

A Patient Satisfaction Survey piloted in 9 hospitals of Albania

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Introduction

There are 49 hospitals in Albania 5 University hospitals
(Hospitals constitute the backbone of the entire health system in Alb)

60% of total budget and 56% of the total number of medical staff are still concentrated in hospitals

Several initiatives have started in order to improve the hospital sector and the quality of healthcare by introducing and implementing new concepts and methods for quality improvement

The National Centre of Quality, Safety and Accreditations of Health Institutions in Albania was established on December 2005

The Set of Quality Standards for Hospitals in Albania was developed on 2004-2005 as the achievement of two years project on performance indicators and quality standards by WHO regional office Europe MoH of Albania and Italian government

Two projects are ongoing coordinated by NCQSA-HI (licensing and accreditation, HTA)

NCQSA-HI

- **Quality?**
 - Out comes (Results)
 - **Patient Satisfaction**
 - Cost-effectiveness
- **Safety?**
 - Risks management
 - medical error
- **Accreditation?**
 - Set up standards
 - A dynamic process of continuous quality improvement,



Problems of our healthcare system!..

- Dissatisfied Patients / consumers, healthcare staff
- Lack of safety culture. Unreported errors, incidents
- Insufficient, outdated medical equipment
- Overused, misused, unused , services
- Inefficiency management of healthcare system
- High cost of healthcare
- Unjustified differences among quality and result

Balance of therapeutic treatment: doctor- patient

In the same time

doctor

- Signs & symptoms
- diagnosis
- Therapeutic choice
- Therapeutic follow up
- Therapeutic educations

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patient

- suffering
- Loss of integrity
- grief- adaptation
- Opinions- beliefs
- motivation
- Self management of disease

Objective of this survey

- To explore the Patient satisfaction in our hospitals in Albania
- To test the Patient Satisfaction Questionnaires as a tool for Quality and Safety Improvement in our Hospitals.

Methods (1)

- The survey was carried out in 9 Districts' hospitals
- For a 6 months period May-October 2007(all process)
- N C Q S A -H I was the head of the process
- in spreading out the patients' satisfaction questionnaires
- introducing the questionnaire and training the coordinators (how to use the questionnaire, in their hospitals)
- gathering and analyzing the data
- and resulted the conclusions.

Methods (cont.)

- Questionnaire* has been anonymous
- Is filled out by the patients
- Just before leaving the hospital
- it has been put in the envelope
- and given to the person charged (quality & safety coordinator) for collecting them

*The Patients' satisfaction Questioner"
Book of "Quality of Hospital Services in Albania: Achievements of the 2-years project on performance indicators and quality standards for Accreditation 2004-2005"
From WHO Europe, and Ministry of Health in Albania. (pg.20).

Methods (cont.)

- The hospitalized patients have been selected casually
- Nr=100
- independent of age, sex, illness diagnose and habitation.
- If was necessary, patients could have the assistance of their relatives or the responsible person for the questionnaires
- patients of underage 14 the questionnaire can be filled in, from their parents or legal person who accompanied him during the hospitalization.

Patient questionnaire

- The questionnaire has 8 sections and it's an indicator for each of them.
- Patient's experience with "Your care from nurses" _____ T1
 - 1.did they treat you with courtesy and respect?
 - 2.did they listen carefully to you ?
 - 3.explain things in a way you could understand?
 - 4.did they give help as soon as you wanted it?
 - 5.rank the care you got from nurses (1-10)
- Patient's experience with "Your care from doctors" _____ T2
 - 1 did they treat you with respect?
 - 2.did they listen carefully,
 - 3.did they explain to you?
 - 4.rank the care you got from dr. who treated you(1-10)
- Patient's experience with "Hospital environments" _____ T3
 1. how often were your bathroom & room kept clean?
 - 2.Was the area quiet at night?
 - 3.were you or your relatives facilitated by signs or directions?

Patient questionnaire (cont.)

- Patient's experience with "Your experience in this hospital" _____ T4
 - 1.were you satisfied from food offered ?
 - 2.how often do you feel involved in taking decisions conc. your treatment?
 - 3.did you feel your confidentiality was respected?
 4. was your pain well controlled? 5. was your pain under control?
 6. did the staff do everything they could to help you in pain?
 7. have you take any medication you had not taken before?
 8. did the staff describe the possible side effect before taking it
- Patient's experience with "Cooperation inside the hospital" _____ T5
 1. how often did you noticed a good communication nurse-doctors-other staff?
 2. how often happened one said one thing and another person said another?
- Patient's experience with "When you left the hospital" _____ T6
 1. did they informed you where you could find help after leaving the hospital?
 2. did you get the writing information about the symptoms or problems after you left?
- Patient's experience with "Overall rating of hospital" _____ T7
 1. Rank the hospital 1 worst---10 the best
 2. would you recommend this hospital to your friends and family?

Measurement of each indicators

8 sections (with questions)

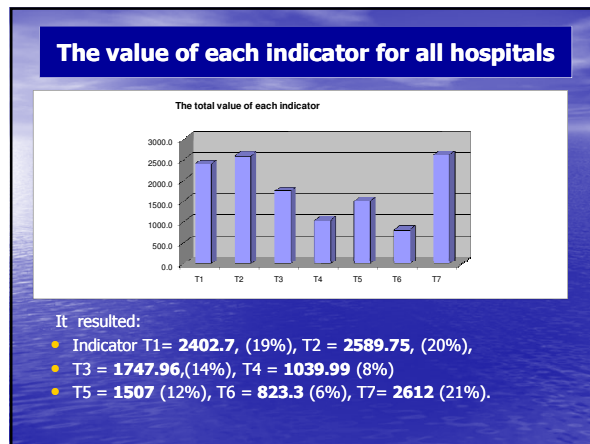
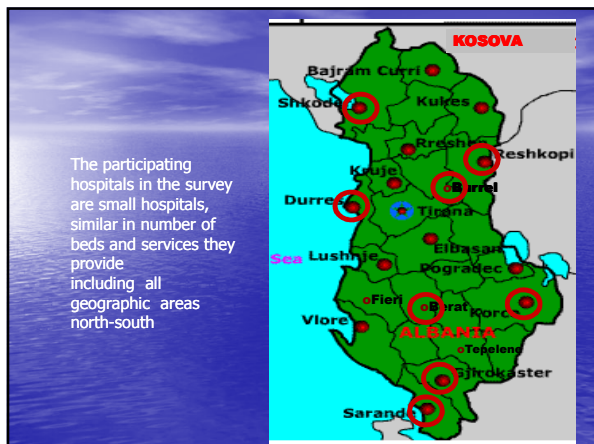
4 answers

Never (1point)
Sometimes(2points)
usually(3points)
always(4points)

ranking with numbers

1 (the worst) -10 (the best)
care from nurse
care from doctors
overall rating of hospitals

Indicators for each sections was evaluated based on the formula :
Numerator: Sum of all scores on items relative to each section
Denominator : total number of items in the subdimension (for each) answering by patients



Comments after evaluating

the best rates for

- T2 the care from doctors
- T1 the care from nurses
- T7 overall rating the hospitals

80% of patients rates with best

- the level of one to one relationships or communication between doctor and patient, which has a demonstrably positive impact on patient satisfaction
- There is many literature showing that compassion, and respect for the patient is positively associated with more positive perceptions of care on the part of the patient

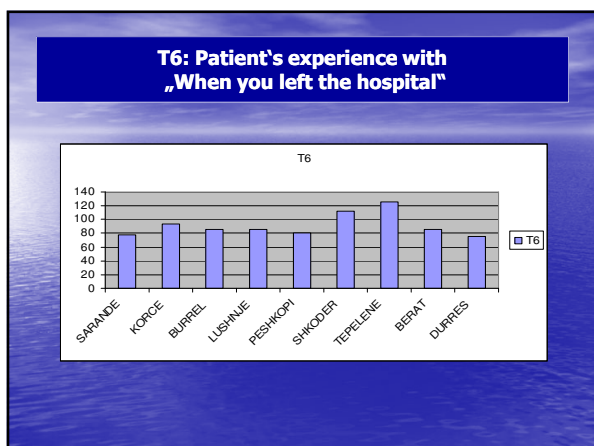
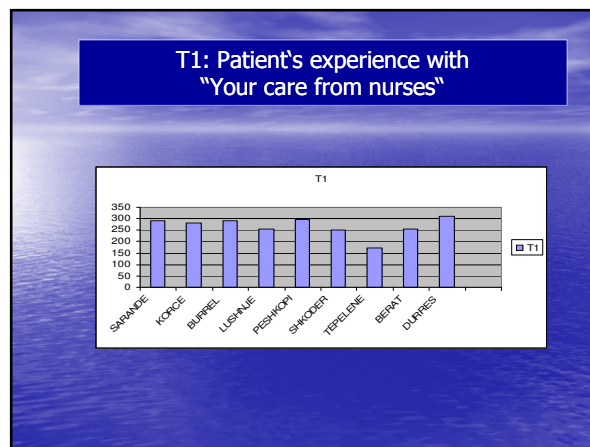
The worst rates

T6 : when you left the hospital
(continuity of out patient care , obstacles in patient reference system from hospital to ambulatory care , day care services or patient education care) only 20 % of patient was positive

T4 your experience with the hospital
(did you enjoy the food was ranked never or sometime in more than 70%)

T5 cooperation inside the hospital
(a matter of organizing and communicating among healthcare personnel)

T3 Hospital environment
about the hygiene, noises
level of the hospital as an organizational entity and system



Results : Patients were in the center to express their opinion.

About the questionnaires

- ~60-70% (age 40- 60) of patients complete the questionnaire without assistance.
- The questionnaire was concluded as easy and comprehensive to the patients
- The average time for complete was about 15 min

Changes for improvement

- It was a commitment done by all directories of participating hospitals to take initiatives for changing initiating by simple things : the right information in discharge of patients, informed consent, therapeutic education, signs in hospitals
- They can compare

Conclusions

Positive	Negative
<p>About the process</p> <ul style="list-style-type: none">• A new culture of involving and giving the patient's opinion. <p>This was a new point of view of health managers in hospitals how to use the patient opinions</p> <p>And a new way of thinking for patients</p> <ul style="list-style-type: none">• patient satisfaction questionnaire was considered to be useful and can be used As a tool for improvement "Patient Centeredness" in every day practice by our health professionals.	<ul style="list-style-type: none">• The subjective of patient perceptions and interpreting• The existing pressure and fear of negative impact on medical treatment on telling the truth• The tendency to satisfy the medical staff by over rating positive answers

Is a continuous process for NCQSA

Focus on patients centersness/rights

Culture of safety

A law on accreditation mandatory March 2009
One of the standards is "the continuous review of patient satisfaction by hospital management for improvement"

A national strategy on hospital safety by the December 2009

Thank you