Abstract 16

Assessment of Patient Satisfaction of Nurse Screening vs Complete Preoperative Assessment

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Preoperative assessments should be a balance of completeness and convenience, which varies depending on the nature of the planned procedure and the health status of the patient. This project assessed patient satisfaction with a newly instituted screening process.

Method: Patients scheduled for elective surgery at an academic hospital underwent preoperative assessment via one of three pathways: history and physical examination in the preoperative medical optimization clinic (PMOC) by a nurse practitioner or physician assistant (H&P), an interview in the PMOC by a nurse (CNI), or telephone nurse interview (TNI). Assessment was done at 30 days via a telephone call by a nurse, using a questionnaire template.

Patients were asked to rate on a 5-point Likert scale (1 = strongly disagree, 5 = strongly agree) the following statements:

Statement 1: The nurse or clinician addressed my questions and concerns prior to surgery.

Statement 2: The preoperative assessment process prepared me for surgery.

Statement 3: The preoperative assessment was a positive overall experience.

Results: During February to June 2010, a total of 250 patients were consented to the study and follow-up by telephone was accomplished in 209. Of these, 104 were H&P, 72 were TNI, and 32 were CNI. The response to the statements is described in the **Table**.

TABLE
Average scores

	Statement 1	Statement 2	Statement 3	No.
H&P	4.93	4.92	4.92	104
CNI	4.84	4.88	4.88	32
TNI	4.94	4.95	4.96	72

CNI = clinic nurse interview; H&P = nurse practitioner or physician assistant; TNI = telephone nurse interview

There was no statistically significant difference in the groups.

Discussion: Patients have equally high satisfaction with all three methods of assessment. It is somewhat surprising that patients who underwent the more time-consuming options, involving a visit to the PMOC, were not less satisfied.