

Patient Satisfaction: a service evaluation of Enhanced Recovery After Thoracic Surgery.

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Aim: To investigate overall patient satisfaction and the relationship between specific facets of patient satisfaction outcome following the care provision of patients undergoing Enhanced Recovery After Thoracic Surgery (ERAS).

Methods: Thoracic patients were surveyed regarding satisfaction with their care on an ERAS pathway. A questionnaire was used to quantitatively assess patient satisfaction with a new enhanced recovery programme. A descriptive statistical approach was used to analyse the results. Patient satisfaction scores were used to measure the patient reported experience of the overall service, communication, pre-operative expectations, early mobilisation, pain relief and length of stay and assess its impact on satisfaction. Key factors contributing to patient satisfaction in Thoracic ERAS were identified along with areas for improvement in the service provision.

Results: 48 out 110 patients completed the questionnaire (44%). Table 1 shows patient demographics.

Table 1. Patient Demographics (n=48)

Age	No. of patients	Gender	No. of patients
40-49 years	1	Female	23
50-59 years	7	Male	24
60-69 years	16	No response	1
70-79 years	18		
80-89 years	4		
90 years	1		
No response	1		

Overall patient satisfaction was rated at 95.4% (Table 2). Lower scoring questions were those around use and engagement in the patient diary. Completion of booklet scored 48% and following the pathway within the booklet scored 79%.

Table 2. Patient Satisfaction Scores

	Questions	Score
Q_1	How was your experience of the preoperative assessment clinic	90%
Q_2	Did you find the patient information booklet helpful/useful	87.50%
Q_3	Were you told how long you could expect to stay after your operation	89.50%
Q_4	Did you feel prepared for your operation	94%
Q_5	How well were you cared for by the nursing staff	99.20%
Q_6	How well were you cared for by the doctors	98.30%
Q_7	What did you think about the meals/snacks offered?	87%
Q_8	Did you complete your patient diary?	48%
Q_9	Did you follow the day-to-day pathway in your patient booklet?	79%
Q_10	Did you feel involved in the decisions about your care?	87.50%
Q_11	How well was your pain controlled?	87.50%
Q_12	Were you given information about Physiotherapy you could understand?	89.50%
Q_13	Do you feel confident to go home?	87.50%
Q_14	Do you know who to contact if you are worried about your condition or have any questions at home?	79%
Q_15	Do you know when to expect to see your nurse consultant?	52%
Q_16	How long were you in the hospital for this operation?	Av. LOS 8.1 days
Q_17	Overall, how would you rate your care?	95.40%

Discussion: This survey demonstrated that overall patient satisfaction with Thoracic ERAS scored highly. Despite this high overall score, key areas were identified for improvement. That is patient engagement in the pathway and booklet and communication. Education and patient engagement are key element of ERAS. The results demonstrate that despite patients finding the booklet useful (87.5%), engagement was low (engagement = completion and following the pathway). Engagement was found to poorer in those over 65 years. This data can inform practice and guide areas for improvement within the ERAS pathway.