

Patient Satisfaction and a QSVI Program: The TSRH Journey in AIS

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Purpose:

- To integrate family-reported satisfaction tool with quality and value metrics in a large adolescent idiopathic scoliosis surgical program at a single hospital.



Methods:

- Chart and database review was performed for all consented AIS cases from 2015 to 2018.
- Radiographic measures were imported from a prospective database.
- Length of stay was calculated annually.
- Patient families were surveyed regarding their inpatient experience.
- Responses from families who returned the HCAPS survey were analyzed and correlated with the quality data.



Results

- 537 patients with AIS underwent posterior spinal fusion by seven surgeons at a single institution from January 2015 through December 2018.
- The average age was 14.5y overall.
- The average preoperative Cobb angle was 62.8 degrees, ranging from 43 to 118 degrees.
- The average annual Cobb angle remained stable over each year of data collection, ranging from 62.6 to 63.3 degrees annually.



Value and Safety

- Length of stay decreased over the four years, from 3.39 days in 2015 to 2.94 days in 2018.
- Over the four years, there was one surgical site infection reported within 90 days of initial surgery, for an acute infection rate of 0.19 per cent.



Patient/Family Satisfaction



- 141 families returned the HCAPS survey.
- Parents asked to rate hospital on scale from 0, representing worst experience, to 10, representing best.
- Overall rating remained stable ranging from 9.76 in 2015 to 9.90 in 2016.
- “Would recommend the hospital” average response = 3.99 (4.0 = highest score signifying “definitely would recommend).
- “Would recommend” score from 2018, during which the length of stay was the shortest, was 4.0.



Conclusion

- A notable decrease in length of stay occurred from 2015 to 2018, indicating increasing value of services.
- Preoperative curve magnitude remained stable, indicating that the surgeries were not “easier” over that time period.
- Quality was maintained, as evidenced by a very low acute infection rate.
- Parent satisfaction remained extremely high, indicating the decreased length of hospitalization was expected and acceptable by the patient families.



Thank You!

