Patient-centeredness in the long-term care of older people – patients’ perspective

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Introduction
• Patient-centeredness is the recognition of the expectations, ideas and the perspectives of the patient. Patient-centred approach increases the client’s satisfaction and decreases patient’s and their relatives’ stress and has a positive impact to the patient’s improvement.
• Despite of developing patient-centred care from patient’s perspective there is too little attention paid to patient’s opinions.
• There are no earlier studies present about patient-centeredness in the long-term care of older people in Estonia. Therefore there are no collected information about older patient’s opinions about how patient-centred their care is.

Aim
• The aim of the study was to describe patient-centeredness in long-term care of older people in different hospitals of Estonia from patients’ perspective and to enlighten the interaction between the background variables of the patients and the score of patient-centeredness.

Sample and methods
• The sample was composed of 111 older patients in the long-term care departments of 14 regional, central and general hospitals in Estonia.
• The data were collected in 2008 by means of structured interviews using the combination of two questionnaires (de Witte et al 2006, Little et al 2001).
• The methods of descriptive statistics and correlation analysis were used for analyzing the data.

Conclusions
• The older people associated patient-centeredness above average in the long-term care. The evaluation of various statements about patient-centeredness differed. The patients considered most positive the possibility to perform independently all those daily activities they were able to. They found most negative that nobody asked their opinion about which person will take care of them.
• The patients agreed that the staff members take their wishes into account, listen them, understand their emotional needs and take into consideration what the patient tells them.
• Half of the patients complained that they have no possibility to arrange their self care and no possibility to decide together with the staff, what specific assistance they need, how often and in what way.
• Half of the patients also tended to be critical about staff’s scarce counselling on how to prevent future health problems and their lack of interest in the effect of these problems on the patient’s family, private life and activities of daily living.
• The more assistance the long-term care patients needed, the lower was the score of the patient-centeredness i.e. the less patient-centred they found their care.

Results

Figure 1. Patients’ evaluations about statements of patient-centeredness in long-term care.

References

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