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A Qualitative Survey on Model of Service Delivery of Palliative Day Care Center in Shatin Hospital -- Clients' Perspective

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Introduction

Different models of service delivery existed in different palliative day care center in Hong Kong public hospitals. Models of service delivery included medical model, psychosocial model and integrated model. Palliative day care center in Shatin Hospital was an integrated multidisciplinary model which included medical consultation, physical rehabilitation and psychosocial interventions. Under this integrated model, physiotherapy intervention was a core component in physical rehabilitation for palliative care patients. Profile and importance of this model of service delivery needed to be explored.

Objectives

This survey was to evaluate the patients' engagement in palliative day care services and the importance of different components of service from patients' perspective. This survey was also to investigate the components of physiotherapy services that patient received.

Methodology

Patients who were cognitive competent and attended palliative day care center in Shatin Hospital for more than one month, was recruited into survey. A semi-structured questionnaire was adopted for interview after verbal consent was made.

Result

This survey was conducted since January 2017. 32 patients (12 male and 20 female) were recruited. Their mean age was 69. Five of them (16%) were cancer survivors while seventeen of them (53%) suffered from incurable cancer disease. Patients with non-cancer disease included those suffering from end stage organ failure (19%) and

neuro-degenerative disease (12%). Seventeen (53%) and thirteen (41%) of them were independent walker and assisted walker respectively.

Services components which patients ever received were medical consultation (97%), physical rehabilitation (100%) and psychosocial intervention (75%). Physical rehabilitation (100%) was the service component that patients most frequently received. 53% and 41% of them rated physical rehabilitation and medical consultation respectively as the most important service component. They also reported that palliative day care services could help to improve / maintain mobility (66%), enhance mood (38%), and enhance social interaction and mutual support with co-patients (19%).

Physical training (78%) and pain relieving treatment (31%) were the commonest and rated as the most important physiotherapy services that the patients received. The score of "the importance of physiotherapy services in palliative day care center" as rated by patients was 8.6 (out of 10). They also reported that physiotherapy service could help to improve strength/ambulation/mobility (72%), and relieve pain (28%). In conclusion, this survey showed that medical consultation and physical rehabilitation were the essential services components in integrated multidisciplinary palliative day care model. Physiotherapy services played major and core role in providing physical rehabilitation in palliative day care center.