Paper #6

Press Ganey Patient Satisfaction Scores do not Correlate with Patient Reported Outcomes after Joint Replacement

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Notes

Introduction: The purpose of this study was to determine if the overall Press Ganey patient satisfaction score (PG) correlated with patient reported outcome scores in patients undergoing primary hip or knee replacement.

Methods: We retrospectively reviewed all patients (n=1,899) who underwent primary hip or knee arthroplasty from February 1, 2014 to February 1, resulting in 2,174 primary hip or knee replacements. We evaluated the correlation (Spearman's Correlation) between PG scores to the PROMIS PF-CAT and PROMIS Global health outcome measures. Interpretation of r was done using the method described by Hinkle et al.

Results: In the random selection (n=540), there was little, if any, correlation between the PG score and all of the PRO scores: PF CAT rs = $0.020 (-0.066 \sim 0.105)$, mental health rs = 0.136 ($0.047 \sim 0.222$), and pain rs = -0.038 (-0.125 ~ 0.50). For preoperative visits (n = 266) the correlation between the PG score and the three PRO scores was negliaible: -0.059 (-0.181 ~ 0.064) for PF CAT. $rs = 0.138 (0.009 \sim 0.263)$ for mental health, and rs =0.009 (-0.118 ~ 0.136) for pain. There was no correlation postoperatively (n = 85): PF CAT rs = 0.016 (-0.051 ~ 0.082), mental health rs = -0.135 (0.066 \sim 0.204), and pain rs = 0.042 (-0.111 ~ 0.026). The change in PRO scores (n=73) also demonstrated trivial correlations: rs of 0.018 (-0.213-0.247), -0.094 (-0.342-0.166), and 0.032 (-0.212-0.272) for physical function, mental health, and pain, respectively. 95% Confidence Intervals in (parentheses). rs=spearmen's correlation coefficient.

Conclusions: Although PG scores are being used as surrogates for health care quality, validated patient reported outcome measures (PROMIS) have little to no correlation with those scores. These data question the routine use of patient satisfaction scores as surrogate measures of health care quality.