

Abstract

This research investigates the factors influencing patient trust in healthcare providers through a mixed-methods approach. Trust is a critical component of the patient-provider relationship, directly affecting patient satisfaction, adherence to treatment plans, and overall healthcare outcomes. The study aims to identify key factors that shape trust levels, including provider communication, perceived competence, empathy, and institutional reputation.

The quantitative aspect of the study involves surveying patients across different healthcare settings to measure their trust levels and identify correlations with various factors, such as the type of healthcare provider, frequency of interactions, and demographic variables. Statistical analysis helps to highlight patterns and determine the most significant predictors of patient trust. By quantifying trust, the study provides a broad understanding of the factors that influence patient confidence in their providers.

The qualitative component complements this by conducting in-depth interviews with patients, healthcare providers, and administrators to capture their perspectives on trust-building and trust erosion. These interviews offer rich insights into how patients perceive their healthcare providers' actions and behaviors and how these perceptions shape their trust. The findings from this mixed-methods study are expected to inform strategies for enhancing trust in healthcare settings, ultimately fostering better patient-provider relationships and improving healthcare experiences and outcomes.