



**“When the clock is ticking”: The influence of time pressure on adherence to guidelines in primary care. A cross sectional study.**

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Complete List of Authors:	Tsiga, Evangelia; Aristotle University of Thessaloniki, School of Medicine Panagopoulou, Efharis; Aristotle University of Thessaloniki, School of Medicine Sevdalis, Nick; Imperial College, London, Department of Surgery and Cancer Montgomery, Anthony; University of Macedonia, Social Sciences, Department of Educational and Social Policy Benos, Alexios; Aristotle University of Thessaloniki, School of Medicine
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4 **primary care. A cross sectional study.**  
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7 **Corresponding author: Tsiga Evangelia**  
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9  
10 Postal address: Aristotle University of Thessaloniki, Medical School, Laboratory of Hygiene,  
11 GR-54124, Thessaloniki, Greece, e-mail: [evelyntsiga@gmail.com](mailto:evelyntsiga@gmail.com), <tel:00302310999154>,  
12 fax:00302310999131  
13

14  
15  
16  
17 **Tsiga Evangelia**

18 School of Medicine, Aristotle University of Thessaloniki, Greece  
19

20  
21  
22  
23 **Panagopoulou Efharis**

24 School of Medicine, Aristotle University of Thessaloniki, Greece  
25

26  
27  
28  
29  
30 **Sevdalis Nick**

31 Department of Surgery and Cancer, Imperial College, London, UK  
32

33  
34  
35  
36  
37 **Anthony Montgomery**

38 Department of Educational and Social Policy, University of Macedonia, Social Sciences, Greece  
39

40  
41  
42  
43 **Benos Alexios**

44 School of Medicine, Aristotle University of Thessaloniki, Greece  
45

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**ABSTRACT:**

Objectives: Evidence from cognitive sciences has systematically shown that time pressure influences decision making processes. However, very few studies have examined the role of time pressure on adherence to guidelines in clinical practice. The aim of this study was to examine the influence of time pressure on adherence to guidelines in primary care concerning: history taking, clinical examination and advice giving. Design: A within-subjects experimental design was used. Setting: Academic. Participants: 34 GPs were assigned to two experimental conditions (time pressure vs no time pressure) consecutively, and presented with two scenarios involving virus respiratory tract infections. Primary and secondary outcome measures: Outcome measures included adherence to guidelines on history taking, clinical examination, and advice giving. Results: Under time pressure, General practitioners asked significantly less questions concerning presenting symptoms, than the ones indicated by the guidelines, ( $p = .019$ ), conducted a less thorough clinical examination ( $p = .028$ ), while they gave less advice on lifestyle ( $p = .05$ ). Conclusion: As time pressure increases as a result of high workload, there is a need to examine how adherence to guidelines is affected in order to safeguard patient safety.

## ARTICLE SUMMARY

### Article focus

- Time pressure is a daily stressor in primary care and can significantly impact upon quality of health care delivered.
- Very few studies have examined the role of time pressure on adherence to guidelines in clinical practice.
- The aim of this study was to examine the influence of time pressure on adherence to guidelines in primary care concerning: history taking, clinical examination and advice giving.

### Key messages

- This study showed that under time pressure, adherence to guidelines concerning history taking and advice giving is compromised.
- Given the tendency towards a reduction of consultation times across Europe, it is important to safeguard the accuracy and efficiency of the diagnostic and treatment process, in order to reduce medical errors and increase patient safety.

### Strengths and limitations from this study

- This is the first study using an experimental design to examine the role of time pressure on medical decision making in primary care.
- Decisions taken in everyday clinical practice are more complex, and influenced by a multitude of explicit and implicit factors.

## INTRODUCTION

Despite the fact that most medical decisions are taken in a context of pressure and uncertainty, time pressure has not been systematically addressed in relation to medical decision making.

Evidence from the cognitive sciences suggests that in situations with high time pressure or increased ambiguity, experts use intuitive decision making strategies rather than structured approaches[1-2]. It is therefore more likely for practicing physicians to rely on intuitive processes rather than evidence-based information, when formulating a decision under time pressure. In addition, evidence from psychological studies has systematically shown that time pressure influences risk assessment[3-5], the ability to learn[6-7], and complex cognitive processing[8]. Under time-pressure, individuals process information faster, while use of analytic thinking is reduced[9-10]. Additionally, when faced with time-constraint conditions, individuals rely more often on emotional cues[11-12].

Several studies have suggested that time pressure is one of the most important barriers to the use of evidence-based medicine in primary care[13-14]. A systematic review on observational studies showed that longer consultations were associated with reduced medication prescriptions and increased advice on lifestyle changes[15]. Similarly, Tamblyn et al showed that GPs tend to prescribe inappropriate medications during shorter office visits[16]. The study of Campbell et al showed that the most powerful predictor of the quality of management of chronic disease was the length of the consultation[17].

Although the above studies suggest a possible link between time pressure and evidence-based practice, their predictive validity is restricted by the fact that time pressure was assessed using self reports or observational methods. In addition shorter time visits were treated as synonymous to time pressure. To our knowledge, there is no experimental study on how time pressure impacts upon physicians adherence to guidelines.

However, evidence from several European countries suggests that the length of medical consultations is systematically decreasing. For example, in a study conducted by Deveugele in primary care settings across six European countries, it was shown that the mean length of consultation decreased by about 6.5 seconds for every increase of 10 contact units a week in a doctor's workload[18]. As time pressure increases as a result of high workload, there is a need to examine how adherence to guidelines is affected.

The aim of this study was to examine the influence of time pressure on GPs' adherence to guidelines concerning: history taking, clinical examination and advice giving.

## METHODS

### Research design

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3 In order to increase power and decrease the error variance associated with differences  
4 among doctors, a within-subjects experimental design was used. Participants were assigned to  
5 two experimental conditions (time pressure vs no time pressure) consecutively. In each  
6 condition, participants were presented with two scenarios involving virus respiratory tract  
7 infections (RTI). They were asked to respond to questions concerning medical history taking,  
8 clinical examination, referrals for lab tests, likelihood and certainty of final diagnosis, treatment  
9 recommendations. In the experimental condition participants were given a specific time for each  
10 question. Participants in the control condition received no time constraints (figure 1). In order to  
11 avoid the effects of learning associated with within subjects' designs, the counterbalancing  
12 technique was used to define the order of presentation of each condition.  
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### 17 **Clinical scenarios**

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20 For the purposes of the study, four clinical scenarios concerning the diagnosis and  
21 treatment of virus respiratory tract infections (RTI) were developed, using expert focus groups.  
22 All scenarios were standardised in an initial pilot study in terms of the amount, and quality of  
23 information included (see Appendix I).  
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### 26 **Adherence to guidelines**

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29 Participant responses were evaluated by two independent experts based on the national  
30 guidelines set by the Greek Center for Disease Control and Prevention of Infectious Diseases[19-  
31 20].  
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### 33 **Time pressure**

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36 A pilot study involving 12 general practitioners was conducted, in order to define the  
37 response time for each question in the time pressure condition[3, 21]. Using the equation  
38 suggested by Ordonez & Benson (1997) the response time for each question (T) was derived  
39 from the following equation:  $T = TM_p - SD_p$ .  $TM_p$  corresponded to the mean response time for  
40 each question in the pilot study, while  $SD_p$  to the mean standard deviation for each question in  
41 the pilot study.  
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### 45 **Participants**

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47 For a within-subjects two group comparison where the difference is expected to be one  
48 standard deviation ( $ES=0.5$ ,  $f=0.25$ ), and where alpha is 0.05 and power is 0.8, the total sample  
49 size (per group) is expected to be 35. Participants were recruited using an advertisement in the  
50 electronic newsletter of the General Practitioner Society of Thessaloniki, Greece. They were  
51 invited to participate in a study concerning medical decision making in general practice. Of the  
52 198 general practitioners working in primary health care in the Thessaloniki metropolitan area,  
53 73 responded to the advertisement and finally 34 participated in the study. 38% of participants  
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3 were male, while the mean age of participants was 38.41 years (SD=0.97). All participants  
4 participated in both experimental conditions.  
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## 7 **Procedure**

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9 The study took place in a quiet, non-hospital based setting. Participants were informed  
10 about the procedure and instructed to respond to the questions in the same way they would  
11 manage a patient in their daily practice. Demographic information was collected before the  
12 experiment. During the experiment, information on the presenting case appeared on the screen  
13 gradually followed by each question (Figure 1).  
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## 16 **Statistical analysis**

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18 Results were analyzed in two steps: Firstly t-tests were used to compare the two  
19 conditions on the following general indicators: number of questions asked on present illness,  
20 number of questions asked on medical history, number of signs sought in clinical examination,  
21 number of diagnostic tests ordered, number of prescribed medications, and number of times  
22 lifestyle advice was given. In addition, the number of unnecessary diagnostic tests and treatment  
23 recommendations were assessed. Secondly, chi-square test was used to compare the two  
24 experimental conditions in terms of the number of correct responses.  
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## 31 **RESULTS**

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33 Table 1 shows adherence of participants to the national guidelines concerning the  
34 management of viral respiratory infections. Under time pressure, general practitioners asked  
35 significantly less questions concerning presenting symptoms than the ones indicated by the  
36 guidelines, ( $p = .019$ ), conducted a less through clinical examination ( $p = .028$ ), while they gave  
37 less advice on lifestyle ( $p = .05$ ).  
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41 In specific, statistically significant differences between the two experimental conditions  
42 were observed on answers concerning consciousness disorders ( $p < 0.05$ ), nervous system  
43 examination ( $p < 0.05$ ), confidence in diagnosis ( $p < 0.05$ ) and smoking reduction advice ( $p <$   
44  $0.05$ ), with all the above being lower under the time pressure condition.  
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TABLE 1: GP answers according to Guidelines on RTI scenarios

		Time pressure no	Time pressure yes	p-value
<b>Indicators</b>				
	Number of questions on present illness (Mean)	1.79	1.19	<b>0.019</b>
	Number of signs in clinical examination (Mean)	5.69	4.48	<b>0.028</b>
	Number of advice on lifestyle treatment used (Mean)	0.93	0.61	<b>0.050</b>
	Number of other advice (Mean)	0.93	0.61	<b>0.050</b>
<b>Questions about present illness</b>				
	Nasal congestion	20.59%	8.82%	0.092
	Fever	55.88%	51.47%	0.679
	Cough	57.35%	38.24%	0.070
	Breathlessness	11.76%	8.82%	0.653
	Chest pain	1.47%	1.47%	1.000
	Dizziness	5.88%	0.00%	0.103
	Consciousness Disorders	13.24%	1.47%	<b>0.026</b>
	Intense/Continuous Vomiting	13.24%	7.35%	0.341
	Flu symptoms initially improved and returned or are getting worse the last 2 days	7.35%	1.47%	0.325
<b>Questions on general medical history</b>				
	Major disease/immunosuppression	22.06%	20.59%	0.871
<b>Elements of Physical examination</b>				
	Temperature measurement	41.18%	35.29%	0.600
	Pharynx inspection	89.71%	85.29%	0.517
	Neck lymph node palpation	27.94%	13.24%	0.063
	Lung auscultation	94.12%	98.53%	0.170
	Heart auscultation	29.41%	25.00%	0.660
	Examination of nervous system	82.35%	41.18%	<b>0.000</b>
<b>Diagnosis</b>				
	Respiratory viral infection	98.53%	98.53%	1.000
	% Confidence on the diagnosis	85.63%	62.67%	<b>0.006</b>
<b>Medication</b>				
	Antipyretics/painkillers	89.71%	77.94%	0.113
<b>Lifestyle treatment</b>				
	Increase fluid intake	64.71%	47.06%	0.115
	Rest/stay at home	47.06%	38.24%	0.424
	Avoid smoking	13.24%	0.00%	<b>0.010</b>
<b>Other advice</b>				
	Prevent transmission	2.94%	5.88%	0.523
	Re-examination, if symptoms persist or are getting worse	52.94%	52.94%	1.000

\*Responses were averaged between the two scenarios of each condition



## DISCUSSION

This study examined the influence of time pressure on compliance with national guidelines, and diagnostic certainty.

Overall, GPs' adherence to guidelines in the management of viral respiratory tract infections, was low in both experimental conditions regarding history taking, and advice concerning life-style. This is in agreement with previous studies indicating that evidence-based guidelines, are still not being adequately implemented in daily clinical practice[22-23]. It is also related to the shift of modern medical practice towards more technocratic models of diagnosis and treatment[24-25].

However, under time pressure, participants asked less questions concerning symptoms of the presenting illness, and conducted less thorough clinical examinations, as indicated by the national guidelines. For example, participants were less likely to ask about consciousness disorders during history taking, and less likely to examine the nervous system during the clinical examination, in order to exclude the possibility of meningitis. Since symptoms of VRIs can also be the presenting symptoms of both types of meningitis (bacterial and viral) the Greek Center for Disease Control and Prevention of Infectious Diseases, have included investigation of consciousness disorders, and nervous system examination as standard practice of the medical consultation. Failure to differentially diagnose meningitis can seriously compromise patient safety. This finding suggests that under time pressure GP's were more likely to overlook less frequent conditions (availability heuristic)[26]. This tendency could have been exacerbated by the fact that the study was conducted during the time of the influenza pandemic in Greece.

In addition, under time pressure participants were less compliant with guidelines on giving advice on life style, especially concerning smoking habits. This finding is in accordance with a study by Wilson et al. showing that when the consultation time was increased, advice on smoking cessation, and alcohol reduction was more frequent[27]. Failure to give advice on life style changes compromises patient recovery, especially since evidence shows that in terms of treating VRIs lifestyle advice including smoking cessation, and increased fluid intake is the main treatment option.

Time pressure did not increase the ordering of diagnostic tests, a finding which is in contradiction with previous studies[28-29]. This could be due to the fact that in previous studies simulated patients were used instead of clinical scenarios, which increases the fear of malpractice and the tendency for defensive medicine. It could also be attributed to the content of the scenarios themselves which was consistent and therefore not requiring further testing.

In terms of diagnostic decisions no differences were observed between the two experimental conditions in terms of diagnostic accuracy. However, under time

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3 pressure participants felt less confident with their diagnosis. These findings are in  
4 accordance with studies showing that time pressure has a strong negative effect on  
5 information seeking, while diagnosis confidence was negatively related to the amount  
6 of information accessed in an experimental study in airplane pilots[30].  
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### 10 11 **Limitations**

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13 This study used an experimental design based on clinical scenarios. However,  
14 decisions taken in everyday clinical practice are more complex, and influenced by a  
15 multitude of explicit and implicit factors[31]. The use of simulated patients instead of  
16 clinical scenarios would have increased the ecological validity of the study. Another  
17 limitation concerns the nature of the scenarios used. Respiratory tract infections  
18 represent routine clinical cases with limited management options. It is possible that  
19 the effect of time pressure on guidelines adherence and on diagnostic accuracy, would  
20 have been more pronounced in more clinical ambiguous situations. Further research,  
21 using a broader content of clinical cases is needed in order to investigate the effect of  
22 time pressure on GP's diagnostic accuracy and confidence.  
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### 29 **Conclusions**

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31 Time pressure is a daily stressor in primary care and can significantly impact  
32 upon quality of health care delivered[27,29]. However its influence on doctors'  
33 adherence to guidelines has not been systematically addressed. This study showed that  
34 under time pressure, adherence to guidelines concerning history taking and advice  
35 giving is compromised. Given the tendency towards a reduction of consultation times  
36 across Europe[32], it is important to safeguard the accuracy and efficiency of the  
37 diagnostic and treatment process, in order to reduce medical errors and increase  
38 patient safety.  
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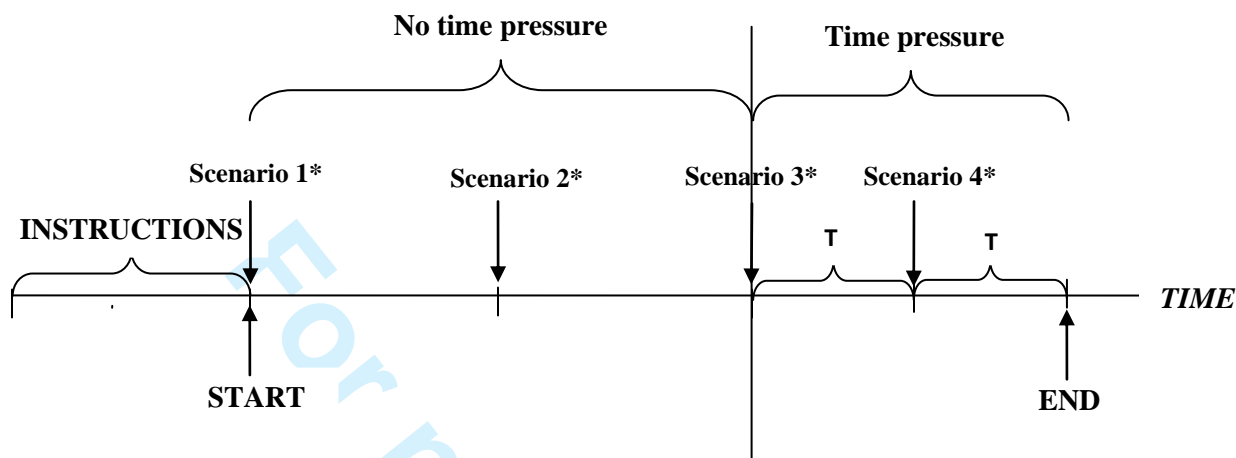
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FIGURE 1: Experimental design and procedure



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SLIDE ORDER	INFORMATION ON THE SCREEN DURING EACH SCENARIO	QUESTIONS ON THE SCREEN AFTER VIEWING EACH PIECE OF INFORMATION
SLIDE 1	<ul style="list-style-type: none"> <li>Presenting complaint</li> </ul>	Q1: Which are the most important questions you would like to ask this patient on his current illness/medical history?
SLIDE 2	<ul style="list-style-type: none"> <li>Presenting complaint</li> <li>Past Medical History</li> </ul>	Q2: Which are the most important signs that you want to look at in the physical examination? Q3: Are there any other questions you would like to ask this patient?
SLIDE 3	<ul style="list-style-type: none"> <li>Presenting complaint</li> <li>Past Medical History</li> <li>Clinical Examination</li> </ul>	Q4: Are there any diagnostic tests you would like to order for this patient?
SLIDE 4	<ul style="list-style-type: none"> <li>Presenting complaint</li> <li>Past Medical History</li> <li>Clinical Examination</li> <li>Laboratory Tests (Only for the UTI Scenario)</li> </ul>	Q5: According to the above information what is the most likely diagnosis for this patient? Q6: How % confident you feel about this diagnosis? Q7: What is your treatment plan for this patient?



## APPENDIX I: Example of clinical scenario used in the study

<b>MEDICAL HISTORY</b>	<b>IDENTIFYING DATA</b>	<b>SEX</b>	male
		<b>AGE</b>	30 years
		<b>MARITAL STATUS</b>	married
		<b>RESIDENCE</b>	Thessaloniki, Greece
	<b>PRESENTING COMPLAINT</b>	Fever and cough	
	<b>PRESENT ILLNESS</b>	The present illness began 24 hours ago, with fever (up to 38.0°C), dry cough, headache, sore throat, body aches and weakness. Fever subsides easily after taking paracetamol tablets of 500 mg, while cough is very annoying during the whole day.	
	<b>PAST MEDICAL HISTORY</b>	Free	
	<b>MEDICATION</b>	He is on no medication.	
	<b>FAMILY HISTORY</b>	<ul style="list-style-type: none"> <li>• Father 65 years old with hypertension (in medication).</li> <li>• Mother 58 years old with osteoporosis (in medication).</li> <li>• Brother 30 years old, free medical history.</li> </ul>	
<b>PERSONAL AND SOCIAL HISTORY</b>	<b>SMOKING STATUS</b>	12 pack years	
<b>PHYSICAL EXAMINATION</b>	<b>VITAL SIGNS</b>	<b>Pulse</b>	102/min
		<b>Blood Pressure</b>	130/80 mmHg
		<b>Temperature</b>	38°C
		<b>Respiratory rate</b>	16/min
		<b>SpO<sub>2</sub></b>	100%
	<b>SKIN</b>	Pale. Nails without clubbing, cyanosis.	
	<b>HEAD, EYES, EARS, NOSE, THROAT</b>	Mild redness of the pharynx. Other normal.	
	<b>NECK</b>	Normal.	
	<b>LYMPH NODES</b>	No tonsillar, cervical, axillary and inguinal nodes.	
	<b>RESPIRATORY SYSTEM</b>	Thorax symmetric with good excursion. Lungs resonant. Breath sounds vesicular with no added sounds.	
	<b>CARDIOVASCULAR SYSTEM</b>	Good S <sub>1</sub> , S <sub>2</sub> , no space, no S <sub>3</sub> or S <sub>4</sub> . Tachycardia, no abnormal heart sounds or murmurs.	
	<b>ABDOMEN</b>	Bowel sounds active. No tenderness or masses.	
	<b>MUSCULOSKELETAL SYSTEM</b>	Normal.	
	<b>NERVOUS SYSTEM</b>	Normal.	
<b>GENITAL &amp; URINARY SYSTEM</b>	Normal.		

STROBE 2007 (v4) Statement—Checklist of items that should be included in reports of *cross-sectional studies*

Section/Topic	Item #	Recommendation	Reported on page #
Title and abstract	1	(a) Indicate the study's design with a commonly used term in the title or the abstract	1
		(b) Provide in the abstract an informative and balanced summary of what was done and what was found	2
<b>Introduction</b>			
Background/rationale	2	Explain the scientific background and rationale for the investigation being reported	4
Objectives	3	State specific objectives, including any prespecified hypotheses	4
<b>Methods</b>			
Study design	4	Present key elements of study design early in the paper	5
Setting	5	Describe the setting, locations, and relevant dates, including periods of recruitment, exposure, follow-up, and data collection	5,6
Participants	6	(a) Give the eligibility criteria, and the sources and methods of selection of participants	5
Variables	7	Clearly define all outcomes, exposures, predictors, potential confounders, and effect modifiers. Give diagnostic criteria, if applicable	5,6
Data sources/ measurement	8*	For each variable of interest, give sources of data and details of methods of assessment (measurement). Describe comparability of assessment methods if there is more than one group	5
Bias	9	Describe any efforts to address potential sources of bias	5
Study size	10	Explain how the study size was arrived at	5
Quantitative variables	11	Explain how quantitative variables were handled in the analyses. If applicable, describe which groupings were chosen and why	6
Statistical methods	12	(a) Describe all statistical methods, including those used to control for confounding	6
		(b) Describe any methods used to examine subgroups and interactions	NA
		(c) Explain how missing data were addressed	NA
		(d) If applicable, describe analytical methods taking account of sampling strategy	NA
		(e) Describe any sensitivity analyses	NA
<b>Results</b>			

Participants	13*	(a) Report numbers of individuals at each stage of study—eg numbers potentially eligible, examined for eligibility, confirmed eligible, included in the study, completing follow-up, and analysed	6
		(b) Give reasons for non-participation at each stage	5
		(c) Consider use of a flow diagram	NA
Descriptive data	14*	(a) Give characteristics of study participants (eg demographic, clinical, social) and information on exposures and potential confounders	5
		(b) Indicate number of participants with missing data for each variable of interest	NA
Outcome data	15*	Report numbers of outcome events or summary measures	7
Main results	16	(a) Give unadjusted estimates and, if applicable, confounder-adjusted estimates and their precision (eg, 95% confidence interval). Make clear which confounders were adjusted for and why they were included	6
		(b) Report category boundaries when continuous variables were categorized	NA
		(c) If relevant, consider translating estimates of relative risk into absolute risk for a meaningful time period	NA
Other analyses	17	Report other analyses done—eg analyses of subgroups and interactions, and sensitivity analyses	NA
<b>Discussion</b>			
Key results	18	Summarise key results with reference to study objectives	9
Limitations	19	Discuss limitations of the study, taking into account sources of potential bias or imprecision. Discuss both direction and magnitude of any potential bias	9
Interpretation	20	Give a cautious overall interpretation of results considering objectives, limitations, multiplicity of analyses, results from similar studies, and other relevant evidence	8
Generalisability	21	Discuss the generalisability (external validity) of the study results	9
<b>Other information</b>			
Funding	22	Give the source of funding and the role of the funders for the present study and, if applicable, for the original study on which the present article is based	10

\*Give information separately for cases and controls in case-control studies and, if applicable, for exposed and unexposed groups in cohort and cross-sectional studies.

**Note:** An Explanation and Elaboration article discusses each checklist item and gives methodological background and published examples of transparent reporting. The STROBE checklist is best used in conjunction with this article (freely available on the Web sites of PLoS Medicine at <http://www.plosmedicine.org/>, Annals of Internal Medicine at <http://www.annals.org/>, and Epidemiology at <http://www.epidem.com/>). Information on the STROBE Initiative is available at [www.strobe-statement.org](http://www.strobe-statement.org).

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**The influence of time pressure on adherence to guidelines in primary care. An experimental study.**

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Complete List of Authors:	Tsiga, Evangelia; Aristotle University of Thessaloniki, School of Medicine Panagopoulou, Efharis; Aristotle University of Thessaloniki, School of Medicine Sevdalis, Nick; Imperial College, London, Department of Surgery and Cancer Montgomery, Anthony; University of Macedonia, Social Sciences, Department of Educational and Social Policy Benos, Alexios; Aristotle University of Thessaloniki, School of Medicine
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3 **The influence of time pressure on adherence to guidelines in primary care. An**  
4 **experimental study.**  
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6  
7 **Corresponding author: Tsiga Evangelia**  
8

9  
10 Postal address: Aristotle University of Thessaloniki, Medical School, Laboratory of Hygiene,  
11 GR-54124, Thessaloniki, Greece, e-mail: [evelyntsiga@gmail.com](mailto:evelyntsiga@gmail.com), <tel:00302310999154>,  
12 fax:00302310999131  
13

14  
15  
16  
17 **Tsiga Evangelia**

18 School of Medicine, Aristotle University of Thessaloniki, Greece  
19

20  
21  
22  
23 **Panagopoulou Efharis**

24 School of Medicine, Aristotle University of Thessaloniki, Greece  
25

26  
27  
28  
29  
30 **Sevdalis Nick**

31 Department of Surgery and Cancer, Imperial College, London, UK  
32

33  
34  
35  
36  
37 **Montgomery Anthony**

38 Department of Educational and Social Policy, University of Macedonia, Social Sciences, Greece  
39

40  
41  
42  
43 **Benos Alexios**

44 School of Medicine, Aristotle University of Thessaloniki, Greece  
45

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**ABSTRACT:**

Objectives: Evidence from cognitive sciences has systematically shown that time pressure influences decision making processes. However, very few studies have examined the role of time pressure on adherence to guidelines in clinical practice. The aim of this study was to examine the influence of time pressure on adherence to guidelines in primary care concerning: history taking, clinical examination and advice giving. Design: A within-subjects experimental design was used. Setting: Academic. Participants: 34 GPs were assigned to two experimental conditions (time pressure vs no time pressure) consecutively, and presented with two scenarios involving virus respiratory tract infections. Primary and secondary outcome measures: Outcome measures included adherence to guidelines on history taking, clinical examination, and advice giving. Results: Under time pressure, General practitioners asked significantly less questions concerning presenting symptoms, than the ones indicated by the guidelines, ( $p = .019$ ), conducted a less thorough clinical examination ( $p = .028$ ), while they gave less advice on lifestyle ( $p = .05$ ). Conclusion: As time pressure increases as a result of high workload, there is a need to examine how adherence to guidelines is affected in order to safeguard patient safety.

## ARTICLE SUMMARY

### Article focus

- Time pressure is a daily stressor in primary care and can significantly impact upon quality of health care delivered.
- Very few studies have examined the role of time pressure on adherence to guidelines in clinical practice.
- The aim of this study was to examine the influence of time pressure on adherence to guidelines in primary care concerning: history taking, clinical examination and advice giving.

### Key messages

- This study showed that under time pressure, adherence to guidelines concerning history taking and advice giving is compromised.
- Given the tendency towards a reduction of consultation times across Europe, it is important to safeguard the accuracy and efficiency of the diagnostic and treatment process, in order to reduce medical errors and increase patient safety.

### Strengths and limitations from this study

- This is the first study using an experimental design to examine the role of time pressure on medical decision making in primary care.
- Decisions taken in everyday clinical practice are more complex, and influenced by a multitude of explicit and implicit factors.

## INTRODUCTION

Despite the fact that most medical decisions are taken in a context of pressure and uncertainty, time pressure has not been systematically addressed in relation to medical decision making. As time pressure increases as a result of high workload and decreased resources, there is a need to examine how adherence to guidelines is affected.

Evidence from the cognitive sciences suggests that in situations with high time pressure or increased ambiguity, experts use intuitive decision making strategies rather than structured approaches[1-2]. It is therefore more likely for practicing physicians to rely on intuitive processes rather than evidence-based information, when formulating a decision under time pressure. In addition, evidence from psychological studies has systematically shown that time pressure influences risk assessment[3-5], the ability to learn[6-7], and complex cognitive processing[8]. Under time-pressure, individuals process information faster, while use of analytic thinking is reduced[9-10]. Additionally, when faced with time-constraint conditions, individuals rely more often on emotional cues[11-12].

Several studies have suggested that time pressure is one of the most important barriers to the use of evidence-based medicine in primary care[13-14]. A systematic review on observational studies showed that longer consultations were associated with reduced medication prescriptions and increased advice on lifestyle changes[15]. Similarly, Tamblyn et al showed that GPs tend to prescribe inappropriate medications during shorter office visits[16]. The study of Campbell et al showed that the most powerful predictor of the quality of management of chronic disease was the length of the consultation[17].

Although the above studies suggest a possible link between time pressure and evidence-based practice, their predictive validity is restricted by the fact that time pressure was assessed using self reports or observational methods. In addition shorter time visits were treated as synonymous to time pressure. To our knowledge, there is no experimental study on how time pressure impacts upon physicians adherence to guidelines.

The aim of this study was to examine the influence of time pressure on GPs' adherence to guidelines concerning: history taking, clinical examination and advice giving.

## METHODS

### Research design

In order to increase power and decrease the error variance associated with differences among doctors, a within-subjects experimental design was used. Participants were assigned to two experimental conditions (time pressure vs no time pressure) consecutively. In each condition, participants were presented with two scenarios involving virus respiratory tract

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3 infections (RTI). They were asked to respond to questions concerning medical history taking,  
4 clinical examination, referrals for lab tests, likelihood and certainty of final diagnosis, treatment  
5 recommendations. In the experimental condition participants were given a specific time for each  
6 question. Participants in the control condition received no time constraints (figure 1). In order to  
7 avoid the effects of learning associated with within subjects' designs, the counterbalancing  
8 technique was used to define the order of presentation of each condition.  
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### 11 12 **Clinical scenarios**

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14 For the purposes of the study, four clinical scenarios concerning the diagnosis and  
15 treatment of virus respiratory tract infections (RTI) were developed, using expert focus groups.  
16 All scenarios were standardised in an initial pilot study in terms of the amount, and quality of  
17 information included (see Appendix I).  
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### 20 21 **Adherence to guidelines**

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23 Participant responses were evaluated by two independent experts ( $k = .89$ ) based on the  
24 national guidelines set by the Greek Center for Disease Control and Prevention of Infectious  
25 Diseases[18-19].  
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### 28 29 **Time pressure**

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31 A pilot study involving 12 general practitioners was conducted, in order to define the  
32 response time for each question in the time pressure condition[3,20]. Using the equation  
33 suggested by Ordonez & Benson (1997) the response time for each question (T) was derived  
34 from the following equation:  $T = TM_p - SD_p$ .  $TM_p$  corresponded to the mean response time for  
35 each question in the pilot study, while  $SD_p$  to the mean standard deviation for each question in  
36 the pilot study.  
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### 39 40 **Participants**

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42 For a within-subjects two group comparison where the difference is expected to be one  
43 standard deviation, and where alpha is 0.05 and power is 0.8, the total sample size (per group) is  
44 expected to be 35. Participants were recruited using an advertisement in the electronic newsletter  
45 of the General Practitioner Society of Thessaloniki, Greece. They were invited to participate in a  
46 study concerning medical decision making in general practice. Of the 198 general practitioners  
47 working in primary health care in the Thessaloniki metropolitan area, 73 responded to the  
48 advertisement and finally 34 participated in the study. 38% of participants were male, while the  
49 mean age of participants was 38.41 years ( $SD=0.97$ ). All participants participated in both  
50 experimental conditions.  
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### 53 54 55 **Procedure**

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The study took place in a quiet, non-hospital based setting. Participants were informed about the procedure and instructed to respond to the questions in the same way they would manage a patient in their daily practice. Demographic information was collected before the experiment. During the experiment, information on the presenting case appeared on the screen gradually followed by each question (Figure 1). In the time-pressure condition, a countdown clock was ticking on the screen. When the predefined time of a section was finished, the next information was presented independent of the performance of participants.

### Statistical analysis

Results were analyzed in two steps: Firstly, chi-square test was used to compare the two experimental conditions in terms of correct responses (according to the guidelines) in each phase of the consultation: (i.e. medical history taking, clinical examination, treatment recommendations). Chi square tests also compared the two conditions in terms of the correct diagnosis as well as confidence associated with the diagnostic decision.

Secondly, the number of correct responses in each phase were added for each participant in order to produce four continuous indicators, namely, number of questions asked on present illness (range: 0-10), number of signs sought in clinical examination (range: 0-6), number of times lifestyle-advice was given (range: 0-3), and number of other necessary advice (range: 0-2). Multivariate analysis of variance (MANOVA) was used to compare the two conditions on the derived indicators.

## RESULTS

Table 1 shows the differences between the two conditions in terms of correct responses as indicated by national guidelines. In specific, statistically significant differences between the two experimental conditions were observed on answers concerning consciousness disorders ( $p < 0.05$ ), nervous system examination ( $p < 0.05$ ), confidence in diagnosis ( $p < 0.05$ ) and smoking reduction advice ( $p < 0.05$ ), with all the above being lower under the time pressure condition.

In terms of the continuous indicators, under time pressure, general practitioners asked significantly less questions concerning presenting symptoms than the ones indicated by the guidelines, ( $F = 5.821$ ,  $p = .019$ ), conducted a less thorough clinical examination ( $F = 5.024$ ,  $p = .028$ ), while they gave less advice on lifestyle ( $F = 3.742$ ,  $p = .05$ ).

TABLE 1: GP responses according to Guidelines on RTI scenarios

		Time pressure no	Time pressure yes	p-value
<b>Questions about present illness</b>	Nasal congestion	20.59%	8.82%	0.092
	Fever	55.88%	51.47%	0.679
	Cough	57.35%	38.24%	0.070
	Breathlessness	11.76%	8.82%	0.653
	Chest pain	1.47%	1.47%	1.000
	Dizziness	5.88%	0.00%	0.103
	Consciousness Disorders	13.24%	1.47%	<b>0.026</b>
	Intense/Continuous Vomiting	13.24%	7.35%	0.341
	Flu symptoms initially improved and returned or are getting worse the last 2 days	7.35%	1.47%	0.325
<b>Elements of Physical examination</b>	Temperature measurement	41.18%	35.29%	0.600
	Pharynx inspection	89.71%	85.29%	0.517
	Neck lymph node palpation	27.94%	13.24%	0.063
	Lung auscultation	94.12%	98.53%	0.170
	Heart auscultation	29.41%	25.00%	0.660
	Examination of nervous system	82.35%	41.18%	<b>0.000</b>
<b>Diagnosis</b>	Respiratory viral infection	98.53%	98.53%	1.000
	% Confidence on the diagnosis	85.63%	62.67%	<b>0.006</b>
<b>Medication</b>	Antipyretics/painkillers	89.71%	77.94%	0.113
<b>Lifestyle treatment</b>	Increase fluid intake	64.71%	47.06%	0.115
	Rest/stay at home	47.06%	38.24%	0.424
	Avoid smoking	13.24%	0.00%	<b>0.010</b>
<b>Other advice</b>	Prevent transmission	2.94%	5.88%	0.523
	Re-examination, if symptoms persist or are getting worse	52.94%	52.94%	1.000
<b>Continuous Indicators</b>				
	Number of questions on present illness (Mean)	1.79	1.19	<b>0.019</b>
	Number of signs in clinical examination (Mean)	5.69	4.48	<b>0.028</b>
	Number of advice on lifestyle treatment used (Mean)	0.93	0.61	<b>0.050</b>
	Number of other advice (Mean)	0.56	0.59	0.794

\*Responses were averaged between the two scenarios of each condition



## DISCUSSION

This study examined the influence of time pressure on compliance with national guidelines, and diagnostic certainty.

Overall, GPs' adherence to guidelines in the management of viral respiratory tract infections was low in both experimental conditions regarding history taking, and advice concerning life-style. This is in agreement with previous studies indicating that evidence-based guidelines, are still not being adequately implemented in daily clinical practice[21-22]. It is also related to the shift of modern medical practice towards more technocratic models of diagnosis and treatment[23-24].

However, under time pressure, participants asked less questions concerning symptoms of the presenting illness, and conducted less thorough clinical examinations, as indicated by the national guidelines. For example, participants were less likely to ask about consciousness disorders during history taking, and less likely to examine the nervous system during the clinical examination, in order to exclude the possibility of meningitis. Since symptoms of VRIs can also be the presenting symptoms of both types of meningitis (bacterial and viral) the Greek Center for Disease Control and Prevention of Infectious Diseases, have included investigation of consciousness disorders, and nervous system examination as standard practice of the medical consultation. Failure to differentially diagnose meningitis can seriously compromise patient safety. This finding suggests that under time pressure GP's were more likely to overlook less frequent conditions (availability heuristic)[25]. This tendency could have been exacerbated by the fact that the study was conducted during the time of the influenza pandemic in Greece.

In addition, under time pressure participants were less compliant with guidelines on giving advice on life style, especially concerning smoking habits. This finding is in accordance with a study by Wilson et al. showing that when the consultation time was increased, advice on smoking cessation, and alcohol reduction was more frequent[26]. Failure to give advice on life style changes compromises patient recovery, especially since evidence shows that in terms of treating VRIs lifestyle advice including smoking cessation, and increased fluid intake is the main treatment option.

Time pressure did not increase the ordering of diagnostic tests, a finding which is in contradiction with previous studies[27-28]. This could be due to the fact that in previous studies simulated patients were used instead of clinical scenarios, which increases the fear of malpractice and the tendency for defensive medicine. It could also be attributed to the content of the scenarios themselves which was consistent and therefore not requiring further testing.

In terms of diagnostic decisions no differences were observed between the two experimental conditions in terms of diagnostic accuracy. However, under time pressure participants felt less confident with their diagnosis. These findings are in

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3 accordance with studies showing that time pressure has a strong negative effect on  
4 information seeking, while diagnosis confidence was negatively related to the amount  
5 of information accessed in an experimental study in airplane pilots[29].  
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### 10 **Limitations**

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12 This study used an experimental design based on clinical scenarios. However,  
13 decisions taken in everyday clinical practice are more complex, and influenced by a  
14 multitude of explicit and implicit factors[30]. The use of simulated patients instead of  
15 clinical scenarios would have increased the ecological validity of the study. Another  
16 limitation concerns the nature of the scenarios used. Respiratory tract infections  
17 represent routine clinical cases with limited management options. It is possible that  
18 the effect of time pressure on guidelines adherence and on diagnostic accuracy, would  
19 have been more pronounced in more clinical ambiguous situations. Further research,  
20 using a broader content of clinical cases is needed in order to investigate the effect of  
21 time pressure on GP's diagnostic accuracy and confidence. Given that guideline  
22 adherence is a complex psychological phenomenon shaped by the individual as well  
23 as by the context, future research should further examine the reasons of non adherence  
24 to guidelines. For example the concept rule violation could provide an interesting  
25 framework for examining the role of high expertise, lack of rule relevance, or  
26 situation constraints on non-adherence in a time pressure situation[31-32].  
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### 34 **Conclusions**

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36 Time pressure is a daily stressor in primary care and can significantly impact  
37 upon quality of health care delivered[26,28]. The present study showed that under  
38 time pressure, adherence to guidelines concerning history taking and advice giving is  
39 compromised. In an attempt to decrease the effects of time pressure on healthcare  
40 delivery, it has been suggested that consultation times should be increased, especially  
41 in primary care. However, despite the fact that there is a tendency to increase  
42 consultation time in some countries (i.e. UK)[33] this is not a standard practice  
43 mainly due to the associated financial cost. For example, in a study conducted by  
44 Deveugele in primary care settings across six European countries, it was shown that  
45 the mean length of consultation decreased by about 6.5 seconds for every increase of  
46 10 contact units a week in a doctor's workload[34]. In addition, evidence on the effect  
47 of extending consultation times on health outcomes and patient satisfaction is limited  
48 and contradicting. A recent systematic review of Wilson & Childs (2009) concluded  
49 that several aspects of doctors' behaviour (prescribing, referral, investigation and re-  
50 consultation) remain unchanged, despite major changes in appointment length [35].  
51 However, the small number of the studies included in the above review and their  
52 methodological limitations do not allow drawing a safe conclusion for the link  
53 between consultation times and quality of care. Consultation time may play a more  
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3 core role in patients with psychological problems or co-morbidities[36]. Overall,  
4 simply increasing consultation times is not enough to decrease the effects of time  
5 pressure. This is also due to the increased workload, and decreased resources which  
6 significantly increase the pressures of clinical practice in primary care. It is therefore  
7 important to safeguard the accuracy and efficiency of the diagnostic and treatment  
8 process, in order to reduce medical errors and increase patient safety.  
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## CONTRIBUTORSHIP

For the preparation of this paper, Dr. E. Panagopoulou designed the study, supervised the data analysis and interpretation of results. Dr N. Sevdalis wrote the first draft of the manuscript and conducted the statistical analysis. E. Tsigas collected the data and revised the first draft of the manuscript. Dr Benos coordinated the study and the analysis of the outcomes. Dr. A. Montgomery supervised the interpretation of results and edited the final draft and the language of the manuscript.

## DATA SHARING

There are no additional unpublished data from the study.

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**The influence of time pressure on adherence to guidelines in primary care. An experimental study.**

**Corresponding author: Tsiga Evangelia**

Postal address: Aristotle University of Thessaloniki, Medical School, Laboratory of Hygiene, GR-54124, Thessaloniki, Greece, e-mail: [evelyntsiga@gmail.com](mailto:evelyntsiga@gmail.com), <tel:00302310999154>, fax:00302310999131

**Tsiga Evangelia**

School of Medicine, Aristotle University of Thessaloniki, Greece

**Panagopoulou Efharis**

School of Medicine, Aristotle University of Thessaloniki, Greece

**Sevdalis Nick**

Department of Surgery and Cancer, Imperial College, London, UK

**Montgomery Anthony**

Department of Educational and Social Policy, University of Macedonia, Social Sciences, Greece

**Benos Alexios**

School of Medicine, Aristotle University of Thessaloniki, Greece

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**ABSTRACT:**

Objectives: Evidence from cognitive sciences has systematically shown that time pressure influences decision making processes. However, very few studies have examined the role of time pressure on adherence to guidelines in clinical practice. The aim of this study was to examine the influence of time pressure on adherence to guidelines in primary care concerning: history taking, clinical examination and advice giving. Design: A within-subjects experimental design was used. Setting: Academic. Participants: 34 GPs were assigned to two experimental conditions (time pressure vs no time pressure) consecutively, and presented with two scenarios involving virus respiratory tract infections. Primary and secondary outcome measures: Outcome measures included adherence to guidelines on history taking, clinical examination, and advice giving. Results: Under time pressure, General practitioners asked significantly less questions concerning presenting symptoms, than the ones indicated by the guidelines, ( $p = .019$ ), conducted a less thorough clinical examination ( $p = .028$ ), while they gave less advice on lifestyle ( $p = .05$ ). Conclusion: As time pressure increases as a result of high workload, there is a need to examine how adherence to guidelines is affected in order to safeguard patient safety.

## ARTICLE SUMMARY

### Article focus

- Time pressure is a daily stressor in primary care and can significantly impact upon quality of health care delivered.
- Very few studies have examined the role of time pressure on adherence to guidelines in clinical practice.
- The aim of this study was to examine the influence of time pressure on adherence to guidelines in primary care concerning: history taking, clinical examination and advice giving.

### Key messages

- This study showed that under time pressure, adherence to guidelines concerning history taking and advice giving is compromised.
- Given the tendency towards a reduction of consultation times across Europe, it is important to safeguard the accuracy and efficiency of the diagnostic and treatment process, in order to reduce medical errors and increase patient safety.

### Strengths and limitations from this study

- This is the first study using an experimental design to examine the role of time pressure on medical decision making in primary care.
- Decisions taken in everyday clinical practice are more complex, and influenced by a multitude of explicit and implicit factors.

## INTRODUCTION

Despite the fact that most medical decisions are taken in a context of pressure and uncertainty, time pressure has not been systematically addressed in relation to medical decision making. As time pressure increases as a result of high workload and decreased resources, there is a need to examine how adherence to guidelines is affected.

Evidence from the cognitive sciences suggests that in situations with high time pressure or increased ambiguity, experts use intuitive decision making strategies rather than structured approaches[1-2]. It is therefore more likely for practicing physicians to rely on intuitive processes rather than evidence-based information, when formulating a decision under time pressure. In addition, evidence from psychological studies has systematically shown that time pressure influences risk assessment[3-5], the ability to learn[6-7], and complex cognitive processing[8]. Under time-pressure, individuals process information faster, while use of analytic thinking is reduced[9-10]. Additionally, when faced with time-constraint conditions, individuals rely more often on emotional cues[11-12].

Several studies have suggested that time pressure is one of the most important barriers to the use of evidence-based medicine in primary care[13-14]. A systematic review on observational studies showed that longer consultations were associated with reduced medication prescriptions and increased advice on lifestyle changes[15]. Similarly, Tamblyn et al showed that GPs tend to prescribe inappropriate medications during shorter office visits[16]. The study of Campbell et al showed that the most powerful predictor of the quality of management of chronic disease was the length of the consultation[17].

Although the above studies suggest a possible link between time pressure and evidence-based practice, their predictive validity is restricted by the fact that time pressure was assessed using self reports or observational methods. In addition shorter time visits were treated as synonymous to time pressure. To our knowledge, there is no experimental study on how time pressure impacts upon physicians adherence to guidelines.

The aim of this study was to examine the influence of time pressure on GPs' adherence to guidelines concerning: history taking, clinical examination and advice giving.

## METHODS

### Research design

In order to increase power and decrease the error variance associated with differences among doctors, a within-subjects experimental design was used. Participants were assigned to two experimental conditions (time pressure vs no time pressure) consecutively. In each condition, participants were presented with two scenarios involving virus respiratory tract

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3 infections (RTI). They were asked to respond to questions concerning medical history taking,  
4 clinical examination, referrals for lab tests, likelihood and certainty of final diagnosis, treatment  
5 recommendations. In the experimental condition participants were given a specific time for each  
6 question. Participants in the control condition received no time constraints (figure 1). In order to  
7 avoid the effects of learning associated with within subjects' designs, the counterbalancing  
8 technique was used to define the order of presentation of each condition.  
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### 11 12 **Clinical scenarios**

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14 For the purposes of the study, four clinical scenarios concerning the diagnosis and  
15 treatment of virus respiratory tract infections (RTI) were developed, using expert focus groups.  
16 All scenarios were standardised in an initial pilot study in terms of the amount, and quality of  
17 information included (see Appendix I).  
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### 20 21 **Adherence to guidelines**

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23 Participant responses were evaluated by two independent experts ( $k = .89$ ) based on the  
24 national guidelines set by the Greek Center for Disease Control and Prevention of Infectious  
25 Diseases[18-19].  
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### 28 29 **Time pressure**

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31 A pilot study involving 12 general practitioners was conducted, in order to define the  
32 response time for each question in the time pressure condition[3,20]. Using the equation  
33 suggested by Ordonez & Benson (1997) the response time for each question (T) was derived  
34 from the following equation:  $T = TM_P - SD_P$ .  $TM_P$  corresponded to the mean response time for  
35 each question in the pilot study, while  $SD_P$  to the mean standard deviation for each question in  
36 the pilot study.  
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### 39 40 **Participants**

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42 For a within-subjects two group comparison where the difference is expected to be one  
43 standard deviation, and where alpha is 0.05 and power is 0.8, the total sample size (per group) is  
44 expected to be 35. Participants were recruited using an advertisement in the electronic newsletter  
45 of the General Practitioner Society of Thessaloniki, Greece. They were invited to participate in a  
46 study concerning medical decision making in general practice. Of the 198 general practitioners  
47 working in primary health care in the Thessaloniki metropolitan area, 73 responded to the  
48 advertisement and finally 34 participated in the study. 38% of participants were male, while the  
49 mean age of participants was 38.41 years ( $SD=0.97$ ). All participants participated in both  
50 experimental conditions.  
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### 53 54 55 **Procedure**

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The study took place in a quiet, non-hospital based setting. Participants were informed about the procedure and instructed to respond to the questions in the same way they would manage a patient in their daily practice. Demographic information was collected before the experiment. During the experiment, information on the presenting case appeared on the screen gradually followed by each question (Figure 1). In the time-pressure condition, a countdown clock was ticking on the screen. When the predefined time of a section was finished, the next information was presented independent of the performance of participants.

### Statistical analysis

Results were analyzed in two steps: Firstly, chi-square test was used to compare the two experimental conditions in terms of correct responses (according to the guidelines) in each phase of the consultation: (i.e. medical history taking, clinical examination, treatment recommendations). Chi square tests also compared the two conditions in terms of the correct diagnosis as well as confidence associated with the diagnostic decision.

Secondly, the number of correct responses in each phase were added for each participant in order to produce four continuous indicators, namely, number of questions asked on present illness (range: 0-10), number of signs sought in clinical examination (range: 0-6), number of times lifestyle-advice was given (range: 0-3), and number of other necessary advice (range: 0-2). Multivariate analysis of variance (MANOVA) was used to compare the two conditions on the derived indicators.

## RESULTS

Table 1 shows the differences between the two conditions in terms of correct responses as indicated by national guidelines. In specific, statistically significant differences between the two experimental conditions were observed on answers concerning consciousness disorders ( $p < 0.05$ ), nervous system examination ( $p < 0.05$ ), confidence in diagnosis ( $p < 0.05$ ) and smoking reduction advice ( $p < 0.05$ ), with all the above being lower under the time pressure condition.

In terms of the continuous indicators, under time pressure, general practitioners asked significantly less questions concerning presenting symptoms than the ones indicated by the guidelines, ( $F = 5.821$ ,  $p = .019$ ), conducted a less thorough clinical examination ( $F = 5.024$ ,  $p = .028$ ), while they gave less advice on lifestyle ( $F = 3.742$ ,  $p = .05$ ).

TABLE 1: GP responses according to Guidelines on RTI scenarios

		Time pressure no	Time pressure yes	p-value
<b>Questions about present illness</b>	Nasal congestion	20.59%	8.82%	0.092
	Fever	55.88%	51.47%	0.679
	Cough	57.35%	38.24%	0.070
	Breathlessness	11.76%	8.82%	0.653
	Chest pain	1.47%	1.47%	1.000
	Dizziness	5.88%	0.00%	0.103
	Consciousness Disorders	13.24%	1.47%	<b>0.026</b>
	Intense/Continuous Vomiting	13.24%	7.35%	0.341
	Flu symptoms initially improved and returned or are getting worse the last 2 days	7.35%	1.47%	0.325
<b>Elements of Physical examination</b>	Temperature measurement	41.18%	35.29%	0.600
	Pharynx inspection	89.71%	85.29%	0.517
	Neck lymph node palpation	27.94%	13.24%	0.063
	Lung auscultation	94.12%	98.53%	0.170
	Heart auscultation	29.41%	25.00%	0.660
	Examination of nervous system	82.35%	41.18%	<b>0.000</b>
<b>Diagnosis</b>	Respiratory viral infection	98.53%	98.53%	1.000
	% Confidence on the diagnosis	85.63%	62.67%	<b>0.006</b>
<b>Medication</b>	Antipyretics/painkillers	89.71%	77.94%	0.113
<b>Lifestyle treatment</b>	Increase fluid intake	64.71%	47.06%	0.115
	Rest/stay at home	47.06%	38.24%	0.424
	Avoid smoking	13.24%	0.00%	<b>0.010</b>
<b>Other advice</b>	Prevent transmission	2.94%	5.88%	0.523
	Re-examination, if symptoms persist or are getting worse	52.94%	52.94%	1.000
<b>Continuous Indicators</b>				
	Number of questions on present illness (Mean)	1.79	1.19	<b>0.019</b>
	Number of signs in clinical examination (Mean)	5.69	4.48	<b>0.028</b>
	Number of advice on lifestyle treatment used (Mean)	0.93	0.61	<b>0.050</b>
	Number of other advice (Mean)	0.56	0.59	<b>0.794</b>

\*Responses were averaged between the two scenarios of each condition

## DISCUSSION

This study examined the influence of time pressure on compliance with national guidelines, and diagnostic certainty.

Overall, GPs' adherence to guidelines in the management of viral respiratory tract infections was low in both experimental conditions regarding history taking, and advice concerning life-style. This is in agreement with previous studies indicating that evidence-based guidelines, are still not being adequately implemented in daily clinical practice[21-22]. It is also related to the shift of modern medical practice towards more technocratic models of diagnosis and treatment[23-24].

However, under time pressure, participants asked less questions concerning symptoms of the presenting illness, and conducted less thorough clinical examinations, as indicated by the national guidelines. For example, participants were less likely to ask about consciousness disorders during history taking, and less likely to examine the nervous system during the clinical examination, in order to exclude the possibility of meningitis. Since symptoms of VRIs can also be the presenting symptoms of both types of meningitis (bacterial and viral) the Greek Center for Disease Control and Prevention of Infectious Diseases, have included investigation of consciousness disorders, and nervous system examination as standard practice of the medical consultation. Failure to differentially diagnose meningitis can seriously compromise patient safety. This finding suggests that under time pressure GP's were more likely to overlook less frequent conditions (availability heuristic)[25]. This tendency could have been exacerbated by the fact that the study was conducted during the time of the influenza pandemic in Greece.

In addition, under time pressure participants were less compliant with guidelines on giving advice on life style, especially concerning smoking habits. This finding is in accordance with a study by Wilson et al. showing that when the consultation time was increased, advice on smoking cessation, and alcohol reduction was more frequent[26]. Failure to give advice on life style changes compromises patient recovery, especially since evidence shows that in terms of treating VRIs lifestyle advice including smoking cessation, and increased fluid intake is the main treatment option.

Time pressure did not increase the ordering of diagnostic tests, a finding which is in contradiction with previous studies[27-28]. This could be due to the fact that in previous studies simulated patients were used instead of clinical scenarios, which increases the fear of malpractice and the tendency for defensive medicine. It could also be attributed to the content of the scenarios themselves which was consistent and therefore not requiring further testing.

In terms of diagnostic decisions no differences were observed between the two experimental conditions in terms of diagnostic accuracy. However, under time pressure participants felt less confident with their diagnosis. These findings are in



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3 accordance with studies showing that time pressure has a strong negative effect on  
4 information seeking, while diagnosis confidence was negatively related to the amount  
5 of information accessed in an experimental study in airplane pilots[29].  
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### 9 10 **Limitations**

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12 This study used an experimental design based on clinical scenarios. However,  
13 decisions taken in everyday clinical practice are more complex, and influenced by a  
14 multitude of explicit and implicit factors[30]. The use of simulated patients instead of  
15 clinical scenarios would have increased the ecological validity of the study. Another  
16 limitation concerns the nature of the scenarios used. Respiratory tract infections  
17 represent routine clinical cases with limited management options. It is possible that  
18 the effect of time pressure on guidelines adherence and on diagnostic accuracy, would  
19 have been more pronounced in more clinical ambiguous situations. Further research,  
20 using a broader content of clinical cases is needed in order to investigate the effect of  
21 time pressure on GP's diagnostic accuracy and confidence. Given that guideline  
22 adherence is a complex psychological phenomenon shaped by the individual as well  
23 as by the context, future research should further examine the reasons of non adherence  
24 to guidelines. For example the concept rule violation could provide an interesting  
25 framework for examining the role of high expertise, lack of rule relevance, or  
26 situation constraints on non-adherence in a time pressure situation[31-32].  
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### 34 **Conclusions**

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36 Time pressure is a daily stressor in primary care and can significantly impact  
37 upon quality of health care delivered[26,28]. The present study showed that under  
38 time pressure, adherence to guidelines concerning history taking and advice giving is  
39 compromised. In an attempt to decrease the effects of time pressure on healthcare  
40 delivery, it has been suggested that consultation times should be increased, especially  
41 in primary care. However, despite the fact that there is a tendency to increase  
42 consultation time in some countries (i.e. UK)[33] this is not a standard practice  
43 mainly due to the associated financial cost. For example, in a study conducted by  
44 Deveugele in primary care settings across six European countries, it was shown that  
45 the mean length of consultation decreased by about 6.5 seconds for every increase of  
46 10 contact units a week in a doctor's workload[34]. In addition, evidence on the effect  
47 of extending consultation times on health outcomes and patient satisfaction is limited  
48 and contradicting. A recent systematic review of Wilson & Childs (2009) concluded  
49 that several aspects of doctors' behaviour (prescribing, referral, investigation and re-  
50 consultation) remain unchanged, despite major changes in appointment length [35].  
51 However, the small number of the studies included in the above review and their  
52 methodological limitations do not allow drawing a safe conclusion for the link  
53 between consultation times and quality of care. Consultation time may play a more  
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3 core role in patients with psychological problems or co-morbidities[36]. Overall,  
4 simply increasing consultation times is not enough to decrease the effects of time  
5 pressure. This is also due to the increased workload, and decreased resources which  
6 significantly increase the pressures of clinical practice in primary care. It is therefore  
7 important to safeguard the accuracy and efficiency of the diagnostic and treatment  
8 process, in order to reduce medical errors and increase patient safety.  
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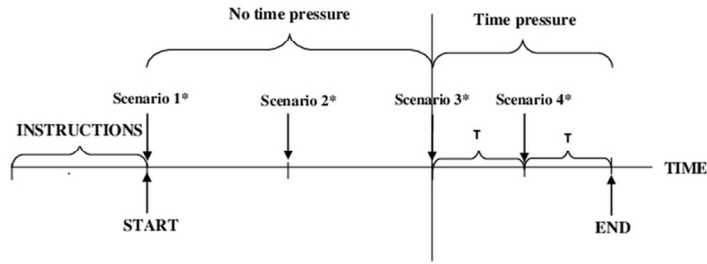
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FIGURE 1: Experimental design and procedure



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SLIDE ORDER	INFORMATION ON THE SCREEN DURING EACH SCENARIO	QUESTIONS ON THE SCREEN AFTER VIEWING EACH PIECE OF INFORMATION
SLIDE 1	<ul style="list-style-type: none"> <li>Presenting complaint</li> </ul>	Q1: Which are the most important questions you would like to ask this patient on his current illness/medical history?
SLIDE 2	<ul style="list-style-type: none"> <li>Presenting complaint</li> <li>Past Medical History</li> </ul>	Q2: Which are the most important signs that you want to look at in the physical examination? Q3: Are there any other questions you would like to ask this patient?
SLIDE 3	<ul style="list-style-type: none"> <li>Presenting complaint</li> <li>Past Medical History</li> <li>Clinical Examination</li> </ul>	Q4: Are there any diagnostic tests you would like to order for this patient?
SLIDE 4	<ul style="list-style-type: none"> <li>Presenting complaint</li> <li>Past Medical History</li> <li>Clinical Examination</li> <li>Laboratory Tests (Only for the UTI Scenario)</li> </ul>	Q5: According to the above information what is the most likely diagnosis for this patient? Q6: How % confident you feel about this diagnosis? Q7: What is your treatment plan for this patient?

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## APPENDIX I: Example of clinical scenario used in the study

<b>MEDICAL HISTORY</b>	<b>IDENTIFYING DATA</b>	<b>SEX</b>	male
		<b>AGE</b>	30 years
		<b>MARITAL STATUS</b>	married
		<b>RESIDENCE</b>	Thessaloniki, Greece
	<b>PRESENTING COMPLAINT</b>	Fever and cough	
	<b>PRESENT ILLNESS</b>	The present illness began 24 hours ago, with fever (up to 38.0°C), dry cough, headache, sore throat, body aches and weakness. Fever subsides easily after taking paracetamol tablets of 500 mg, while cough is very annoying during the whole day.	
	<b>PAST MEDICAL HISTORY</b>	Free	
	<b>MEDICATION</b>	He is on no medication.	
<b>FAMILY HISTORY</b>	<ul style="list-style-type: none"> <li>• Father 65 years old with hypertension (in medication).</li> <li>• Mother 58 years old with osteoporosis (in medication).</li> <li>• Brother 30 years old, free medical history.</li> </ul>		
<b>PERSONAL AND SOCIAL HISTORY</b>	<b>SMOKING STATUS</b>	12 pack years	
<b>PHYSICAL EXAMINATION</b>	<b>VITAL SIGNS</b>	<b>Pulse</b>	102/min
		<b>Blood Pressure</b>	130/80 mmHg
		<b>Temperature</b>	38°C
		<b>Respiratory rate</b>	16/min
		<b>SpO<sub>2</sub></b>	100%
	<b>SKIN</b>	Pale. Nails without clubbing, cyanosis.	
	<b>HEAD, EYES, EARS, NOSE, THROAT</b>	Mild redness of the pharynx. Other normal.	
	<b>NECK</b>	Normal.	
	<b>LYMPH NODES</b>	No tonsillar, cervical, axillary and inguinal nodes.	
	<b>RESPIRATORY SYSTEM</b>	Thorax symmetric with good excursion. Lungs resonant. Breath sounds vesicular with no added sounds.	
	<b>CARDIOVASCULAR SYSTEM</b>	Good S <sub>1</sub> , S <sub>2</sub> , no space, no S <sub>3</sub> or S <sub>4</sub> . Tachycardia, no abnormal heart sounds or murmurs.	
	<b>ABDOMEN</b>	Bowel sounds active. No tenderness or masses.	
	<b>MUSCULOSKELETAL SYSTEM</b>	Normal.	
	<b>NERVOUS SYSTEM</b>	Normal.	
<b>GENITAL &amp; URINARY SYSTEM</b>	Normal.		

STROBE 2007 (v4) Statement—Checklist of items that should be included in reports of *cross-sectional studies*

Section/Topic	Item #	Recommendation	Reported on page #
Title and abstract	1	(a) Indicate the study's design with a commonly used term in the title or the abstract	1
		(b) Provide in the abstract an informative and balanced summary of what was done and what was found	2
<b>Introduction</b>			
Background/rationale	2	Explain the scientific background and rationale for the investigation being reported	4
Objectives	3	State specific objectives, including any prespecified hypotheses	4
<b>Methods</b>			
Study design	4	Present key elements of study design early in the paper	5
Setting	5	Describe the setting, locations, and relevant dates, including periods of recruitment, exposure, follow-up, and data collection	5,6
Participants	6	(a) Give the eligibility criteria, and the sources and methods of selection of participants	5
Variables	7	Clearly define all outcomes, exposures, predictors, potential confounders, and effect modifiers. Give diagnostic criteria, if applicable	5,6
Data sources/ measurement	8*	For each variable of interest, give sources of data and details of methods of assessment (measurement). Describe comparability of assessment methods if there is more than one group	5
Bias	9	Describe any efforts to address potential sources of bias	5
Study size	10	Explain how the study size was arrived at	5
Quantitative variables	11	Explain how quantitative variables were handled in the analyses. If applicable, describe which groupings were chosen and why	6
Statistical methods	12	(a) Describe all statistical methods, including those used to control for confounding	6
		(b) Describe any methods used to examine subgroups and interactions	NA
		(c) Explain how missing data were addressed	NA
		(d) If applicable, describe analytical methods taking account of sampling strategy	NA
		(e) Describe any sensitivity analyses	NA
<b>Results</b>			

Participants	13*	(a) Report numbers of individuals at each stage of study—eg numbers potentially eligible, examined for eligibility, confirmed eligible, included in the study, completing follow-up, and analysed	6
		(b) Give reasons for non-participation at each stage	5
		(c) Consider use of a flow diagram	NA
Descriptive data	14*	(a) Give characteristics of study participants (eg demographic, clinical, social) and information on exposures and potential confounders	5
		(b) Indicate number of participants with missing data for each variable of interest	NA
Outcome data	15*	Report numbers of outcome events or summary measures	7
Main results	16	(a) Give unadjusted estimates and, if applicable, confounder-adjusted estimates and their precision (eg, 95% confidence interval). Make clear which confounders were adjusted for and why they were included	6
		(b) Report category boundaries when continuous variables were categorized	NA
		(c) If relevant, consider translating estimates of relative risk into absolute risk for a meaningful time period	NA
Other analyses	17	Report other analyses done—eg analyses of subgroups and interactions, and sensitivity analyses	NA
<b>Discussion</b>			
Key results	18	Summarise key results with reference to study objectives	9
Limitations	19	Discuss limitations of the study, taking into account sources of potential bias or imprecision. Discuss both direction and magnitude of any potential bias	9
Interpretation	20	Give a cautious overall interpretation of results considering objectives, limitations, multiplicity of analyses, results from similar studies, and other relevant evidence	8
Generalisability	21	Discuss the generalisability (external validity) of the study results	9
<b>Other information</b>			
Funding	22	Give the source of funding and the role of the funders for the present study and, if applicable, for the original study on which the present article is based	10

\*Give information separately for cases and controls in case-control studies and, if applicable, for exposed and unexposed groups in cohort and cross-sectional studies.

**Note:** An Explanation and Elaboration article discusses each checklist item and gives methodological background and published examples of transparent reporting. The STROBE checklist is best used in conjunction with this article (freely available on the Web sites of PLoS Medicine at <http://www.plosmedicine.org/>, Annals of Internal Medicine at <http://www.annals.org/>, and Epidemiology at <http://www.epidem.com/>). Information on the STROBE Initiative is available at [www.strobe-statement.org](http://www.strobe-statement.org).

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