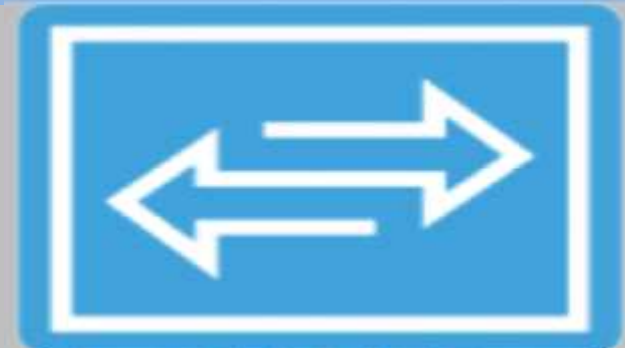
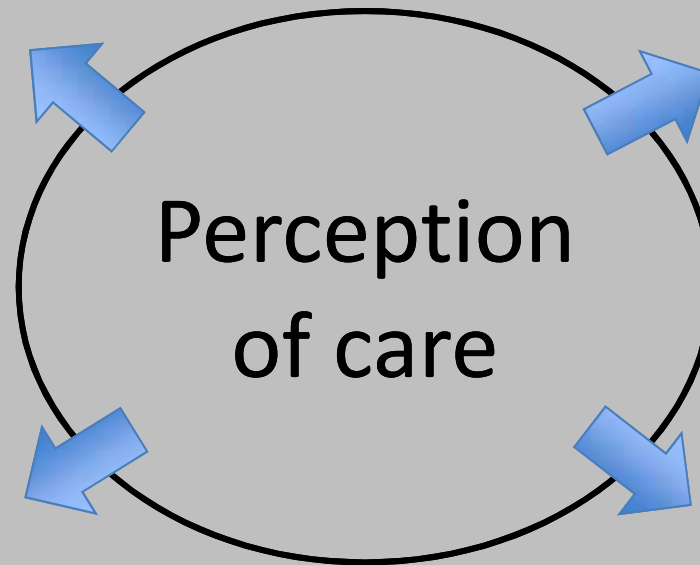


Are Patients' Perceptions of Overall Service Quality Influenced by the Presence of a Weekend Allied Health Service on Acute Hospital Wards

A/Professor Lisa O'Brien¹, Mr Mitchell Sarkies¹,
Dr Kelly-Ann Bowles¹, Ms Romi Haas¹, Professor
Terry Haines¹

¹Monash University, Melbourne, Australia

Background



Patient perceptions of care quality



Aims



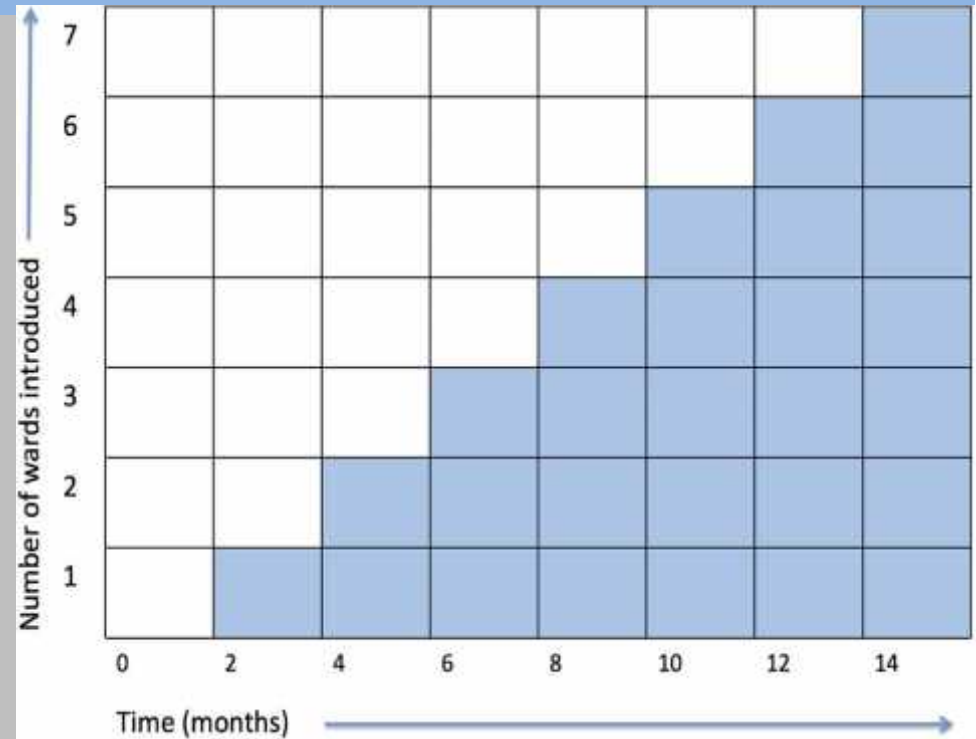
Determine if perception of service quality differs between wards with/without weekend allied health



Determine whether patient comments were related to satisfaction scores, ratings of how much they were helped, or the appropriateness of LOS

Methods: design

Cross sectional during stepped-wedge RCT



Methods: data collection

- Sub-set of the Victorian Patient Satisfaction Monitor Survey
- Patients scheduled for discharge



Methods: analysis

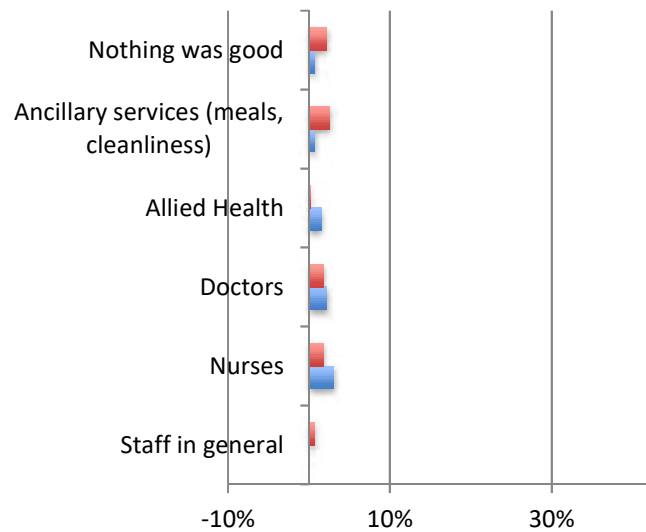
- Qualitative comments:
 - 2 coders independently coded comments by category
 - content analysis used to group responses into dimensions of care
- Univariate ordered, and univariate logistic regression used to identify relationships between comments and scores on scaled questions
- Compared data between exposure or non-exposure to weekend allied health

Results: demographics & scaled responses

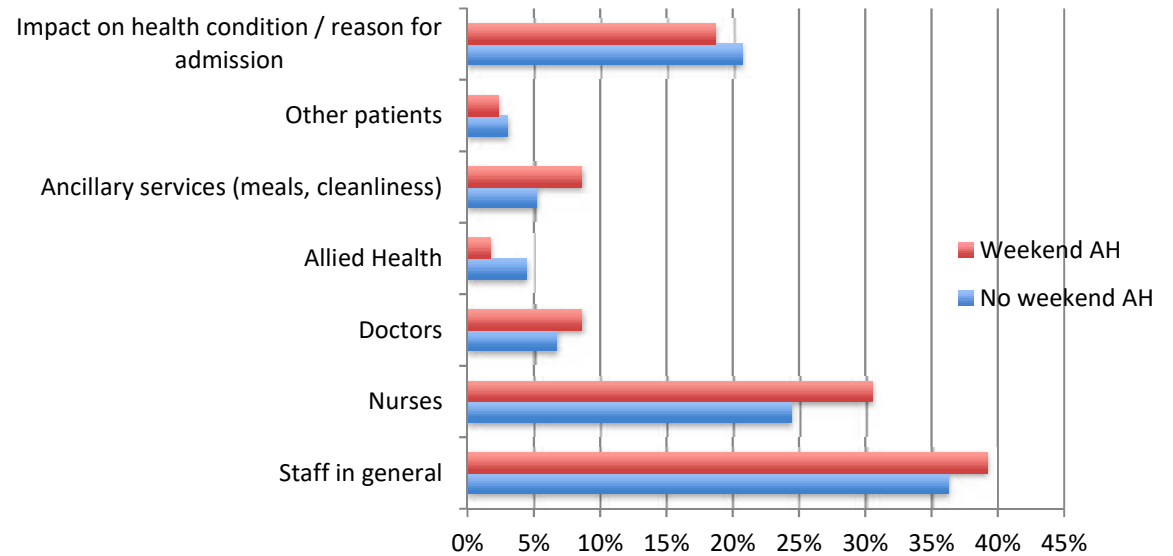
Variables		No weekend service (n=135)	Weekend service (n=471)
Gender: female, n (%)		51 (37.8)	230 (48.8)
Age: years, mean (SD)		59.5 (18.9)	61.4 (19.4)
Overall satisfaction, mean (SD)		4.33 (0.87)	4.41 (0.76)
How much they were helped by stay, mean (SD)		4.47 (0.84)	4.36 (0.83)
Perception of LOS, n(%)	Too short	17 (12.9)	45 (9.6)
	Too long	25 (18.9)	72 (15.4)
	Right amount	90 (68.2)	352 (75.1)

Results: Categories of Qual comments

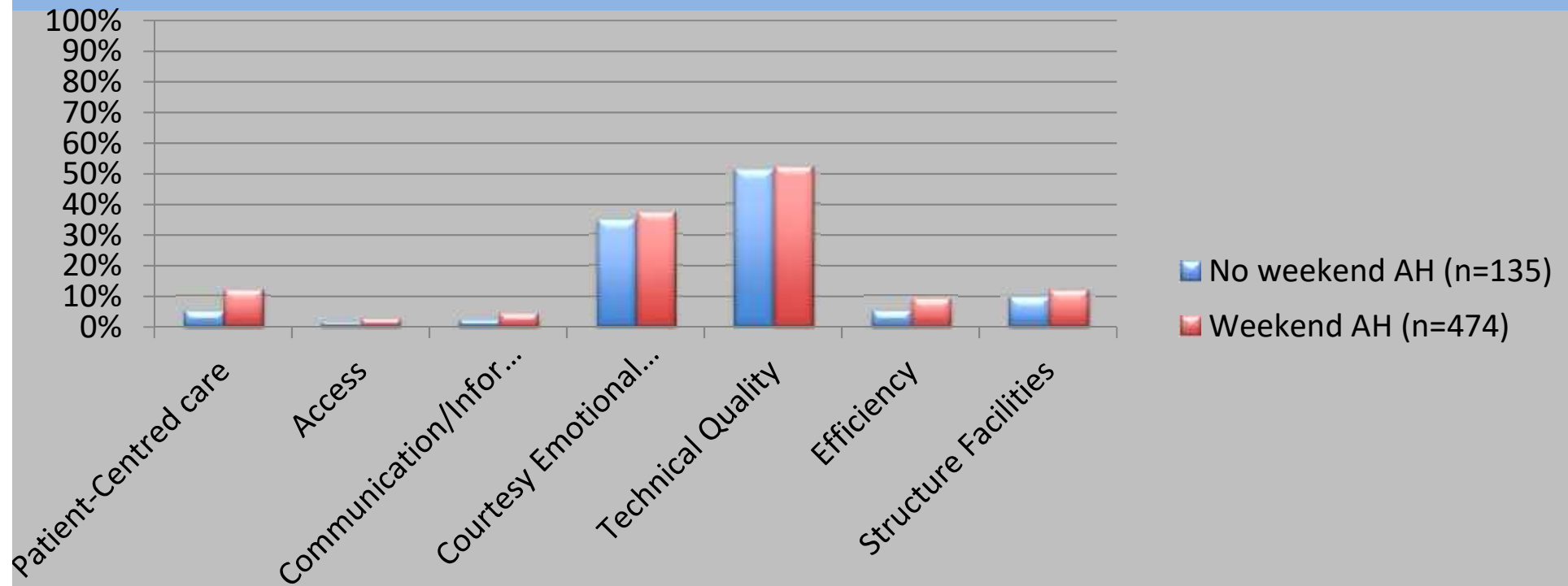
Negative



Positive



Results: Qual comments by dimensions of care



Results: Association between comments type and overall satisfaction score

Comment regarding:	Regression coefficient	95% Confidence intervals	<i>p</i> value
Staff in general	1.106	0.79 to 1.43	<0.0001*

Results: Association between comment type and question “How much do you think you were actually helped?”

Comment regarding:	Regression coefficient	95% Confidence intervals	<i>p</i> value
Staff in general	0.934	0.61 to 1.26	<0.001*
Doctors	0.730	0.19 to 1.27	0.008*
Other patients	-1.055	-1.915 to -0.195	0.016*

Results: Association between comment type and question “Was your length of stay appropriate?”

Comment regarding:	Regression coefficient	95% Confidence intervals	<i>p</i> value
Staff in general	0.45	0.08 to 0.81	0.01*

Strengths and Limitations

- conducted on the planned day of discharge by an independent person, who was not a ward staff member
- access to weekend allied health was determined solely by dates the ward had a weekend service, and not all patients' stays included a weekend day.

Conclusions

- Patients' perceived quality strongly related to:
 - Technical quality of care
 - Staff courtesy and emotional support
- No effect of weekend allied health provision on perceived quality of care