

Patient Experience & Satisfaction in Outpatient Joint Arthroplasty

Rebekah Kleinsmith, Harsh Rajesh Parikh, Michelle Steege, Jessica Jewell, Alexander Kirk Reichard

INTRODUCTION:

The purpose of this study is to evaluate patient satisfaction following TJA in two outpatient settings: ASCs and HOPDs.

METHODS:

This retrospective review utilized a prospectively-collected patient-reported satisfaction questionnaire for patients that underwent outpatient TJA by a single surgeon at an ASC or HOPD from 2020-2025.

The following questionnaire was delivered to patients at 3 months (Q1-4), and 1 and 2 years (Q1&2) following their outpatient total joint procedure:

Q1. "The results of my surgery have met my expectations"

Q2. "I would recommend my surgeon to friends and family"

Q3. "After being discharged, my doctor and their team responded to my questions in a timely fashion"

Q4. "After being discharged, was your pain better or worse than you expected."

Each item was scored on a 5-point likert scale ranging from 1 (strongly disagree) to 5 (strongly agree) for Q1-3 or 1 (much worse) to 5 (much better) for Q4.

Statistical analysis included descriptive statistics and chi-squared analyses.

RESULTS:

1,216 THA and 983 TKA patients were included in analysis.

THA Cohort:

Following THA, there was a significant difference in patient satisfaction between the ASC and HOPD settings regarding Q3 (time to response of questions by the HOPD or ASC staff) ($p < 0.01$) and Q4 (pain expectation) ($p < 0.01$) at 3-months. In response to Q2, there was a significant difference at 3-months and 1-year between the ASC and HOPD settings favoring the ASC setting ($p = 0.05$ and 0.03 for 3-months and 1-year, respectively).

TKA Cohort:

Following TKA, patients that underwent their procedure at the ASC were had a higher than expected frequency of responding "strongly agree" to Q3 ($p = 0.05$). However, there was no difference between the HOPD and ASC cohort responses in Q1 (surgery meeting expectations) at any time point ($p = 0.66$, 0.31 , and 0.49 for 3-months, 1-year, and 2-years, respectively) or Q2 at any timepoint ($p = 0.23$, 0.83 , and 0.30 at 3-months, 1-year, and 2-years, respectively). Furthermore, there was no difference in responses to Q4 between cohorts ($p = 0.89$).

DISCUSSION AND CONCLUSION:

Overall, patients that underwent TJA at an ASC had improved patient experience and satisfaction compared to their HOPD counterparts. This difference was more prominent in those that underwent THA than TKA.