

## 2019 Patient Satisfaction Survey

### Scale for Genesis Stool Kit

The Genesis Stool Kit will be measured on a scale of 1-5 with each primary score being defined by the following 4 criteria:

1. **Efficacy of Instruction:** The overall level of difficulty encountered by the patients when following the instructions of the stool kit and completing the standard procedure.
2. **Patient Perspective:** The degree of comfortability ascertained by the patients throughout the course of the entire process.
3. **Future Compliance:** The willingness of the patient to utilize the stool kit for future kits, tests, and diagnoses. E.g. Do they have any qualms about using the test in the future?
4. **State of patient following using the kit:** This the direction characterization of the patient's disposition and feelings following the completion of the stool kit.

### Score of 5:

**State of the patient following using the kit:** happy, completely comfortable, and willingly compliant

1. The patient encountered zero difficulty in understanding and following the instructions as well as carrying out the entire procedure.
2. The patient was completely comfortable with the entire process and did not have any objections to the procedure.
3. The patient is more than willing to use the stool kit for future tests/diagnoses and is willingly compliant.

### Score of 4:

**State of patient following using the kit:** satisfied, comfortable, and compliant

1. The patient encountered a minute degree of difficulty in following the instructions and in carrying out the procedure. Despite some minor hiccups, the patient did not require any external support and was able to successfully complete the procedure.
2. The patient was comfortable as a whole with the process but wasn't exactly thrilled about specific parts of the procedure.
3. The patient is willing to use the stool kit for future tests/diagnoses and is compliant.

### Score of 3:

**State of the patient following using the kit:** skeptical, moderately comfortable, and borderline compliant.

1. The patient encountered moderate levels of difficulty in following the directions and carrying out the procedure. The patient felt slightly anxious during the process and required some external support in completion of the procedure.
2. The patient was moderately uncomfortable during specific parts of the procedure and expressed some level of disapproval.
3. The patient is on the border of compliance and will require some counseling on the potential of the stool kit to reinforce its significance.

Score of 2:

**State of the patient following using the kit:** dissatisfied, uncomfortable, and non-compliant

1. The patient encountered great difficulty in understanding the directions and completing the procedure. Due to the confusion and degree of anxiousness experienced by the patient, significant external support was required in completion of the procedure.
2. The patient was uncomfortable with the process as a whole and expressed some levels of resentment.
3. The patient is not willing to use the test for future diagnoses and is non-compliant.

Score of 1:

**State of the patient following using the kit:** upset, extremely uncomfortable, and non-compliant

1. The patient failed to understand the instructions and properly complete the standard procedure. The test was incomplete as a result even with external support provided.
2. The patient was extremely uncomfortable with the process as a whole.
3. The patient is not willing to use the kit for future testing and is non-compliant.

Throughout the course of the last month, 14 patients were interviewed in an effort to define the Genesis Stool Kit with regards to patient-based outcomes. The Genesis Stool Kit was measured on a scale of 1-5 with major emphasis placed on 4 primary criteria that functioned as the focal points of the interview. The 4 primary criteria consisted of the efficacy of instruction, patient perspective, future compliance, and the state of the patient following using the kit. Through characterization of “Efficacy of Instruction,” we were able to define the overall levels of difficulty encountered by the patients when following the instructions of the stool kit and completing the standard procedure in its entirety. With the criteria “Patient Perspective” and “State of patient following using the kit,” we were able to gain a comprehensive understanding of the degree of comfortability ascertained by the patients before, during, and after the process. Most importantly, we utilized the criteria “Future Compliance” to determine the willingness of the patient to utilize the kit for future tests and diagnoses.

Each patient that was interviewed was presented with the following questions pertaining to each primary criterion:

1. Efficacy of Instruction:
  - a. How easy were the instructions that came with the kit for you to follow?
  - b. Was there any specific component of the instructions that was confusing or misleading in any way?
  - c. If any particular part of the directions was confusing, what was specifically challenging to comprehend or follow?
2. Patient Perspective:
  - a. Were you uncomfortable at any point during carrying out or completing the procedure for the Genesis Stool kit?
  - b. Was there any specific part of the procedure that you weren’t happy with or thrilled about?
    - i. If so, please elaborate on exactly what made you comfortable.
3. Future Compliance:
  - a. Are you willing to utilize the Genesis Stool Kit for future diagnoses/testing if necessary?
    - i. If not, what is your primary reason in seeking an alternative form of testing?

After recording and analyzing each patient’s response to the questions for each criterion presented over the course of the interview, a rating was assigned to represent the patient-based outcome. Out of the 14 patients that were interviewed, we can confidently declare that 13 of the patient-based outcomes following the analysis of their responses received a rating of “5.” With regards to the criteria “Efficacy of Instruction,” these patients encountered zero difficulty in understanding and following the instructions as well as in carrying out the entire procedure. With respect to the criteria “Patient Perspective and State of patient following using the kit,” these 13 patients were all completely comfortable and happy with the entire process. Looking down the line in the relationships of these 13 patients with Dr. Biener and his staff, the criteria “Future Compliance” demonstrated that all of these patients are more than willing to use the stool kit for future testing/diagnoses.

Interestingly enough, there was 1 outlier out of the 14 interviews that were conducted in the evaluation of the Genesis Stool Kit. Following analysis of this patient's responses to the questions associated with each primary criterion, it was determined that this patient-based outcome received a rating of "1." Concerning the criteria "Efficacy of Instruction," this patient completely failed to understand the instructions and properly complete the standard procure. More specifically, they failed to assemble the stool sample collecting apparatus on their toilet. Reading the criteria "Patient Perspective" and "State of patient following using the kit," the patient was upset and extremely uncomfortable during the course of and following the completion of the standard procedure. In terms of the criteria "Future Compliance," the patient is non-compliant and unwilling to use the kit for future testing. This outcome was rather unexpected given the fact that the patient is middle aged and very competent. The source of this patient's difficulty and uncomfotability with the Genesis Stool Kit could be attributed to the fact that the patient has colitis. With the patient's condition come stool samples that are not solid, further making collection of these liquid samples more challenging for the patient on all levels.

Although 13 out of the 14 ratings associated with the Genesis Stool Kit received the highest possible rating of "5," much can be gained from taking a deeper look into the patient-based outcome that received a rating of "1." During the interview, this patient directly cited the colitis as being a major contributing factor to the difficulty experienced during the collection of the stool sample. We must take into consideration the definitive potential for irregular/liquid bowel movements in patients with gastrointestinal conditions of this nature. Abnormal bowel movements in patients with gastrointestinal conditions are inevitable, which means that there is a significant margin for difficulty as well as error in the collection of stool samples on behalf of patients affected by similar conditions. This was the point at which the procedure of the Genesis Stool Kit failed in the patient whose outcome received a rating of "1." Strategic thinking can be employed to account for the variable that is the collection of stool samples that are irregular/liquid in patients impacted by conditions like colitis. If minor revisions could be made to make the collection of stool samples more conducive for liquid bowel movements in patients affected by conditions like colitis, then we can successfully eliminate the only apparent weak point of the Genesis Stool Kit.