



Effective Health Care

Patient Satisfaction with Anesthesia

Nomination Summary Document

Results of Topic Selection Process & Next Steps

- The topic area, *Patient Satisfaction with Anesthesia*, is not feasible for a full systematic review due to the limited data available at this time.

Topic Description

Nominator(s): Organization

Nomination Summary: The nominator's original nomination asked about the determinants of patient satisfaction with anesthesia. The nominator expressed concern that existing measures of patient satisfaction in anesthesia such as questions included in commonly used surveys are insufficient to meet the information needs of providers. In 2013, the nominator conducted a systematic review of the literature on patient satisfaction in order to develop a recommended list of survey questions for use by anesthesia practices. However, the nominator stated the appropriate domains for assessment were still unclear. In consultation with the nominator, the topic was revised to focus on determining what assessment domains would best measure patient's experience with anesthesia and patient satisfaction.

Staff-Generated PICO

Population(s): Individuals receiving anesthesia

Intervention(s): Domains for patient outcome assessment (e.g., pain, continuity of care, communication, information)

Comparator(s): Those listed above (i.e., compared to each other)

Outcome(s): Understanding of patient experience, accuracy in measuring satisfaction

Key Questions from Nominator: Based on a discussion with the nominator, the SRC developed the following key question for the revised scope of the topic brief:

Which assessment domains/areas are most appropriate for assessing patient experience and patient satisfaction with anesthesia?

Considerations

- Types of anesthesia include local, regional, general, and conscious or intravenous (IV) sedation. Anesthesia may be administered in both inpatient and outpatient settings. The National Hospital Discharge survey reports that 51.4 million inpatient surgeries were performed in the US in 2010. In

addition, approximately 53.3 million procedures were performed in ambulatory surgical centers. Approximately 60,000 people undergo general anesthesia on a daily basis.^{1,2}

- The nominator asserts that there is uncertainty about how to assess patient's experience with anesthesia in procedural health care. Many surveys use a single global question on patient experience or patient satisfaction, which may be inadequate. In addition, some assessment tools and questionnaires available to providers are not validated. It is unclear what domains would be best to accurately assess patient satisfaction and evaluate the patients' experiences. These domains would inform the development of survey questions for anesthesia patients. Potential domains for assessment include pain or discomfort, communication with provider, preoperative visits, and information provided.
- A search of the literature found several reviews that provide some guidance on key areas for assessing patient satisfaction; however most rely on existing patient questionnaires and survey tools. A scan of primary research studies found that the available evidence on patient's experience with anesthesia is limited and of variable quality.

¹CDC. FastStats-Inpatient Surgery. May 2014. Available at: <http://www.cdc.gov/nchs/fastats/inpatient-surgery.htm>

²CMS. Ambulatory Surgical Center (ASC) Healthcare-Associated Infection (HAI) Initiative Recovery Act – FY 2009 Approvals. Available at http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/ASC_HAI_MAP.pdf.