

Nowadays, “quality“ is a much-used term in connection with the provision of healthcare. Every healthcare provider has as its goal the provision of high-quality services. Its up to each of them to decide both how ambitious they can be in the pursuit of patient satisfaction and how best to achieve this.

At the IKEM Anaesthesiology Clinic, we provide post-operative care for patients after cardiac surgery. In the early stages of recovery, patients can suffer acute pain accompanied by a whole range of other symptoms. Insufficient analgesia prevents patients attempting adequate breathing rehabilitation and early post-operative mobilisation. Some patients accept pain as part and parcel of surgery. Even though they are in pain they don't think to ask for analgesia.

For these reasons, we decided to research how the patient views his own comfort and rates his experience of the medical care provided in the post-operative department. By means of simple organisational measures – increasing the frequency and relevance of patient feedback, by standardising procedures and introducing standard practices into the analgaesic therapy, it is possible to increase patients' comfort. And this without increasing costs and without unnecessary side-effects.