

Procedural Satisfaction: A Systematic Review

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Introduction: Patients in the emergency department (ED) frequently undergo painful procedures or interventions that require procedural sedation and analgesia (PSA). Despite frequent PSA use in the pediatric ED, no standard sedation satisfaction tool exists. To improve both patient and caregiver satisfaction during PSA, a satisfaction tool is needed that is consistent across many settings and that captures useful data for systematic improvements.

Methods: Electronic databases were searched systematically including PubMed, EMBASE, and the Cochrane Library through July 2017, including review of national data registries using Rayyan platform system. Criteria for inclusion were: studies eliciting (1) patient/parent satisfaction in any healthcare setting (2) related to a procedure or intervention (3) evaluated by a survey tool or standard set of questions. Two reviewers screened 2,545 articles for inclusion, extracted data, and assessed methodological quality. Data were collected on study characteristics, demographic data, specific questions and survey techniques utilized to assess patient satisfaction, and procedure outcomes.

Results:

After article review, 162 studies met inclusion criteria. Study populations varied from four to 38,832 participants. 53% of studies included predominately pediatric patients and 57% of participants were male. Most trials utilized a Likert scale or VAS to assess for satisfaction. Common factors assessed in lieu of or in addition to satisfaction included pain, anxiety, and patient willingness to have the same procedure or intervention completed again.

Discussion: This research highlights significant heterogeneity in assessing patient satisfaction, with many studies using a proxy of satisfaction or supplement such as pain or anxiety. A better tool is needed to provide consistent reporting in trials reporting sedation satisfaction.