

# Quality Improvement in Intracranial Aneurysm Surgery: A Critical Look at Patient Education, Expectations, and Satisfaction

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### **Introduction**

- In the modern age of healthcare, the concept of quality has become a focus for reform and improvement. Neurosurgery will be no exception, as hospitals begin to adopt patient-centered healthcare models revolving around patient satisfaction to adapt to the stresses of everchanging reimbursement structures.
- But, what exactly is Quality?
- Patient's subjective impressions of neurosurgeons, the care they deliver, ancillary staff members, and the hospital system as a whole will play a factor moving forward

#### **Methods**

- To this end, a module was developed to educate patients diagnosed with an intracranial aneurysm, an area identified at our institution where significant improvements might be made
- The goal of this module is to improve patient education preoperatively, manage expectations regarding perioperative care and management, and improve patient satisfaction

#### **Educational Module**

- Designed based on feedback from patients, coupled with current data driven literature
- Focuses on pre- and postoperative care, and follow up after discharge
- Our educational module was evaluated by patient survey to attempt to quantify the patient's perspective of the module and its effect on patient education and satisfaction specifically regarding aneurysm treatment
- 92% of patients agree or strongly agree that the module improved their satisfaction and comfort with the treatment plan

STRONGLY
DISAGREE DISAGREE NEUTRAL AGREE AGREE

## **Selected Questions**

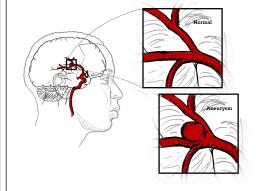
- 1) I understand why having an untreated aneurysm puts me at risk
- 2) I understand the differences between coiling and clipping for the treatment of aneurysms
- 3) My family and I understand what to do if I have any signs or symptoms of stroke

Figure 1: Nervous System Overview
University Hospitals

Body Systems:
Nervous System
(Brain and Spinal Cord,
Peripheral Nerves)

Hand-drawn image to give patients a basic understanding of the nervous system\*

Figure 2: What is an aneurysm?



Artist rendition to educate patients regarding what an aneurysm is and looks like\*

Figure 3: Aneurysm treatment options

Clipping

Coiling

Coiling

Coiling

Artist rendition of an aneurysm treatment by clip and coil\*

#### **Discussion**

- Quality metrics will have an increasingly large impact on the economic health of hospitals
- Preoperative expectation management is crucially vital in high risk fields
- Educational materials should be written at-or-below a 6th grade reading level and be multi-modal

#### **Conclusions**

- Implementation of our module has been met with enthusiasm
- This framework may be implemented and individualized easily
- \* Preliminary concept sketches, used with permission. Copyright, Novie Studio, 2016