

091: QUALITY OF PEDIATRIC CARE- APPLICATION, IMPLEMENTATION AND EVALUATION OF AN INSTRUMENT TO MEASURE PARENT SATISFACTION WITH HOSPITAL CARE

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Astrid Lindgren Children's hospital is the center for pediatric medical and surgery care at Karolinska Hospital in Stockholm, Sweden. The hospital is organized in to programs instead of departments in order to obtain a patient focused care. The hospital employs approximately 1500 staff.

In pediatric care, views of close relatives, like parents, take on increased importance. For hospital management it was very important to find an instrument to measure parent satisfaction with pediatric care, which could help management to pinpoint specific areas in need of improvement.

On two occasions, in 1999 and 2001, a questionnaire has been used to measure parent satisfaction with quality of care.

The instrument is called Pyramid and it is tested for its validity and reliability. The parent questionnaire is based on a patient questionnaire with the same name. The primary difference is that all questions are directed to the parents of patients rather than to the patients themselves.

The questionnaire consists of 58 questions concerning eight domains, information about routines, information about treatments and examinations, accessibility, medical treatment, care processes, staff attitudes, participation, staff work environment and an overall global rating.

Questionnaires were distributed to parents by hospital staff upon arrival to the unit. All units involved in the study had a contact person who was responsible for distribution and collection of the questionnaire.

In 1999 a total of 912 questionnaires were distributed and 624 were returned, yielding a response rate of 68%. In 2001 a total of 1094 questionnaire were distributed and 692 returned, giving a response rate of 63%.

Both times the result was first presented for the steering committee at Astrid Lindgren Children's Hospital and then to hospital staff. Results are presented graphically and are accompanied by structured guidelines for study and analysis.

The parents were most satisfied with staff attitudes, with had a mean index score of 95% in the study 2001.

Compare to the former study the only area that show a statistical significant difference was medical treatment were mean index score had increased from 89% to 91%.

Generally the hospital staff was positively surprised over the results both times, which encouraged them to work on the areas that needed improvement. Staff was encouraged to choose two or three areas to focus on with the greatest improvement potential, around which they will concentrate strategic quality measures.

Many units chose to work with projects in order to develop better routines, like extending the hour of telephone service, or writing information material about the unit.

At the first study we achieved a baseline measurement for quality improvement and with the second study we could compare results with the first study and found that active involvement from staff in analysing and working with results gave positive effects on parent satisfaction.

The value of measuring patient and parent satisfaction is increasingly important as hospitals are required to document quality improvement measures. It is equally important to develop different kinds of strategies for implementing and evaluating studies like the one presented here.