

# Relationship Between Maternal Satisfaction and Quality of Recovery After Cesarean Delivery: A Mixed-Methods, Prospective, Observational Study

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## Background

Relationship between patient satisfaction and quality of recovery (QoR) is complex

- **Non-obstetric population:** weak correlation (Berning et al, *Anaesthesia* 2017)
- **Obstetric population:** unclear.

## Primary Aim

- To assess the correlation between patient satisfaction and QoR scores in women after cesarean delivery at 24 hours.



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# Methods

## Participants

- 300 women 24 hours after cesarean delivery.

## Outcome Measures

|                             |                                                                                                                                                                                   |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Patient Satisfaction</b> | <ul style="list-style-type: none"><li>• <b>Maternal Satisfaction Scale for CS (MSCS)</b> Morgan et al, <i>CJA</i> 2000</li><li>• <b>Overall Satisfaction Scale 0-10</b></li></ul> |
| <b>Quality of Recovery</b>  | <ul style="list-style-type: none"><li>• <b>ObsQoR-11 questionnaire</b> Ciechanowicz et al, <i>IJOA</i> 2019</li></ul>                                                             |
| <b>Patient Experience</b>   | <ul style="list-style-type: none"><li>• <b>3 open-ended questions</b></li></ul>                                                                                                   |

## Analyses

- **Quantitative:** Spearman's correlation and multivariable linear regression.
- **Qualitative:** Thematic content analysis.

# Results:

- **MSCS and OBsQoR-11 correlation: significant but weak ( $r=0.31$ ,  $p<0.0001$ ).**
- **The correlation is significantly affected by:**
  - **Mode of anesthesia ( $p<0.001$ ):** On average, groups with spinal (vs. epidural) anesthesia have higher MSCS than OBsQoR-11.
  - **Urgency of procedure ( $p=0.0046$ ):** On average, scheduled (vs. unscheduled) deliveries have higher MSCS than OBsQoR-11.
- **Satisfaction:** related to excellent communication and information delivery.
- **Dissatisfaction:** related to negative postpartum room and partners' experience.

# Conclusions:

- Maternal satisfaction and QoR are **distinct entities** in assessment of quality.
- Spinal anesthesia is an important factor that influences the relationship between patient experience and QoR.
- Partners' experience is an important contributor to maternal dissatisfaction.