

## PATIENT SATISFACTION SURVEY ON PERIOPERATIVE ANESTHESIA SERVICE

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### Background & Objective:

Comprehensive evaluation of patients satisfaction after anesthesia services is an important parameter for quality control and continuous improvement in-hospital care.<sup>[1]</sup> Hence study was initiated with objective to assess patient satisfaction and associated factors on perioperative anaesthesia service.

**Methodology:** An observational cross sectional study conducted at GVP hospital, Visakhapatnam. All patients admitted for surgeries under regional and general anesthesia in our hospital. The sample size was 80, calculated based on previous study<sup>[2]</sup>. After Institutional Ethics Committee approval, written informed consent was taken from all patients included in the study. A pretested semi-structured questionnaire was used for data collection. The questionnaire used to assess satisfaction was adapted from the Leiden Perioperative Care Patient Satisfaction Questionnaire. Data was entered in MS Excel and analyzed by using SPSS software version 21. Categorical data was represented as percentages and chi-square test was used to know statistical significance. P value <0.05 was considered statistically significant.

### Results:

Out of 80 study participants 50(62.5%) were female and 30(37.5%) were male. The patients were in the age group between 18 to 65 years, about 53.75% were in < 30 years age, while 46.25% were > 30 years. About 31.2% of study population were illiterates, 25% were studied up to primary school, 33.7% studied up to secondary school, 6.1% were graduates and postgraduates. Out of 80 study participants, 63(78.7%) were satisfied with perioperative anaesthesia.

**Conclusion:** The overall proportion of patient's satisfaction on perioperative anesthesia service was 78.7%.

Key words: Patient, Perioperative anaesthesia service, Satisfaction,

### Introduction:

Comprehensive evaluation of patient satisfaction after anaesthesia services is an important parameter for quality control and continuous improvement in-hospital care.<sup>[1,2]</sup> Patient satisfaction may have a significant impact on a variety of areas of their behavior, including overall healthcare resource consumption, adherence to treatments, and the consistency of their connection with practitioners.<sup>[3-5]</sup> Patient satisfaction provides patient-centered care in a culture that accepts people for whom they are and where they are in their life cycle by satisfying their needs at that time, in line with the health system's objective of caring for patients' bodies, minds, and spirits and also to have a good impact on personnel, the community, and the organization's health<sup>[6]</sup>.

Several forms of anesthesia, including regional anesthesia, general anesthesia, and a possible combination of regional and general anesthesia, are widely used throughout modern surgery. It is the responsibility of every member of staff to provide the best possible care, and many healthcare organizations should consider measuring patient satisfaction to be an

important part of quality assessment<sup>[7-9]</sup>. Patient dissatisfaction can harm healthcare providers and healthcare facilities<sup>[10]</sup>.

## **Aim & Objective:**

To assess patient satisfaction and associated factors on perioperative anaesthesia service.

## **Methodology:**

Study design: An observational cross sectional study

Study setting: Conducted at the Anesthesia department, GVP Hospital, Visakhapatnam.

Study period: 1 month, June-July 2023

Study population: All patients admitted for surgeries under regional and general anesthesia in our hospital.

- Inclusion criteria:
  - i. Patients aged between 18 and 65 years of age
  - ii. both male and female.
  - iii. ASA grade I & II.
- Exclusion criteria:
  - i. Patients who were discharged before 24 hours.

Sample size: 80

- Calculated based on following formula. Based on previous study Atsedu Endale Simegn et al., et al.<sup>[11]</sup> who found that 74% had satisfied on perioperative anesthesia service.

$$n = \frac{4pq}{l^2}$$

$$= \frac{4 * 74 * 26}{10 * 10} = \frac{7696}{100} = 76$$

Rounded to 80

- Where p was 74%
- $q = 100 - p$
- $l = \text{allowable error} = 10\%$
- The minimum sample size required is 80.

Study procedure:

- A questionnaire used to assess satisfaction was adapted from the Leiden Perioperative Care Patient Satisfaction Questionnaire which was a valid and reliable peri-operative patient satisfaction assessment tool. It has three dimensions (staff-patient relationship, information provision, and fear and concern). In this study, these 3 dimensions were assessed by using a 5-point Likert scale which were expressed as follows: 1, strongly dissatisfied; 2, dissatisfied; 3, neutral; 4, satisfied; and 5, strongly satisfied [7]. This scale was dichotomized as satisfied and dissatisfied based on the demarcation threshold formula.

Ethical considerations: After Institutional Ethics Committee approval, written informed consent was taken from all patients included in the study.

Study tool: A pretested semi-structured questionnaire was used for data collection. The questionnaire used to assess satisfaction was adapted from the Leiden Perioperative Care Patient Satisfaction Questionnaire.

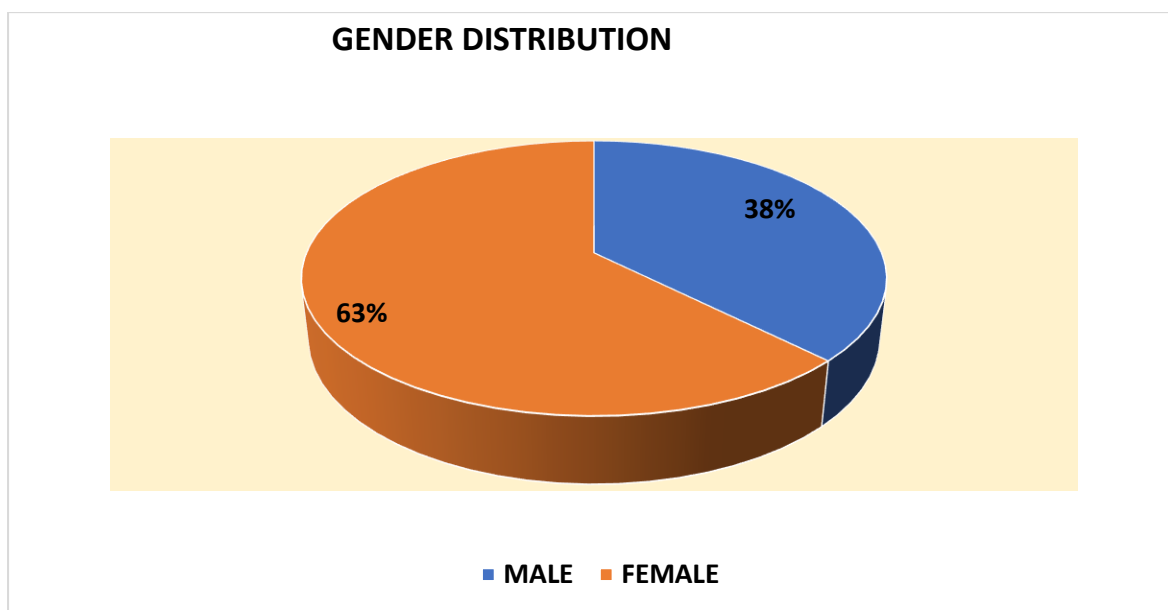
Statistical analysis: Data was entered in MS Excel and analyzed by using SPSS software version 21. Categorical data was represented as percentages and chi-square test was used to know statistical significance. P value <0.05 was considered as statistically significant.

Observation & Results:

**Tab 1: Gender distribution of study population**

GENDER	FREQUENCY	PERCENTAGE
MALE	30	37.5%
FEMALE	50	62.5%
TOTAL	80	100%

- Out of 80 study participants 50(62.5%) were female and 30(37.5%) were male.

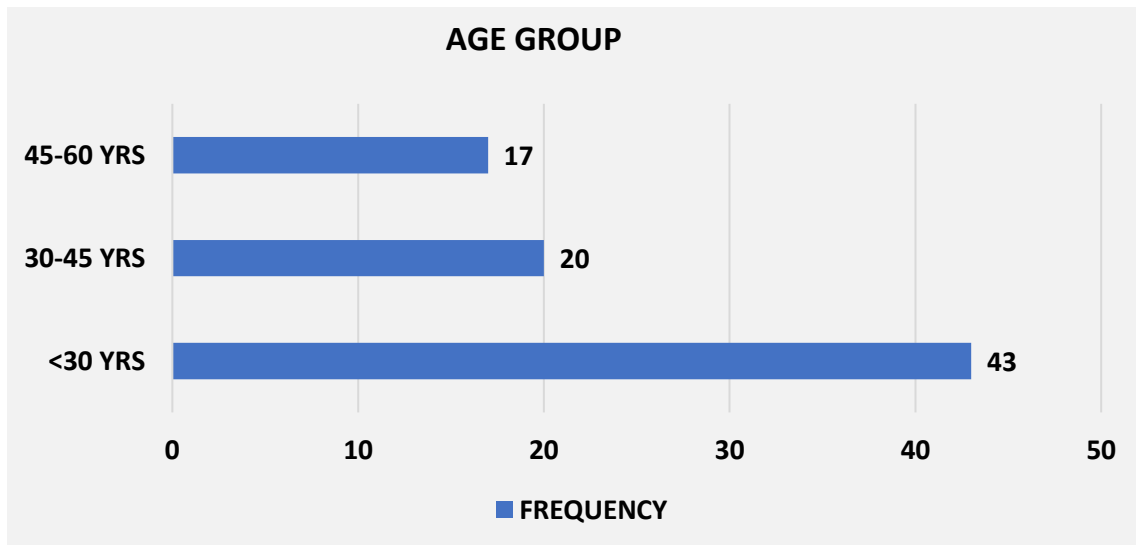


**Fig 1: Gender distribution of study population**

**Tab 2: Age group distribution**

AGE GROUP	FREQUENCY	PERCENTAGE
<30 YRS	43	53.7%
30- 45 YRS	20	25%
45-60 YRS	17	21.3%
TOTAL	80	100%

- The patients were in the age group between 18 to 65 years, about 53.75% were in < 30 years age, while 46.25% were > 30 years.



**Fig 2: Age group distribution**

**Tab 3: Education of the study population**

EDUCATION	FREQUENCY	PERCENTAGE
Illiterate	25	31.3%
Primary	20	25%

Secondary	27	33.7%
Graduate	8	10%
Total	80	100

- About 31.2% of study population were illiterates, 25% were studied up to primary school, 33.7% studied up to secondary school, 6.1% were graduates and postgraduates.

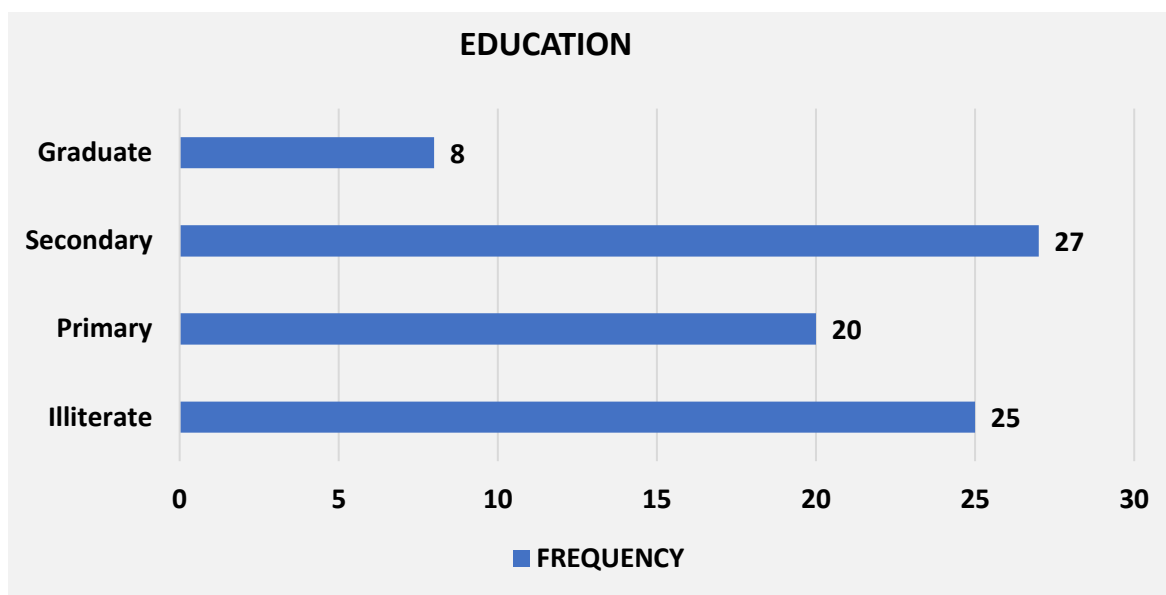
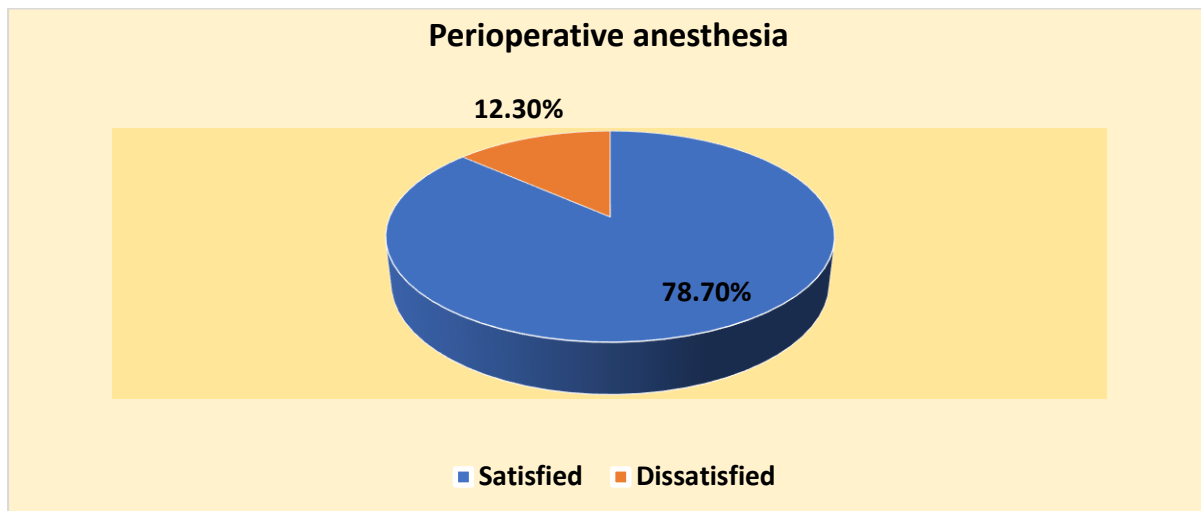


Fig 3: Education of the study population

Table 4 :Distribution of study participants based on satisfaction on perioperative anesthesia

Perioperative anesthesia	Frequency	Percentage
Satisfied	63	78.7%
Dissatisfied	17	12.3%
Total	80	100%

- Of 80 study participants, 63(78.7%) were satisfied with perioperative anaesthesia.



**Figure 4: Distribution of study participants based on satisfaction on perioperative anesthesia**

**Tab 5: Factors**

Factors	Category	Satisfied	Not satisfied	Total	P value
Gender	Male	21 (70%)	9 (30%)	30 (100%)	0.84
	Female	36 (72%)	14 (28%)	50 (100%)	
Age group	< 30 years	31 (72%)	12 (28%)	43 (100%)	0.58
	> 30 years	28 (75.6%)	14 (24.4%)	37 (100%)	
Education	Illiterates	15 (60%)	10 (40%)	25 (100%)	0.03
	Literates	45 (81.8%)	10 (18.2%)	55 (100%)	

On comparison, females (72%) were more satisfied and above 30 years age group (75.6%) were more satisfied and literates (81.8%) were more satisfied on perioperative anesthesiaservices.

**Discussion:**

In the present study majority were female i.e. 62.5%. These findings were concurrence with Atsedu Endale Simegnet al.,<sup>[11]</sup> study who observed that majority of the study population were female (65.3%). In this study more than half of the patients were in the age group

between 18 to 65 years, about 53.75% were in < 30 years age. Similar study findings were observed in a study done by Atsedu Endale Simegn et al.,<sup>[11]</sup>.

In the present study 78.7% of study participants were satisfied on perioperative anaesthesia service. Similar findings were observed in a study done by Atsedu Endale Simegn et al.,<sup>[11]</sup> who found that 74% were satisfied on perioperative anaesthesia service.

## Conclusion:

- Out of 80 study participants majority 50(62.5%) were female and 30(37.5%) were male.
- More than half of the patients were in the age group between 18 to 65 years, about 53.75% were in < 30 years age, while 46.25% were > 30 years.
- About 31.2% of study population were illiterates, 25% were studied up to primary school, 33.7% studied up to secondary school, 6.1% were graduates and postgraduates.
- The overall proportion of patient's satisfaction on perioperative anaesthesia service was 78.7%.

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