

Measurement and analysis of patient and staff-reported experience in high-volume ocular surgery: the case of cataract surgery and intravitreal injections

Myriam Feltgen (1), Dr. Maïke Aurich (2),
Priv.-Doz. Dr. Michelle Berna-Thill (1,3)

1) Service National d'Ophthalmologie Spécialisée, Hôpitaux Robert Schuman

2) Research and Medical Training Coordinator, Fondation Hôpitaux Robert Schuman

3) Head of Department, Service National d'Ophthalmologie Spécialisée, Hôpitaux Robert Schuman

Introduction

Healthcare systems face increasing challenges, including organizing high-volume care for common age-related diseases and addressing nurse burnout and workforce shortages. The Quadruple Aim of the Institute for Healthcare Improvement promotes better population health, improved patient experience, reduced costs, and enhanced staff wellbeing. This study investigated two of these aims - patient and staff experience - in ophthalmology's high-volume, high-flux cataract surgery and intravitreal therapy (IVT).

Patients and Methods

Between May and July 2025, 258 respectively 268 consecutive patients undergoing cataract surgery or IVT at our ophthalmology department were included. The Picker Institute Inpatients' Experience Short Form was adapted to our setting using the Picker toolkit. The primary objective was to assess patient-reported experience measures (PREM) and staff-reported experience measures (SREM). The secondary objective was to evaluate correlations between PREM and SREM.

Results

Data collection has been completed, and statistical analyses are in progress. Results will be presented at the conference.

Conclusion

This study is the first to simultaneously assess patient and staff experiences in high-volume ophthalmic procedures using a validated, adapted questionnaire. The findings will identify positive and negative factors influencing both perspectives and guide quality improvement initiatives. The questionnaire may serve as a tool for ongoing monitoring of PREM and SREM or when changes in care settings (e.g., hospital vs. extra-hospital environments) are planned.

BIOSKETCH
(Maximum one page)

NAME, SURNAME: Myriam Feltgen

TITLE:

ORCID ID:

CURRENT AND PAST POSITIONS:

*5th year resident in ophthalmology, Hôpitaux Robert Schuman
Four years of residency at Krankenhaus der Barmherzigen Brüder Trier and
Augenarztpraxis Dr. Langefeld&Kollegen, Trier (Germany)*

EDUCATION:

Master of medicine, Université Catholique de Louvain

AWARDS AND HONORS:

List the awards (grants and fellowships) and honours you have received.

OTHER RELEVANT PROFESSIONAL ACTIVITIES AND ACCOMPLISHMENTS:

Provide other information about your professional activities and accomplishments.