

Multi-lingual monitoring of the quality of care and treatment

Jette Ammentorp Ph.D student, Deputy Focal Person

Poul-Erik Kofoed, Physician-in-chief

Department of Paediatric, Kolding Hospital

Introduction

Evaluating the quality of treatment and care from a patient perspective are traditionally performed using questionnaires often resulting in low response rates and replies from only Danish speaking families. The aim of this project was to study if IT-based continuous monitoring of both Danish- and non-Danish-speaking parents could increase the response rate and elucidate reasons for parents being less satisfied. Furthermore, we wanted to evaluate the effect of an increased focus on the quality of the care since 1999, when indicators of quality were defined according to the results of a study performed in the department.

Methods

Parents of children admitted to the Department of Paediatrics in Kolding Hospital were asked to answer 8 questions on a computer. The questions, which were translated into 7 languages, corresponded to the indicators of quality of care selected by the department for monitoring parents' satisfaction.

Results

A total of 692 out of 818 parents answered (85%). Of these 1.5 % answered in a foreign language. Significant correlations between number of parents being satisfied with information and with care and the workload on the department were found ($p < 0,01$ and $p < 0,01$). Non-Danish speaking parents tended to be less satisfied. A significant improvement in the satisfaction had occurred compared to a study from 1999.

Discussion

Using IT-based continuous monitoring of parents' satisfaction gave a response rate of 85%, which is higher than what is usually obtained, still too few non-Danish speaking parents answered. Improvements are proposed.

Contact

Ms. Jette Ammentorp, Kolding Hospital, Skovvangen 2-8, DK- 6000 Kolding. DENMARK. Phone: +45 76 4057 4862. Ammentorp@tdcadsl.dk