

Abstract Text:**OBJECTIVE:**

To assess patient satisfaction with a Polycystic Ovarian Syndrome (PCOS) multidisciplinary program.

MATERIALS AND METHODS:

IRB approval was obtained. We recruited a convenience sample of patients attending initial and return visits in a PCOS multidisciplinary program including integrated OB/GYN, nutrition, and behavioral health care from November 2023 to April 2024. Participants were invited in person and over EMR messaging to complete a patient satisfaction survey via REDCap at the conclusion of their visit. Survey questions included number of program visits and types of providers seen, as well as twelve Likert-style questions adapted from the Client Satisfaction Questionnaire. A small monetary incentive was provided for survey completion. Descriptive analysis was performed.

RESULTS:

Forty-nine participants completed surveys. Of these, 27 were new patients, and 22 were return patients. Most participants reported that their visit providers included OB-GYN Attending (98%), Registered Dietitian (71.4%), and Health Psychologist (32.6%). Participants reported satisfaction with the amount of help (91.8%) and kind of care (93.8%) they received in the program; 93.9% agreed that the program delivered high value, patient-centered care. Most reported more effective PCOS management (83.7%) and new or additional tools (93.9%) following their visit. Almost all (95.9%) expressed likelihood to return for follow-up care and intent to recommend the program to friends or family (95.5%). Answers regarding provider team alignment (91.8%), whole- person care (95.9%), and providers listening carefully (95.9%) were similarly positive. Responses regarding whether participant appearance seemed to negatively affect care were less positive, with 33.3% of patients answering neutrally or negatively. However, the valence of this question was reversed compared to the other questions, and further exploration of responses demonstrated that all respondents who selected “strongly agree” did so for all 12 Likert-style questions on the survey.

CONCLUSIONS:

Among patients completing visits in a PCOS multidisciplinary program incorporating integrated OB/GYN, nutrition, and behavioral health care, participants reported high levels of satisfaction, perceived effectiveness, and likelihood to recommend the program to others. Participants valued the type of care provided and intended future engagement with the program. Our findings suggest this model of integrated multidisciplinary care for PCOS aligned with respondents' preferences. Further exploration of patient-reported and biometric outcomes is warranted to fully elucidate the effectiveness of this model. Limitations include small sample size and potential for survey fatigue due to the repetitive nature of Likert-style questions, which might have influenced response accuracy and thoroughness.

IMPACT STATEMENT:

Our survey findings demonstrate high levels of patient satisfaction, perceived effectiveness, and intent for future engagement with a multidisciplinary PCOS program that includes integrated OB/GYN, nutrition, and behavioral health care.