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Factors influencing women's satisfaction with surgical abortion — reply

To the Editor:

We appreciate the letter from McLemore et al. regarding our manuscript “Factors influencing women’s satisfaction with surgical abortion” [1]; their comments include additional commentary about their own published findings. We agree with McLemore et al. that their qualitative assessments demonstrated that patient satisfaction is just one component of patient experience and that patient satisfaction is not the sole determinant of patient experience [2]. Taylor et al. [3] evaluated whether or not patients rated their care as excellent, whereas we looked at what factors influenced their level of satisfaction, even if the patient did not consider the care as excellent. Overall, we believe the information in the studies to be complementary as they evaluate different aspects of patient satisfaction.

We agree with McLemore et al. that patient satisfaction ratings are an inadequate measure of the overall patient

care experience, which they reviewed in depth in their prior publications [2,3]. Rather than repeat the information already included in the commentary sections of their papers, we opted to use the discussion section of our report to point out the differences and similarities between the findings of the studies.

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