

Improving Patient Satisfaction through Patient Education in a Academic Pain Medicine Clinic

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INTRODUCTION

- Effective patient communication is essential in pain management.
- Understanding various pathologies significantly influences patient outcomes.
- This study investigates the impact of providing comprehensive after-visit summaries (AVS) on:
 - Patient understanding of their conditions
 - Overall satisfaction in a pain clinic setting.
- Patient satisfaction with post-operative pain management is influenced by several factors:
 - Patients' expectations
 - Severity of pain experienced
 - Effectiveness of the treatment
 - Attitude of providing healthcare professionals.
- Identifying different variables that affect patient satisfaction is critical to improving quality of service to all patients.

MATERIALS AND METHODS

- The case report does not contain patient identifiable information, exempting it from IRB review requirements per UMMC policy.
- All participating patients provided written consent.
- The survey was modeled after one from a private pain clinic in Virginia and distributed to established patients at an Academic Pain Clinic, excluding those attending procedural visits.
- Initial survey results revealed a significant weakness in patient understanding of their pathologies.
- In response, AVS (Patient Education Summaries) were developed for specific conditions, including Sacroiliac Joint Pain and Radiculopathy.
- These AVS focused on the following topics:
 - Cause
 - Signs and symptoms
 - Treatments
 - Disease course
 - Refractory treatments
- Results were analyzed using an unpaired T Test to assess the impact of AVS on patient understanding and satisfaction.

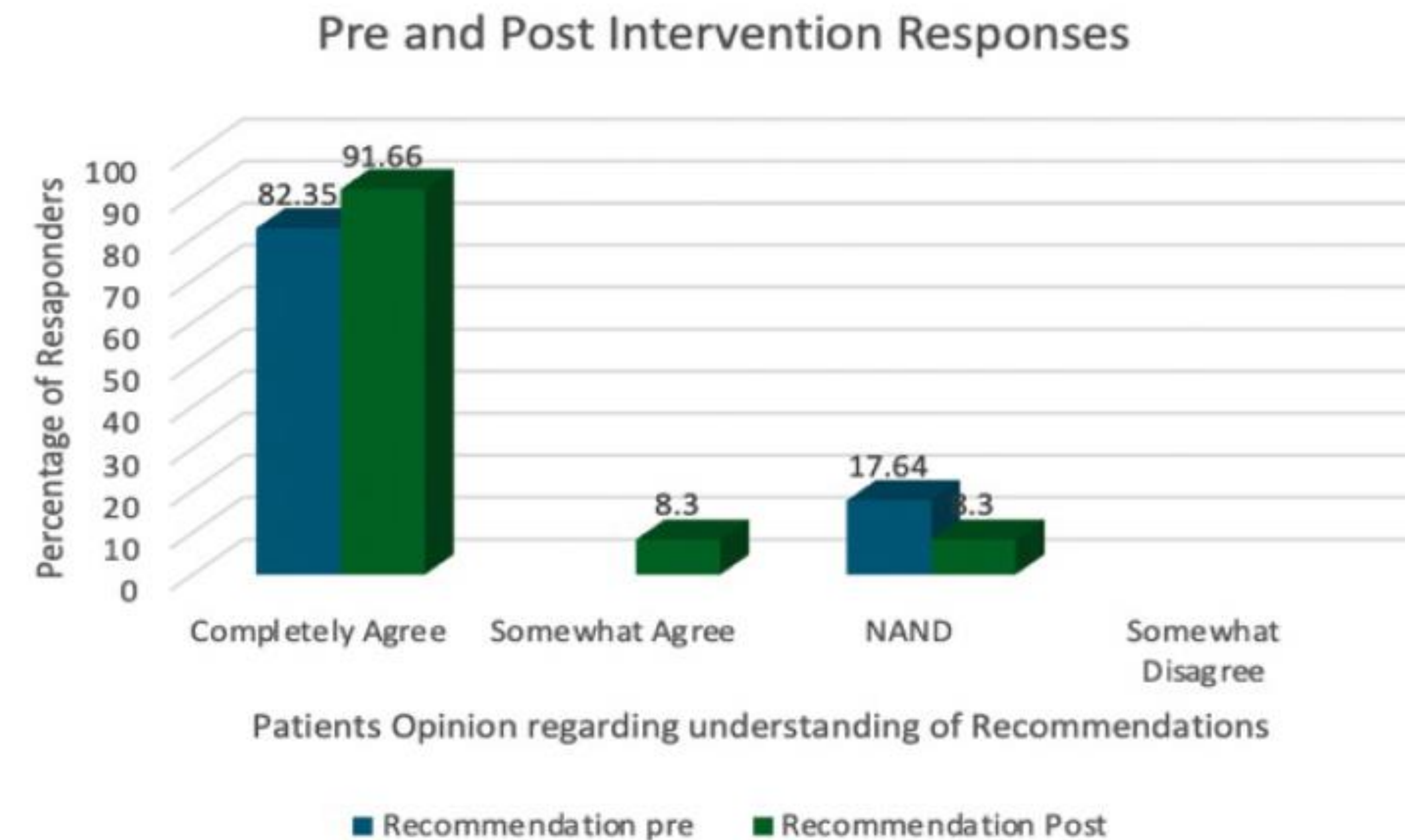


Figure 1: Patient's Pre/Post intervention responses regarding self's-understanding of problem

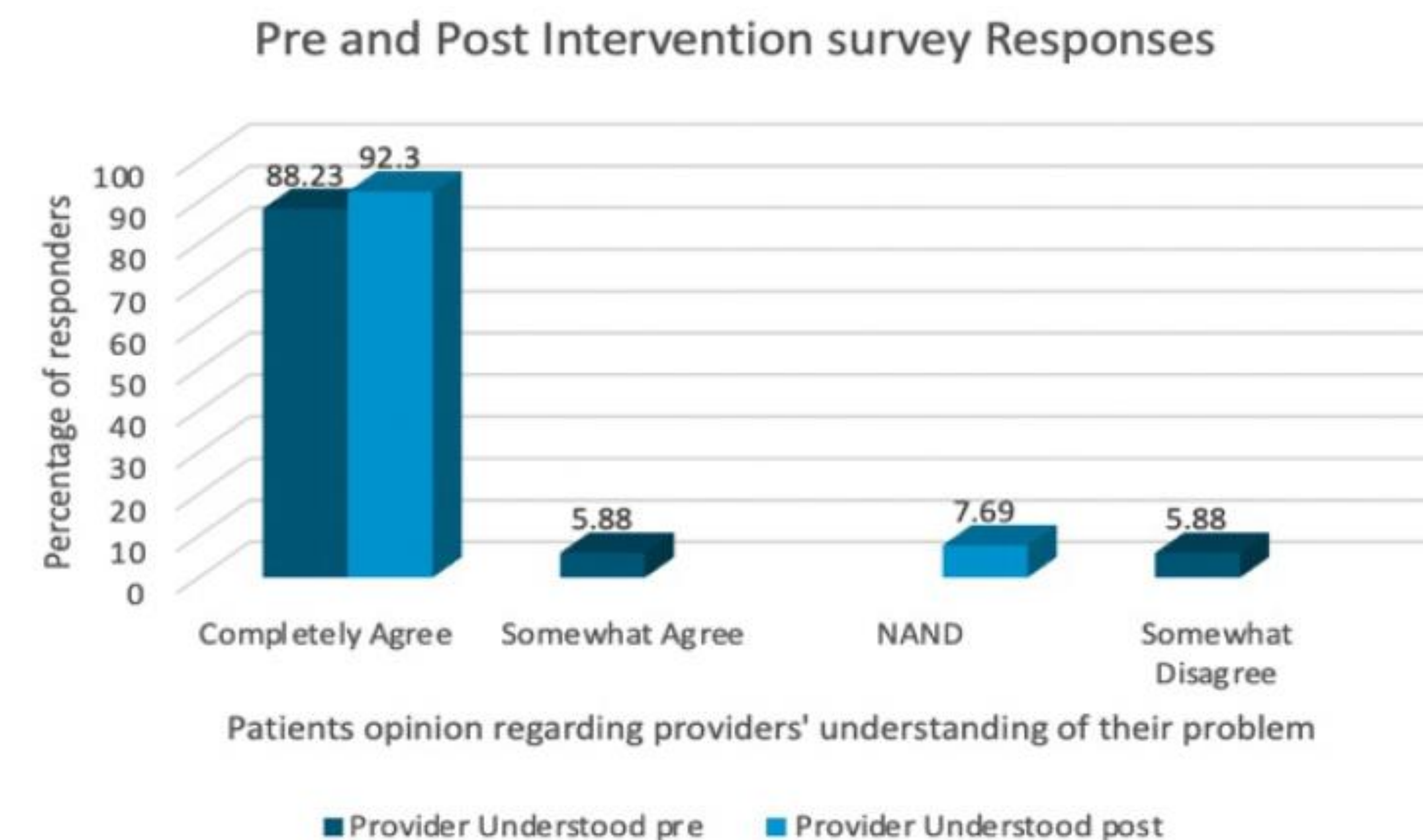


Figure 2: Patient's Pre/Post intervention responses regarding physician's understanding of problem

DISCUSSION

- A total of twenty pre- and post-intervention surveys were collected and analyzed.
- Analysis indicated improvements in patient understanding, with many patients showing enhanced knowledge of their conditions post-intervention (**Figure 1 and Figure 2**).
- Changes observed were not statistically significant based on unpaired T Test results.
- Qualitative feedback from patients revealed perceived benefits of the AVS (Patient Education Summaries).
- Patients reported that the AVS helped them better understand their conditions, associated symptoms, and available treatment options (**Figure 1**).
- Feedback suggested that patients felt more informed and confident in managing their health due to the clear and concise information in the summaries.
- Qualitative data highlights the potential value of AVS in patient education and satisfaction, despite the lack of significant quantitative changes.
- Satisfaction is a subjective belief based upon past experiences and future expectations, exemplifying the importance in patient quality of care rather than the effectiveness of the pain relief measures themselves.

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