

A clinical indicator system in mental health

VAN DE WATER G., DE PAEPE L., BREUGELMANS S., VLEUGELSA.
 Centre for Health Services and Nursing Research, K.U.Leuven

FINDING

In the last decade, many indicator sets and systems for mental health care have been developed and declared technically sound

STATEMENT

Scepticism exists, caused by
 - lack of agreement on "best practice"
 - measurement "gets in the way of" delivering good practice

KEY TO SUCCESS

If mental health care providers believe in the relevance and the usefulness they may be more eager to spend time and energy in working with it

OBJECTIVE

Analysis of the experience of psychiatric hospitals with an indicator system before, during and after one year of use

INGREDIENTS:

- 1 year
- 10 psychiatric hospitals
- online clinical indicator system navigator©
- questionnaire 1: 9 statements
- questionnaire 2: 25 statements regarding
 - A) time investment
 - B) user-friendliness
 - C) recognisability of the feedback
 - D) usefulness of the website and network
 - E) the use and usefulness of the system

RECIPE:

- questionnaire 1 before and after the project
- questionnaire 2 after every quarter
- frequency distribution
- rdit scores

navigator
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MOST IMPORTANT RESULTS:

Evaluation after 1 year of experience:

- + the indicator set is more useful than expected
- + the provided feedback is more recognisable than expected, especially the benchmark
- the indicator system fits less in the hospital's quality of care policy than expected

The hospital's opinion throughout the year:

Time investment	<ul style="list-style-type: none"> • Not time consuming • Entering and exploring of data in software becomes easier in time
User-friendliness	<ul style="list-style-type: none"> • The software is logically constructed • Easy to use
Recognisability of the feedback	<ul style="list-style-type: none"> • Feedback reports provide a clear image of the hospital's evolution in time • Feedback reports provide a clear image of the hospital's position towards others
Usefulness of website and feedback	<ul style="list-style-type: none"> • Library and discussion forum on supporting website are not useful • Training and support are very good, networking is sufficiently supported
Use and usefulness of the system	<ul style="list-style-type: none"> • Feedback reports are not always used to provide feedback within the hospital • Feedback reports have not yet led to identification of improvement possibilities

CONCLUSIONS:

- the indicator system is evaluated as useful and userfriendly
- the scepticism from the beginning diminishes towards the end of the project
- prejudices towards indicator systems are not always justified

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