

Evaluation of Patient satisfaction level and its Predictor with Pre-Operative Anesthesia Care at Ali Fatima Hospital, Lahore

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ABSTRACT

Background and Objectives: Patient satisfaction in preoperative anesthesia is crucial for assessing healthcare quality. Preoperative anesthesia evaluations are pivotal in tailoring anesthetic plans to individual patients, thereby improving safety, reducing complications, and alleviating preoperative anxiety. This study aims to evaluate satisfaction levels and identify predictors to improve anesthesia care. Assess patient satisfaction and identify areas for improvement in preoperative anesthesia care.

METHODOLOGY: A cross-sectional study at Ali Fatima Teaching Hospital, Lahore, included 380 patients aged 18-60 undergoing various surgeries. Data on demographics, anesthesia type, satisfaction, and outcomes were analyzed using SPSS version 25.

RESULTS: Overall satisfaction was high, with regional anesthesia (75%), spinal anesthesia (73.7%), and general anesthesia (69.4%). Pain control satisfaction was highest with spinal (85.6%) and general anesthesia (81.3%) compared to regional anesthesia (25%). Communication and pain management were identified as areas needing improvement.

CONCLUSION: Preoperative anesthesia care was generally satisfactory, but enhancing communication and pain management, particularly for regional anesthesia, could further improve patient experiences.

KEYWORDS: Patient satisfaction, preoperative anesthesia, anesthesia types, communication, pain management

INTRODUCTION

Patient satisfaction is a crucial metric in healthcare, reflecting patients' perceptions and emotional responses to their care experiences. It encompasses factors such as expectations, service quality, and prior experiences. (1) In anesthesia care, patient satisfaction is essential, as highlighted by the 2013 ASA survey which emphasized the growing importance of patient satisfaction surveys despite some skepticism. (2)

Preoperative anesthesia evaluations are pivotal in tailoring anesthetic plans to individual patients, thereby improving safety, reducing complications, and alleviating preoperative anxiety. (3) Patient satisfaction in this context is influenced by multiple factors includ

ing service accessibility, hospital infrastructure, and interactions with healthcare providers. (4) Effective preoperative assessments and education contribute significantly to patient satisfaction and recovery outcomes. (5) Patient opinions are increasingly important in evaluating care quality, prompting focused research on specific hospital stay aspects. (6) Montella Hospital in West Aceh has faced challenges in meeting patient expectations, with issues like staff punctuality and inefficient processes affecting satisfaction. (7) Addressing these concerns is vital for improving care quality. Understanding patient satisfaction components is crucial for improving care. (8)

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Preoperative anxiety, functional status, and postoperative pain control are linked to recovery and satisfaction. Inadequate preoperative preparation can lead to suffering and adverse outcomes.(9)

Standardized tools like the Prior to Anesthesia Evaluation Form (PAAF) help ensure comprehensive assessments and informed consent, enhancing patient outcomes.(10) The Research Center, Pakistan Kidney and Liver Institute (RC&PKLI) uses the Prior to Anesthesia Evaluation Form (PAAF) based on international standards for thorough pre-anesthesia evaluation.(11) Preoperative education is also crucial in reducing anxiety and improving postoperative recovery.(12)

Effective pre-anesthesia evaluation involves assessing patient health, medications, and risks. Anesthetists should review medications, consider premedication, and establish clear fluid intake guidelines during labor.(13),(14),(15) Patient satisfaction data helps identify system issues and improve patient confidence.(16) That describes the degree to which the treatment provided satisfies the expectations of the patients.(17) Pre-anesthesia evaluation aims to identify obstacles, educate patients, and secure informed consent, reducing preoperative anxiety.(18)

ASA classification helps assess patient health before anesthesia and surgery, guiding anesthetic choices.(19) Preoperative clinics optimize patient health and prevent surgical delays.(20)

This study aims to evaluate patient satisfaction with preoperative anesthesia across various surgical specialties for patients aged 18 to 60 years. By analyzing a sample of 380 patients, the study seeks to identify areas for improvement and enhance the quality of preoperative anesthesia care.

METHODOLOGY

Study Design: The study's design was cross-sectional.

Data Collection: All participants were chosen from Ali Fatima Teaching Hospital Lahore

Data Collection Tool: The self-structured data collection tool consist of the questionnaire form that contains the demographic data (age, gender, surgery, types of anesthesia and residents)

Study Duration: The duration of the study was 6 months after the approval of synopsis.

Statistical Analysis: For analysis, data were loaded into SPSS (Statistical Package for Social Sciences), Version 25. The relationship between a number of independent variables and patient satisfaction was predicted using a binary logistic regression analysis.

There was an interval of confidence of 95% that used to find out the odds ratio. Less than 0.05 Pvalues were considered to be important statistically.

Data Analysis: The data obtained were entered into an IBM SPSS (Statistical Package for Social Sciences) software version 25 spreadsheet. Analysis was carried out using the same software and Graph Pad Instate. The numbers of respondents the answers given to the questionnaire's questions were noted as simple percentages. Chi square test paired sample statistics were applied in order to examine the relationship between the variables. The knowledge of Respondents were compared by calculating their mean knowledge scores. The level of significance was set at 0.05 at 95% confidence

RESULTS

The study's age distribution revealed that the largest group of participants (29.5%) was aged 27–34, followed closely by those aged 35–42 (27.4%). Additionally, 16.8% were aged 18–26, and 26.3% were between 43 and 50 years old. This age diversity underscores the importance of considering different life stages in our analysis.

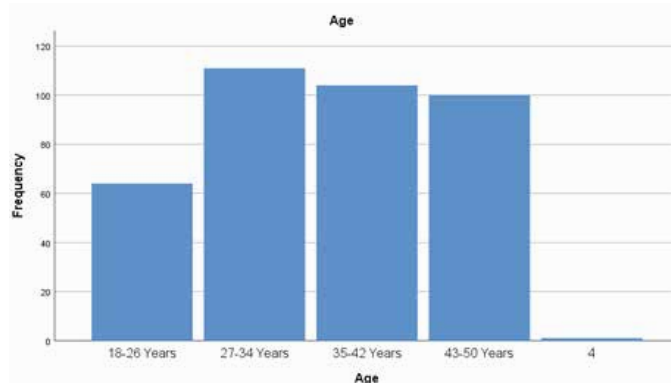


Figure-1: Frequency of Patient satisfaction level and its Predictor with Age

The majority of cases (55.0%) were found to be treated with general anesthesia, according to the results. Spinal anesthesia was utilized in 43.9% of cases, trailing closely behind. Furthermore, a lesser percentage of cases—1.1% of all cases—used regional anesthesia.

Suggest that majority of patients at AFH were satisfied with the management of discomfort or pain during procedures: 16.3% were very satisfied, 81.8% were satisfied, and 1.8% were neutral. This indicates effective pain management practices and overall high satisfaction levels among patients.

The results showed that a sizable majority of participants—89.7%—said the anesthesia staff adequately addressed all of their queries and concerns. None of

these, a noteworthy percentage of 10.3% stated that the team did not sufficiently answer their queries and concerns. Even though the majority of participants had favorable experiences, the existence of those who thought their concerns were not adequately addressed raises the possibility of areas in which patient participation and communication may be strengthened.

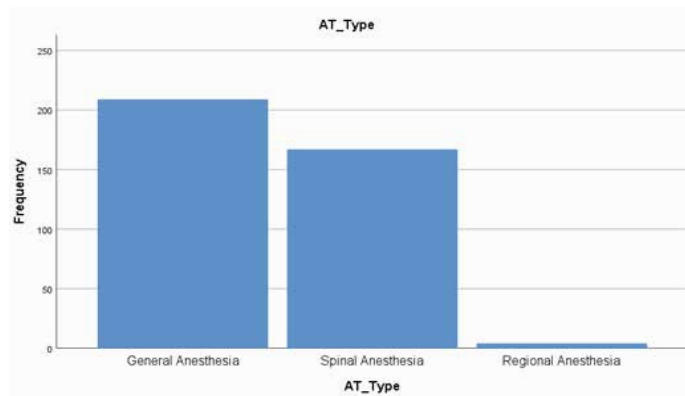


Figure-2: Frequency of Patient satisfaction level in general, spinal & regional anesthesia

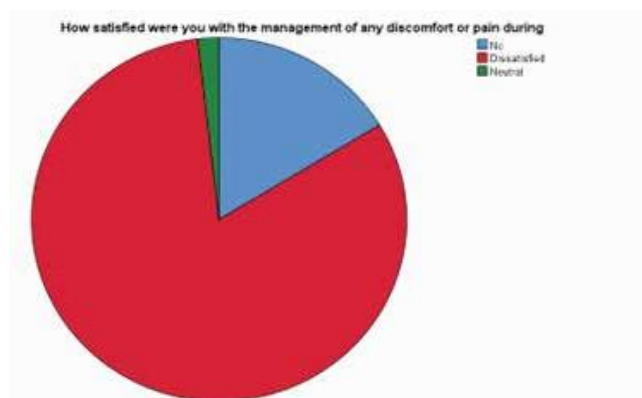


Figure-3: Percentage of patient satisfaction with management of any discomfort or pain

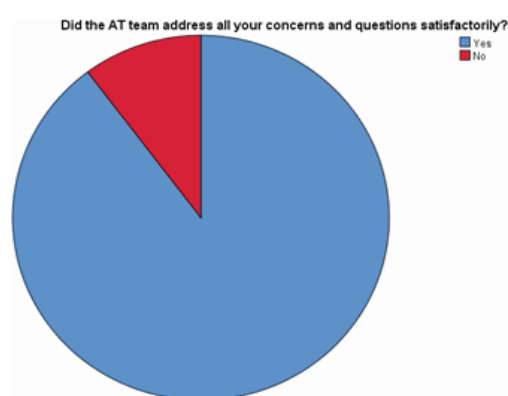


Figure-4: Percentage of patient concerns and level of satisfaction

DISCUSSION

Preoperative anesthesia Patient satisfaction is an essential aspect of medical care delivery that affects treatment outcomes and thoughts about quality of medical care. Into patient experiences and satisfaction levels are gained from the study carried out at Ali Fatima Teaching Hospital, which also identifies areas where anesthetic services can be strength ended. Participants in the study were evenly distributed in terms of gender and aged between 18 and 60, which is representative of the general adult population receiving anesthetic-related surgeries. In a previous study, 62.5% of participants were female. (21) While our study focused on the 45.3% of males and the 54.7% of females in both populations. As its demographic composition makes evident, it is crucial to comprehend the expectations and experiences of this age group with anesthetic care in order to maximize service delivery. The study, which involved 99 patients, found that teleconsultation for pre-anesthetic consultations during pregnancy was highly accepted and left patients with a strikingly high degree of satisfaction.(22) Although our study, which used a self-structured questionnaire with a sample size of 380, Preoperative anesthetic care was deemed to be highly satisfactory by participants overall (94.6%), according to the study.

Gebremedhn.2013 indicates that of the 111 patients who underwent surgery under general anesthesia, twenty-two had intraoperative awareness, and 11 (or 50%) of the patients expressed dissatisfaction.(23) While our research include sample size of 380 patients undergoes varies procedures and anesthesia types like general spinal and regional anesthesia, and mostly are satisfied with general and spinal anesthesia.

The majority of patients appear to have had a great experience with the anesthetic services offered by Ali Fatima Teaching Hospital, based on the high satisfaction rating. Clear communication about anesthesia procedures, which was rated as clear by 92.1% of participants, is one of the major variables influencing this satisfaction. In addition, a considerable segment of the participants (55.3%) assessed the anesthesia team's 40 professionalism and friendliness as outstanding. The significance of bedside manners and interpersonal skills in influencing patient experiences beyond professional competency alone is underscored by this favorable opinion.

Throughout the perioperative phase, patients' comfort and contentment can be greatly enhanced by health.

care professionals acting in a kind and competent manner.(24) Chalasani SH.et al 2022 The study population ranked their procedures' worst aspects as Anxiety (6.24%), pain (27.97%), and anxiety with pain (3.21%). while in ours study Despite these encouraging results, the study pointed up some crucial areas that needed to be improved.

A noteworthy issue raised by 81.8% of participants was their frustration with pain management. This suggests that there is an urgent need to increase communication regarding pain expectations and management alternatives, or to improve pain management practices. Efficient pain management is essential for both the comfort of the patient and the best possible results for their recuperation after surgery. In 95% of participants expressed dissatisfaction with the communication regarding schedule adjustments, which is another important issue that the study identified.

Kusha Nag et al. In a study evaluating patient satisfaction with the process of making decisions , researchers discovered that most patients preferred a collaborative role and that nearly every patient who was made aware of their opinion for anesthesia and taking part in the process felt satisfied and well respected.(25) The trust and general contentment with care of patients can be affected by changes in treatment plans or schedule, which emphasizes the significance of prompt and transparent communication between healthcare practitioners and patients.

Even with their high levels of satisfaction, only 87.6% of participants in the research said they would suggest the hospital for preoperative anesthetic care. The study findings highlight the crucial roles of professionalism, efficient communication, and pain management in determining how satisfied patients are with the preoperative anesthetic care they receive. Improved patient experiences, better treatment outcomes, and a higher percentage of patient recommendations can result 41 from addressing these concerned areas of Anesthetic treatment with focused interventions.

CONCLUSION

In preoperative Anesthetic evaluation conclude that most participants expressed high satisfaction, particularly with the anesthesia team's professionalism and clear communication, there are still a number of areas that could use improvement, particularly in the areas of pain management and schedule changes communication. Resolving these problems might improve patients' overall satisfaction and experiences. Overall,

the outcomes of the study suggests that AFH has generally succeeded in providing satisfactory pre-operative care and managing discomfort or pain during procedures across different anesthesia types. Regional Anesthesia, could provide insights for enhancing patient experience uniformly across all types of anesthesia. Such findings are crucial for maintaining and improving high standards of care and patient satisfaction in surgical settings.

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Authors Contributions:

Muhammad Ajmal Shahbaz: Substantial contributions to the conception and design of the work.

Muhammad Abdullah: Design of the work and the acquisition. Drafting the work.

Muhammad Rizwan: Final approval of the version to be published.

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