aggressive therapies such as complex devices or ultrafiltration, as well as enabling an enriched end of life experience for those beyond such therapies. Enabling end stage patients to die in their location of choice would also release considerable resources at the same time.

PCV125

CLINICAL PSYCHOLOGISTS: CLOSING THE COMMUNICATION GAP BETWEEN PHYSICIANS AND PATIENTS, LEADING TO HIGHER PATIENT SATISFACTION AND COMPLIANCE

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OBJECTIVES: Our aim was to compare the patient satisfaction and compliance between a hospital with a trained clinical psychologist, acting as a mediator between physicians and patients and a hospital without one.

METHODS: The comparison was done between two identical cardiac hospitals, which belong to the same network of cardiac facilities, for a period of six months. At each hospital, 200 patients were included. The patient characteristics, numbers and patient flow were comparable, the facilities were identical as level of comfort run in the four of the Bulgarian Cardiac Institute clinics. We used a questionnaire. The level of attendance of control visits after discharge we measured with the hospital registry. How many of the 200 patients stick to the discharge therapy after 3 and after 6 months after discharge, we measured with the out-patient centre registry and by telephone interviews.

RESULTS: In each hospital 200 patients were included and followed-up. For the hospital without clinical psychologist, patient satisfaction was 79% excellent marks (n=158), control visits attendance was 67% (n=137), for the hospital with clinical psychologist patient satisfaction was 96% excellent marks (n=194), control visits attendance was 89% (n=180). However, due to strong model assumptions these studies might be limited in validity and accuracy. The goal of this study was to analyze the intermediate burden of diabetes in patients with previous cardiovascular disease (CVD) on the mid-term course of clinical dialogues between patient and clinicians, demonstrating the early use of palliative care planning with mortality statistics from other data sources. However, due to strong model assumptions these studies might be limited in validity and accuracy. The goal of this study was to analyze the intermediate burden of diabetes in patients with previous cardiovascular disease (CVD) on the mid-term course of clinical dialogues between patient and clinicians, demonstrating the early use of palliative care planning. The care of HF patients and their families was their main goal. A494

PCV126

EVALUATING THE GAP BETWEEN PHYSICIANS’ AND PATIENTS’ UNDERSTANDING OF PATIENT NEEDS

Dombrovski SN, Vekov TT, Petrov D

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