

ASSESSMENT OF PATIENT AWARENESS AND SATISFACTION

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INTRODUCTION

Improperly presented and/or understood information increases the risk of medical errors and is associated with lower patient satisfaction. Such practices also increase preoperative anxiety and cause adverse nocebo effect, which can complicate anesthesia and increase the risk of postoperative complications. Patient satisfaction is closely related to patient awareness and could be increased by providing them sufficient and appropriate information about anesthesia in the preoperative period.

METHODS

A one-time quantitative study was conducted between March and June of 2021 at the University Hospital's Department of General Surgery in Lithuania using a questionnaire survey and included 350 patients who underwent general anesthesia. Results were calculated using arithmetic mean, standard deviation, median, minimum and maximum values, nonparametric Chi-square, ANOVA and Bonferroni post-hoc tests. The significance level of $p=0,05$ was used to form statistical conclusions.

CONCLUSIONS

Although patients reported that they received sufficient information and satisfaction with anesthesia services was high, patients were the least satisfied with information provision.

AIM

To assess patient awareness and satisfaction with general anesthesia.

RESULTS

Majority of women ($n=178$; 74.8%) and men ($n=90$, 80.4%) indicated that they received sufficient information about anesthesia before surgery. Satisfaction with provided anesthesia services was high - overall quality of care in the institution (5.5 ± 0.6) was rated the highest, however the amount of information provided by anesthesia specialists ($5,1 \pm 1,2$) and information on how patients would feel after the anesthesia ($4,9 \pm 1,3$) were rated the lowest. Patients who were older, male gender and patients who underwent a higher number of surgeries in the past were significantly more satisfied with anesthesia ($p < 0,05$). Patients who had more previous surgeries expressed a lower need for information related to anesthesia during the perioperative period ($p < 0,05$). Majority of women ($n=157$, 63.5%) and men ($n=82$, 59.9%) preferred to receive anesthesia-related information verbally.