



REVIEW OF DIPLOMA THESIS

Review type: Supervisor's Review

Author of the diploma thesis: Salome Vadachkoria

Title: Patient Perspective on Physician Patient Relationship in Primary Care: Comparative Analyses Netherlands and Georgia

Author of the review: Zuzana Kotherová

1) *Factual benefits of work and its added value:*

The thesis addresses two key areas that are of significant concern to the majority of health systems: primary care and the quality of the relationship between health professionals and patients. Salome has selected a highly pertinent topic and demonstrated a notably profound command of the subject matter. She has focused her work on her native country, Georgia, which she compares with the Netherlands. The work has a high added value and is particularly practical in nature. Salome has succeeded in creating a unique checklist for Georgian health policymakers, whose implementation (or at least inspiration) could be of significant benefit to the health system, as well as to patients and health professionals.

2) *Setting and answering research questions:*

Salome formulated a primary research question and two subsidiary questions. It is my view, as Salome is aware, that the questions were posed in a manner more suited to quantitative research, as the author intended to determine the extent and level of the physician-patient relationship. The author herself states that this level is operationalised by four factors (trust, familiarity, respect and loyalty). In my understanding, Salome did not measure the level of the relationship, but rather provided a verbal response to the research questions, which included an explanation and discussion of the four aforementioned factors. Consequently, I believe that the author answered the questions, although not in a comprehensive manner.

3) *Structure of work:*

The structure of the thesis, as outlined in the table of contents, seems to be logical and coherent, with the individual sections clearly and consistently linked to one another. Nevertheless, I feel that in certain instances the information is not always included in the optimal chapter, or in other words, the chapter titles do not always correspond precisely to the content of the chapter. In the Background chapter for example, a significant amount of information about PC, the patient-physician relationship, patient-centred care, and patient satisfaction would be better suited to the Theoretical framework chapter (moreover as this chapter currently has only one page). In the Background chapter, on the other hand, it would have been preferable to highlight the overview of healthcare systems and PC models in the selected countries, as promised in the Introduction. Still, the chapters are replete with fascinating and topic-related information, and I think that the structure remains evident throughout the thesis.

4) *The factual accuracy and convincing of the argumentation:*

Salome demonstrates an excellent conceptual understanding of her topic at every stage of the thesis. Her



interest in the topic and her desire to contribute to the ongoing debate on the topic is evident. The thesis is precise, the argumentation is convincing and supported by facts.

5) *Sophistication and application of theoretical approaches:*

The thesis is based on relevant theoretical approaches that are adequately applied. However, it could have been more comprehensive. In my opinion, the thesis is not yet complete and corresponds to author's current abilities rather than her potential. It would be beneficial for Salome to have the opportunity to set the work aside for a period of time and return to it later. Such an approach would enable a more critical stance to be adopted towards the structure and formulations presented, allowing for a more nuanced and rigorous examination.

6) *Methodological approach and application of particular methods and approaches:*

Salome draws upon two distinct methodological approaches: contextual analysis and the conduct of a questionnaire survey. The selection of methods is appropriate for the topic. The contextual analysis permitted Salome to investigate the broader context, whereas the questionnaire survey enabled her to gain insight into the individual experiences of Georgian patients. In the questionnaire survey, Salome adopted an internationally validated questionnaire and applied it to Georgia, thus enabling a comparison with the Netherlands, where the questionnaire was also used. In my opinion, both methods were applied correctly. While an extension of the contextual analysis, for instance through the inclusion of clustering, may have been beneficial, the employed methods enable Salome to obtain the information sought, in alignment with the research objectives.

7) *Use of literature and data:*

Salome has demonstrated the ability to effectively navigate a large corpus of relevant literature and data, identify the most appropriate sources for her research objectives, and offer a very good interpretation of them. She made effective use of these resources in the development of her thesis.

8) *Stylistic and text editing (quote, text layout, etc.):*

The stylistic aspect of the thesis is one of its weaknesses. In my opinion, the text is poorly structured in places, forming a homogeneous whole in which it is difficult to navigate. A proofreading would have been helpful in this regard. It is evident that the author would have benefited from having more time to make the necessary final adjustments.

9) *Question for defense:*

The results of your work offer a number of recommendations for improving Georgia's health care system. In light of your findings, please list one or two recommendations that you consider to be the most important, i.e. those that are truly essential.

For the above reasons, I recommend the diploma thesis for the defense. My grading is "C".

Date:13/08/2024

Signature: