

Quality of Live and quality of care

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Questions arise

- ▶ What is quality of live ?
- ▶ What is quality of care ?
- ▶ How to measure them ?
- ▶ Who make the standard ? For whom ?
- ▶ Is quality of care in line with quality of live ?



What is quality

- ▶ the relative **perfection** of all the components of services (Marija Zaletel, 2000).
- ▶ **speed of service** delivery and **correctness of procedure** (Philips Crosby, 2001) .
- ▶ the **complete satisfaction of the needs** of customer, with **the lowest organizational costs** (Overtveit, 2001)
- ▶ **function of the technology** in the services, the quality of organization and employee (Sale, 2005)

quality of care

- ▶ The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge (The institute of medicine, USA)
- ▶ 3 components involved in **service quality**: policy makers, service providers and service recipients or user communities (WHO, 2008)

What is quality of nursing care

- ▶ Donabedian (2005) argue that the quality in nursing care is the **harmony** between the **standard** of nursing care and the **actual implementation**
- ▶ Aspan et al, (2009) proposed 3 aspects of quality in nursing care :
Measurable quality, appreciative quality and perceptive quality

3 level of quality in nursing care:

- ▶ 1 Acceptable nursing,
- ▶ 2 Comparative good nursing care
- ▶ 3 Excellent nursing

"QUALITY HEALTH
CARE NURSING"



Continue.. quality of nursing care

- ▶ According to Neil (2015), the quality of nursing care is the **meet of client's needs** and expectations according to relevant **standards**.
- ▶ To enhance nursing quality there should be a mutual co-dependence of various dimensions with the **patient at the centre** of the whole process.



Quality of Life

“Individuals perception of their **position in life** in the context of the **culture** and **value systems** in which they live and in relation to their goals, expectations, standards and concerns”

3 component of quality of live:

- Psychological well-being
- Contextual factors (both social and material)
- Functioning in social roles

(WHO, 2008)



(Connell, J., et al, 2012)

A good quality of life

Feelings of wellbeing,
Control and autonomy,
A positive self-perception,
A sense of belonging,
Participation in enjoyable and
meaningful activity,
A positive view of the future

A poor quality of life

Feelings of distress,
Lack of control over symptoms and life in general,
A negative perception of self,
Stigmatization and rejection,
Diminished activity and difficulties with day to day
functioning,
A negative outlook



Quality of live and Quality of care

Is the quality of life in line with the quality of care or service ?

A study by Aiken, et all (2018)

- ▶ Survey data were collected from 13 077 nurses in 243 hospitals, and 18 828 patients in 182 of the same hospitals in the six countries
- ▶ There is association between nursing skill and mortality rate and quality of care.
- ▶ every 10-point increase in the percentage of professional nurses among all nursing personnel was associated with lower odds of mortality (OR=0.89), and lower odds of reports of poor quality (OR=0.89)



A study by Beerens, Sutcliffe and Guitres et al (2014) in Europe explore the relationship between quality of life and quality of care patients with dementia in 8 countries in Europe.

They found variations in the quality of service and quality of life of the respondents. The study concluded that no cause relationship between Quality of life and quality of care.

A study by Alonazi dan Thomas (2014) in Saudi Arabia:
The impact of quality of care on patients' quality of live in eight public Saudi hospitals

They found that patients treated in hospital with high accreditation value, the quality of life of their patients was the same as those with low accreditation.

The Authors suggested that there are other factors relating to quality of care. Patient experiences, values, and principles need to be considered in assessing the quality of service.



Based on my experience doing research and community services since 1998, I can say that the quality of care and quality of life is **not always inline**.

- ▶ Suryani, Welch. Cox (2013). The Phenomena of Auditory Hallucination as Described by Indonesian People Living With Schizophrenia. *Archive of psychiatric Nursing journal*, 27(6), 312 -318
- ▶ Suryani (2015) An analysis of TB patient's psychosocial need. *Makara Journal of Health Research*, 18 (3)
- ▶ Suryani (2012). Quality of live of people with schizophrenia *Jurnal Keperawatan Padjajaran*, 2 (1): 20 - 45
- ▶ Suryani (2015) Caring for a Family Member With Schizophrenia: The Experience of Family Carers in Indonesia. *Malaysia Journal of Psychiatry*, 24 (2)
- ▶ Farkah, L., Suryani, Hernawati (2017). Faktor caregiver and relaps among client with schizophrenia, *Jurnal Keperawatan Padjajaran*, 5 (1): 37 - 46
- ▶ Lundqvist, Suryani, Nur Anna, Rafiyah, & Schröder.(2017). Indonesian adaptation of the Quality in Psychiatric Care - In-patient (QPC-IP): Psychometric properties and factor structure. *Asian Journal of Psychiatry*.
- ▶ Current project “Developing model of recovery for survivor schizophrenia”



QoC and QoL based on my study

- ❑ Customers' experience about illness and treatment.

- ❑ Customers' expectation about, treatment, healing process and caring

- ❑ Customers' perception about quality of care and quality of life

- ❑ Customer's belief about the cause of the disease, treatment and recovery

Conclusion

- ▶ The quality of care is something that is complex and can not be judged only from its accreditation. Especially if it is correlated with the quality of life of clients (customer).
- ▶ Clients (customers) play a larger role, including involvement in determining QoC and QoL
- ▶ It is important to consider subjective experience of the client (customer) when determining the QoC and QoL

