

**Bucksbaum Institute for Clinical Excellence  
2012 Pilot Grant Final Report**

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**Enhancing the patient satisfaction and patient-doctor relationship through various ways of education**

**Introduction/background**

Patient education is very important to facilitate patient-doctor relationship, enhance patient satisfaction with our medical care, and eventually improve their quality of life. Patient education in movement disorders could help them understand and manage better the complicated motor and non-motor symptoms and take best advantage of the state-of-the-art treatment option such as deep brain stimulation (DBS). Patient education, however, was not well addressed here and in many other places.

**Methods**

We therefore have conducted a series of patient education initiatives. We prepared written materials (some from national Parkinson's disease foundations) and video clips on various movement disorders, including Parkinson's disease, tremor and dystonia, particularly on the DBS treatment. We also routinely videotaped the pre-surgical status of the movement disorders for post-surgical comparison, which helps the patient to appreciate and enjoy better the post-surgical function improvement and has particular benefit for those patients who somehow do not recognize the improved function capacity even with the significant improved motor symptoms on objective post-surgical exam, cases so far difficult to be treated otherwise. In addition, we have more education event and outreaching activity in April to benefit more patients including those current not under our cares.

**Results**

The success and the efficacy of these education initiatives are the positive feedback of the patients under our care, the retention of the current patients with high satisfaction, the attraction of new patients and referrals from other hospitals and practitioners with more outreaching activity, and most importantly the quality of care delivered by the University of Chicago Medicine.

**Discussion**

Patients like the written education materials and the videos on DBS, particularly the pre-surgical and post-surgical videos for objective comparison of surgical success, which enhance their satisfaction and the patient-doctor relationship. Our patient education event in April this year will further extend our education even to those not currently under our care.