Background
The project was undertaken at Viborg Regional Hospital in Denmark

In 2010 a “Gastric Bypass team” including surgeon, endocrinologist, anesthesiologist, nurses, therapist and dietician introduced a fast-track concept including four phases: a half year preparation period, a fast-track operation, a half year post operative period and a two year ambulatory contact period.

Purpose
To determine whether the first 50 patients operated for overweight at regional Hospital Viborg felt content and satisfied with their treatment over the two years period.

Methods
We used a specific questionnaire with open and closed questions to investigate the patients satisfaction within four phases: a half year preparation phase, the operation, the post-operative period and the 2 year follow-up result. The staffs were involved in the questionnaire.

A coordinating nurse was responsible for the questionnaire study.

Materials
The patients were invited for an interview with a coordinator 14 days after the operation. To the interview, they have the questionnaire replayed to them. Two years after the operation, patients are asked to replay the final questions in the questionnaire.

Their answers are posted to the coordinator.

A specific questionnaire for “Gastric Bypass patients” was used. There were 28 questions. 46 answered all the questions.

4 patients did not answer. The answers were put into an excel database and analyzed by using cross tables of relevant parameters.

Results
After introducing a fast-track-concept for operation, we wanted to follow all parameters, namely, rehabilitation, mobility, demand for hospitalization, convalescence, and patients satisfaction.

There were numerous results but we will concentrate on the satisfaction of the patient.

Conclusion
Patients are very satisfied with their participation in this evaluation. They feel safe and confident upon discharge from hospital. However, they need more support from health service personnel in the post operative period, where they have to learn to come to terms with a new way of life. This is also deemed important for the contact period for the first 2 years after the operation.

The trend in the first received answers, 2 years after operation, is that most of the patients are worried about how to stay “fit for fight” in the future, without contact to health services.

Involving patients in the evaluation of fast-track concepts gives invaluable information improves the performance of the hospital staff.

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Satisfaction of the patients attending a gastric bypass fast-track concept