IAAS recommendations on Patient Satisfaction Surveys in Day Surgery

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Hon. Secretary IAAS
Satisfaction surveys good idea: true or false??

- False?
  - Data reliability
  - You don’t believe results justify the costs
  - You don’t want to be measured; fear for transparency

- True?
Satisfaction surveys good idea: true or false???

• True?
  – Helps identify ways of improving process
  – By that: better care and happier patients
  – It demonstrates that you try to improve

• Above all it nowadays is requested by market players like insurance companies >>>>>>>>>>

IT IS A GOOD IDEA !!!!!!
Rejection means ignorance.

You will miss vital feedback and info of your practice...
Keypoints Patient Satisfaction Survey (PSS)

• A PSS shows that a DSU is interested in quality and doing things better

• Survey questionnaire:
  Brevity, Clarity, Consistency

• Anonymity
What is to be measured in DSU?

Determinants of Patient Satisfaction with Outpatient Surgery

Michael S. Holland, Michael A. Counte, and Bradley G. Hinrichs

Quality Management in Health Care, 1995, 4(1), 82–90
Overall judgment of patients

Service

Procedures and Policies

Treatment

Patient satisfaction

International Association for Ambulatory Surgery
Outcome:

- Recommendation to come to the facility

Or: Disapproval
Common complaints about doctor?

- Doctor did not explain properly
- Not enough time with the doctor
- Unnecessary long wait time
- Rude staff
- Lack of transparency about costs
Remember: tip of iceberg

One complaining patient means probably 20 dissatisfied patients!!

Take it serious, handle with care....

One happy patient will tell 3 others.. ??
Take complaints serious: making one complaining patient happy means an ally telling this to 50 others...

Employ active listening skills

Ask probing questions to ensure patient understanding

- Encourage patient participation
- Avoid interrupting patient

Body Language

- Lean forward
- Avoid crossing arms or other negative signs
“Of course I’m listening to your expression of spiritual suffering. Don’t you see me making eye contact, striking an open posture, leaning towards you and nodding empathetically?”
Annual Benchmark DSU of University hospitals in the Netherlands 2013 - 2015

- 4-point scale scoring on determinants for patient satisfaction:
  - Accessibility facility
  - Reception in DSU
  - Admission procedure
  - Information education pre- per- postoperative
  - Pain and Nausea policy
  - Communication with Doctor and Nursing staff
  - Medication and Discharge information
  - Sense of safety
  - Patients personal contribution
Scale 1-4 Patient Satisfaction per Category in my own Day Care Unit AMC, 2015 Q-1

DOCTORS COMMUNICATION
NURSE COMMUNICATION
MEDICATION COMMUNICATION
PERSONAL CONTRIBUTION
SENSE OF SAFETY
DISCHARGE INFORMATION
ADMISSION INTERVIEW
ROOM AND STAY
DSU: GETTING THERE
TREATMENT INFORMATION
CONSISTENCY IN INFORMATION
PAIN POLICY
RECEPTION IN DSU
DSU: GETTING THERE
CONSISTENCY IN INFORMATION
PAIN POLICY
RECEPTION IN DSU
Annual Improvement!

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DSU: GETTING THERE

Q1 2013
Q1 2014
Q1 2015
In 2015 patients scored as global satisfaction 8.54 out of 0-10 scale.

Slight progress in three years.

AMC-Day Care Unit

International Association for Ambulatory Surgery
“You’re not listening to what you’re hearing.”
Mirror conversation with patients when listening to respond becomes listening to learn, there is real contact.
Share the outcome with your staff
IAAS recommendations on patient surveys


• Thank you!