

# Patient experience during Routine Cesarean Delivery: *An interview study*

Fernanda SL Oliveira, Ronald B. George, Lada Kordich, Afsheen Nasir, Kristi Downey,  
Zeev Friedman, Sabine Nabecker



**Mount Sinai Hospital**  
Joseph & Wolf Lebovic Health Complex

## Background & Hypothesis

- CD is the most common surgical procedure performed worldwide
- Maternal satisfaction vs. anxiety
- The role of the patient: underexplored
- Perception of patients' concerns
- Goal: explore patients' experience



## Study Design & Methods

- Patient-centered mixed-method quality improvement study
- Recruitment: 25 patients, 12-48h after RCD
- Only English-speakers
- Questionnaire to obtain quantitative data
- **Semi-structured interview** for qualitative data
- Healthcare members questionnaire and interview

### Record and Transcribe

- Audio recordings from the interview
- Transcription

### Coding

- 2 researches read the transcripts
- Generated initial codes

### Thematic Analysis\*

- Categories, themes and subthemes
- Iterative discussion

\*The qualitative analysis followed the thematic analysis approach as outlined by Braun and Clarke in 2006 using MAXQDA version 2024 (Verbi, Germany).

# Results

- Reassurance through communication
- Emotions and their management
- Management of physical responses
- Team unity
- Effectiveness of the organization



Demographics	
<b>Age</b> , years, mean (SD)	34 (4)
<b>BMI</b> , kg/m <sup>2</sup> , mean (SD)	38 (0.7)
<b><u>Type of anesthesia:</u></b>	
<b>Spinal</b> , number (%)	22 (88)
<b>CSE</b> , number (%)	3 (12)
<b><u>Indication for CD</u></b>	
<b>Repeat</b> , number (%)	15 (60)
<b>Breech</b> , number (%)	5 (20)
<b>Maternal request</b> , number (%)	4 (16)
<b>LGA</b> , number (%)	1 (4)
Patient rating, NRS 1-10, median (min, max)	
<b>Satisfaction</b>	10 (8,10)
<b>Discomfort</b>	6 (1,8)
<b>Anxiety</b>	6 (1,10)
<b>Level of support from support person</b>	10 (10,10)
<b>Communication</b>	10 (7,10)
<b>Teamwork</b>	10 (9,10)

## Discussion

- Overall patients had a positive experience during neuraxial anesthesia for the elective procedure.
- The fear of neuraxial anesthesia and surgical impact was mitigated with effective communication, the presence of a support person and bonding with the newborn.
- Focus on effective communication.



## Next steps:

- Creation of an educational program that addresses the gaps in our practice.
- Explore patient experience in urgent or emergent CD.