Abstract of parallel session: 2

Title: Ancient wisdom in organizational learning – Challenges in the development of a sensitive and informative patient satisfaction measure in elderly home care settings

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Abstract
(Max 2000 characters, incl. spaces):

Relevance: Home care for elderly has become more important in Switzerland. Due to the increasing demand and cost pressure, quality of home care has been increasingly focused. Therefore assessing quality of home care also requires adequate quality indicators. The Swiss Home Care Association (Spitex Schweiz) collects data on patients' health using a Swiss adaptation of the Resident Assessment Instrument for homecare. Based on these objective data quality indicators are calculated, neglecting the perspective of patients. Although research indicates that patient satisfaction (PS) is one of the most precise quality indicators for care. Moreover, PS builds the basis for organizational learning and enhanced care process. An ongoing research project aims to improve and explore the potential of the data collected by Spitex Schweiz, whereby one part focuses on the inclusion of PS.

Current state of research: In home care settings PS as a quality indicator has rarely been considered yet. Only minor efforts have been made to develop a specific measurement for PS. Existing instruments have been adapted from other care services, neglecting the unique characteristics of home care settings. Further, they lack a sound methodological approach and therefore it is unclear whether criteria for quality indicators are fulfilled.

Research question: 1.Which factors have an influence on PS? 2.What are the requirements for an effective and sensitive measure of PS in home care settings?

Methods and Results: A literature review on existing measures, methodological challenges and needs of elderly was conducted. The result includes the identification of n = 17 home care PS instruments that meet the inclusion criteria. Further, challenges within five topics based on the setting and needs of elderly were identified. The relevance of these challenges for the development of a PS measure in home care settings were discussed and further promising approaches to account for these challenges are presented.