

To what extent do patient-given global rating of quality of care reflect process, structure or outcome aspects of care?

D. de Boer, L. Koopman, J. Rademakers

Background

- Measurement of quality of care from the patient perspective often includes global ratings (for example: 'How would you rate the care you have received?')
- Global ratings often used as a summary measure, and therefore prominent. But which elements of quality of care do these ratings reflect?

Consumer Quality index (survey)

- CQ-index: survey specific to different patient groups measuring patient experiences and global ratings
- Patient groups
 - Spinal disc herniation (N=615)
 - Hip- or knee surgery (N=1686)
 - Cataract surgery (N=4640)
 - Varicose veins (N=1137)
 - Rheumatoid arthritis (N=2757)

Results / discussion

- Patient-given global ratings explained by:
 - Process (R^2 .164 - .233)
 - Structure (R^2 .085 - .209)
 - Outcome (R^2 .051 - .122)
 (order consistent for all patient groups)
- Improvement projects → process and structure
- Outcome
 - Further development of measures

Results

Table 1: Variance in global rating accounted for by process, structure or outcome aspects

	Model	R ² _{adj}	Degrees of freedom	p-value
Hip or Knee surgery	dc	0.055	3, 1692	p<0.01
	dc, process*	0.201	3, 1678	p<0.01
	dc, structure*	0.151	4, 1678	p<0.01
Cataract surgery	dc, outcome*	0.061	3, 1679	p<0.01
	dc	0.025	3, 4631	p<0.01
	dc, process	0.164	3, 4628	p<0.01
Varicose veins	dc, structure	0.178	4, 4627	p<0.01
	dc, outcome	0.058	3, 4628	p<0.01
	dc	0.010	3, 1134	p<0.01
Rheumatoid Arthritis	dc, process	0.190	3, 1131	p<0.01
	dc, structure	0.085	4, 1130	p<0.01
	dc, outcome	0.071	3, 1131	p<0.01
Spinal disc herniation	dc	0.041	3, 2753	p<0.01
	dc, process	0.154	3, 2750	p<0.01
	dc, structure	0.138	4, 2749	p<0.01
	dc, outcome	0.051	3, 2750	p<0.01
	dc	0.062	3, 611	p<0.01
	dc, process	0.233	3, 608	p<0.01
	dc, structure	0.209	4, 607	p<0.01
	dc, outcome	0.122	3, 608	p<0.01

* demographic characteristics
 * process measures (being listened to, clear explanations, shared decision making)
 * structure measures (waiting times, continuity of care)
 * outcome (number of improved elements, number of elements with no change and number of elements that deteriorated)