

## Background

- Anaemia is an independent risk factor for poorer perioperative outcomes.
- In September 2019 we implemented a pre-operative iron optimisation service with promising results for anaemia optimisation and reduction in donor transfusion, however there is still room for improvement with regards to referral to our clinic.
- Anecdotally we have received overwhelming positive patient feedback.

## SMART Aims

To improve the referral rate of patients with planned elective major operations to the pre-operative iron clinic, by 15%, over a period of 3-months (by November 2020)

### Key questions:

- Aim* to accomplish a higher capture of patients with iron-deficiency anaemia and to optimise them, in the target population.
- Measure* number of patients optimised in the clinic
- Proposed change* is to undertake a patient satisfaction survey, post-iron clinic attendance, and to disseminate the findings to overcome barriers, perceptions and attitudes amongst clinicians, towards iron-deficiency anaemia and the need for optimisation.

## Methods

Fifty eligible patients scheduled for a pre-operative iron clinic appointment were planned to be contacted at least six-weeks after their infusion. A telephone survey of 12-questions was undertaken, relating to their anaemia symptomology and satisfaction with the new service.

A key performance indicator is patient satisfaction and feedback, a non-financial benefit.

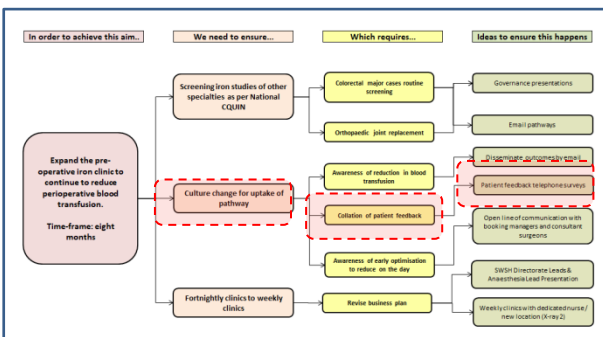


Figure 1: the second driver diagram. Highlighted pathway indicates the promotion for cultural change to be driven by the collation and dissemination of patient feedback



Figure 2: PDSA cycle for testing this idea.

## Results

Forty-seven patients were eligible to contact, and 8 were excluded for clinical reasons. The remaining 39-patients completed the survey successfully. Key findings:

- 92% had symptomatic anaemia
- 62% had tried oral supplementation, of which two-thirds were intolerant.
- 100% received clear information on treatment and clinic details, and found it useful for face-to-face clinician input.
- 80% reported an improvement in their symptoms.
- Average satisfaction score was 9.44 (lowest score 7). Please refer to Figure 3 for additional comments.

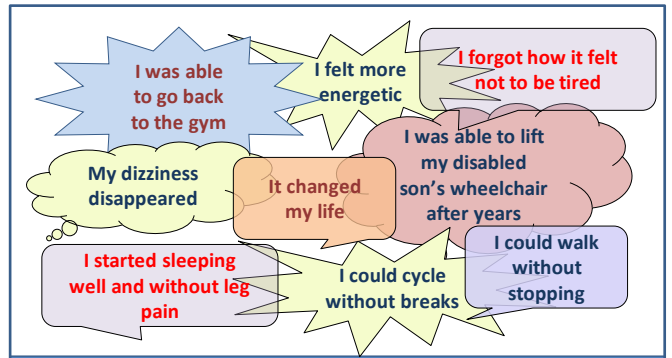


Figure 3: patient additional comments from the feedback survey

Following dissemination of the findings to clinical teams, an increase in clinic referral and interventions was demonstrated (Figure 4).

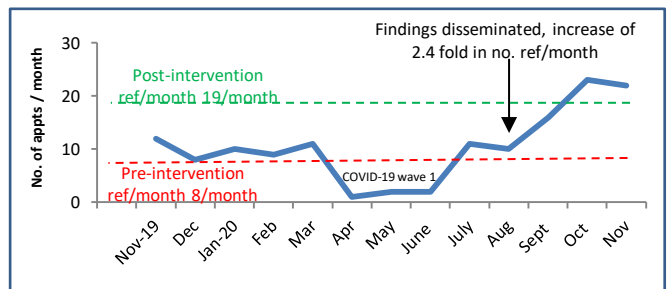


Figure 4: a run chart of clinic appointments. An increase in referrals following dissemination of the patient feedback

## Conclusion

This post-iron clinic telephone survey has demonstrated a strongly positive therapeutic intervention and patient experience, as part of the pre-operative pathway. Following feedback dissemination, clinic referrals and optimisation of patients has increased notably.

## Reflection

Suggestion, implementation and completion of this particular primary driver, secondary driver and intervention has been incredibly important to objectively assess patient satisfaction and feedback to support this relatively new and necessary service.