

Mental Health Quality Evaluation in Subacute Department

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Introduction. In the fast developing century, Latvia tries to engage in health care system integration tendencies practiced in western countries and principles of the health care system organization. This affects the Latvian health care in the psychiatry field, where there is a great need for quality evaluation methods and measurement instruments. It is important to mention that the quality measurements in psychiatric departments have not been performed yet in Latvia.

The aim of the quality evaluation is to get information of problems and possible solutions, providing health care improvements and making them more accessible to patients. Changes in patient-doctor relationships make it possible for patients to be involved in the treatment process and allow expressing their opinions. A lot of researches suggest patient opinion as a best evaluation instrument that is why patient questionnaires were used in this study.

In Latvia there is no validated patient questionnaire for health care quality and patient experience measurement. For this study PIPEQ-on site questionnaire was chosen with the permission of Norwegian colleagues.

Aim, Materials and Methods. The aim of the study was to determine patients' satisfaction with the quality of health care services in the psychiatric inpatients subacute ward at Veldres Street 1A, Riga Psychiatry and Addiction Disorder Center by means of validating PIPQ-OS in Latvia.

Materials and methods. The pilot study was conducted from June, 2016 until February, 2017 with the prospective quantitative research. The PIPEQ-OS questionnaire was completed by patients of one particular inpatient ward on-site on a day before a discharge date. Patients were requested to answer 21 questions themselves, without discussion or influence from others. The questionnaire was translated from English into Latvian and back-wards. The Latvian version was tested in cognitive interviews among psychiatric inpatients. An adjustment after cognitive interview was made to the Latvian version of the questionnaire.

Results. There were 297 follow-up patients discharged during 8 months and 241 (81 %) of them completed and returned the questionnaire; 16 patients underwent a cognitive interview. The average length of an interview was 15 minutes. The patients confirmed both the usefulness of responding on-site and the relevance of the questions on a general issue. Several patients showed lack of understanding of the question of being involved in a treatment process and having a chance to influence it. There were also patients who responded that some issues were too similar to bring them out separately. Others noted the difficulties to get the meaning of certain words, but the essence of the question was understood. In general, the questionnaire translation proved to be maintaining the principle of the conceptual equivalent. Some adjustments were made after the interviews, but in general the cognitive interviews showed that the questionnaire functioned well and that the questions and topics were relevant to the patient group. The practice revealed that there was a need to translate the questionnaire in Russian.

Conclusions. The preliminary data showed a high response rate and patients' interest in expressing their opinions, which approved this instrument usage in in-patient departments. There is a need to review the questionnaire in Russian and Latvian using the cognitive interview data by excluding unintelligible words and rephrasing them. The following questionnaire analysis is required for the internal consistency and the overall correlation between the issues. A further data collection is required.