St Paul’s Hospital Opioid Stewardship Program

Patient Satisfaction Report

Winnie So, Tamara Mihic, PharmD, Seonaid Nolan, MD

November 2021
Objectives

The Opioid Stewardship Program (OSP) was implemented in January 2020 with the goal to improve opioid prescribing, utilization, and monitoring at SPH to prevent and reduce adverse events, reduce risk of inappropriate long-term use and dependence, and improve or maintain adequate pain control. A healthcare provider satisfaction survey was implemented in May 2021. To better assess patient satisfaction, we looked to implement a similar survey among participants of the OSP.

The main objectives of the patient satisfaction survey were:

- To better understand the patient experience with the OSP during their hospital stay.
- To solicit feedback from OSP patients and to identify areas for improvement.
- To determine if the OSP improves pain management, minimizes opioid-related adverse effects, and improves overall patient care.

Key Findings

- Among twenty participants, 80% of the sample would refer their friends and family to the Opioid Stewardship Program.
- 70% of the sample reported that the Opioid Stewardship Program met their expectations.
- 65% of the sample agreed that the Opioid Stewardship Program improved their pain management.
- Positive feedback from the study includes the overall care and support from the team, and improved pain management.
- Areas for improvement identified were communication and time management.
Methods

Survey Development

A literature search was done in PubMed and Google Scholar to explore existing standardized patient satisfaction surveys, and themes, using terms: patient, satisfaction, questionnaire, survey, and experience. From the literature review, common themes were identified. These themes included trust, knowledge, interpersonal manner, timely care, accessibility, quality care and patient-centered care, and themes were used to guide development of survey questions. The literature review included 13 studies\(^{1-12,14,15}\). Studies were excluded if they were review articles or were not written in English. Open-ended questions were used to solicit feedback regarding areas for improvement and to identify aspects of the OSP that were beneficial. Close-ended questions were developed using a 5-point Likert scale, as this scale has demonstrated efficacy when assessing one’s attitude towards a given topic\(^ {13}\).

Implementation of Survey

The survey was conducted in-person, using the platform Qualtrics on an iPad. Informed consent was obtained prior to data collection, and participants were notified that non-participation would not have any impact on the care they receive at the hospital. Data was collected from 20 inpatients at St. Paul’s Hospital between July and September 2021. Potential survey participants were identified by the OSP clinical pharmacist if they interacted with the OSP team during the specified time-frame (patients who only had recommendations made to their care team without direct discussion with the patient were not included), if they were still admitted at the time the survey administrator was on site, and if they were able to complete a survey (no language, literacy, or cognitive barriers). A separate investigator, not part of the OSP, administered the surveys.
Results

Participant Demographics

Of the 20 participants, almost two-thirds (63%) were older than 65 years, five participants (26%) were between the ages of 45-64 years, and 2 participants (11%) were between the ages of 25-44 years (data missing for one participant). Fifty-eight percent of participants were male sex. Ethnic background most identified by our sample was White (75%), followed by Indigenous (20%), and other (5%). Twelve respondents (60%) interacted with the OSP program once during their hospital stay, three respondents interacted with the team 2-3 times (15%), and five respondents (25%) interacted with the team greater than three times. Figure 1 displays the primary reasons for admission to the hospital.

Figure 1. Primary reason for admission to St. Paul’s Hospital.
Prior to hospital admission, eleven participants (55%) identified using opioid medications, and nine participants (45%) indicated they were not taking opioids.

**Likert-Scale Responses**

Likert-scale questions were used to gather information of different aspects regarding the patient experience with the OSP. In total, the survey included 8 Likert-scale questions. These responses are summarized in Figure 2.

**Overall Care**

In response to the statement “The OSP team treated me with care, dignity, and respect”:
- 80% of participants indicated “strongly agree”
- 5% of participants indicated “somewhat agree”
- 5% of participants indicated “neither agree nor disagree”
- 5% of participants indicated “somewhat disagree”
- 5% of participants indicated “strongly disagree”

In response to “Care from the OSP team was delivered in a timely manner”:
- 75% of participants indicated “strongly agree”
- 10% of participants indicated “somewhat agree”
- 10% of participants indicated “neither agree nor disagree”
- 5% of participants indicated “strongly disagree”

In response to “Overall, my interaction with the OSP team met my expectations”:
- 70% of participants indicated “strongly agree”
- 20% of participants indicated “somewhat agree”
- 5% of participant indicated “neither agree nor disagree”
- 5% of participant indicated “strongly disagree”

In response to “I would recommend the OSP team to family or friends”:
- 80% of participants indicated they “strongly agree”
- 15% of participants indicated they “somewhat agree”
- 5% of participants indicated they “somewhat disagree”
**Education**

In response to the statement “The OSP team answered all of my questions”:
- 80% of participants indicated “strongly agree”
- 5% of participants indicated “somewhat agree”
- 10% of participants indicated “neither agree nor disagree”
- 5% of participants indicated “somewhat disagree”

In response to the statement “The education provided to me by the OSP was easy for me to understand”:
- 85% of participants indicated “strongly agree”
- 10% of participants indicated “somewhat agree”
- 5% of participants indicated “somewhat disagree”

**Pain Management**

In response to the statement “The OSP team improved my pain management”:
- 35% of participants indicated “strongly agree”
- 30% of participants indicated “somewhat agree”
- 25% of participants indicated “neither agree nor disagree”
- 5% of participants indicated “strongly disagree”
- One participant did not provide a response to this statement

In response to “The OSP team minimized/reduced adverse effects from drugs”:
- 35% participants indicated “strongly agree”
- 5% participant indicated “somewhat agree”
- 45% participants indicated “neither agree nor disagree”
- 15% participants indicated “somewhat disagree”
Three open ended questions were provided to allow participants to provide feedback on the OSP. Themes were grouped together and categorized into positive feedback and areas for improvement.

Positive Feedback:

**Care from the Clinical Team**
One reoccurring theme was that the participants felt supported and cared for by the OSP team. They found that the clinical team’s presence and support were the most helpful aspects of the program.
Two participants mentioned:

“Listening, patience, understanding, genuine concern, and comforting words,” and “They were there. I didn’t feel so alone and overwhelmed they were here to guide me and reassure me.”

Overall, there were many positive patient experiences. Two respondents noted:

“you guys rock,” and “team was friendly and great.”

**Improved Pain Management**
Another theme that was identified was the improvement in pain management after interacting with the OSP team:

“Making sure the pain was controlled,” and “they are trying to change my pain medication, so it is better manage[d],” and “pain management was very helpful.”

**Patient Education**
Patient education was also recognized as positive feedback. Two participants mentioned:

“Answered questions,” and “education provided,” were the most helpful aspects of the program.

**Areas for Improvement**

**Communication**
One respondent noted that “communication all around” could improve their overall experience. Another respondent noted “more communication from nurses,” would improve their experience. However, this response is not directly related to the functions of the OSP team.

**Time Management**
One respondent mentioned that the OSP team “seemed rushed but very polite,” and indicated that this could be done differently to improve their experience.
Discussion

The OSP was developed at St. Paul’s Hospital with the aim to improve opioid prescribing practices, reduce, or prevent adverse opioid-related events and improve or maintain pain control for patients. A provider satisfaction quality improvement project was completed in May 2021, and found that most providers (> 75%) strongly agreed that they were satisfied with the program, that the program improved patient care, and that they would recommend the program to other colleagues.

Our quality improvement project sought to ensure the OSP is meeting the needs and expectations of its patients. Overall, most participants were satisfied with their interaction with the team, and a majority would recommend the program to their family and friends. Common positive themes that emerged from this project were the care and support they received from the clinical team, improved pain management, and patient education. Two respondents noted that areas of improvement included lack of communication, and time management.

There are a few limitations with this quality improvement project. Firstly, the sample size consisted of twenty participants and several patients who interacted with the OSP during this time were missed due to discharge before the survey could be administered. Additionally, some patients were approached for participation of the survey the day of, or the day after their interaction with the OSP clinical pharmacist. These participants may not have had enough time for medication adjustments to take effect and improve their overall pain management, which may have affected their overall opinion of the OSP. Finally, as indicated by one of the comments around concerns with nursing staff, some patients may have filled out the experience based on their experience with their overall hospital stay, or with another clinical program, rather than specifically in regards to their experience with the OSP.

In conclusion, most of the participants in our sample were satisfied with their interaction with the Opioid Stewardship Program, and many found their pain management improved after their interaction with the team. Findings from the two quality improvement projects has demonstrated the need, and importance of the program, to both healthcare providers and patients alike. Future research can be done to investigate the relationship between the OSP interaction, patient outcomes and length of hospital stay.
Appendix 1

References


Appendix 2

OSP Patient Questionnaire

Sociodemographic Questions:

1. **What is your biological sex at birth?**
   - [ ] Male
   - [ ] Female
   - [ ] Prefer not to say

2. **What is your age?**
   - [ ] 18-24
   - [ ] 25-44
   - [ ] 45-64
   - [ ] 65 and over

3. **What ethnic background do you identify with the most?**
   - [ ] White
   - [ ] Asian
   - [ ] East or Southeast Asian
   - [ ] Native Hawaiian Pacific Islander
   - [ ] Black or African-American
   - [ ] Indigenous (First Nations, Inuit, Métis)
   - [ ] Hispanic or Latino
   - [ ] Other: Please specify ________________

4. **How many times have you interacted with the Opioid Stewardship Program (OSP)?**
   - [ ] 1
   - [ ] 2-3
   - [ ] Greater than 3

5. **What is your reason for admission to St. Paul’s Hospital?**
   - [ ] Elective surgery (examples: knee replacement, hip replacement)
   - [ ] Emergency surgery
   - [ ] Chronic medical condition (COPD, heart failure)
   - [ ] Acute medical condition (pneumonia, infection)
   - [ ] Palliative
Please indicate your response by marking an X in the corresponding box:

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel like the OSP team treated me with care, dignity, and respect.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The OSP team answered all of my questions.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel like the OSP team listened to what I had to say.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel that the OSP team is knowledgeable of the use of opioids for effective pain management.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The OSP team improved my pain management.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care from the OSP team was delivered in a timely manner.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall, my interaction with the OSP team met my expectations.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would recommend the OSP team to family or friends.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Open-ended questions:

1. What could be done differently to improve your experience with the OSP team?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

2. Is there anything else you would like us to know?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________