SURGEON RATINGS AFTER LAPAROSCOPIC CHOLECYSTECTOMY, VERTICAL SLEEVE GASTRECTOMY, AND LAPAROSCOPIC APPENDECTOMY

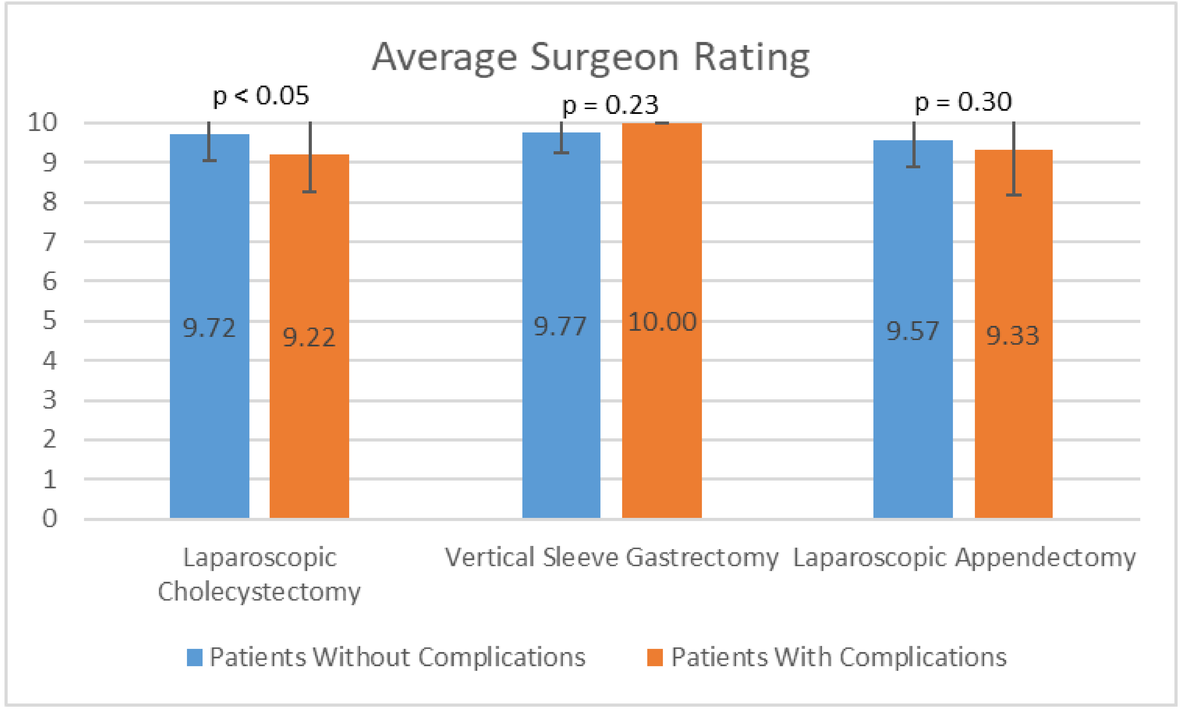
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Introduction

There has been an increasing association between patient experience and quality of care. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) score includes patient experience as a metric in the Centers for Medicare and Medicaid Services (CMS) Value-Based Purchasing Program (VBP) such that poor performance on these patient satisfaction metrics may represent a financial loss for hospitals. We retrospectively reviewed our patients' ratings of surgeon performance in minimally invasive procedures to determine if there was a statistically significant association with post-operative complications.

Methods

A letter with a self-addressed and stamped envelope or an email was sent by our NSQIP coordinator to patients who underwent surgery from December 2017 to June 2021. In this letter, patients were asked, "Using any number from 0 to 10 (0 is the worst and 10 is the best possible surgeon) what number would you use to rate all your care from your surgeon?" Patient responses were entered into a custom field in our NSQIP registry. We then retrospectively analyzed this data with a student's t-test and ANOVA with statistical significance set at $p < 0.05$.



Results

From December 2017 to June 2021, 6,611 patients underwent surgery at our institution and 1,723 patients (26%) provided a surgeon rating. Patients who did not sustain complications provided their surgeon an average rating of 9.65 + 0.9 whereas those who did experience complications provided their surgeon an average rating of 9.36 + 1.5 ($p < 0.005$). For patients who underwent vertical sleeve gastrectomy and laparoscopic appendectomy, there was no statistically significant association in surgeon rating between those who experienced complications and those who did not experience complications (Figure 1). However, those who experienced complications after undergoing a laparoscopic cholecystectomy provided their surgeons with an average rating of 9.22 + 0.97 as compared with an average rating of 9.72 + 0.7 in those who did not experience complications ($p = 0.02$)

Conclusion

Patients tend to provide their surgeons with very high ratings. The surgeon rating after certain procedures is affected by complications more so than others.

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