

WENNBERG INTERNATIONAL COLLABORATIVE SPRING POLICY MEETING 2018

ANCIENT WISDOM IN ORGANIZATIONAL LEARNING

Challenges in the development of a sensitive and informative
patient satisfaction measure in elderly home care settings

PD. Dr. Florian Liberatore on behalf of the Home care data
research group



Smarter Health Care
National Research Programme



**zh
aw** School of
Management and Law

THE HOME CARE DATA RESEARCH GROUP

Project title:

Swiss Home Care Data: patient profiles and quality measures for home care

Institutions and collaborations

- Zurich University of Applied Sciences, School of Health Professions, Institut of Health Sciences
- **Zurich University of Applied Sciences, School of Management an Law, Winterthur Institute of Health Economics**
- Obsan Swiss Health Observatory
- University of Bern, ISPM Institute of Social and Preventive Medicine
- Spitex Schweiz

Project type:

Funded by Swiss National Science Foundation – National Research Programm 74 "Smarter Health Care"

Timeline:

2017 - 2019



Smarter Health Care
National Research Programme

Relevance

Patient satisfaction as important subjective quality indicator

In home care settings patient satisfaction has not been used so far as quality indicator

Patient satisfaction surveys in healthcare are often useless

Due to ceiling effects that are caused by poor survey design

Research Question



***How can patient satisfaction in home care
be measured unbiased
to act
as an effective quality measure?***

GOALS FOR THE PATIENT SATISFACTION MEASURE DESIGN

Avoiding social desirability bias and dependency effects

Revealing quality differences and being sensitive for critical incidents

Catching the patient perspective in the survey design (wording, perceptions)

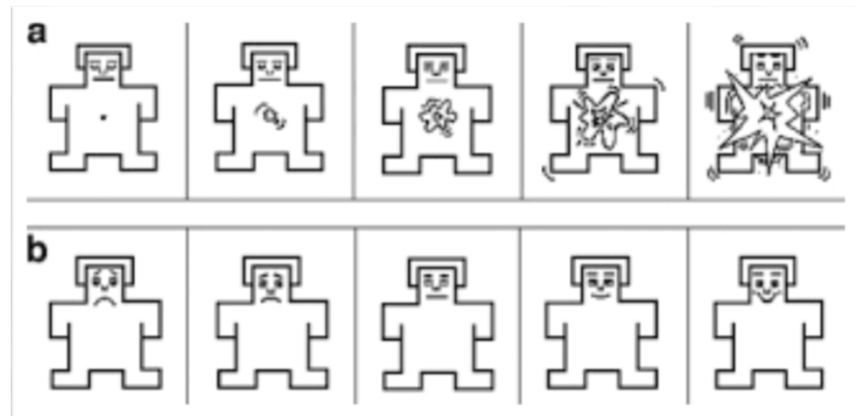
Considering the expectations of different patient types (level of co-creation)

TWO APPROACHES TO SOLVE THE PROBLEM

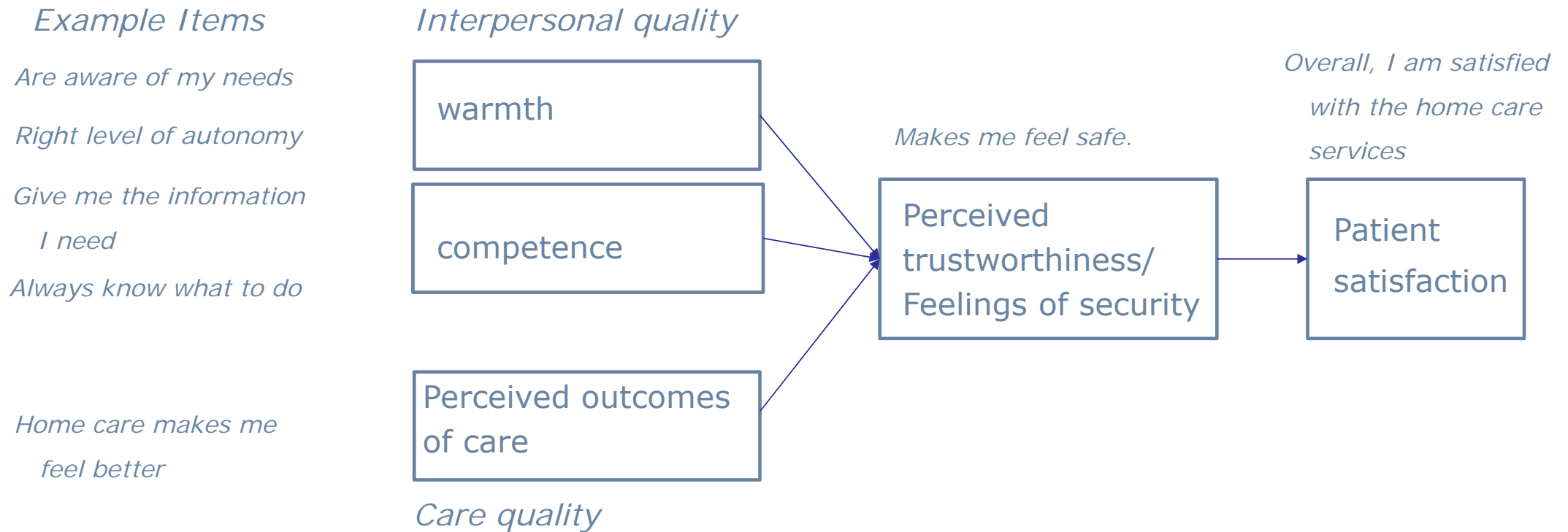
Standard instrument



SAM -Scale



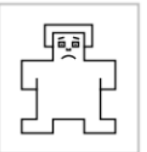
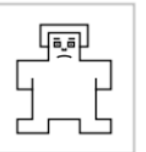
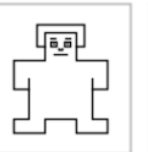
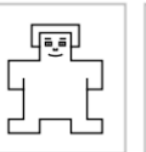
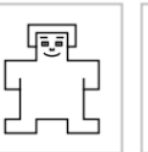
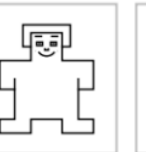
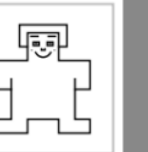
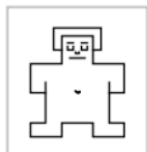
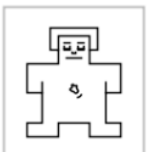
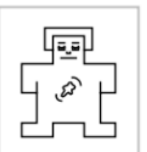
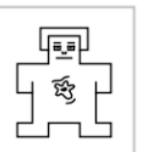
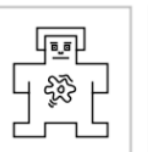
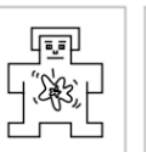
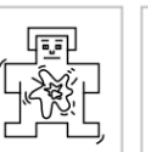
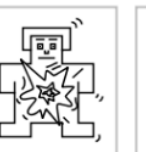



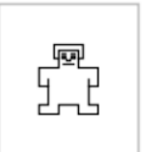
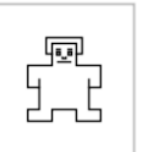
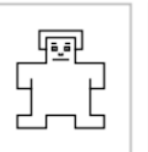
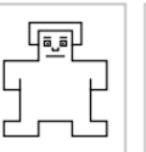
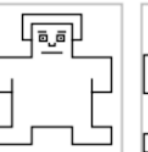
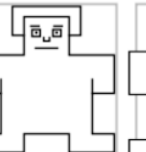
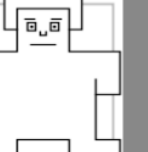


CONCEPTUAL FRAMEWORK FOR THE STANDARD INSTRUMENT

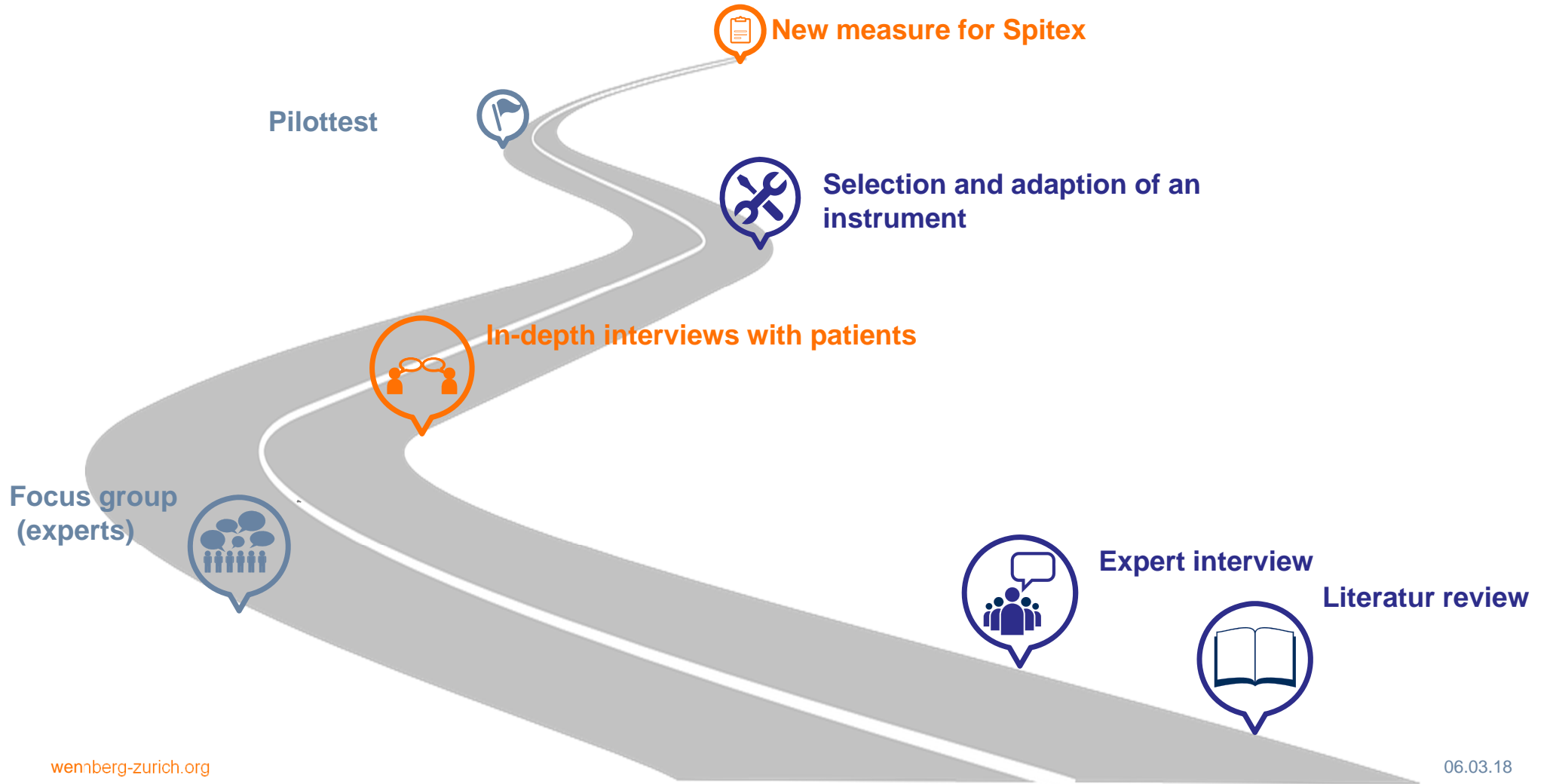


SAM-SCALE

Please rate the relationship with the home care organization on the following scale.

									valence
									arousal
									dominance

PROJEKT OUTLOOK





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Scale	Source & Setting	Dimension	Reliability
The Home Care Satisfaction Measure (HCSM)	Geron S, Smith K, Tennstedt S, Chassler D & Kasten L (2000) The home care satisfaction measure: a client-centered approach to assessing the satisfaction of frail adults with home care services.	Competency Service choice Positive interpersonal Negative interpersonal	$\alpha = .79$
NA	Jones K, Netten A, Francis J & Bebbington A (2007) Using older home care user experiences in performance monitoring.	Carer quality Service quality Outcomes	$\alpha = .84$
The Press Ganey Home Care Patient Satisfaction Questionnaire	Mylod D & Kaldenberg D (2000) Data mining technique for patient satisfaction data in home care settings.	Arrangig home health care Dealing with home care office Nurses home health aides medical equipment overall ratings	$\alpha = .98$
Client satisfaction	Nakatani H & Shimanouchi S (2004) Factors in care management affecting client outcomes in home care.	Client focus Accessibility/convenience Continuity of care Coordination of services Integration of services Effectiveness and efficiency	$\alpha = .89$
The Home Care Client Satisfaction Instrument (HCCSI-R)	Westra B, Cullen L, Brody D, Jump P, Geanon L & Milad E (1995) Development of the home care client satisfaction instrument.	Uni-dimensional Scale	$\alpha = .93$
NA	Wilson A, Wynn A & Parker H (2002) Patient and carer satisfaction with 'hospital at home': quantitative and qualitative results from a randomized controlled trial.	14 Items	NA
NA	Chiou, Lee, Chang (2014). Developing and testing a tool to evaluate the quality of hme aid services	Positive opinions Negative opinions	Yes
Home Care Client Satisfaction Instrument-Revised (HCCSI-R),	Kouli et al. (2013) Patients' Satisfaction with Home Care Services in Greece	15 Items	NA