System and all patient data was de-identified for use in this study in order to comply with HIPAA (Health Insurance Portability and Accountability Act) regulations. All medical provider FMI self-reported surveys was de-identified and aggregated for this study.

Following the collection of this information, a statistical analysis was conducted in order to discover a possible correlation between self-reported mindfulness of medical providers and self-reported patient satisfaction. The complete findings are presented in a Chapter 4 and illustrate the relationship of the constructs. The findings will also be presented at conferences in the form of lectures, poster board sessions, and articles.

Delimitations and Limitations of the Study

The delimitations and limitations of this study include the following:

Delimitations

- Only patients and medical providers who completed the self-reported survey instruments were included in the study and as such may not be generalizable to other populations outside of Southeast Louisiana.
- Individuals of all reading and writing abilities were included in the study of patients and medical providers.
- Mindfulness was measured using Walach et al. (2006) Freiburg Mindfulness Inventory which may differ in its definition of mindfulness than other instruments.

Limitations

- It is assumed that only the patient participants filled out the patient satisfaction survey and not friends or family members.
- Due to the fact that the instruments are self-reported, participants may not respond accurately at times.
- Because participation in the self-reported survey's was voluntary, a pure experimental design that included random assignment will not occur which

can affect the generalizability of the findings.

Definitions of Key Terms

Mindfulness: A focus/awareness in the present, suspension of judgment, openness to novelty/curiosity, acceptance, de-centered identity/reduction of ego, and a perspective of impermanence (Langer, 2000; Bishop, et al., 2004; Thich, 1999).

Patient Satisfaction: The extent to which the patients' expectations of service performance were met or exceeded during their medical provider encounter (Eriksen, 1995).

Summary

In Chapter 1 an outline of key terms, methodology and conceptual framework have been presented. Additionally, a description of the FMI and Press-Ganey survey instruments used for the study have also been put forth in terms of their proposed relationship. This relationship, as put forth by the hypothesis, states that a positive correlation between mindfulness and patient satisfaction was found to exist. This finding will have positive and significant implications for the healthcare industry as organizations educate medical providers on the benefits of mindfulness in clinical practice.

In Chapter 2 the relevant literature supporting the relationship of the constructs will be explored in detail. Chapter 3 will discuss in greater detail the methodology of the study and the correlation between the constructs of self-reported mindfulness and self-reported patient satisfaction. Chapter 4 will provide in detail all statistical data analysis that was employed during the study and Chapter 5 will provide a summary of implications, conclusions, and future research which may come forth as a result of this study.

CHAPTER 2

LITERATURE REVIEW

Within this literature review the knowledge areas of mindfulness, and patient satisfaction will be explored. The review of mindfulness literature has come from a wide range of disciplines including references to the ancient Buddhist concepts of mindfulness down to their application in organizational and management sciences. The review of literature in leadership spans a relatively brief period of time of less than 80 years and demonstrates the progression of management theorist regarding definitions of leadership and the components that make up leaders. Lastly, the patient satisfaction literature has had its initial roots in the consumer movement of the 1960's as well as the general satisfaction theory. This progression of satisfaction theory will be reviewed in depth highlighting the subset of patient satisfaction and its clinical and financial implications to the healthcare industry.

The references selected in this review have predominately come from peer reviewed journals and scholarly books authored by experts in their respective fields. Multiple library searches were conducted using the internet search tools at The Gelman Library at George Washington University. These search tools accessed multiple databases of articles, books, and dissertations using the following tools: ProQuest, EBSCO Host, Web of Science, and Google Scholar.

Mindfulness

The concept of mindfulness has existed for thousands of years and was derived from Eastern Buddhist philosophy (Walach et al., 2006). Since that time Western thought has incorporated aspects of mindfulness into a somewhat different definition of

mindfulness. Whereas Western thought is more concerned with the contents of the mind with an external focus, Eastern thought is more concerned with the processes of the mind with an internal focus (Weick & Putnam, 2006). While there are many facets of mindfulness, there are six facets that seem to come up repeatedly in the literature namely: a focus/awareness in the present, suspension of judgment, openness to novelty/curiosity, acceptance, de-centered identity/reduction of ego, and a perspective of impermanence (Langer, 2000; Bishop et al., 2004; Thich, 1999). Table1 provides a list of proposed definitions of mindfulness:

Table 1 *Definitions of Mindfulness*

Author	Definition
Bishop et al. (2004)	We see mindfulness as a process of regulating attention in order to bring a quality of non-elaborative awareness to current experience and a quality of relating to one's experience within an orientation of curiosity, experiential openness, and acceptance. We further see mindfulness as a process of gaining insight into the nature of one's mind and the adoption of a de-centered perspective…on thoughts and feelings so they can be experienced in terms of their subjectivity (versus their necessary validity) and transient nature (versus their permanence)
Brown & Ryan (2004)	State of being attentive to and aware of what is taking place in the present; enhanced attention to and awareness of current experience or present reality.
Langer (2000)	A flexible state of mind – an openness to novelty, a process of actively drawing novel distinctions.
Thera (1996)	The clear and single-minded awareness of what actually happens to us and in us at the successive moments of perception.
Baer (2003)	The nonjudgmental observation of the ongoing stream of internal and external stimuli as they arise.
Epstein (2003)	Pay precise attention, moment by moment, to exactly what you are experiencing, right now, separating out your reactions from the raw sensory data.
Kabat-Zinn (1990)	Awareness that emerges through paying attention on purpose, in the present-moment, and nonjudgmentally to the unfolding of experience moment by moment.

Given the growing body of mindfulness research and its positive effects, researchers have begun to question how mindfulness can be developed. These inquiries have led to several theories about the source of mindfulness in individuals as either a personality trait, cognitive ability, or more likely a cognitive style which can be learned (Sternberg, 2000).

Toward a Consensus Operational Definition of Mindfulness

Researches have grappled for a more uniform definition of mindfulness which would encompass the noteworthy aspects of both Eastern and Western conceptualizations of mindfulness (Weick & Putnam, 2006). Bishop et al. (2004) proposed an operational definition of mindfulness after comparing the many existing definitions that exist. This most recent definition was selected for this study as it provides a comprehensive view of the construct of mindfulness. This recent description of mindfulness incorporates the six most predominant areas of mindfulness (focus/acceptance in the present, suspension of judgment, openness to novelty, acceptance, de-centered identity, and perspective of impermanence) seen in the literature by stating that:

"We see mindfulness as a process of regulating attention in order to bring a quality of non-elaborative awareness to current experience and a quality of relating to one's experience within an orientation of curiosity, experiential openness, and acceptance. We further see mindfulness as a process of gaining insight into the nature of one's mind and the adoption of a de-centered perspective…on thoughts and feelings so they can be experienced in terms of their subjectivity (versus their necessary validity) and transient nature (versus their permanence)." (p. 234).

1. Focus/Awareness in the Present

The most widely know facet of mindfulness relates to the focus and awareness one has in the present moment (Kabat-Zinn, 1990). This kind of sustained attention refers to the ability one has to keep a state of mental vigilance in the present over time (Posner & Rothbart, 1992). This ability to maintain a focus and awareness in the present is of particular interest as organizational life increases in complexity and distractions are ever present.

2. Suspension of Judgment

The goal of sustained attention is not to suppress thoughts but to rather to observe them while suspending judgment before the mind can attach a conceptual category to the thought (Weick & Putnam, 2006). The conceptualization of thoughts often leads to thought becoming reactive and mindless (Fiol & O'Connor, 2002). By suspending judgment one can be open to the situation prior to the mind creating a category or conceptualization, this allows for an openness to novelty in which a more accurate and adaptable category may be created.

3. Openness to Novelty

Langer (2000) notes that a key aspect of mindfulness is that it allows for an openness to novelty and the noticing of novel distinctions. Novel distinctions are noticed as one remains purely in the present, seeing each situation as unique and different than past situations. Fiol and O'Connor (2002) describe using past categories of behavior to solve new problems as "mindlessness." Mindlessness in this sense hampers novelty by treating present situations as identical to past situations.

An openness to novelty is useful in high reliability organizations (HROs) such as healthcare as it allows for each situation to be experienced as a new and unique event. Medical providers treating illnesses may see commonalities in patients and in treatment protocols which can lead to a mindless diagnosis based on what the medical provider has seen in the past. Maintaining an openness to novelty allows medical providers to see each patient as unique and allows for the possibility to be surprised by novel differences in patients' medical needs.

4. Acceptance

Acceptance is the ability to approach one's experience openly and objectively without regard to the personal desirability of a given outcome (Roemer & Orsillo, 2002; Bishop et al., 2004). Acceptance is not passive but rather an acknowledgement of where one is at a given point in time. There is no "clinging" to past, present or future desires but rather an acceptance of the place where one is at that moment (Weick & Putnam, 2006).

5. De-centered Identity / Ego Reduction

A key aspect of mindfulness is its effect of ego reduction on the individual (Thera, 1996). Others describe this mindfulness phenomenon as creating a "de-centered identity" (Bishop et al. 2004). When a reduction of ego or de-centered identity occurs one's identity becomes more removed from the self and becomes more grounded in the collective. This collective identity may produce feelings of oneness and unity with a larger body such as an organization (Thera, 1996). An identity grounded in the collective has implications for leadership as leaders' behaviors may more likely serve the interests congruent with their identity.

6. Perspective of Impermanence

Impermanence is the understanding that all things rise, fall and eventually pass away (Thera, 1996). A perspective of impermanence means that thoughts can be experienced as temporary phenomenon and may or may not have any inherent meaning (Baer, 2003). In traditional Buddhist teachings suffering is often the result of clinging to impermanent things which over time disappear (Bodhi, 2000). From the literature a perspective of impermanence implies a certain wisdom relative to the things one places value on, whether that be thoughts, emotions, or physical objects.

Outcomes of Mindfulness

Many conceptualizations of mindfulness have included other qualities not listed above as key components of mindfulness. Many of these components include trust, wisdom, compassion, patience, and calmness (Kabat-Zinn, 1990; Shapiro & Schwartz, 1999). For the purposes of this research, these components while meaningful, will be viewed as related outcomes of mindfulness. By separating the central features of mindfulness from other components that correlate on some level to mindfulness, the construct has greater utility (Bishop et al., 2004).

While the state of mindfulness is an internal and unobservable state, many scholars have attempted to study the outcomes of mindful states of being. The effects of mindfulness have been studied as the construct relates to health & well being, individual performance, and organizational performance.

Mindfulness and Health & Well Being

Mindfulness has been studied for many years across many disciplines. There has been a widespread interest in the effects of mindfulness on individual health including

stress-reduction and depression (Kabat-Zinn, 1990), chronic pain (Kabat-Zinn, et al., 1985), improved immune functioning (Davidson, et al., 2003).

In Kabat-Zinn's (1990) study of mindfulness and stress-reduction the effectiveness of mindfulness based stress reduction using mindfulness meditation was tested on patients with anxiety disorders. A total of 22 patients were screened in clinical interviews to assess that they exhibited symptoms of clinical anxiety disorders. Over a 3 month period assessments were obtained weekly to track participant progress. The results of the study demonstrated significant reductions in anxiety and depression for 20 of the 22 participants. The group of study participants were compared to a group of non-study participants who also met the screening criteria and participated in the program were also shown to have similar reductions in anxiety. This suggests that the study participants' findings were generalizable to other populations.

Kabat-Zinn (1985) also conducted an earlier study which explored the effects of mindfulness on chronic pain. In this study 90 chronic pain patients were trained in mindfulness meditation during a 10 week mindfulness based stress reduction program. Statistically significant improvements in patients reported level of pain reduction were demonstrated through a self-reported scale. Drug usage for chronic pain also decreased as patient's activity levels and self-esteem increased. Improvements were similar across gender and type of pain. A comparison group of pain patients did not show significant improvement on these measures after traditional pain treatment protocols. The majority of these improvements were maintained for up to 15 months using regular meditation sessions.

Mindfulness has also been linked to improved brain and immune functioning in a study by Davidson, et al., (2003). In this randomized controlled study 25 healthy subjects underwent an 8 week clinical training program on mindfulness meditation. Electrical brain activity was measured before, immediately after the program, and 4 months after the training program. A control group of 16 subjects were tested at the same time as the meditation group. At the end of the 8 week program both groups were vaccinated with influenza vaccine. Significant increases in antibodies to influenza vaccine were found among the meditators compared to nonmeditators. Also a significant increases in left-sided anterior activation was found in the meditators compared to the nonmeditators. This pattern of brain activation has previously been associated with positive affect.

Mindfulness and Individual Performance

Scholars have also studied relationships between mindfulness and individual performance in such categories as intelligence (Brown & Langer, 1990), interpersonal communication (Burgoon et al., 2000),technical competence (Epstein, 2003), creativity (Langer, 2000) and peak performance experiences described by some as “flow” (Kee & Wang, 2008; Csikszenmihalyi, 1990).

Mindfulness and Flow

A study by Kee & Wang, (2008) demonstrated the relationship between mindfulness, flow dispositions, and mental skills adoption. The study was comprised of 182 university athletes who were given three self-reported tools to measure mindfulness (MMS, Mindfulness/Mindlessness Scale), flow disposition (DFS, Dispositional Flow Scale), and performance (TOPS: Test of Performance Strategies). The study suggests

that the flow dispositions and mental skills adoption could be improved using mindfulness however, given the close links between the constructs it is difficult to determine a causal nature between them.

Flow, or the psychology of optimal experience, has been a topic of great interest in the area of sports, music, and organizational life (Csikszentmihalyi, 1990), (Csikszentmihalyi, 1997). Flow and mindfulness have recently been studied to understand more fully their similarities. Some scholars see flow and mindfulness as strongly linked (Wright et al., 2006, Kee & Wang, 2008; Bishop et al., 2004). While flow seems to be studied often with individuals in action such as sports and music, mindfulness is often studied more as a state of being. However, the link between flow and mindfulness is often described where flow is mindfulness in action where "action and awareness merge" (Csikszentmihalyi, 1997). Descriptions of flow seem to encompass eight phenomenon (Csikszentmihalyi, 1990,1997), namely: 1) clear goals, 2) concentrating and focusing , 3) reduction of self-consciousness / ego, 4) distorted sense of time, 5) direct and immediate feedback from the task, 6) Balance between ability level and challenge, 7) A sense of personal control or mastery over the situation or activity, and 8) the activity is intrinsically rewarding.

The merging of action and awareness seems to be the strongest link between flow and mindfulness and highlights that a state such as mindfulness can be present in action and not simply in quite moments of contemplation. Action while in mindful states such as flow also seems to be enjoyable experiences or intrinsically rewarding in that the task is its own reward.

A positive implication of the link between flow and mindfulness is that not only will medical providers who manage their patients mindfully potentially enjoy greater patient satisfaction, but the medical provider will likely enjoy the experience of providing patient care more themselves.

Emotional Intelligence and Mindfulness

A great deal has been written in the past decade on emotional intelligence as a predictor for interpersonal and workplace effectiveness. Emotional intelligence is primarily concerned with personal self-awareness and emotion regulation (Goleman, 2006). While mindfulness and emotional intelligence are not identical constructs they are inter-related concepts given both require self-awareness. Additionally, whereas emotional intelligence requires emotion regulation, mindfulness requires a suspension of judgment in which the individual responds in non-reactive ways. While the two constructs are related, mindfulness appears to have a broader operational definition.

Mindfulness and Organizational Performance

Recently scholars have applied the construct of mindfulness to organizational performance. Many scholars have seen mindfulness as a powerful antidote to organizational mindlessness, or the responding to new events based on past categories of behavior (Fiol & O'Connor, 2002; Weick & Putnam, 2006). Additionally, mindfulness has been under study given its ability to promote focus and present time awareness in high reliability organizations (Weick & Sutcliffe, 2007; Weick, Sutcliffe, & Obstfeld, 2002; Weick & Sutcliffe, 2006). To date however, there have not been studies exploring the relationship between medical provider mindfulness and patient satisfaction in an outpatient medical provider office.

High Reliability Organizations and Mindfulness

High reliability organizations (HROs) such as nuclear power plants, wild fire fighting teams, hospitals, and air craft carriers have long been praised for their ability to operate in high risk and uncertain environments with little or no failures in high reliability (Weick & Sutcliffe, 2007). As complex organizations are more often than not described as complex adaptive systems (CAS), HRO processes have had the ability to drive reliability despite the high degree of uncertainty complex adaptive systems face.

The healthcare industry is one which aspires to become a high reliability industry. Healthcare failures in high reliability (i.e. patient falls, dissatisfied patients, medication errors, re-admits) kill more people than all other high reliability organizations combined (i.e., nuclear power plants, air traffic control, NASA, wildfire fighting teams, etc.). Over 100,000 die per year nationally as a result of failures in high reliability within the healthcare industry (Brooks, 2007).

Weick and Sutcliffe (2007) describe five HRO processes which if done *mindfully* will drive high reliability. The five processes are: 1) Sensitivity to operations: to monitor interactions within a complex system and respond promptly to unexpected interactions. 2) Deference to expertise: the ability to migrate decisions both upward and downward without respect to hierarchy. 3) Reluctance to simplify: paying close attention to context, resistance to labeling so that each situations uniqueness may be understood. 4) Preoccupation with failure: embracing failure by being attentive to weak signals that may cause future failures. 5) Commitment to resilience: the ability to absorb strain and bounce back in the presence of adversity and to learn from previous episodes of resilient action.

All five of these processes are required to be done *mindfully* in order to be effective. Weick (2002) expanded HRO theory into healthcare by describing how the five HRO processes may reduce medical errors through "mindful medical interdependence" which increases the ability of teams to work in a unified collective fashion.

Instruments to Measure Mindfulness

Several instruments exist to measure mindfulness in individuals and organizations. There have historically been two significant challenges when measuring mindfulness, namely that mindfulness has not had a consensus definition and secondly that mindfulness is an internal phenomenon which does not allow for direct observation (Brown & Ryan, 2004). As a result, mindfulness scales are generally self-reported measures for the given definition of mindfulness the researcher is exploring.

The major validated mindfulness instruments are the Freiburg Mindfulness Inventory (FMI), the Mindfulness and Attention Awareness Scale (MAAS), the Toronto Mindfulness Scale (TMS), the Kentucky Inventory of Mindfulness Scale (KIMS), and the Langer Mindfulness Inventory (Walach, et al., 2006). While each instrument measures a construct called mindfulness, each defines mindfulness in somewhat different terms. Some definitions place a greater emphasis on attention to the external environment which is more aligned to a Western definition of mindfulness, while others focus more on the internal processes of the mind which is similar to Eastern definition of mindfulness.

Freiburg Mindfulness Inventory (FMI)

The Freiberg Mindfulness Inventory (FMI; Walach et al., 2006) was originally developed by with individuals in mindfulness meditation retreats. It was developed as a

30 item scale and later revised to a 14 item scale and measures responses on a 4-point scale of almost never, occasionally, fairly often, and almost always). The FMI measures a single factor of mindfulness based on the definition used in this study which is that mindfulness contains six elements of focus/acceptance in the present, suspension of judgment, openness to novelty, acceptance, de-centered identity, and perspective of impermanence (Bishop et al., 2004). Given the FMI uses the more comprehensive definition of mindfulness put for by Bishop et al., (2004) it was chosen as the instrument for this study.

Kentucky Inventory of Mindfulness Scale (KIMS)

The Kentucky Inventory of Mindfulness Scale (KIMS) contains 39 items rated on a 5-point scale and it one of the longer survey instruments. It measures four skills of observing, describing, acting with awareness, and accepting without judgment (Baer, Smith, & Hopkins, 2006). The KIMS is has been influenced by DBT (Dialectical Behavior Therapy) and many of the skills are only partially related to mindfulness as others define it.

The Cognitive and Affective Mindfulness Scale – Revised(CAMS-R)

The Cognitive and Affective Mindfulness Scale – Revised (CAMS-R) contains 18 items rated on a 4-point scale (from “not at all” to “almost always”). The CAMS-R measures awareness, attention, present-focus, and nonjudgement/acceptance and assesses these through thought and feelings (Baer, et al., 2006). The CAMS-R does not however have questions to measure a perspective of impermanence and openness to novelty.

Mindfulness and Attention Awareness Scale (MAAS)

The Mindfulness and Attention Awareness Scale (MAAS; Brown & Ryan, 2004) consists of 15 items rated on a 6-point scale (ranging from "almost always to almost never"). It measures present moment attention and awareness but excludes other components of mindfulness such as openness to novelty.

Toronto Mindfulness Scale (TMS)

The Toronto Mindfulness Scale (TMS) consist of a 5-point scale (ranging from "not at all" to "very much") and was designed to measure respondent's mindfulness following meditation. One limitation is that it is not recommended for use outside of meditation training (Walach, et al., 2006).

Improving Individual and Organizational Mindfulness

A conceptual understanding of mindfulness is not well understood in organizational life which makes attempts to improve mindfulness difficult. However, much has been written about how to improve individual mindfulness through attentional exercises which focus the mind on an object or breathing with a complete focus and awareness in the present (Bishop et al., 2004; Baer, 2003; Weick & Putnam, 2006). Additionally, in these exercises the individual attempts to observe their own thinking in a de-centered way in which the participant resists judging or identifying with arising thoughts. These exercises are not simply mood management or relaxation techniques but rather are a type of mental training designed to reduce cognitive vulnerability to reactive thinking (Bishop et al., 2004).

Some scholars have explored ways to improve mindfulness on an organizational level such as recommendation that leaders are to "manage mindfully" (Weick & Sutcliffe, 2007). Additionally, others have explored how the quality of organizational

attention may be improved through the reduction of mindless routines and a disciplined focus on the present tasks as hand. From this present time awareness, novelty and adaptability emerge as the organization breaks free from mindless and restrictive structures (Fiol & O'Connor, 2002; Langer, 2000). The link between long term organizational adaptability and mindfulness unfolds when organizations and individuals are focused on the present moment with an openness to novelty. By suppressing mindless conceptualizations of what the routine solution may be, the organization can allow for the noticing of novel distinctions in a given event which makes the experience different than any other event they have experienced (Weick & Putnam, 2006). From noticing new distinctions in situations, novelty arises and adaptability is improved.

At this point more has been written on improving mindfulness at the individual level than at the organizational level. At the individual level mindfulness can be both measured and improved while at the organizational level efforts are just beginning to be able to measure organizational mindfulness (Weick & Sutcliffe, 2007).

Patient Satisfaction

For many years the study of satisfaction has been a critical facet for understanding human behavior by various disciplines (Tse, Nicosia, & Wilton, 1990). Satisfaction has been employed by economists to judge the effectiveness of marketing systems (Garner, 1981), by psychologists to indicate an individual's emotional well-being (Rubenstein, 1982), and by policymakers to bring attention to problems in the marketplace (Scherer, 1980). In each of these disciplines satisfaction is often analyzed as either an objective state, a subjective state, or a process (Tse et al., 1990).

Satisfaction as an objective state implies that satisfaction is being met by satisfying an objective human need (i.e. food, shelter, and freedom). In this sense marketing, public policy, and consumer movements have chosen to define satisfaction as an objective state (Tse et al., 1990) in which satisfaction levels should be fairly measurable, objective, and consistent across individuals who have the same basic needs. However, economists tend to view satisfaction as a subjective state at both the individual and group level. The notion follows that dissatisfaction in the market is a sign of market imperfection which the market will correct overtime (Tse et al., 1990).

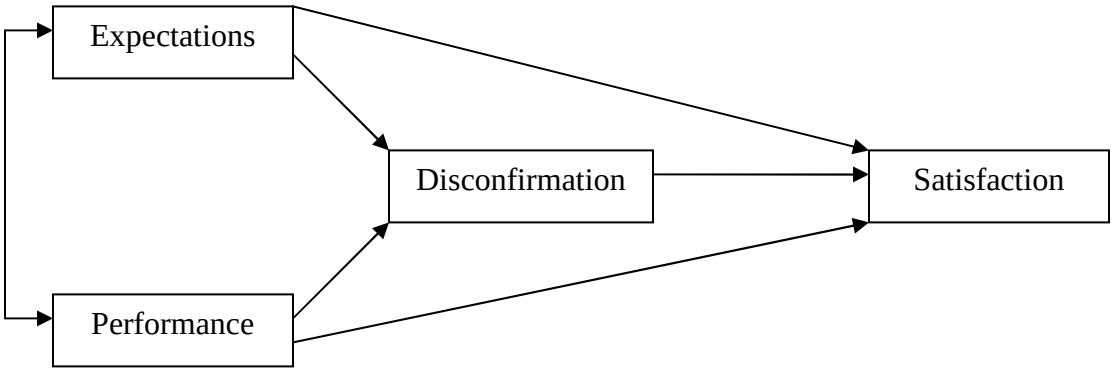
As the consumer movement grew in the 1960s more attention was given to the idea that while satisfaction had components of both an objective and subjective state, satisfaction may best be described as a process. While past research had focused on the act of consuming in single episodes, little research had completed the consumer cycle by measuring pre and post-consuming behavior (Nicosia, 1966). This is an important element in a service industry such as healthcare given that the success of healthcare organizations is driven by repeat business of consumers who make their future decision for care based on their post-consumption experience. Based on this researchers began conceptualizing satisfaction as a process rather than a mental state (Day, 1977).

With satisfaction being viewed as a process, a general model was needed to explain the interactions of its variables. The *expectancy disconfirmation model* (Figure 2) emerged to explain the ways in which consumers create judgments about goods and services prior to consumption (Oliver, 1997). Following consumption the consumer compares their expectation with the actual performance of the good or service. Disconfirmations can be positive or negative depending based on the interplay between

the level of prior expectation and actual performance. Additionally, past experiences with consumption can set future expectations for the consumer's next consumption event.

Figure 2

Oliver's (1997) Expectancy Disconfirmation with Performance Model



The linkages of each variable show how both expectations and performance lead to positive or negative disconfirmations and subsequent positive or negative satisfaction. High performance is shown to lead to more positive disconfirmation , everything else being equal, while high expectations lead to more negative disconfirmation (Van Ryzin, 2005). Additionally, the link between expectations and performance shows that both influence the other directly during a consumption event. Lastly, the direct links from performance to satisfaction and expectation to satisfaction suggest a direct impact on satisfaction which may occasionally occur if no positive of negative disconfirmation occurs. In this sense the consumers expectation about performance was about what they had expected (i.e. no disconfirmation) which lead to some level of satisfaction.

Widespread interest in *patient satisfaction* began in the 1960's during the consumer movement (Ferris et al. 1992). It was at this time that patient satisfaction was

considered critical to measure the quality of health care services and was used in addition to morbidity and mortality data (Mahon, 1996). Donabedian (1988) also defined patient satisfaction as an aspect of quality care.

There have been challenges in defining patient satisfaction given the ambiguity of how the concept has been conceptualized. Some have maintained that patient satisfaction has a self-evident meaning which further makes a uniform definition difficult to put forth (Fitzpatrick, 1990). The lack of consensus on a definition of patient satisfaction has generated occasional criticism about the ability to measure patient satisfaction as an outcome measurement (Bond & Thomas, 1992; Babakus, Cravens, & Grant, 1994). As a result there are few conceptual models found in the literature which adequately describe patient satisfaction dynamics. Some authors have argued for conducting more qualitative studies to better understand patient satisfaction and fill in gaps that exists currently (Williams & Wilkinson, 1995).

Some view patient satisfaction as linked to patients' expectations of performance contrasted with the actual service given (Eriksen, 1995). From this linkage an operational definition for this study is that patient satisfaction is the extent to which the patients' expectations of service performance were met or exceeded during their medical provider encounter. Understanding and measuring expectation as an antecedent to patient satisfaction is problematic given each individual brings their own set of expectations to the encounter. However, several studies define customer service satisfaction within framework of individual expectations as described by the expectancy disconfirmation with performance model (Bitner, 1990; Oliver & DeSarbo, 1988; Oliver, 1997).

Although most studies have highlighted the important role of expectations in patient satisfaction studies, a few studies have noted that the effect of patient expectation may be smaller than expected. In a qualitative health care study by Fitzpatrick and Hopkins (1983) prior expectations appeared to have only a minor impact on patient satisfaction. Kristensen et al. (1999) also cited that not only is expectation a difficult construct to measure and define, but that it appears to have little influence on customers' satisfaction. Despite the findings of these smaller studies, the majority of studies have found the expectancy disconfirmation with performance model to provide a credible framework describing satisfaction dynamics.

Patient satisfaction in healthcare has clinical implications also given that satisfied patients are more likely to: follow treatment recommendations, and return for follow-up visits (Garman et al., 2004). Other non-clinical benefits of patient satisfaction are that satisfied patients are less likely to file malpractice claims (Cydulka et al., 2007) and more likely to refer friends and family members (Strasser & Davis, 1991; Burroughs et al., 1999).

While many positive outcomes are present when patient satisfaction is present, there are several negative outcomes which have been researched regarding patient dissatisfaction. Dissatisfied patients have been shown to be more likely to self-treat for minor and major illnesses rather than seeking the care of their established medical provider (Ware & Davis, 1983). Dissatisfied patients were also more likely to disenroll from their health plan in order to move to a new medical provider in another health insurance plan (Ware & Davis, 1983).

Summary

The conclusions which are put forth based on a review of the literature are as follows: 1) that a robust and valid instrument for measuring mindfulness (i.e. The Freiburg Mindfulness Inventory) exists based on a recent consensus operational definition of mindfulness by many researchers, 2) that patient satisfaction with medical provider performance can be validly measured (i.e. The Press-Ganey Outpatient Satisfaction Survey), and 3) that patient satisfaction as a construct can be explained using an expectancy disconfirmation with performance model.

Based on the literature review there are clear relationships between mindfulness, and patient satisfaction that appeared worthy of further exploration and study. This study will add to the existing literature by in many ways by showing the correlation between mindfulness and patient satisfaction and by also providing a rare quantitative study demonstrating how mindfulness is in fact a precursor to high reliability in healthcare as suggested by Weick and Sutcliffe (2007).

CHAPTER 3

METHODS

Overview of Methodology

This chapter will address the choice of a quantitative research methodology as a means to produce an analysis of correlation between mindfulness and patient satisfaction. The two populations under study are medical providers and their patients. Both populations were well represented at the research site and yielded a large sample size for analysis.

Two validated survey instruments were used and produced a reliable analysis of the two constructs under study. Data collection of patient satisfaction is currently preformed by the research site. However, gathering data on medical provider mindfulness had not previously been performed until this study. Data analysis will explore the primary hypothesis of a correlation between mindfulness and patient satisfaction as well as sub-questions related to correlations between questions on the respective instruments. The procedures used to gather, analyze and report data were in keeping with the ethics precautions of The George Washington University as well as compliant with The Health Insurance Portability and Protection Act (HIPPA).

Choice of Methodology

The methodology selected for this research was a quantitative study of correlation between self-reported medical provider mindfulness and self-reported patient satisfaction. Although mindfulness and patient satisfaction are generally seen as qualitative phenomenon one may have used a qualitative study to garner a thick and rich description of the phenomenon. However, a qualitative study may have required limiting the

number of participants for practical time considerations. Given my interest was driven more by the correlation of the constructs rather then their experiential nature, a quantitative study was most appropriate.

Additionally, given the large population of both patients and medical providers at the research site, gathering data through the two validated survey instruments appeared very feasible and would likely yield a large amount of high quality data for analysis. The use of quantitative survey instruments also made possible the analyzing of two sub-questions from the hypothesis using an analysis of correlation.

Research Question and Hypothesis

The purpose of this research is to uncover correlations between patient satisfaction and mindfulness as measured by the Press-Ganey patient satisfaction survey and the Freiburg Mindfulness Inventory (FMI) respectively.

The research question put forth in this study is 1) What is the relationship between patient satisfaction (when self-reported by patients) and mindfulness (when self-reported by medical providers). Based on the research question of this study, the hypotheses are as follows:

Hypotheses

They hypotheses proposed in this section are:

H1: Overall patient satisfaction will correlate positively to overall mindfulness.

H2: Overall mindfulness will correlate positively with medical providers' years in medical practice.

H3: Overall patient satisfaction will correlate positively with medical providers' years in medical practice.

H4a: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H4b: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H4c: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H4d: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H4e: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H4f: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H4g: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H4h: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H4i: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H4j: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H4k: Mindfulness question #1 (I am open to the experience of the present moment) will correlate positively to overall patient satisfaction.

H5a: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H5b: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H5c: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H5d: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H5e: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H5f: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H5g: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H5h: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H5i: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H5j: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H5k: Mindfulness question #2 (I sense my body, whether eating, cooking, cleaning, or talking) will correlate positively to overall patient satisfaction.

H6a: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H6b: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H6c: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H6d: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H6e: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H6f: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H6g: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H6h: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H6i: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H6j: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H6k: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to overall patient satisfaction.

H7a: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H7b: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H7c: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H7d: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H7e: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H7f: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H7g: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H7h: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H7i: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H7j: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H7k: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to overall patient satisfaction.

H8a: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H8b: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H8c: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H8d: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H8e: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H8f: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H8g: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H8h: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H8i: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H8j: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H8k: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to overall patient satisfaction.

H9a: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H9b: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H9c: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H9d: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H9e: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H9f: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H9g: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H9h: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H9i: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H9j: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H9k: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to overall patient satisfaction.

H10a: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H10b: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H10c: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H10d: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H10e: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H10f: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H10g: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H10h: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H10i: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H10j: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H10k: Mindfulness question #7 (I feel connected to my experiences in the here-and-now) will correlate positively to overall patient satisfaction.

H11a: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H11b: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H11c: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H11d: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H11e: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H11f: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H11g: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H11h: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H11i: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H11j: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H11k: Mindfulness question #8 (I accept unpleasant experiences) will correlate positively to overall patient satisfaction.

H12a: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H12b: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H12c: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H12d: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H12e: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H12f: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H12g: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H12h: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H12i: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H12j: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H12k: Mindfulness question #9 (I am friendly to myself when things go wrong) will correlate positively to overall patient satisfaction.

H13a: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H13b: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H13c: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H13d: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H13e: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H13f: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H13g: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H13h: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H13i: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H13j: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H13k: Mindfulness question #10 (I watch my feelings without getting lost in them) will correlate positively to overall patient satisfaction.

H14a: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H14b: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H14c: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H14d: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H14e: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H14f: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H14g: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H14h: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H14i: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H14j: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H14k: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to overall patient satisfaction.

H15a: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H15b: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H15c: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H15d: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H15e: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient

satisfaction question #5 (Information the care provider gave you about medications (if any).

H15f: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H15g: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H15h: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H15i: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H15j: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H15k: Mindfulness question #12 (I experience moments of inner peace and ease, even when things get hectic and stressful) will correlate positively to overall patient satisfaction.

H16a: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H16b: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H16c: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H16d: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H16e: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H16f: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H16g: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H16h: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H16i: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H16j: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H16k: Mindfulness question #13 (I am patient with myself and with others) will correlate positively to overall patient satisfaction.

H17a: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

H17b: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #2 (Explanations the care provider gave you about your problems or condition).

H17c: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H17d: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction

question #4 (Care provider's efforts to include you in decisions about your treatment).

H17e: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H17f: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H17g: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H17h: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H17i: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H17j: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to patient satisfaction question #10 (Likelihood of your recommending this care provider to others).

H17k: Mindfulness question #14 (I am able to smile when I notice how I sometimes make life difficult) will correlate positively to overall patient satisfaction.

Population

The human participants involved included two populations, namely medical providers and their patients. The medical provider population is made up of the 600 employed medical providers at the Ochsner Health System in Southeast Louisiana. The medical provider group is a multi-specialty group and comprises medical and surgical specialties across over 30 specialties. The research site is a large academic teaching center and many but not all providers are engaged in teaching and research.

The patient population is made up of a random selection of the medical provider respondent's patients, also from Southeast Louisiana. The patient population is made of 50% Medicare patients (over 65 years of age), 7% Medicaid patients (low income women and children), 43% commercially insured patients who receive insurance through their employment. Very little self-pay or indigent patients exist given the State of Louisiana's charity hospital network of which the research location is not a member and receives no funding.

Research Procedures

Sampling

Phase 1

The first phase of sampling was to the medical provider population of The Ochsner Health System in Southeast Louisiana. The FMI self-reported mindfulness survey was mailed to each of the 600 medical providers within the organization. A

minimum of a 5% response rate was required to obtain a statistically significant sample size of 30 respondents. Fortunately, a total of 117 valid mindfulness surveys were returned which improved the statistical significance of the study.

Phase 2

Once self-reported mindfulness surveys were collected from participating medical providers, patient satisfaction data was pulled for the prior 18 months from the research sites historical patient satisfaction data. Within a 18 month period the research site recieves at least 30 patient responses per medical provider which is enough to be statistically significant. If the number of patient satisfaction responses are too few for a given provider then that provider was removed from the analysis. Patients who fill out the patient satisfaction survey are not offered any renumeration by the research site for filling out the patient satisfaction survey and participation is purley voluntary.

When mindfulness survey data was collected one modification to response values was required for question 13 ("I am impatient with myself and others"). All other mindfulness values are scored on a 4 point scale where "4" indicates a higher level of mindfulness. Question 13's directionality must be reversed so that all scores are aligned with high or low mindfulness. The process for doing this was to enter the corresponding positive value from the respondents recorded value prior to analyzing the data. For example, a 4 was re-coded to a 1 to provide consistent results during the analysis phase.

Data Collection

Protocol for Instrument Distribution

The FMI self-reported mindfulness instrument was mailed to the 600 medical providers at the research site in Southeast Louisiana. The mailing list was obtained

through the office of Medical Staff Affairs and will be destroyed following the research study.

The Press-Ganey self-reported patient satisfaction survey is currently distributed by the research site and is mailed to the patients' home address on record. A random sample is obtained of patients who received care in the last 30 days at an ambulatory care location. From this random sample a mailing list is created and surveys are distributed.

Instrumentation

The instrument to be used for medical provider self-reported mindfulness is the Freiburg Mindfulness Inventory (FMI) (Walach et al., 2006). This instrument uses the mindfulness definition put forth by Bishop et al. (2004) and which is the definition chosen for this study. The FMI is a validated instrument with a Cronbach alpha of .93 (Walach et al., 2006). The instrument contains 14 questions which are ranked on a four point scale. The four scaled responses to the FMI questions are: rarely, occasionally, fairly often, and almost always. In addition to the FMI survey questions, respondents will also list their years of practice and medical specialty.

The instrument used for self-reported patient satisfaction is the Press-Ganey patient satisfaction instrument. This instrument has a Cronbach alpha of .92 (Press-Ganey, 2006) and is one of the most widely used instruments in the healthcare industry (Clark, Maxwell, & Malone, 2003). The survey rates patient responses on a five point Likert scale. The categories measured include the patient's satisfaction with parking, facility location, billing, appointment availability, lab services, nursing care, medical provider care and several other components. Some of these components of satisfaction have nothing to do with mindful behaviors (such as parking or location of the facility).

Instead I am interested in the patient satisfaction which is driven by the interaction with medical provider care. These questions were easily separated from the main survey by Ochsner Health System prior to being provided to me. Paper surveys are mailed to a random selection of patients' homes that have had an ambulatory visit in the last 30 days. Once surveys are returned, the patient satisfaction scores are calculated for each medical provider.

Data Analysis

Phase 1

Following the administration of the self-reported FMI instrument of mindfulness, patient satisfaction data was collected to coincide with the prior 18 month time period of the self-reported instruments administered to medical providers. Given that during the course of a year the research site experiences a 10% turnover of medical provider staff it was important to pull patient satisfaction data for time periods where the participants in the study were the actual individuals providing care to the patients.

The patient satisfaction data for all responding medical providers was gathered from the research site. Only the ten care provider questions were used in the analysis. The self-reported mindfulness surveys were hand calculated and put into an Excel spreadsheet for ease of working with the data. Once the data had been entered into Excel the information was exported into SPSS statistical software.

A statistical analysis of correlation was conducted to compare the relationship between self-reported mindfulness and the relationship to the self-reported patient satisfaction scores. The survey data for mindfulness and patient satisfaction was viewed in aggregate to determine if a general relationship exists between the two constructs.

Analysis was also conducted on the correlation between individual mindfulness and patient satisfaction questions and their relationship to overall mindfulness and patient satisfaction as well as their relationship to other individual questions. Additionally, an analysis was conducted which explored the relationship between mindfulness and years of medical practice. Lastly, several individual mindfulness and patient satisfaction questions were compared to each other. As a result, the large number of analysis may result in a high number of false positives.

All patient data was de-identified for use in this study in order to comply with HIPAA regulations (Health Insurance Portability and Accountability Act). All medical provider FMI self-reported surveys were also de-identified and aggregated for this study once they were put into the Excel spreadsheet. After being entered into the Excel spreadsheet medical providers' names were replaced with an identification number.

Phase 2

Once the statistical analysis had been preformed to determine if a correlation between medical provider mindfulness and patient satisfaction existed in aggregate, additional correlation analysis was conducted between individual mindfulness and patient satisfaction questions. In total there were 140 correlations that were run comparing individual questions across surveys. Lastly, an analysis of correlation was conducted to determine the potential relationship between years in practice and mindfulness.

Human Participants and Ethics Precautions

All ethical and human consideration guidelines described in *The George Washington University Non-Medical Institutional Review Board (IRB) Guidebook* (2007) will be adhered to. The confidentiality of the medical provider and patient participants

was maintained and only aggregated data is reported. All records will be maintained on password protected computers or in locked cabinets.

Summary of Chapter

Within this chapter the rational for the choice of a quantitative research methodology was put forth as a means to produce an analysis of correlation between mindfulness and patient satisfaction. The primary hypothesis put forth and accepted is that mindfulness and patient satisfaction exhibit a positive correlation. Additionally, there is a correlation between mindfulness and years of practice between providers as well as several correlations between questions on both surveys. The two populations under study are medical providers and their patients residing in Southeast Louisiana. Both populations are well represented at the research site which yielded a large sample size for analysis.

Furthermore, the survey instruments used, the Freiburg Mindfulness Inventory and Press-Ganey Patient Satisfaction Survey, are validated surveys which will made possible reliable results of the two constructs measured. The procedures used to gather, analyze and report data are in keeping with the ethics precautions of The George Washington University as well as compliant with The Health Insurance Portability and Protection Act (HIPPA).

CHAPTER 4

RESULTS

Overview

In this chapter the results of Hypotheses1-17k are presented. Many of the hypotheses showed positive statistical correlations between mindfulness and patient satisfaction as well as between mindfulness and years in medical practice.

Data was collected using a self-reported mindfulness instrument mailed to medical providers in Southeast Louisiana. This data was then compared to previously collected patient satisfaction data over the prior 18 months which was collected by the research site.

Response Rate

A total of 623 surveys were mailed to medical providers with 143 returned surveys. The gross response rate was 22.9% which is a strong sampling of this population. However, only 117 of the returned 143 surveys were eligible for use given the research protocol and the remaining 26 surveys were not considered. Two of the 26 surveys were incorrectly filled out. The remaining 24 were filled out correctly but due to the fact that these providers did not have a statistically significant number of patient satisfaction surveys over the last 18 months, their surveys were not considered in the mindfulness study. All other respondents had a minimum of 30 patient satisfaction surveys returned in the last 18 months in order to qualify for participation in the mindfulness study. Additionally, for statistical significance a total of 30 mindfulness surveys were required to complete this study.

Demographics

The survey participants were all healthcare providers in Southeast Louisiana in 2009. The providers' specialty was captured as well as the number of years that the provider had been in practice was captured. Additionally, descriptive statistics were calculated for the number of years in practice, with a range of 1 to 50 years in practice. The mean number of years in practice was 16.75 with a standard deviation of 10.5 years in practice. Table 2 below provides a summary of the providers' number of years in practice in five year increments. The data demonstrates that the vast majority of respondents have practiced 25 years or less.

Table 2 *Years in Practice by Respondents*

Number of Years in Practice	Number of Providers
0-5	18
6-10	27
11-15	14
16-20	14
21-25	23
26-30	9
31-35	6
36-40	4
41-45	1
46-50	1

Table 3 outlines the number of providers by specialty in detail. The medical field is often divided into three broader categories namely primary care, medical specialties and surgical specialties. In these three grouping primary care comprises 38 respondents, medical specialties comprises 44 respondents and surgical specialties comprises 35 respondents.

Table 3 *Medical Providers by Specialty*

Medical Specialty	Medical Specialty Grouping	Number of Providers in Specialty
Allergy	Medical	3
Cardiovascular	Medical	8
Endocrinology	Medical	1
Family Practice	Primary Care	21
Gastroenterology	Medical	6
Gynecological Oncology	Surgical	2
Infectious Disease	Medical	1
Internal Medicine	Primary Care	12
Maternal and Fetal Medicine	Medical	1
Neurology	Medical	1
Obstetrics / Gynecology	Surgical	11
Oncology Medical	Medical	3
Ophthalmology	Surgical	4
Optometry	Medical	2

Orthopedics	Surgical	5
Otolaryngology	Surgical	3
Pediatrics	Primary Care	5
Physical Medicine	Medical	1
Podiatry	Medical	3
Psychiatry	Medical	6
Psychiatry-Child	Medical	2
Psychology	Medical	2
Pulmonary Disease	Medical	3
Rheumatology	Medical	2
Sleep Medicine	Medical	1
Surgery - Cardiovascular	Surgery	1
Surgery – Colon and Rectal	Surgery	2
Surgery - Neurological	Surgery	1
Surgery - Pediatric	Surgery	1
Urology	Surgery	5

This section presents the statistical analysis of the 117 qualified surveys returned for the study. For this study SPSS version 16.0 was used to perform each of the correlation analysis as well as the analysis of descriptive statistics.

Research Question

The research question put forth in this study is: 1) What is the relationship between patient satisfaction (when self-reported by patients) and mindfulness (when self-reported by clinical providers).

Statistical Analysis of Hypotheses

Statistical Analysis for Hypothesis 1: Overall patient satisfaction will correlate positively to overall mindfulness.

The data analyzed found the level of significance between "overall patient satisfaction" and "overall mindfulness" to be at the .05 level of significance. A Pearson correlation of .207 was found to exist which would be indicative of a weak strength of the correlations (Hinkle, Wiersma, and Jurs, 2003). Based on the statistical analysis the research hypothesis H1 is accepted.

Table 4 *Statistical Analysis for Hypothesis 1: Mindfulness Compared to Patient Satisfaction*

		Patient Satisfaction	Mindfulness
Patient Satisfaction	Pearson Correlation	1.000	.203*
	Sig. (2-tailed)		.028
	N	117	117
Mindfulness	Pearson Correlation	.203*	1.000
	Sig. (2-tailed)	.028	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 2: Mindfulness and Years in Medical Practice

The correlation between mindfulness and the number of years in medical practice shows a positive correlation at the 0.05 level of significance. The Pearson correlation of

.223 shows a weak strength in the relationship between mindfulness and medical providers' years in practice. As providers become more experienced in their profession the analysis does seem to indicate that their mindfulness does improve. Based on the statistical analysis hypothesis H2 is accepted. This relationship between mindfulness and years in medical practice may exist as providers become more comfortable with medical tasks, their ability to focus in the present and on the patient improves.

Table 5 *Correlation Between Mindfulness and Years in Medical Practice*

		Mindfulness	Years in Medical Practice
Mindfulness	Pearson Correlation	1.000	.223*
	Sig. (2-tailed)		.016
Years in Medical Practice	Pearson Correlation	.223*	1.000
	Sig. (2-tailed)	.016	

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 3: Years of Practice and Patient Satisfaction Overall

The correlation between "patient satisfaction" and "years in medical practice" does not show a level of statistical significance. The Pearson correlation is .223 indicating a weak strength in the relationship between "mindfulness" and "years in medical practice." Based on the statistical analysis hypothesis H3 is rejected.

Table 6 *Years of Practice and Patient Satisfaction Overall*

		Patient Satisfaction	Years in Medical Practice
Patient Satisfaction	Pearson Correlation	1.000	.069
	Sig. (2-tailed)		.462
Years in Med Practice	Pearson Correlation	.069	1.000
	Sig. (2-tailed)	.462	

Statistical Analysis for Hypothesis 4a: Mindfulness Question #1 and Patient Satisfaction Question #1

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #1,"Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .103 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4a is rejected.

Table 7 *Mindfulness Question #1 and Patient Satisfaction Question #1*

		Mindfulness Question #1	Patient Satisfaction Question #1
M Q#1	Pearson Correlation	1.000	.103
	Sig. (2-tailed)		.270
	N	117	117
PS Q#1	Pearson Correlation	.103	1.000
	Sig. (2-tailed)	.270	
	N	117	117

Statistical Analysis for Hypothesis 4b: Mindfulness Question #1 and Patient Satisfaction Question #2

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .123 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4b is rejected.

Table 8 *Mindfulness Question #1 and Patient Satisfaction Question #2*

		Mindfulness Question #1	Patient Satisfaction Question #2
M Q#1	Pearson Correlation	1.000	.123
	Sig. (2-tailed)		.186
	N	117	117
PS Q#2	Pearson Correlation	.123	1.000
	Sig. (2-tailed)	.186	
	N	117	117

Statistical Analysis for Hypothesis 4c: Mindfulness Question #1 and Patient Satisfaction Question #3

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .127 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4c is rejected.

Table 9 *Mindfulness Question #1 and Patient Satisfaction Question #3*

		Mindfulness Question #1	Patient Satisfaction Question #3
M Q#1	Pearson Correlation	1.000	.127
	Sig. (2-tailed)		.172
	N	117	117
PS Q#3	Pearson Correlation	.127	1.000
	Sig. (2-tailed)	.172	
	N	117	117

Statistical Analysis for Hypothesis 4d: Mindfulness Question #1 and Patient Satisfaction Question #4

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .128 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4d is rejected.

Table 10 *Mindfulness Question #1 and Patient Satisfaction Question #4*

		Mindfulness Question #1	Patient Satisfaction Question #4
M Q#1	Pearson Correlation	1.000	.128
	Sig. (2-tailed)		.171
PS Q#4	Pearson Correlation	.128	1.000
	Sig. (2-tailed)	.171	

Statistical Analysis for Hypothesis 4e: Mindfulness Question #1 and P. Sat. Question #5

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .132 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4e is rejected.

Table 11 *Mindfulness Question #1 and Patient Satisfaction Question #5*

		Mindfulness Question #1	Patient Satisfaction #5
M Q#1	Pearson Correlation	1.000	.132
	Sig. (2-tailed)		.156
PS #5	Pearson Correlation	.132	1.000
	Sig. (2-tailed)	.156	

Statistical Analysis for Hypothesis 4f: Mindfulness Question #1 and Patient Satisfaction Question #6

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)" does not show a level of statistical significance. The Pearson correlation is .078 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4f is rejected.

Table 12 *Mindfulness Question #1 and Patient Satisfaction Question #6*

		Mindfulness Question #1	Patient Satisfaction Question #6
M Q#1	Pearson Correlation	1.000	.078
	Sig. (2-tailed)		.401
	N	117	117
PA Q#6	Pearson Correlation	.078	1.000
	Sig. (2-tailed)	.401	
	N	117	117

Statistical Analysis for Hypothesis 4g: Mindfulness Question #1 and Patient Satisfaction Question #7

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #7, "Degree to which care

provider talked with you using words you could understand," does not show a level of statistical significance. The Pearson correlation is .133 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4g is rejected.

Table 13 *Mindfulness Question #1 and Patient Satisfaction Question #7*

		Mindfulness Question #1	Patient Satisfaction Question #7
M Q#1	Pearson Correlation	1.000	.133
	Sig. (2-tailed)		.154
PS Q#7	Pearson Correlation	.133	1.000
	Sig. (2-tailed)	.154	

Statistical Analysis for Hypothesis 4h: Mindfulness Question #1 and Patient Satisfaction Question #8

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .127 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4h is rejected.

Table 14 *Mindfulness Question #1 and Patient Satisfaction Question #8*

		Mindfulness Question #1	Patient Satisfaction Question #8
M #1	Pearson Correlation	1.000	.127
	Sig. (2-tailed)		.173
PS Q#8	Pearson Correlation	.127	1.000
	Sig. (2-tailed)	.173	
	N	117	117

Statistical Analysis for Hypothesis 4i: Mindfulness Question #1 and Patient Satisfaction Question #9

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .100 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4i is rejected.

Table 15 *Mindfulness Question #1 and Patient Satisfaction Question #9*

		Mindfulness Question #1	Patient Satisfaction #9
M #1	Pearson Correlation	1.000	.100
	Sig. (2-tailed)		.282
	N	117	117
PS Q#9	Pearson Correlation	.100	1.000
	Sig. (2-tailed)	.282	
	N	117	117

Statistical Analysis for Hypothesis 4j: Mindfulness Question #1 and Pat. Sat. Q. #10

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .090 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4j is rejected.

Table 16 *Mindfulness Question #1 and Patient Satisfaction Question #10*

		Mindfulness Question #1	Patient Satisfaction Question #10
M Q#1	Pearson Correlation	1.000	.090
	Sig. (2-tailed)		.332
PS Q#10	Pearson Correlation	.090	1.000
	Sig. (2-tailed)	.332	

Statistical Analysis for Hypothesis 4k: Mindfulness Question #1 and Patient Satisfaction Overall

The correlation between mindfulness question #1, "I am open to the experience of the present moment," and patient satisfaction question overall does not show a level of statistical significance. The Pearson correlation is .122 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H4k is rejected.

Table 17 *Mindfulness Question #1 and Patient Satisfaction Overall*

		Mindfulness Question #1	Patient Satisfaction Overall
M Q#1	Pearson Correlation	1.000	.122
	Sig. (2-tailed)		.190
	N	117	117
PS Overall	Pearson Correlation	.122	1.000
	Sig. (2-tailed)	.190	
	N	117	117

Statistical Analysis for Hypothesis 5a: Mindfulness Question #2 and Patient Satisfaction Question #1

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #1,

"Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .083 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H5a is rejected.

Table 18 *Mindfulness Question #2 and Patient Satisfaction Question #1*

		Mindfulness Question #2	Patient Satisfaction Question #1
M Q#2	Pearson Correlation	1.000	.083
	Sig. (2-tailed)		.375
PS Q#1	Pearson Correlation	.083	1.000
	Sig. (2-tailed)	.375	

Statistical Analysis for Hypothesis 5b: Mindfulness Question #2 and Patient Satisfaction Question #2

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .083 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H5b is rejected.

Table 19 *Mindfulness Question #2 and Patient Satisfaction Question #2*

		Mindfulness Question #2	Patient Satisfaction Question #2
M Q#2	Pearson Correlation	1.000	.083
	Sig. (2-tailed)		.377
PS Q#2	Pearson Correlation	.083	1.000
	Sig. (2-tailed)	.377	
	N	117	117

Statistical Analysis for Hypothesis 5c: Mindfulness Question #2 and Patient Satisfaction Question #3

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .058 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H5c is rejected.

Table 20 *Mindfulness Question #2 and Patient Satisfaction Question #3*

		Mindfulness Question #2	Patient Satisfaction Question #3
M Q#2	Pearson Correlation	1.000	.058
	Sig. (2-tailed)		.536
	N	117	117
PS Q#3	Pearson Correlation	.058	1.000
	Sig. (2-tailed)	.536	
	N	117	117

Statistical Analysis for Hypothesis 5d: Mindfulness Question #2 and Patient Satisfaction Question #4

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .058 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H5d is rejected.

Table 21 *Mindfulness Question #2 and Patient Satisfaction Question #4*

		Mindfulness Question #2	Patient Satisfaction Question #4
M Q#2	Pearson Correlation	1.000	.058
	Sig. (2-tailed)		.534
	N	117	117
PS Q#4	Pearson Correlation	.058	1.000
	Sig. (2-tailed)	.534	
	N	117	117

Statistical Analysis for Hypothesis 5e: Mindfulness Question #2 and Patient Satisfaction Question #5

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .133 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H5e is rejected.

Table 22 *Mindfulness Question #2 and Patient Satisfaction Question #5*

		Mindfulness Question #2	Patient Satisfaction Question #5
M Q#2	Pearson Correlation	1.000	.133
	Sig. (2-tailed)		.154
	N	117	117
PS Q#5	Pearson Correlation	.133	1.000
	Sig. (2-tailed)	.154	
	N	117	117

Statistical Analysis for Hypothesis 5f: Mindfulness Question #2 and Patient Satisfaction Question #6

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .084 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H5f is rejected.

Table 23 *Mindfulness Question #2 and Patient Satisfaction Question #6*

		Mindfulness Question #2	Patient Satisfaction Question #6
M Q#2	Pearson Correlation	1.000	.084
	Sig. (2-tailed)		.370
	N	117	117
PS Q#6	Pearson Correlation	.084	1.000
	Sig. (2-tailed)	.370	
	N	117	117

Statistical Analysis for Hypothesis 5g: Mindfulness Question #2 and Patient Satisfaction Question #7

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," does not show a level of statistical significance. The Pearson correlation is .091 indicating no relationship

between the two questions. Based on the statistical analysis the research hypothesis H5g is rejected.

Table 24 *Mindfulness Question #2 and Patient Satisfaction Question #7*

		Mindfulness Question #2	Patient Satisfaction Question #7
M Q#2	Pearson Correlation	1.000	.091
	Sig. (2-tailed)		.328
	N	117	117
PS Q#7	Pearson Correlation	.091	1.000
	Sig. (2-tailed)	.328	
	N	117	117

Statistical Analysis for Hypothesis 5h: Mindfulness Question #2 and Patient Satisfaction Question #8

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .129 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H5h is rejected.

Table 25 *Mindfulness Question #2 and Patient Satisfaction Question #8*

		Mindfulness Question #2	Patient Satisfaction Question #8
M Q#2	Pearson Correlation	1.000	.129
	Sig. (2-tailed)		.166
	N	117	117
PS Q#8	Pearson Correlation	.129	1.000
	Sig. (2-tailed)	.166	
	N	117	117

Statistical Analysis for Hypothesis 5i: Mindfulness Question #2 and Patient Satisfaction Question #9

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .035 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H5i is rejected.

Table 26 *Mindfulness Question #2 and Patient Satisfaction Question #9*

		Mindfulness Question #2	Patient Satisfaction Question #9
M Q#2	Pearson Correlation	1.000	.035
	Sig. (2-tailed)		.707
	N	117	117
PS Q#9	Pearson Correlation	.035	1.000
	Sig. (2-tailed)	.707	
	N	117	117

Statistical Analysis for Hypothesis 5j: Mindfulness Question #2 and Pat. Sat. Q. #10

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .048 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H5j is rejected.

Table 27 *Mindfulness Question #2 and Patient Satisfaction Question #10*

		Mindfulness Question #2	Patient Satisfaction Question #10
M Q#2	Pearson Correlation	1.000	.048
	Sig. (2-tailed)		.607
PS Q#10	Pearson Correlation	.048	1.000
	Sig. (2-tailed)	.607	

Statistical Analysis for Hypothesis 5k: Mindfulness Question #2 and Pat. Sat. Overall

The correlation between mindfulness question #2, "I sense my body, whether eating, cooking, cleaning, or talking," and patient satisfaction overall, does not show a level of statistical significance. The Pearson correlation is .079 indicating no relationship. Based on the statistical analysis the research hypothesis H5k is rejected.

Table 28 *Mindfulness Question #2 and Patient Satisfaction Overall*

		Mindfulness Question #2	Patient Satisfaction Overall
M Q#2	Pearson Correlation	1.000	.079
	Sig. (2-tailed)		.395
PS Overall	Pearson Correlation	.079	1.000
	Sig. (2-tailed)	.395	
	N	117	117

Statistical Analysis for Hypothesis 6a: Mindfulness Question #3 and Pat. Sat. Q. #1

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .088 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6a is rejected.

Table 29 *Mindfulness Question #3 and Patient Satisfaction Question #1*

		Mindfulness Question #3	Patient Satisfaction Question #1
M Q#3	Pearson Correlation	1.000	.088
	Sig. (2-tailed)		.345
PS Q#1	Pearson Correlation	.088	1.000
	Sig. (2-tailed)	.345	

Statistical Analysis for Hypothesis 6b: Mindfulness Question #3 and Patient Satisfaction Question #2

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .087 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6b is rejected.

Table 30 *Mindfulness Question #3 and Patient Satisfaction Question #2*

		Mindfulness Question #3	Patient Satisfaction Question #2
M Q#3	Pearson Correlation	1.000	.087
	Sig. (2-tailed)		.353
	N	117	117
PS Q#2	Pearson Correlation	.087	1.000
	Sig. (2-tailed)	.353	
	N	117	117

Statistical Analysis for Hypothesis 6c: Mindfulness Question #3 and Patient Satisfaction Question #3

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .154 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6c is rejected.

Table 31 *Mindfulness Question #3 and Patient Satisfaction Question #3*

		Mindfulness Question #3	Patient Satisfaction Question #3
M Q#3	Pearson Correlation	1.000	.154
	Sig. (2-tailed)		.097
	N	117	117
PS Q#3	Pearson Correlation	.154	1.000
	Sig. (2-tailed)	.097	
	N	117	117

Statistical Analysis for Hypothesis 6d: Mindfulness Question #3 and Patient Satisfaction Question #4

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .140 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6d is rejected.

Table 32 *Mindfulness Question #3 and Patient Satisfaction Question #4*

		Mindfulness Question #3	Patient Satisfaction Question #4
M Q#3	Pearson Correlation	1.000	.140
	Sig. (2-tailed)		.133
	N	117	117
PS Q#4	Pearson Correlation	.140	1.000
	Sig. (2-tailed)	.133	
	N	117	117

Statistical Analysis for Hypothesis 6e: Mindfulness Question #3 and Patient Satisfaction Question #5

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .128 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6e is rejected.

Table 33 *Mindfulness Question #3 and Patient Satisfaction Question #5*

		Mindfulness Question #3	Patient Satisfaction Question #5
M Q#3	Pearson Correlation	1.000	.126
	Sig. (2-tailed)		.176
	N	117	117
PS Q#5	Pearson Correlation	.126	1.000
	Sig. (2-tailed)	.176	
	N	117	117

Statistical Analysis for Hypothesis 6f: Mindfulness Question #3 and Patient Satisfaction Question #6

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .134 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6f is rejected.

Table 34 *Mindfulness Question #3 and Patient Satisfaction Question #6*

		Mindfulness Question #3	Patient Satisfaction Question #6
M Q#3	Pearson Correlation	1.000	.134
	Sig. (2-tailed)		.151
	N	117	117
PS Q#6	Pearson Correlation	.134	1.000
	Sig. (2-tailed)	.151	
	N	117	117

Statistical Analysis for Hypothesis 6g: Mindfulness Question #3 and Patient Satisfaction Question #7

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," shows a level of statistical significance at the .05 level. The Pearson correlation is .191 indicating weak strength of relationship between the two questions.

Based on the statistical analysis the research hypothesis H6g is accepted. With H6g accepted, it seems to indicate that as medical provider's who are present in the here and now seem to communicate better with patients, thus increasing patient satisfaction.

Table 35 *Mindfulness Question #3 and Patient Satisfaction Question #7*

		Mindfulness Question #3	Patient Satisfaction Question #7
M Q#3	Pearson Correlation	1.000	.191*
	Sig. (2-tailed)		.039
PS Q#7	Pearson Correlation	.191*	1.000
	Sig. (2-tailed)	.039	

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 6h: Mindfulness Question #3 and Patient Satisfaction Question #8

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .181 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6h is rejected.

Table 36 *Mindfulness Question #3 and Patient Satisfaction Question #8*

		Mindfulness Question #3	Patient Satisfaction Question #8
M Q#3	Pearson Correlation	1.000	.181
	Sig. (2-tailed)		.051
PS Q#8	Pearson Correlation	.181	1.000
	Sig. (2-tailed)	.051	

Statistical Analysis for Hypothesis 6i: Mindfulness Question #3 and Patient Satisfaction Question #9

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .079 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6i is rejected.

Table 37 *Mindfulness Question #3 and Patient Satisfaction Question #9*

		Mindfulness Question #3	Patient Satisfaction Question #9
M Q#3	Pearson Correlation	1.000	.079
	Sig. (2-tailed)		.398
	N	117	117
PS Q#9	Pearson Correlation	.079	1.000
	Sig. (2-tailed)	.398	
	N	117	117

Statistical Analysis for Hypothesis 6j: Mindfulness Question #3 and Patient Satisfaction Question #10

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .063 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6j is rejected.

Table 38 *Mindfulness Question #3 and Patient Satisfaction Question #10*

		Mindfulness Question #3	Patient Satisfaction Question #10
M Q#3	Pearson Correlation	1.000	.063
	Sig. (2-tailed)		.501
	N	117	117
PS Q#10	Pearson Correlation	.063	1.000
	Sig. (2-tailed)	.501	
	N	117	117

Statistical Analysis for Hypothesis 6k: Mindfulness Question #3 and Patient Satisfaction Overall

The correlation between mindfulness question #3, "When I notice an absence of mind, I gently return to the experience of the here and now," and patient satisfaction question overall does not show a level of statistical significance. The Pearson correlation is .137 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H6k is rejected.

Table 39 *Mindfulness Question #3 and Patient Satisfaction Overall*

		Mindfulness Question #3	Patient Satisfaction Overall
M Q#3	Pearson Correlation	1.000	.137
	Sig. (2-tailed)		.142
	N	117	117
PS Overall	Pearson Correlation	.137	1.000
	Sig. (2-tailed)	.142	
	N	117	117

Statistical Analysis for Hypothesis 7a: Mindfulness Question #4 and Pat. Sat. Q. #1

The correlation between mindfulness question #4, “I am able to appreciate myself,” and patient satisfaction question #1, “Friendliness/courtesy of the care provider,” does not show a level of statistical significance. The Pearson correlation is .083 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H7a is rejected.

Table 40 *Mindfulness Question #4 and Patient Satisfaction Question #1*

		Mindfulness Question #4	Patient Satisfaction Question #1
M Q#4	Pearson Correlation	1.000	.083
	Sig. (2-tailed)		.373
PS Q#1	Pearson Correlation	.083	1.000
	Sig. (2-tailed)	.373	

Statistical Analysis for Hypothesis 7b: Mindfulness Question #4 and Pat Sat Question #2

The correlation between mindfulness question #4, “I am able to appreciate myself,” and patient satisfaction question #2, “Explanation the care provider gave you about your problem or condition,” does not show a level of statistical significance. The Pearson correlation is .088 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H7b is rejected.

Table 41 *Mindfulness Question #4 and Patient Satisfaction Question #2*

		Mindfulness Question #4	Patient Satisfaction Question #2
M Q#4	Pearson Correlation	1.000	.088
	Sig. (2-tailed)		.346
PS Q#2	Pearson Correlation	.088	1.000
	Sig. (2-tailed)	.346	
	N	117	117

Statistical Analysis for Hypothesis 7c: Mindfulness Question #4 and Patient Satisfaction Question #3

The correlation between mindfulness question #4, "I am able to appreciate myself," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .136 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H7c is rejected.

Table 42 *Mindfulness Question #4 and Patient Satisfaction Question #3*

		Mindfulness Question #4	Patient Satisfaction Question #3
M Q#4	Pearson Correlation	1.000	.136
	Sig. (2-tailed)		.144
	N	117	117
PS Q#3	Pearson Correlation	.136	1.000
	Sig. (2-tailed)	.144	
	N	117	117

Statistical Analysis for Hypothesis 7d: Mindfulness Question #4 and Patient Satisfaction Question #4

The correlation between mindfulness question #4, "I am able to appreciate myself," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .154 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H7d is rejected.

Table 43 *Mindfulness Question #4 and Patient Satisfaction Question #4*

		Mindfulness Question #4	Patient Satisfaction Question #4
M Q#4	Pearson Correlation	1.000	.154
	Sig. (2-tailed)		.097
	N	117	117
PS Q#4	Pearson Correlation	.154	1.000
	Sig. (2-tailed)	.097	
	N	117	117

Statistical Analysis for Hypothesis 7e: Mindfulness Question #4 and Patient Satisfaction Question #5

The correlation between mindfulness question #4, "I am able to appreciate myself," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .173 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H7e is rejected.

Table 44 *Mindfulness Question #4 and Patient Satisfaction Question #5*

		Mindfulness Question #4	Patient Satisfaction Question #5
M Q#4	Pearson Correlation	1.000	.173
	Sig. (2-tailed)		.062
	N	117	117
PS Q#5	Pearson Correlation	.173	1.000
	Sig. (2-tailed)	.062	
	N	117	117

Statistical Analysis for Hypothesis 7f: Mindfulness Question #4 and Patient Satisfaction Question #6

The correlation between mindfulness question #4, “I am able to appreciate myself,” and patient satisfaction question #6, “Instructions the care provider gave you about follow-up care (if any),” does not show a level of statistical significance. The Pearson correlation is .166 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H7f is rejected.

Table 45 *Mindfulness Question #4 and Patient Satisfaction Question #6*

		Mindfulness Question #4	Patient Satisfaction Question #6
M Q#4	Pearson Correlation	1.000	.166
	Sig. (2-tailed)		.074
PS Q#6	Pearson Correlation	.166	1.000
	Sig. (2-tailed)	.074	

Statistical Analysis for Hypothesis 7g: Mindfulness Question #4 and Patient Satisfaction Question #7

The correlation between mindfulness question #4, “I am able to appreciate myself,” and patient satisfaction question #7, “Degree to which care provider talked with you using words you could understand,” shows a level of statistical significance at the .05 level. The Pearson correlation is .236 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H7g is accepted. While a correlation exists, it is unclear what the explanation between a medical provider appreciating themselves and patient communication may be.

Table 46 *Mindfulness Question #4 and Patient Satisfaction Question #7*

		Mindfulness Question #4	Patient Satisfaction Question #7
M Q#4	Pearson Correlation	1.000	.236*
	Sig. (2-tailed)		.010
	N	117	117
PS Q#7	Pearson Correlation	.236*	1.000
	Sig. (2-tailed)	.010	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 7h: Mindfulness Question #4 and Patient Satisfaction Question #8

The correlation between mindfulness question #4, "I am able to appreciate myself," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .060 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H7h is rejected.

Table 47 *Mindfulness Question #4 and Patient Satisfaction Question #8*

		Mindfulness Question #4	Patient Satisfaction Question #8
M Q#4	Pearson Correlation	1.000	.060
	Sig. (2-tailed)		.517
	N	117	117
PS Q#8	Pearson Correlation	.060	1.000
	Sig. (2-tailed)	.517	
	N	117	117

Statistical Analysis for Hypothesis 7i: Mindfulness Question #4 and Patient Satisfaction Question #9

The correlation between mindfulness question #4, "I am able to appreciate myself," and patient satisfaction question #9, "Your confidence in this care provider," shows a level of statistical significance at the .05 level. The Pearson correlation is .187 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H7i is accepted. While a correlation exists, it is unclear what the explanation might be between medical provider's appreciating themselves and patients confidence.

Table 48 *Mindfulness Question #4 and Patient Satisfaction Question #9*

		Mindfulness Question #4	Patient Satisfaction Question #9
M Q#4	Pearson Correlation	1.000	.187*
	Sig. (2-tailed)		.043
PS Q#9	Pearson Correlation	.187*	1.000
	Sig. (2-tailed)	.043	

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 7j: Mindfulness Question #4 and Patient Satisfaction Question #10

The correlation between mindfulness question #4, "I am able to appreciate myself," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .171 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H7j is rejected.

Table 49 *Mindfulness Question #4 and Patient Satisfaction Question #10*

		Mindfulness Question #4	Patient Satisfaction Question #10
M Q#4	Pearson Correlation	1.000	.171
	Sig. (2-tailed)		.065
	N	117	117
PS Q#10	Pearson Correlation	.171	1.000
	Sig. (2-tailed)	.065	
	N	117	117

Statistical Analysis for Hypothesis 7k: Mindfulness Question #4 and Patient Satisfaction Overall

The correlation between mindfulness question #4, "I am able to appreciate myself," and patient satisfaction overall does not show a level of statistical significance. The Pearson correlation is .154 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H7k is rejected.

Table 50 *Mindfulness Question #4 and Patient Satisfaction Overall*

		Mindfulness Question #4	Patient Satisfaction Overall
M Q#4	Pearson Correlation	1.000	.154
	Sig. (2-tailed)		.097
	N	117	117
PS Overall	Pearson Correlation	.154	1.000
	Sig. (2-tailed)	.097	
	N	117	117

Statistical Analysis for Hypothesis 8a: Mindfulness Question #5 and Patient Satisfaction Question #1

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .040 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8a is rejected.

Table 51 *Mindfulness Question #5 and Patient Satisfaction Question #1*

		Mindfulness Question #5	Patient Satisfaction Question #1
M Q#5	Pearson Correlation	1.000	.040
	Sig. (2-tailed)		.668
PS Q#1	Pearson Correlation	.040	1.000
	Sig. (2-tailed)	.668	
	N	117	117

Statistical Analysis for Hypothesis 8b: Mindfulness Question #5 and Pat Sat Question #2

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .082 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8b is rejected.

Table 52 *Mindfulness Question #5 and Patient Satisfaction Question #2*

		Mindfulness Question #5	Patient Satisfaction Question #2
M Q#5	Pearson Correlation	1.000	.082
	Sig. (2-tailed)		.377
PS Q#2	Pearson Correlation	.082	1.000
	Sig. (2-tailed)	.377	

Statistical Analysis for Hypothesis 8c: Mindfulness Question #5 and Pat. Sat. Q #3

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .121 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8c is rejected.

Table 53 *Mindfulness Question #5 and Patient Satisfaction Question #3*

		Mindfulness Question #5	Patient Satisfaction Question #3
M Q#5	Pearson Correlation	1.000	.121
	Sig. (2-tailed)		.195
PS Q#3	Pearson Correlation	.121	1.000
	Sig. (2-tailed)	.195	

Statistical Analysis for Hypothesis 8d: Mindfulness Question #5 and Pat Sat Question #4

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .126 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8d is rejected.

Table 54 *Mindfulness Question #5 and Patient Satisfaction Question #4*

		Mindfulness Question #5	Patient Satisfaction Question #4
M Q#5	Pearson Correlation	1.000	.126
	Sig. (2-tailed)		.176
PS Q#4	Pearson Correlation	.126	1.000
	Sig. (2-tailed)	.176	
	N	117	117

Statistical Analysis for Hypothesis 8e: Mindfulness Question #5 and Patient Satisfaction Question #5

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .101 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8e is rejected.

Table 55 *Mindfulness Question #5 and Patient Satisfaction Question #5*

		Mindfulness Question #5	Patient Satisfaction Question #5
M Q#5	Pearson Correlation	1.000	.101
	Sig. (2-tailed)		.279
	N	117	117
PS Q#5	Pearson Correlation	.101	1.000
	Sig. (2-tailed)	.279	
	N	117	117

Statistical Analysis for Hypothesis 8f: Mindfulness Question #5 and Patient Satisfaction Question #6

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .082 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8f is rejected.

Table 56 *Mindfulness Question #5 and Patient Satisfaction Question #6*

		Mindfulness Question #5	Patient Satisfaction Question #6
M Q#5	Pearson Correlation	1.000	.082
	Sig. (2-tailed)		.378
	N	117	117
PS Q#6	Pearson Correlation	.082	1.000
	Sig. (2-tailed)	.378	
	N	117	117

Statistical Analysis for Hypothesis 8g: Mindfulness Question #5 and Patient Satisfaction Question #7

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," does not show a level of statistical significance. The Pearson correlation is .131 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8g is rejected.

Table 57 *Mindfulness Question #5 and Patient Satisfaction Question #7*

		Mindfulness Question #5	Patient Satisfaction Question #7
M Q#5	Pearson Correlation	1.000	.131
	Sig. (2-tailed)		.159
	N	117	117
PS Q#7	Pearson Correlation	.131	1.000
	Sig. (2-tailed)	.159	
	N	117	117

Statistical Analysis for Hypothesis 8h: Mindfulness Question #5 and Pat. Sat. Q #8

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .044 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8h is rejected.

Table 58 *Mindfulness Question #5 and Patient Satisfaction Question #8*

		Mindfulness Question #5	Patient Satisfaction Question #8
M Q#5	Pearson Correlation	1.000	.044
	Sig. (2-tailed)		.638
PS Q#8	Pearson Correlation	.044	1.000
	Sig. (2-tailed)	.638	

Statistical Analysis for Hypothesis 8i: Mindfulness Question #5 and Pat Sat Question #9

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .093 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8i is rejected.

Table 59 *Mindfulness Question #5 and Patient Satisfaction Question #9*

		Mindfulness Question #5	Patient Satisfaction Question #9
M Q#5	Pearson Correlation	1.000	.093
	Sig. (2-tailed)		.317
PS Q#9	Pearson Correlation	.093	1.000
	Sig. (2-tailed)	.317	
	N	117	117

Statistical Analysis for Hypothesis 8j: Mindfulness Question #5 and Patient Satisfaction Question #10

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .069 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8j is rejected.

Table 60 *Mindfulness Question #5 and Patient Satisfaction Question #10*

		Mindfulness Question #5	Patient Satisfaction Question #10
M Q#5	Pearson Correlation	1.000	.069
	Sig. (2-tailed)		.457
	N	117	117
PS Q#10	Pearson Correlation	.069	1.000
	Sig. (2-tailed)	.457	
	N	117	117

Statistical Analysis for Hypothesis 8k: Mindfulness Question #5 and Patient Satisfaction Overall

The correlation between mindfulness question #5, "I pay attention to what's behind my actions," and patient satisfaction overall does not show a level of statistical significance. The Pearson correlation is .095 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H8k is rejected.

Table 61 *Mindfulness Question #5 and Patient Satisfaction Overall*

		Mindfulness Question #5	Patient Satisfaction Overall
M Q#5	Pearson Correlation	1.000	.095
	Sig. (2-tailed)		.307
	N	117	117
PS Overall	Pearson Correlation	.095	1.000
	Sig. (2-tailed)	.307	
	N	117	117

Statistical Analysis for Hypothesis 9a: Mindfulness Question #6 and Patient Satisfaction Question #1

The correlation between mindfulness question #6, "I see my mistakes and difficulties without judging them," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .171 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H9a is rejected.

Table 62 *Mindfulness Question #6 and Patient Satisfaction Question #1*

		Mindfulness Question #6	Patient Satisfaction Question #1
M Q#6	Pearson Correlation	1.000	.171
	Sig. (2-tailed)		.066
	N	117	117
PS Q#1	Pearson Correlation	.171	1.000
	Sig. (2-tailed)	.066	
	N	117	117

Statistical Analysis for Hypothesis 9b: Mindfulness Question #6 and Patient Satisfaction Question #2

The correlation between mindfulness question #6, “I see my mistakes and difficulties without judging them,” and patient satisfaction question #2, “Explanation the care provider gave you about your problem or condition,” does not show a level of statistical significance. The Pearson correlation is .143 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H9b is rejected.

Table 63 *Mindfulness Question #6 and Patient Satisfaction Question #2*

		Mindfulness Question #6	Patient Satisfaction Question #2
M Q#6	Pearson Correlation	1.000	.143
	Sig. (2-tailed)		.123
PS Q#2	Pearson Correlation	.143	1.000
	Sig. (2-tailed)	.123	

Statistical Analysis for Hypothesis 9c: Mindfulness Question #6 and Pat Sat Question #3

The correlation between mindfulness question #6, “I see my mistakes and difficulties without judging them,” and patient satisfaction question #3, “Concern the care provider showed for your questions or worries,” shows a level of statistical significance at the .05 level. The Pearson correlation is .206 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H9c is accepted. While a correlation exists, it is unclear what the explanation might be between a medical provider’s ability to see their mistakes without judging them and the patient perception of medical provider concern.

Table 64 *Mindfulness Question #6 and Patient Satisfaction Question #3*

		Mindfulness Question #6	Patient Satisfaction Question #3
M Q#6	Pearson Correlation	1.000	.206*
	Sig. (2-tailed)		.026
	N	117	117
PS Q#3	Pearson Correlation	.206*	1.000
	Sig. (2-tailed)	.026	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 9d: Mindfulness Question #6 and Pat Sat Question #4

The correlation between mindfulness question #6, "I see my mistakes and difficulties without judging them," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," shows a level of statistical significance at the .05 level. The Pearson correlation is .207 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H9d is accepted. While a correlation exists, it is unclear what the explanation might be between a medical provider not judging their mistakes and the patient's perception that the medical provider will include them in treatment decisions.

Table 65 *Mindfulness Question #6 and Patient Satisfaction Question #4*

		Mindfulness Question #6	Patient Satisfaction Question #4
M Q#6	Pearson Correlation	1.000	.207*
	Sig. (2-tailed)		.025
PS Q#4	Pearson Correlation	.207*	1.000
	Sig. (2-tailed)	.025	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 9e: Mindfulness Question #6 and Patient Satisfaction Question #5

The correlation between mindfulness question #6, "I see my mistakes and difficulties without judging them," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," shows a level of statistical significance at the .05 level. The Pearson correlation is .215 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H9e is accepted. While a correlation exists, it is unclear what the explanation might be between a medical provider not judging their mistakes and their quality of communication to the patient about medications.

Table 66 *Mindfulness Question #6 and Patient Satisfaction Question #5*

		Mindfulness Question #6	Patient Satisfaction Question #5
M Q#6	Pearson Correlation	1.000	.215*
	Sig. (2-tailed)		.020
	N	117	117
PS Q#5	Pearson Correlation	.215*	1.000
	Sig. (2-tailed)	.020	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 9f: Mindfulness Question #6 and Patient Satisfaction Question #6

The correlation between mindfulness question #6, "I see my mistakes and difficulties without judging them" and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," shows a level of statistical

significance at the .05 level. The Pearson correlation is .202 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H9f is accepted. While a correlation exists, it is unclear what the explanation might be between a medical provider not judging their mistakes and their instructions regarding follow-up care might exist.

Table 67 *Mindfulness Question #6 and Patient Satisfaction Question #6*

		Mindfulness Question #6	Patient Satisfaction Question #6
M Q#6	Pearson Correlation	1.000	.202*
	Sig. (2-tailed)		.029
PS Q#6	Pearson Correlation	.202*	1.000
	Sig. (2-tailed)	.029	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 9g: Mindfulness Question #6 and Patient Satisfaction Question #7

The correlation between mindfulness question #6, "I see my mistakes and difficulties without judging them," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," shows a level of statistical significance at the .05 level. The Pearson correlation is .234 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H9g is accepted. While a correlation exists, it is unclear what the explanation might be between a medical provider not judging their mistakes and their ability to talk using words patients could understand.

Table 68 *Mindfulness Question #6 and Patient Satisfaction Question #7*

		Mindfulness Question #6	Patient Satisfaction Question #7
M Q#6	Pearson Correlation	1.000	.234*
	Sig. (2-tailed)		.011
	N	117	117
PS Q#7	Pearson Correlation	.234*	1.000
	Sig. (2-tailed)	.011	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 9h: Mindfulness Question #6 and Patient Satisfaction Question #8

The correlation between mindfulness question #6, "I see my mistakes and difficulties without judging them," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .100 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H9h is rejected.

Table 69 *Mindfulness Question #6 and Patient Satisfaction Question #8*

		Mindfulness Question #6	Patient Satisfaction Question #8
M Q#6	Pearson Correlation	1.000	.100
	Sig. (2-tailed)		.285
	N	117	117
PS Q#8	Pearson Correlation	.100	1.000
	Sig. (2-tailed)	.285	
	N	117	117

Statistical Analysis for Hypothesis 9i: Mindfulness Question #6 and Patient Satisfaction Question #9

The correlation between mindfulness question #6, “I see my mistakes and difficulties without judging them,” and patient satisfaction question #9, “Your confidence in this care provider,” does not show a level of statistical significance. The Pearson correlation is .124 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H9i is rejected.

Table 70 *Mindfulness Question #6 and Patient Satisfaction Question #9*

		Mindfulness Question #6	Patient Satisfaction Question #9
M Q#6	Pearson Correlation	1.000	.124
	Sig. (2-tailed)		.182
PS Q#9	Pearson Correlation	.124	1.000
	Sig. (2-tailed)	.182	

Statistical Analysis for Hypothesis 9j: Mindfulness Question #6 & Pat Sat Question #10

The correlation between mindfulness question #6, “I see my mistakes and difficulties without judging them,” and patient satisfaction question #10, “Likelihood of your recommending this care provider to others,” does not show a level of statistical significance. The Pearson correlation is .112 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H9j is rejected.

Table 71 *Mindfulness Question #6 and Patient Satisfaction Question #10*

		Mindfulness Question #6	Patient Satisfaction Question #10
M Q#6	Pearson Correlation	1.000	.112
	Sig. (2-tailed)		.227
PS Q#10	Pearson Correlation	.112	1.000
	Sig. (2-tailed)	.227	
	N	117	117

Statistical Analysis for Hypothesis 9k: Mindfulness Question #6 and Patient Satisfaction Overall

The correlation between mindfulness question #6, "I see my mistakes and difficulties without judging them," and patient satisfaction overall does not show a level of statistical significance. The Pearson correlation is .176 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H9k is rejected.

Table 72 *Mindfulness Question #6 and Patient Satisfaction Overall*

		Mindfulness Question #6	Patient Satisfaction Overall
M Q#6	Pearson Correlation	1.000	.176
	Sig. (2-tailed)		.058
	N	117	117
PS Overall	Pearson Correlation	.176	1.000
	Sig. (2-tailed)	.058	
	N	117	117

Statistical Analysis for Hypothesis 10a: Mindfulness Question #7 and Patient Satisfaction Question #1

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .043 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10a is rejected.

Table 73 *Mindfulness Question #7 and Patient Satisfaction Question #1*

		Mindfulness Question #7	Patient Satisfaction Question #1
M Q#7	Pearson Correlation	1.000	.043
	Sig. (2-tailed)		.645
	N	117	117
PS Q#1	Pearson Correlation	.043	1.000
	Sig. (2-tailed)	.645	
	N	117	117

Statistical Analysis for Hypothesis 10b: Mindfulness Question #7 and Patient Satisfaction Question #2

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .052 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10b is rejected.

Table 74 *Mindfulness Question #7 and Patient Satisfaction Question #2*

		Mindfulness Question #7	Patient Satisfaction Question #2
M Q#7	Pearson Correlation	1.000	.052
	Sig. (2-tailed)		.575
	N	117	117
PS Q#2	Pearson Correlation	.052	1.000
	Sig. (2-tailed)	.575	
	N	117	117

Statistical Analysis for Hypothesis 10c: Mindfulness Question #7 and Patient Satisfaction Question #3

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .107 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10c is rejected.

Table 75 *Mindfulness Question #7 and Patient Satisfaction Question #3*

		Mindfulness Question #7	Patient Satisfaction Question #3
M Q#7	Pearson Correlation	1.000	.107
	Sig. (2-tailed)		.249
	N	117	117
PS Q#3	Pearson Correlation	.107	1.000
	Sig. (2-tailed)	.249	
	N	117	117

Statistical Analysis for Hypothesis 10d: Mindfulness Question #7 and Patient Satisfaction Question #4

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .085 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10d is rejected.

Table 76 *Mindfulness Question #7 and Patient Satisfaction Question #4*

		Mindfulness Question #7	Patient Satisfaction Question #4
M Q#7	Pearson Correlation	1.000	.085
	Sig. (2-tailed)		.361
	N	117	117
PS Q#4	Pearson Correlation	.085	1.000
	Sig. (2-tailed)	.361	
	N	117	117

Statistical Analysis for Hypothesis 10e: Mindfulness Question #7 and Patient Satisfaction Question #5

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .122 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10e is rejected.

Table 77 *Mindfulness Question #7 and Patient Satisfaction Question #5*

		Mindfulness Question #7	Patient Satisfaction Question #5
M Q#7	Pearson Correlation	1.000	.122
	Sig. (2-tailed)		.189
	N	117	117
PS Q#5	Pearson Correlation	.122	1.000
	Sig. (2-tailed)	.189	
	N	117	117

Statistical Analysis for Hypothesis 10f: Mindfulness Question #7 and Pat. Sat. Q #6

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .083 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10f is rejected.

Table 78 *Mindfulness Question #7 and Patient Satisfaction Question #6*

		Mindfulness Question #7	Patient Satisfaction Question #6
M Q#7	Pearson Correlation	1.000	.083
	Sig. (2-tailed)		.371
PS Q#6	Pearson Correlation	.083	1.000
	Sig. (2-tailed)	.371	

Statistical Analysis for Hypothesis 10g: Mindfulness Question #7 & Pat Sat Question #7

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," does not show a level of statistical significance. The Pearson correlation is .127 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10g is rejected.

Table 79 *Mindfulness Question #7 and Patient Satisfaction Question #7*

		Mindfulness Question #7	Patient Satisfaction Question #7
M Q#7	Pearson Correlation	1.000	.127
	Sig. (2-tailed)		.172
PS Q#7	Pearson Correlation	.127	1.000
	Sig. (2-tailed)	.172	

Statistical Analysis for Hypothesis 10h: Mindfulness Question #7 and Patient Satisfaction Question #8

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .122 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10h is rejected.

Table 80 *Mindfulness Question #7 and Patient Satisfaction Question #8*

		Mindfulness Question #7	Patient Satisfaction Question #8
M Q#7	Pearson Correlation	1.000	.122
	Sig. (2-tailed)		.192
	N	117	117
PS Q#8	Pearson Correlation	.122	1.000
	Sig. (2-tailed)	.192	
	N	117	117

Statistical Analysis for Hypothesis 10i: Mindfulness Question #7 and Patient Satisfaction Question #9

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .114 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10i is rejected.

Table 81 *Mindfulness Question #7 and Patient Satisfaction Question #9*

		Mindfulness Question #7	Patient Satisfaction Question #9
M Q#7	Pearson Correlation	1.000	.114
	Sig. (2-tailed)		.222
	N	117	117
PS Q#9	Pearson Correlation	.114	1.000
	Sig. (2-tailed)	.222	
	N	117	117

Statistical Analysis for Hypothesis 10j: Mindfulness Question #7 and Patient Satisfaction Question #10

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .127 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis 10j is rejected.

Table 82 *Mindfulness Question #7 and Patient Satisfaction Question #10*

		Mindfulness Question #7	Patient Satisfaction Question #10
M Q#7	Pearson Correlation	1.000	.127
	Sig. (2-tailed)		.172
	N	117	117
PS Q#10	Pearson Correlation	.127	1.000
	Sig. (2-tailed)	.172	
	N	117	117

Statistical Analysis for Hypothesis 10k: Mindfulness Question #7 and Patient Satisfaction Overall

The correlation between mindfulness question #7, "I feel connected to my experience in the here-and-now," and patient satisfaction overall does not show a level of statistical significance. The Pearson correlation is .098 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H10k is rejected.

Table 83 *Mindfulness Question #7 and Patient Satisfaction Overall*

		Mindfulness Question #7	Patient Satisfaction Overall
M Q#7	Pearson Correlation	1.000	.098
	Sig. (2-tailed)		.293
PS Overall	Pearson Correlation	.098	1.000
	Sig. (2-tailed)	.293	
	N	117	117

Statistical Analysis for Hypothesis 11a: Mindfulness Question #8 & Pat Sat Question #1

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .037 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11a is rejected.

Table 84 *Mindfulness Question #8 and Patient Satisfaction Question #1*

		Mindfulness Question #8	Patient Satisfaction Question #1
M Q#8	Pearson Correlation	1.000	.037
	Sig. (2-tailed)		.694
PS Q#1	Pearson Correlation	.037	1.000
	Sig. (2-tailed)	.694	

Statistical Analysis for Hypothesis 11b: Mindfulness Question #8 and Patient Satisfaction Question #2

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .092 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11b is rejected.

Table 85 *Mindfulness Question #8 and Patient Satisfaction Question #2*

		Mindfulness Question #8	Patient Satisfaction Question #2
M Q#8	Pearson Correlation	1.000	.092
	Sig. (2-tailed)		.323
	N	117	117
PS Q#2	Pearson Correlation	.092	1.000
	Sig. (2-tailed)	.323	
	N	117	117

Statistical Analysis for Hypothesis 11c: Mindfulness Question #8 and Patient Satisfaction Question #3

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .111 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11c is rejected.

Table 86 *Mindfulness Question #8 and Patient Satisfaction Question #3*

		Mindfulness Question #8	Patient Satisfaction Question #3
M Q#8	Pearson Correlation	1.000	.111
	Sig. (2-tailed)		.234
	N	117	117
PS Q#3	Pearson Correlation	.111	1.000
	Sig. (2-tailed)	.234	
	N	117	117

Statistical Analysis for Hypothesis 11d: Mindfulness Question #8 and Patient Satisfaction Question #4

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .091 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11d is rejected.

Table 87 *Mindfulness Question #8 and Patient Satisfaction Question #4*

		Mindfulness Question #8	Patient Satisfaction Question #4
M Q#8	Pearson Correlation	1.000	.091
	Sig. (2-tailed)		.330
PS Q#4	Pearson Correlation	.091	1.000
	Sig. (2-tailed)	.330	
	N	117	117

Statistical Analysis for Hypothesis 11e: Mindfulness Question #8 and Pat. Sat. Q #5

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #5, "Information the care provider gave

you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .113 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11e is rejected.

Table 88 *Mindfulness Question #8 and Patient Satisfaction Question #5*

		Mindfulness Question #8	Patient Satisfaction Question #5
M Q#8	Pearson Correlation	1.000	.113
	Sig. (2-tailed)		.226
PS Q#5	Pearson Correlation	.113	1.000
	Sig. (2-tailed)	.226	
	N	117	117

Statistical Analysis for Hypothesis 11f: Mindfulness Question #8 and Patient Satisfaction Question #6

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .101 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11f is rejected.

Table 89 *Mindfulness Question #8 and Patient Satisfaction Question #6*

		Mindfulness Question #8	Patient Satisfaction Question #6
M Q#8	Pearson Correlation	1.000	.101
	Sig. (2-tailed)		.278
PS Q#6	Pearson Correlation	.101	1.000
	Sig. (2-tailed)	.278	
	N	117	117

Statistical Analysis for Hypothesis 11g: Mindfulness Question #8 and Patient Satisfaction Question #7

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," does not show a level of statistical significance. The Pearson correlation is .135 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11g is rejected.

Table 90 *Mindfulness Question #8 and Patient Satisfaction Question #7*

		Mindfulness Question #8	Patient Satisfaction Question #7
M Q#8	Pearson Correlation	1.000	.135
	Sig. (2-tailed)		.148
	N	117	117
PS Q#7	Pearson Correlation	.135	1.000
	Sig. (2-tailed)	.148	
	N	117	117

Statistical Analysis for Hypothesis 11h: Mindfulness Question #8 and Patient Satisfaction Question #8

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .058 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11h is rejected.

Table 91 *Mindfulness Question #8 and Patient Satisfaction Question #8*

		Mindfulness Question #8	Patient Satisfaction Question #8
M Q#8	Pearson Correlation	1.000	.058
	Sig. (2-tailed)		.533
	N	117	117
PS Q#8	Pearson Correlation	.058	1.000
	Sig. (2-tailed)	.533	
	N	117	117

Statistical Analysis for Hypothesis 11i: Mindfulness Question #8 and Patient Satisfaction Question #9

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .132 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11i is rejected.

Table 92 *Mindfulness Question #8 and Patient Satisfaction Question #9*

		Mindfulness Question #8	Patient Satisfaction Question #9
M Q#8	Pearson Correlation	1.000	.132
	Sig. (2-tailed)		.157
PS Q#9	Pearson Correlation	.132	1.000
	Sig. (2-tailed)	.157	
	N	117	117

Statistical Analysis for Hypothesis 11j: Mindfulness Question #8 and Pat.t Sat. Q #10

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question #10, "Likelihood of your recommending

this care provider to others," does not show a level of statistical significance. The Pearson correlation is .109 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11j is rejected.

Table 93 *Mindfulness Question #8 and Patient Satisfaction Question #10*

		Mindfulness Question #8	Patient Satisfaction Question #10
M Q#8	Pearson Correlation	1.000	.109
	Sig. (2-tailed)		.242
PS Q#10	Pearson Correlation	.109	1.000
	Sig. (2-tailed)	.242	
	N	117	117

Statistical Analysis for Hypothesis 11k: Mindfulness Question #8 and Patient Satisfaction Overall

The correlation between mindfulness question #8, "I accept unpleasant experiences," and patient satisfaction question overall does not show a level of statistical significance. The Pearson correlation is .108 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H11k is rejected.

Table 94 *Mindfulness Question #8 and Patient Satisfaction Overall*

		Mindfulness Question #8	Patient Satisfaction Overall
M Q#8	Pearson Correlation	1.000	.108
	Sig. (2-tailed)		.246
	N	117	117
PS Overall	Pearson Correlation	.108	1.000
	Sig. (2-tailed)	.246	
	N	117	117

Statistical Analysis for Hypothesis 12a: Mindfulness Question #9 and Patient Satisfaction Question #1

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .006 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12a is rejected.

Table 95 *Mindfulness Question #9 and Patient Satisfaction Question #1*

		Mindfulness Question #9	Patient Satisfaction Question #1
M Q#9	Pearson Correlation	1.000	.006
	Sig. (2-tailed)		.946
	N	117	117
PS Q#1	Pearson Correlation	.006	1.000
	Sig. (2-tailed)	.946	
	N	117	117

Statistical Analysis for Hypothesis 12b: Mindfulness Question #9 and Patient Satisfaction Question #2

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .017 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12b is rejected.

Table 96 *Mindfulness Question #9 and Patient Satisfaction Question #2*

		Mindfulness Question #9	Patient Satisfaction Question #2
M Q#9	Pearson Correlation	1.000	.017
	Sig. (2-tailed)		.854
	N	117	117
PS Q#2	Pearson Correlation	.017	1.000
	Sig. (2-tailed)	.854	
	N	117	117

Statistical Analysis for Hypothesis 12c: Mindfulness Question #9 and Patient Satisfaction Question #3

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .048 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12c is rejected.

Table 97 *Mindfulness Question #9 and Patient Satisfaction Question #3*

		Mindfulness Question #9	Patient Satisfaction Question #3
M Q#9	Pearson Correlation	1.000	.048
	Sig. (2-tailed)		.609
PS Q#3	Pearson Correlation	.048	1.000
	Sig. (2-tailed)	.609	
	N	117	117

Statistical Analysis for Hypothesis 12d: Mindfulness Question #9 and Pat. Sat. Q #4

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #4, "Care provider's efforts to include

you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .051 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12d is rejected.

Table 98 *Mindfulness Question #9 and Patient Satisfaction Question #4*

		Mindfulness Question #9	Patient Satisfaction Question #4
M Q#9	Pearson Correlation	1.000	.051
	Sig. (2-tailed)		.587
PS Q#4	Pearson Correlation	.051	1.000
	Sig. (2-tailed)	.587	
	N	117	117

Statistical Analysis for Hypothesis 12e: Mindfulness Question #9 and Patient Satisfaction Question #5

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .036 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12e is rejected.

Table 98 *Mindfulness Question #9 and Patient Satisfaction Question #5*

		Mindfulness Question #9	Patient Satisfaction Question #5
M Q#9	Pearson Correlation	1.000	.036
	Sig. (2-tailed)		.699
PS Q#5	Pearson Correlation	.036	1.000
	Sig. (2-tailed)	.699	
	N	117	117

Statistical Analysis for Hypothesis 12f: Mindfulness Question #9 and Patient Satisfaction Question #6

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .075 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12f is rejected.

Table 99 *Mindfulness Question #9 and Patient Satisfaction Question #6*

		Mindfulness Question #9	Patient Satisfaction Question #6
M Q#9	Pearson Correlation	1.000	.075
	Sig. (2-tailed)		.421
	N	117	117
PS Q#6	Pearson Correlation	.075	1.000
	Sig. (2-tailed)	.421	
	N	117	117

Statistical Analysis for Hypothesis 12g: Mindfulness Question #9 and Patient Satisfaction Question #7

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," does not show a level of statistical significance. The Pearson correlation is .074 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12g is rejected.

Table 100 *Mindfulness Question #9 and Patient Satisfaction Question #7*

		Mindfulness Question #9	Patient Satisfaction Question #7
M Q#9	Pearson Correlation	1.000	.074
	Sig. (2-tailed)		.431
	N	117	117
PS Q#7	Pearson Correlation	.074	1.000
	Sig. (2-tailed)	.431	
	N	117	117

Statistical Analysis for Hypothesis 12h: Mindfulness Question #9 and Patient Satisfaction Question #8

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .003 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12h is rejected.

Table 101 *Mindfulness Question #9 and Patient Satisfaction Question #8*

		Mindfulness Question #9	Patient Satisfaction Question #8
M Q#9	Pearson Correlation	1.000	.003
	Sig. (2-tailed)		.978
PS Q#8	Pearson Correlation	.003	1.000
	Sig. (2-tailed)	.978	
	N	117	117

Statistical Analysis for Hypothesis 12i: Mindfulness Question #9 and Pat. Sat. Q #9

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #9, "Your confidence in this care

provider," does not show a level of statistical significance. The Pearson correlation is .017 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12i is rejected.

Table 102 *Mindfulness Question #9 and Patient Satisfaction Question #9*

		Mindfulness Question #9	Patient Satisfaction Question #9
M Q#9	Pearson Correlation	1.000	.017
	Sig. (2-tailed)		.857
PS Q#9	Pearson Correlation	.017	1.000
	Sig. (2-tailed)	.857	
	N	117	117

Statistical Analysis for Hypothesis 12j: Mindfulness Question #9 and Patient Satisfaction Question #10

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .035 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12j is rejected.

Table 103 *Mindfulness Question #9 and Patient Satisfaction Question #10*

		Mindfulness Question #9	Patient Satisfaction Question #10
M Q#9	Pearson Correlation	1.000	.035
	Sig. (2-tailed)		.711
PS Q#10	Pearson Correlation	.035	1.000
	Sig. (2-tailed)	.711	
	N	117	117

Statistical Analysis for Hypothesis 12k: Mindfulness Question #9 and Patient Satisfaction Overall

The correlation between mindfulness question #9, "I am friendly to myself when things go wrong," and patient satisfaction question overall does not show a level of statistical significance. The Pearson correlation is .038 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H12k is rejected.

Table 104 *Mindfulness Question #9 and Patient Satisfaction Overall*

		Mindfulness Question #9	Patient Satisfaction Overall
M Q#9	Pearson Correlation	1.000	.038
	Sig. (2-tailed)		.685
	N	117	117
PS Overall	Pearson Correlation	.038	1.000
	Sig. (2-tailed)	.685	
	N	117	117

Statistical Analysis for Hypothesis 13a: Mindfulness Question #10 and Patient Satisfaction Question #1

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .009 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13a is rejected.

Table 105 *Mindfulness Question #10 and Patient Satisfaction Question #1*

		Mindfulness Question #10	Patient Satisfaction Question #1
M Q#10	Pearson Correlation	1.000	.009
	Sig. (2-tailed)		.922
	N	117	117
PS Q#1	Pearson Correlation	.009	1.000
	Sig. (2-tailed)	.922	
	N	117	117

Statistical Analysis for Hypothesis 13b: Mindfulness Question #10 and Patient Satisfaction Question #2

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .021 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13b is rejected.

Table 106 *Mindfulness Question #10 and Patient Satisfaction Question #2*

		Mindfulness Question #10	Patient Satisfaction Question #2
M Q#10	Pearson Correlation	1.000	.021
	Sig. (2-tailed)		.823
PS Q#2	Pearson Correlation	.021	1.000
	Sig. (2-tailed)	.823	
	N	117	117

Statistical Analysis for Hypothesis 13c: Mindfulness Question #10 and Pat. Sat. Q #3

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question #3, "Concern the care provider

showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .006 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13c is rejected.

Table 107 *Mindfulness Question #10 and Patient Satisfaction Question #3*

		Mindfulness Question #10	Patient Satisfaction Question #3
M Q#10	Pearson Correlation	1.000	.006
	Sig. (2-tailed)		.949
PS Q#3	Pearson Correlation	.006	1.000
	Sig. (2-tailed)	.949	
	N	117	117

Statistical Analysis for Hypothesis 13d: Mindfulness Question #10 and Patient Satisfaction Question #4

The correlation between mindfulness question #13, "I watch my feelings without getting lost in them," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .036 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13d is rejected.

Table 108 *Mindfulness Question #10 and Patient Satisfaction Question #4*

		Mindfulness Question #10	Patient Satisfaction Question #4
M Q#10	Pearson Correlation	1.000	.036
	Sig. (2-tailed)		.703
PS Q#4	Pearson Correlation	.036	1.000
	Sig. (2-tailed)	.703	
	N	117	117

Statistical Analysis for Hypothesis 13e: Mindfulness Question #10 and Patient Satisfaction Question #5

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .075 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13e is rejected.

Table 109 *Mindfulness Question #10 and Patient Satisfaction Question #5*

		Mindfulness Question #10	Patient Satisfaction Question #5
M Q#10	Pearson Correlation	1.000	.075
	Sig. (2-tailed)		.423
	N	117	117
PS Q#5	Pearson Correlation	.075	1.000
	Sig. (2-tailed)	.423	
	N	117	117

Statistical Analysis for Hypothesis 13f: Mindfulness Question #10 and Patient Satisfaction Question #6

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .006 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13f is rejected.

Table 110 *Mindfulness Question #10 and Patient Satisfaction Question #6*

		Mindfulness Question #10	Patient Satisfaction Question #6
M Q#10	Pearson Correlation	1.000	.006
	Sig. (2-tailed)		.953
	N	117	117
PS Q#6	Pearson Correlation	.006	1.000
	Sig. (2-tailed)	.953	
	N	117	117

Statistical Analysis for Hypothesis 13g: Mindfulness Question #10 and Patient Satisfaction Question #7

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," does not show a level of statistical significance. The Pearson correlation is .052 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13g is rejected.

Table 111 *Mindfulness Question #10 and Patient Satisfaction Question #7*

		Mindfulness Question #10	Patient Satisfaction Question #7
M Q#10	Pearson Correlation	1.000	.052
	Sig. (2-tailed)		.575
PS Q#7	Pearson Correlation	.052	1.000
	Sig. (2-tailed)	.575	
	N	117	117

Statistical Analysis for Hypothesis 13h: Mindfulness Question #10 and Pat. Sat. Q #8

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question #8, "Amount of time care provider

spent with you," does not show a level of statistical significance. The Pearson correlation is -.053 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13h is rejected.

Table 112 *Mindfulness Question #10 and Patient Satisfaction Question #8*

		Mindfulness Question #10	Patient Satisfaction Question #8
M Q#10	Pearson Correlation	1.000	-.053
	Sig. (2-tailed)		.568
PS Q#8	Pearson Correlation	-.053	1.000
	Sig. (2-tailed)	.568	
	N	117	117

Statistical Analysis for Hypothesis 13i: Mindfulness Question #10 and Patient Satisfaction Question #9

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .042 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13i is rejected.

Table 113 *Mindfulness Question #10 and Patient Satisfaction Question #9*

		Mindfulness Question #10	Patient Satisfaction Question #9
M Q#10	Pearson Correlation	1.000	.042
	Sig. (2-tailed)		.649
PS Q#9	Pearson Correlation	.042	1.000
	Sig. (2-tailed)	.649	
	N	117	117

Statistical Analysis for Hypothesis 13j: Mindfulness Question #10 and Patient Satisfaction Question #10

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .019 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13j is rejected.

Table 114 *Mindfulness Question #10 and Patient Satisfaction Question #10*

		Mindfulness Question #10	Patient Satisfaction Question #10
M Q#10	Pearson Correlation	1.000	.019
	Sig. (2-tailed)		.843
	N	117	117
PS Q#10	Pearson Correlation	.019	1.000
	Sig. (2-tailed)	.843	
	N	117	117

Statistical Analysis for Hypothesis 13k: Mindfulness Question #10 and Patient Satisfaction Overall

The correlation between mindfulness question #10, "I watch my feelings without getting lost in them," and patient satisfaction question overall does not show a level of statistical significance. The Pearson correlation is .019 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H13k is rejected.

Table 115 *Mindfulness Question #10 and Patient Satisfaction Overall*

		Mindfulness Question #10	Patient Satisfaction Overall
M Q#10	Pearson Correlation	1.000	.019
	Sig. (2-tailed)		.835
	N	117	117
PS Overall	Pearson Correlation	.019	1.000
	Sig. (2-tailed)	.835	
	N	117	117

Statistical Analysis for Hypothesis 14a: Mindfulness Question #11 and Patient Satisfaction Question #1

The correlation between mindfulness question #11, "In difficult situations, I can pause without immediately reacting," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .142 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H14a is rejected.

Table 116 *Mindfulness Question #11 and Patient Satisfaction Question #1*

		Mindfulness Question #11	Patient Satisfaction Question #1
M Q#11	Pearson Correlation	1.000	.142
	Sig. (2-tailed)		.127
	N	117	117
PS Q#1	Pearson Correlation	.142	1.000
	Sig. (2-tailed)	.127	
	N	117	117

Statistical Analysis for Hypothesis 14b: Mindfulness Question #11 and Patient Satisfaction Question #2

The correlation between mindfulness question #11, “In difficult situations, I can pause without immediately reacting,” and patient satisfaction question #2, “Explanation the care provider gave you about your problem or condition,” does not show a level of statistical significance. The Pearson correlation is .124 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H14b is rejected.

Table 117 *Mindfulness Question #11 and Patient Satisfaction Question #2*

		Mindfulness Question #11	Patient Satisfaction Question #2
M Q#11	Pearson Correlation	1.000	.124
	Sig. (2-tailed)		.181
	N	117	117
PS Q#2	Pearson Correlation	.124	1.000
	Sig. (2-tailed)	.181	
	N	117	117

Statistical Analysis for Hypothesis 14c: Mindfulness Question #11 and Patient Satisfaction Question #3

The correlation between mindfulness question #11, “In difficult situations, I can pause without immediately reacting,” and patient satisfaction question #3, “Concern the care provider showed for your questions or worries,” does not show a level of statistical significance. The Pearson correlation is .135 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H14c is rejected.

Table 118 *Mindfulness Question #11 and Patient Satisfaction Question #3*

		Mindfulness Question #11	Patient Satisfaction Question #3
M Q#11	Pearson Correlation	1.000	.135
	Sig. (2-tailed)		.148
	N	117	117
PS Q#3	Pearson Correlation	.135	1.000
	Sig. (2-tailed)	.148	
	N	117	117

Statistical Analysis for Hypothesis 14d: Mindfulness Question #11 and Patient Satisfaction Question #4

The correlation between mindfulness question #11, "In difficult situations, I can pause without immediately reacting," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .150 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H14d is rejected.

Table 119 *Mindfulness Question #11 and Patient Satisfaction Question #4*

		Mindfulness Question #11	Patient Satisfaction Question #4
M Q#11	Pearson Correlation	1.000	.150
	Sig. (2-tailed)		.107
	N	117	117
PS Q#4	Pearson Correlation	.150	1.000
	Sig. (2-tailed)	.107	
	N	117	117

Statistical Analysis for Hypothesis 14e: Mindfulness Question #11 and Patient Satisfaction Question #5

The correlation between mindfulness question #11, "In difficult situations, I can pause without immediately reacting," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .106 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H14e is rejected.

Table 120 *Mindfulness Question #11 and Patient Satisfaction Question #5*

		Mindfulness Question #11	Patient Satisfaction Question #5
M Q#11	Pearson Correlation	1.000	.106
	Sig. (2-tailed)		.255
	N	117	117
PS Q#5	Pearson Correlation	.106	1.000
	Sig. (2-tailed)	.255	
	N	117	117

Statistical Analysis for Hypothesis 14f: Mindfulness Question #11 and Patient Satisfaction Question #6

The correlation between mindfulness question #11, "In difficult situations, I can pause without immediately reacting," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .094 indicating no relationship

between the two questions. Based on the statistical analysis the research hypothesis H14f is rejected.

Table 121 *Mindfulness Question #11 and Patient Satisfaction Question #6*

		Mindfulness Question #11	Patient Satisfaction Question #6
M Q#11	Pearson Correlation	1.000	.094
	Sig. (2-tailed)		.315
PS Q#6	Pearson Correlation	.094	1.000
	Sig. (2-tailed)	.315	

Statistical Analysis for Hypothesis 14g: Mindfulness Question #11 and Pat Sat Q #7

The correlation between mindfulness question #11, "In difficult situations, I can pause without immediately reacting," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," shows a level of statistical significance at the .05 level. The Pearson correlation is .193 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H14g is accepted. It does appear consistent that a medical provider who is able to be non-reactive would have a stronger ability to communicate with patients.

Table 122 *Mindfulness Question #11 and Patient Satisfaction Question #7*

		Mindfulness Question #11	Patient Satisfaction Question #7
M Q#11	Pearson Correlation	1.000	.193*
	Sig. (2-tailed)		.037
PS Q#7	Pearson Correlation	.193*	1.000
	Sig. (2-tailed)	.037	

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 14h: Mindfulness Question #11 and Patient Satisfaction Question #8

The correlation between mindfulness question #11, "In difficult situations, I can pause without immediately reacting," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is .067 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H14h is rejected.

Table 123 *Mindfulness Question #11 and Patient Satisfaction Question #8*

		Mindfulness Question #11	Patient Satisfaction Question #8
M Q#11	Pearson Correlation	1.000	.067
	Sig. (2-tailed)		.470
	N	117	117
PS Q#8	Pearson Correlation	.067	1.000
	Sig. (2-tailed)	.470	
	N	117	117

Statistical Analysis for Hypothesis 14i: Mindfulness Question #11 and Patient Satisfaction Question #9

The correlation between mindfulness question #11, "In difficult situations, I can pause without immediately reacting," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .154 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H14i is rejected.

Table 124 *Mindfulness Question #11 and Patient Satisfaction Question #9*

		Mindfulness Question #11	Patient Satisfaction Question #9
M Q#11	Pearson Correlation	1.000	.154
	Sig. (2-tailed)		.098
	N	117	117
PS Q#9	Pearson Correlation	.154	1.000
	Sig. (2-tailed)	.098	
	N	117	117

Statistical Analysis for Hypothesis 14j: Mindfulness Question #11 and Patient Satisfaction Question #10

The correlation between mindfulness question #11, "In difficult situations, I can pause without immediately reacting," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .139 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H14j is rejected.

Table 125 *Mindfulness Question #11 and Patient Satisfaction Question #10*

		Mindfulness Question #11	Patient Satisfaction Question #10
M Q#11	Pearson Correlation	1.000	.139
	Sig. (2-tailed)		.136
PS Q#10	Pearson Correlation	.139	1.000
	Sig. (2-tailed)	.136	
	N	117	117

Statistical Analysis for Hypothesis 14k: Mindfulness Question #11 and Pat. Sat. Overall

The correlation between mindfulness question #1, "In difficult situations, I can pause without immediately reacting," and patient satisfaction overall does not show a

level of statistical significance. The Pearson correlation is .140 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H14k is rejected.

Table 126 *Mindfulness Question #11 and Patient Satisfaction Overall*

		Mindfulness Question #11	Patient Satisfaction Overall
M Q#11	Pearson Correlation	1.000	.140
	Sig. (2-tailed)		.133
PS Overall	Pearson Correlation	.140	1.000
	Sig. (2-tailed)	.133	
	N	117	117

Statistical Analysis for Hypothesis 15a: Mindfulness Question #12 and Patient Satisfaction Question #1

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical significance. The Pearson correlation is .073 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H15a is rejected.

Table 127 *Mindfulness Question #12 and Patient Satisfaction Question #1*

		Mindfulness Question #12	Patient Satisfaction Question #1
M Q#12	Pearson Correlation	1.000	.073
	Sig. (2-tailed)		.433
PS Q#1	Pearson Correlation	.073	1.000
	Sig. (2-tailed)	.433	
	N	117	117

Statistical Analysis for Hypothesis 15b: Mindfulness Question #12 and Patient Satisfaction Question #2

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .043 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H15b is rejected.

Table 128 *Mindfulness Question #12 and Patient Satisfaction Question #2*

		Mindfulness Question #12	Patient Satisfaction Question #2
M Q#12	Pearson Correlation	1.000	.043
	Sig. (2-tailed)		.646
	N	117	117
PS Q#2	Pearson Correlation	.043	1.000
	Sig. (2-tailed)	.646	
	N	117	117

Statistical Analysis for Hypothesis 15c: Mindfulness Question #12 and Patient Satisfaction Question #3

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .081 indicating no

relationship between the two questions. Based on the statistical analysis the research hypothesis H15c is rejected.

Table 129 *Mindfulness Question #12 and Patient Satisfaction Question #3*

		Mindfulness Question #12	Patient Satisfaction Question #3
M Q#12	Pearson Correlation	1.000	.081
	Sig. (2-tailed)		.386
PS Q#3	Pearson Correlation	.081	1.000
	Sig. (2-tailed)	.386	
	N	117	117

Statistical Analysis for Hypothesis 15d: Mindfulness Question #12 and Patient Satisfaction Question #4

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .094 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H15d is rejected.

Table 130 *Mindfulness Question #12 and Patient Satisfaction Question #4*

		Mindfulness Question #12	Patient Satisfaction Question #4
M Q#12	Pearson Correlation	1.000	.094
	Sig. (2-tailed)		.315
PS Q#4	Pearson Correlation	.094	1.000
	Sig. (2-tailed)	.315	
	N	117	117

Statistical Analysis for Hypothesis 15e: Mindfulness Question #12 and Patient Satisfaction Question #5

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .061 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H15e is rejected.

Table 131 *Mindfulness Question #12 and Patient Satisfaction Question #5*

		Mindfulness Question #12	Patient Satisfaction Question #5
M Q#12	Pearson Correlation	1.000	.061
	Sig. (2-tailed)		.517
	N	117	117
PS Q#5	Pearson Correlation	.061	1.000
	Sig. (2-tailed)	.517	
	N	117	117

Statistical Analysis for Hypothesis 15f: Mindfulness Question #12 and Patient Satisfaction Question #6

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .064 indicating no

relationship between the two questions. Based on the statistical analysis the research hypothesis H15f is rejected.

Table 132 *Mindfulness Question #12 and Patient Satisfaction Question #6*

		Mindfulness Question #12	Patient Satisfaction Question #6
M Q#12	Pearson Correlation	1.000	.064
	Sig. (2-tailed)		.492
PS Q#6	Pearson Correlation	.064	1.000
	Sig. (2-tailed)	.492	
	N	117	117

Statistical Analysis for Hypothesis 15g: Mindfulness Question #12 and Patient Satisfaction Question #7

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," does not show a level of statistical significance. The Pearson correlation is .097 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H15g is rejected.

Table 133 *Mindfulness Question #12 and Patient Satisfaction Question #7*

		Mindfulness Question #12	Patient Satisfaction Question #7
M Q#12	Pearson Correlation	1.000	.097
	Sig. (2-tailed)		.297
PS Q#7	Pearson Correlation	.097	1.000
	Sig. (2-tailed)	.297	
	N	117	117

Statistical Analysis for Hypothesis 15h: Mindfulness Question #12 and Patient Satisfaction Question #8

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is -.014 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H15h is rejected.

Table 134 *Mindfulness Question #12 and Patient Satisfaction Question #8*

		Mindfulness Question #12	Patient Satisfaction Question #8
M Q#12	Pearson Correlation	1.000	-.014
	Sig. (2-tailed)		.880
	N	117	117
PS Q#8	Pearson Correlation	-.014	1.000
	Sig. (2-tailed)	.880	
	N	117	117

Statistical Analysis for Hypothesis 15i: Mindfulness Question #12 and Patient Satisfaction Question #9

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .000 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H15i is rejected.

Table 135 *Mindfulness Question #12 and Patient Satisfaction Question #9*

		Mindfulness Question #12	Patient Satisfaction Question #9
M Q#12	Pearson Correlation	1.000	.000
	Sig. (2-tailed)		.998
	N	117	117
PS Q#9	Pearson Correlation	.000	1.000
	Sig. (2-tailed)	.998	
	N	117	117

Statistical Analysis for Hypothesis 15j: Mindfulness Question #12 and Patient Satisfaction Question #10

The correlation between mindfulness question #12, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .018 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H15j is rejected.

Table 136 *Mindfulness Question #12 and Patient Satisfaction Question #10*

		Mindfulness Question #12	Patient Satisfaction Question #10
M Q#12	Pearson Correlation	1.000	.018
	Sig. (2-tailed)		.851
	N	117	117
PS Q#10	Pearson Correlation	.018	1.000
	Sig. (2-tailed)	.851	
	N	117	117

Statistical Analysis for Hypothesis 15k: Mindfulness Question #12 and Patient Satisfaction Overall

The correlation between mindfulness question #1, "I experience moments of inner peace and ease, even when things get hectic and stressful," and patient satisfaction overall does not show a level of statistical significance. The Pearson correlation is .047 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H15k is rejected.

Table 137 *Mindfulness Question #12 and Patient Satisfaction Overall*

		Mindfulness Question #12	Patient Satisfaction Overall
M Q#12	Pearson Correlation	1.000	.047
	Sig. (2-tailed)		.618
	N	117	117
PS Overall	Pearson Correlation	.047	1.000
	Sig. (2-tailed)	.618	
	N	117	117

Statistical Analysis for Hypothesis 16a: Mindfulness Question #13 and Patient Satisfaction Question #1

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," shows a level of statistical significance at the .01 level. The Pearson correlation is .246 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H16a is accepted. With H16a

accepted, a possible explanation is that a medical provider who is patient with themselves and others will appear more friendly to patients.

Table 138 *Mindfulness Question #13 and Patient Satisfaction Question #1*

		Mindfulness Question #13	Patient Satisfaction Question #1
M Q#13	Pearson Correlation	1.000	.246**
	Sig. (2-tailed)		.008
	N	117	117
PS Q#1	Pearson Correlation	.246**	1.000
	Sig. (2-tailed)	.008	
	N	117	117

**. Correlation is significant at the 0.01 level (2-tailed).

Statistical Analysis for Hypothesis 16b: Mindfulness Question #13 and Patient Satisfaction Question #2

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," shows a level of statistical significance at the .05 level. The Pearson correlation is .191 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H16b is accepted. With H16b accepted, a possible explanation is that a medical provider who is patient with themselves and others will likely communicate more effectively with patients.

Table 139 *Mindfulness Question #13 and Patient Satisfaction Question #2*

		Mindfulness Question #13	Patient Satisfaction Question #2
M Q#13	Pearson Correlation	1.000	.191*
	Sig. (2-tailed)		.039
PS Q#2	Pearson Correlation	.191*	1.000
	Sig. (2-tailed)	.039	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 16c: Mindfulness Question #13 and Patient Satisfaction Question #3

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," shows a level of statistical significance at the .05 level. The Pearson correlation is .221 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H4d is accepted. With H16c accepted, a possible explanation is that a medical provider who is patient with themselves and others will likely show more concern for the patient also.

Table 140 *Mindfulness Question #13 and Patient Satisfaction Question #3*

		Mindfulness Question #13	Patient Satisfaction Question #3
M Q#13	Pearson Correlation	1.000	.221*
	Sig. (2-tailed)		.017
	N	117	117
PS Q#3	Pearson Correlation	.221*	1.000
	Sig. (2-tailed)	.017	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 16d: Mindfulness Question #13 and Patient Satisfaction Question #4

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," shows a level of statistical significance at the .05 level. The Pearson correlation is .223 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H16d is accepted. With H16d accepted, a possible explanation is that a medical provider who is patient with themselves and others will likely be inclusive in treatment decisions rather than dictating what is to be done without the patient's approval.

Table 141 *Mindfulness Question #13 and Patient Satisfaction Question #4*

		Mindfulness Question #13	Patient Satisfaction Question #4
M Q#13	Pearson Correlation	1.000	.233*
	Sig. (2-tailed)		.011
	N	117	117
PS Q#4	Pearson Correlation	.233*	1.000
	Sig. (2-tailed)	.011	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 16e: Mindfulness Question #13 and Patient Satisfaction Question #5

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," shows a level of statistical significance at the .05 level.

The Pearson correlation is .208 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H16e is accepted. With H16e accepted, a possible explanation is that a medical provider who is patient with themselves and others will likely communicate more effectively with patients.

Table 142 *Mindfulness Question #13 and Patient Satisfaction Question #5*

		Mindfulness Question #13	Patient Satisfaction Question #5
M Q#13	Pearson Correlation	1.000	.208*
	Sig. (2-tailed)		.024
	N	117	117
PS Q#5	Pearson Correlation	.208*	1.000
	Sig. (2-tailed)	.024	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 16f: Mindfulness Question #13 and Patient Satisfaction Question #6

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," shows a level of statistical significance at the .05 level. The Pearson correlation is .228 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H16f is accepted. With H16f accepted, a possible explanation is that a medical provider who is patient with themselves and others will likely communicate more effectively with patients regarding follow-up care.

Table 143 *Mindfulness Question #13 and Patient Satisfaction Question #6*

		Mindfulness Question #13	Patient Satisfaction Question #6
M Q#13	Pearson Correlation	1.000	.228*
	Sig. (2-tailed)		.013
PS Q#6	Pearson Correlation	.228*	1.000
	Sig. (2-tailed)	.013	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 16g: Mindfulness Question #13 and Patient Satisfaction Question #7

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," shows a level of statistical significance at the .05 level. The Pearson correlation is .224 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H16g is accepted. With H16g accepted, a possible explanation is that a medical provider who is patient with themselves and others will likely communicate more effectively with patients.

Table 144 *Mindfulness Question #13 and Patient Satisfaction Question #7*

		Mindfulness Question #13	Patient Satisfaction Question #7
M Q#13	Pearson Correlation	1.000	.224*
	Sig. (2-tailed)		.015
PS Q#7	Pearson Correlation	.224*	1.000
	Sig. (2-tailed)	.015	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 16h: Mindfulness Question #13 and Patient Satisfaction Question #8

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #8, "Amount of time care provider spent with you," shows a level of statistical significance at the .05 level. The Pearson correlation is .185 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H16h is accepted. With H16h accepted, a possible explanation is that a medical provider who is patient with themselves and others will likely spend more time with the patient.

Table 145 *Mindfulness Question #13 and Patient Satisfaction Question #8*

		Mindfulness Question #13	Patient Satisfaction Question #8
M Q#13	Pearson Correlation	1.000	.185*
	Sig. (2-tailed)		.046
	N	117	117
PS Q#8	Pearson Correlation	.185*	1.000
	Sig. (2-tailed)	.046	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 16i: Mindfulness Question #13 and Patient Satisfaction Question #9

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is

.165 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H16i is rejected.

Table 146 *Mindfulness Question #13 and Patient Satisfaction Question #9*

		Mindfulness Question #13	Patient Satisfaction Question #9
M Q#13	Pearson Correlation	1.000	.165
	Sig. (2-tailed)		.075
	N	117	117
PS Q#9	Pearson Correlation	.165	1.000
	Sig. (2-tailed)	.075	
	N	117	117

Statistical Analysis for Hypothesis 16j: Mindfulness Question #13 and Patient Satisfaction Question #10

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .172 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H16j is rejected.

Table 147 *Mindfulness Question #13 and Patient Satisfaction Question #10*

		Mindfulness Question #13	Patient Satisfaction Question #10
M Q#13	Pearson Correlation	1.000	.172
	Sig. (2-tailed)		.064
	N	117	117
PS Q#10	Pearson Correlation	.172	1.000
	Sig. (2-tailed)	.064	
	N	117	117

Statistical Analysis for Hypothesis 16k: Mindfulness Question #13 and Patient Satisfaction Overall

The correlation between mindfulness question #13, "I am patient with myself and with others," and patient satisfaction overall," shows a level of statistical significance at the .05 level. The Pearson correlation is .213 indicating a weak strength of relationship between the two questions. Based on the statistical analysis the research hypothesis H16k is accepted. With H16k accepted, a possible explanation is that a medical provider who is patient with themselves and others will likely have improved overall patient satisfaction which incorporates communication, time spent with the patients, and care and concern for the patient.

Table 148 *Mindfulness Question #16 and Patient Satisfaction Overall*

		Mindfulness Question #13	Patient Satisfaction Overall
M Q#13	Pearson Correlation	1.000	.213*
	Sig. (2-tailed)		.021
	N	117	117
PS Overall	Pearson Correlation	.213*	1.000
	Sig. (2-tailed)	.021	
	N	117	117

*. Correlation is significant at the 0.05 level (2-tailed).

Statistical Analysis for Hypothesis 17a: Mindfulness Question #14 and Patient Satisfaction Question #1

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #1, "Friendliness/courtesy of the care provider," does not show a level of statistical

significance. The Pearson correlation is .084 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H17a is rejected.

Table 149 *Mindfulness Question #14 and Patient Satisfaction Question #1*

		Mindfulness Question #14	Patient Satisfaction Question #1
M Q#14	Pearson Correlation	1.000	.084
	Sig. (2-tailed)		.367
PS Q#1	Pearson Correlation	.084	1.000
	Sig. (2-tailed)	.367	
	N	117	117

Statistical Analysis for Hypothesis 17b: Mindfulness Question #14 and Patient Satisfaction Question #2

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #2, "Explanation the care provider gave you about your problem or condition," does not show a level of statistical significance. The Pearson correlation is .077 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H17b is rejected.

Table 150 *Mindfulness Question #14 and Patient Satisfaction Question #2*

		Mindfulness Question #14	Patient Satisfaction Question #2
M Q#14	Pearson Correlation	1.000	.077
	Sig. (2-tailed)		.412
PS Q#2	Pearson Correlation	.077	1.000
	Sig. (2-tailed)	.412	
	N	117	117

Statistical Analysis for Hypothesis 17c: Mindfulness Question #14 and Patient Satisfaction Question #3

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #3, "Concern the care provider showed for your questions or worries," does not show a level of statistical significance. The Pearson correlation is .083 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H17c is rejected.

Table 151 *Mindfulness Question #14 and Patient Satisfaction Question #3*

		Mindfulness Question #14	Patient Satisfaction Question #3
M Q#14	Pearson Correlation	1.000	.083
	Sig. (2-tailed)		.373
	N	117	117
PS Q#3	Pearson Correlation	.083	1.000
	Sig. (2-tailed)	.373	
	N	117	117

Statistical Analysis for Hypothesis 17d: Mindfulness Question #14 and Patient Satisfaction Question #4

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #4, "Care provider's efforts to include you in the decisions about your treatment," does not show a level of statistical significance. The Pearson correlation is .113 indicating no relationship

between the two questions. Based on the statistical analysis the research hypothesis H17d is rejected.

Table 152 *Mindfulness Question #14 and Patient Satisfaction Question #4*

		Mindfulness Question #14	Patient Satisfaction Question #4
M Q#14	Pearson Correlation	1.000	.113
	Sig. (2-tailed)		.224
PS Q#4	Pearson Correlation	.113	1.000
	Sig. (2-tailed)	.224	
	N	117	117

Statistical Analysis for Hypothesis 17e: Mindfulness Question #14 and Patient Satisfaction Question #5

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #5, "Information the care provider gave you about medications (if any)," does not show a level of statistical significance. The Pearson correlation is .163 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H17e is rejected.

Table 153 *Mindfulness Question #14 and Patient Satisfaction Question #5*

		Mindfulness Question #14	Patient Satisfaction Question #5
M Q#14	Pearson Correlation	1.000	.163
	Sig. (2-tailed)		.080
PS Q#5	Pearson Correlation	.163	1.000
	Sig. (2-tailed)	.080	
	N	117	117

Statistical Analysis for Hypothesis 17f: Mindfulness Question #14 and Patient Satisfaction Question #6

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #6, "Instructions the care provider gave you about follow-up care (if any)," does not show a level of statistical significance. The Pearson correlation is .157 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H17f is rejected.

Table 154 *Mindfulness Question #14 and Patient Satisfaction Question #6*

		Mindfulness Question #14	Patient Satisfaction Question #6
M Q#14	Pearson Correlation	1.000	.157
	Sig. (2-tailed)		.091
	N	117	117
PS Q#6	Pearson Correlation	.157	1.000
	Sig. (2-tailed)	.091	
	N	117	117

Statistical Analysis for Hypothesis 17g: Mindfulness Question #14 and Patient Satisfaction Question #7

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #7, "Degree to which care provider talked with you using words you could understand," does not show a level of statistical significance. The Pearson correlation is .118 indicating no

relationship between the two questions. Based on the statistical analysis the research hypothesis H17g is rejected.

Table 155 *Mindfulness Question #14 and Patient Satisfaction Question #7*

		Mindfulness Question #14	Patient Satisfaction Question #7
M Q#14	Pearson Correlation	1.000	.118
	Sig. (2-tailed)		.204
	N	117	117
PS Q#7	Pearson Correlation	.118	1.000
	Sig. (2-tailed)	.204	
	N	117	117

Statistical Analysis for Hypothesis 17h: Mindfulness Question #14 and Patient Satisfaction Question #8

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #8, "Amount of time care provider spent with you," does not show a level of statistical significance. The Pearson correlation is -.035 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H17h is rejected.

Table 156 *Mindfulness Question #14 and Patient Satisfaction Question #8*

		Mindfulness Question #14	Patient Satisfaction Question #8
M Q#14	Pearson Correlation	1.000	-.035
	Sig. (2-tailed)		.712
PS Q#8	Pearson Correlation	-.035	1.000
	Sig. (2-tailed)	.712	
	N	117	117

Statistical Analysis for Hypothesis 17i: Mindfulness Question #14 and Pat. Sat. Q #9

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #9, "Your confidence in this care provider," does not show a level of statistical significance. The Pearson correlation is .065 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H17i is rejected.

Table 157 *Mindfulness Question #14 and Patient Satisfaction Question #9*

		Mindfulness Question #14	Patient Satisfaction Question #9
M Q#14	Pearson Correlation	1.000	.065
	Sig. (2-tailed)		.489
PS Q#9	Pearson Correlation	.065	1.000
	Sig. (2-tailed)	.489	
	N	117	117

Statistical Analysis for Hypothesis 17j: Mindfulness Question #14 and Patient Satisfaction Question #10

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction question #10, "Likelihood of your recommending this care provider to others," does not show a level of statistical significance. The Pearson correlation is .064 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H17j is rejected.

Table 158 *Mindfulness Question #14 and Patient Satisfaction Question #10*

		Mindfulness Question #14	Patient Satisfaction Question #10
M Q#14	Pearson Correlation	1.000	.064
	Sig. (2-tailed)		.495
	N	117	117
PS Q#10	Pearson Correlation	.064	1.000
	Sig. (2-tailed)	.495	
	N	117	117

Statistical Analysis for Hypothesis 17k: Mindfulness Question #14 and Patient Satisfaction Overall

The correlation between mindfulness question #14, "I am able to smile when I notice how I sometimes make life difficult," and patient satisfaction overall does not show a level of statistical significance. The Pearson correlation is .092 indicating no relationship between the two questions. Based on the statistical analysis the research hypothesis H17k is rejected.

Table 159 *Mindfulness Question #14 and Patient Satisfaction Overall*

		Mindfulness Question #14	Patient Satisfaction Overall
M Q#14	Pearson Correlation	1.000	.092
	Sig. (2-tailed)		.324
	N	117	117
PS Overall	Pearson Correlation	.092	1.000
	Sig. (2-tailed)	.324	
	N	117	117

Descriptive Statistics

The overall descriptive statistics for patient satisfaction, mindfulness, and years in practice are listed below in Table 11. The mean patient satisfaction score shows that most providers in the Press-Ganey survey have high raw scores as the mean is only 4.55 points from the maximum but the minimum is 13.75 points from the mean. In patient satisfaction surveys providers often look at their percentile rank given most of them have high raw scores. The result shows a distribution which skews heavily to the right. A provider that ranks in the 50th percentile may have a raw score of 90 while a provider in the 85th percentile has a raw score of 91.5. Even providers in the 1st percentile nationally may still have raw scores as high as 78 our of 100.

The descriptive statistics for mindfulness show a similar skewing as most providers felt they were more mindful than less mindful with a maximum score of 3.71 out of 4 and a mean of 2.93. The connection of these descriptive statistics to the hypothesis is that both mindfulness and patient satisfaction have means that skew closer to the maximum than the minimum. Had one of these variables run contrary to this we may have seen the correlation between mindfulness and patient satisfaction as inverse of each other and demonstrating a negative correlation.

Years of practice contained a few providers at the high end but in total represented a more even distribution than patient satisfaction and mindfulness.

Table 160 *Descriptive Statistics*

	N	Minimum	Maximum	Mean	Std Dev.
Patient Satisfaction	117	79.80	98.10	93.55	3.04
Mindfulness	117	1.57	3.71	2.93	.44
Years in Practice	117	1.00	50.00	16.75	10.54

Reliability and Validity

The instrument to be used for medical provider self-reported mindfulness is the Freiburg Mindfulness Inventory (FMI) (Walach et al., 2006). This instrument uses the mindfulness definition put forth by Bishop et al. (2004) and which is the definition chosen for this study. The FMI is a validated instrument with a Cronbach alpha of .93 which has been used in meditation retreats (Walach et al., 2006). The instrument contains 14 questions which are ranked on a four point scale. The four scaled responses to the FMI questions are: rarely, occasionally, fairly often, and almost always.

The instrument used for self-reported patient satisfaction is the Press-Ganey patient satisfaction instrument. This instrument has a Cronbach alpha of .92 (Press-Ganey, 2006) and is one of the most widely used instruments in the healthcare industry (Clark, Maxwell, & Malone, 2003). The survey rates patient responses on a five point Likert scale.

Cronbach's Alpha

A Cronbach's alpha was run for each instrument to ensure that both instruments are reliable and show internal reliability in the surveyed population. The Cronbach alpha for patient satisfaction and mindfulness were calculated at .984 and .824 respectively. As a result of these scores both instruments are highly reliable and show strong internal consistency (Hinkle, Wiersma and Jurs, 2003).

Summary

As a result of the statistical analysis the primary research hypothesis H1: "Self-reported mindfulness of medical providers will correlate positively with self-reported patient satisfaction," is accepted. The statistical analysis uncovered that 23 significant

correlations existed between patient satisfaction and mindfulness at the .01 and .05 level when individual questions were compared across the two surveys. However, most of these correlations exhibited modest Pearson correlation values of .250 or lower indicating that the strength of relationship between these correlations is weak.

Correlations significant at the .01 level that were found to exist included the following:

H8k: Mindfulness question #5 (I pay attention to what's behind my actions) will correlate positively to overall patient satisfaction.

H10k: Mindfulness question #7 (I feel connected to the experiences of the here and now) will correlate positively to overall patient satisfaction.

H16a: Mindfulness question #13 (I am patient with myself and others) will correlate positively to patient satisfaction question #1 (Friendliness/courtesy of the care provider).

Most scholars note that the primary facets of mindfulness include a long list of attributes but three are commonly noted in almost all research namely present time awareness, suspension of judgment, and the ability of individuals to become an internal observer of one's thoughts and emotions (Bishop et al., 2004). These three facets are present in the three hypotheses that exhibited the highest statistical significance at the .01 level. The links to these three facets are as follows: "I pay attention to what's behind my actions," is linked to being an internal observer, "I feel connected to the experiences of the here and now," is linked to present time awareness, "I am patient with myself and others," is linked to suspension of judgment.

Correlations significant at the .05 level that were found to exist included the following:

H1: Overall patient satisfaction will correlate positively to overall mindfulness.

H2: Overall mindfulness will correlate positively with medical providers' years in medical practice.

H6g: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H6k: Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to overall patient satisfaction.

H7g: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked to you using words you could understand).

H7i: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #9 (Your confidence in this care provider).

H7k: Mindfulness question #4 (I am able to appreciate myself) will correlate positively to overall patient satisfaction.

H9c: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #3 (Concern the care provider showed for your questions or worries).

H9d: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H9g: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H9k: Mindfulness question #6 (I see my mistakes and difficulties without judging them) will correlate positively to overall patient satisfaction.

H14g: Mindfulness question #11 (In difficult situations, I can pause without immediately reacting) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H16b: Mindfulness question #13 (I am patient with myself and others) will correlate positively to patient satisfaction question #2 (Explanation the care provider gave you about your problem or condition).

H16c: Mindfulness question #13 (I am patient with myself and others) will correlate positively to patient satisfaction question #3 (Concern the care provider showed you for your questions or worries).

H16d: Mindfulness question #13 (I am patient with myself and others) will correlate positively to patient satisfaction question #4 (Care provider's efforts to include you in decisions about your treatment).

H16e: Mindfulness question #13 (I am patient with myself and others) will correlate positively to patient satisfaction question #5 (Information the care provider gave you about medications (if any).

H16f: Mindfulness question #13 (I am patient with myself and others) will correlate positively to patient satisfaction question #6 (Instructions the care provider gave you about follow-up care (if any).

H16g: Mindfulness question #13 (I am patient with myself and others) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand).

H16h: Mindfulness question #13 (I am patient with myself and others) will correlate positively to patient satisfaction question #8 (Amount of time the care provider spent with you).

H16k: Mindfulness question #13 (I am patient with myself and others) will correlate positively to overall patient satisfaction.

There are several correlations found between questions that are difficult to understand why linkages exist. While H7g was accepted, "Mindfulness question #4 (I am able to appreciate myself) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked to you using words you could understand)," there is not an obvious explanation as to why a medical provider appreciating themselves shares a relationship with using words the patient can understand. However, other correlations did seem to have reasonable linkages to each other.

The acceptance of H1, "Overall patient satisfaction will correlate positively to overall mindfulness," did show that patients are more satisfied with medical providers

that demonstrate mindful qualities. Additionally, the acceptance of H2, "Overall mindfulness will correlate positively with medical providers' years in medical practice," seems to further indicate that medical providers exhibit more mindful qualities the longer they have been in practice. This may be a result of medical providers ability to focus on the patient as their comfort level with medical tasks increases.

Acceptance of H6g, "Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to patient satisfaction question #7 (Degree to which care provider talked with you using words you could understand)," may indicate that medical providers who are mentally present are more likely to focus on two way communication with the patient and thus increase patient satisfaction. Additionally, the acceptance of H6k, " Mindfulness question #3 (When I notice an absence of mind, I gently return to the experience of the here and now) will correlate positively to overall patient satisfaction," may also indicate that medical providers who are more mentally present will find their patients more satisfied overall.

Hypothesis H9c, H9d, H9g, H9k related to mindfulness question #6 (I see my mistakes and difficulties without judging them). The correlations to patient satisfaction exhibited included, concern the care provider showed for your questions or worries, care provider's efforts to include you in decisions about your treatment, degree to which care provider talked with you using words you could understand, and overall patient satisfaction. There were no clear explanations for why a medical provider's ability to be non-judgmental of their mistakes and difficulties may affect each of these areas of patient satisfaction. One possible explanation may be that this mindful quality may be viewed

favorably by the patient and give the feeling that the medical provider communicates and is accepting of the patients just as the medical provider is accepting of themselves.

The acceptance of H16b, "Mindfulness question #13 (I am patient with myself and others) will correlate positively to patient satisfaction question #2 (Explanation the care provider gave you about your problem or condition) may indicate that a medical provider's patient with others improves communication and thus patient satisfaction. It is also interesting to note that provider patience in mindfulness questions 13 (I am patient with myself and others) is linked to provider friendliness in hypothesis 16a at the .01 level of statistical significance. It has been noted that an outcome of mindfulness is "loving kindness" (Weick & Putnam, 2006) toward others which may be another way to express friendliness. Additionally, mindfulness question 13 (I am patient with myself and others) exhibited correlations in 8 patient satisfaction questions at the .05 level of significance. It seems that medical providers' patience with others as well as themselves may impact time spent with the patient, communication with the patient, inclusion in medical decisions with the patient, concern for the patient, and overall patient satisfaction.

CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

This chapter presents conclusion and recommendations based upon the data analyses performed and presented in Chapter 4. From this, implications for future research are drawn. This chapter is divided into six sections: overview, interpretations and discussion of findings, conclusions and implications, limitations and future research, and closing remarks.

Overview

The concept of mindfulness has existed for thousands of years having been derived from Eastern Buddhist philosophy (Walach et al., 2006). Since that time Western thought has incorporated aspects of mindfulness into a somewhat different definition of mindfulness. Whereas Western thought has been more concerned with the contents of the mind with an external focus, Eastern thought has been more concerned with the processes of the mind with an internal focus (Weick & Putnam, 2006). The six facets that seem to come up repeatedly in the literature namely have been: a focus/awareness in the present, suspension of judgment, openness to novelty/curiosity, acceptance, de-centered identity/reduction of ego, and a perspective of impermanence (Langer, 2000; Bishop et al., 2004; Thich, 1999).

Much of the interest in mindfulness in individual life has revolved around its relationship to emotional intelligence and even flow states of peak performance. Given key components of emotional intelligence and mindfulness are suspension of judgment and self awareness it was plausible that mindfulness would have positive correlations to

interpersonal interactions such as a medical office visit. This was one reason for making the leap to linking patient satisfaction and mindfulness.

Additionally, mindfulness has been studied at the organizational level as in the case of high reliability organizations. In these organizations people employ processes that when done mindfully lead to high reliability and safety. For healthcare organizations, which are service industries by nature, one high reliability outcome could be a satisfied patient although there may be literally hundreds of others. For this study patient satisfaction data was by far the most readily accessible data in healthcare. The challenge with patient satisfaction has always been that it relies primarily on the patient perception of care rather than the actual quality of the care.

To date no other study has measured the correlation between patient satisfaction and mindfulness. It would seem then from both the individual and organizational perspective creating a hypothesis around a correlation between mindfulness and patient satisfaction was a worthwhile question to have answered.

Summary of Hypothesis and Findings

As a result of the statistical analysis the primary research hypothesis H1: "Self-reported mindfulness of medical providers will correlate positively with self-reported patient satisfaction," is accepted. The statistical analysis uncovered that 23 significant correlations existed between patient satisfaction and mindfulness at the .01 and .05 level. However, most of these correlations exhibited modest Pearson correlation values of .250 or lower indicating that the strength of relationship between these correlations is weak. Table 12 provides a summary of all correlations performed in the entire study.

Table 161 *Individual Patient Satisfaction Questions (Raw Score) Compared to Individual Mindfulness Questions*

	Results	PS 1	PS 2	PS 3	PS 4	PS 5	PS 6	PS 7	PS 8	PS 9	PS 10
MDF 1	Pearson Corr.	0.103	0.123	0.127	0.128	0.132	0.078	0.133	0.127	0.100	0.090
	Sig. (2 tailed)	0.270	0.186	0.172	0.171	0.156	0.401	0.154	0.173	0.282	0.332
MDF 2	Pearson Corr.	0.083	0.083	0.058	0.058	0.133	0.084	0.091	0.129	0.035	0.048
	Sig. (2 tailed)	0.375	0.377	0.536	0.534	0.154	0.370	0.328	0.166	0.707	0.607
MDF 3	Pearson Corr.	0.088	0.087	0.154	0.140	0.126	0.134	**.191***	0.181	0.079	0.063
	Sig. (2 tailed)	0.345	0.353	0.097	0.133	0.176	0.151	0.039	0.051	0.398	0.501
MDF 4	Pearson Corr.	0.083	0.088	0.136	0.154	0.173	0.166	**.236***	0.060	**.187***	0.171
	Sig. (2 tailed)	0.373	0.346	0.144	0.097	0.062	0.074	0.010	0.517	0.043	0.065
MDF 5	Pearson Corr.	0.040	0.082	0.121	0.126	0.101	0.082	0.131	0.044	0.093	0.069
	Sig. (2 tailed)	0.668	0.377	0.195	0.176	0.279	0.378	0.159	0.638	0.317	0.457
MDF 6	Pearson Corr.	0.171	0.143	**.206***	**.207***	**.215***	**.202***	**.234***	0.100	0.124	0.112
	Sig. (2 tailed)	0.066	0.123	0.026	0.025	0.020	0.029	0.011	0.285	0.182	0.227
MDF 7	Pearson Corr.	0.043	0.052	0.103	0.085	0.122	0.083	0.127	0.122	0.114	0.127
	Sig. (2 tailed)	0.645	0.575	0.249	0.361	0.189	0.371	0.172	0.192	0.222	0.172
MDF 8	Pearson Corr.	0.037	0.092	0.111	0.091	0.113	0.101	0.135	0.058	0.132	0.109
	Sig. (2 tailed)	0.694	0.323	0.234	0.330	0.226	0.278	0.148	0.533	0.157	0.242
MDF 9	Pearson Corr.	0.006	0.017	0.048	0.051	0.036	0.075	0.074	0.003	0.017	0.035
	Sig. (2 tailed)	0.946	0.854	0.609	0.587	0.699	0.421	0.431	0.978	0.857	0.711
MDF 10	Pearson Corr.	0.009	0.021	0.006	0.036	0.075	0.006	0.052	-0.053	0.042	0.019
	Sig. (2 tailed)	0.922	0.823	0.946	0.703	0.423	0.953	0.575	0.568	0.649	0.843
MDF 11	Pearson Corr.	0.142	0.124	0.135	0.150	0.106	0.094	**.193***	0.067	0.154	0.139
	Sig. (2 tailed)	0.127	0.181	0.148	0.107	0.255	0.315	0.037	0.470	0.098	0.136
MDF 12	Pearson Corr.	0.073	0.043	0.081	0.094	0.061	0.064	0.097	-0.014	0.000	0.018

	Sig. (2 tailed)	0.433	0.646	0.386	0.315	0.517	0.492	0.297	0.880	0.998	0.851
MDF 13	Pearson Corr.	**.246****	**.191***	**.221***	**.233***	**.208***	**.228***	**.224***	**.185***	0.165	0.172
	Sig. (2 tailed)	0.008	0.039	0.017	0.011	0.024	0.013	0.015	0.046	0.075	0.064
MDF 14	Pearson Corr.	0.084	0.077	0.083	0.113	0.163	0.157	0.118	-0.035	0.065	0.064
	Sig. (2 tailed)	0.367	0.412	0.373	0.224	0.080	0.091	0.204	0.712	0.489	0.495
MDF Overall	Pearson Corr.	0.158	0.164	**.214***	.225*	**.239****	**.208***	**.270****	0.133	0.174	0.162
	Sig. (2 tailed)	0.089	0.077	0.021	0.015	0.009	0.025	0.003	0.152	0.061	0.081

* Correlation is significant at the 0.05 level (2-tailed)

** Correlation is significant at the 0.01 level (2 - tailed)

Interpretations and Discussions of Findings

The analysis did reveal that for at least 23 of the correlations run, a significant correlation did exist although the strength of the relationship was not strong including the studies primary hypothesis which was: H1: "Self-reported mindfulness of medical providers will correlate positively with self-reported patient satisfaction." From this it would appear that while mindfulness is a variable in patient satisfaction, there are other strong factors at play when it comes to satisfying patients.

An interpretation of these findings appears to be that on some level medical providers who are patient, in the present moment, suspend judging, and appreciative of themselves and others may have higher patient satisfaction. It is plausible to assume that medical providers who care for themselves are more likely to care for others in a way that drives patient satisfaction to some degree.

Additionally, the positive correlation at the .05 level between mindfulness and years of practice seems to indicate that medical practice longevity may have a role in

increasing mindfulness although the Pearson correlation is a weak one at .223. One explanation may be that as a medical provider gains more experience in practice, they are more able to be present in the moment and focus on the patient without thinking too much about what they should do next in the course of the exam.

It is also interesting to note that while mindfulness correlates to patient satisfaction, and years of medical practice correlates to mindfulness, years of medical practice does not correlate to patient satisfaction as one might expect. Given the fact that the strength of the correlations is weak this may explain this finding.

Conclusion and Implications

In addition to the accepted and rejected research hypotheses some conclusions that can be made are as follows:

Conclusion 1: While there is a statistically significant correlation between patient satisfaction and mindfulness, there strength of the correlations based on the Pearson's correlation is weak at .250 or less (Hinkle, Wiersma, and Jurs, 2003).

Conclusion 2: Mindfulness is comprised of six aspects namely a focus/awareness in the present, suspension of judgment, openness to novelty/curiosity, acceptance, de-centered identity/reduction of ego, and a perspective of impermanence (Langer, 2000; Bishop, et al., 2004; Thich, 1999). Of these it appeared that those aspects which showed the strongest correlation to patient satisfaction where questions related to 1) a focus/awareness in the present, 2) suspension of judgment.

Conclusion 3: Mindfulness question #13 (I am patient with myself and others) statistically correlates positively with 8 of the 10 patient satisfaction questions.

This indicates that patience has one of the stronger relationships to patient satisfaction than any of the other questions. Medical providers' patience with others as well as themselves may impact time spent with the patient, communication with the patient, inclusion in medical decisions with the patient, concern for the patient, and overall patient satisfaction.

Implications for Practice

The following implications for practice are put forth as a result of this study:

1) Although the overall correlation with mindfulness and patient satisfaction was weak there may still be some small benefit to teaching mindfulness to medical providers as a way to improve overall patient satisfaction given it has been shown that individuals can develop mindfulness through practice (Walach, et al., 2006).
2) Senior management within organizations may benefit from gaining an appreciation for the construct of mindfulness and its potential impact on patient satisfaction. As with most theory, a bridge between mindfulness theory and practice will need to be established so that individuals within organizations are able to understand the concept of mindfulness in everyday language. Senior management often attempts to improve organizational performance by adding or layering initiatives onto existing programs. This often creates competition for resources and focus which may dampen effectiveness. Senior management may benefit from learning mindfulness techniques which focus on subtracting the noise of excess programs and initiatives which can increase focus on the few areas of importance.

3) Organizations may also determine it useful to use a mindfulness questionnaire as a screening tool prior to employment in an organization. With the variety of valid and reliable instruments it would not be difficult to determine which providers have a tendency to be more mindful than others. Given that these questionnaires are not long, a mindfulness survey may be incorporated with other screening tools organizations have in use today. However, prior to doing this further research should be done to determine if other mindfulness questionnaires show a stronger correlation to patient satisfaction given that the FMI instrument shows a weak correlation to patient satisfaction.

4) Some medical providers who called for more information about the survey were dismissive of patient satisfaction questionnaires and the concept of mindfulness. There are some who feel these concepts are not related to the quality of care they provide. The review of the literature has shown that the patient's satisfaction with the medical office visit is important for several clinical and financial reasons. It has been demonstrated that satisfied patients are more likely to: follow treatment recommendations, and return for follow-up visits (Garman, Garcia, & Hargreaves, 2004). Other non-clinical benefits of patient satisfaction are that satisfied patients are less likely to file malpractice claims (Cydulka, Tamayo-Sarver, Gage, & Bagnoli, 2007) and more likely to refer friends and family members (Strasser & Davis, 1991; Burroughs & Davies; Cira, & Dunagan, 1999). Given the importance of patient satisfaction, this research may demonstrate to medical providers that

mindfulness may have a small effect in improving their patient satisfaction scores.

5) An implication for practice could be to train medical students in mindfulness as a way to improve the patient experience.
6) Given that eight correlations were discovered between patient satisfaction and a physician's patience and suspension of judgment, it may be useful to teach providers how to suspend judgment so that they do not rush to judgment during a clinical visit.
7) As the literature review noted, mindfulness studies have shown that mindfulness can improve over time based on mindfulness interventions. Given this dynamic organizations can provide training to individuals in mindfulness and should expect that a net improvement in mindfulness will result for many subjects.

Implications for Research

Following the acceptance of the dissertation proposal it appeared I was set for a straightforward study of correlation between patient satisfaction and mindfulness. However, as I embarked on the study it became clear that there were areas where future research would be helpful in creating a greater understanding of mindfulness and patient satisfaction. Areas for future research include:

1) Due to the dynamic that some medical providers may have had a positive or negative view of patient satisfaction and or mindfulness, a future study may employ the design of a deception study where none of the survey respondents know that a correlation is being made between mindfulness and patient

satisfaction. It would be simple to use the technique of a deception study to hide the connection to patient satisfaction. However, for mindfulness this may be more difficult. While the word "mindfulness" may be taken off the survey header, some medical providers may recognize many of the survey questions are referring to mindfulness.

2) This study sought only to measure medical providers' current mindfulness and find correlations to patient satisfaction if they existed. It would be beneficial for a future study to employ the use of a mindfulness intervention. If a baseline mindfulness and patient satisfaction were established, a series of mindfulness educational interventions could be provided to medical providers for a period of weeks or months. Following these sessions mindfulness and patient satisfaction could be measured to detect any changes. This research may advance the open question regarding whether mindfulness is a personality trait, cognitive ability, or more likely a cognitive style which can be learned (Sternberg, 2000).
3) This study measured mindfulness at the individual level within the healthcare industry. Future research may focus on measuring mindfulness at the collective level. Given mindfulness is a key aspect of High Reliability Organizational (HRO) theory, the implications for healthcare would be promising. The majority of healthcare services are delivered in groups and teams and as such would require a validated instrument to measure collective mindfulness. This collective mindfulness data could then be used to compare against organizational quality and safety metrics.

4) While studies have shown that mindfulness can improve in individuals through education and meditative practice (Walach, et al., 2006), there is still little research on *developing* mindfulness at the organizational level. Accounts of HROs detail that these organizations are mindful of certain processes which yield high reliability. Future research many benefit by exploring how to develop a "mindful process." Many broken processes in organizations are workarounds or outdated. An understanding of how mindful processes are created by organizations could provide a blueprint for how all organizations may pursue a more mindful and thus highly reliable organization.
5) While it was interesting to measure individual mindfulness and its correlation to patient satisfaction, the reality is that each medical provider may be working in systems that may or may not contain mindful processes. Future research may focus on how mindful organizations process amplify individual mindfulness and how to broken processes act as a damper to individual mindfulness.
6) An implication for future research would be to provide respondents with education on mindfulness so that they are able to complete the survey with a stronger context of what the construct of mindfulness means.
7) A future study could use other mindfulness instruments and compare them to patient satisfaction to determine if these instruments show a stronger correlation to patient satisfaction given that they are based on different definitions of mindfulness.
8) A future study could be done where a pre-test of provider mindfulness is assessed prior to collecting patient satisfaction data. Following the collection of 18 months

of patient satisfaction data, a post-test of patient satisfaction data could be assessed in order to determine if a meaning shift in physician mindfulness occurred during the 18 month period.

9) Future research could use a qualitative approach in order to assess provider mindfulness in order to gain a thick rich description of the experience of mindfulness during the patient care visit.
10) Given that nurses are part of the clinic care team, a future study could also assess nurse mindfulness. Nurse mindfulness was not assessed in this study due to the fact that there was not a reliable way to pair it with patient satisfaction data.
11) Future studies could also assess the differences in mindfulness based on a physicians original national culture. The intent may be to determine if physicians who come from Eastern countries experience more mindfulness than those from Western countries.
12) An additional study could determine if there are differences in physician mindfulness based on age, sex, or years in practice as grouped in two segments of 10 years or less and 10 years or more.

Limitations

Limitations that may exist from this research include the following:

1) Due to the nature of the mindfulness questions some providers may have dismissed the survey. Several medical providers called the number listed on the recruitment letter to better understand what these questions had to do with patient satisfaction. There were likely several providers who did not bother to call and inquire further but rather ignored the survey based on the questions. This may

have attracted a disproportionate number who viewed mindfulness questions either favorably or were neutral to them. Had the survey been mandatory for all medical providers, a more accurate representation of mindfulness among medical providers would have emerged.

2) Given that a subset of the providers did not understand the relevance of the mindfulness questions, the lack of mindfulness understanding may have affected the results of providers who filled out the study as well as limiting those who chose not to participate.
3) For that subset of providers who are still dismissive of patient satisfaction metrics it is possible that some did not participate in the study based on their lack of interest in patient satisfaction. Had the survey been mandatory for all medical providers, a richer amount of data would have been available for the study. This limitation is seen as minor given that there were 117 usable responses and only 30 were required for statistical accuracy.
4) Because participation in the self-reported survey's was voluntary, a pure experimental design that included random assignment will not occur which can affect the generalizability of the findings.
5) All hypotheses that compare individual mindfulness questions against patient satisfaction questions are not compared at the factor or variable level. As a result there is a high risk of type one statistical errors or false positives (Hinkle, Wiersma and Jurs, 2003) with those hypotheses.
6) Mindfulness was measured using Walach et al. (2006) Freiburg Mindfulness Inventory which may differ in its definition of mindfulness than other

instruments. Using a different mindfulness instrument may have yielded different results.

7) The patient satisfaction scores for medical providers were collected over 18 months prior to taking the mindfulness survey. It is possible that individual providers' mindfulness may have improved or regressed during that period.

Closing Remarks

While the study of mindfulness has existed for thousands of years, its study and application in the social sciences is a relatively new phenomenon. When considering the six facets of mindfulness which routinely surface in the literature, namely: focus/awareness in the present, suspension of judgment, openness to novelty/curiosity, acceptance, de-centered identity/reduction of ego, and a perspective of impermanence (Langer, 2000; Bishop et al., 2004; Thich, 1999), this single construct has the potential to have positive applications for organizational and individual life. The challenge seems to be how to develop mindfulness in individuals and organizations. While at the individual level training seems to make an impact (Walach, et al., 2006), at the organizational level mindfulness appears to require that mindful processes are created to keep organizational members focused on tasks that yield positive results.

Although the strength of the relationship is weak, positive statistical correlations between patient satisfaction and mindfulness exist at a statistically significant level. Healthcare is facing never before seen growth in expenditures which is driving a national public policy debate around how we can shrink costs while treating more patients. This is likely a recipe for greater regulation, declining reimbursement and higher patient loads. This tension will only challenge medical providers more around how to keep patients

satisfied in an industry facing significant change. As the pace of change increases in the healthcare industry medical providers may find mindfulness a useful construct to sustain and improve their relationship with patients.

While the strength of correlation between patient satisfaction and mindfulness was disappointingly low, there are still many areas for future research that may provide a better understanding between mindfulness and patient satisfaction. The lack of strong findings in this study will help to focus future research on a new path whether that be using new mindfulness instruments or teaching mindfulness to providers to gain an appreciation for the perceived benefit for them in medical practice.

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Appendix A

Press-Ganey Patient Satisfaction Survey

The five point scale correlates as follows: 1 = very poor, 2 = poor, 3 = fair, 4 = good , and 5 = very good.

1. Friendliness/courtesy of the care provider.
2. Explanations the care provider gave you about your problem or condition.
3. Concern the care provider showed for your questions or worries.
4. Care provider's efforts to include you in decisions about your treatment.
5. Information the care provider gave you about medications (if any).
6. Instructions the care provider gave you about follow-up care (if any).
7. Degree to which care provider talked with you using words you could understand.
8. Amount of time the care provider spent with you.
9. Your confidence in this care provider.
10. Likelihood of your recommending this care provider to others.

Appendix B

Freiburg Mindfulness Inventory (FMI)

The FMI is scored on a four point scale of 1) Rarely, 2) Occasionally, 3) Fairly Often, and 4) Almost Always.

1. I am open to the experience of the present moment.
2. I sense my body, whether eating, cooking, cleaning, or talking.
3. When I notice an absence of mind, I gently return to the experience of the here and now.
4. I am able to appreciate myself.
5. I pay attention to what's behind my actions
6. I see my mistakes and difficulties without judging them
7. I feel connected to my experience in the here-and-now.
8. I accept unpleasant experiences.
9. I am friendly to myself when things go wrong.
10. I watch my feelings without getting lost in them.
11. In difficult situations, I can pause without immediately reacting.
12. I experience moments of inner peace and ease, even when things get hectic and stressful.
13. I am impatient with myself and with others.
14. I am able to smile when I notice how I sometimes make life difficult.

Appendix C

Recruitment Letter to Medical providers

Dear Dr. Smith

I am a doctoral student at The George Washington University, embarking on my dissertation research. The intent of this research is to measure medical provider's level of mindfulness in the healthcare industry using a short questionnaire.

At this time I would like to invite you to participate in this research by filling out the enclosed 14 question survey tool. The survey itself should take no longer than 2-3 minutes to complete. Please read each question carefully and respond in a way that best describes yourself. All information will be de-identified and aggregated in my dissertation research. For each completed survey I will be sending a $5 Starbucks gift card in consideration of your time spent on this project.

If you have any questions please feel free to contact me at mitchwasden@hotmail.com or call me at 225-436-7933. Thank you for your consideration in being part of this research.

Best Regards,

Mitch Wasden

Appendix D

Raw data of provider's 18 month patient satisfaction scores

Provider #	18 Mo Perc PS Rank	Mean Raw PS Score	N	Years in Practice
1	97	97.7	66	9
2	96	97.7	61	33
3	96	98.1	43	10
4	95	97.0	69	21
5	94	96.0	118	20
6	94	96.8	59	19
7	94	97.6	36	7
8	93	97.0	40	14
9	92	96.8	91	15
10	92	96.1	74	34
11	92	96.9	61	2
12	92	96.8	45	26
13	92	96.8	34	15
14	91	95.8	90	13
15	91	96.3	71	15
16	91	97.1	65	30
17	90	96.7	82	10
18	90	95.6	76	40
19	90	95.7	45	1
20	89	96.8	94	23
21	89	96.4	87	20
22	87	96.1	109	22
23	87	96.2	81	20
24	87	96.4	31	26
25	87	96.5	31	15
26	86	96.4	60	20
27	85	95.6	68	9
28	85	94.8	59	3
29	83	94.5	68	13
30	83	95.3	52	10
31	82	95.6	65	8
32	82	95.2	61	22
33	82	95.7	60	8
34	81	94.0	77	40
35	81	96.2	31	17
36	80	94.0	93	22
37	80	95.0	86	10
38	80	96.4	84	21
39	80	95.4	82	21

40	80	95.1	33	35
41	79	95.9	121	16
42	79	95.5	68	18
43	78	96.2	81	25
44	78	94.9	73	25
45	77	93.9	92	5
46	77	95.4	50	5
47	77	94.8	48	5
48	77	96.2	37	22
49	76	93.8	65	25
50	76	94.7	62	26
51	76	96.2	33	11
52	75	95.8	103	23
53	74	94.5	49	3
54	74	94.6	44	17
55	73	93.4	55	21
56	72	94.7	45	3
57	71	93.6	88	18
58	71	93.5	67	24
59	70	94.5	69	2
60	70	94.5	56	7
61	69	94.3	94	23
62	69	94.7	43	9
63	68	94.4	90	6
64	67	94.1	95	20
65	66	94.3	87	30
66	66	94.2	80	25
67	65	93.7	52	3
68	65	94.9	36	44
69	64	92.8	76	38
70	64	93.3	49	35
71	64	94.2	44	4
72	64	94.1	40	10
73	61	93.6	62	7
74	58	93.6	87	14
75	57	92.4	44	18
76	55	92.3	92	27
77	55	93.1	56	11
78	54	93.1	79	9
79	54	93.6	33	21
80	53	92.7	80	30
81	53	92.7	54	21
82	50	91.3	57	8
83	50	93.1	53	20
84	49	92.6	109	23
85	49	92.8	52	22
86	47	92.3	87	9

87	43	92.4	72	10
88	43	91.7	64	9
89	42	91.6	72	9
90	41	90.4	66	2
91	41	91.5	64	6
92	41	91.1	36	22
93	40	92.2	49	13
94	39	91.7	37	5
95	37	91.7	96	23
96	36	92.1	49	30
97	35	90.7	61	17
98	34	92.4	76	13
99	33	89.4	57	4
100	30	90.8	62	10
101	29	88.8	49	6
102	28	90.4	46	13
103	27	89.2	45	4
104	26	89.6	45	6
105	25	89.6	47	5
106	24	89.6	58	9
107	23	87.6	54	4
108	21	88.7	58	7
109	20	88.9	82	31
110	18	88.8	38	22
111	17	88.0	49	37
112	15	88.1	77	27
113	15	87.6	36	50
114	11	85.8	56	11
115	10	86.7	50	35
116	9	87.8	106	9
117	3	79.8	35	4

Appendix E

Raw Data: Provider mindfulness scores by question

#	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Ave
1	4	3	4	4	4	4	4	4	4	4	3	3	3	3	3.64
2	4	4	4	4	4	3	4	4	3	3	3	1	2	4	3.36
3	4	3	3	4	4	3	4	3	3	3	3	4	3	4	3.43
4	3	3	4	4	4	3	4	4	3	3	3	3	3	3	3.36
5	3	4	4	4	4	3	4	4	3	3	4	3	2	3	3.43
6	3	3	3	3	4	1	3	3	2	3	3	2	3	2	2.71
7	3	2	3	4	4	4	3	3	2	4	4	3	3	3	3.21
8	3	2	3	2	3	3	2	3	2	2	3	2	3	3	2.57
9	4	4	4	3	4	4	4	4	4	3	4	3	3	3	3.64
10	4	4	3	4	4	1	4	2	3	3	4	3	4	3	3.29
11	4	4	4	3	4	3	4	3	2	3	3	3	3	2	3.21
12	4	3	3	3	3	3	4	3	3	3	4	3	3	3	3.21
13	2	1	1	2	3	3	2	3	2	3	4	3	2	3	2.43
14	2	2	3	3	3	3	2	3	2	3	3	2	4	3	2.71
15	4	2	4	4	3	4	4	4	4	3	4	3	3	4	3.57
16	4	2	3	3	4	4	4	4	2	4	3	4	3	2	3.29
17	4	3	4	3	3	2	4	4	2	2	3	2	3	3	3.00
18	4	3	3	4	4	4	4	4	4	3	4	4	4	3	3.71
19	4	2	4	2	3	2	3	3	1	3	3	2	4	2	2.71
20	3	2	4	3	3	3	3	3	2	2	3	2	2	2	2.64
21	3	2	1	3	3	3	3	2	2	3	4	3	3	3	2.71
22	3	3	3	3	2	2	3	3	3	3	3	3	4	4	3.00
23	3	2	2	3	2	3	2	4	3	2	3	2	3	2	2.57
24	4	3	3	4	4	4	3	3	3	3	3	3	3	2	3.21
25	3	4	4	4	4	3	4	3	3	3	3	2	3	2	3.21
26	3	3	3	4	4	3	3	3	3	3	4	4	2	3	3.21
27	2	1	2	3	3	2	1	3	2	1	3	1	2	2	2.00
28	3	3	4	3	4	2	3	2	2	3	2	2	3	2	2.71
29	3	3	2	3	4	2	1	1	4	3	4	4	4	1	2.79
30	4	4	3	4	4	4	4	4	4	4	3	3	2	3	3.57
31	3	3	2	3	3	2	4	2	3	3	2	2	2	3	2.64
32	3	2	2	3	4	3	4	3	3	4	4	3	4	3	3.21
33	3	1	3	4	3	3	2	2	2	4	4	3	3	3	2.86
34	3	2	2	2	3	3	3	3	2	2	2	3	4	2	2.57
35	4	3	4	3	3	2	3	4	3	4	3	2	2	4	3.14
36	2	3	4	3	3	1	4	3	1	3	3	1	2	2	2.50
37	4	3	3	3	4	4	3	3	2	3	4	3	4	4	3.36
38	3	2	4	2	3	2	4	3	1	3	3	3	3	1	2.64
39	3	2	1	3	2	3	2	3	3	2	4	3	3	1	2.50
40	4	4	4	4	4	3	4	3	2	3	1	1	2	1	2.86
41	3	3	2	4	4	3	3	3	3	3	3	3	2	3	3.00

42	3	3	4	3	4	3	4	3	4	4	4	3	4	3	3.50
43	4	2	2	4	4	4	3	4	3	4	4	4	4	4	3.57
44	2	3	3	4	4	3	3	2	2	2	4	3	3	3	2.93
45	3	2	3	3	4	3	4	3	3	3	3	3	3	3	3.07
46	4	4	3	4	4	3	4	3	3	3	3	3	3	3	3.36
47	4	2	4	3	4	3	3	3	3	2	2	1	3	3	2.86
48	2	2	3	4	4	3	2	3	3	3	3	3	3	2	2.86
49	3	3	2	3	4	3	4	3	4	4	3	4	3	1	3.14
50	3	2	2	2	3	2	2	4	1	3	4	1	2	3	3.00
51	3	3	4	3	3	2	3	2	2	2	4	2	3	2	2.71
52	4	3	3	3	4	2	3	4	2	2	3	3	1	3	2.86
53	3	3	3	4	4	3	3	3	2	4	3	3	3	3	3.14
54	3	3	3	3	3	2	3	3	2	3	3	2	3	2	2.71
55	3	2	3	3	3	3	2	2	1	1	1	3	1	2	2.14
56	3	2	3	2	4	2	4	3	2	2	1	2	2	2	2.43
57	3	2	3	3	3	2	3	2	2	1	4	3	2	2	2.50
58	4	3	4	4	4	4	4	4	4	3	3	3	3	4	3.64
59	3	4	4	3	3	3	3	3	2	3	4	2	2	3	3.00
60	2	3	2	2	3	1	4	2	1	1	3	2	4	3	2.36
61	4	2	3	4	4	3	4	4	4	3	3	3	3	2	3.29
62	4	3	4	3	4	2	3	2	2	2	4	2	2	3	2.86
63	3	2	2	4	4	2	3	3	3	3	4	3	2	3	2.93
64	3	2	3	4	3	2	4	2	2	3	4	2	3	1	2.71
65	4	3	3	4	4	4	4	4	4	4	3	3	3	4	3.64
66	3	2	3	4	4	1	4	2	2	3	3	1	3	1	2.57
67	4	4	3	3	4	3	3	4	3	3	4	3	3	4	3.43
68	4	3	4	3	3	4	4	3	3	4	3	3	3	4	3.43
69	4	3	2	3	4	3	3	4	4	4	4	3	4	1	3.29
70	3	2	3	2	4	3	4	3	4	4	4	3	3	3	3.21
71	4	3	3	3	4	3	3	3	3	3	3	3	3	4	3.21
72	4	4	4	4	3	3	4	3	3	3	3	3	3	3	3.36
73	3	4	3	3	3	1	3	2	1	2	1	1	2	2	2.21
74	3	4	1	3	4	2	3	3	3	4	4	1	2	1	2.71
75	4	3	4	4	4	3	4	4	2	4	3	3	4	3	3.50
76	4	3	4	4	4	3	4	4	4	3	4	3	4	1	3.50
77	2	3	2	4	3	3	2	2	3	3	3	2	3	3	2.71
78	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3.29
79	4	3	4	3	4	3	4	4	3	4	4	3	3	3	3.50
80	3	2	2	3	3	3	3	3	1	3	4	3	3	2	2.71
81	2	2	2	1	2	1	3	3	2	1	3	2	1	2	1.93
82	4	3	3	4	3	3	4	3	4	3	3	4	3	3	3.36
83	3	2	3	4	3	2	4	2	2	3	4	2	3	1	2.71
84	3	4	4	4	4	3	4	2	3	4	3	3	4	3	3.43
85	2	1	1	2	3	1	1	3	1	2	4	1	3	2	1.93
86	4	2	3	2	3	1	3	4	2	3	2	1	1	1	2.29
87	3	2	4	2	3	1	3	2	1	2	2	1	3	2	2.21
88	3	3	4	3	4	4	3	3	3	2	4	4	3	3	3.29
89	4	2	2	4	4	4	3	4	3	4	4	4	1	2	3.21
90	3	4	3	3	3	3	4	3	2	3	3	3	3	3	3.07

91	4	1	3	3	4	2	4	2	2	3	3	3	1	2	2.64
92	3	3	3	4	4	3	4	4	4	4	4	2	3	4	3.50
93	3	1	2	2	2	2	3	2	2	2	2	1	4	2	2.14
94	4	3	2	3	4	1	3	3	2	4	2	2	2	3	2.71
95	3	4	2	4	3	3	4	3	4	4	4	3	3	2	3.29
96	3	2	2	3	2	1	2	3	3	2	1	3	3	2	2.29
97	4	2	3	4	4	3	4	4	4	4	4	4	1	1	3.29
98	3	3	3	4	4	3	4	3	2	3	4	4	2	3	3.21
99	1	2	1	1	3	1	1	1	1	2	2	1	3	2	1.57
100	3	2	2	3	2	2	2	3	2	3	3	2	2	3	2.43
101	3	2	3	2	4	3	3	3	2	2	3	2	2	3	2.64
102	3	2	2	3	4	4	3	4	3	3	3	3	2	4	3.07
103	3	3	1	2	3	2	3	3	2	2	1	3	3	3	2.43
104	3	3	3	2	3	3	2	3	2	2	3	1	2	3	2.50
105	3	3	3	2	2	3	3	3	2	2	3	3	3	3	2.71
106	3	2	3	3	2	2	4	1	4	2	2	1	1	3	2.36
107	2	2	2	3	3	3	2	3	4	4	4	3	4	2	2.93
108	4	3	2	4	4	3	4	2	2	4	2	2	1	3	2.86
109	4	2	3	2	4	1	3	4	2	4	3	2	3	3	2.86
110	4	3	3	4	4	3	4	2	1	3	3	3	2	3	3.00
111	4	4	4	4	4	1	4	4	4	4	3	2	1	3	3.29
112	3	3	4	1	2	1	2	4	1	2	4	2	2	2	2.36
113	3	3	4	3	4	2	4	3	3	3	3	2	3	2	3.00
114	4	4	3	4	4	3	4	4	2	4	4	4	3	3	3.57
115	4	2	4	3	4	3	4	3	3	4	4	4	1	3	3.29
116	3	3	3	2	2	2	2	2	2	2	2	2	3	2	2.29
117	2	1	3	4	4	3	3	3	2	2	2	2	2	3	2.57

Appendix F

Patient satisfaction by raw score by provider by individual question

Provider #	Ave RS	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	98	99	99	97	98	99	97	97	96	97	97
2	92	94	95	92	92	91	89	94	89	93	93
3	97	100	97	97	97	96	95	97	96	97	97
4	92	94	94	92	91	91	91	93	91	94	93
5	98	99	98	98	97	98	97	98	98	99	99
6	92	94	91	91	92	92	93	93	89	94	95
7	95	98	95	95	96	97	95	96	93	94	93
8	97	97	98	97	96	95	96	97	96	98	97
9	92	94	92	93	92	93	93	95	91	91	90
10	90	93	92	92	89	90	91	91	87	88	90
11	95	96	95	95	95	94	95	95	93	97	97
12	96	96	96	96	97	92	95	98	95	97	98
13	95	96	95	94	94	95	93	95	95	97	96
14	95	96	95	95	95	95	95	95	95	95	96
15	95	98	95	94	95	93	94	96	93	94	94
16	87	88	87	87	85	85	85	89	85	89	88
17	98	99	98	98	98	97	97	98	96	99	98
18	92	95	92	91	92	92	93	93	89	92	94
19	97	97	97	97	97	97	96	97	93	98	99
20	91	93	91	91	90	90	90	91	89	91	89
21	94	95	95	94	93	93	91	94	93	94	94
22	88	91	91	90	88	89	89	90	89	88	85
23	94	95	94	94	93	93	91	94	93	94	95
24	97	98	96	97	98	96	96	97	96	97	97
25	89	92	89	88	88	88	86	93	85	93	89
26	96	97	96	96	95	95	96	96	96	97	97
27	96	98	97	96	95	94	93	97	96	97	97
28	95	97	94	95	95	94	93	95	92	98	96
29	90	93	92	90	91	91	93	93	89	91	91
30	93	94	91	94	93	95	96	96	95	92	91
31	95	96	95	95	95	94	94	95	93	95	96
32	95	97	95	96	94	96	95	96	94	95	96
33	96	97	96	97	97	96	95	98	93	97	96
34	93	96	93	92	92	93	93	93	85	94	94
35	93	95	94	94	93	93	93	93	91	92	92

36	95	97	96	95	95	93	92	95	94	96	96
37	98	98	99	98	97	98	98	99	98	98	97
38	95	98	95	95	96	93	95	96	94	97	98
39	93	96	94	93	93	92	94	94	93	93	91
40	80	82	77	80	81	82	84	86	77	79	77
41	95	97	96	96	95	96	96	96	90	95	94
42	96	97	96	96	96	94	94	96	95	96	95
43	94	96	94	94	93	92	91	96	94	95	96
44	94	96	95	94	94	94	94	94	91	95	94
45	94	95	94	94	93	92	93	94	92	95	95
46	96	97	97	96	96	96	96	96	93	97	97
47	93	93	94	92	92	95	96	93	88	97	96
48	96	98	96	97	97	97	95	97	94	97	97
49	95	97	96	95	94	93	94	95	93	97	95
50	94	98	93	94	94	94	92	95	93	96	96
51	98	99	98	97	98	98	99	98	97	97	97
52	96	98	95	95	94	91	95	97	96	97	98
53	92	95	92	93	92	93	93	93	89	92	92
54	95	98	96	95	96	93	93	95	94	95	96
55	97	98	97	97	97	96	96	97	94	98	99
56	90	93	92	92	90	91	90	88	90	90	90
57	92	95	93	92	93	93	89	94	90	94	92
58	85	90	88	86	88	89	86	91	83	87	87
59	95	97	94	94	95	95	94	96	94	96	96
60	87	91	88	90	88	85	83	87	87	88	88
61	88	92	88	89	90	87	84	89	85	87	85
62	92	94	92	92	92	92	92	94	92	92	93
63	97	99	98	98	96	97	97	97	95	98	98
64	96	98	98	95	96	96	94	97	95	97	97
65	97	99	99	98	97	98	97	97	95	99	98
66	91	93	91	93	91	90	91	92	92	91	91
67	94	95	94	93	94	95	94	96	93	95	93
68	96	96	96	96	97	97	95	96	95	97	96
69	95	96	96	95	95	96	95	96	93	94	93
70	97	98	98	98	97	95	96	98	97	99	98
71	95	95	95	97	96	98	96	96	96	96	97
72	93	94	93	94	92	95	94	94	91	91	92
73	90	94	89	90	89	87	89	91	88	93	92
74	88	91	90	88	88	86	87	88	87	89	89
75	97	97	97	97	96	95	96	97	95	97	97

76	92	95	91	89	93	91	92	93	88	93	93
77	95	97	95	95	95	93	94	95	95	98	97
78	96	98	97	97	97	96	95	97	93	97	95
79	94	97	94	94	94	92	93	94	94	94	93
80	96	98	97	97	97	96	96	97	95	95	94
81	96	96	96	95	95	95	95	95	94	96	97
82	95	95	95	94	94	94	94	94	94	97	96
83	95	97	96	95	96	95	97	95	92	95	95
84	86	92	85	85	86	87	86	89	81	85	81
85	95	97	94	96	94	94	94	95	93	94	95
86	92	95	92	92	95	92	92	92	90	89	90
87	91	95	90	92	91	89	91	93	85	93	93
88	93	96	92	94	94	93	92	94	91	95	93
89	91	92	92	92	92	89	92	92	91	92	93
90	97	97	97	97	97	96	97	97	96	97	96
91	92	95	94	93	92	92	92	93	87	93	92
92	96	97	96	96	96	94	95	96	94	96	96
93	96	98	97	97	95	96	95	97	95	97	97
94	95	95	94	94	95	96	96	95	93	96	96
95	89	92	91	89	88	90	89	90	86	89	88
96	92	94	92	92	93	88	90	93	90	94	92
97	95	97	95	95	94	93	95	96	95	96	97
98	94	96	95	94	95	93	93	95	94	95	94
99	96	97	95	96	95	95	96	97	96	97	96
100	96	98	97	96	96	96	94	97	95	97	98
101	95	99	93	96	96	96	96	97	96	93	92
102	89	95	91	89	90	86	86	88	87	89	88
103	94	95	95	95	95	95	94	96	90	94	95
104	89	93	89	90	89	88	87	91	89	89	88
105	93	95	93	93	92	93	94	93	92	92	92
106	95	96	97	97	96	95	95	96	91	97	96
107	92	93	90	93	92	90	93	92	93	93	93
108	96	97	95	96	95	97	96	97	94	97	97
109	96	98	97	95	95	96	94	96	98	97	97
110	95	96	94	96	95	93	94	96	96	96	97
111	96	98	96	97	96	96	94	96	96	96	96
112	96	98	97	96	95	94	95	96	95	98	98
113	93	94	93	93	91	91	94	93	92	94	93
114	95	97	96	96	96	93	93	96	93	96	96
115	89	91	89	88	88	87	89	88	86	90	89

116	89	91	90	88	89	87	87	90	89	89	89
117	94	97	94	93	93	95	93	94	91	95	96

Appendix G

Patient satisfaction percentile by provider by question

Provider #	Ave Perc	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	99	99	99	99	99	99	99	99	99	99	99
2	58	58	97	51	49	35	19	71	24	63	75
3	99	99	99	99	99	99	99	99	99	99	99
4	58	58	80	50	46	50	34	50	61	73	61
5	99	99	99	99	99	99	99	99	99	99	99
6	56	57	35	30	51	70	87	43	26	81	92
7	99	99	97	99	99	99	99	98	92	79	73
8	99	99	99	99	99	99	99	99	99	99	99
9	58	59	52	64	48	74	86	82	65	20	19
10	19	28	40	40	16	32	34	21	19	15	17
11	98	95	99	96	99	92	99	79	89	99	99
12	99	79	99	99	99	72	99	99	99	99	99
13	98	96	97	94	95	99	93	87	99	99	99
14	99	84	98	95	99	99	99	96	99	94	99
15	95	99	96	92	99	80	94	97	93	81	82
16	14	8	12	12	8	11	10	15	13	16	14
17	99	99	99	99	99	99	99	99	99	99	99
18	57	67	50	30	58	57	87	58	36	29	80
19	99	99	99	99	99	99	99	99	92	99	99
20	26	29	28	21	20	33	27	21	40	23	15
21	82	67	95	87	82	74	42	60	89	74	82
22	15	15	23	19	15	20	18	20	37	15	9
23	83	67	81	83	77	84	53	69	91	84	86
24	99	99	99	99	99	99	99	99	99	99	99
25	16	16	19	15	16	15	11	49	13	45	15
26	99	99	99	99	99	99	99	97	99	99	99
27	99	99	99	99	99	97	87	99	99	99	99
28	97	99	86	95	97	92	93	96	71	99	99
29	22	22	40	21	43	41	72	49	35	21	26
30	75	58	27	88	70	99	99	97	99	44	24
31	96	79	96	97	99	94	99	95	92	91	99
32	98	99	99	99	95	99	99	99	99	90	99
33	99	99	99	99	99	99	99	99	93	99	99
34	61	95	71	44	48	82	91	58	13	81	82
35	65	66	79	78	72	89	86	58	59	31	34

36	97	99	99	99	97	77	68	79	97	99	99
37	99	99	99	99	99	99	99	99	99	99	99
38	99	99	96	95	99	89	99	97	96	99	99
39	68	96	85	64	82	65	94	64	87	44	33
40	3	2	2	4	3	5	7	9	5	2	2
41	97	98	99	99	99	99	99	99	54	90	82
42	99	99	99	99	99	99	94	99	99	99	94
43	93	83	85	86	78	71	54	97	99	88	99
44	87	86	99	92	84	92	95	71	65	88	81
45	82	70	80	82	82	66	88	61	67	84	86
46	99	99	99	99	99	99	99	99	91	99	99
47	74	25	86	38	57	99	99	43	20	99	99
48	99	99	99	99	99	99	99	99	99	99	99
49	97	99	99	99	96	74	95	95	90	99	93
50	95	99	70	84	97	93	62	80	94	99	99
51	99	99	99	99	99	99	99	99	99	99	99
52	99	99	99	99	83	54	99	99	99	99	99
53	58	64	50	70	57	74	74	39	34	37	38
54	98	99	99	97	99	84	93	78	99	84	99
55	99	99	99	99	99	99	99	99	99	99	99
56	19	30	39	39	19	43	21	12	44	18	20
57	56	66	63	56	66	74	20	71	51	72	48
58	9	14	14	10	15	20	12	20	8	14	13
59	99	99	89	78	99	99	95	99	99	96	99
60	14	15	14	19	15	10	5	11	19	15	15
61	15	15	15	16	18	14	8	15	12	14	11
62	56	58	46	47	56	57	64	69	71	30	52
63	99	99	99	99	99	99	99	99	99	99	99
64	99	99	99	99	99	99	95	99	99	99	99
65	99	99	99	99	99	99	99	99	99	99	99
66	40	28	35	62	46	29	43	26	71	27	22
67	86	78	94	70	83	99	99	96	93	86	70
68	99	91	99	99	99	99	99	99	99	99	99
69	96	94	99	96	99	99	99	98	93	80	67
70	99	99	99	99	99	99	99	99	99	99	99
71	99	77	99	99	99	99	99	99	99	99	99
72	61	59	71	84	49	99	94	62	59	22	35
73	19	40	18	19	16	14	18	21	21	50	42
74	15	15	22	16	15	13	15	14	18	16	15
75	99	99	99	99	99	99	99	99	99	99	99

76	48	74	34	17	82	45	66	37	22	59	62
77	99	99	96	99	99	82	99	96	99	99	99
78	99	99	99	99	99	99	99	99	90	99	91
79	85	98	79	94	96	58	87	60	99	73	52
80	99	99	99	99	99	99	99	99	99	84	83
81	99	89	99	99	99	99	99	96	97	99	99
82	96	66	95	89	96	92	99	71	98	99	97
83	99	99	99	99	99	99	99	95	66	90	88
84	9	16	8	9	12	14	11	15	8	8	6
85	95	99	91	99	96	93	99	82	90	82	88
86	48	74	51	56	98	57	65	26	48	16	16
87	33	59	22	47	39	20	54	54	12	52	59
88	75	79	47	83	96	89	66	77	64	87	70
89	40	20	42	40	48	20	67	31	64	43	61
90	99	99	99	99	99	99	99	99	99	99	99
91	56	64	84	68	53	58	61	39	19	50	34
92	99	99	99	99	99	91	99	98	99	99	99
93	99	99	99	99	99	99	99	99	99	99	99
94	97	73	85	87	99	99	99	86	93	99	99
95	16	16	23	17	16	21	18	16	17	16	15
96	49	41	42	59	81	16	26	59	46	70	42
97	99	99	99	95	96	88	99	98	99	97	99
98	94	78	99	86	99	74	87	87	96	88	82
99	99	99	99	99	99	99	99	99	99	99	99
100	99	99	99	99	99	99	99	99	99	99	99
101	99	99	77	99	99	99	99	99	99	50	36
102	16	66	23	17	20	13	11	13	20	15	14
103	82	66	96	96	98	99	94	99	48	84	87
104	16	21	19	19	16	20	15	21	39	15	15
105	63	60	71	76	56	76	97	54	67	29	48
106	99	83	99	99	99	99	99	99	63	99	99
107	54	34	21	62	48	30	72	34	91	50	69
108	99	99	99	99	99	99	99	99	95	99	99
109	99	99	99	97	99	99	94	99	99	99	99
110	99	96	85	99	97	89	95	99	99	95	99
111	99	99	99	99	99	99	99	97	99	99	99
112	99	99	99	99	99	99	99	97	99	99	99
113	62	58	63	76	34	53	95	37	86	82	71
114	99	99	99	99	99	89	87	99	94	99	99
115	16	15	15	15	15	15	20	11	14	19	15

116	16	15	19	15	17	14	14	16	36	16	15
117	86	99	86	75	78	99	93	69	64	90	99