

ENHANCING BARIATRIC CARE THROUGH PATIENT EXPERIENCE, CLINICAL EXPERTISE AND EVIDENCE-BASED GUIDELINES

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DESCRIPTION

The Bariatric Patient and Family Advisory Council (PFAC) is comprised of the interdisciplinary bariatric team and patient advisors to enhance post-operative care through data-informed patient centric program development. The committee meets monthly and reviews Metabolic and Bariatric Surgery Quality Improvement Program (MBSAQIP) including program-specific statistics, post-discharge call feedback, patient satisfaction surveys, social media input, and lived experiences to identify improvement opportunities. Patient care pathways are systematically reviewed to identify gaps and areas for program enhancement to elevate patient experience and improve overall outcomes. Initiatives from this council reflect a commitment to inclusive, patient-centered care and demonstrate how integrating patient voices drives meaningful improvements in education, engagement, and experience.

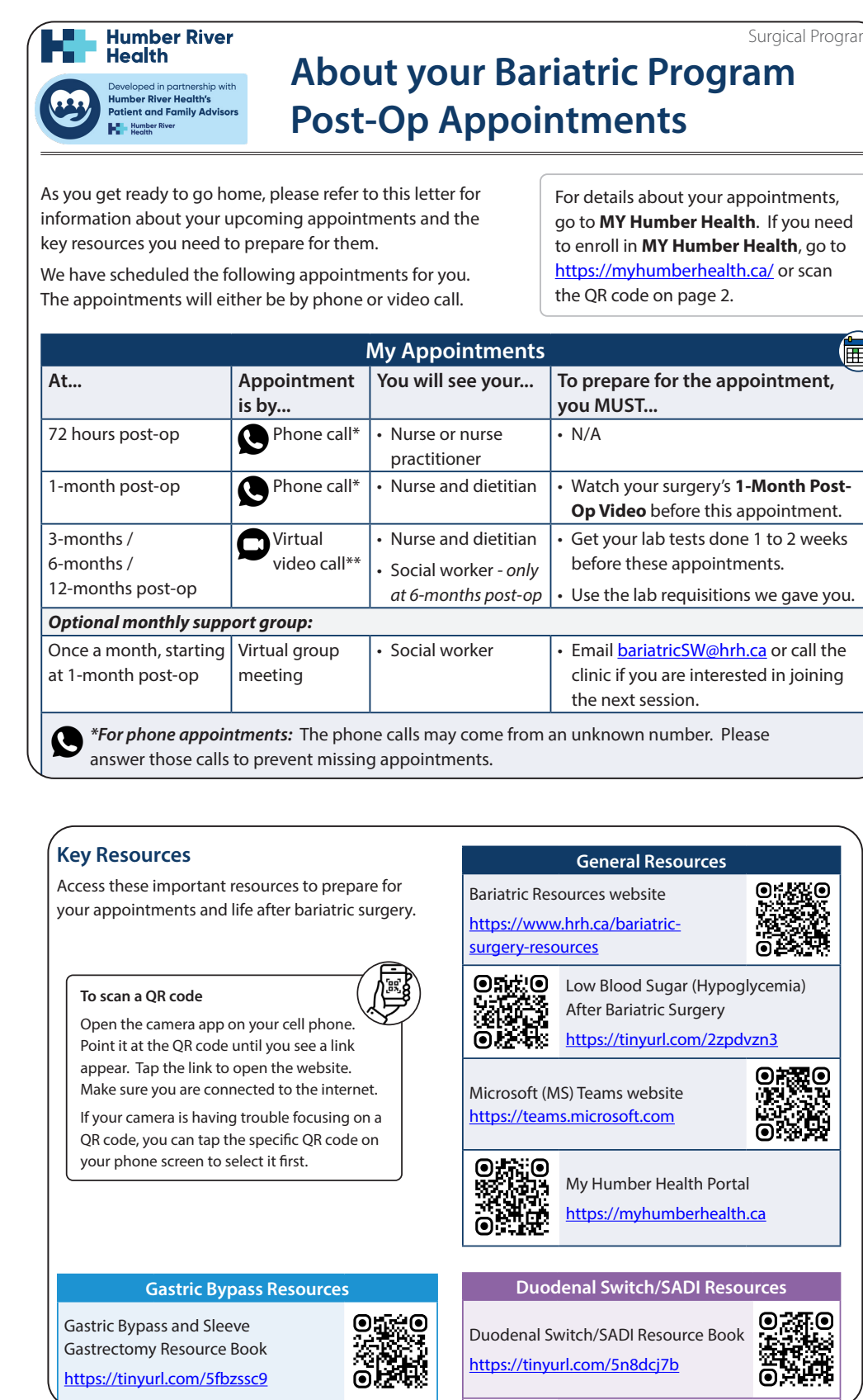
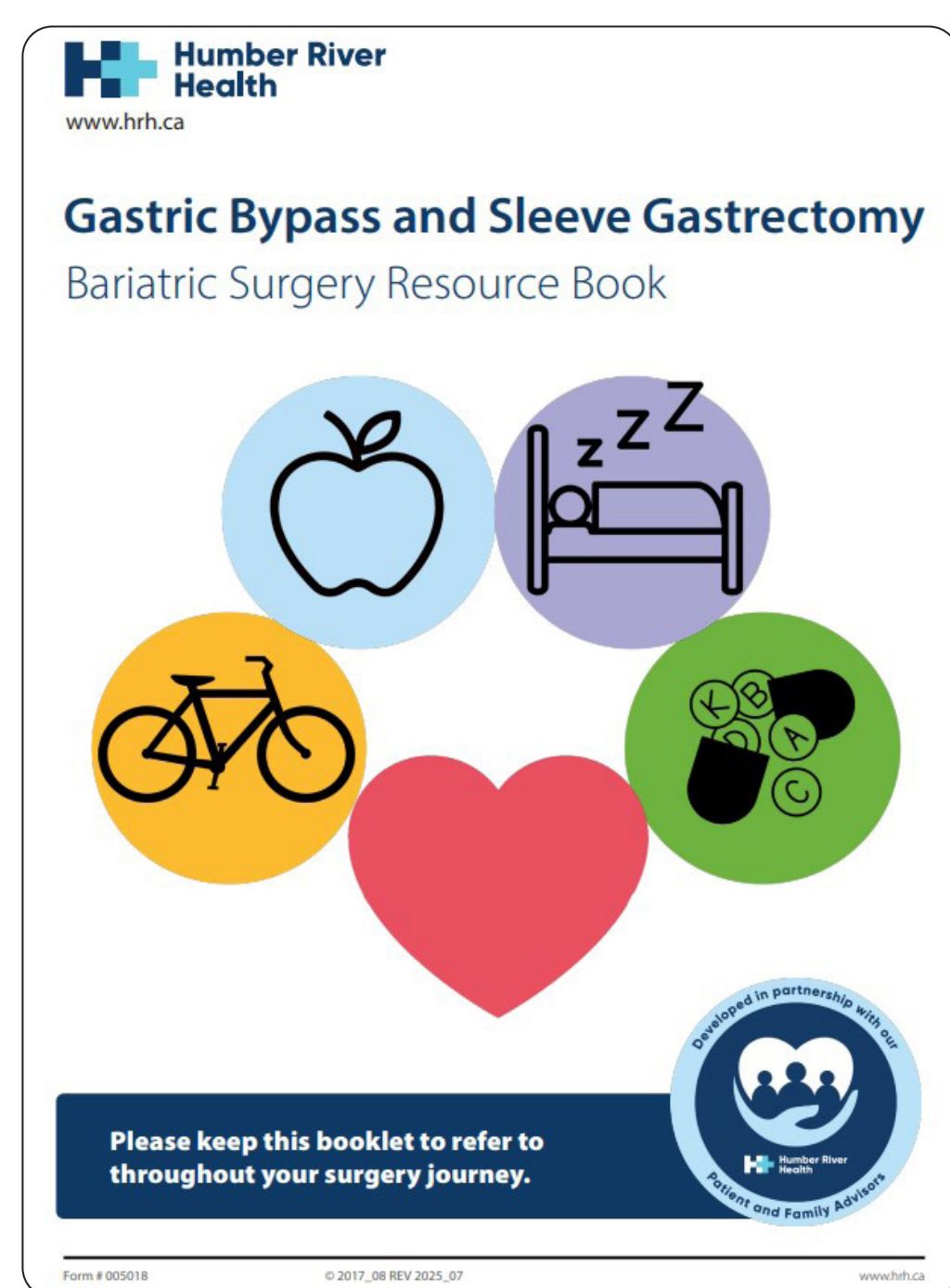
OBJECTIVE

To enhance bariatric care, education delivery, material modernization and overall program development informed by evidence and the patient's lived experience.

ACTIONS TAKEN

The Bariatric PFAC met monthly and reviewed MBSAQIP and program-specific data quarterly. The key initiatives included:

- Identifying patient engagement priorities
- Reviewing patient facing educational material to elicit patient insight
- Testing digital tools and options to collect patient feedback
- Using surveys and post-discharge input to inform class planning and content development
- Exploring education-sharing opportunities with Primary Care Providers
- Conducting language surveys for content translation to enhance patient knowledge and surgery preparedness
- Creation and implementation of new education sheet for discharge
- PFAs helped revise the surgical resource book for patient-centered language and cultural inclusivity



I Would Recommend the Bariatric Program to Family and Friends (n=185)

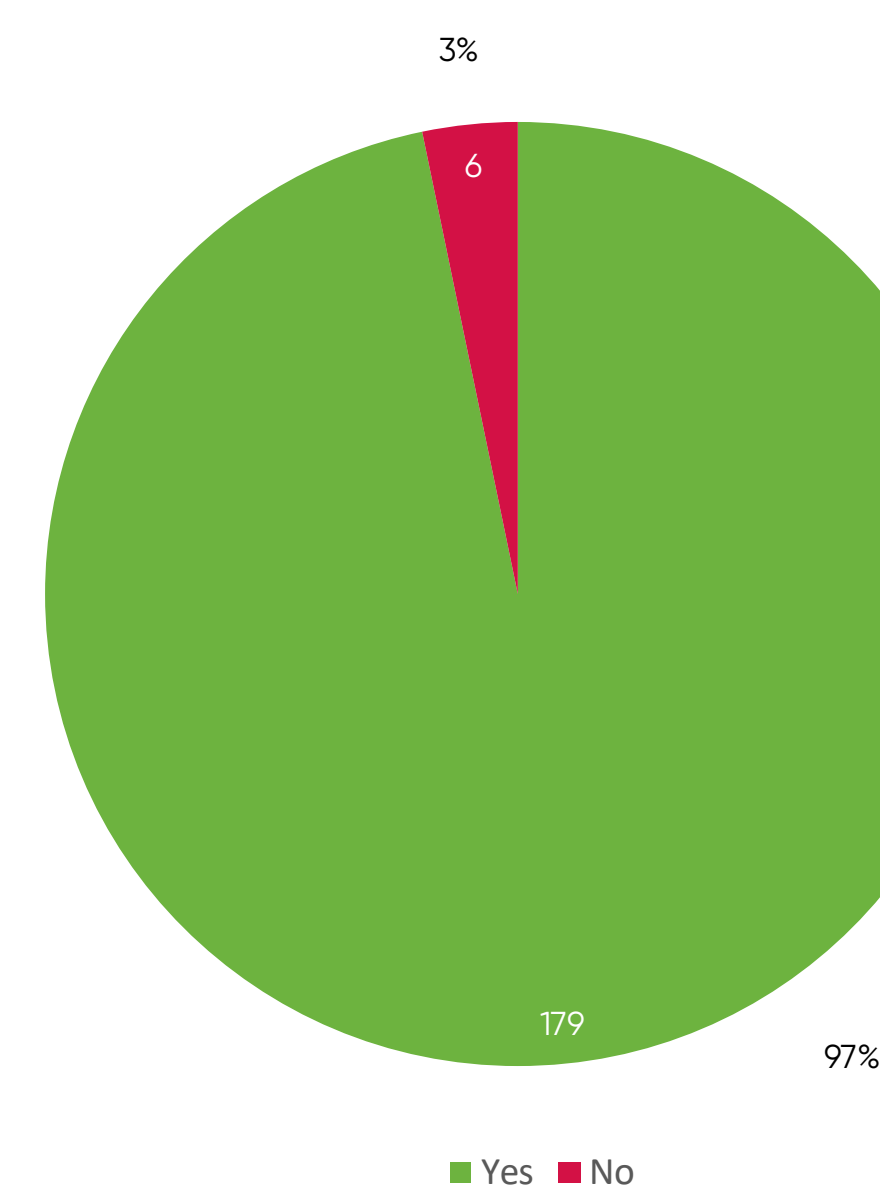


Figure 2. Patient satisfaction and family/friend recommendation for the program remains high.

Bariatric Surgery Resources

- Meditech Patient Portal Enrollment
- Duodenal Switch/SADI
- Gastric Bypass/Sleeve Gastrectomy - English
- Gastric Bypass/Sleeve Gastrectomy - Español
- Gastric Bypass/Sleeve Gastrectomy - عربي (Arabic)
- Gastric Bypass/Sleeve Gastrectomy - فارسی (Farsi)
- Gastric Bypass/Sleeve Gastrectomy - Français
- Gastric Bypass/Sleeve Gastrectomy - اردو (Dari)
- Gastric Bypass/Sleeve Gastrectomy - ਪੰਜਾਬੀ (Punjabi)

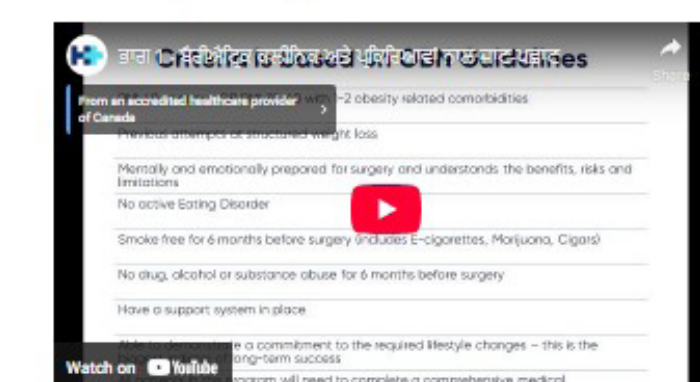


Figure 3. Bariatric Surgery Resource Page Sample.

SUMMARY OF RESULTS

- Revise surgical resource book for patient-centered language and cultural inclusivity
- Educational videos were translated into six languages, including, Spanish, Farsi, Arabic, Dari, Punjabi, French, in addition to English
- A two-part education series was introduced, including a pre-surgery nutritional refresher
 - Part 1: High-level overview of bariatric surgery/journey
 - Part 2: A Nutritional Refresher class 2–4 weeks pre-surgery
- Dietary recommendations now reflect diverse cultural and personal preferences
- Video appointments were piloted to improve access following PFA testing
- 97% of patients would recommend the bariatric program to friends

- Multilingual videos reached 2010 views since April 2025, English videos have garnered 4048 over 3 years – over 50% more views in 6 months

LESSONS LEARNED

Patients are underutilized partners; engaging them meaningfully unlocks experiential insights that drive data-informed, culturally sensitive, patient-centered program development.

