

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

PHD Candidate :Jin-Biau Li,

Advisors : I-Chuan Li,

Chiu-Yueh Yang,

Outline

- × Introduction
- × Purpose
- × Methods
- × Findings
- × Discussion and conclusion
- × Relevance to clinical practice
- × References

Yang Ming University



Introduction

- ✘ What is “quality of care” ?
- ✘ Why it is 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')

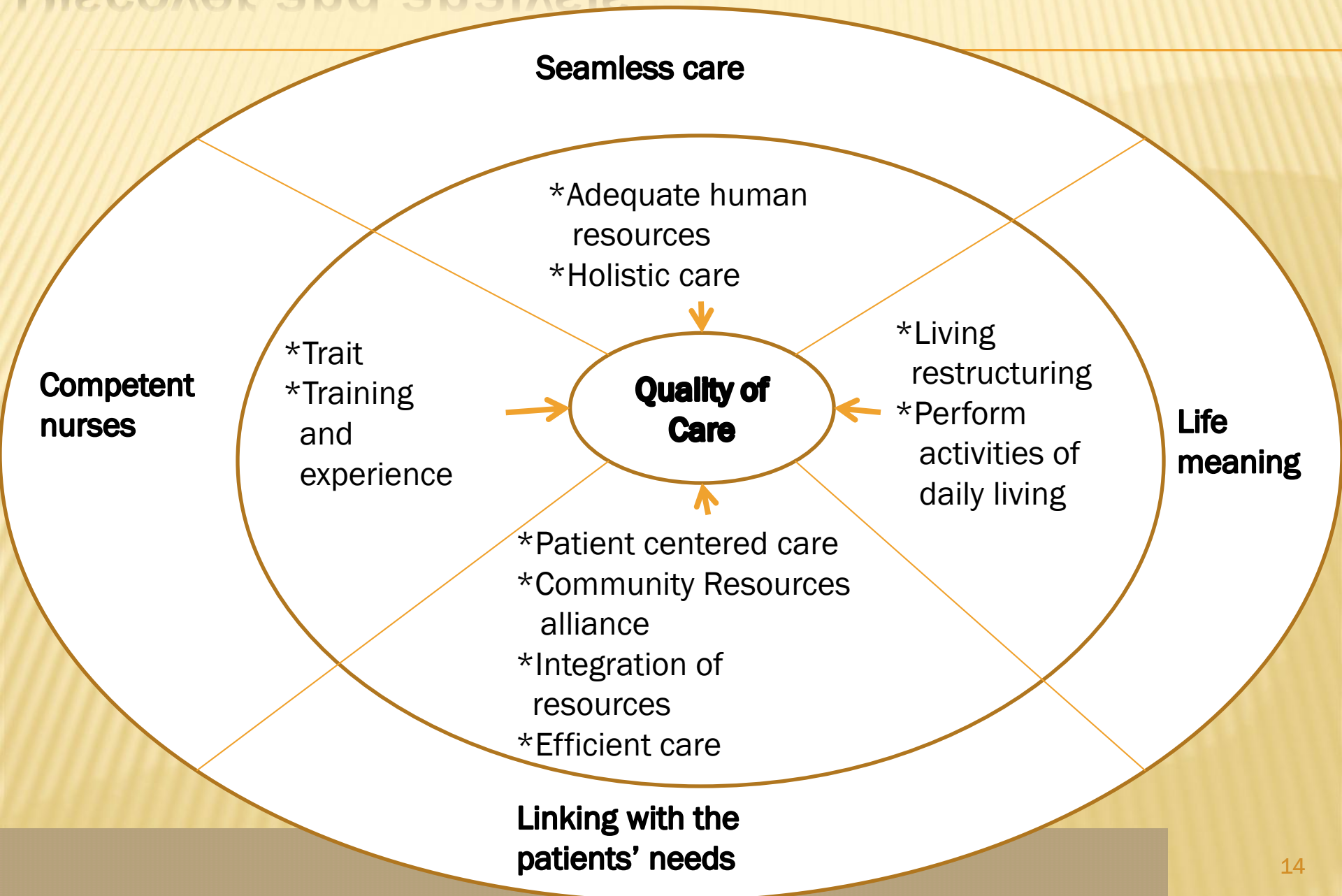
- × Caregivers:
 - + 16 Caregivers;
 - + 5 males
 - + 11 females
 - + Age: 23~83
 - + During the care of patients: 1~40
 - + The average number of hospitalizations: 3.5
 - + Diagnosis
 - × Schizophrenia: 11 cases
 - × Affect disorder: 5 cases

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



- × **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)*

Seamless care (2/2)

× 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)*

Life meaning(2/2)

× 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(N1)*

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)*

Linking with the patients' needs (4/4)

✘ 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

Relevance to Clinical Practice

- ✘ 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

Part of references

- Bramesfeld, A., Wedegärtner, F., Elgeti, H., & Bisson, S . (2007). How does mental health care perform in respect to service users' expectations? Evaluating inpatient and outpatient care in Germany with the WHO responsiveness concept. *BMC Health Services Research*, 7(99), 1-12. doi: 10.1186/1472-6963-7-99
- Donabedian, A. (1966). Evaluating the quality of medical care. *Millbank Memorial Fund Quarterly* 64, 166-206.
- Killaspy, H., King, M., Wright, C., White, S., McCrone, P., Kallert, T., . . . Miguel, J. (2009). Study protocol for the development of a European measure of best practice for people with long term mental health problems in institutional care (DEMOBinc). *BMC Psychiatry*, 9(36), 1-8.
- Mellsop, G., & Wilson, J. . (2006). Outcome measures in mental health services: Humpty Dumpty is alive and well. *Australas Psychiatry*, 14(2), 137-140.
- Montgomery, P., Rose, D., & Carter, L. (2009). Patient health outcomes in psychiatric mental health nursing. *Journal of Psychiatric and Mental Health Nursing*, 16(1), 32-45. doi: 10.1111/j.1365-2850.2008.01327.x
- Schröder, A., & Ahlström, G. (2004). Psychiatric care staff's and care associates' perceptions of the concept of quality of care: A qualitative study. *Scandinavian Journal of Caring Sciences*, 18(2), 204-212. doi: 10.1111/j.1471-6712.2004.00271.x
- Schröder, A., Ahlström, G., & Larsson, B. W. (2006). Patients' perceptions of the concept of the quality of care in the psychiatric setting: A phenomenographic study. *Journal of Clinical Nursing*, 15(1), 93-102. doi: 10.1111/j.1365-2702.2005.01241.x
- Schröder, A., Larsson, B. W., & Ahlström, G. (2007). Quality in psychiatric care: An instrument evaluating patients' expectations and experiences. *International Journal of Health Care Quality Assurance*, 20(2-3), 141-160.
- Shiple, K., Hilborn, B., Hansell, A., Tyrer, J., & Tyrer, P. (2000). Patient satisfaction: A valid index of quality of care in a psychiatric service. *Acta psychiatrica Scandinavica*, 101(4), 330-333.

THANK YOU FOR YOUR ATTENTION

