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Improving Satisfaction of Patients Living with Hidradenitis Suppurativa through Administration of an Intake Form

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Background

Hidradenitis suppurativa (HS) is an incurable, chronic inflammatory skin that is caused by follicular occlusion and affects around 1% of people in the United States ¹. Because of its chronic, grave nature, patients may be dissatisfied with their care. Improving the fecundity of HS patients' interaction with their physicians may be an important step towards improving patient outcomes. Currently, there is no standardized patient intake form for HS patients at Wayne Health. The intake form describes key patient details, such as their current treatments, pain level, and associated symptoms. This project measures the efficacy of this tool after its introduction in order to ensure its utility.

Methods

All HS patients, ≥ 18 to 80 years old, presenting at Wayne Health Dermatology were asked to participate in a satisfaction survey from July 29th-November 19th. The survey data was collected using Qualtrics on an electronic tablet. It was administered to gauge patient care satisfaction before their dermatology appointment and before the intake form rollout. After administration of the intake form, we assessed patient satisfaction again with the same questions.

Results

Most patients were completely satisfied with their care in the pre-intake satisfaction survey (Figure 1). The intake form is currently being administered, and results for the post-intake satisfaction survey are pending.

Conclusion

This intake form will allow physicians to quickly target and identify main patient concerns that will allow for deeper discussion regarding these issues and prognosis. Thus, patients living with HS may be more satisfied with their physician encounter after completing it.

Key Words: Hidradenitis Suppurativa, Patient Satisfaction, Health Care Surveys

Reference List

1. Garg A, Kirby JS, Lavian J, Lin G, Strunk A. Sex- and Age-Adjusted Population Analysis of Prevalence Estimates for Hidradenitis Suppurativa in the United States. *JAMA Dermatol.* 2017;153(8):760-764. doi:10.1001/jamadermatol.2017.0201

Figure 1: Pre-Intake Form Survey Data

