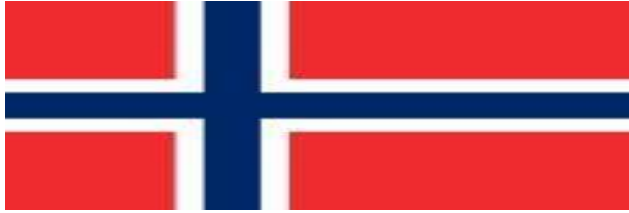


Quality in Psychiatric Care (QPC): from theoretical concepts to a measuring instrument based on patients' own experiences

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Background

- There are still few published instruments for evaluating quality of care in psychiatric settings
- One reason for this is absence of reliable and valid instruments
- Patients' perception of quality of care provide important information for service improvement

The instrument Quality in Psychiatric Care (QPC)

- QPC is based on a definition of quality of care from patients' perspectives (Schröder, Wilde-Larsson., & Ahlström, 2007)
- The definition was developed from a phenomenographic interview study with in-and out patients (Schröder A., Ahlström, G., & Wilde-Larsson, B, 2006)

Interview study

- How do you perceive the concept of quality of care in psychiatric care?
- 20 informants
- 466 statements of quality of care
- Multidimensional concept

(Schröder A., Ahlström, G., & Wilde-Larsson, B., 2006)

Results from the intervjue study

- The patient´s dignity is respected
- The patient´s sense of security with regard to care
- The patient´s participation in the care
- The patient´s recovery
- The patient´s care environment

Developing of the instrument QPC

The first step was to formulate a definition of high quality of care from five dimensions Dignity, Security, Participation, Recovery, Environment generated from the interviews

The second step was to operationalize the definition in an instrument

- Background questions about demographics and general clinical characteristics
- Design items
- To measure perceived quality of care each item was related to the statement
" I experienced that..."
- 4 – point Likert type scale 1 (Total disagree) to 4 (Total agree)
- An open question at the end

The third step was to test the instrument for face validity in a pilot study

- Six person with their own experince of in- and out-patient psychiatric care
- Estimated the comprehensibility and clarity of the items
- Rank them in order of importance
- Reduction of items

The fourth step

- Was to empirically test the instrument in 8 in-patient generally psychiatric wards
- 116 patients

(Schröder, Wilde-Larsson, & Ahlström, 2007)

The fifth and final step

- Was to test the psychometric properties of the QPC
- 265 patients
- Reduction of items

The QPC family of instruments

Versions of QPC	Patient	Staff	Next of Kin
Psychiatric In-patient	QPC-IP	QPC-IPS	QPC-IPN*
Psychiatric Out-Patient	QPC-OP	QPC-OPS	QPC-OPN*
Psychiatric Forensic In-Patient	QPC-FIP	QPC-FIPS	QPC-FIPN*
Psychiatric Addiction Out-Patient	QPC-AOP	QPC-AOPS**	QPC-AOPN**
Social Psychiatry Housing Support	QPC-H	QPC-HS	QPC-HN**
Social Psychiatry Daily Activity	QPC-DA	QPC-DAS	QPC-DAN**

Note: * = Ongoing, ** = Forthcoming

QPC Dimensions

Inpatient (IP & IPS) (30)	Outpatient (OP & OPS) (30)	Forensic Inpatient (FIP & FIPS) (34)	Addicton Outpatient AOP & AOPS (36)	Housing Support HS & HSS (37)	Daily activity DA (35)
Encounter (8)	Encounter (6)	Encounter (8)	Encounter (8)	Encounter (8)	Encounter (8)
Participation (8)	Participation (8)	Participation (8)	Participation (8)	Participation (8)	Participation (8)
Support (4)	Support (4)	Support (4)	Support (4)	Support (4)	Support (5)
Discharge (4)	Discharge (3)	Discharge (3)	Discharge (3)		
Secluded environment (3)		Secluded environment (2)		Secluded environment (3)	Secluded environment (2)
Secure environment (3)	Secure environment (3)	Secure environment (3)	Secure environment (3)	Secure environment (3)	Secure environment (3)
	Outpatient specific (6)	Forensic specific (6)	Addicition specifik (10)	Housing Specific (11)	Daily activity specific (9)

Versions for patients, staff and next of kin

Item	Dimension	FIP	FIPS	FIPNK
11	Encounter	the staff treat me with warmth and consideration	the staff treat the patients with warmth and consideration	the staff treat my next of kin with warmth and consideration
1	Participation	I am involved in my care and treatment	the patients are involved in their care and treatment	my next of kin are involved in their care and treatment
16	Discharge	I will be offered follow-up after discharge	patients are offered follow-up after discharge	my next of kin are offered follow-up after discharge

- QPC is a simple, inexpensive instrument
- Routinely used as a self-rating instrument for purposes of improving psychiatric care
- QPC can be used as a tool to motivate care staff to continually improve the clinical psychiatric care
- QPC is an adequate instrument for studying patients, next of kin and staff experiences of quality of care



Why?

- There is limited research on international comparing of quality of psychiatric care
- Different instruments
- Lack of standardized instruments

Quality in Psychiatric Care - a international project

The Quality in Psychiatric Care project is part of a larger research program aiming at adapting the QPC instruments for patients and staff for in-patient, out-patient and forensic in-patient to different international settings, to test the psychometric property and equivalence of dimensionality of the different language versions, and to describe and compare the quality of psychiatric care across different countries



Language	QPC- IP/IPS	QPC-OP/OPS	QPC- FIP/FIPS
Swedish	x	x	x
Norwegian	x	x	x
Danish	x	x	x
Finnish	x	x	
English	x	x	x
Persian	x	x	
Portuguese		x	
Spanish	x	x	x
Indonesian	x	x	
French	x	x	
Faroese	x		

Ongoing project

- Indonesia
- Spain
- Brazil
- The Faeroe Islands
- Norway

Conclusion

So far the international project shows that patients and staff in different cultures and health care systems have different views on some aspects of quality of care, but that in most cases they have many views in common, particularly the low ratings of participation. The psychometric test and validation of the QPC instruments in different language versions will assist health care providers in different countries to compare quality of care, quality improvement and permits benchmarking and research.

- With this presentation we will offer researcher from different countries to participate in the standardization of different versions of the QPC instruments



Thank you for your attention!

Terima kasih atas perhatian
Anda!

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