



# Impact of SURPAS Surgical Risk Calculator on Patient Satisfaction

Akaysha Joiner, MS3

University of Colorado School of Medicine, Colorado Springs Branch



School of Medicine

UNIVERSITY OF COLORADO

COLORADO SPRINGS BRANCH

## Background

- Physicians are required to consent patients prior to operations and provide an adequate assessment of procedure risks and benefits.
- SURPAS (Surgical Risk Preoperative Assessment System) is a surgical risk calculator feature of the Epic HER
  - It is a visual tool that can be used to provide patients improved risk information, making them more confident and informed about their potential surgical procedure.
- SURPAS can also assist surgeons by providing more patient- and procedure-specific risk assessments.<sup>1</sup>
- Previous research shows that SURPAS decreases pre-op anxiety and improves patient satisfaction, which is directly linked to surgeon reimbursements.
- This tool, or a similar entity, is not currently regularly being used or seamlessly integrated into clinic flow in the UHealth system.

## Objectives

- We endeavored to determine the feasibility of incorporating the SURPAS tool into regular pre-op clinic visits as well as if this tool significantly improved patient satisfaction as compared to standard consent processes.

## Methods

- Surgeon buy-in with surgery preceptor
- Patients chosen at random to be consented with the standard process and the inclusion of the SURPAS tool during the initial/pre-op clinic visit
- Control patients chosen based on personal witness of the standard consent process during the initial/pre-op clinic visit
- Follow up with patients in both groups was conducted via telephone post-op
- Patients were asked to answer a five-question survey regarding their consent process

## Data Collection

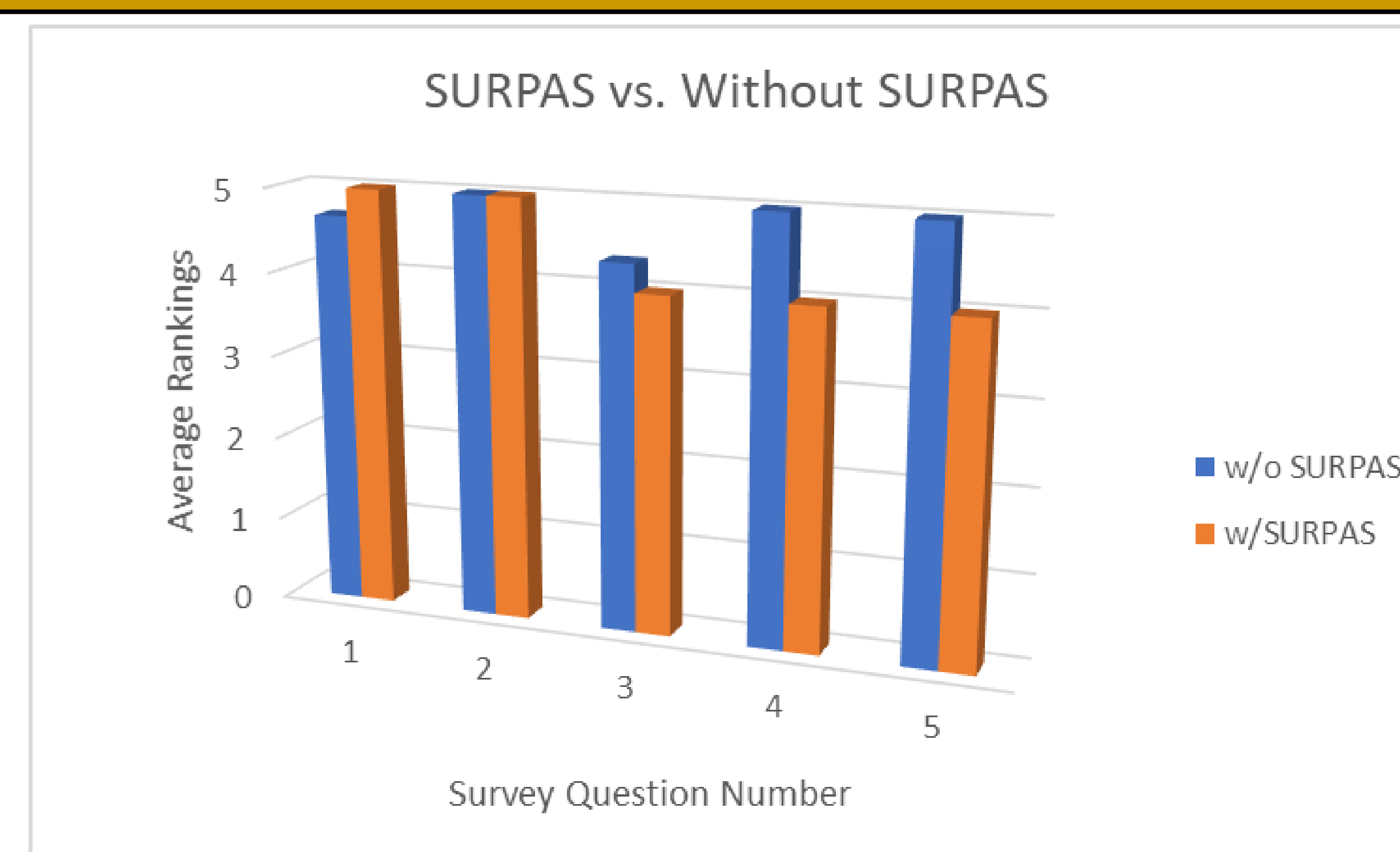
### Survey Questions

- After going through the consent process with your surgeon, how would you rate your understanding of the risks of your procedure? 1 not at all, 5 thoroughly understand
- After going through the consent process with your surgeon, how would you rate your understanding of the benefits of your procedure? 1 not at all, 5 thoroughly understand
- Based on your understanding of the risks and benefits of your procedure, how would you rate your consent experience? 1 being the worst, 5 the best
- Did you feel that the consent process adequately addressed your concerns? 1 being completely disagree, 5 being completely agree
- Based on your pre-op encounter with your surgeon, how would you rate your quality of care? 1 being the worst, 5 the best

### Patient Quotes

- “You put your trust in your doctor”
- “Surgeon’s good reputation (from speaking with a few friends) built my confidence in their skills
- “It takes a good reputation and a good personality to show you’re good at what you do”
- “I don’t remember many of the statistics from the risks or benefits”
- “[The consent process] was almost information overload, but all of my questions that I had at the time were answered”

### Survey Results



## Discussion

- Due to current EHR technicalities, it is difficult to implement this tool on a regular basis in surgery clinic pre-op appointments
- The time that would need to be dedicated to implement this tool may cost more from the clinic standpoint than the benefit patients would perceive
- Patients did appreciate the visual aspect of this tool
- Patients were overall satisfied with their consent process, with or without the use of this tool

## Conclusions

- There was no significant difference between the SURPAS and non-SURPAS groups
- It is unclear if surgical risk calculator statistics impact patient satisfaction more than patient perception of physician bedside manner/demeanor

## Reference

- Wiesen B, Bronsert M, Aasen D, et al. Surgical Risk Preoperative Assessment System Tool Improves Patient Satisfaction and Surgeon Efficiency During Informed Consent. *Journal of the American College of Surgeons*. 2019;229: S165-S166.