

Patient satisfaction metrics

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Patient satisfaction [metrics](#) is a [measure](#) used to assess patients' overall [satisfaction](#) with their healthcare [experiences](#). These metrics are often used by [healthcare providers](#), [hospitals](#), and [clinics](#) to identify areas for improvement and to monitor changes in patient satisfaction over time.

Some common patient satisfaction metrics include:

[Patient satisfaction surveys](#)

Net Promoter Score (NPS): NPS is a metric used to measure customer loyalty in many industries, including healthcare. Patients are asked to rate their likelihood of recommending the healthcare provider or facility to others on a scale of 0-10. Those who rate the provider or facility 9-10 are considered promoters, while those who rate it 0-6 are considered detractors. The NPS is calculated by subtracting the percentage of detractors from the percentage of promoters.

Complaints and grievances: Tracking patient complaints and grievances can provide valuable insights into areas where improvements are needed.

Online reviews: Patients may post reviews of healthcare providers or facilities on various online platforms. These reviews can provide feedback on the patient experience and may impact a provider's reputation and patient volume.

Follow-up appointments: Patients who schedule follow-up appointments are more likely to have had a positive experience with their healthcare provider.

Patient satisfaction metrics can be used to identify areas for improvement and to track changes in patient satisfaction over time. They can also be used to benchmark against other healthcare providers or facilities and to demonstrate a commitment to quality patient care.

[Patient](#) satisfaction metrics are emerging as determinants of [quality of care](#) and reimbursement after

spine surgery. Identifying modifiable factors that improve satisfaction is of utmost importance.

Patient satisfaction with the outcome may accurately represent the effectiveness of surgical spine care in terms of 1-year improvement in pain and disability. However, healthcare stakeholders relying on satisfaction as a proxy of overall quality or effectiveness of care need to account for Medicaid/uninsured payer status and worse baseline pain and disability scores as confounders ¹⁾.

Patient satisfaction is not a valid measure of the overall quality or effectiveness of surgical spine care. Patient satisfaction metrics likely represent the patient's subjective contentment with health-care service, a distinct aspect of care. Satisfaction metrics are important patient-centered measures of health-care service but should not be used as a proxy for the overall quality, safety, or effectiveness of surgical spine care ²⁾

¹⁾

Chotai S, Sivaganesan A, Parker S, McGirt MJ, Devin CJ. Patient-Specific Factors Associated With Dissatisfaction After Elective Surgery for Degenerative Spine Diseases. *Neurosurgery*. 2015 Apr 23. [Epub ahead of print] PubMed PMID: 25910085.

²⁾

Godil SS, Parker SL, Zuckerman SL, Mendenhall SK, Devin CJ, Asher AL, McGirt MJ. Determining the quality and effectiveness of surgical spine care: patient satisfaction is not a valid proxy. *Spine J*. 2013 Sep;13(9):1006-12. doi: 10.1016/j.spinee.2013.04.008. Epub 2013 May 16. PMID: 23685216.

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