

# Evaluating Patient Experiences and Satisfaction with Perioperative Care: Insights from Trauma and Specialist Hospital, Winneba, Ghana

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## Abstract

This study aimed to evaluate perioperative patient satisfaction in trauma and specialist hospitals. The survey focused on patient demographics, experiences, and satisfaction with various aspects of the perioperative care.

**Methods:** A structured survey was conducted on 100 participants. Data on the demographic variables, satisfaction levels, and specific aspects of perioperative care were collected. Descriptive statistics were used to analyze the data.

**Results:** The findings revealed high levels of satisfaction with most aspects of the perioperative care. Key results include:

- Most patients were satisfied with the information provided regarding their surgical procedure.
- Most of the patients received clear instructions for perioperative preparation and postoperative care.
- High satisfaction rates were noted for professionalism and courtesy of the healthcare team.

**Conclusion:** Overall, patient satisfaction with perioperative care at trauma and specialist hospitals was high. Recommendations for future improvements include enhancing postoperative care and addressing specific patient concerns to further improve the quality of the care provided.

**Key words:** Perioperative, Quality of recovery (QoR), preoperative

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## Introduction

Patient satisfaction is a critical component of health care quality and outcomes. In the perioperative setting, patient satisfaction encompasses various aspects including preoperative education, intraoperative experience, and postoperative care. Ensuring high levels of patient satisfaction can lead to better patient

outcomes, increased compliance with medical recommendations, and overall improvement in the quality of healthcare services.

Perioperative patient satisfaction surveys have become increasingly important as a method for monitoring and improving the quality of healthcare. These surveys assess various aspects of surgical experience, including pain management, communication with healthcare providers and hospital facilities, and overall care quality (Akinlusi, F., M., et al 2022) [1]. The results can help identify areas for improvement and enhance patient-centered care. Interestingly, while overall satisfaction rates tend to be high, there are often discrepancies between patient satisfaction and occurrence of minor adverse events. For instance, one study found that 97% of patients were satisfied or highly satisfied with their anesthetic care despite 30% reporting at least one perioperative complaint (Lehmann et al., 2010)[2]. This highlights the complex nature of patient satisfaction and the need for more comprehensive assessment tools. In conclusion, perioperative patient satisfaction surveys are valuable for evaluating and improving the quality of surgical care. They provide insights into patients' experiences and perceptions, helping healthcare providers to identify areas for enhancement. However, the development of valid and reliable survey tools that capture all the relevant aspects of perioperative care remains challenging (Caljouw et al., cited by Donmez et al., C., Ozbayır T., 2011) [3]. Future research should focus on refining these instruments and exploring innovative approaches for gathering patient feedback.

## LETERATURE REVIEW

Patient satisfaction surveys have become increasingly important for assessing healthcare quality, particularly in the perioperative setting. These surveys serve as valuable tools for measuring service quality and predicting health-related behaviors (Al-Abri R, Al-Balushi A.) [4]. Patient satisfaction is a multidimensional concept that encompasses various aspects of health care delivery. According to Almeida et al. (2015), patient satisfaction surveys can be an effective tool for improving quality and discussing patient-centered care (Almeida et al., 2015)[5]. Their systematic review identified 34 different instruments used to measure patient satisfaction, with most surveys containing dimensions related to patient-healthcare professional interactions, physical environment, and management processes. Interestingly, while patient satisfaction is often used as an indicator of healthcare quality, some studies suggest that high satisfaction scores do not consistently correlate with traditional outcomes and safety indicators (Shirley and Sanders, 2016)[6]. Moreover, higher patient satisfaction may be associated with increased care costs, including more imaging studies and prescriptions. In conclusion, the multidimensional nature of patient satisfaction is well established, with various factors influencing patient perceptions. These include stereotypes of physicians, institutional trust, humanized perceptions, communication skills, and patient expectations (Wang et al., 2023)[7]. To accurately assess healthcare quality, a multidimensional approach that includes specific measures for each domain is necessary rather than relying solely on satisfaction surveys (Shirley & Sanders, 2016)[6].

### Objectives:

The primary objective of this study was to assess the perioperative patient satisfaction in trauma and specialist hospitals. Specific objectives include:

1. Evaluating patients' experiences with perioperative preparation and education.
2. Assessing the quality and clarity of information provided by healthcare professionals.
3. Measuring satisfaction with the cleanliness, comfort, and professionalism of the healthcare team.

4. Identifying areas for improvement in perioperative care based on patient feedback.

### **Methods**

Hernia surgery outreach programs have been implemented in various settings to address the burden of hernias in underserved populations. These initiatives often involve mobile examination rooms and specialized outreach staff to promote and provide hernia screening and surgical services (Marcus & Crane, 1998)[8]. Such programs have shown promise in improving access to care and increasing the use of hernia repair procedures. Interestingly, while outreach efforts have been successful in cervical cancer screening, there is limited literature specifically addressing hernia surgery outreach. However, the principles of community engagement and reduction of access barriers can be applied to hernia care. For instance, mass media campaigns have been effective in promoting health screening when combined with programs that eliminate access barriers (Marcus & Crane, 1998)[8]. This approach could potentially be adapted for hernia awareness and treatment campaigns. In conclusion, although direct evidence on hernia surgery outreach is scarce, lessons from other health outreach programs suggest that community-based interventions, mobile clinics, and targeted awareness campaigns could be effective strategies for improving access to hernia care. Future research should focus on developing and evaluating specific outreach models for hernia surgery, potentially incorporating elements such as centralized recall systems, which have been successful in managing screening programs in other countries (Marcus & Crane, 1998)[8].

### **Survey Design:**

A structured survey was designed to evaluate perioperative patient satisfaction in Trauma and Specialist Hospitals, Winneba. The survey comprised multiple-choice and Likert-scale questions focusing on various aspects of perioperative experience, including preoperative education, intraoperative care, postoperative recovery, and overall satisfaction.

### **Data Collection:**

Data were collected from 100 patients who underwent surgical procedures at the Trauma and Specialist Hospitals, Winneba. Participants were selected through convenience sampling. The survey was administered both in person and online to ensure accessibility for all patients. Data collection took place over 14 months from October 2023 to November 2024.

### **Participants:**

The participants included both male and female patients aged  $\geq 3$  years who had undergone various surgical procedures at the hospital. The demographic characteristics of the participants were recorded to analyze potential differences in satisfaction levels based on age, sex, and type of surgery. Participants were informed about the surgeries through radio, community leaders, and relatives. The surgical teams consisted of specialized doctors, general doctors, surgical nurses, and anesthetists. Patients completed informed consent forms and were screened before surgery. They underwent various investigations including hemoglobin estimation, blood grouping, and ultrasound

### **Analysis Methods:**

Descriptive statistics were used to summarize demographic data and satisfaction levels. Frequency distributions, percentages, and cumulative percentages were calculated for each survey question using SPSS v30. Tables and charts were created to visually present the data. Inferential statistics, including chi-square tests, were conducted to identify significant differences in satisfaction levels among the different demographic groups.

**Results**

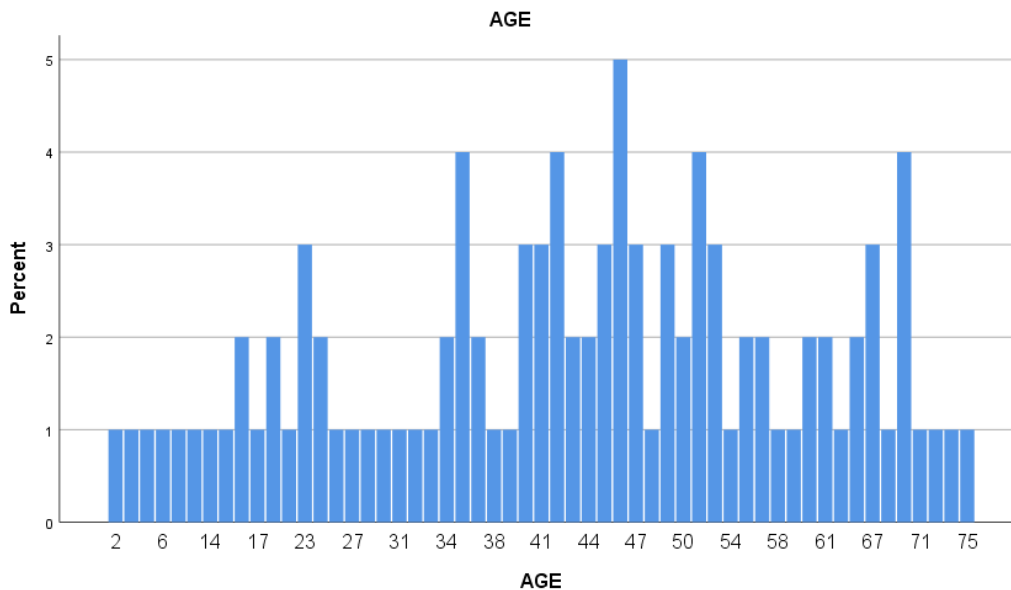
**Demographic Results:**

The survey included 100 patients who underwent various surgical procedures at the Trauma and Specialist Hospitals, Winneba. Demographic characteristics are summarized in Table 1.

**Patient Satisfaction Results**

**Age Distribution**

**Age Range:** The age of the respondents ranged from 2 to 75 years. This broad range indicates that the hospital treats diverse patient populations. There appeared to be peaks around specific ages, particularly in the 40s, suggesting that this age group was more likely to undergo surgery at our hospital. Middle-aged individuals (approximately 40-50) may form a significant proportion of surgical patients, which could reflect the types of procedures commonly performed at the hospital.

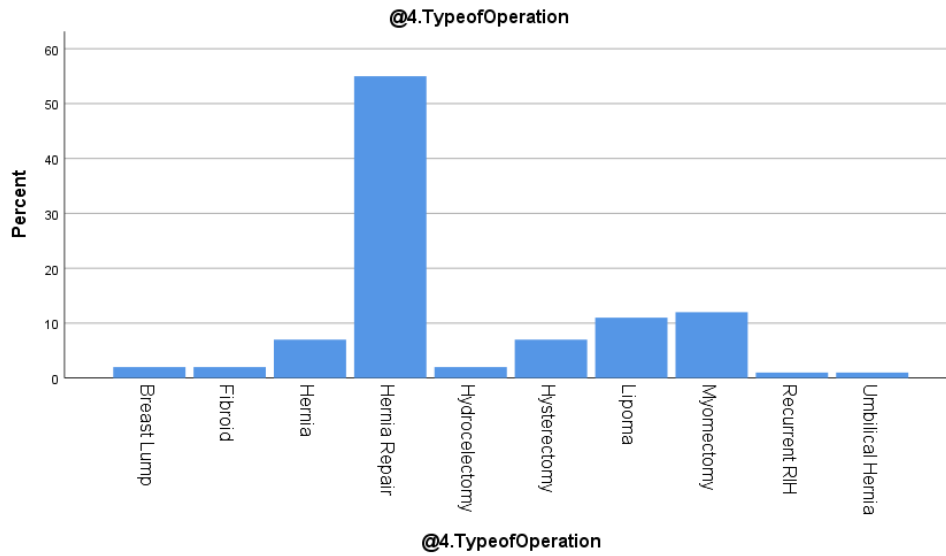


**Perioperative Preparation Instructions**

- Partially: 2%
- Yes: 98%

**Types of Operations:**

- Hernia Repair: 55%
- Myomectomy: 12%
- Lipoma: 11%
- Other: 22%



## 2. Satisfaction with the Information Provided

- Dissatisfied: 1%
- Neutral: 3%
- Satisfied: 44%
- Very Satisfied: 52%

## 3. Healthcare Provider responsiveness

- Some of them: 7%
- Yes, All of them: 93%

## 4. Cleanliness and Comfort of the Perioperative Environment

- Excellent: 73%
- Fair: 3%
- Good: 23%

## 5. Amount of Information received from the anesthetist

- Normal: 97%
- Too Little: 1%
- Too Much: 2%

## 6. Satisfaction with the Anesthesia Team's Explanation

- Dissatisfied: 1%
- Neutral: 3%
- Satisfied: 67%
- Very Satisfied: 29%

## 7. Friendliness of anesthetist

- Above Average: 57%
- Average: 32%
- One of the Best: 11%

## 8. Type of Anesthesia:

- General: 9%
- Local: 11%
- Spinal: 70%

**9. Concerns Addressed by Anesthesia Team**

- No, Not at all: 1%
- Somewhat: 15%
- Yes, Completely: 84%

**10. Professionalism and Courtesy of Healthcare Team**

- Excellent: 43%
- Fair: 4%
- Good: 53%

**11. Clarity of the Postoperative Instructions**

- No, Not Clear at all: 1%
- Somewhat Clear: 10%
- Yes, Very Clear: 89%

**12. Responsiveness of Nurses Post-Surgery**

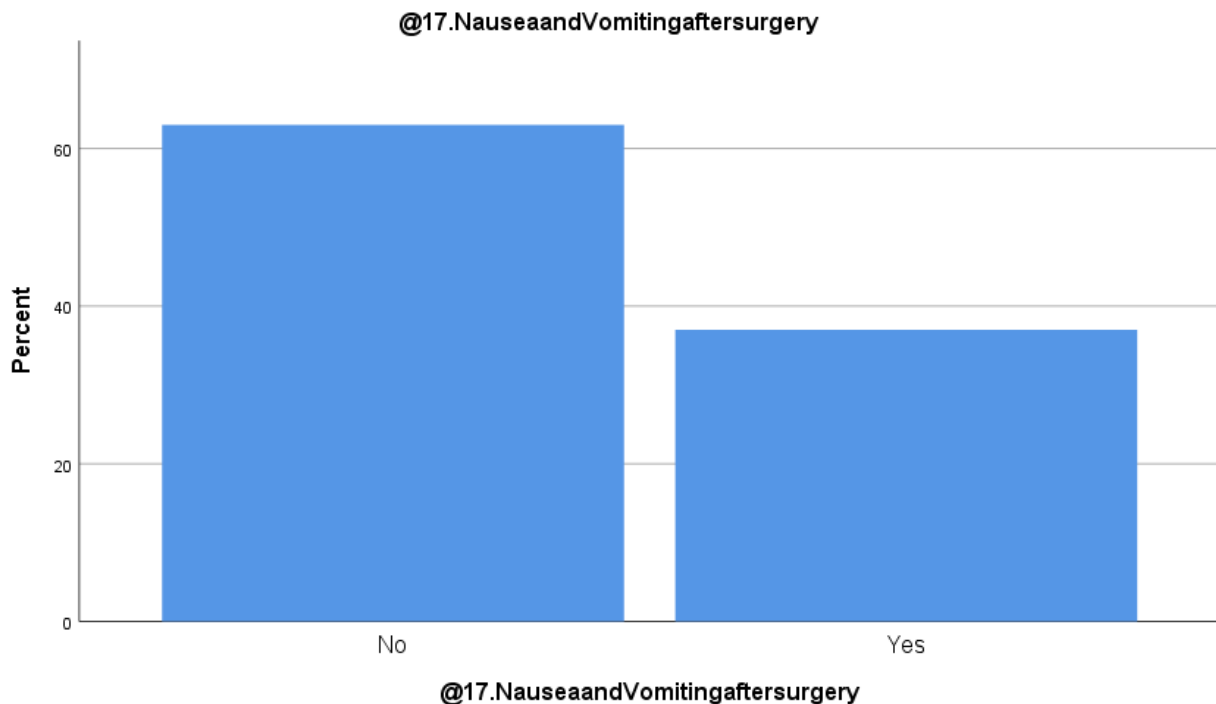
- Neutral: 2%
- Responsive: 60%
- Very Responsive: 38%

**13. Postoperative pain management**

- Fair: 17%
- Good: 69%
- Poor: 2%
- Very Good: 10%
- Very Poor: 1%

**14. Nausea and postoperative vomiting**

- No: 63%
- Yes: 37%



### 15. Overall Quality of Nursing Care

- Excellent: 44%
- Fair: 3%
- Good: 52%

### 16. Overall Satisfaction (scale of 1–10)

- 6: 5%
- 7: 14%
- 8: 50%
- 9: 30%

### 17. Suggestions for Improvement.

Specific suggestions were provided by the patients.

## Discussion

### Interpretation of Findings

The results of this study indicate a generally high level of satisfaction among patients undergoing perioperative care at trauma and specialist hospitals. Key findings include:

#### 1. High Satisfaction with the Information Provided

A significant majority (96%) of patients were satisfied or very satisfied with the information provided regarding their surgical procedures. This finding suggests that hospitals' efforts toward preoperative education are effective. This corroborates the findings of Stockdale et al., 2018[9].

#### 2. Positive Feedback on Healthcare Team Responsiveness

Of the patients, 93% reported that all their questions and concerns were addressed by healthcare providers, indicating strong communication and attentiveness from the medical staff. Other researchers have observed that patients who considered themselves to be involved in treatment decisions were more likely to be satisfied in the short term (OR, 3.05) (Asgari, 2011)[10].

#### 3. Cleanliness and Comfort

96% of the patients rated the cleanliness and comfort of the perioperative environment as good-to-excellent. This reflects the hospital's commitment to maintaining a hygienic and comfortable setting for the patients. Davidson et al. (2016) indicates that out of 15 high-quality studies reviewed, only 3 targeted the "Cleanliness of the Hospital Environment" domain in patient satisfaction surveys. This suggests that, while cleanliness is an important factor, it may not be as frequently studied as other aspects of patient satisfaction (Davidson et al., 2016)[11].

#### 4. Professionalism and Courtesy

Professionalism and courtesy of the healthcare team received high ratings, with 96% of patients rating it as good to excellent. This highlights the importance of respectful and professional interactions for patient satisfaction. In Abadel and Hattab (2014), patients scored medical graduates' skills between 3.29 to 3.83 on a five-point Likert scale, with a mean of 3.64, suggesting overall good ratings (Abadel & Hattab, 2014)[12]. Similarly, Indovina et al. (2016) reported substantial improvements in Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) percentile ranks for doctor communication, courtesy, and respect after implementing real-time patient feedback (Indovina et al., 2016)[13]. *Journal of Hospital Medicine* 2016;11:251-256. (c) 2016 Society of Hospital Medicine[14]



## 5. Clear postoperative instruction

Of these, 89% had clear postoperative instructions. Clear communication about postoperative care is crucial for patient recovery and satisfaction. Interestingly, some studies have reported contradictory results regarding patients' understanding. One study on minority patients undergoing oral surgery found gaps in patient understanding of postoperative care, suggesting room for improvement in instruction (Atchison et al., 2005)[15]. However, another study on plastic surgery patients found that 79% experienced improvement or no variation between preoperative expectations and postoperative satisfaction (Morselli et al., 2016)[16]. Innovative approaches such as smartphone apps for delivering instructions (Felbaum et al., 2018[17]; Prasse et al., 2023)[18] may help address this issue by providing easily accessible information and reminders to patients.

### Comparative Analysis:

When comparing these findings with similar studies, trauma and specialist hospitals appeared to align well with other high-performing healthcare institutions in terms of patient satisfaction. Studies have shown that effective communication, professionalism, and clear instructions are critical determinants of patient satisfaction with perioperative care (Brown et al. 2021; Brown et al. 2020)[22].

### Implications for Practice

The high levels of satisfaction reported in this study suggest that trauma and specialist hospitals perform well in many areas of the perioperative care. However, there are still opportunities for further improvement.

#### 1. Postoperative Pain Management

While the majority of patients were satisfied with pain management, a small percentage reported a fair to poor experience. This indicates the need for a continued focus on effective pain management strategies.

#### 2. Addressing Specific Concerns

Some patients expressed concerns about specific aspects of their care such as delays in scheduling surgeries and responsiveness to postoperative care. Addressing these concerns can enhance patient satisfaction.

#### 3. Patient Education:

Ensuring that all patients receive consistent and comprehensive preoperative and postoperative education can help address gaps in understanding and improve overall satisfaction.

## Conclusion and Recommendations

### Summary of Findings:

This study evaluated perioperative patient satisfaction at the Trauma and Specialist Hospitals, Winneba. The findings indicated high levels of satisfaction across various aspects of perioperative care, including the information provided, responsiveness of healthcare providers, cleanliness and comfort of the perioperative environment, and professionalism and courtesy of healthcare teams. However, there are areas for improvement, particularly in postoperative pain management and addressing specific patient concerns.

### Actionable Steps:

#### 1. Enhance Postoperative Pain Management



Implement more effective pain management protocols to address the needs of patients who report a fair to poor pain management experience.

## 2. Address Specific Patient Concerns

Develop strategies to reduce delays in scheduling surgeries and improve responsiveness to postoperative care. This can include better communication and coordination among healthcare providers.

## 3. Improved patient education

Ensure that all patients receive consistent and comprehensive preoperative and postoperative education. This can help to address gaps in understanding and improving overall satisfaction.

## 4. Regular Feedback Mechanisms.

Regular feedback mechanisms should be established to monitor and improve patient satisfaction continuously. This can include periodic surveys and focus groups to gather patient feedback and to identify areas for improvement.

## 5. Staff Training and Development

Invest ongoing training and development programs for healthcare providers to enhance their communication skills, professionalism, and the ability to address patient concerns effectively.

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