

**Title:**

**PCP Knowledge, Attitude, and the Therapeutic Relationship: What do the Patients Say?**

**Conference:**

**ALLIANCE- January 19-22, 2008**

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**Objectives:**

To track the impact of provider knowledge, skills, and attitudes on the therapeutic relationship between primary care providers (PCPs) and women around menopause. These insights can then inform the development of educational initiatives targeting translation of knowledge into practice and the impact on the patient provider relationship.

**Key Points:**

PCPs were found to have insufficient knowledge and skills to provide adequate care to women around menopause. They did not identify menopause as a priority, with women being neither systematically screened nor followed. Relational skills were inadequate to provide a basis for a functional relationship. Patients reported lack of physician empathy and knowledge, as well as contradictory information from different providers. This resulted in lack of trust, impacting on the relationship.