

Improving the Quality of Patient Care on the Neurosurgical Ward: A Detailed Survey of Patients being Discharged

Kristopher G Hooten MD; Seth Franklin Oliveria MD PhD; Gregory J. Murad MD
Department of Neurosurgery, University of Florida, Gainesville, Florida



Introduction

Patient satisfaction has become a measure in hospitals in the United States. It has yet to be shown that patient satisfaction correlates with patient outcomes. Nonetheless, patient satisfaction is increasingly influencing modern neurosurgical care. In order to improve our understanding of our neurosurgical patient population's satisfaction needs, we created a detailed survey to identify areas of needed improvement.

Methods

IRB approval was obtained. A 40+ question survey adopted from the Swedish parental satisfaction survey, was distributed over a one-month period. Participation was voluntary. Data was collected in 6 categories including: information availability, patient accessibility, treatment received, caring perception, hospital environment, and overall satisfaction. Patients were evaluated by age, gender, and admission type. Stastical methods included t-test, Mann-Whitney, and chi-square tests, with a Bonferroni correction of 0.001 for significance.

OVERALL EXPERIENCE/EXPECTATIONS

1 Strongly Disagree 2 Disagree 3 Neutral 4 Agree 5 Strongly Agree

- I was well prepared for my procedure 1 2 3 4 5
- My preoperative expectations were met 1 2 3 4 5
- Overall, I have benefitted from my treatment 1 2 3 4 5
- I would recommend treatment here to a family member 1 2 3 4 5
- Overall rating (1 Worst Hospital – 5 Best Hospital Possible) 1 2 3 4 5

Sample questions from patient discharge survey

Table 1: Patient Demographics by Admission Type

Table 1	Overall (n=71)	Clinic (n=28)	ER (n=30)	p-value
Age				
mean±SD, median	57.7±14.8, 59.5	59.9±14.1, 63.5	55.5±15.6, 53.5	0.29
Gender (n,%)				
Female	21 (37.5%)	8 (30.8%)	11 (42.3%)	0.57
Male	25 (62.5%)	18 (69.2%)	15 (57.7%)	

Results

Over the study period, 71 patients completed the survey. Table 1 summarizes the patient demographics. Diagnosis was not recorded, and thus not available for comparison. Results demonstrated an improved overall satisfaction in those patients being admitted from clinic as compared to emergency room admits or hospital transfers. In addition, patients admitted on an emergent basis reported a lower satisfaction in regards to receiving information regarding test results. Results are displayed graphically in Figures 1 and 2.

Information: I and/or my family have received sufficient information regarding the results of tests/examination/treatment

1 Strongly Disagree 2 Disagree 3 Neutral 4 Agree 5 Strongly Agree

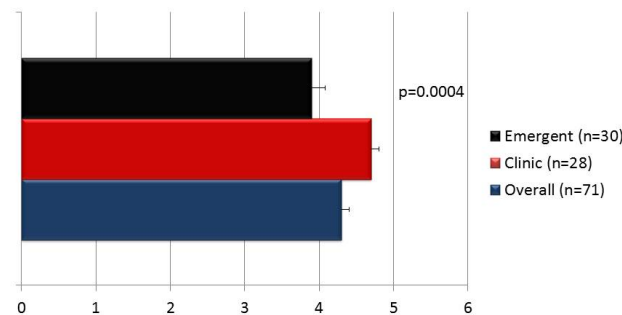


Figure 1: Graph displaying the average survey response to a question regarding responders perception to the information and communication of results to patients and/or family members.

Overall: I was well prepared for my procedure and/or my preoperative expectations were met

1 Strongly Disagree 2 Disagree 3 Neutral 4 Agree 5 Strongly Agree

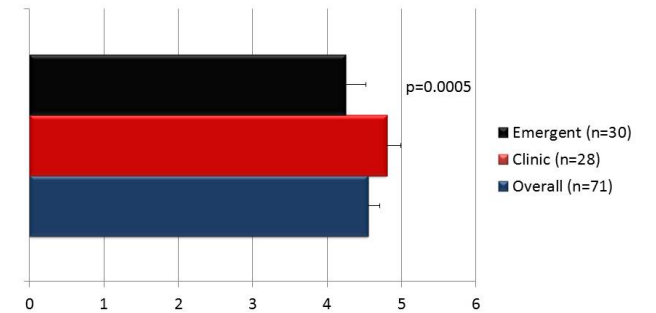


Figure 2: Graph displaying the average survey response to a question regarding responders perception of overall expectation or preparedness for the neurosurgical procedure.

Conclusion

We attempted to evaluate factors affecting patient satisfaction. We believe that the improved satisfaction amonth those patients admitted from the outpatient setting is the result of extensive discussions to establish patient expectations prior to admission. Emergent admissions represent a separate population of our patients which will require additional study and strategies to improve overall satisfaction in the future.

References

- Godil SS, Parker SL, Zuckerman SL, Mendenhall SK, Devin CJ, Asher AL, McGirt MJ. Determining the quality and effectiveness of surgical spine care: patient satisfaction is not a valid proxy. Spine J. 2013 Sep; 13(9):1006-12.
- Williams G, Pattinson G, Mariathas C, Lazar J, Rashied M. Improving parental satisfaction in pediatric orthopaedics. J Pediatr Orthop. 2011 Jul-Aug;31(5):610-5.