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Do Press Ganey Scores Correlate with Total Knee Arthroplasty-Specific Outcome Questionnaires in Post-Surgical Patients?

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Notes

Introduction: The Center for Medicaid and Medicare services (CMS) has adopted patient satisfaction surveys as a determinant for reimbursement. However, these surveys do not necessarily contain common arthroplasty-related outcome parameters that are present in validated long-term arthroplasty assessment tools. Therefore, the purpose of this study was to assess whether in-patient satisfaction survey results correlate with outcomes of total knee arthroplasty (TKA). Specifically, we assessed the correlation between Press Ganey overall hospital rating scores, and the following TKA-specific outcome questionnaires: 1) SF-12 and 36 Health Surveys; 2) Knee Society Scores (KSS); 3) Knee Western Ontario and McMaster Universities Arthritis Indices (WOMAC); 4) UCLA Activity Scores; 6) Visual Analogue Scales (VAS).

Methods: A total of 743 patients (mean age 65 years; range, 25-92 years) who had undergone TKA and received a Press Ganey survey from November 2009 to January 2015 were asked to answer the SF-12, SF-36, KSS, WOMAC, UCLA, and VAS questionnaires. The mean follow-up of patients was 3 years. A Pearson correlation analysis was then conducted between the Press Ganey survey overall hospital rating scores and the individual long-term outcome assessment tools.

Results: Pearson correlation analysis revealed no correlation between Press Ganey survey overall hospital rating score and the various outcome assessment tools: Knee WOMAC (r=.169, p=.208); Knee Society Score(r=.156, p=.248); and SF-12 physical (r=.115, p=.197). The remaining assessment tools and their correlation with PG overall hospital rating score are listed in (Table 1).

Conclusions: There were no statistically significant relationships between established arthroplasty assessment tools and the PG overall hospital ratings. Based on the results of this study, the Press Ganey surveys may not be an appropriate tool to determine reimbursement for orthopaedists who perform TKA. These results are of paramount importance, indicating a necessary reevaluation of Press Ganey Surveys as a major determinant for reimbursements rendered.