

DOES A PATIENT SATISFACTION SURVEY CONTRIBUTE TO THE QUALITY OF CARE?

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INTRODUCTION

Regularly surveying patient satisfaction enables us to determine the level of satisfaction of dialysis patients with the quality of care provided and its trends at each dialysis centre. At our site, we carry out a patient satisfaction survey once per year by means of a voluntary anonymous questionnaire.

OBJECTIVE

The purpose of the project is to continuously improve the quality of care provided and increase satisfaction of our patients. Every year, we compare the views and priorities of dialysis patients who have been in the dialysis programme for less than a year with patients who have been on dialysis longer, as the needs and priorities of long-term patients can change.

METHODOLOGY

A patient satisfaction survey is conducted every year in the form of a questionnaire. In the introduction, there is a brief explanation of the purpose of the questionnaire and confirmation that the questionnaire is anonymous and participation voluntary.

The questionnaire used to assess the satisfaction of dialysis patients comprises five areas of questions related to the following: environment and equipment at the dialysis centre, haemodialysis treatment, dialysis staff, medical personnel, quality of the service provided, and demographic data. The results of the questionnaires are evaluated by a multidisciplinary team consisting of nurses, physicians, and quality managers and are compared with other dialysis centres. Remedial steps are performed in cooperation with our headquarters and allow us to respond quickly and effectively to the current needs of our patients.

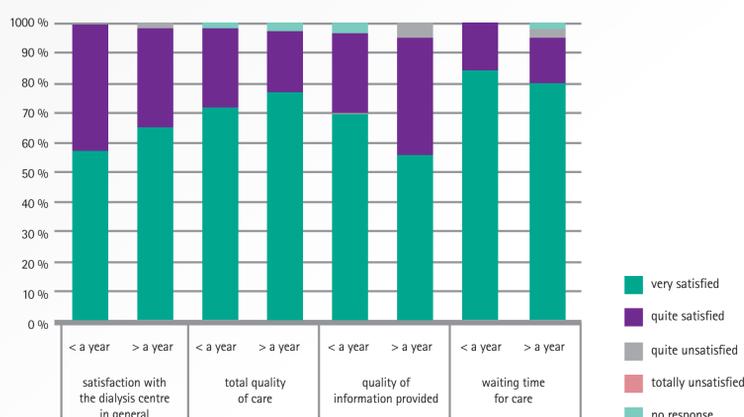
RESULTS

The average return rate of the questionnaires at our dialysis centre since the onset of the project in 2014 has been 93.95%. A total of 169 patients have responded to the questionnaires, of which 51 have been enrolled in the haemodialysis programme for less than 1 year. Due to the extent of the questionnaires, we present only some of the data. The results of the survey show that patients who are on dialysis for less than one year greatly appreciate the short waiting time before the onset of dialysis treatment and are very happy with the quality of the provided information and education. On the other hand, long-term dialysis patients are happier with the dialysis centre in general and with the overall quality of the treatment. Appropriate remedial measures have been able to influence patients' dissatisfaction with room noise. However, a long-term problem is dissatisfaction with the temperature and setting of air conditioning in dialysis units, because each person has different thermoregulation.

CONCLUSION

The patient satisfaction survey is an inseparable part of the assessment of the quality of the services provided at the dialysis centre and definitely helps to improve the quality of care. A survey in the form of a questionnaire helps us determine feedback from our patients in an anonymous way and use the collected information to further improve our services. We found that patients who have been on dialysis for less than a year have other needs and priorities than long-term dialysis patients. The survey of patient satisfaction allows the evaluation of the overall quality of care and its development from the point of view of the patient.

Patient satisfaction survey - example of results
Comparison of patients who had received chronic renal replacement therapy (RRT) for less than a year with patients undergoing RRT for more than one year.



Patient satisfaction survey - example of results
Aspects which could be improved - noise

