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HEALTH CARE QUALITY FROM THE PERSONS WITH DEMENTIA'S PERSPECTIVE: DEVELOPMENT AND TESTING OF A QUESTIONNAIRE

Statement of the Problem: Dementia care is one of the most rapidly growing areas in healthcare; however, relatively little is known about the experiences of care quality of persons with dementia themselves. The Quality from the Patient's Perspective (QPP) questionnaire is based on a model of care quality from the patients' perceptions of care, and has previously been adapted for use in different healthcare settings. The purpose of this study was twofold: (1) to adapt the QPP for use by persons with dementia and (2) to describe perceptions of care quality among persons with dementia in special care units (SCUs) in nursing homes.

Methodology & Theoretical Orientation: A cross-sectional design was used. Structured interviews using a questionnaire were carried out. The study was conducted in SCUs in three nursing homes in Norway and included 61 persons with dementia, with a response rate of 96.8%. An exploratory factor analysis using principal axis factoring with oblique rotation was performed for psychometric evaluation. Internal consistency was assessed by Cronbach's alpha and subgroup comparisons were performed using chi-squares and t tests.

Results: The QPP questionnaire was adapted for dementia care by selecting items from the QPP, modifying items, and constructing new items specifically for dementia care. The QPP questionnaire specifically for dementia care (QPP-DC) consists of 23 items representing seven factors with an eigenvalue ≥ 1.0 . The reliability coefficients were acceptable for most factors. The quality ratings of persons with dementia showed considerable variation across the different items.

Conclusions & Significance: QPP-DC provides a meaningful tool for quality improvements of care in special care units by detecting areas of importance for the persons with dementia. Nevertheless, research is needed to further validate and test the QPP-DC in other contexts.

Biography

Ann Karin Helgesen works as a teacher and researcher at the Østfold University College in Norway. She has 16 years' experience as a registered geriatric nurse, most of them in elderly care in general and dementia care in special. Her Ph.D. degree explored patient/user participation in everyday life in special units for persons with dementia.

Vigdis Abrahamsen Grøndahl works at Østfold University College in Norway. She has experience from medical wards and intensive care units. She has worked as a nursing teacher for 25 years, including 6 years as head of bachelor in nursing, 1 year as protector and the last 9 years as both teacher and researcher. Her PhD degree concerned health care quality from the patients' perspective, and her special interest in research concerns person centered care both in community health care and hospital, elderly care and healthcare quality from the patients' perspective.

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