

# Patient Satisfaction with Shared Medical Appointments for Pre-Operative Evaluation of Macromastia

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**BACKGROUND:** Shared medical appointments (SMAs) combine individual patient-physician encounters with a group educational segment. Patients' unique needs are addressed individually, while they also benefit from shared learning. For patients with various health conditions, SMAs enhance understanding and management of disease by providing perspectives and experiences from others with the same condition.(1, 2) Physician contact time is also increased by this group session. Providers benefit from increased patient volume and clinic billing per hour.(3) This study assesses patient satisfaction with SMAs for macromastia.

**METHODS:** Patients requesting an evaluation for macromastia at the University of Michigan were offered participation in a SMA. Patients received a HIPAA letter stressing confidentiality at the appointment, and were permitted to bring along one female friend or family member. Satisfaction was measured using a self-administered written survey with 5-point Likert scales. A similar survey was given to patients who selected a traditional individual appointment for initial evaluation of macromastia with the same providers.

**RESULTS:** In five SMA groups, 26 of 28 patients completed the survey. Nine of 10 patients completed the individual appointment survey. Satisfaction corresponded to a score of 4 or 5 on 5-point Likert scale. Patients reported nearly 100% satisfaction with individual appointments. Patient satisfaction with SMA was also high. 89% rated the overall visit very good or excellent, with 92% provider satisfaction. 77% said it is very or extremely likely they would participate in a SMA in the future (Table 1).

	Shared Medical Appointment	Individual Appointment
<b>Patient Satisfaction - Visit</b>		
Time spent with provider	88%	100%
Thoroughness of care	92%	100%
Involvement in care decisions	92%	100%
Length of visit	65%	78%
Overall quality of visit	89%	100%
SMA model	77%	N/A
<b>Patient Satisfaction – Education</b>		
Informed about diagnosis	96%	100%
Informed of treatment options	92%	100%
Clarity of questions/answers	96%	100%
Questions thoroughly answered	85%	89%
<b>Provider Efficiency</b>		
Patients seen per hour	6	2

**TABLE 1:** Survey results from shared medical appointments (SMAs) and traditional individual appointments for the initial evaluation of macromastia.

**CONCLUSION:** Traditional appointments had exceptional patient satisfaction. Although a select few expressed reservations, SMAs for macromastia resulted in very high overall patient satisfaction. None were dissatisfied. SMAs have unique benefits in patient education without compromising thoroughness or overall satisfaction, and offer an alternative healthcare delivery model that improves professional efficiency.

## REFERENCES:

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