Patient Satisfaction with Anesthesia Care – What Do We Know?
Darlene Falco, DNP, CRNA --- Dana N. Rutledge, PhD, RN

Background
- Patient satisfaction with anesthesia care (PSAC)
  - Difficult to measure
  - May not reflect current practice
  - Intertwined with quality measures for performance improvement
- HCAHPS scores used to calculate reimbursements – future for anesthesia?
- Malpractice claims associated with patient dissatisfaction.

Evidence - Quantitative Studies
- High levels of PSAC
- Few studies with psychometrically sound measures
- Differing data capture with varied item wording
  - Mail-back questionnaires.
  - Interviews/phone interviews.
- PSAC measured at different time points
- Common dissatisfiers identified

Evidence - Qualitative Studies
- Strong feelings of anxiety! Affected by prior experiences
- Fear of surgery... anesthesia... pain... being awake... helplessness... loss of control.... death...being cut
- Desire for positive relationships with providers, to feel cared for and be included in decisions

Purpose
Examine evidence about PSAC in order to
- Identify modifiable factors in the context of clear definition/model of patient satisfaction
- Integrate findings, provide recommendations for anesthetists to enhance PSAC.

Factors Leading to Dissatisfaction with Anesthesia Care

<table>
<thead>
<tr>
<th>Non-Modifiable</th>
<th>Modifiable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase Surgical Length: 17.4%</td>
<td>RBA Explain: 30.4%</td>
</tr>
<tr>
<td>Increase Education: 17.4%</td>
<td>Decreasing Info: 30.4%</td>
</tr>
<tr>
<td>ASA I&amp;II: 17.4%</td>
<td>PONV: 34.8%</td>
</tr>
<tr>
<td>Female: 26.1%</td>
<td>Pain/Discomfort: 52.2%</td>
</tr>
<tr>
<td>Age &lt;55: 30.4%</td>
<td>Fear/Anxiety: 56.5%</td>
</tr>
</tbody>
</table>

PSAC
Prior experience + emotions “color” or mediate patient expectations which impact how they perceive their anesthesia experience.
PSAC = (Expectations + emotions) + (encounter with anesthetist + anesthesia experience+ postoperative experience)

Recommendations
PREPARATION: Preoperatively, discuss reasonable expectations regarding pain, nausea, vomiting AND include patients in discussion of anesthesia options
CARE: Provide excellent anesthesia care and treat patient discomfort adequately
COMMUNICATION: Engage with patients on an emotional level
  - Listen attentively
  - Address fears and anxiety
  - Answer questions

Contact Information
falcocrina@gmail.com