

# Evaluation of a continuous monitoring and feedback initiative to improve quality of anaesthetic care: a mixed-methods quasi-experimental study

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Declared competing interests of authors: none

Published July 2015

DOI: 10.3310/hsdr03320

## Plain English summary

### Improving quality of anaesthetic care

Health Services and Delivery Research 2015; Vol. 3: No. 32

DOI: 10.3310/hsdr03320

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## Plain English summary

The experience of pain, nausea, comfort and well-being in the immediate postoperative recovery period is critical to patient satisfaction with surgical care. The quality of the anaesthetic care delivered by the anaesthetist is important in controlling pain and nausea, and may influence longer-term outcomes. Despite this, anaesthetists rarely receive routine feedback on the care that they provide. This is partly due to the challenges of measuring quality of anaesthesia, but additionally it is due to a lack of information systems capable of providing effective feedback. We know from research studies that feedback which is timely, continuous, trusted, non-judgemental and supported by local resources and action-planning processes can improve professional practice and standards of care. In order to learn more about whether or not feedback could be effective for anaesthetists, we implemented and evaluated an initiative over 3 years to provide 44 anaesthetists with basic and subsequently enhanced personalised feedback. We attempted to determine (1) whether or not this initiative improved anaesthetic quality measures over time, as evidenced by statistical trends, and (2) whether or not anaesthetists would engage with the feedback and view it as useful, through conducting surveys and interviews. We found that providing comprehensive personalised feedback to anaesthetists as part of a long-term programme, which they had codesigned, was effective in improving measures of postoperative pain, nausea and quality of recovery from surgery, as well as engaging the local professional group. We concluded that this feedback initiative could be of broader benefit to health-care professionals and patients if implemented elsewhere.

# Health Services and Delivery Research

ISSN 2050-4349 (Print)

ISSN 2050-4357 (Online)

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The research reported in this issue of the journal was funded by the HS&DR programme or one of its preceding programmes as project number 11/1015/21. The contractual start date was in March 2012. The final report began editorial review in May 2014 and was accepted for publication in November 2014. The authors have been wholly responsible for all data collection, analysis and interpretation, and for writing up their work. The HS&DR editors and production house have tried to ensure the accuracy of the authors' report and would like to thank the reviewers for their constructive comments on the final report document. However, they do not accept liability for damages or losses arising from material published in this report.

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