

Presbyterian Anesthesia Associates 2008 Patient Satisfaction Survey Results

As part of our efforts to maintain to highest possible quality of care and to ensure a positive patient experience, Presbyterian Anesthesia Associates (PAA) and Presbyterian Healthcare contacts every patient following surgery to assess their level of satisfaction with their anesthesia care. This survey is performed as part of our extensive, 34 point CQI data report which tracks any possible untoward perioperative event in addition to the patient satisfaction information. In 2008 over 30,000 CQI forms were completed and reviewed, with almost 10,000 patients providing feedback on their anesthesia experience. The following charts and graphs summarize demographic and patient satisfaction statistics.

Patient Satisfaction with Anesthesia Care: The patient satisfaction survey asks that patients score their anesthesia experience on a 5 point scale, with a score of 5 representing the highest patient satisfaction. Patient scores, of course, reflect the care of the anesthesiologist, CRNA and the entire team that contributes to a safe and supportive experience. The following represents the results of the survey by location, with the mean score across all locations of 4.9.

location	total number YTD	5	4	3	2	1	% of respondents	subtotals	Mean Grade
<i>PH</i>	10,695	2026	81	21	4	7	20%	2139	4.92
<i>PHM</i>	3,419	262	5	1	1	2	8%	271	4.93
<i>PHH</i>	3,349	1068	51	8	4	2	34%	1133	4.92
<i>Spk</i>	5,798	2840	184	25	7	7	53%	3063	4.91
<i>Mid</i>	1,785	618	22	4	0	0	36%	644	4.95
<i>Ops</i>	2,959	172	14	2	2	1	6%	191	4.85
<i>CV</i>	382	79	6	0	0	0	22%	85	4.93
<i>POH</i>	3,130	1412	174	19	2	1	51%	1608	4.86
<i>Bal</i>	322	180	9	9	1	1	62%	200	4.83
<i>SUM</i>	31,839	8657	546	89	21	21	29%	9334	4.907

We are thankful that our patients continue to acknowledge with these satisfaction scores PAA's long standing efforts in time and human resources in creating a safe and accommodating anesthetic experience.