

# Patients' Perceptions of Informed Consent Process

## Public and Private Hospitals in Israel



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# Assuta Medical Centers

- Israel's largest and leading private medical services network
- Comprising eleven clinics and hospitals across Israel
- Providing innovative surgeries and diagnostic procedures in all fields of medicine
- An HPH member since 2016



# Background

- The Israeli Patient Rights Act (2009) state informed consent process as a prerequisite for providing surgery
- Two components: (1) Receiving information and (2) Giving consent
- 40-80% of the information provided to the patient, is immediately forgotten, and about half of the information stored in memory is inaccurate
- The memory depends on the timing of the explanation, the oral explanation clarity and possibility of the patient to ask questions

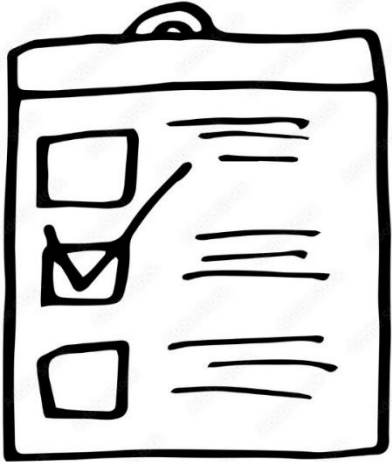
# Objectives

Identifying **barriers** in informed consent process for surgery by examining the patients' experience

Comparison Between four private hospital and two public hospitals in Israel

# Methodology

A mixed-methods cohort study, in two phases:



**A – Quantitative**

(11/2021 – 08/2022)

N = 633

A structured telephone interview

few days after surgery



**B – Qualitative**

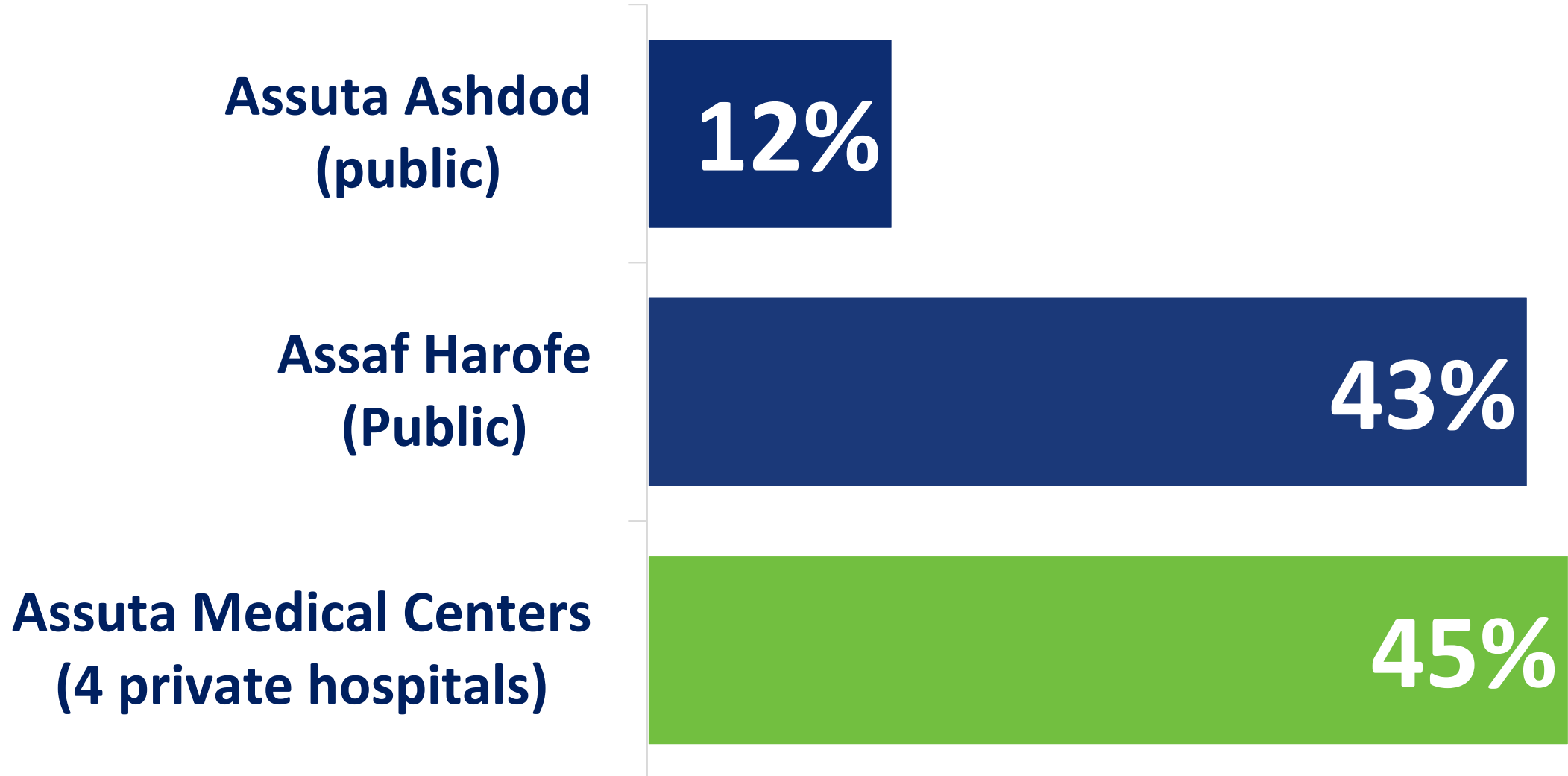
(07 – 08/2022)

N = 39

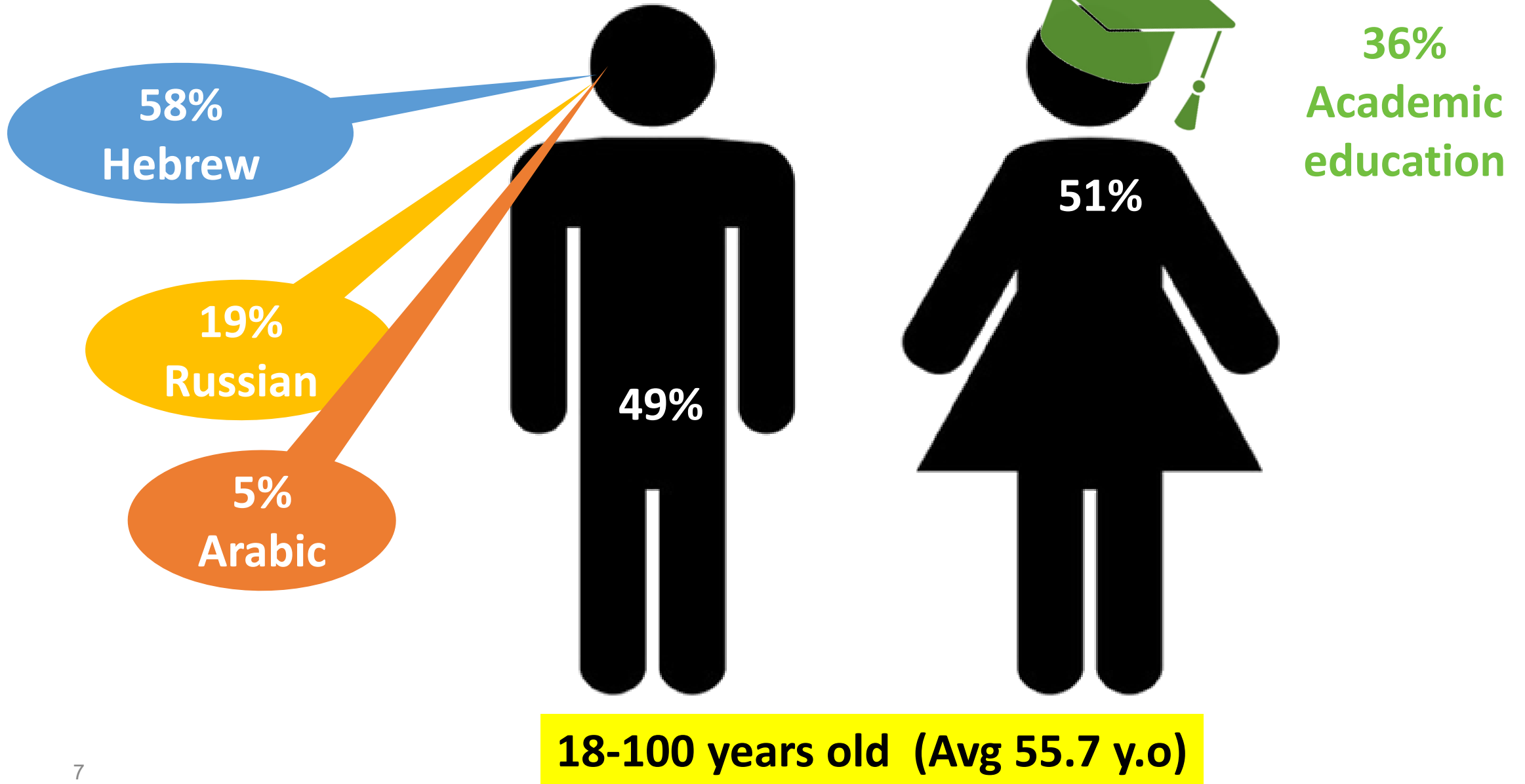
Semi-structured telephone interview

with patients from phase A

# Study population

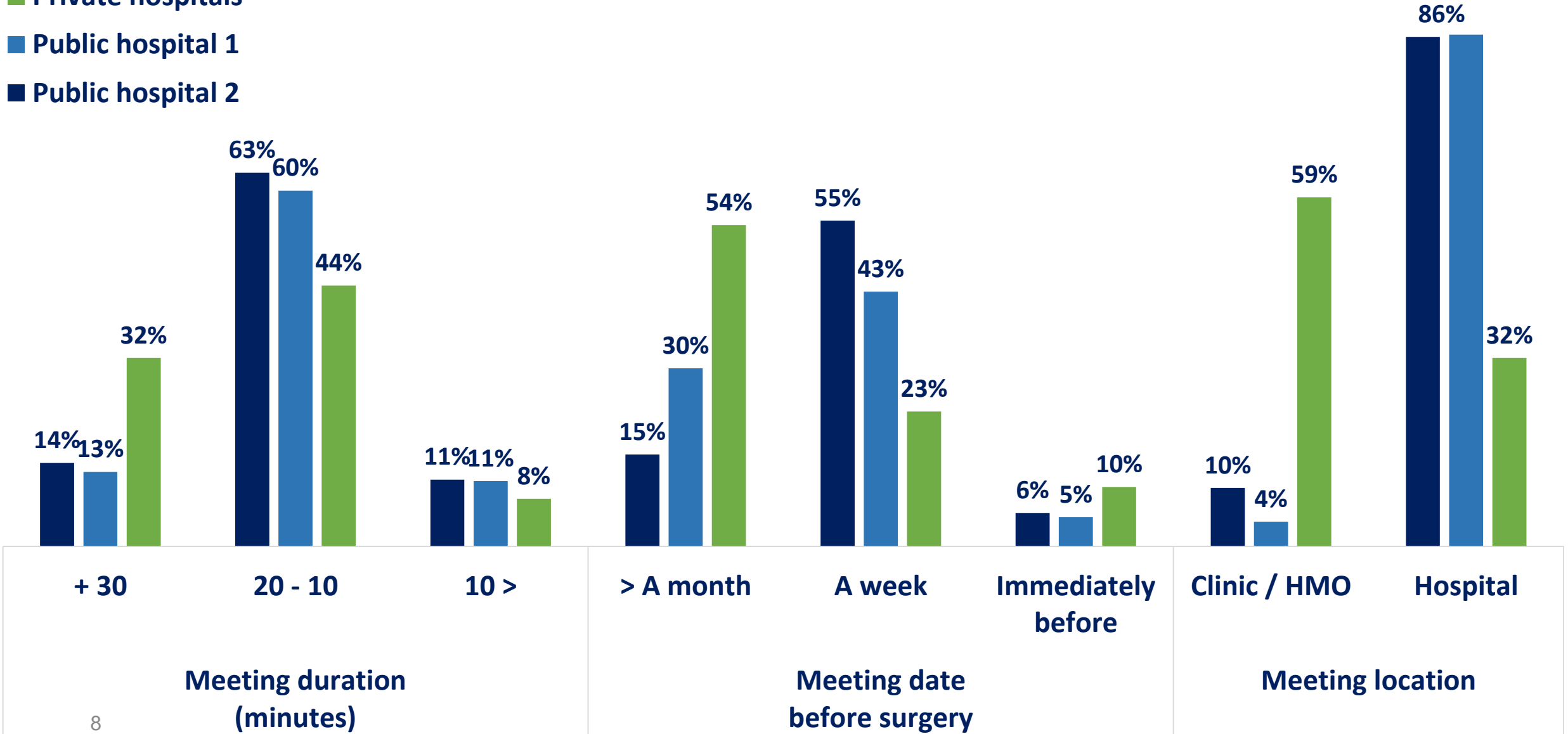


# Study population



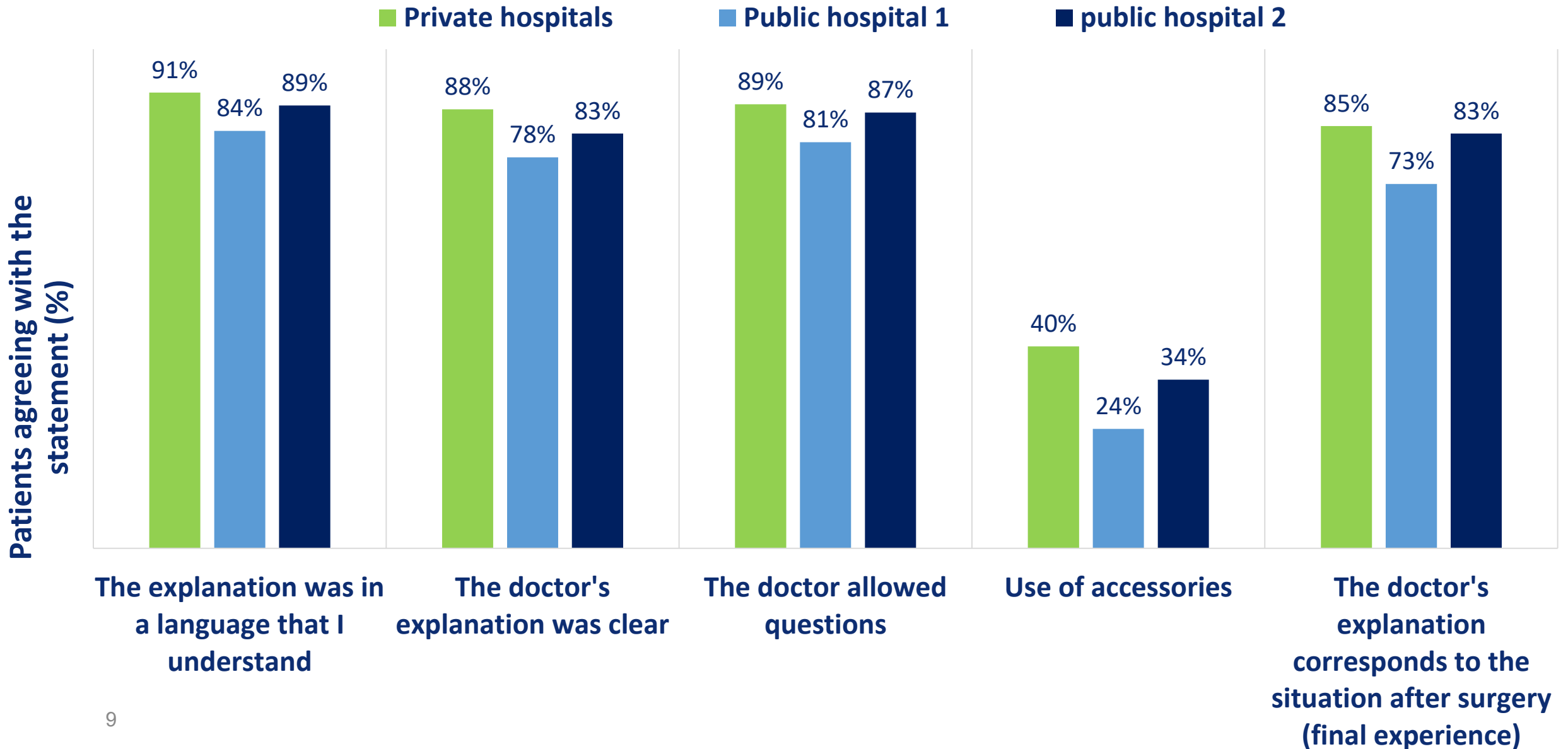
# Results - Time & location of the meeting

- Private hospitals
- Public hospital 1
- Public hospital 2





# Results – Patient’s experience



# Quantitative Findings

- Significant differences between private and public hospitals, higher score in the private system
- No correlation between patient's final experience and patient's gender, native language or education level
- A distinctly weak relationship between patient's final experience and income level



# Qualitative Findings

- Most patients reported **satisfaction** feeling that the meeting lasted as long as needed, that the physician was patient and that the explanation was clear
- Some patients reported a too short and business-like meeting or feeling confused and not receive sufficient explanations
- Patients who did give a specific reference to the consent form, dismissed its importance and the need for it



# Patient quotes

"The doctor give you the feeling that the surgery is "easy", and they have done it many times, so there is no need to explain too much"

"... the doctors think that the patients know and understand their language, it is not true!"

"There was no personal communication ... I felt like it was an assembly line... "



# Patient quotes

"The consent form is the protection of the doctors... it has no meaning as far as I'm concerned"



"They say I need to do surgery so I signed"



"There are small sections there that I don't know what they are, it didn't interest me"



# Conclusions & Recommendations

- ✓ In both public and private hospitals in Israel, the process of informed consent for surgery is **effectively good and in accordance with the law**
- ✓ Still, distinct **differences** exist between **private and public hospitals**
- ✓ Several significant **improvements** for physicians and hospital management are recommended for improving patient's experience
- ✓ **Continuing research** is required to subjectively examine the patient's level of understanding

