

Perceived satisfaction of outpatients undergoing endoscopic examination: Cross-sectional observational study

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Presentation

Nurses

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Expert nurse competency significantly increases patient satisfaction during endoscopy, with the interaction between expert nurses and expert endoscopists producing the highest satisfaction scores in a 203-patient observational study.

KEY POINTS

- Expert nurses achieved satisfaction scores 20 points higher than competent nurses and 15.33 points higher than novice nurses, with differences reaching statistical significance.
- The interaction between expert nurses and expert endoscopists significantly increased patient satisfaction, identified by the speaker as the core finding of the study.
- Deep sedation, complete bowel preparation the day before the procedure, and never having undergone surgery were associated with higher patient satisfaction scores.
- Male gender, medium-to-low educational level, and undergoing colonoscopy or gastroscopy were associated with lower satisfaction scores.
- Patients rated staff courtesy and attitude highest but gave lowest scores to waiting time, recovery room comfort and privacy, and completeness of discharge information.
- The speaker recommends investing in continuous training and staff experience as an effective strategy to enhance patient experience in endoscopy units.

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