Author’s response to reviews

Title: Actions and processes that patients, family members, and physicians associate with patient- and family-centered care

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Author’s response to reviews:

December 21, 2018

Dear Dr. Halcomb,

We are very pleased by our contingent acceptance of our manuscript FAMP-D-18-00300, "Actions and processes that patients, family members, and physicians associate with patient- and family-centered care." We have revised our manuscript and hope it is now acceptable for publication in BMC Family Practice. Our point-by-point responses are below. Changes to the text are indicated with tracked changes. We believe our changes were responsive to the reviewer while also allowing us to preserve an
important nuance of our findings. However, if needed we will make further changes to accommodate the perspectives of the reviewers and editors.

We very much appreciate all the thoughtful comments.

Thank you for the opportunity to make these changes. We look forward to hearing your response. Please contact me if I need to do anything else to facilitate publication.

Sincerely,

Clarissa Hsu, PhD
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Point-by-point responses for FAMP-D-18-00300

Aneesa Abdul Rashid, MBBCh BAO, MMed (Fam Med) (Reviewer 1): Thank you for the amendments. I am happy with the clarification.

RESPONSE: Thank you. Your input made the paper much stronger

I would like to suggest to put the acronym IPFCC earlier (line 98, page 5).

RESPONSE: Thank you for this suggestion. We have added the acronym on line 98 and have taken the full name of the organization on lines 152-153.

Penelope Abbott (Reviewer 2): Thank you for the revisions, I find the manuscript clearer and improved.

My only request is removal of the use of the word 'touch' in line 265 of the manuscript. Unless you have other evidence from your data and want to expand on this as a feature of your research findings, the participant data as quoted here relates to physical examination being important to patient centered care. You have not provided evidence the physician was recommending 'touch' as a way to be patient centered, you have provided evidence that he clarified his meaning to be otherwise. Touching of patients outside of a delineated physical examination has risk of being misinterpreted and could be out of step with trauma informed care and culturally appropriate care. Consequently, I find your inclusion of touch in a list of patient centered non-verbal dr-pt communication to be of concern, but potentially actually an interesting finding to consider and critique if you do have evidence that physicians and patients you interviewed considered this to be a good non-verbal communication practice within consultations. Physical examination is a different matter.

RESPONSE: Thank you again for your thoughtful review. We find this issue very interesting and we pleased that you are so engaged with our work. We understand your point about the reference to touch being misconstrued. We had discussed this issue as well during the analysis process. However, we did have a caregiver respondent specifically mention the provider shaking their hand was an action they saw as patient centered. Also, there is growing evidence of the neurophysiological impact and healing benefits of physical touch. (Kerr, F., Wiechula, R., Feo, R., Schultz, T., & Kitson, A. (2016). The
neurophysiology of human touch and eye gaze and its effects on therapeutic relationships and healing: A scoping review protocol. JBI Database of Systematic Reviews and Implementation Reports, 14(4), 60-6). Therefore, we would like to keep this mention of touch in the article. However, we have revised the text to clarify that not all touch is patient centered. It now reads: “Respondents mentioned using eye contact, facial expressions, and appropriate physical touch, such as hand shakes to establish and deepen a respectful and caring relationship.” We hope this revisions addresses your concerns while at the same time allowing us to keep in what we feel is an important nuance of patient-centered care.

Thank you for the opportunity to review this interesting manuscript.