



Patient Satisfaction in the Preoperative Period: Preparing for Hand Surgery

Introduction

- Healthcare reimbursement transitioning from volume- to value-based
- Patient experience accepted as a healthcare measure and component of healthcare quality
- The Centers for Medicare and Medicaid Services (CMS) publically reports patient satisfaction using HCAHPS survey
- CMS adjusts reimbursements on various quality including clinical processes of care, outcomes, efficiency, and patient experience.
- Outpatient patient satisfaction metrics not currently required but are increasingly used by health systems for surgeon performance
- Satisfied patients more likely to be compliant and keep appointments, while less likely to pursue litigation

Methods

- 200 consecutive patients presenting for elective hand surgery prospectively completed satisfaction questionnaire regarding preoperative scheduling and medical clearance.
- The number of telephone, surgeon, and medical clearance encounters were recorded
- Satisfaction was determined for each based on 4-category Likert scale

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	Extremely Satisfied	Somewhat Satisfied	Averagely Satisfied	Somewhat or Very Dissatisfied	Total	p-Value
Number of Telephone Encounters						
0	51 (87.9%)	4 (6.9%)	2 (3.4%)	1 (1.7%)	58 (100.0%)	
1	69 (83.1%)	10 (12.0%)	3 (3.6%)	1 (1.2%)	83 (100.0%)	
2	29 (82.9%)	2 (5.7%)	3 (8.6%)	1 (2.9%)	35 (100.0%)	
3	9 (75.0%)	3 (25.0%)	0 (0.0%)	0 (0.0%)	12 (100.0%)	
4+	3 (33.3%)	3 (33.3%)	0 (0.0%)	3 (33.3%)	9 (100.0%)	
Total	161 (81.7%)	22 (11.2%)	8 (4.1%)	6 (3.0%)	197 (100.0%)	0.0050
Number of Total Encounters						
1	25 (92.6%)	1 (3.7%)	1 (3.7%)	0 (0.0%)	27 (100.0%)	
2	40 (85.1%)	4 (8.5%)	2 (4.3%)	1 (2.1%)	47 (100.0%)	
3	54 (85.7%)	7 (11.1%)	1 (1.6%)	1 (1.6%)	63 (100.0%)	
4	22 (88.0%)	2 (8.0%)	1 (4.0%)	0 (0.0%)	25 (100.0%)	
5	13 (65.0%)	3 (15.0%)	3 (15.0%)	1 (5.0%)	20 (100.0%)	
6+	7 (46.7%)	5 (33.3%)	0 (0.0%)	3 (20.0%)	15 (100.0%)	
Total	161 (81.7%)	22 (11.2%)	8 (4.1%)	6 (3.0%)	197 (100.0%)	0.0082

Results

- 197 patients completed entire questionnaire.
- 92.9% patients “extremely” or “somewhat satisfied”
- Satisfaction fell below 90% after 4 or more telephone calls (66.6%, p=0.005) and 5 or more total encounters (80%, p=0.008).
- There was no significant association between satisfaction and number of surgeon (p = 0.267) or medical office encounters (p = 0.087).

Conclusion

- Greater than 3 telephone calls or 4 total personal encounters significantly decreases patient satisfaction.
- Results suggest the number, not the type, of preoperative encounters impact satisfaction.
- This highlights importance of efficient communication between patients and providers.

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