

## Editorial

# Patient's Satisfaction with Preanesthesia Services: A Prospective Audit at CHU Sylvanus Olympio de Lomé (Togo)

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The goal of Preanesthesia Evaluation (PAE) is to obtain relevant information regarding the patient's current and past medical history and formulate anesthetic plan based on risk assessment [1]. Patient satisfaction with anesthesia services is now an important point in the quality of care [2,3]. In Togo, at CHU Sylvanus Olympio de Lomé this PAE is effective, but no study has evaluated patient's satisfaction with this PAE. We therefore conducted this audit to determine the level of satisfaction of patient, identify problems and suggest measure to improve this service.

A total of 250 questionnaires were distributed to patients at the end of their PAE. They responded to the questionnaire themselves or were helped by a parent for those with a low educational level. Patients under 15 years old were excluded from the survey. All patients were assured of confidentiality and anonymity of the questionnaire.

Of 250 patients, 226 (rate = 90.4%) filed the questionnaire. Respondents were female: 172 (76.1%) and male: 54 (23.9%). The age groups most represented were those of 20 to 30 years: 32.3% and 30 to 40 years: 34.1 %. Difficulty locating PAE department were reported by 192 (85%) patients and cited as reasons: it being far from surgical department (81.4%), inadequate sign posts indicating location of PAE (83.6 %). Of 135 (59.7%) patients which claimed to know the purpose of this PAE, only 99 (43.8 %) could explain it was to judge their fitness to surgery after medical examination; 19 (8.4 %) expected testing with anesthesia drugs and 17 (7.5%) expected a short anesthesia prior to anesthesia. Most (96.9 %) felt that the PAE was overcrowded. Many patients

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(90%) have to wait for longer time, over 60 minutes before being examined. While 73 % of patients were declared fit for surgery after the first visit, 23 % and 4 % got their fitness after 2 to 3 visits and more than 3 visits. As reasons, in 17.3% fresh blood test ordered, 8% were sent to physician referral to optimized medical condition, 6.2% were sent back to bring previous reports and investigations. About 30.1% felt not to be well informed at the PAE; 65.5% were not satisfied with the privacy in the PAE and arrangements of toilets of patients.

The level of patient's satisfaction with PAE services at CHU Sylvanus Olympio of Lomé seems low. Difficulty locating PAE service, too long waiting times, lack of information received are the main reasons. Better locating indications of hospital departments, a growing number of anesthetist's doctors, better organization of the PAE service by an increase in days of consultation, a system of consultation appointment, the implementation of anesthesia information sheets, are all possible solutions.

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