

Development of the Victorian Palliative Care Satisfaction Instrument (VPCSI): Assessing Client and Carer Satisfaction

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Aims and objectives

To develop a valid and robust instrument to measure satisfaction of clients and carers receiving palliative care services.

The principle goals were to meet Government reporting requirements and to provide feedback to the palliative care sector to facilitate quality improvement.

Literature Review

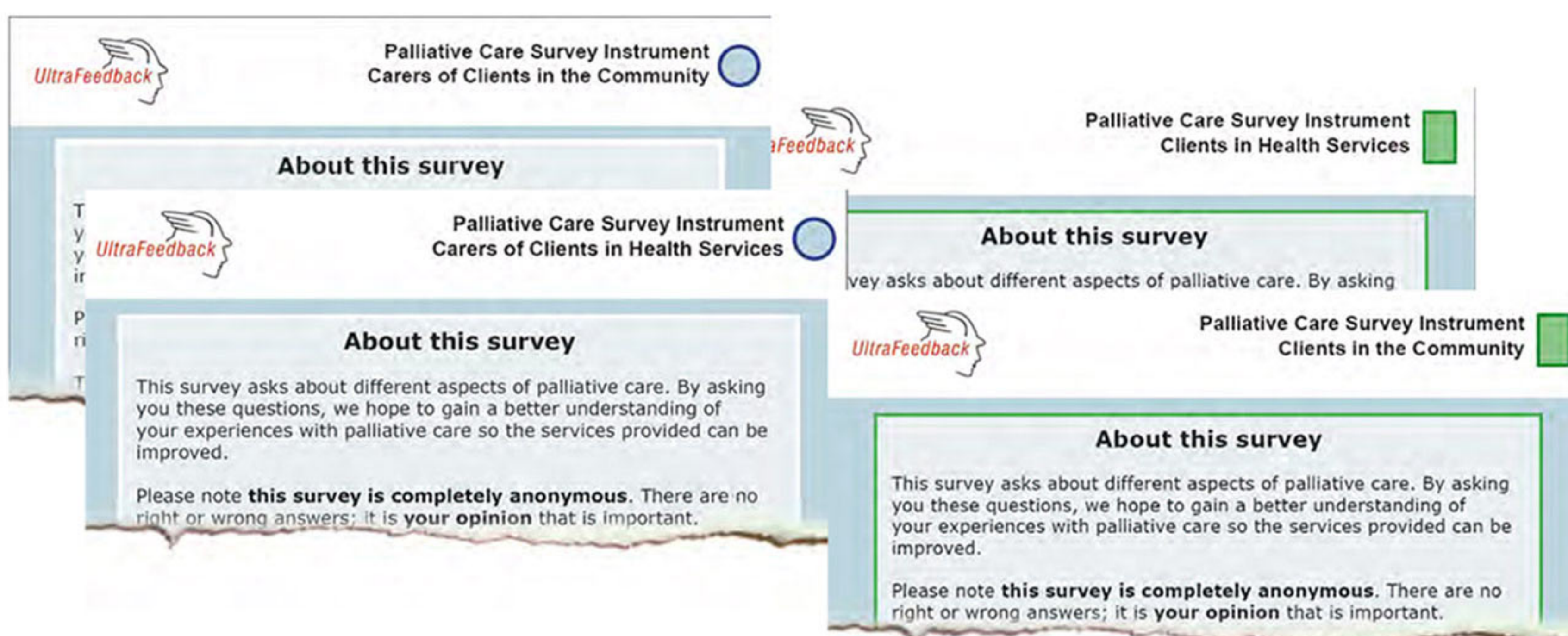
A number of existing instruments were reviewed. There appeared to be little consensus on the factors influencing client and carer satisfaction, and few instruments tapping all relevant dimensions.

Interviews

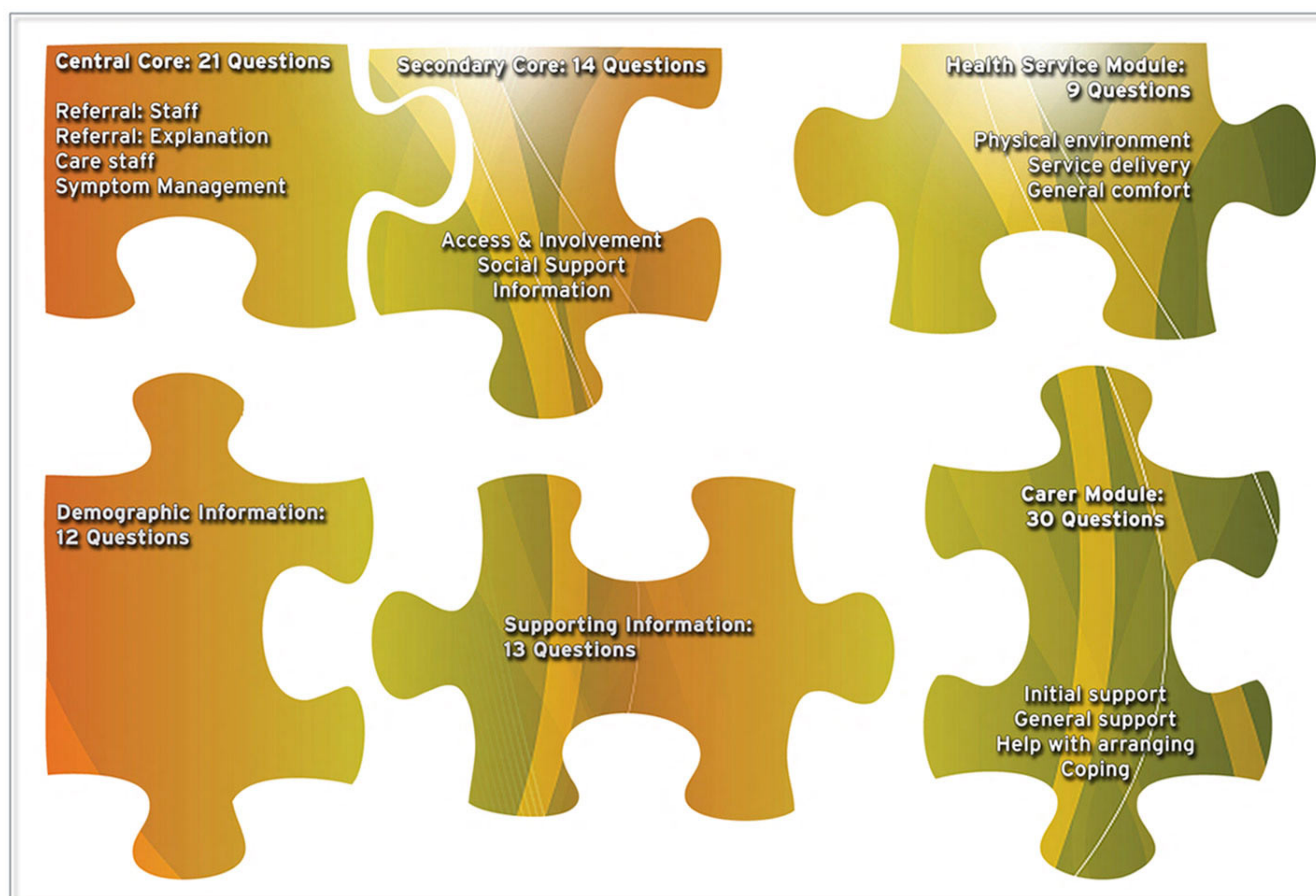
Semi-structured interviews revealed issues of importance to clients, carers and key opinion leaders in the Victorian palliative care sector.

Method

881 paper-based surveys were distributed among clients and carers from 3 Victorian Palliative Care services (Eastern Palliative Care, Melbourne Citymission, Wimmera Hospice Care); 257 surveys were returned. Data were analysed using factor analyses, reliability analyses (Cronbach's alpha) and Pearson's correlations to determine the best mix of items.



Four versions of the instrument



Structure of the VPCSI

Use and Implementation

The VPCSI is designed for use across multiple modalities (hard copy, phone, online), and provides scope for the development of benchmark data and interventions for service quality improvement.

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