Summary Results of Trials

Trial Title:
Impact of Patient-Centered Care on Communication, Decision-Making, Enrollee Engagement, and Retention in Nigeria's National Health Insurance Scheme: A Mixed-Methods Study with an Embedded Randomized Controlled Trial

Summary of Results (for upload to PACTR)

1. Baseline Characteristics

A total of 376 participants were randomized equally into intervention (n=188) and control (n=188) groups. At baseline, participants were balanced across age, gender, education, income, and clinical characteristics. The majority of enrollees were aged 35–44 years (27.1% experimental vs. 24.5% control), with no significant differences across age categories. Females represented a slightly higher proportion in both groups (55.3% experimental vs. 51.6% control, p = 0.4691), indicating that gender did not influence PCC effects. Baseline communication satisfaction, decision-making involvement, and retention intention scores were similar across arms.

2. Participant Flow (CONSORT Flow Diagram)

- Assessed for eligibility: 457 participants
- Randomized: 376
- Allocated to intervention: 188
- Allocated to control: 188
- Completed follow-up (intervention): 181
- Completed follow-up (control): 179
- Analyzed in primary outcome (intention-to-treat): 188 (intervention), 188 (control)

A detailed CONSORT flow diagram (Figure 1) is provided below:

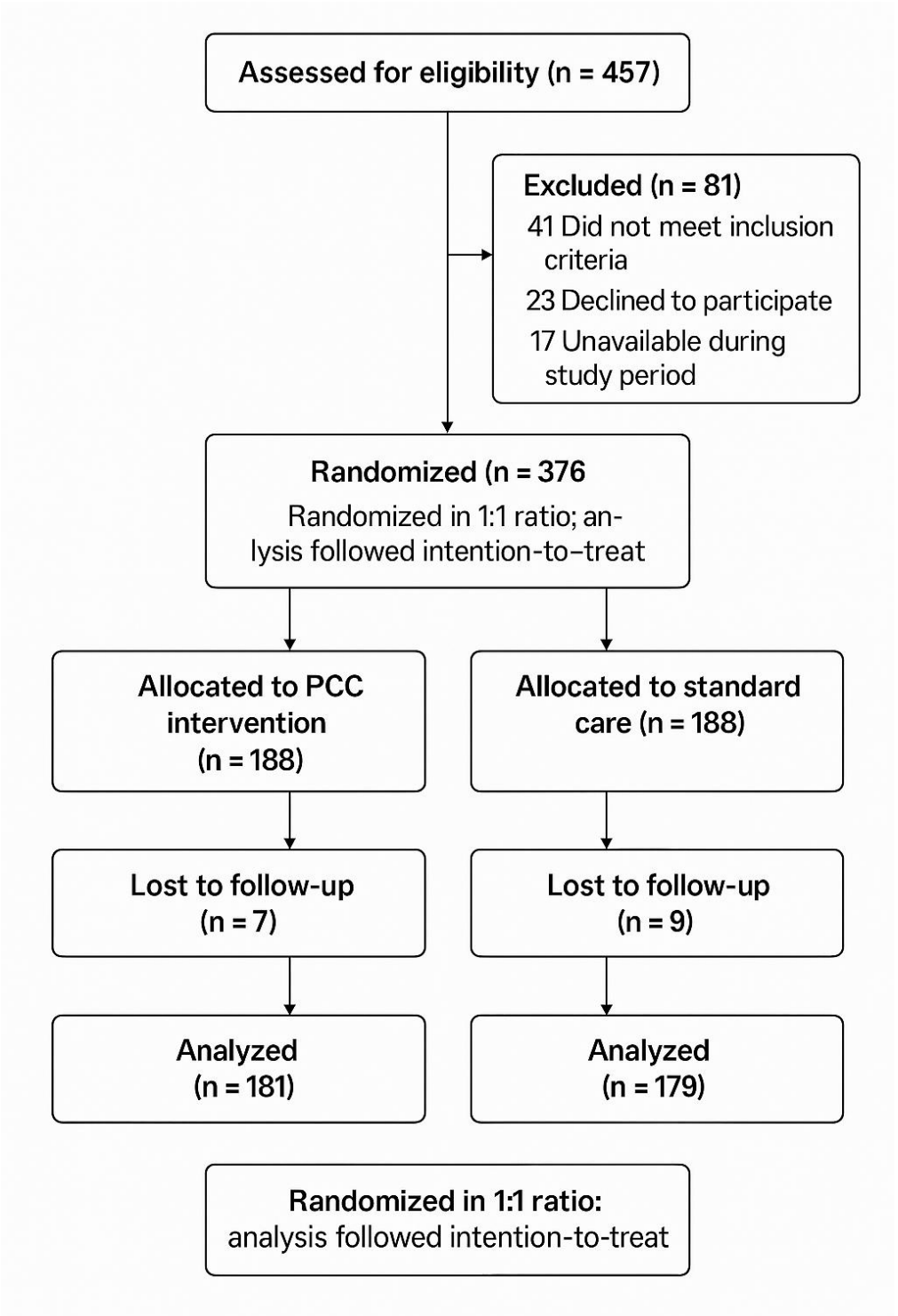


Figure 1: CONSORT Flow Diagram Showing Participant Progress Through the NHIS
Patient-Centered Care Intervention Trial

3. Adverse Events

No intervention-related adverse events were reported in either the intervention or control groups during the study period. Adverse events were monitored using a passive reporting approach, supplemented by routine follow-up questions during each outpatient visit. Participants in both groups were asked at each encounter whether they experienced any discomfort, negative reactions, or service-related issues as a result of care received. Healthcare providers were also encouraged to document any observed or reported adverse outcomes. No instances of harm or unintended effects were identified or recorded throughout the intervention period.