



## Introduction

Press Ganey is a national organization which supplies data to hospitals and clinics regarding patient satisfaction. They contend that patient satisfaction can be used as a surrogate for health care quality and outcomes. N2QOD is a national registry for neurosurgical procedures that tracks a variety of quality indicators and outcomes.

## Methods

We compared Press Ganey scores for 4 hospital employed neurosurgeons whose primary practice involves spinal surgery to their results from N2QOD for lumbar surgery(over 75 % of surgical volume involves the lumbar surgery).

## Results

We found a negative correlation between Press Ganey scores and the quality outcomes for lumbar surgery. For example those metrics involving patient satisfaction on N2QOD(Met, Not as much as hoped,Would not undergo, Same or worse.) The surgeon with the lowest Press Ganey scores had the best outcomes( 0 percent would not undergo or were worse) and the surgeon with the highest Press Ganey scores had the worst outcomes(38 percent would not undergo or were worse).

## Conclusions

We found a negative correlation between Press Ganey scores and quality outcomes for lumbar surgery as measured by N2QOD.

## Learning Objectives

Understand the realtionship between Press Ganey scores and quality outcomes.