Abstract

**Purpose:** To evaluate quality of care and patient satisfaction with LASIK surgery for myopia, by objective and subjective parameters.

**Methods:** A prospective longitudinal study was performed on 106 myopic patients, 95 of them underwent LASIK surgery, performed by a single surgeon at Hadassah Optimal. Patients completed four questionnaires: before surgery; one day, one month and three months post-surgery. Questionnaires were based on previously validated tools on patient satisfaction and staff attitudes, published in the literature.

**Results:** Satisfaction with postoperative uncorrected visual acuity was rated “great” or “very great”, one and three months post-surgery, by 93% and 96% of the patients, respectively. Surgery results meeting expectations were rated "great" or "very great" during the same time period, by 80% and 99% of the patients, respectively. Quality of care was rated “good” or “very good” by 98% of the patients. Patient satisfaction with postoperative uncorrected vision was significantly correlated with objective postoperative uncorrected visual acuity (P
OD<0.001, P OS<0.001). Objective postoperative uncorrected visual acuity was also significantly correlated with patient evaluation of quality of care (P OD=0.002, P OS=0.03). However, there was no significant association with age, fear and pain during surgery. Patient evaluation of quality of care rose significantly with staff's caring attitude (P<0.001) and provision of information on surgery and follow-up (P=0.003).

**Conclusions:** Final objective uncorrected vision is a good indicator for predicting patient satisfaction and evaluation of quality of care. These parameters improve over time and are not affected by age, fear and pain during surgery. However, they are affected by staff attitude and information provided on the procedure and follow-up.


