



Service Priorities and Programmes
Electronic Presentations

Convention ID: 390

Submitting author: Dr Chi Kin, Jackie FU

Post title: Associate Consultant, Castle Peak Hospital, NTWC

Surveying psychiatric patients' satisfaction towards treatment in a mental hospital in Hong Kong

Dr Jackie FU, Dr Paulina CHOW, Dr Joanna LAM, Dr CK TUNG
Lingnan University

Keywords:

Patient satisfaction

Psychopathology

Psychometric

Introduction

Measuring satisfaction towards treatment among psychiatric patients has been considered difficult due to the inherent nature of the illness.

Objectives

The current study reported an evaluation on the applicability of using a standard psychometric methodology for the in-patients of a psychiatric hospital.

Methodology

Our group previously validated the Chinese version of the Perception of Care questionnaire (C-PoC). Among the four factors namely "Information Received", "Interpersonal Aspects of Care", "Continuity/Coordination of Care", and "Global Evaluation of Care", the first three domains contained objective items about the clinical practice subjects received. Subjects completed the C-PoC and participated in in-depth interviews to clarify their rationale behind their ratings. Standard psychometric measures were used to measure their quality of life and severity of psychiatric symptoms. Correlation statistics and qualitative results from in-depth interviews served to investigate the validity of a quantitative measurement of satisfaction using C-PoC.

Result

Pilot use of C-PoC revealed that subjects had better understanding about item meanings when they were about to be discharged than when they were just admitted to the hospital. In-depth interviews revealed that certain psychopathologies could have affected the patient's perception towards psychiatric treatment including a lack of insight and cognitive distortion due to psychosis and mood fluctuations. Despite the presence of such symptoms, ratings of C-PoC were relatively immune, especially for objective items about staff practice such as whether they had offered information about treatment. Result was further confirmed by the lack of correlation between psychotic or affective symptom ratings on all domains of C-PoC. The use of a quantitative approach in studying satisfaction towards treatment offers benefits in terms of ease of statistical analysis, simplicity in design and the feasibility of

manipulating clinical variables. However one might question about the validity of subject's account given the very nature of their illness that might affect their ability to appreciate and weigh the various aspects of service and accurately express their degree of satisfaction. Current study suggests that studying psychiatric patients' satisfaction could yield valid results, given that: 1.The survey to be performed at a stage when the mental state of participants are optimized, i.e. just before their discharge; and 2.The survey to be targeted at predefined objective quality standards rather than tapping subjective perceptions.