

Sexual and Reproductive Health Hub - Patient experiences of intrauterine device insertion in a community setting

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Introduction

Up to 50% of people experience an unplanned pregnancy during their lives which remains a public health concern in Australia. Long-acting reversible contraception (LARC) is a highly effective method which is underutilized. The Intrauterine Device (IUD) is a small flexible device an non-hormonal.



The Sexual & Reproductive Health Service at Peninsula Health welcomes feedback to improve service delivery. Prevalence of negative publicity and social media posts around patient experiences of IUD insertion have raised concerns about tolerance and acceptability. The aim of gathering data directly from patients is to identify true experiences at point of care.

Methods

A Microsoft form survey is offered as a QR code to patients post IUD insertion. The supplementary survey content was approved by a Peninsula Health Safer Care Consultant. Completion of the anonymous survey is voluntary.

Patients are routinely offered:

- 1. Oral pain relief**, (paracetamol 1000mg and ibuprofen 400mg oral) self-administered 1 hour prior.
- 2. Xylocaine 1% spray** applied directly to the cervix 3 minutes prior to device insertion.
- 3. Heat pack** applied to the lower abdomen at the beginning and following the procedure.
- 4. Additional medication** is considered (anxiolytic or analgesia).

Results: 565 responses received

Timeline of data collected was between October 2021 – July 2023
 Average time to complete survey 3:12 minutes

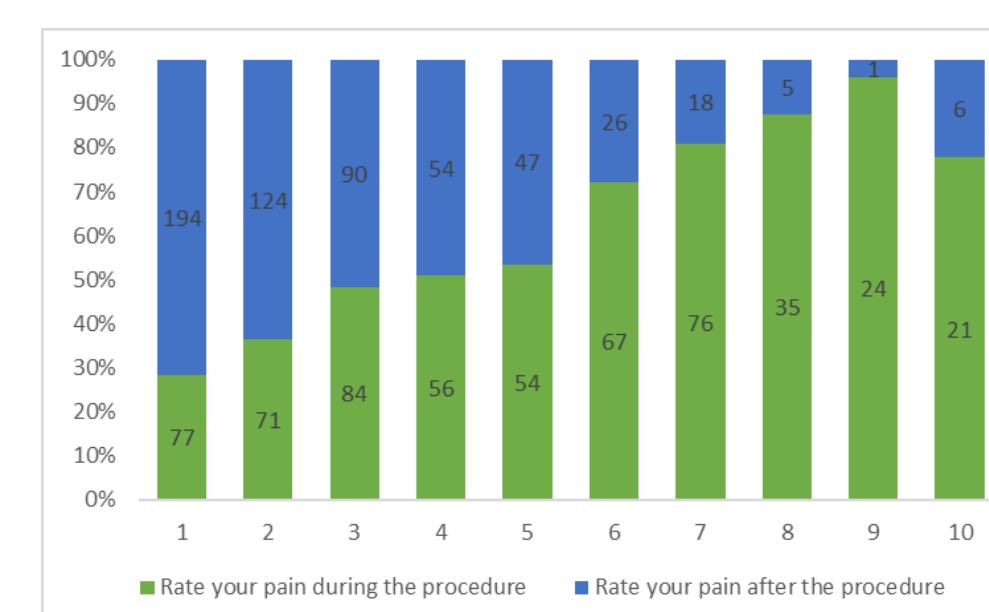
Average age ranged from 15 – 52 years



Type of IUD inserted



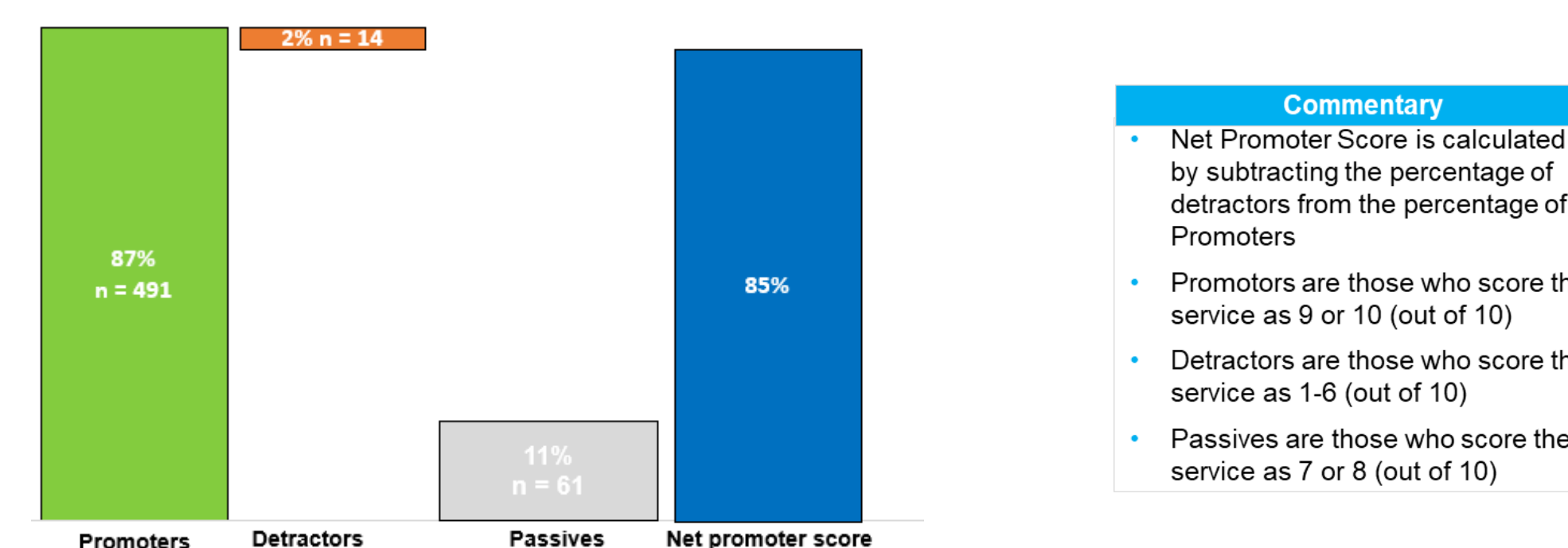
The chart shows results for average pain rating question during / post procedure



How acceptable was the procedure for you?



How likely are you to recommend our service?

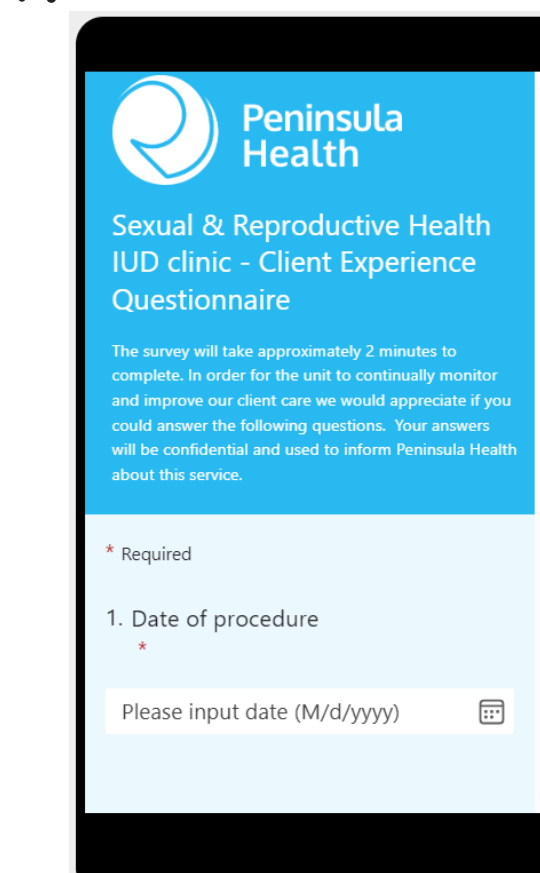


Commentary

- Net Promoter Score is calculated by subtracting the percentage of detractors from the percentage of Promoters
- Promoters are those who score the service as 9 or 10 (out of 10)
- Detractors are those who score the service as 1-6 (out of 10)
- Passives are those who score the service as 7 or 8 (out of 10)

Comments and Feedback from patients

- "When having a form of contraceptive implanted higher pain relief is required."
- "The green whistle to help ease the pain would be super helpful."
- "I've dealt with the staff and clinic multiple times and every single nurse and doctor are so caring and wonderful."
- "Felt very safe 10/10 will recommend."
- "Great communication before, during and after procedure, it was a very comfortable environment."



Conclusion

Overall, the IUD Clinic survey received very positive responses with very high levels of satisfaction.

- 99% of clients** felt satisfied with the service they received
- The IUD clinic got an impressive Net Promoter Score¹ of 85**
- 98% of respondents** felt that their appointment time was convenient. For those attending on Saturdays, it was 100%
- 99% of respondents** felt safe receiving care from Peninsula Health during Covid-19 response.

Tolerance and acceptability of IUD insertion in our community health setting is mostly positive. Less than 10% of our patient cohort reported a high pain score and would have benefited from additional analgesia. In response to this feedback, methoxyflurane (Pentrox inhaler) has been introduced in July 2023. Preliminary responses are very positive. We will continue to monitor the effectiveness of this intervention on pain with the point of care survey.

¹ <https://www.bain.com/consulting-services/customer-strategy-and-marketing/customer-loyalty>