Psychiatric care nurses’ and caregivers’ perceptions of quality of care in community

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Introduction

- What is “quality of care”?
- Why is it so important in psychiatric community care?
- What is the importance of psychiatric community care in Taiwan?
- How can the quality of care in psychiatric patients be analyzed?
- How is psychiatric care quality from patients’, nurses’ and caregivers’ viewed.
Introduction

- Most research on the quality of care focus on patient’s satisfaction
- There’re no objective assessment instrument of community mental illness patients of care quality in Taiwan
- Nurses and caregivers play an important role in the care-providing process for psychiatric patients.
- Their unique experience of patient care make it important to include them when defining quality of care.
Purpose

- How the psychiatric nurses and caregivers perceived quality of care in community
Methods

- An qualitative research approach
  - to understand and represent issues of temporality quality of care in the case of psychiatric care in community

- Multiple techniques are applied for data collection
  - in-depth individual interviews
  - focus groups
  - participant observation

- Content analysis was used
Data collection

- In Taipei city, New Taipei city & Nantou county
- Semi-structured questions were conducted by one of the authors
  - Took on average 1 hour
- The interviews were MP3 recorded and transcribed verbatim
- Duration: 2011.5~2011.11
  - Caregiver: 3 Focus Group
  - Nurses: 3 Focus Group and 1 in-depth interview
Interview Guidelines

- Illustrate the community services given in your Institute (or that you have received)?
- What are your thoughts on the quality of care in psychiatric community care?
- What alterations are required to improve the quality of care?
- What strategies may encourage psychiatric patients to seek home care services?
- Why are these strategies fundamental to the psychiatric community care?
- Have you ever faced resistance or difficulties in receiving (or providing) home care services?
- What do you think about community-care service capabilities?
Participants

- Care nurses:
  + 2 Psychiatric teaching hospitals
  + 13 psychiatric nurses
    - 1 male
    - 12 female
  + Age: 32~50
  + The average nursing years: 18.8
Participants (cont')

- Caregivers:
  - 16 Caregivers;
    - 5 males
    - 11 females
  - Age: 23~83
  - During the care of patients: 1~40
  - The average number of hospitalizations: 3.5
- Diagnosis
  - Schizophrenia: 11 cases
  - Affect disorder: 5 cases
Rigor

- The criteria for evaluating qualitative research is by reference to “Lincoln & Guba”, 1985
  - Credibility
  - Transferability
  - Dependability
  - Confirmability
Ethical consideration

- The study was approved by the hospital ethics committee
Discover and analysis

**Quality of Care**

- Seamless care
  - *Adequate human resources*
  - *Holistic care*
- Life meaning
  - *Living restructuring*
  - *Perform activities of daily living*
- Linking with the patients’ needs
  - *Patient centered care*
  - *Community Resources alliance*
  - *Integration of resources*
  - *Efficient care*
- Competent nurses
  - *Trait*
  - *Training and experience*

*Trait* Training and experience
2 categories

Trait:

- This concept describes personal characteristics of nurses
  - To be optimistic, if we really encounter difficulty, ..He (nurse) must be able to talk to another and share with their experiences (N9)

Training and experience

- This concept describes the receive of good training and hand-on experience
  - at least two years of hospital training, he could assess the symptoms of acute patient and deal with something else independently (N1)
Seamless care(1/2)

- 2 categories
- Adequate human resources
  - This conception describes adequate manpower support and professional support
    - *Institutions have to provide services to meet the patients need* (N7)
Holistic care

This concept refers to the continuity of medical care, such as psychiatric acute, chronic inpatient care, ambulatory, community rehabilitation care and transition of care.

In terms of continuing medical care, the patient might have the needs of emergency treatment and long term care (N13)
Life meaning (1/2)

× 2 categories

× Living restructuring

+ This concept describes assistance in the restructuring of the patient's life, and the ability of patient self-management of life, disease adjustment, and working adjustment

× Institutions training should be done, before they (patients) are allowed to looking for a job (C7)
Perform activities of daily living

This concept describes the assistance given to patients to: perform daily tasks, maintain normally daily routines, and enforce motivation towards the patients, by strengthening rehabilitation motivation and/or maintaining working habits.

In terms of the mentally ill, the lack of opportunity given may be an incentive to enforce motivation, so that the patient can regulate and enforce a productive lifestyle ($N_1$).
Linking with the patients’ needs (1/4)

- **4 categories**
- **Patient centered care**
  - This concept illustrates the care provided based on the patient's needs and his/her social interactions between friends and families
  - Awareness of the disease and the patient's illness experience
    - After the classes, I altered my manner of communication with my child (C2)
Linking with the patients’ needs (2/4)

- Community resources alliance
  - This concept indicates the ability to link social resources
  - When the patient has a variety of community needs that can provide relevant information
    - In the community, family members might have immediate needs, the ability to link with these resources must be known (N4)
Linking with the patients’ needs (3/4)

- Integration of resources
  - This concept indicates the ability to integrate various internal and external resources
  - Be able to integrate a variety of community resources, and can be based on the patient needs to provide a single-window services
    - Be able to coordinate and have the ability of resource referral, You must to know what needs have changed(N13)
Efficient care

- This concept refers to the provision of the efficiency and consistency of care services
- Enhance self-care of the daily life, family support, community involvement, and psychological rehabilitation, disease management, self-management, crisis intervention, and reduce re-hospitalization rate

× This similar to professional nursing competence such as crisis intervention, family support, community involvement, psychological rehabilitation... life management care, and promote community involvement, disease management and psychological recovery (N13)
Discussion and conclusion

- Community care quality contains good-care capacity, to provide seamless care, to find meaning in life, and links with patients needs.

- Mental healthcare evaluation of the quality of patient care in Taiwan (Taiwan Joint Commission on Hospital Accreditation)
  + According to acute and chronic inpatient medical quality indicators.
  + It is unable to provide an objective assessment of mentally-ill patients’ community care quality.
Healthcare similarities between East and West

- Centered on patient care
- Emphasis patient’s need
- Focus on continuing care
Healthcare differences between East and West

Insurance
- The National Health Insurance program is a compulsory social insurance program for people living in Taiwanese citizens.
- This program is built on the concept of mutual assistance and depends on the insured to recompense for their premiums according to regulations.

Medical oriented
- Focus on medical outcome in Taiwan

Instituted care
- 90% of Institutional psychiatric care in Taiwan
- Less of autonomy

Family involvement
It is important to include the perception of care quality from both nurses and caregivers into the curriculum of on-job training for psychiatric nurses. Results can be used as a reference for guiding the mental health policy regulation and health care services for the psychiatric patients. In the future, this will be noted with high importance, regarding to the forthcoming development of instruments to measure the quality of psychiatric care.


THANK YOU FOR YOUR ATTENTION