



SATISFACTION IS HIGH FOR BOTH PEER SUPPORTERS AND PATIENTS RECEIVING PEER SUPPORT ALTHOUGH, BURN PATIENTS PREFERRED MULTIPLE VISITS IN THE INPATIENT SETTING WHILE PEER SUPPORTERS PREFERRED VISITS IN THE CLINIC

Introduction/Significance

Offering peer support to burn patients throughout the recovery process provides a sense of belonging and shared experiences that foster hope. Peer support connects survivors and their families and has been shown to have a positive impact for patients in inpatient and outpatient settings. Data is limited on the effects of providing support from both supporter and patient viewpoints, which setting is preferred, and if multiple visits are more beneficial than a single visit.

Satisfaction Survey Results

Peer Supporters	IP M ± SD	OP M ± SD	T-test p=	IP SV M ± SD	IP MV M ± SD	T-test p=
Useful	6.48 ± 0.81	6.68 ± 0.48	0.12	6.40 ± 0.89	6.63 ± 0.67	0.12
Qualified	6.67 ± 0.61	6.73 ± 0.70	0.71	6.64 ± 0.64	6.72 ± 0.56	0.52
Good listener	6.52 ± 0.69	6.43 ± 0.51	0.47	6.48 ± 0.72	6.62 ± 0.63	0.31
Comfortable	6.75 ± 0.61	6.86 ± 0.35	0.24	6.70 ± 0.62	6.85 ± 0.59	0.23
Visit Again	6.80 ± 0.58	6.95 ± 0.21	0.03	6.74 ± 0.63	6.90 ± 0.45	0.14
Burn Patient	IP M±SD	OP M±SD	T-test p=	IP SV M ± SD	IP MV M ± SD	T-test p=
Useful	6.65 ± 0.93	6.59 ± 1.23	0.84	6.56 ± 1.05	6.87 ± 0.52	0.18
Questions answered	6.39 ± 1.08	6.65 ± 1.00	0.37	6.56 ± 0.82	6.00 ± 1.47	0.18
Visit again	6.34 ± 1.27	5.88 ± 1.73	0.33	6.11 ± 1.43	6.87 ± 0.52	0.01
Good listener	6.75 ± 0.79	6.82 ± 0.53	0.67	6.64 ± 1.04	7.00 ± 0	0.03
Comfortable	6.69 ± 0.90	6.76 ± 0.66	0.71	6.64 ± 1.03	6.80 ± 0.56	0.48
Burn Patient	OP SV M ± SD	OP MV M ± SD	T-test p=	Abbreviations Defined		
Useful	6.46 ± 1.39	7.00 ± 0.00	0.19	• IP=Inpatient		
Questions answered	6.54 ± 1.13	7.00 ± 0.00	0.17	• OP=Outpatient		
Visit again	5.77 ± 1.83	6.25 ± 1.50	0.62	• SV= Single Visit		
Good listener	6.77 ± 0.60	7.00 ± 0.00	0.19	• MV= Multiple Visits		
Comfortable	6.69 ± 0.75	7.00 ± 0.00	0.17	• M=Mean		
				• SD=Standard Deviation		

Data source/ Population

Satisfaction surveys were offered to all supporters and patients after each visit over an 11-year period (2007-17). Survey participation was voluntary and anonymous. Comparisons were made between surveys performed in the inpatient vs outpatient setting and those with single vs multiple visits. Data were analyzed by student's t-test with significance defined as $p < 0.5$. Both peer supporter and patient surveys were scored on a 7-point Likert scale with five questions. Scores were compiled and reported as means with standard deviation.

Results

There were 132 surveys collected from peer supporters (109 inpatient, 23 outpatient) and 67 from patients. Satisfaction for supporters and patients were consistently high in both settings (See Table). Supporters' desire to visit the patient again were higher for the outpatient setting ($p=0.03$). There were no significant differences for supporters in single vs multiple inpatient visits. For patients, the lowest mean satisfaction score occurred in the single outpatient visit (5.77 ± 1.83). Comparing patients who had single vs multiple inpatient visits, mean scores for all questions except "questions answered" were higher for multiple visits, though statistical significance was found only for "visit again" ($p=0.01$) and "good listener" ($p=0.03$).

Lessons Learned

- Satisfaction overall is very high for peer support visits whether they occur inpatient or outpatient.
- Burn patients preferred multiple visits in an inpatient setting.
- Peer supporters preferred visits in an outpatient setting.
- Overall, patients are satisfied with single visits in either setting.
- More qualitative research is needed to explore why peer supporters may prefer an outpatient setting and why patients prefer multiple inpatient visits.

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