PATIENT DISSATISFACTION

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LASIK Patient Dissatisfaction

- 4.6% LASIK Dissatisfaction

Satisfaction Factors

- Visual Function
  - Post-op UCVA – High Contrast
  - QOV – Post-op Low Contrast UCVA
- Patient Expectations – Pre-op
- Psychological Characteristics


Dissatisfaction

- Referrals to the Wills Eye Institute Cornea Service after laser in situ keratomileusis: reasons for patient dissatisfaction.
- Retrospective chart review of 109 patients
- Poor distance vision (63%)
- Dry eyes (19%)
- Redness/pain (7%)
- Glare and halos (5%).
- The most common diagnoses were:
  - Dry eye or blepharitis (27.8%)
  - Irregular astigmatism (12.1%)
  - Epithelial ingrowth (9.1%).
Dissatisfaction

- Patient satisfaction and visual symptoms after laser in situ keratomileusis.
- Bailey MD1, Mitchell GL, Dhaliwal DK, Boxer Wachler BS, Zadnik K.
- 97% of the subjects would recommend LASIK to a friend.
- 3% of subjects wound NOT recommend LASIK to a friend
  - glare, halos, or starbursts (13 of 16 (81.3%)
  - flatter preoperative minimum corneal curvature values
  - subjects who had surgical enhancement were more likely to experience glare, halos, and/or starbursts

<table>
<thead>
<tr>
<th>Reason Dissatisfied</th>
<th>LASIK</th>
<th>PRK</th>
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<tbody>
<tr>
<td>Near Vision</td>
<td>37.5</td>
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<tr>
<td>Distance Vision</td>
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<td>2</td>
</tr>
<tr>
<td>Recovery of vision</td>
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<td>7</td>
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<tr>
<td>Dry Eye</td>
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<td>0</td>
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<tr>
<td>Night Vision</td>
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<td>0</td>
</tr>
<tr>
<td>Other</td>
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LASIK Enhancement

- There are some who have suggested that a doctor's surgical enhancement rate is an indicator of a doctor's surgical ability.

- In fact, a higher enhancement rate may indicate a safer doctor or a doctor who is more concerned about a patient's happiness, or

- A higher enhancement rate may indicate a doctor with poor outcomes

Enhancement Rate Definition

- No standardized may to measure E-rate
LASIK Enhancement Policy

- Additional cost vs Free
- Visual Acuity or MSRE criteria
- 20/Happy

- Enhancement rates are a very poor indicator of a doctor or surgery’s "success" or "failure". Without knowing the policy and philosophy of the doctors, an inaccurate conclusion may be formed.

Enhancement Assumptions

- Additional surgery will improve UCVA
- Additional surgery will improve patient satisfaction
- Patients are dissatisfied due to reduced UCVA